Go Visual: the library as visual workplace

**THE SYSTEM**

*The 4 Types of Visual Devices*

- **TELL** visual indicator - passive
  - ex. signage for “new books,” operating hours, & directories
- **GRAB** visual signal - assertive
  - ex. lit signs, event banners, & audible alarms
- **LIMIT** visual control - aggressive
  - ex. book return slots, security gates
- **SUCCESS** visual guarantee - absolute
  - ex. computer passwords, library cards

*The 5S of Visual Order*

- **SORT** seiri
  - sort & clear work area
- **SET IN ORDER** seiton
  - organize & designate locations
- **SHINE** seiso
  - cleanliness & appearance
- **STANDARDIZE** seiketsu
  - everyone performs the same way
- **SUSTAIN** shitsuke
  - maintain the first four principles

**SOLUTION AREAS**

*where visual workspace can help*

- circulation desk
- self check out
- acquisitions
- technical services
- reference & information desk
- loading dock & receiving room
- materials processing
- book repair
- ILL
- office
- print supply closets
- mailroom & shipping
- disaster supply closets
- storage
- gift processing
- book return
- cafe

**BENEFITS**

**Improved**
- accuracy
- productivity
- customer satisfaction

**Reduced**
- floor space needs
- processing time
- repeating work

**HOW TO GET STARTED**

1. read & research basic visual workplace concepts
2. gather supplies
3. review work habits & work space
4. identify permanent locations for visual solutions
5. talk up improvements & show others

visit the LIBRARY as VISUAL WORKPLACE blog
http://libraryworkplace.blogspot.com