

Stan Joyner  
*Mayor*

Maureen Fraser, *Alderman*  
Jimmy Lott, *Alderman*  
Tom Allen, *Alderman*  
Billy Patton, *Alderman*  
John Worley, *Alderman*



James H. Lewellen  
*Town Administrator*

Lynn Carmack  
*Town Clerk*

## Town of Collierville

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### COLLIERVILLE PUBLIC LIBRARY BOARD MEETING—April 29, 2014

Notice is hereby given that the Collierville Public Library Board will meet Tuesday, April 29<sup>th</sup> 2014 at 6:00 p.m. in the Board Chambers at Collierville Town Hall, located at 500 Poplar View Parkway. At that time, consideration will be given to the following:

1. Call to order
2. Roll Call
3. Approval of Minutes from October 29<sup>th</sup>, 2013
4. Modification to Library Policy Manual Related to 21 Day Materials
5. Updates to the Library Policy Manual
6. Approval of Library Management Services Agreement
7. Approval of Professional Services Agreement—Library Expansion Concept Design and Feasibility Study
8. Library Director Presentation
9. Other Business/ Discussion
10. Adjournment

A regular meeting of the Collierville Public Library Board was held October 29, 2013 at 6:00 p.m. in the Board Chambers at Town Hall, 500 Poplar View Parkway.  
Staff present was Assistant Town Administrator Josh Suddath and Library Director Deanna Britton.

Mr. Harlow asked Mr. Josh Suddath to call roll.

ROLL CALL: Pamela Hathaway - yes, Linda Mayfield - yes, Jeff Martindale - yes,  
Eddie Maier - yes, Alderman Billy Patton - yes.  
Richard Harlow- yes, Liz Rozanski – Absent.

### **Approval of Minutes, June 25, 2013.**

Mr. Harlow asked for approval of the minutes from June 25, 2013.

Mrs. Hathaway motioned that the minutes be approved and Mr. Maier seconded the motion.

### **Acceptance of Donations**

Mr. Harlow asked for the Acceptance of Donations.

Mr. Josh Suddath stated that the library received donations totaling \$ 7,810.60 for the period from June 19, 2013 through September 9, 2013. \$400.00 was donated by Mrs. Edith Burch Caywood, \$500.00 was donated by the Library of America, \$6,910 was donated from the Friends of the Library, and \$.60 was an anonymous donation. Mrs. Caywood's donation will be used to provide special programming in Youth Services, the donation from The Library of America will be used for special Civil War programming, \$410 of the Friends of the Library donation will be used to purchase movie license rights for programming, and the remaining \$6,500 from the Friends, in addition to the anonymous donation, will be used to purchase materials for the collection.

Assistant Town Administrator Josh Suddath recommended approval.

Mr. Martindale made motion to accept the donations to the Lucius E. and Elsie C. Burch ,Jr. Library for a total of \$7,810.60.

Mrs. Hathaway seconded.

Mr. Suddath called roll- Pamela Hathaway - yes, Linda Mayfield - yes, Jeff Martindale - yes, Maier - yes, Alderman Billy Patton - yes. Richard Harlow- yes. All were in favor, none were opposed. Motion is approved.

### **Library Director Presentation**

Mrs. Britton stated that the first thing she has is they had their first Teacher Open House. It was a success. It was held to help open the doors for teacher's to get information and access to the things they need at the Library.

The next item of discussion was the Accepted Common Core Practice. This is another issue within our schools. This is simply a list of skills a student should have by the time they complete a certain grade.

Another topic was the new program called Lexile. Lexile is program in which a child's reading ability and level can be measured. All of this information is available on the website.

Ms. Mayfield asked Mrs. Britton , with the change of reading non- fiction is that going to change what the children's collection is made up of?

Mrs. Britton said yes we have been looking to change the Children's Collection for quite a while and as far as the children's and young adult material we have been talking to teachers and looking at lists and making sure we are covering the areas of concern with the teachers and children so they will have this available. This will affect the buying pattern for a while until we can get what we need to support the school's needs.

Another thing the staff is involved in is the Preschool and Service workshop for babies.

Mrs. Britton said that our focus has been working with schools a lot and get the staff and teachers involved in the community.

Three members of the staff were selected for Employee of the month for LSSI, Lisa received it for July, Jodi Hall received it for the month of August and Sujatha received the award for October. We would like to recognize and congratulate them on a job well done.

Another topic is the Library and gearing towards social media. We now have a Bookmark we put together on Pinterest, Facebook, and You Tube. Goodreads is another place to find good books.

Mrs. Britton mentioned a letter she received from the daughter of the Burch's for receiving employee of the year.

Mrs. Britton stated that the library has had some problems recruiting someone for the Young Adult position, it has been two and half months and the position had not been filled. They have had a lot of turn over.

Young Adults will be doing a program for young teens to volunteer at the library on select days which are Sunday, Monday, Tuesday, and Saturday to help people with computer issues. We will test this program through January.

Mrs. Britton stated that she went to Children's Services Department and asked if they could do a social program for Christmas this year for the children. We will be decorating gingerbread houses. She asked Mrs. Sarah to contact Lecole Culinaire and see if they could participate and they will donate gingerbread houses and chefs will come out and judge the best gingerbread houses. This event will take place on December 12, 2013.

Mrs. Britton stated that her staff had just completed Civil War program, it was not a very good turnout.

Another new item is a new feature has been added to the Overdrive to allow patrons to recommend books we don't have.

Mrs. Britton stated that the Library has started Credit Card payments in September and have collected over \$1400.00 in credit card payments, we expect this to grow over time.

Mrs. Kim Isson has an article in Collierville Magazine all about the Library.

Mrs. Britton stated the last thing on her list is the idea that the library has reorganized the Children's Area to make it easier to find books people may need. This has been a big success.

Mrs. Britton asked are there any more questions?

Mrs. Mayfield asked, how programs are chosen, Mrs. Britton stated that they have a lot of ways in place to get feedback from the public about the programs they would like to see, they ask through surveys and email lists but there are very few responses.

Mrs. Britton asked if anyone had any ideas on how to get people to participate, email her with the details.

Mrs. Mayfield asked are there any programs in place for unemployed house wives? Or other programs that might bridge the gap between different cultures.

Mrs. Britton said that the Literacy Council has a program to allow people to come in and practice on their speaking and language skills. We have tried a lot of different things to try and get people to come out and participate. We have a lot of competition and it's hard to get people to come out when there is so much available to them in the community.

Mrs. Britton stated that other libraries charge fees for some of the programs and that this is something the library might look into.

Mr. Harlow asked is there any more business?

Mr. Suddath stated the only other business he has is the email he sent out about participating in in the Feasibility Study of Expansion of the Library. He said he would keep everyone posted on the process. Everything has been sent to Purchasing, they will put it in the correct format and send it out and advertise it. His next step is to get the president of Friends of the Library to present the donation of \$25,000.00 for this project, to the BMA.

Mrs. Hathaway stated that she will be resigning her seat on the Library Board and moving to Orlando for her job with Delta Airlines.

Mr. Suddath thanked Mrs. Hathaway for all of her services. He also handed out invitations to the Boards of Commission Reception, stating this is the Town's way of thanking everyone for their services. This event will be held on November 19, 2013.

