

**Date:** April 15, 2024

**To:** Mark Israelson, City Manager

**Through:** Shelli Siemer, Deputy City Manager

**Through:** Libby Holtmann, Director of Libraries

**From:** Melissa Shadowens, Library Manager

**Subject:** Gladys Harrington Library Budget for FY 2024-2025

During the 2023-24 fiscal year, Harrington Library remained committed to providing full access programs and services to the community. Library staff continued to support lifelong learning by offering a robust number of programs including our year-round storytimes, which gained steady engagement from children and families. We continued to foster connections through outreach and community partnerships like Head Start of Plano ISD, Local Goods Center, Center for Children and Families at UT Dallas, Grayson College's Adult Education and Literacy of Collin County, and My Possibilities volunteer group. Both patrons and library staff were given many opportunities for meaningful interactions to enhance community relationships through library services and resources.

Over the last several months, Harrington Library served the community as a convenient and welcoming meeting place for all. However, this did not come without challenges. This winter, Harrington Library faced a notable challenge as we experienced a large increase of the unhoused population. In response to community needs, library staff continued to open the lobby one hour before operating hours to provide access to shelter, restroom facilities, and water fountains. Harrington also briefly implemented full access of the library through a self-service hour during particularly harsh weather. We also leaned on our partnerships through Neighborhood Services, Parks, and Plano PD as we navigated ways to successfully assist those in need.

Other high demand resources at Harrington have been the available meeting spaces, which have been regularly used throughout the year. The study rooms in particular are consistently occupied by library patrons through our internal reservation system. Currently, library staff spend much of their time managing reservations as it is not possible to lock these rooms after use. A supplement request to make these doors lockable has been submitted as part of this budget.

There were no carryovers from FY 2023-24.

**Attachments:** Budget Worksheet – Expenses Report  
Budget Worksheet – Revenues Report

Budget Detail Report  
Program of Service Form A  
Program of Service Form B  
Supplement Request 683001



# Memorandum

**Date:** April 12, 2023

**To:** Mark Israelson, City Manager

**Through:** Shelli Siemer, Deputy City Manager  
Libby Holtmann, Director of Libraries

**From:** Melissa Shadowens, Library Manager

**Subject:** Gladys Harrington Library Budget for FY 2023-2024

At the beginning of the 2022-23 budget year, Harrington Library was preparing for a brief two month closure due to construction. During this period, library staff were deployed to the other four library locations to support services and programs. By January 17, Harrington Library successfully reopened to the public with access to refreshed collections and renovated shared spaces such as an expanded children's area and play space, a dedicated children's program room, a dedicated space for teens, six new study rooms, two public conference rooms and a 200-seated large program room expansion. Within weeks after opening, Harrington staff organized the return of storytime programming. We also welcomed new furniture throughout the library including end panels, study tables, study chairs, and comfortable seating for the public. A third Digital Creation Space for PPL was added at Harrington with access to four high performance computers outfitted with digital audio/visual editing software and hardware accessories available for check out. By April, Harrington Library successfully celebrated a historic moment: the completion of the Expansion & Renovation project with a ribbon-cutting by Mayor Muns and over 1,200 in attendance.

Looking ahead, Harrington Library is on track to return as a Collin County Voting Location beginning in April. Additionally, ESL classes will commence in May from our partner, Collin Adult Education & Literacy group at Grayson College, and we will have a full array of library programming for the community beginning in June. We will continue to promote PPL resources, services and provide tours of Harrington Library and our meetings spaces, which has already been an in-demand request from other city departments and community partners.

There were no carryovers from FY 2021-22.

**Attachments:** Budget Worksheet – Expenses Report  
Budget Worksheet – Revenues Report  
Extra Help Form  
Budget Detail sheets  
Program of Service Form A  
Program of Service Form B



# Memorandum

**Date:** April 7, 2022

**To:** Mark Israelson, City Manager

**Through:** Shelli Siemer, Deputy City Manager  
Libby Holtmann, Director of Libraries

**From:** Melissa Shadowens, Library Manager

**Subject:** Gladys Harrington Library Budget for FY 2022-2023

At the beginning of the 2021-22 budget year, Harrington Library faced the start of the Renovation Expansion project funded by the 2017 voter-approved bond referendum. The project began in November, and modifications were made to our public floor plan to accommodate our first phase of construction. With a focus on maintaining a welcoming and engaged community, Harrington has continued to make many services available including porch side Holds Pick Up, new materials for all ages, STEAM kits for all ages, Children's materials, Young Adult materials, DVDs/Blu-Rays/Binge Boxes, ESL materials for all ages, Large Print collection, limited computers and printing, 3D printing services, copier, scanner, and knowledgeable staff. Additionally, we continued to provide meeting spaces for weekly visits from our partners, the Homeless Outreach Coordinator from Neighborhood Services and ESL Instructor from the Collin Adult Education & Literacy group at Grayson College.

