

## MSR Visioning Report

Following up on our discussion from last month, we developed a list of space priorities for "phase one" of our project. The goal was to send this list to MSR to guide their thinking of this phase as quickly as possible. To arrive at this list, we referred back to the preliminary report we developed earlier this year. From there, it was narrowed in focus to include the major points relating to this facility and place them in a priority order. In general, greater flexibility is needed: our spaces need to have multi-functionality built in to them to the greatest degree possible. Areas of need are:

1. Teen Space: the current space is too small, both in collection size and for teen programming. Due to space limitations, YA CDs are currently shelved an entire floor away in AV, mixed with adult audiobooks. We need more space for the current collection and future growth. Further, the teen area needs more space generally, for teens to hang out, work, and for programming and gaming.
2. Program Room capacity: currently our program room is reaching capacity with 100 people in attendance. In our growing community, the library needs a larger program venue space. Also, the A/V equipment and kitchen areas need to be upgraded.
3. The Early Literacy area in CYS needs to be re-conceptualized.
4. Study Room demand. Create or establish a room with a seating capacity of 12-20. More work and study space in general is desirable, which could take forms other than of additional study rooms.
5. Seating capacity. Currently the library reaches seating capacity with 408 places to sit, not counting seats in the computer areas and other designated seating with a specific purpose. Furniture and layouts need to be updated. More space generally is needed for patrons to study/work individually and collaboratively.
6. More public art/gallery space is needed and adequate space is needed to host traveling exhibits.
7. Reconfigure the front lobby: this space can be better utilized in part by enhancing service points to be more visible and functional for patrons.
8. Integrated technology: the library should employ integrated technology to much greater effect, such as rooms with LED screens capable of easily connecting to devices, digital signage throughout the building, etc.

### *Additional Opportunities: exterior grounds*

- Become more bike friendly: bike rentals and additional bike racks could be available from the front walk of the library.
- Library Garden concept could be realized.
  - From a garden concept proposal: "...a library garden has the potential to create a sensory and emotional link between the library and our community, building memories rich with the sights and smells of a

creative, well-tended, and ever-changing outdoor space. It's clear that many people hold our library dear to their hearts; this emotional bond could grow even stronger with such a unique extension of our space. A library garden may well change the hearts of many passersby who are now indifferent to or unaware of the indoor library's charms."

- Develop outdoor space for programs, reflection and study.

I have a conference with MSR scheduled on Friday, December 15. We will discuss a new timeline and strategies going forward. Our new deadline for completion will likely be early to mid-February.

**DML Report:** See the attached year in review report from Peter Konshak.

### **Professional Development Day**

I'm pleased to report that we had an excellent Professional Development Day on Friday, December 1. Our planning committee was comprised of the following personnel: Katie Blackthorn, Laura Crockett, Lisa Dick, Rebecca Kunz, Johnna Mishelow, Nancy Newport, Neelam Patel, Diann Ryan, Elise Story, Lisa Traina, and Cindy Wenz.

Lucinda Nord, Executive Director of the Indiana Library Federation gave our keynote address: "The Changing Shape of Libraries." Lucinda was excellent, and had us reeling with possibilities as we look to future trends in library service.

Another highlight of the day was a discussion of active shooter situations by Sergeant Phil Hobson of the Carmel Police Department. Sgt. Hobson is also a School Resource Officer at the high school. Many staff members let me know how helpful they found Sgt. Hobson's presentation.

### **Change in DVD/Video Fine Schedule**

Repeated from the November report: After consultation with Circulation Manager Katherine Kersey and AV Manager Christy Walker, allowing Katherine time to confer with her staff, and following a discussion at a manager's meeting, I am recommending we reduce the video late fine to \$.50 a day for all DVDs & Blu-rays. In our deliberations, we identified the following factors:

- When CCPL first started loaning VHS in the early 1990's
  - The Collection was very small
  - The Circulation Department was very small

- Replacement cost of videos was very high, often \$100 or more
- The Library charged \$.50 per hour
  - The Library ran a report every morning of VHS due (3 day loan)
  - Patrons were given a phone call when the Library opened each morning to remind them to return items
- When CCPL opened in a new building on May 2, 1999:
  - Fines were "reduced" to \$1 per item per day w/ 7 day loan – no renewal
  - A renewal option was added over the years but the fine stayed the same
- Current factors for consideration:
  - Replacement costs have been greatly reduced to the point where the original rationale is completely out of line
  - Replacement items are now easy to acquire
  - Patrons routinely argue they can buy for 1/3 of the price on Amazon, etc.

The aforementioned staff are strongly supportive of this measure. In 2016, we budgeted \$121,000 in anticipated revenue from fines. I do expect that this change will result in a drop in revenue, but the scale of the drop is difficult to predict. Fines from videos may not necessarily be cut in half, as patrons may borrow more than before and therefore offset some of the potential loss. Plans are for the change to take effect in January 2018.

### **Facility Issue: Early Closing**

The sewage drain backed up and began overflowing into the library on Tuesday, December 5. The overflow occurred from the first floor public restrooms, the children's public restrooms, and the Program Room restrooms. Our plumber Jason Whitemore responded quickly to the emergency. The library closed at approximately 3:45 p.m. after Mr. Whitemore expressed concern that the flooding might spread to the south side of the building if we didn't cease using water immediately. Unfortunately given the time of day, high school students were still filing in the building. Nevertheless, we had no choice, as the flooded water was nearing the CYS Desk by that point. The blockage was cleared hours later and a remediation team from Indiana Restoration & Cleaning Services arrived and began cleanup, which continued into the next day, though we opened at regular hours on December 6.



## Year in Review: Looking back on Programming

With one month to go, we closed November with a total of 77,063 in program attendance for the year. This is already up over 12% from last year's total and is record-setting for the library. Our impressive attendance record is further underscored by noting that some programs were so popular they exceeded our space capacity, including our recent December reindeer program and model railroad program.

Attendance for our library-wide programming events were very successful as well, nearly doubling from the previous year. The Eclipse program held in August is an example, with a total attendance of 1,382. The event was held in part on the library grounds in partnership with the Link Observatory.



Our year-long series highlighting Science & Technology resources including programs and materials was also a success, with over 60 programs planned and held including:



- 3-D Printing & Tinkercad Basics @ the DML
- Digging Indiana: Ice Aged Bones
- Meet Alexa
- The Science of Monsters
- Steamworks Robotics Workshop
- Stethoscope Series w/ Franciscan Health

CCPL's popular Carmel Reads program highlighted three nonfiction titles focusing on science and technology in 2017.

I continue to be impressed at the range and quality of programs offered by our library and by the enthusiasm and care put into the planning, execution and evaluation of our programs by library staff. I tip my director's hat to the staff and thank everyone for a great year in programming and library services.

Hard to believe we are wrapping up 2017. I also want to extend a heartfelt thank you to the Board of Directors for all you do for our library. Looking forward to 2018 and beyond!

-Bob