Main Library Renovation
Staff Meeting #3 Summary

Meeting Overview

On Thursday, June 28, 2018, the Toledo Lucas County Public Library (TLCPL) hosted the third in a series of three meetings with Library staff to discuss the renovation of Main Library. Over 50 people attended, with about half of participants indicating (through a show of hands) that they had attended the past two meetings on May 2 and May 28, 2018, and the other half indicating that it was their first time participating in the staff meetings. The majority of participants indicated that they work at Main Library, and a handful indicated that they work at library branches.

The purpose of the meeting was to provide an update on plans for accommodating library customers and staff during the temporary closure of Main Library during the renovation, as well as an update on plans to animate new spaces added after the renovation. These plans have been informed by feedback received at Staff Meetings #1 and #2, as well as Public Forums #1 and #2. This third meeting provided further opportunity for comments and refinement of the plans.

The meeting agenda is included as Attachment A, and the presentation materials and meeting handouts are available on the TLCPL website.

This meeting summary is structured to reflect the main areas of discussion and provide highlights of the following:

I. Key Points from TLCPL’s Presentation on the Draft Renovation Plans;
II. Questions of Clarification Regarding the Draft Renovation Plans;
III. Key Points from TLCPL’s Presentation on Plans for Animating the New Spaces;
IV. Questions of Clarification Regarding Plans for Animating the New Spaces; and
V. Next Steps.

Khly Lamparero and Nicole Swerhun, third party facilitators with Swerhun Inc., facilitated the meeting and prepared this meeting summary. It captures the perspectives and feedback shared at the meeting and is not intended to serve as a verbatim transcript. This meeting summary was subject to participant review before being finalized.
I. Key Points from TLCPL’s Presentation on the Draft Renovation Plans

Clyde Scoles, TLCPL Director, opened the meeting by thanking participants for attending and appreciation for the contributions staff have made to the process to date.

Nicole Swerhun, the meeting facilitator who also helped develop TLCPL’s 2016-2020 Strategic Plan, followed by noting that: her firm works exclusively for governments, public agencies, and publicly-funded institutions like TLCPL and their role is to help better connect them to the constituencies they serve. The Swerhun team doesn’t advocate for any particular outcome of the projects they work on; our role is to help get information flowing between those involved and to help facilitate constructive discussion. She also committed to sharing a meeting summary with participants in draft for review before finalizing it.

Jason Kucsma, TLCPL Deputy Director, provided an overview of the rationale behind the Main Library renovation. Meg Delaney, Main Library Manager, gave an overview of the draft plans for accommodating customers during the temporary closure which was informed by the feedback the staff and the public shared from the previous two meetings. Kris Ward, TLCPL Human Resources (HR) Assistant Manager, also gave an update on the Main Library staffing plan and reassignment process. The following points highlight key elements from their presentations.

Rationale for Renovating Main Library – Jason Kucsma

Why is Main Library renovating?
- The last renovation was done almost 20 years ago, and there is a need to transform and maximize the public space in Main Library to respond to the needs of the community.
- The Library is an important third space to people and we want to continue providing this third space to the community by being proactive in bringing the Library to the next generation. It will continue to provide a learning environment for the community, but it will also be proactive and progressive by exploring new ways for people to have access to technology and providing more meeting space to foster collaboration between different individuals and organizations in the community.

How is the renovation funded?
- The Library borrowed a municipal bond of $25 million against the anticipated revenue of the Library. The construction cost for Main Library is $10 million, excluding technology and furnishing costs which is about 20% of the construction costs (i.e. $2 million). The additional $15 million is being used to build the new Mott branch and renovate the Sylvania branch.

Why is Main Library closing temporarily during the renovation?
- Main Library is closing during the renovation for a number of reasons: to save construction costs of about $2 million; to shorten the duration of the construction from 18-24 months to 10-12 months; to address potential safety concerns and prevent negative impact to customers and staff; and to be able to put forward an attractive bid package to contractors, especially in a highly competitive construction market in Northwestern Ohio.

What will be renovated?
- Main Library will be renovating approximately half of its space which will focus on the first floor and promenade level. The plans for the spaces are listed below (note that all
names of the new spaces are being used for ease-of-reference only and should be considered temporary until more permanent names are identified – the library team is open to suggestions for names):

- **Creating a “Main Street” in the middle of the first floor**, which will begin from the entrance on Michigan Street and continue all the way to the back of the Library. Different types of activities will be “hanging” off of Main Street to highlight and promote the services and programs provided by the Library.

- **Creating a new space called the “Civic Commons”** which will have lower ceilings to make the space more intimate for events such as accommodating 20-30 people for poetry reading.

- **Creating a “Technology Commons”** which will have public computers, a training lab, and collaborative working spaces.

- **Creating an “Ignite/Create” space** which will be a space for maker activities.

- **Moving the café, Friends of the Library Gift Shop and the Gallery to the first floor** to continue attracting existing and new customers to the library. The Library is currently seeking a Request for Proposal (RFP) to restauranteurs to operate the café.

