

Annual Report to City Council

I made a presentation to the Carmel Council on Monday, February 17. I presented the following slides:

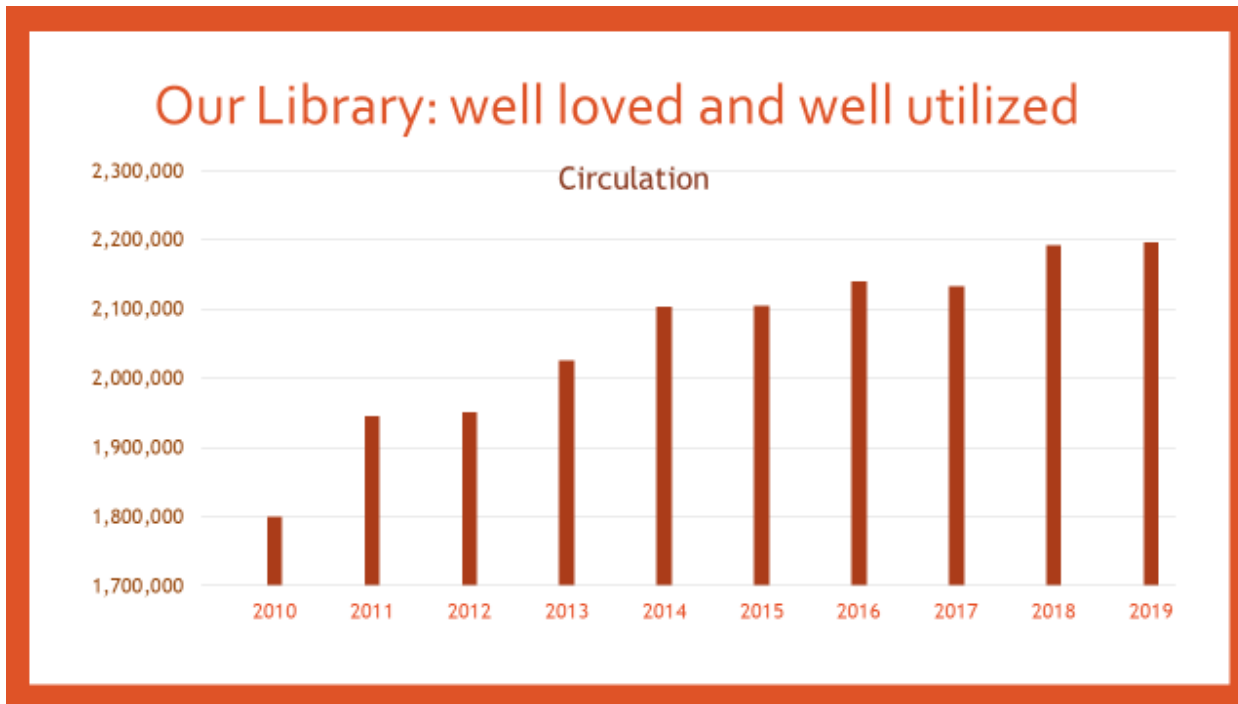


The library's regularly scheduled annual report occurs in February. We knew interest would be high in this report due to our pending project. I led off with touching on our new strategic plan:

STRATEGIC GOALS			
<p>RELATIONSHIPS</p> <p>Adults, teens, and children will encounter welcoming places and helpful and knowledgeable staff in a user-focused, community-supported institution.</p>	<p>PROGRAMS & EXPERIENCES</p> <p>Adults, teens, and children will be able to engage in programs developed, hosted, and/or sponsored by the library, resulting in memorable and fulfilling experiences.</p>	<p>PRODUCTS & SERVICES</p> <p>Adults, teens, and children will access information through a diverse collection of materials, a variety of delivery methods, and user-focused services.</p>	<p>ENVIRONMENTS</p> <p>Adults, teens, and children will be able to enjoy beautiful indoor and outdoor spaces to meet their evolving needs for learning, leisure, gathering, and working.</p>

It was an opportunity to explain our shifting approach and how we are putting the patron experience as the driving force in all we do.

I thought it was important to remind the Council of how busy and well-used our library continues to be. This is a theme I have emphasized every year I have spoken to the council:



With a circulation count of 2,197,067, last year was another record-breaker. I also highlighted the extraordinary amount of visits we receive, high program attendance, and high amount of teen involvement:



Knowing that we're preparing for renovation and construction, I wanted to take particular note of the digital resource the library offers. We have many resources that can be accessed by our patrons 24/7, and I wanted to highlight some of these:

Virtual Library Resources: 2019

Libby: a growing collection of downloadable audio and ebooks. **122,391** ebooks and **92,623** downloadable audiobooks circulated in 2019.

Hoopla: a collection of ebooks, downloadable audio, music, and videos. **38,304** in content circulated in 2019.

Kanopy: premium video content. **3,965** movies/documentaries streamed in 2019.

Tutor.com: access to a tutor 24/7 in 40+ subjects including Math, Science and English. In 2019, we **averaged 120 sessions per month**.

