


Turn a new page




Newcastle Libraries

FAVOURITES

 **News Feed**

 Messages

 Events

 Find friends

libraries

The original social network

David Fay, City Libraries' Manager
Newcastle Libraries



Social networking?

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Then and now...

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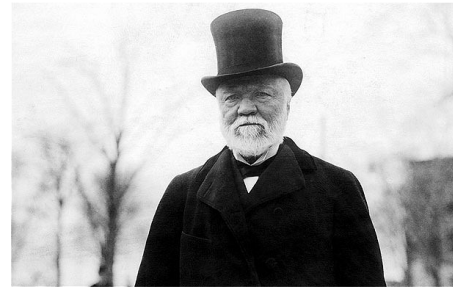
The Great Library of Alexandria then



The Great Library of Alexandria now

Libraries for the masses

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Swinging through the Sixties

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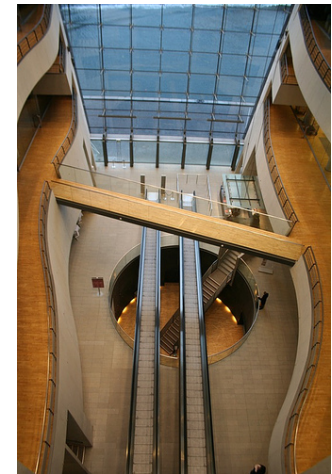
Updating the brand

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Inspiring spaces

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Working differently

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- New ways of working
- Customer standards



Liberating staff

- Meet and greet
- Enquiry handling
- Floor walking
- Generic working
- Team working
- Reflective practice

Achieving change

- Information and digital
- ICT
- Marketing and publicity
- Customer service
- Staff and training
- Stock

Training

- Training needs identified by working groups
- Customer service group created guidelines for staff working in new ways
- Many specific training programmes
- Tourist Information Board training
- Welcome host
- Information literacy
- Bespoke 12 week training programme for professional staff

Brave new world

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