- **Creating a new “Large Community Meeting Space” at the end of the first floor.** This meeting space will have glass walls to create transparency and allow people to see the activities happening in the room.

- **Creating a new “Do/Work Space” in the promenade level** where organizations can apply to set up shop temporarily. This new space will be accessible during regular library hours, as well as 2 hours before and after regular library operating hours to provide more flexibility for organizations to access the space.

**Draft Plan for Accommodating Customers During Temporary Closure – Meg Delaney**

The Library is continuously developing plans for accommodating customers during the temporary closure. The Library has identified some, and still working on identifying other, programs and services that will continue in Main Library and at library branches. The Library is also taking the closure as an opportunity to work closely with community organizations and provide the library programs and services out into the community. Meg highlighted the plans for some of the Main Library programs and services. (Please see the Draft Plan for Accommodating Customers During Temporary Closure handout to check for the full list of the draft plan to date).

**Programs and services that will continue in Main Library**

- Bedrock services like customer book requests; delivery of materials between Main Library and branches; the empty book return outside the Library; and newspaper/magazine storage will continue as usual in Main Library.

- Access to the Local History and Genealogy Department will be available by appointment. The Library is working on the public announcement details for this access, including timing and promotion mediums, as well as the lack of available parking for customer’s use. The Library is also working on details for physical access to the building using the historic elevator in front of the building to get customers up to the third floor and down safely.

**Programs and services that will continue at library branches**

- Brown Bag Concerts will continue at the Maumee branch.
• Film Focus will continue at King Road branch.
• Saturday Chess will continue at Mott Branch.
• Ode to the Zip Code will continue at library branches. The location of the branch is still under development.

Programs and services that will continue with community partners
• Claire’s Day and Night Celebrations will continue at Scott High School because this event requires a big space to accommodate approximately 1000 people attending the event, many of which are Toledo Public School students.
• After School for Kids, Little U (Rhythm & Rhyme Storytime), and some of the business services will continue at ProMedica Ebeid Institute – Mondays after school for the After School for Kids program, and monthly on a Friday for the Little U program.

Main Library Staffing Plans – Kris Ward
• Due to the complexities of the renovation, the staffing plan is fluid and there could be staff reassignments later on due to project completion, system-wide attrition, or other factors.
• As of June 27, 2018, all staff have been made aware of the Tier 1 (Continuation of Existing Main Library Service) and Tier 2 (Expanded Temporary Services) services that will come from their department. Staff from these departments can either stay at Main Library and continue to perform the services that will remain at Main Library, or have an opportunity to bid on some non-traditional library roles as the Library continues to provide services to the community. Plans for the Tier 1 and Tier 2 are expected to be finalized today (June 28, 2018). HR will follow up with staff individually through email.
• Positions in Tier 3 (Existing Vacant Positions) are open for staff consideration, and staff will have a chance to discuss the positions with Kris and Jeff Godzak. Staff under the APLE union are scheduled to meet with Kris and Jeff on June 29th and July 2nd, and staff under the CWA union are scheduled on July 3rd and July 5th.

II. Questions of Clarification Regarding the Draft Renovation Plans

Following the presentation, participants asked questions of clarification regarding the presentation. Response from TLCPL leadership, where provided, is noted in italics. Participants feedback have been organized by theme below.

Staffing-Related
1. Who will do the services that will relocated outside of the staffing plan, and what are the opportunities for staff outside of Main Library? We will take this opportunity to work differently, by giving the business services and Grantsmanship services the ability to provide their services full time without being tied to a service desk. We have incredible knowledge and specialization with our AV tech team around technology training and e-media so we will create a team doing branch tours to promote our e-resources to the community. Also, when the Library re-opens, we will have a building tour for staff to learn the new tools added in the renovated spaces.

2. Will hours for the people that will continue to work in Main Library during the renovation remain the same? Right now, we expect the hours to stay the same, but it is possible that the construction will change what time we’re coming and leaving work. This schedule is not yet finalized because we still have to work with the contractors. Also, the staff will still be able to use the staffing entrance to get to their stations. We will set aside
a section of the parking lot for staff, and another section of the parking lot will be used by contractors for staging their equipment. The promenade level will be inaccessible because it will be part of the construction project.

3. What mechanisms will be used to continue to keep the staff updated about the timeline? How will the messages go out to staff and how can they communicate back to the Library leadership? Jason will use his monthly newsletter as a mechanism to share information with staff. On Wednesday, August 1st in the afternoon, the Library leadership will set up a conference call, so anyone can call and share their ideas, and we can answer any questions. Also, we will use the main page of the Intranet to post all the documents shared here and any future materials related to the renovation. We will create a page with a timeline that will be updated as the project continues.

Renovation-Related
1. How will the security work with the meeting rooms on the promenade level? Will anyone be allowed to get to that space at any time? Our plan is that when someone reserves those spaces, they will get a special access code, like the smart lockers in some library branches, to access those spaces. We will have Public Safety staff available, and we are also developing an updated camera plan because the customers’ pathways will be different.