RB Digital: digital magazine collection, **6,966** in circulation in 2019.

Pronunciator: personalized language learning with **747 sessions** in 2019.



Meet Libby.
The one-tap reading app
from your library



hoopla



kanopy



pronunciator:
Learn a new language!



rb digital



tutor.com™
A Service of The Princeton Review

It is worth noting for all of us: it is always worth talking about these resources. The work of telling the community about them is never done. We continue to put more of our collection resources towards digital resources, perhaps most notably toward downloadable audio, and increasingly popular option. Our communications team is planning a marketing push for these resources in the future, following a successful transition to our new web site and online catalog.

I'm excited to roll this new version of our site out to the public. The entire site will be responsive to mobile. Because of the built in calendar and digital signage functions, we will be able to do more with less. Recently at a staff meeting, Peter Konshak gave a summary of some of the new features we can expect to see. Peter will give a version of the same presentation to the board at our February meeting.

At the council presentation, I viewed this as an opportunity to get a teaser in to the community about what is coming soon:

Preparing for Change: new web site in 2020

<p>ATTEND</p>  <p>Calendar & Event Management</p>	<p>RESERVE</p>  <p>Room Booking & Asset Management</p>	<p>BROADCAST</p>  <p>Digital Signage</p>	 <p>REACH · CONNECT · GROW</p>
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*New Logo coming soon!
(top secret...stay tuned!)*

This was a good pivot point to talk about our new projects and new directions. I wanted to remind the Council that we have been working on this since 2017, beginning with our community survey and space study. The space study led to a visioning process, which culminated in April, 2018 and put us on the path of developing the West Branch:

Preparing for Change: developing a vision

Amid the changing trends and demographics, we underwent a space study. Our goal was to find ways to expand services to a growing community. Workshops with staff, board, stakeholders, and community were held in 2017-2018. **The master vision process culminated in April 2018.**

2017 Community Survey:
3 out of 4 residents have a library card. Users reported a very healthy 96% satisfaction rate in the library.

The most immediate next step was to pursue an opportunity to create the library's first branch location in its 100-plus year history.





The Joyce Winner West Branch

- Our partners: Rowland Design, Stenz Construction, CTI Construction
- Opened to the public on January 6, 2020.
- Features: popular collection, drive up book return, holds pickup and courier service, conservatory, friendly staff!
- January usage:
 - 9,606 circulation
 - 8,511 visits



I was pleased to report a successful launch of the Joyce Winner West Branch in January, 2020. Usage of the space has been high and our new staff has done a fantastic job operating in the new space. We were so pleased for our foundation to work with Jim Winner on the naming of the new space.

Our foundation also had a great year for its Visiting Authors Series:

Carmel Clay Public Library Foundation

- In 2019 the Foundation brought in **17 New York Times best selling authors**. Nearly 2,000 attendees enjoyed listening and learning during this author presentations.
- Pictured right is author, scholar, and lecturer Dr. Elliot Engel presenting a fascinating look at Winston Churchill. **Demand was so large** that the event had to be moved to the Carmel High School.



With this slide I began discussing our renovation project. With our project team in place, we are proceeding full steam ahead.

Preparing for change: our partners in realizing a new vision for our main library



RATIO



The SKILLMAN Corporation



VERIDUS GROUP

Our project goals remain the driving force behind renovations:

Project Goals



Create adequate and safe parking and building access both for drivers and pedestrians



Increase seating and meeting space for tutoring / study



Increase capacity for larger and multiple events/programs



Additional access to new and existing technologies



Develop state-of-the-art Young Adult space to create more engagement opportunities and expand services.



Shape outdoor spaces for additional program opportunities



Update and expand the Children and Youth spaces, in particular Quest Lab and program rooms