### **Adjournment**

There being no further business, Mr. Harlow declared the meeting adjourned at approximately 6:45p.m.

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Mr. Richard Harlow, Chairman

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Josh Suddath, Assistant Town Administrator





## I. Organizational Responsibility Statements

### A. The Library Board Responsibility Statement

The Lucius E. and Elsie C. Burch, Jr. Library Board has been appointed by the Collierville Board of Mayor and Aldermen according to the provisions of Tennessee Code Title 10, Chapter 3, "Libraries in Counties, Cities and Towns," and is authorized by statute to:

-  Extend privileges and facilities to its patrons upon such terms as it may deem appropriate.
-  Establish Library operational policies and procedures.
-  Encourage responsible usage by levying fines and fees where necessary.
-  Protect the Library and its patrons by making and enforcing rules for loss of or injury to library property.

### B. **Vision and Mission Statement of the Lucius E. and Elsie C. Burch, Jr. Library**

Our vision is to inform, educate, entertain and enrich our community. The Library is a learning partner for citizens and will strive to provide access to knowledge, build community and social engagement, create occasions for cultural experiences and discovery, and make Collierville a better place to live.

It is the mission of the Lucius E. and Elsie C. Burch, Jr. Library Board and staff to provide access to information, content, and services in order to meet the evolving educational, informational, recreational, and cultural needs of our patrons with courtesy, professionalism and competence. The Library will provide a broad array of programs and services to educate, entertain, and enrich people. The Library will be a customer-driven organization with friendly, professional staff dedicated to creating a positive and rewarding library experience. The Library is committed to free and equitable access to basic library service that is thorough, impartial, and confidential.

~~The purpose of the Lucius E. and Elsie C. Burch, Jr. Library is to provide materials that will help enable individuals to acquire or adapt the skills and knowledge necessary for them to participate in self-government, enhance their humanity, and contribute to their enjoyment of life according to their exercise of free choice. The Library is committed to free and equitable access to basic library service that is thorough, impartial, and confidential.~~

It is the Responsibility of the Lucius E. and Elsie C. Burch, Jr. Library to strive toward satisfying the diverse needs and interests of the residents of the community through the selection, acquisition, organization and preservation of library materials within the limitations of space and budget. The Library will collaborate with other Town agencies and community groups to serve the needs of the community.

### C. Library Objectives

The Library is committed to meeting the following objectives:

-  To facilitate lifelong learning. Residents will have resources needed to explore topics of personal interest and continue to learn throughout their lives. Students will have access to resources they need to help them succeed in school.
-  To supply ~~sources of information access to content~~ in diverse fields of knowledge. Our collections and resources will reflect a wide spectrum of ideas and viewpoints, mirroring community needs.
-  To create young readers and encourage the development of reading skills. Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen.
-  To encourage informed discussion ~~of contemporary problems~~ by providing materials on different cultures, experiences, and viewpoints.
-  To support and encourage the community's participation in the arts.
-  To promote the use of print ~~and non-print materials, and digital materials~~ for recreation and enjoyment and also to nourish intellectual, aesthetic, and creative growth.
-  To support the democratic process and affirm that free access to ideas, information, and experience are vital to every citizen.
-  To provide an accessible, safe, comfortable, adaptable, and welcoming facilities capable of high technology applications with easy access to organized materials and a place to meet and interact with others
-  To provide linkage of libraries, agencies, and institutions to provide access to and sharing of information and resources by distance learning technologies, statewide borrowing, and other such means.

### D. Community Roles of the Lucius E. and Elsie C. Burch, Jr. Library

These commitments have been selected from "Planning and Role Setting for Public Libraries" by the Public Library Section of the American Library Association. They represent the major commitments to the community but are not all inclusive of the services offered by the Library.

-  Popular Materials Library: The Library features current, high-demand, high-interest materials in a variety of formats for persons of all ages. Residents will have materials and programs that excite their imaginations and provide pleasurable reading, viewing, and listening experiences.



**Formal Education Support Center:** The Library assists learners of all ages in meeting educational objectives.



**Preschoolers' Door to Learning:** The Library encourages young children to develop an interest in reading and learning through services for children and for parents and children together.



**Cultural:** The Library ~~will collect local historical materials, when available, in the interest of preserving these pieces for the community will provide access to genealogy and local history resources residents need to connect the past with the present through their family histories and to understand the history and traditions of the community.~~

## II. Materials Collection Policies and Guidelines

### A. Collection Development

The Lucius E. and Elsie C. Burch, Jr. Library selects materials that support its mission to meet the evolving educational, informational, recreational, and cultural needs of the community. The Library serves as an information and educational resource for the community.

The Library recognizes and affirms the rights of citizens granted by the constitutions of the United States and Tennessee. The Library endorses the "Library Bill of Rights," "the Freedom to View," and "Freedom to Read statements of the American Library Association (ALA).

#### 1. ALA Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.



Books and other library resources should be provided for the interest, information and enlightenment of all people of the community that the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.



Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.



Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.



It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox or unpopular or considered dangerous by the majority

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Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.



It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.



There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.



It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

#### 4. Community Served

Collierville is centrally located in the Mid-South region of the United States in West Tennessee. Located on the eastern edge of Shelby County, Collierville is in the southeast growth corridor of Memphis, one of the most thriving metro areas in the South. Preschool and elementary age children form an important part of the Library's clientele. More than twenty two percent of Collierville's population is under the age of fourteen. This is a critical time to instill a love of learning and reading and to foster a child's identification of the Library as an appealing and useful part of life. For preschool children, who are served by no other community agency, the Library is their first experience of a structured educational environment. Fostering a love of books and reading is crucial to building an educated and responsible

population. Materials for the Youth Services section have an important role in the collection.

The Lucius E. and Elsie C. Burch, Jr. Library's hours of operation are considerably longer than those of school libraries. Since the Library is open in the evening and on weekends, high school, middle school, and elementary students frequently use its facilities and collections for research and study purposes. For that reason, materials are selected with their needs in mind. Students require access to general interest periodicals and newspapers, as well as a variety of encyclopedias, dictionaries, collections of literary criticism, and other reference **and digital** tools geared to their grade level and subject interests. Special emphasis is placed on supporting K-12 students and on stimulating children's interests and appreciation for reading and learning.

The presence of The University of Memphis ~~at the Carrier Center~~, several area community colleges, and private colleges indicates that a college level student population comprises a portion of the Library's clientele. In fact, **fifty**-two percent of Collierville's population has a college degree or post-graduate degree.

The economic development of the community depends to a great extent on its business environment. Small and medium-sized businesses often require business-related information in order to make sound decisions and plans. As they generally do not have their own libraries, it is vital that the Library selects resources to satisfy their specific needs.

Finally, the Library, as a service unit of the Town of Collierville, is responsible for providing reference information services to the government. Developing a collection of materials that will provide officials with the information they need is a goal.

## 5. Developing the Collection

The collection development policy is important to prevent the Library from being driven by events or by individual enthusiasms and from purchasing a random resources, which may not support the mission of the Library. The Collection Development Committee of the American Library Association (ALA) has developed "Codes" to define levels of collection intensity practiced by type of library, its defined roles, and the type of patron it serves.

