



## **Public Services at Kew from 2008 – results of consultation and outline proposals**

### **Summary of presentation**

#### Slide 1

##### Aim

- The Vision – bringing history to life for everyone
- User focus
- Building on the strengths of FRC and Kew
- 'blank sheet of paper'
- exceptions

#### Slide 2

##### Key principles for TNA:

- Flexible
- Welcoming
- Open
- Cost effective
  - Combine reader registration with enquiry service
  - Apply security measures more appropriately
  - Single enquiry desk
  - Integrate Library service
  - No anticipated 'major' building works

#### Slide 3

##### User concerns:

- Reader registration, security measures
- Must keep user-friendliness of FRC at Kew
- Online is not complete substitute for onsite service
- Continuing talks, surgeries and other FRC services
- Continuing availability of microfilms
- Separate 'noisy' and quiet users

#### Slide 4

##### Ground Floor

- New corporate welcome point at main entrance
- Cyber café relocated to allow restaurant to expand
- Cloakroom expanded
- Museum redesigned to contribute to induction process
- Security checkpoint moved upstairs
- Reader Registration moved upstairs

Slide 5

First Floor

- Security check at entrance to Document Reading Room
- Information and surrogate (film and online) areas are open without ticket
- Single enquiry desk supported by floorwalking staff
- 'Nursery Slopes' area for beginners with supervision and popular materials – intended as self-help
- Document and Open reading rooms divided into Silent and Social areas
- Library opened up and integrated into service
- Dedicated areas for talks and surgeries
- Buffer Zone contains remaining original finding aids
- Toilets adjoining open reading room

Slide 6

Second Floor

- Security check at entrance to Map & Large Document Reading Room
- New ceiling and lighting to improve environment
- New adjustable tables to replace map chests
- Creation of separate quiet area

Slide 7

Advice and Knowledge delivery

- Single enquiry desk – not too large or intimidating
- Floorwalking to be standard practice
- Expert knowledge to be delivered through talks, surgeries, referrals, call-outs
- Talks on popular topics to be delivered every day in dedicated area