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COMPLETE

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Page 1: GRANT OBJECTIVE

Q1

Contact Info

Name	Sarah Jordan
Library	Bolton Free Library
Email Address	sjordan@sals.edu
Phone Number	518-644-2233

Q2

What are the goals and objectives of your project?

The goals and objectives are to upgrade and refurbish our Adirondack Reading Room, by refinishing the hardwood floors, and reupholstering the chairs and benches used by patrons in this area.

Q3

How will this project change the library building?

This project will not change the library building.

Q4

How will this project benefit your patrons?

The benefit to the patrons is the increase in comfort of the furniture and benches used by our patrons.

Q5

What is the timeline for the project?

This project will take 6-12 months.

Page 2: Project Assessment

Site visited: Reading Room, Bolton Free Library

Customer Service Walkabout

Instructions:

1. Working with a partner, use the attached Customer Service Checklists to record your observations about how well your library responds to public expectations and needs.
 2. If you have trouble deciding on the answer to a particular question, skip it. Add a note to that item if you'd like to discuss it later.
 3. Be sure to base your answers on what you can actually observe.
 4. Please be an observer only. Do not interview or otherwise engage customers or staff at the site.
 5. Complete this worksheet and use it to develop a Construction Challenge Grant application.
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A. Welcoming Service Checklist			
	Yes	No	If yes, how?
A1. Is the facility well marked/easy to identify?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
A2. Can you see inside before entering?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
A3. Is this site accessible for people in wheelchairs, scooters, or pushing baby strollers?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
A4. Do staff acknowledge/welcome customers on arrival?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
A5. Do staff reflect the local community in terms of age, race, gender, language?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
A6. Is this site inviting?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
A7. Are returning customers recognized?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
A8. Jot down your thoughts on how your library can be perceived as welcoming.			

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B. Comfortable Service Checklist

	Yes	No	If yes, how?
B1. Does the facility look clean?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
B2. Is the lighting good?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
B3. Are the aisles or other public spaces comfortably proportioned?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
B4. Do customers have a choice of seating?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
B5. Are there pleasing views from inside the facility to the outdoors?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
B6. Are quiet areas separated from livelier/ noisier zones?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
B7. Are food and drink allowed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
B8. Jot down your thoughts about how your library can be perceived as being comfortable.			

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C. Easy to Navigate Service Checklist			
	Yes	No	If yes, how?
C1. Is facility/service set up to be simple on the surface?	✓		
C2. Is it easy for customers to figure out how or where to get started?	✓		
C3. Is it easy to identify staff?	✓		
C4. Do staff seem to be knowledgeable about the products/services?	✓		
C5. Are the products/services easy to see/get to?	✓		
C6. Does the site feel uncluttered?	✓		
C7. Do the signs describe what customers can do, rather than what staff do? E.g. "pay here" not "cashier"	✓		
C8. Jot down your thoughts about how your library can be perceived as being easy to navigate.			

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D. Successful Service Checklist			
	Yes	No	If yes, how?
D1. Are there plenty of customers?	✓		
D2. Are the facilities in good repair?	✓		
D3. Do the customers appear to be satisfied with the products/services?	✓		
D4. Do staff appear to be committed to the success of the organization and its customers?	✓		
D5. Do staff behave as if this is a great place to work?	✓		
D6. Jot down your thoughts about how your library can be perceived as being successful.			

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E. Efficient Service Checklist			
	Yes	No	If yes, how?
E1. Are customers allowed to help themselves rather than "go through" staff to get to products and services?	✓		
E2. Does this site offer express service?	✓		
E3. Does the organization that operates this site also offer its products/services online?	✓		
E4. Is there minimal waiting for service?	✓		
E5. Do staff empower customers rather than regulate them?	✓		
E6. Jot down your thoughts about how your library can be perceived as being efficient.			

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F. Up-to-Date Service Checklist			
	Yes	No	If yes, how?
F1. Does the exterior (or what you can see from outside) of this site change from time to time?	✓		
F2. Do the computers or other technology used at this site look up-to-date?	✓		
F3. Do staff seem to be knowledgeable about the technology they use?	✓		
F4. If visitors also use technology here, do staff know how to assist them?	✓		
F5. Is the décor up to date?	✓		<i>We are addressing the outdated and worn out décor with this grant.</i>
F6. Does this organization project a consistent brand image?	✓		
F7. Jot down your thoughts about how your library can be perceived as being up-to-date.			