The Lucius E. and Elsie C. Burch, Jr. Library attempts to collect at the "basic information level" which is defined as follows: "A highly selective collection which serves to introduce and define the subject and to indicate the varieties of information available elsewhere. It includes up-to-date general materials, major dictionaries, encyclopedias, selected editions of important works, historical surveys, important biographies and periodicals." Also included is access to a limited collection of owned

or remotely-accessed electronic bibliographic tools, texts, journals, etc. in addition to digital materials.

The collection should be frequently and systematically reviewed for currency of information. Superseded editions and titles containing outdated information should be withdrawn. Classic or standard retrospective materials may be retained.

## 6. Selection Process

Under this policy, both collection development and maintenance decisions will be made by the Library's professional staff under the direction and management of the Library Director and subject to the oversight of the Collierville Public Library Board. All staff members may recommend materials for consideration. Involvement by the community in the selection process is encouraged. Several mechanisms are provided for this purpose including: analysis of pending hold requests, purchase suggestions submitted by Library patrons, and questionnaires and surveys administered by the Library. Patron suggestions for purchase will be evaluated in accordance with the Collection Development Policy.

## 7. Selection Tools

Based on an understanding of the community needs and the knowledge of authors and publishers, the Library staff utilizes professional, literary, specialized and general periodicals, various digital sources, in addition to standard lists of basic works to determine purchases. Publishers' catalogs and bibliographies prepared by other libraries and subject authorities are also checked. Title announcements from Baker & Taylor (B&T) are reviewed. (Baker & Taylor is a leading full-line distributor of books, videos, and music products to libraries. Several approval plans are in place with various vendors which allow the library to automatically receive popular or high use materials. ~~Additionally, Accelerated Reader Lists are checked.~~ The following is a list of recognized sources used in the selection of public library materials. This list is representative but, by no means comprehensive:

Booklist; Library Journal; Bulletin of the Center for Children's Books; New York Times Book Review; Publisher's Weekly; Voice of Youth Advocates; School Library Journal; Kiatt; and Kirkus Reviews.

## 8. Selection Criteria

Librarians apply their judgment and experience in selecting materials for value of interest, information, recreation, and enlightenment of all people in the community. Criteria employed for selection decisions include:



Literary or artistic merit

giving, administration, programming, storytelling, library web sites, copyright, and the internet. These materials are non-circulating.

**Audiobooks (CD's):** Audio materials are considered an adjunct to the print collection; this collection is not intended to mirror the literature collection or to systematically cover non-fiction topics. Efforts are made to select on a variety of topics and to appeal to a range of interests. Audiobooks are currently being purchased in both compact disc and digital formats.

**Children's Music (CD's):** Current bestselling educational and entertainment titles are selectively purchased for children in grades 5 and under.

**DVD's:** The Library makes an effort to purchase a wide-variety of DVD materials to meet the needs of a broad cross section of patrons. The collection will emphasize recreational, educational, instructional, documentary, classics, children's materials, and theatre releases. Selected General interest works including how-to, self-paced learning, sports, health, etc are purchased.

**Exams/Career:** Preparation guides for tests include but are not limited to the GRE, LAST, SAT, GED, MAT, and TOEFL. Resources include career information, resume preparation, and college directories.

**Electronic Resources:** This collection includes, but is not limited to, citation or full-text databases. The following criteria should be considered when selecting these resources: ease of use by library patrons; enhanced searching capabilities; price of print versus electronic; frequency of updating; anticipated demand; remote access capability; licensing fees and usage restrictions. The Library coordinates with the Tennessee State Library and Archives to provide access to electronic resources. In addition, the Lucius E. and Elsie C. Burch, Jr. Library works in cooperation with the Germantown Community Library to provide access to electronic resources of interest to both communities when appropriate.

Digital Resources: The collection may include Web-based databases and other reference sources, ebooks, digital audiobooks, digital magazines, and other text, audio, visual, or multimedia digital resources. Publisher and distributor requirements currently limit the availability of some ebooks for library circulation. Ebooks selected for the collection are included in the Library catalog when catalog records are available.

## B. Donations

The Friends of the Library welcomes your donations of books and other library materials on behalf of the Lucius E. and Elsie C. Burch, Jr. Library. The library may add donated materials that support its mission. Materials added must fall within the scope of the library's collection development policy.



Lost cards should be reported immediately. Library users are responsible for all materials checked out on their card up to the time that they notify the library that the card is lost.



Library cards or virtual library cards should be presented each time a patron checks out materials.



Library patrons are responsible for all materials checked out on their card or on the cards of children for whom they have assumed responsibility. If Library patrons allow others to check-out materials on their card, those materials are still the responsibility of the card owner.



Replacement library card fees are \$5.00 for a first lost card and \$10 for each subsequent lost card.



Non-residents and visitors may obtain a 7-day Temporary Guest Library Card for a fee of \$5.00



An Institutional Library Card may be obtained which allows an institution/organization to check out library materials. The organization is responsible for all materials checked out by authorized staff and the issued card must be presented at each check-out. Any fines or fees due for late, damaged, or lost materials will be the responsibility of the authorized institution. All Burch Library policies regarding the use of the card apply. Requests for this card must be submitted on an organization's letterhead and contain signed authorization by the head of the institution/organization for this service.



Educator Cards are available to all educators and staff employed in the Collierville Public School System and are intended for professional use only. The Educator Card will allow courier service delivery of Burch Library materials throughout the school year when schools are in session. Applications can be requested from and submitted to the school librarian for enrollment.

-  Periodicals
-  Audio-visual materials, including video, DVD, CD, or cassette
-  Genealogy materials



Materials are loaned for three weeks and may be renewed for additional three weeks if not reserved by another patron.



The Lucius E. and Elsie C. Burch, Jr. Library supplies books and articles to other libraries. The Library does not send material directly to individuals. Please contact the library you are affiliated with to obtain material belonging to the Burch Library.

See the Interlibrary Loan Request Form, Appendix A. 3

(Interlibrary Loan statistics are maintained by the Library and reported to the Tennessee State Library and Archives, Nashville, TN.)

### **Supplying Material from the Lucius E. and Elsie C. Burch, Jr. Library to a Collierville Public School System Library:**

Education Cards will be created at the Burch Library for each person. These cards will be linked internally to the librarian's/teacher's/staff's personal card when applicable and will be filed for internal use only. Teachers wishing to join the program need to contact their school librarian for an application. Completed applications may be sent through the courier for registration.



The school librarian will compile the holds list and submit it, by email, to a designated circulation staff person at the Burch Library.



Circulation staff will place a hold on the material (avoiding holds being filled by another Wolf River library) using the Education Card. Then the item will be checked out on the Education Card.



A School Courier Sleeve (red in color) containing relevant information (*patron name, check-out date, due date, renewal, and fee guidelines*) will be wrapped around the book cover.

Books will be placed in the school's designated bin along with a packing slip. The bins will be transported to the schools by courier according to the formally contracted days.



Once the books arrive at the school, the school librarian will check the contents of the bin against a detailed packing slip, verifying the contents of the bin. Books will be distributed according to the schools decided procedure.