For the duration of this construction project, we intend to serve our community with excellence by keeping our staff trained and engaged with the library's vision and mission in mind. Upon reopening the library, we look forward to welcoming patrons with full access to community spaces such as a renovated children's area, dedicated children's program room, a space for teens, new study rooms, and public conference rooms. The library will also add a Digital Creation Space for patrons with access to software and other digital tools to complete creative projects.

Re-estimate includes a transfer of funds from 683.6201 Office Supplies in the amount of \$3,500 and 683.6251 Software Non-Capital in the amount of \$2,200 to 682.6203 Library Technical Services to support PPL databases.

There were no carryovers from FY 2021-22.

**Attachments:**

- Budget Worksheet – Expenses Report
- Budget Worksheet – Revenues Report
- Extra Help Form
- Budget Detail sheets
- Program of Service Form A
- Program of Service Form B

**Date:** April 21, 2021

**To:** Mark D. Israelson, City Manager

**Through:** Shelli Siemer, Deputy City Manager

**Through:** Libby Holtmann, Director of Libraries

**From:** Melissa Shadowens, Library Manager

**Subject:** Gladys Harrington Library Budget for FY 2021-2022

At the beginning of the 2020-21 budget year, Harrington Library transitioned to a new service level during the COVID-19 pandemic, which included full staffing in the building and discontinued appointment based services for patrons under the Grab & Go model and modified hours of operation. We continued to serve our diverse community through social distanced in-person assistance, over-the-phone services, virtual library programs and virtual Book-a-Librarian services. The library took precautions to ensure the safety for patrons and staff alike, including floor decals encouraging social distancing on the public floor, spaced apart public PCs for patrons, heightened cubicle walls for staff, and PPE such as face masks, gloves and cleaning supplies.

Since then, Harrington Library has further opened services including the return of seating on the public floor and resuming normal business hours of operation. Additionally, we welcomed back the Homeless Outreach Coordinator for weekly visits on Wednesdays and continue to serve our community with safe practices in mind.

Re-estimate includes a transfer of funds from 683.6495 Freight and 683.6229 Maintenance Parts & Supplies in the amount of \$3,749 to Library Technical Services 682.6262 to fund the purchase of non-print media materials.

There were no carryovers from FY 2020-21.

**Attachments:**

- Budget Worksheet – Expenses Report
- Budget Worksheet – Revenues Report
- Extra Help Form
- Budget Detail sheets
- Program of Service Form A
- Program of Service Form B

**Date:** April 10, 2020

**To:** Mark D. Israelson, City Manager

**Through:** Shelli Siemer, Deputy City Manager

**Through:** Libby Holtmann, Director of Libraries

**From:** Melissa Shadowens, Library Manager

**Subject:** Gladys Harrington Library Budget for FY 2020-2021

During the 2019-20 budget year, Harrington Library continued to serve our diverse community through a variety of library programs and services for all ages. Two interactive spaces were installed at Harrington Library, Spark Space and Contact Science. The Spark Space station allows patrons of all ages to participate in a library activity in an independent way. The Contact Science exhibit is from the University of Texas at Dallas' Science & Engineering Education program and allows patrons to learn and explore a science exhibit freely.

In October, the City's computer refresh project was carried out at Harrington Library and updated all staff and public computers. This project allowed us the opportunity to provide patrons with a new service: a public computer equipped with Adobe Creative Cloud. Shortly thereafter, the library also received increased bandwidth which improved our internet access for patrons and staff across the building. With the implementation of new computers and improved bandwidth, library staff have been more mobile in order to provide improved patron services while also supporting Plano Public Library's new customer service model.

Harrington Library took on new partnerships this year with Light of Hope Immigration Law Center, an organization that provides patrons with weekly Citizenship classes, and also Family Compass, a nonprofit agency providing parents with in-home mentoring, who served as a professional resource in support of our Family Place Library national designation. We also maintained our partnership with Denton ISD/Grayson College, who continued to provide English as a Second Language (ESL) classes for patrons seeking Adult Education and Literacy services. Math tutoring programming also continued this year, through the support of our partnership with Intellichoice, an organization of volunteers committed to providing weekly math tutoring to struggling students in grades 1-12.

