



## Billingham Library and Customer Services Centre

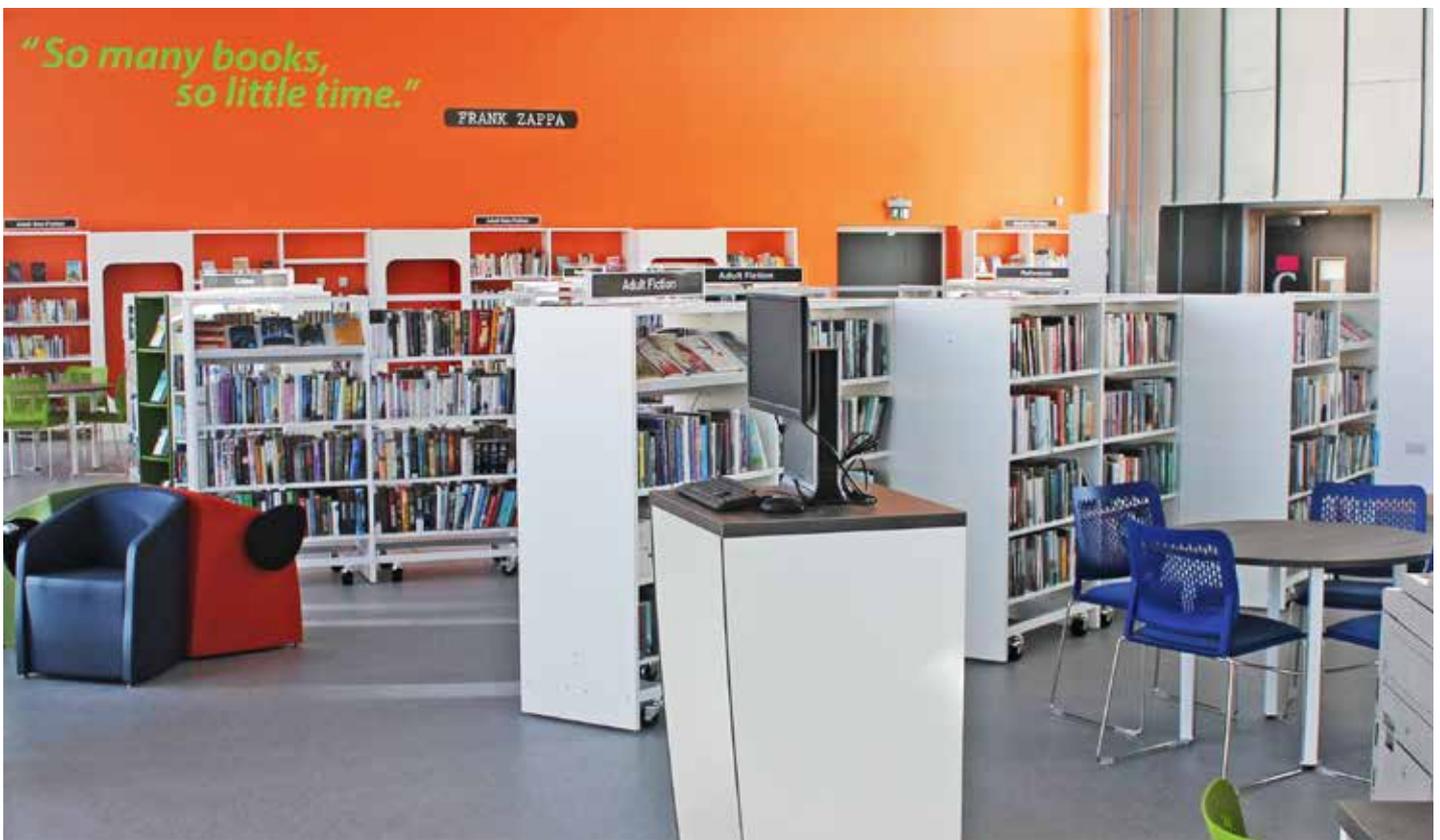
A new state-of-the art £2.7million Library and Customer Service Centre facility in Billingham has been built on the site of the town's former Art Gallery and Council offices and is now open for business! Our challenge was to create a bright open plan, welcoming and state of the art environment that would encompass the aspirations of both the Library Service and the Council's Customer Services team. We wanted to ensure that we encouraged the captive audience using the council's customer services facilities into the library space even though they may not traditionally be library users.