The packing slip will be signed, dated, and returned in the next outgoing courier bin by the school librarian. Books can be returned to the Burch Library or to the school library. Books returned to the school library will be back dated to the previous week's courier run date.



All fees and fines for late, lost, or damaged books will be paid directly to the Burch Library.



Books showing a status of checked out that never arriving at the school will be the responsibility of the Burch Library if not found.



If a patron claims the book was never received, but the school librarian verified that it arrived at the school, the school will be responsible for resolving the issue.

### 8. Use of Study Rooms

The Library provides three study rooms for use by groups and individuals for cultural, informational, educational, intellectual and civic purposes.

A current library card or driver's license is required in order to reserve a room. Rooms may be booked for 2 hours at a time. A room may be reserved for immediate use if no other reservation conflicts.

No one under the age of 15 years old will be allowed to use the study rooms without adult supervision.

Patrons must sign a form stating that he or she will be responsible for the room and its contents.

Patrons may reserve the study rooms up to one month in advance. If a patron who has a room reserved does not arrive or notify the Circulation Desk that they will be late within 15 minutes of the reserved time, the room will be made available to other patrons.

### 9. Use of the Halle Meeting Room

#### Policy



The following groups are exempt from meeting room rental fees: AARP, The Contemporary Club, and Town Departments, Friends of the Library.



The Library is pleased to offer free meeting room space to local non-profit organizations to be limited to a 2 hour time period per meeting. Non-profit organizations will be charged an hourly rate of \$30 if they occupy the room 10 minutes past the 2 hour time period.



The Lucius E. and Elsie C. Burch, Jr. Library offers meeting room space to all other businesses and organizations at \$30/hr.



If an organization occupies the room 10 minutes past the time period reserved, an hourly charge of \$30 will apply.



All programs / meetings must not disrupt the use of the library for others.



Permission to use the library meeting room does not imply library

room request is approved and the dates/times can be accommodated.

See the Library Meeting Room Application Form, Appendix A.7

## B. Reference Services

### 1. Reference Service

The Lucius E. and Elsie C. Burch, Jr. Library:



Will provide information in the form of short answers to specific questions and guidance in locating material for patrons who appear in person, call on the telephone, or request information through correspondence. Telephone ready reference questions will be answered as soon as possible, but patrons in the Library have priority on staff time. The information desk staff may determine other limits due to time or resource constraints.



Will assist patrons in the use of the Library and teach basic research methodology, when appropriate (this includes providing help in developing a research strategy and advice on whether a trip to the Library would be worthwhile for individuals who telephone).



Will provide bibliographic verification of items both in the Library and not owned by the Library and will assist patrons in obtaining materials through interlibrary loan, when appropriate.



May refer Library patrons to other agencies and libraries in pursuit of needed information.



May use not only the Library's resources in printed form, but consult appropriate digital resources as well as other agencies by telephone in pursuit of "ready reference" information.

### 2. Programming

A "program" is a planned interaction between the Library staff or other presenter and the program participants for the purpose of promoting Library materials, facilities, or services, as well as offering the community informational, entertaining, or cultural experiences.

Programming includes such activities as storytimes, films, and activities on no-school days, summer library programs for children, and speakers for young adults and book or author discussion groups for adults.

**Programming is an integral component of library service that:**

- **Expands the Library's role as a community resource**

- Introduces patrons and non-users to Library resources
- Provides entertainment
- Provides opportunities for lifelong learning
- Expands the visibility of the library

The Library's staff use the following criteria in making decisions about program topics, speakers, and accompanying resources:

- Community needs and interests
- Availability of program space
- Treatment of content for intended audience
- Presentation quality
- Presenter background/qualifications in content area
- Budget
- Relevance to community interests and issues
- Historical or educational significance
- Connection to other community programs, exhibitions, or events
- Relation to Library collections, resources, exhibits, and programs

In addition, the Library draws upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for Library programs. Library staff who present programs do so as part of their regular responsibilities and are not hired as outside contractors for programming.

All Library programs are open to the public. A fee may be charged for certain types of Library programs. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants.

Registration may be required for planning purposes or when space is limited. Programs may be held on site or off site. Any sales of products at Library programs must be approved by the Library Director. Programs are not used for religious or partisan purposes or the solicitation of business.

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The Library welcomes both expressions of opinion from patrons concerning programming and suggestions for future program topics.

#### IV. Technology/Equipment Policies and Guidelines

##### A. Internet Access

The Lucius E. and Elsie C. Burch, Jr. Library provides free access to the Internet for Collierville library card holders in accordance with our mission to provide informational and educational material to the public in a variety of formats. The Library does not monitor and has no control over the massive

content of information available through the Internet. The quality of material available on the Internet varies widely in accuracy and content. Some may be offensive. The Library assumes no responsibility or liability for content on the Internet. Library patrons access the Internet at their own discretion.

As with other Library materials, the access of materials by children is the sole responsibility of parents or guardians. Parents and children are encouraged to learn more about child safety on the Internet, including the use of electronic mail and other forms of direct electronic communication. Library staff are not responsible for monitoring information accessed by children from the Internet, and the Library will not act in "loco parentis" nor assume functions of a parent's or legal guardian's authority with regard to the behavior of their children in the Library. Computers located in the designated children's area do not provide access to the Internet.

The Library provides an open wireless hot spot. Anyone with 802.11b or g equipment should be able to detect the connection. Patrons using personal computers in the library are subject to the library's policy on public computers and Internet access. ~~Patrons may ask at the Information Desk for specific procedures to access our LAN. For general information on how WiFi works, read the "How WiFi Works" article at [www.howstuffworks.com](http://www.howstuffworks.com).~~

All users of electronic information resources such as the Internet are expected to use these resources in a responsible manner, consistent with the educational and informational purposes for which they are provided. It is unacceptable to use the Library's computer system and Internet resources for any of the following:

-  For any purposes which violate applicable U.S., state, or local laws, regulations, or ordinances. Users must respect the copyright laws and licensing agreements pertaining to software, files and other resources obtained via the Internet.
-  Using the Library's online services for unlawful activities, including unauthorized online access or "hacking," is prohibited.
-  The unauthorized disclosure, use, and dissemination of personal identification information regarding minors is prohibited.
-  Destruction of or damage to equipment, software, or data belonging to the Library.
-  Disruption or interference of network users or services. Such interference or disruption includes, but is not limited to: distribution of unsolicited advertising, harassment, libeling, or slandering of others; propagation of computer worms or viruses.
-  Sending, receiving, or displaying text or graphics which may reasonably be construed as obscene by community standards.
-  Loading one's own software onto library computers.

-  Tampering with emergency mechanisms (fire alarms, opening emergency exits in non-emergency situations).
-  Threatening behavior or gestures
-  Verbal abuse of people

For the comfort and protection of all who use the Lucius E. and Elsie C. Burch, Jr. Library, patrons are requested to observe the following guidelines:

-  Patrons are asked to turn off their cell phones in the Library. Patrons who receive calls on cell phones in the Library must move to the lobby to continue their conversations.
-  Children under the age of six must be accompanied by an adult at all times. Parents or guardians are responsible for the behavior of their children.
-  Appropriate attire is required, including shirts and shoes.
-  Solicitation is not allowed in the Library. This includes:
  -  Solicitation of signatures on petitions
  -  Sales of services or materials
  -  Recruitment for employment or other services
  -  Public opinion surveys
  -  Requests for donations, including receptacles for donations
  -  Requests for monetary or other personal assistance
-  Smoking is not permitted.
-  The Library is not responsible for personal possessions.
-  Prior approval is required to take photographs, video recordings or audio recordings in the Library.
-  Patron's shall not deface, mar or in any way destroy or damage Library materials, furnishing, walls, machines, or any other Library property inside or outside the Library.
-  Any materials removed from the Library must be checked out on a valid library card or through other standard Library procedures.
-  Animals are not allowed in the Library building, except when they are part of a Library program or when they are registered service animals.

