
NORTH CAROLINA STATE UNIVERSITY HUNT LIBRARY

In 2013, North Carolina State University opened its brand new, state-of-the-art James B. Hunt Jr. Library on its Centennial Campus, a signature building that reflects NCSU's vision as a preeminent technological research university. Often referred to as the "library of the future," the LEED Silver-certified Hunt Library won the prestigious AIA / ALA Library of the Year Award in 2013. While at DEGW, Elliot Felix led the vision and programming process. Then, in the years leading up to the opening, NCSU wanted to ensure its operations and services were as innovative and effective as its spaces, so it commissioned brightspot to complete a service and operational planning project with the Library.

In collaboration with Snøhetta and Clark Nexsen architects and Davis Langdon cost consultants, the visioning, programming, and planning project engaged the campus in creating a new library and a new organizational structure to support it. We engaged faculty, staff, students, and partners through interviews, workshops, surveys, and observations, and we complemented this on-campus input with research on and tours of academic, corporate, and cultural institutions that had already designed the services and staffing to support the kind of innovative user experience that NCSU sought.

Early space program scenarios were created and costed so that NCSU could make large decisions early, such as the use of a robotic storage and retrieval system, a single integrated service point, and a collaborative workplace for staff that brought different departments together. The end result was consensus buy-in and a program that provided flexibility and a variety of indoor and outdoor environments at the Hunt Library, including those dedicated to work, learning, and community connection. The intent was to design a space that would harness the power of chance encounters and celebrate the role of physical space in the intellectual stimulation of its users.

brightspot then worked with the Library to develop its service and staffing models. This meant determining what services would be delivered where, when, and by whom, and what kind of systems, technologies, and skills would be required to support those services. During our hands-on process, staff learned the tools and methods of service design so they could carry the effort forward and enable organizational change along the way.

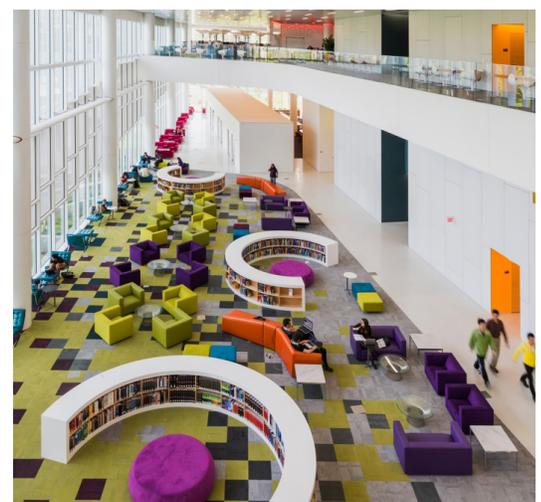
The result included a service vision, staffing forecast, "blueprints" for key services, and a design for the single service point that had been prototyped at full-scale and tested through role-play.



HUNT LIBRARY SERVICE POINT



PROTOTYPING WORKSHOP



READING ROOM