

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

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

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

Salvation Army's Plano Overnight Warming Station. Harrington Library was maintained as a pickup location for those in need of free transportation to an emergency overnight shelter during freezing temperatures this winter.

With feedback from Plano art community members and stakeholders last year, the 18th AIRSpace Artist in Residence program was transitioned into the Spotlight Art program, which made its debut at Harrington Library this January. This new program has been structured to introduce our community to three artists across any of our five Plano Public Libraries for each spring, summer, and fall/winter programming seasons. To meet all requirements of Spotlight Art, participating artists are invited to display their artwork through exhibits, provide a 3-hour live demonstration on the public floor while interacting with patrons, and host a 2-hour art workshop for up to 50 participants of all ages. In addition, Harrington also provided exhibit space for local artists and museum-quality traveling exhibits from Humanities Texas.

With the host of activities, programs, and special events at Harrington Library, it is clear that our community has a need for more meeting spaces. As a result, Harrington began preparation for an expansion project. Plans to increase meeting space include adding public conference rooms, study rooms, expanded space in the children's area, a designated space for teens, a Digital Creation Space, and a large program room. Our focus will continue to work towards accommodating the growing need for community space and providing excellent service to our community members.

Re-estimate includes transfer of funds from Harrington's 683.6208 Minor Apparatus in the amount of \$7,843 to Library Technical Services 682.6261 Books to fund the purchase of library materials.

Fiscal year 2019-20 expenditures are expected to be less than planned as a result of the COVID-19 health emergency. Harrington Library is returning operating funds totaling \$10,024 to the General Fund:

683.6201 – \$6,400
683.6229 – \$ 305
683.6302 – \$ 423
683.6307 – \$1,228
683.6312 – \$ 425
683.6443 – \$ 647
683.6495 – \$ 596

There were no carryovers from FY 2018-19.

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 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

through Make & Take projects. Before the year's end, we will also be hosting artists specialized in Indian Folk Art known as Warli Painting, Upcycled Art, and Illustrations.

As part of the Plano Public Library's strategic plan, we have continued to focus on the initiative of Library Experience through improvements on the public floor to create a welcoming place for our patrons. This year, book easels were purchased and collections were shifted to accommodate more face-out materials on the shelves. New display furniture was purchased and installed in children's area to make the new materials more height accessible to children. Acoustical panels and sound baffles were also added to the children's area in order to reduce noise in the library. Outdoor bistro tables were installed in the library's walkway. Two benches are planned for another outdoor installation, for patrons using the library's free speech area.

Gladys Harrington Library continued to provide space for a variety of community needs and library programs including a math tutoring program for struggling students in grades 1-12. This has been an ongoing commitment through our volunteers from Intellichoice, a non-profit organization in Texas. We also continued to provide space for monthly art exhibits by local artists, which are located in two areas of the library. Additionally, we welcomed a new partner, Denton ISD, through a 2-year Interlocal Cooperative Agreement this year. Denton ISD has provided English as a Second Language (ESL) classes for patrons seeking Adult Education and Literacy services. With Gladys Harrington Library hosting Collin County Early Voting, we will be accommodating space on our public floor for our annual Bookmark Celebration event, which has previously had an attendance of nearly 400 participants.

Going forward, Gladys Harrington Library is looking towards our expansion plans for the incoming year. Our focus will be to continue accommodating the growing need for community space. We will also work towards our goal of developing and implementing improved and innovative ways that we can serve our patrons. Together with input from staff and our constituents, we will set achievable goals that match expectations set for the Plano Public Library. Lastly, we will continue to uphold the City of Plano's SERVE values and ground rules in our everyday work.

Carry forwards include \$6,851.00 out of 683-6208 Minor Apparatus and \$487.00 out of 683-6495 to cover the cost and shipping of outdoor bistro tables.

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

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

Center for Family Counseling of Plano and University Texas at Dallas' Callier Center for Communication Disorders. These partnerships have connected our patrons to valuable services, which have helped educate parents on the positive impact of children learning through play, while also addressing any concerns regarding their child's development and growth.

Our future plan is to improve the patron user experience at the library by installing noise reducing panels in the children's area, add outdoor seating in the library's walkway, and enhance technology in the library's public computer lab, program room, and staff conference room. We will continue to work towards achieving goals in the Plano Public Library's strategic plan while also imbedding SERVE values in our everyday service to our patrons.

Attachments: Budget Worksheet – Expenses Report
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 Program of Service Form A
 Program of Service Form B