Pursuant to TN Code 39-17-1359, the owner/operator of this property has banned weapons on this property or within this building or this portion of this building. Failure to comply with this prohibition is punishable as a criminal act under state law and may subject the violator to a fine of not more than five hundred dollars (\$500). This notice applies to handgun carry permit holders. Failure to comply with this notice may result in the loss of the handgun carry permit. This notice is posted on the front entrance to the Library.

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Information Desk assistance, including reading selected portions of library text and employing written dialogue in lieu of oral dialogue.



Circulation Desk assistance. Patrons with disabilities may authorize a proxy to check out Library material on their behalf. Registered patrons may renew material by telephone (457-2602) unless the items are overdue or are requested by another patron.

### Telephone and Electronic Assistance



Checkout renewals (Circulation Desk, 457-2602)



Reference Telephone Assistance (Information Desk, 457-2601)



Most Library materials are included in the online catalog which can be searched by keyword, author, title or subject. iBistro contains TEL databases and Internet access. The computer workstations and dedicated online catalogs are accessible to persons in wheelchairs.

### Assistive Technology Devices and Tools for the Visually Impaired

The Library strives to meet the following goals in providing service to the visually impaired:

- to provide tools and services to patrons with physical or visual impairment to use while visiting the library
- to provide equal access for the disabled to our library and its services
- to help the visually impaired patron gain skill and confidence as they learn to use assistive technology to access information in the library
- to offer information about available resources both through the library and other area agencies

The Library provides the following equipment for in library use by the visually challenged:

**Merlin**, a desktop video magnifier, designed for the low vision user to read, write, view photos and more.

**Franklin Language Master**, provides three ways to hear the spelling of a word and offers a complete pronunciation guide. It contains a dictionary, thesaurus, grammar topics, homonyms and word lists.

**Magic Touch Screen**, transforms the computer monitor into a touch screen display. The see-through, touch-sensitive surface enables the user's finger or a stylus to work just like a mouse.

~~SARA, reads aloud a wide variety of printed material including books, mail, newspapers and magazines~~

~~Mouse with Magnifier Feature, allows the user to point, highlight and click to magnify text displayed on the computer screen.~~

~~HP Scanjet, allows the user to scan material into the computer for reading and editing.~~

~~The work center and desk chair plus software programs for Windows computer operating systems.~~

~~Headset to use with audio equipment~~

### **Nemo Handheld Magnifier and other Hand-held magnifying glasses**

See the Reasonable Accommodation Request Form for ADA, Appendix A. 5

### **C. Customer Service Guidelines for Interacting with Persons with Disabilities**

People often become nervous or unsure of how to behave when a person with a disability needs help. Here are some ADA approved guidelines that will help staff become more comfortable serving customers with disabilities.



Be Yourself. Treat the person with a disability as you would anyone else.



Speak directly to the individual rather than through a companion or sign language interpreter who may be present.



Offer to shake hands when introduced. People with limited use of their limbs or an artificial limb usually shake hands. Offering the left hand is acceptable.



Always identify yourself and others who may be with you when meeting someone with a visual impairment. When conversing in a group, remember to identify the person to whom you are speaking. There is no need to speak loudly.



Respect their right to let you know what kind of help they need. Use good judgment on whether or not to ask if they need your assistance. If you offer help, wait until the offer is accepted, then listen and ask for instructions.



Treat adults as adults. Address people who have disabilities by their first names only when you extend that same familiarity to others. Never patronize people in wheelchairs by touching them in ways not used with others, e.g. patting them on the head.



Be relaxed around people with disabilities. Don't be embarrassed if you happen to use common expressions such as "See you later," and "Did you hear about this?" that seem to relate to a person's disability.



Some people have disabilities that are not visible. Don't assume that people who appear able bodied are lazy when they ask for help.

## IX. Community Relations Policy and Guidelines

It is the responsibility of the Library to maintain continuing communication with present and potential users of the services and resources to assure effective and maximum usage by all patrons.

### A. Community Relations Objectives

The objectives of the public relations program of the library are:



To promote community awareness of the services



To stimulate public interest in and usage of the library



To develop public understanding and support of the library and its role in the community

The following means may be used to accomplish the foregoing objectives:



Specific community, **including public schools** outreach goals and activities shall be developed.



Personal and informational group contacts shall be maintained with government officials, opinion leaders, service clubs, civic associations, and other community organizations by Library staff and Board members.



Local media shall be utilized to keep the public aware of and informed about the resources and services of the Library.



Newsletters, brochures, and other promotional materials shall be produced and distributed through regular mailings and other effective methods of reaching the public.



The Library may sponsor programs, classes, exhibits and other library-centered activities and shall cooperate with other groups in organizing these to fulfill the needs of the community for educational, cultural, informational or recreational opportunities.

## REPORT TO THE LIBRARY BOARD

DATE: April 29, 2014

FROM: Josh Suddath, Assistant Town Administrator

SUBJECT: Approval of Library Management Services Agreement

**INTRODUCTION:** The purpose of this agenda item is to request approval of a management services contract between the Collierville Public Library Board, The Town of Collierville and Library Systems and Services, LSSC (LSSI).

**DISCUSSION:** The Town of Collierville took over management of the operations of the Lucius E. and Elsie C. Burch Library in October 2004 from the Memphis and Shelby County Public Library System. The Board of Mayor and Aldermen and the Collierville Public Library Board first entered into a contract for library management services with LSSI on October 12, 2004. A new contract was approved by the BMA in April of 2009 for three years with two one year renewal options. The current contract with LSSI ends June 30, 2014.

The Town sent out Requests for Proposals (RFP) in February, 2014 for management of the library's operations and received one proposal from LSSI. As has been the case in past contracts, the Library Services Agreement provides that LSSI hire all personnel, manage all operations of the Burch Library, purchase all materials and database subscriptions, and maintain an integrated library system. The Town will continue to own all materials purchased, the automation system and all equipment provided to operate the library on a daily basis.

The Library Services Agreement will be for a period of three years, with the option for two, one-year terms. The proposal provides for services based on the library being open for 60 hours per week. This would provide for 15.67 full time equivalent employees, at a cost of \$703,813. This contract would increase the total number of FTE employees by one (1) due to the addition of a Digital Services Librarian position. The cost of this additional position is \$62,150 per year. In addition, staff is recommending that a change in salary and exemption status be approved for the Library's Circulation Supervisor. The cost of this change is \$6,000. It should be noted that these are the first changes in the Library's organizational structure since 2009, when one part time position was added.

