

#6

COMPLETE

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Page 1: GRANT OBJECTIVE

Q1

Contact Info

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Q2

What are the goals and objectives of your project?

- a. Goal: Ensure the library adheres to the ADA requirements by ensuring access to the front door and walkway.
 - b. Objectives
 - i. Provide a clear and ease of access that is not dependent on a staff member to clear the walkway. The clearing of the walkway, currently, only occurs during hours of operation.
 - ii. Installation of heat traks will remove the difficulty in finding someone to maintain the walkway. It has been exceedingly difficult to find someone to shovel the walkway. This has been increasing in difficulty due to an aging population and limited youth to employ for part-time work. We have tried to employ individuals to shovel the walkway but they have not completed the task on multiple occasions. The walkway has been shoveled only during a staff members shift. However, this is above their job description as injury on the job is of concern.
 - iii. Ensure access to free wi-fi and exterior outlets are available to individuals at the front of the building. This need has greatly increased as the library is the only location, in town, where individuals can charge their devices and access free wi-fi without the need to pay for a service.
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Q3

How will this project change the library building?

The structure of the building will remain unchanged.

Q4

How will this project benefit your patrons?

- a. Provide an ease of access to the front entrance of the walkway that will reduce concern of slip-and-fall injury during winter season.
 - b. Ensure we adhere to ADA regulations. To not only ensure we are compliant to ADA regulations but also ADA friendly. To ensure the walkway is clear of snow/ice during the winter season that is not dependent on our hours of operation. Currently, the front walkway is only shoveled during a staff member's shift.
 - c. Ensure both entrances are accessible should an emergency occur.
 - d. Ensure patrons have access to the front porch to access the free wi-fi and exterior outlets when the library is closed.
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Q5

What is the timeline for the project?

The projected timeline would be dependent on the arrival of the heat traks; once an order has been placed. Projection would be late summer/fall to ensure we are ADA compliant for the 2025-2026 winter season.

Page 2: Project Assessment

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?

Evaluation will be based on, 1) the effective use of the heat traks to melt the snow during winter season, and 2) the number of individuals accessing the front door (we have a counter on each entryway) when compared to prior years.

Page 3: File Uploads

Q7

Upload WALK-THROUGH NARRATIVE

SALS%20Construction%20Grant_Community%20Walkabout.pdf (442.7KB)

Q8

Upload PROJECT BUDGET

Challenge%20Grant%20Application%20Budget_2025.pdf (53.6KB)

Q9

Upload PHOTO DOCUMENTATION

Image_Front%20of%20Library.jpeg (205.2KB)

Q10

Respondent skipped this question

Upload LONG RANGE PLAN OF SERVICE

Site visited: Long Lake 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?	✓		EXCELLENT SIGNAGE
A2. Can you see inside before entering?	✓		GLASS PANELS IN ENTRY DOORS.
A3. Is this site accessible for people in wheelchairs, scooters, or pushing baby strollers?	✓		RAMP FOR ENTRY WITH ACCESSIBLE XTRA WIDE ENTRY DOOR
A4. Do staff acknowledge/welcome customers on arrival?	✓		STAFF REGULARLY WELCOMES PATRONS
A5. Do staff reflect the local community in terms of age, race, gender, language?	✓		STAFF & VOLUNTEERS REFLECT COMMUNITY
A6. Is this site inviting?	✓		
A7. Are returning customers recognized?	✓		MANY PATRONS ARE WELCOMED BY NAME UPON ENTRY
A8. Jot down your thoughts on how your library can be perceived as welcoming.			

B. Comfortable Service Checklist			
	Yes	No	If yes, how?
B1. Does the facility look clean?	✓		
B2. Is the lighting good?	✓		UPDATED LIGHTING THAT CAN BE DIMMED & MODIFIED AS NEEDED
B3. Are the aisles or other public spaces comfortably proportioned?	✓		WIDE AISLES ACCOMMODATE ALL PATRONS
B4. Do customers have a choice of seating?	✓		LIVING ROOM STYLE READING CHAIRS WORK SPACE TABLE CHAIRS & COMPUTER SEATING
B5. Are there pleasing views from inside the facility to the outdoors?	✓		
B6. Are quiet areas separated from livelier/ noisier zones?	✓		MAIN SPACE IS QUIET-ISH. ATRIUM CAN BE NOISIER WHEN KNITTING OR DND GROUP MEETS. PERSONAL NEEDS ARE ACCOMMODATED
B7. Are food and drink allowed?	✓		ATRIUM HAS A KEURIG. PROGRAMS HAVE PROVIDED SNACKS/MEALS TO PARTICIPANTS
B8. Jot down your thoughts about how your library can be perceived as being comfortable.			