The City of Plano's Neighborhood Services Department also continued to provide Harrington Library with a Community Development Coordinator, who makes weekly visits to the library and assists our patrons experiencing homelessness. Through this departmental collaboration, Harrington Library has continued providing renewable 6-month computer-access library cards to patrons in need. This access aids in their job searches, application processes for housing, financial assistance, and meal programs. Another sustained partnership this year was with the





# Memorandum

**Date:** April 19, 2019  
**To:** Mark Israelson, City Manager  
**Through:** Shelli Siemer, Deputy City Manager  
**Through:** Libby Holtmann, Director of Libraries  
**From:** Melissa Shadowens, Library Manager  
**Subject:** Gladys Harrington Library Budget for FY 2019-2020

During the 2018-19 budget year, the Gladys Harrington Library experienced an increased presence of the homeless population utilizing library services and facilities. As a result, we further established our partnership with the Neighborhood Services Department with weekly visits from their Community Development Coordinator. Library staff have directed many patrons to the Community Development Coordinator, who provides information and connects patrons to available community resources based on their needs. Our two departments have successfully been able to work together to provide solutions for patrons from Plano shelters, including extending 6-month, computer-access only library cards to job seekers with no computer or internet access. Another impact of this partnership resulted in the selection of Gladys Harrington Library as a pickup location for the Salvation Army's Plano Overnight Warming Station program during the winter months. This service was well utilized since it provided free transportation to those seeking overnight shelter during freezing temperatures.

As a Family Place Library, Gladys Harrington Library continued in our partnerships with local agencies and professionals specialized in the areas of child development, early literacy, speech pathology, nutrition and professional counseling. Together, we presented four 5-week Parent/Child playgroup workshop series for parents with children ages 0-3. We continued to collaborate with the following agencies: ChildCare Group of Plano, Children's Health Plano, Collin County WIC, Early Childhood Intervention Services of the Texas Health & Human Services Commission, Family Compass of North Texas, Southern Methodist University's Center for Family Counseling of Plano, Texas Scottish Rite Hospital for Children and University Texas at Dallas' Callier Center for Communication Disorders. The positive feedback we have received from participants have reinforced the value that service brings to our community.

The 18st AIRSpace Artist in Residence program at Gladys Harrington Library continued to rotate monthly artists. This year we hosted artists skilled in Recycled Art, Printmaking, Abstract Collages, Fashion Design & Illustration and Expressionist Collage. Each artist hosted two workshops a month during their residency period and made themselves available to patrons approximately 10hrs/week, while teaching art techniques and providing one-on-one assistance



**Date:** April 19, 2017

**To:** Bruce Glasscock, City Manager

**Through:** Mark Israelson, Deputy City Manager

**Through:** Libby Holtmann, Director of Libraries

**From:** Melissa Shadowens, Library Manager

**Subject:** Gladys Harrington Library Budget for FY 2018-2019

During the 2017-18 budget year, the Gladys Harrington Library installed new including six self-check machines on the public floor, one RFID sorter was installed/relocated to the north side of the back workroom and a new RFID sorter was installed in the back book drop. Also, an employee security door was installed and an open-concept staff work area was designed resulting in lowered cubicles for staff and a large collaborative space for staff team assignments. We also received new Skype for Business phones for all staff and accompanying headphones.

As part of the library's PLACE strategic initiative, areas of the public floor were redesigned including decluttering the library's front lobby area and adding more tables & seating for patrons. New market materials were moved to the front of the library to highlight our newest collections to our patrons, including Adult, Children's, and Young Adult Fiction & Nonfiction materials. All hanging signs were removed from the public floor and each collection was color-coded with new end cap signs were added to provide an improved user experience at the library. By February, Harrington also installed two new mobile and high-adjustable service desks on, which has allowed more flexibility for any forthcoming changes on the public floor.

Gladys Harrington Library incorporated art throughout the library with monthly art exhibits from community artists including Plano ISD student artwork. The 18th AIRSpace Artist in Residence program continues to rotate monthly artists through a residency program. This year we hosted artist with backgrounds in Printmaking, Graffiti Art, Turkish Paper Marbling (Ebru), and Weaving. Each artist hosted two workshops a month during their residency and made themselves available to patrons approximately 16hrs/week throughout their month-long residency, while teaching their art techniques and providing one-on-one assistance through Make & Take projects.

With our relationship with the Family Place Library national program, we hosted four, 5-week Parent/Child playgroup workshop series for parents with children ages 0-3. In the last year, we collaborated with community resource professionals such as Early Childhood Intervention Services of the Texas Health & Human Services Commission, Texas Scottish Rite Hospital for Children (Plano), Family Compass, ChildCare Group of Plano, Southern Methodist University's