The other items in the contract are subject to funding each year by the BMA and include materials (\$200,000), database subscriptions (\$16,360), automation/supplies (\$15,133), and supplies (\$1,227) and courier services (not to exceed \$5,880) for a total contract amount of \$936,533.00. The agreement also provides for increases in the contract amount of 2.25% annually. This is down from previous contracts with LSSI, which have requested a 3% annual increase. In addition, this contract adds a new 5% fee related to the purchasing of materials for





## **Library Operations**

**Cost Proposal  
Submitted In Response to:  
RFP 2014-002**

**Due Date: March 14, 2014  
2:00 p.m.**

**Submitted to:**  
Town of Collierville, Tennessee  
Purchasing Agent, RFP 2014-002  
500 Poplar View Parkway  
Collierville, TN 38017

**Submitted by:**  
Library Systems & Services, LLC  
12850 Middlebrook Road  
Suite 400  
Germantown, MD 20874  
Vendor Number: 307

**Copy**

# Cost Proposal Table of Contents

- I. Attachment 9.2: Cost Proposal Format
- II. Salary Expectations
- III. Optional Costs/Additional Services
- IV. Long Range Budget Plan

## ATTACHMENT 9.2: Cost Proposal Format

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### NOTICE TO PROPOSER:

*This Cost Proposal must specifically record below the exact cost amount(s) proposed in the appropriate space(s) as required herein. Said cost proposed must incorporate all cost for the proposed scope of services for the total contract period.*

*The Cost Proposal shall record only the cost proposed as required. It shall not record any text that could be construed as a qualification of the cost proposed. If the Proposer fails to specify the Cost Proposal as required, the Town shall determine the proposal to be nonresponsive and reject it.*

**The Proposer must sign and date the Cost Proposal.**

Library Systems & Services, LLC

---

Proposer Name

307

---

Vendor ID

The Proposer shall indicate below the offered price for providing all services proposed including all services as defined in the contract Scope of Services of this RFP.

Please provide cost proposals based on the following criteria:

- 60 Hours per Week
- Number of Full-time Employees
- Personnel Costs
- Administrative/Other Direct Costs
- Subcontractor Costs (if applicable)

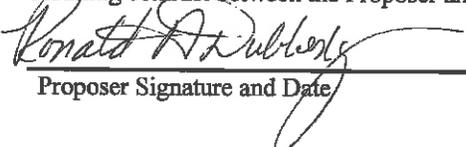
Total Year One Cost Proposed: \$ ~~868,383.00~~

\$936,533

A detailed schedule of costs proposed shall be attached to this page, showing the items in the table above, and the following items:

- Include in your cost proposals salary expectations for each staff position.
- Optional costs based on additional offered services.
- Long range budget plan for second and third year of contract term.

The proposed cost contained herein and the submitted technical proposal associated with this cost shall remain valid for at least (90) days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any resulting contract between the Proposer and the Town of Collierville.

  
Proposer Signature and Date

3/12/14

## II. Salary Expectations

For the required 60-hours-per-week schedule, LSSI will maintain a minimum of thirteen (13) qualified staff members and proposes a staffing level of 14.67 full-time equivalent (FTE) for the Collierville Public Library. This level may vary slightly based on position levels and operational needs.

*Library Director / Project Manager (MLS required)* (Annual salary range: \$58,500-\$71,500)

*Assistant to the Director* (Annual salary range: \$23,000-\$28,500)

*Adult Services Librarian (MLS required)* (Annual salary range: \$33,500-\$44,000)

*Children's Services Librarian (MLS required)* (Annual salary range: \$33,500-\$44,000)

*Supervising Library Associates* (Annual salary range: \$21,500-\$30,000)

*Library Associates & Assistants* (Annual salary range: \$15,080-\$22,500)

## III. Optional Costs/Additional Services

LSSI will work closely with the Town to identify and evaluate specific projects outside the scope of this contract which would enhance the operation of the library. We have strong capabilities in a number of library functions and operations. The cost of such projects will range depending on the specific scope and nature of the project.

Based on developing service trends in the community, as well as changes to the general operational workflow, LSSI proposes these Additional Services:

### **New Position: Digital Services Librarian**

With the continued growth of the community, the library has an increasing demand for more sophisticated digital services and technology instruction, enhanced online user experiences, and connections via social media. LSSI would like to propose the addition of a Digital Services Librarian.

This position would be responsible for ensuring the Library's website is maintained for accuracy, timeliness and functionality. The maintenance of the website is a daily activity, with no other on-site support. The Library currently participates in five social media tools for PR purposes: Facebook, Pinterest, YouTube, Goodreads and Instagram. As we move to the opening of an expanded facility, the provision and use of various software and hardware by patrons will expand. This position will assist in the examination and proposal of needed technology, including hardware and software. In addition, this position will oversee the Library's technology program offerings. This librarian would also seek collaborative opportunities with community schools and academic institutions, local businesses and other town departments.

In addition, other special assignments would include assisting the Director in analyzing and evaluating other aspects of library service. This position would help cover staff shortages, working in both the circulation and reference areas.

Increase To Contract: \$62,150 annually

**Hours Adjustment: Shift the Assistant to the Director Position from a 20-Hour Position to a 25-Hour Position**

This position is responsible for supply ordering, coordinating facility repair and maintenance work orders, daily money deposits to the bank, gathering monthly library statistics, human resources activities, mail and check distribution, maintenance of the website, and other duties assigned by the Director. This position's responsibilities have increased substantially since its inception in 2009. Since this position was created, supply ordering has increased in its quantity and complexity, with a shift of more responsibility to the Town Departments for ordering using an online system. Facility work orders are frequent due to more customer visits and an aging building. Statistics tracking and recording is more numerous and complex with the addition of both more digital products and additional service offerings. An additional five hours added to this position would give the Assistant the additional time needed to better accommodate the additional workload and to complete other tasks assigned by the Director.

Increase To Contract: \$5,500 annually

**Position Adjustment: Elevate Circulation Supervisor to Public Services Supervisor with Increase in Salary Range and Reclassification from Non-Exempt to Exempt**

This position directly supervises seven staff members and is responsible for four staff in the paging unit. Over the past few years, the responsibilities for this position have broadened in scope to include selection responsibilities for digital materials in coordination with the Head of Adult Services; Polaris report writing; coordination of courier activities; credit card transactions and reporting (a new service); and financial reporting to the Town of Collierville. Additional responsibilities include periodical check-in and maintenance, repair of all materials, withdrawal of all materials, maintenance of the stacks, and acting as a back-up to the Assistant to the Director and as a manager in charge of the building when necessary.

Increase To Contract: \$6,000 annually

Not  
Requested  
by the  
Town.