2. Who are the contractors and architects doing the renovation work? Are they local? We have two architects, Buehrer Group is the local architect of record and HBM is the design architect. They also helped us in developing our 10 Year Facilities Master Plan. The construction manager is a local firm, Lathrop.

3. Can you give a rough idea of the renovation timing in September? After Labor Day, Tuesday, September 4th is the first day we close Main Library. We still have a lot of work to do behind the scenes which will come together in the next couple of weeks. We’re currently working on moving the collection from BTS and Humanities and working with the construction manager on how we move items from AV to have continued access so the area could still be worked on. Staff reassignment will also start on September 4th.

Accommodating Customers During Closure
1. Other than getting customers into the TARTA bus, what other opportunities are available to accommodate customers during the renovation? We are working with a coalition of people to work on that plan. For example, there is a library in the second floor of the Cherry Street Mission, and we are developing a plan on how we can move some of our computers and collections there. We are also developing a model for identifying what collection goes there and what are the opportunities for Cherry Street Mission to amplify their services. Starting August, we’re going to have a person from our staff and the coalition of different social services to setup an information table by the Winter Gardens to tell people that the Library will be closing and provide them with information on the alternatives available for continued access to programs and services. Our intent is to continue this after the Library closure, and move the information table between the double doors as you enter Main Library on Michigan Street.

III. TLCPL’s Presentation on Animating the Four New Spaces

Following the questions of clarification, Meg gave an update on the plans for animating the four new spaces that will be added after the renovation. She went over a few highlights received from participants in the past two staff and public meetings, which has been shared with the renovation design team, including:
• Installing sound proofing for the Large Community Meeting Space on the first floor, as well as identifying the appropriate shade of the glass wall to have a right mix of privacy from the people inside the space and security from library staff that everyone in the room is safe;
• Putting the furniture and collections on wheels;
• Allowing the community partners using the Civic Commons to display their content in the digital display boards;
• Providing more charging stations throughout the building;
• Expanding the Library’s capability to do video and audio production;
• Ensuring safety and security in the promenade level when these spaces are accessible before and after regular library operating hours; and
• Setting up tours of Main Library when it re-opens to show people around and inform them about the architecture, art, and services in the newly renovated building.

IV. Questions of Clarification Regarding Plans for Animating New Spaces

Following the presentation, one participant asked a question regarding the plans for animating new spaces. Response from TLCPL leadership is noted in italics.

• Will there be lockers for customers? *We’re going to keep the non-locked cubbies in the Central Court, and we’re going to redo the place where people park and re-charge their scooters, as well as the place where people put their large duffels in the winter. We’re also going to have charging stations with locks for small electronic devices. However, we don’t intend to provide lockers for customers other than the existing storage available in the Local History corridor.*

V. Wrap-Up and Next Steps

Nicole wrapped up the meeting and concluded the three-part discussion with staff regarding Main Library renovation. The meeting ended earlier than what was planned. Nicole noted that participants seemed comfortable with what the Library leadership has presented to them and are aware of the mechanisms available to them if they have any other questions, comments, or concerns given that they only raised a few questions in the meeting.

Jason thanked participants for coming and hoped that participants see that they have their fingerprints all over the plans being developed. He said that if they have any ideas, do not hesitate to reach out and send an email to mainrenovation@toledolibrary.org. Emails to this address goes to Jason, Meg and Terri Carroll, TLCPL Marketing Manager. Jason also reminded participants that the handouts shared today are all in draft because there are still a lot of work that needs to be done, and the Library will continue to work with the staff and the public in preparing for the upcoming renovation.
AGENDA

This meeting wraps-up the series of staff meetings held since early May focused on three things:

1. Reviewing and answering questions about the renovations proposed to Main Library, including what’s happening, the costs involved, and how the renovations put Main Library in a strong position to best serve the community and contribute to downtown revitalization;
2. Seeking feedback from staff to inform the Library’s plans on how best to accommodate customers and staff during the temporary closure of Main Library as a result of the renovation work; and
3. Working with staff to begin developing plans for animating new Main Library spaces into the future.

The meeting purpose is to provide an update on plans for accommodating Library customers and staff during the temporary closure, as well as an update on plans to animate new spaces. Both plans have been informed by feedback received at Staff Meetings #1 and #2 (as well as Public Meetings #1 and #2), and this meeting provides further opportunity for comments and refinement.

This meeting concludes the series.

10:00   Welcome
   Clyde Scoles, Director, Toledo Lucas County Public Library

10:05   Introductions & Agenda Review
   Nicole Swerhun, Third-Party Facilitator, Swerhun Inc.

10:10   Renovation Report & Update on Plans for Accommodating Customers and Staff during Temporary Closure
   Jason Kucsma, Deputy Director, TLCPL
   Meg Delaney, Manager, Main Library
   Jeff Godzak & Kris Ward, Human Resources, TLCPL

   10:40   Facilitated Questions and Comments

11:00   Animating new spaces
   Jason Kucsma, Deputy Director, TLCPL
   Meg Delaney, Manager, Main Library

   11:10   Facilitated Questions and Comments

11:25   Wrap-Up and Next Steps

11:30   Adjourn