Our brief from client was that the design should facilitate a substantial increase in both the book stock and technology provision without compromising the ease of access and

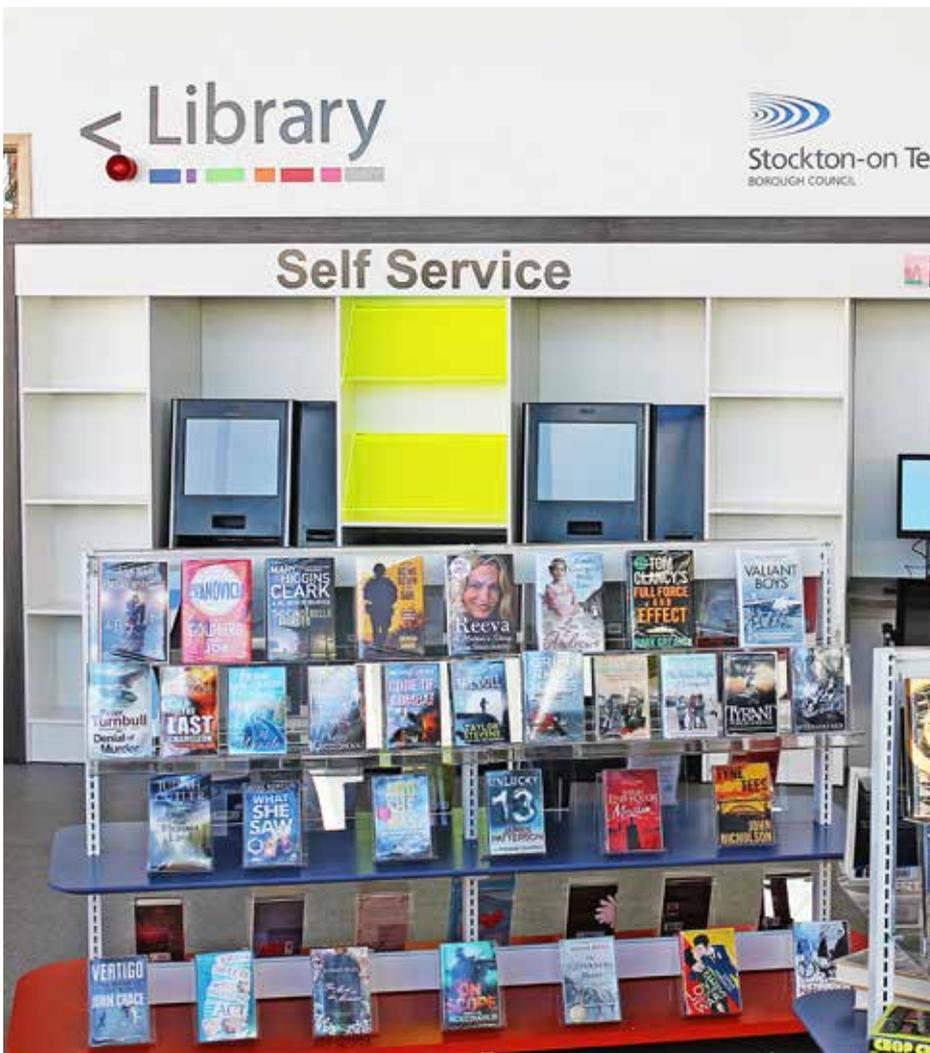
movement throughout the facility. Working within the parameters of the budget constraints we set about designing the space ensuring that both services maintained their own unique brand identity. The front façade of the building is fully glazed and open to the shopping pedestrian area. This provided the ideal opportunity to showcase the computer provision using our own bespoke designed shaped workstations that are both quirky and modern.

The children's' zone was created using a bright multi coloured circular shelving unit that delineates the space effectively. Our Ratio Shelving system has been used with fitted functional display ends and our radiused bookcase inserts allow the design to flow organically.





We were particularly thrilled to design and install all the branded graphics and signage as we believe this makes a huge difference and creates a truly “designed” space. A key element to the success of this project is the close collaboration with all staff involved and the buy in we achieved at our Public Consultation day. We are delighted to have met their aspirations and have provided a fantastic facility for the public and the staff to enjoy.



◀ Our Expo, Trio and Fluorescent Acrylic Display Units were used to create a captivating quick pic area directly in front of the self-service wall enticing people to browse.

**”Bespoke graphics and signage make a huge difference and creates a truly designed space”**



▲ The shelving in the adult area has been carefully planned to work well with the shape of the Architect's feature meeting pod which is clad in striking Zinc!  
The general seating around the facility has been carefully selected to ensure we meet the individual needs of all users within the facility.

**"Fresh,  
surprising,  
exciting and  
always with  
a 'WOW'  
factor!"**

► The back wall of the library features our Schulz Cocoon Range. The acoustic properties of these cocoons create a haven amongst the shelving to grab a book and read in peace within a large open space.





**”Both services maintained their own unique brand identity”**

## DON'T TAKE OUR WORD FOR IT ...

Arts Council England chairman Sir Peter Bazalgette performed the opening of the new library. Sir Peter said: “This is a state-of-the-art facility providing the latest technology alongside a wide range of library and customer services and an excellent example of how libraries are being re-imagined to lie at the heart of the community.

*”thedesignconcept has a unique and excellent eye for design. They have an out-standing ability for providing amazing designs that meet our customer needs in the specific areas we serve. Their ideas are always fresh, surprising, exciting and always with a ‘wow’ factor!”*

Sue Sneyd, Improvement Coordinator  
 Stockton on Tees Borough Council  
 Library Design – Iain Hislop



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Tel. +44 0141 643 9690 - info@thedesignconcept.co.uk - www.thedesignconcept.co.uk