## I. Attachment 9.2 – Cost Proposal

	<b>Total Yr. 1 Cost</b>	<b>Total Yr. 2 Cost</b>	<b>Total Yr. 3 Cost</b>	<b>Total Cost</b>
<b>Personnel</b>	\$703,813	\$719,649	\$735,841	\$2,159,303
<b>Administrative/Other Costs</b>				
Automation	15,133	15,473	15,821	46,427
Supplies	1,227	1,255	1,283	3,765
Subtotal	16,360	16,728	17,104	50,192
<b>Materials &amp; Database</b>				
<b>Subscriptions</b>	216,360	216,728	217,104	650,192
<b>Total Cost</b>	<b>\$936,533</b>	<b>\$953,105</b>	<b>\$970,049</b>	<b>\$2,859,687</b>

### Assumptions:

- 1) Operating hours of library are 60 hours per week.
- 2) LSSI will maintain a minimum of thirteen (13) qualified staff and proposes a staffing level of 15.67 for the Collierville Public Library. The level may vary slightly based on position levels and operational needs.
- 3) Contract year begins July 1 of each year.
- 4) Annual escalation is factored into our pricing at the rate of 2.25% per year.
- 5) Pricing is dependent upon the applicable minimum wage remaining at \$7.25 per hour.
- 6) Materials & Database Subscriptions includes materials of \$206,057 and a material handling fee of \$10,303 in Year 1.
- 7) Personnel costs include the exercised options to add a new Digital Services Librarian (\$62,150 annually) and elevating the Circulation Supervisor to Public Services Supervisor with an increase in salary range and reclassification from Non-exempt to Exempt status (\$6,000 annually).

## REPORT TO THE LIBRARY BOARD

DATE: April 29, 2014

FROM: Josh Suddath, Assistant Town Administrator

SUBJECT: RFSOQ 2013-10—Library Expansion Concept Design and Space Needs Assessment

**INTRODUCTION:** The purpose of this agenda item is to request approval of a contract between the Town and Haizlip Studio related to a Library Expansion Concept Design and Space Needs Assessment for the Collierville Burch Library.

**DISCUSSION:** In the years since the Town planned and constructed the Burch Library during the late 1990's and early 2000's, the Town's population has increased from 31,872 (2000 Census) to some 46,796 (2013 Development Department estimate). With future growth projected to increase due to the creation of Collierville Schools and other regional factors, it has become clear that the Town should consider the possibility that the Library may need to expand at some point in the future. While no construction dollars are set aside in the Town's Capital Investment Plan for this project at this time, the Board of Mayor and Aldermen did allocate funds in the Library's operating budget for the creation of a broad set of documents and visual depictions that will gauge the community's current and future needs. These documents will form the basis of any future expansion effort should it be undertaken by the Town.

In November 2013, the Town's purchasing department issued a Request for Statement of Qualifications (RFSOQ) for this project with a submittal deadline of December 11, 2013. The Town received 7 statements from architectural firms throughout the region. An evaluation team consisting of Friends of the Library President Kathleen Bradley, Library Board Chairman Richard Harlow, Library Director Deanna Britton, Assistant to the Director Lisa Plath and Assistant Town Administrator Josh Suddath was assembled to select the firm possessing the optimum qualifications and vision for this project. After numerous meetings and site visits and a great deal of discussion, the evaluation team selected Haizlip Studio of Memphis, Tennessee as the most qualified firm. After several rounds of revisions, a final cost proposal was received from Haizlip Studio on April 25, 2014 (Exhibit A).

Broadly speaking this project will be broken down into two component phases. The first is the Programming phase, wherein Haizlip Studio and their consultants will seek to gain the input of the community regarding the future of Collierville's Library and to analyze demographic and facility data. This phase will result in an assessment laying out the general needs of the facility as well as a specific building program. The second is the planning phase, in which Haizlip Studio will assemble all data into a concept design, cost model and final report. In assembling a set of recommendations and concepts, Haizlip Studio will work under the assumption of a \$4,000,000 budget for this project, should it eventually come to fruition.



April 25, 2014

Lori Bryant, CPPB  
Town of Collierville, Tennessee  
Purchasing Agent  
500 Poplar View Parkway  
Collierville, TN 38017

Re: Proposal for:  
Library Expansion Concept Design & Space Needs Assessment  
TOC Reference Number: RFSOQ 2013-010

Dear Lori,

I am pleased to submit this proposal for the Town's review. Haizlip Studio's team is delighted to work with the Town and its library staff on this important civic endeavor. This proposal is organized as follows:

- Team members and roles
- Project Methodology
- Fees and Expenses
- Schedule

### **Project Team Members**

Following are the firms who will join Haizlip Studio on the project.

Ms. Betty Jo Jarvis (Jarvis)

Scope of Work: Community facilitation & engagement, Library Needs Assessment, Building Programming

Mr. Jason Needham, HNA Engineers, PLLC

Scope of Work: Mechanical Engineering assessment for existing and expanded facilities

Mr. Dean Thomas, Dalhoff Thomas design I studio

Scope of Work: Landscape Architecture for building grounds and family garden concepts

If required by project need, we will engage consultants in areas of structural analysis and civil engineering.

### **Project Methodology**

To accomplish the effort outlined in Section 1 of the Town of Collierville, Request for Statement of Qualifications, Scope of Work, dated December 11, 2013, Haizlip Studio will conduct its work in two parts; Programming and Planning.

In Programming, library stakeholders and planning team members will participate in a series of workshops, interviews, focus groups and surveys to establish project goals and objectives and to develop a comprehensive understanding of current and future needs, customer profiles, services and requirements of the project. From this work, a considered estimate of future space need is summarized in a Space Needs Assessment, from which a Building Program is developed to match the stated budget target.

#### **Part 1: Programming**

- Task 1- Orientation and Research
- Task 2- Community Engagement
- Task 3- Communication Strategies
- Task 4- Core Library Business Planning
- Task 5- Space Needs Assessment
- Task 6- Detailed Building Program

Simultaneous with the Programming effort, Planning will offer conclusions about programming impacts on building capacities, systems and site, with architectural strategies and design concepts testing various approaches against measured budgets.

#### **Part 2: Planning**

- Task 7- Planning concepts
- Task 8- Cost Modeling
- Task 9- Final Report

### **Detailed Methodology**

Specific tasks and deliverables of the methodology are described in detail below. Haizlip Studio and Jarvis will co-lead community meetings, staff focus groups, and stakeholder interviews. Responsibilities for tasks below are noted.

#### **Part 1: Programming**

##### **Task 1: Orientation and Research**

Haizlip/Jarvis will lay the foundation for recommendations through these tasks at the outset:

##### **1.1 Review Current Conditions**

- Design methods for data and information gathering, including input from Library staff, community stakeholders, and the community
- Review the Library mission, roles, goals, and detailed usage and collection holdings data
- Tour the current Library with staff to understand current services and delivery methods prior to assessments of existing services, information technology, and facilities
- Review demographic and population data – current and projected
- Coordinate with Library Administration to obtain information for the planning process

**1.2 Assess Demographics.** TOC will provide Jarvis (from University of Tennessee Municipal Technical Advisory Service or other provider) a current demographic report. Data will be generated that incorporates and analyzes statistics, reports, and surveys of demographic and economic data currently affecting Collierville, to be used during the planning process, as well as future projections.