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G. Convenient Service Checklist			
	Yes	No	If yes, how?
G1. Are the hours of operation reasonably consistent from day to day?	✓		
G2. Is this site located near other sites/services likely to interest its customers?	✓		
G3. Does this site take reservations or appointments?		✓	N/A
G4. Does this site offer "walk in" service?	✓		
G5. Does this site accommodate visitors who want to use their own equipment – computers, cell phones, etc.?	✓		
G6. Does this site accept credit and debit cards?		✓	
G7. Jot down your thoughts about how your library can be perceived as being convenient.			

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H. Fun Service Checklist			
	Yes	No	If yes, how?
H1. Is this a pleasurable, even playful environment?	✓		
H2. Do staff exhibit an upbeat attitude?	✓		
H3. Does this site emphasize what visitors may do rather than what they may not do?	✓		
H4. Is spontaneity part of this environment?	✓		
H5. Is humor part of this environment?	✓		
H6. Does this site offer free treats or giveaways?	✓		
H7. Jot down your thoughts about how your library can be perceived as being fun.			

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I. Conclusions

To help libraries meet these challenges, the SALS Board of Trustees has initiated a competitive grant program to help libraries perform repairs, renovations, or touch-ups to improve the library's physical space. Library staff and boards will be required to complete a walk-through of their building and use it to complete the grant application.

Based on your observations:

11. How will the building project improve the library experience of the library user?

We will have an updated, user-friendly, welcoming Reading Room.

12. How will this project improve the library's physical space?

It will make the berches + chairs more welcoming and comfortable, and improve the preservation and appearance of the Hardwood Floor.

13. How will this project improve services to people living in your community?

It will increase the welcoming nature of the Reading Room.

14. How will this project make the library more welcoming?

By increasing patron comfort and seating options.

Q6

EVALUATION: What tools will you use to evaluate the program quantitatively (i.e. statistics)? What tools will you use to measure the program's success qualitatively?

Patron feedback will be our primary evaluation tool.

Page 3: File Uploads

Q7

Upload WALK-THROUGH NARRATIVE

SALS%20Challenge%20Grant%202025%20Bolton%20Free%20Library%20%20Customer%20Service%20Walkabout.pdf (3.1MB)

Q8

Upload PROJECT BUDGET

SALS%202025%20Challenge%20Grant%20Budget.pdf (379KB)

Q9

Upload PHOTO DOCUMENTATION

BOLTON%20FREE%20LIBRARY%202025%20SALS%20Construction%20Challenge%20Grant%20Photo%20Evidence.pdf (2.5MB)

Q10

Respondent skipped this question

Upload LONG RANGE PLAN OF SERVICE

Southern Adirondack Library System 2025 Challenge Grant Application

Budget:

In the "details" column, provide information on the item being budgeted for in this category.

Category	Project Funds Requested	In-Kind/Matching	Total	Details
Purchased Services	5,000.00	-	5,000.00	Hardwood floor refinishing, and four antique chairs reupholstered, plus 8 side chairs reupholstered.
Equipment			-	
Materials/Supplies			-	
Personnel			-	
CE Program Registration			-	
Travel			-	
Total	\$ 5,000.00	\$ -	\$ 5,000.00	

Library Director Signature: Megaki Baker

Board President Signature: Jimie Breen

Date: 3/12/25

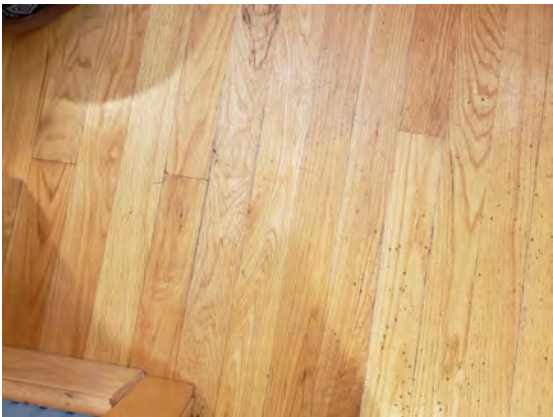
Submit all documents as PDFs through our online application portal.

Hand-written applications will not be accepted.

BOLTON FREE LIBRARY
2025 SALS CONSTRUCTION CHALLENGE GRANT
PHOTO DOCUMENTATION

Hardwood Floor Damage and Wear and Tear







READING ROOM WINDOW SEAT CUSHION WEAR AND TEAR





READING ROOM CHAIRS UPHOLSTERY WEAR AND TEAR