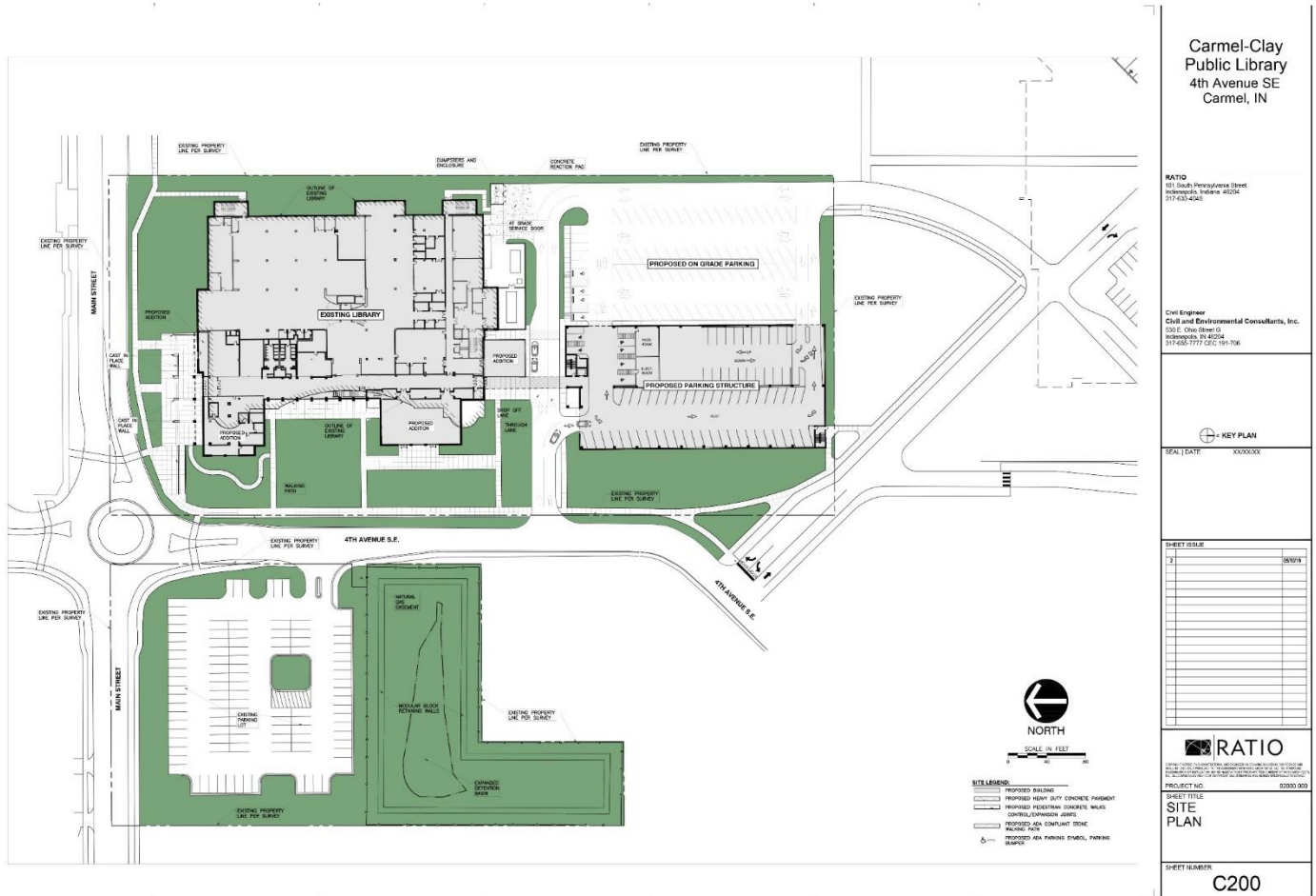


Extend the architectural presence of the Arts + Design District



Be environmentally responsible and reduce building energy use

Our site plan illustrates the location of our parking structure and traffic flow for parking and book returns:



Note that our parking plan contains the following elements

- 238 spaces in the south parking garage
- 80 surface level spaces to the immediate east of the garage
- 100 spaces in the west lot
- 418 total spaces

We also hope to create easy drop-off spaces between the garage and library. Patrons will not have to exit their vehicles to return materials. The garage may be entered from the west or east. We have cooperated with and partnered with Carmel Clay Schools to develop a safe and sensible parking campus for both the library and school.

Antone Sgro from RATIO gave me an updated rendering of the library to share:



- Integrated Digital Media Lab: placed in the prominent corner of Main and 4th, this expanded version of the DML will offer both new and expanded features, including an all new green room for video content creation.
- Expanded Teen Area: a dramatic expansion of the footprint for our teen patrons, teens will have more of a dedicated space to hang their hats and charge their devices. The new area will also include a flexible programming space.
- New enhanced Storytime Room: Located along Main Street, the new space will be dividable into two functional rooms.
- Drive up Book Return: a service that has been both missed and requested by patrons since the first attempt in the original opening of the building. This time we will get it right.
- Second Floor access to facility: patrons will have the ability to park in our garage and directly enter the facility from the second floor. This feature will be particularly popular in times of inclement weather.
- Expanded Program Room: a far larger programming space that will commonly be used as two large spaces. This among other programming and meeting spaces will prompt us to develop policies that govern their use by the library and community organizations.
- Outdoor Space: a large outdoor event space will be a game changer in terms of the possibilities.

Connecting in a powerful way with the Arts and Design district has been a long-standing goal of the project. By re-orienting the front of the library to be Main Street facing, we will achieve this. The library is also aligning with the goals of the city to become a walking, biking friendly community.

View from Main Street: a 21st Century Carmel Library



I was asked about why we are considering a temporary location. If we can successfully shift operations to a temporary location, we might reasonably expect to realize the following benefits:

- Dramatically shorter construction timeline: we estimate an approximate two year construction timeline if we find a temporary location. If we stay, the timeline could double or more.
- Better parking for patrons: there will be long periods where essentially we will have very little parking to offer during this project.
- Safety of our patrons is a primary concern. The safest option is getting our patrons out of the way of construction entirely.
- Possible project budget savings: I'm honestly not sure about this category, as we don't yet know the costs of a temporary solution. Construction costs will certainly be significantly less in a compressed two year timeline though.

We will discuss further at our meeting on the 24. Thank you. -Bob