**1.3 Peer Community Comparison.** Jarvis will compare Collierville with communities similar in current and projected size, growth rate, and characteristics. This includes the following steps:

- Identify peer up to 5 communities adjacent to Collierville, across Tennessee and in the United States, as determined by Library and City staff, and as suggested by the Consultant
- Research and tabulate comparative data
- Document the findings in a draft report

**Task 2: Community Engagement:**

The success of this project depends on understanding the community it serves. Haizlip/Jarvis will plan and facilitate community, stakeholder and staff input through the following approaches:

- Facilitate two **Staff Focus Groups**
- Plan and facilitate two **Community Meetings**. Open to the general public, these meetings will focus on gathering input on library services.
- Conduct **Stakeholder interviews** with a variety of individuals including elected and appointed City officials, Town Planning personnel, business leaders, Collierville Public School officials, community organization heads, and leaders of the Library Board of Trustees, and Friends of the Library. Interview numbers will be determined with TOC.
- If additional target audience information is desired after community meetings, Haizlip/Jarvis will solicit input from Library customers via **Focus Groups**. The number and composition of the focus groups will be determined by Haizlip/Jarvis.
- Integrate data gathered from the customer analytics/ market segmentation analysis to determine the community's service preferences and priorities.

**Task 3: Communication Strategies**

As part of the Planning process, we will assist Collierville and the Library in developing strategies, tools and mechanisms to engage the community in an on-going conversation – not just about the findings of this project, but how the Library is prepared to grow and adapt to the future with and for the people of Collierville. We can assist in developing the basic program to communicate the results of the project, and make recommendations how the Library use a broader template for staff to utilize in years to come.

**Task 4: Core Library Business Planning**

Jarvis will engage Collierville on the issues of preferred library services of the various market segments in the Library's service (trade) area, service priorities, required staffing levels, as well as budgets over the course of the Plan by taking the following steps:

- Compile a list of functional and operational strengths and weaknesses
- Combine input from the Library, the community, and stakeholders to identify preferred library services that reflect community priorities
- Explore service delivery options that may include new services, combining some existing services, deleting some services, outsourcing some services, and/or partnerships with compatible organizations
- Identify and recommend sustainable service delivery options that will best serve customer and Library needs now and in the future. Consideration will be given to digital service options, mobile services, and cost-effective service delivery models, such as stand-alone materials dispensing units
- Develop services options that take into account population changes, demographics, market segmentation, and the preferred library services of the various market segments

throughout the Library's service area, as well as optimal and cost-efficient models that will effectively meet the needs of the residents of Collierville

- Outline the service capacity, staffing needs, and operational costs of each service for the proposed Collierville Public Library
- Formulate an integrated service plan that provides a roadmap for moving toward sustainable technologies, services, and funding
- Guide decision-making for resource deployment and service delivery that will include priorities, goals, and objectives for the next ten years – and beyond.

Customer data will be incorporated into the Core Business Plan. The array of technology, collections, and seating will be influenced by projected customer mix. The result of integrating this information into the process will yield detailed analysis of strengths and weaknesses, leading to the determination of the mix of services for the library. In this analysis, we will apply customer profiles to see if the Library is optimized with the right services.

#### **Task 5: Space Needs Assessment**

Based on previous tasks, space needs will be calculated looking forward for 10 years, at five year intervals. Every aspect of a library facility that requires space will be accounted for, and space needs projected on an element-by-element basis. Projections will take into account space needed for internal walls and circulation (moving about within the building) and infrastructure spaces such as janitor closets, electrical closets, rest rooms, columns, wall thicknesses, etc.

We will carefully review projections with City and Library officials and staff and make any called for adjustments. .

#### **Task 6: Detailed Building Program.**

Haizlip/Jarvis will prepare a Building Program to summarize General Design Considerations for interior needs as well as exterior and site issues including parking. It will be a comprehensive space analysis of the entire building to provide such details as linear feet of shelving needed to house each specific collection of library materials, the number of seats in a meeting room, space for all staff on a position-by-position basis (and including volunteers), and more – down to the number of book trucks (carts) and computers for public use. An initial draft will be made available for review and revisions.

### **Part 2: Planning**

#### **Task 7: Conceptual Design**

Haizlip Studio and its consultants will conduct a conceptual design process, seeking solutions for library interiors, the building exterior, the site and its potential learning gardens. We will investigate technical systems and building performance in sufficient detail to understand the appropriate balance between facility and cost. Tasks include:

- Conduct and present "best practice" research
- Conduct an open design workshop for staff and identified stakeholders
- Explore planning and interior design ideas and prepare conceptual drawings, illustrations and descriptive narratives for discussion;
  - Organize interior layout for flexible, affordable rearrangement over its useful life
  - Study optimum arrangement of shelving space to reflect different space allowances based on collection type

- Explore integration of technology into all facets of the Library experience to better engage a changing public, and to make library services more efficient
- Organize space to provide each key demographic (children, young adults, adults) with a space relevant to their needs, but that does not interfere with the Library experience of other demographics
- Plan a secure outdoor reader/garden space and an outdoor children's activity space that allows for education, outreach, and creates an atmosphere that welcomes the community (one of our specialties!)
- Explore exterior concepts for site, gardens, building exterior and parking options
- Develop preliminary budgets (on a square foot or gross order of magnitude basis)

#### **Task 8: Project Cost Modeling**

During the overlapping Building Programming and Conceptual Design processes, cost data will be generated in order to apply financial resources to the most effective mix of prioritized project benefits. The Building Program will include a comprehensive **Project Cost Model** that will operate on the assumption of a \$4,000,000 budget for the entirety of the Library Expansion/Renovation Project.

#### **Task 9: Final Report**

Prepare final presentation plans and illustrations in pdf format, as well as a bound document containing research, design narratives, Space Needs Analysis, Building Program, and Cost Models. The Final Report will provide a detailed depiction of a renovated and expanded Library facility to include:

- Site Plan
- Children's Garden vignette rendering
- Floor Plans- Full color plans including furniture, fixture and equipment layouts
- Building Sections as required to depict new and renovated building relationships
- Exterior building illustrations depicting how the library functions in a civic capacity (views and number of drawings to be determined during the process. Minimum 2.)
- Interior renderings of primary public spaces (views and number of drawings to be determined during the process. Minimum 3.)

Haizlip Studio will make public presentations as requested by the Town of Collierville.

## **Fees**

Following are projected fees for work described in the Methodology. These include all services of Haizlip Studio, Jarvis, HNA Engineering and Dalhoff Thomas.

### **Part 1: Programming**

- Task 1- Orientation and Research
- Task 2- Community Engagement
- Task 3- Communication Strategies
- Task 4- Core Library Business Planning
- Task 5- Space Needs Assessment
- Task 6- Detailed Building Program

**Part 2: Planning**

- Task 7- Planning concepts
- Task 8- Cost Modeling
- Task 9- Final Report

**Library Planning/ Design Fees**

Public engagement, Programming, Architecture, Interior concepts, landscape concepts, engineering analysis: **\$75,000.00**

**Expenses**

Jarvis anticipates \$2500.00 in travel, accommodation and related costs for Part 1: Programming.

Other costs related to producing the project for the Town of Collierville will be considered reimbursable expenses and invoiced at 1.1 (one and one tenth) times cost. This would primarily be the cost of reproductions and bound documents for the final presentation to the Town.

**Schedule**

**Refer to the attached schedule on the next page.**

We very much look forward to working with the Town of Collierville and Library staff. Please contact me directly if you have any comments or questions about the proposal.

Sincerely yours,



Reb Haizlip, AIA  
Haizlip Studio, PLLC