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? <i>E.g. "pay here" not "cashier"</i>	✓		<i>COMPUTER SCREENS OFFER QUICK INFO ABOUT LIBRARY OPERATIONS.</i>
C8. Jot down your thoughts about how your library can be perceived as being easy to navigate.			

D. Successful Service Checklist			
	Yes	No	If yes, how?
D1. Are there plenty of customers?	✓		
D2. Are the facilities in good repair?	✓		WELL MAINTAINED BLDG AND LIBRARY SPACE
D3. Do the customers appear to be satisfied with the products/services?	✓		BUDGET PASSES WITH MINIMAL DISSENT PEOPLE LOVE NEW SERVICES - HOOPLA
D4. Do staff appear to be committed to the success of the organization and its customers?	✓		TENURED LONG TERM STAFF. SHOWS COMMITMENT TO SUCCESS OF LIBRARY
D5. Do staff behave as if this is a great place to work?	✓		STAFF
D6. Jot down your thoughts about how your library can be perceived as being successful.			

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?	✓		<i>OPEN SHELVING</i>
E2. Does this site offer express service?		✓	
E3. Does the organization that operates this site also offer its products/services online?	✓		<i>ONLINE SERVICES LIKE LIBBY & HOOPLA OFFERED</i>
E4. Is there minimal waiting for service?	✓		
E5. Do staff empower customers rather than regulate them?	✓		<i>STAFF WORKS TO HELP PATRON ACCOMPLISH THEIR GOALS</i>
E6. Jot down your thoughts about how your library can be perceived as being efficient.			

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?	✓		REGULARLY UPDATED TECH
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?	✓		
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.			

G. Convenient Service Checklist			
	Yes	No	If yes, how?
G1. Are the hours of operation reasonably consistent from day to day?	✓		<i>LIBRARY SCHEDULE HASN'T CHANGED IN 8 yrs</i>
G2. Is this site located near other sites/services likely to interest its customers?		/	
G3. Does this site take reservations or appointments?	✓		
G4. Does this site offer "walk in" service?	✓		<i>IT'S A PUBLIC LIBRARY SO WALK-INS ARE EXPECTED</i>
G5. Does this site accommodate visitors who want to use their own equipment – computers, cell phones, etc.?	✓		<i>EXTERNAL SEATING EXTERNAL POWER OUTLETS EVEN ADDED SHADED POP UPS FOR SEATING</i>
G6. Does this site accept credit and debit cards?		/	<i>N/A</i>
G7. Jot down your thoughts about how your library can be perceived as being convenient.			

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?	✓		<i>"HOW CAN WE HELP?"</i>
H4. Is spontaneity part of this environment?	✓		<i>RELAXED ATTITUDE BY STAFF</i>
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.			

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:

I1. How will the building project improve the library experience of the library user?

EASIER ACCESS

I2. How will this project improve the library's physical space?

EASIER ACCESS

I3. How will this project improve services to people living in your community?

EASIER ACCESS

I4. How will this project make the library more welcoming?

EASIER ACCESS TO BUILDINGS IN THE WINTER.

Southern Adirondack Library System 2025 Challenge Grant Application

Budget: CVWLLPL

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			-	
Equipment			-	
Materials/Supplies	4,000.00		4,000.00	The purchase of heat traks mats and extensions cords
Personnel	-		-	
CE Program Registration	-		-	
Travel	-		-	
Total	\$ 4,000.00	\$ -	\$ 4,000.00	

Library Director Signature: Kristel Guimara

Board President Signature: Rick Paula

Date: 3/18/25

Submit all documents as PDFs through our online application portal.

Hand-written applications will not be accepted.



LONG LAKE PUBLIC LIBRARY

George Vanderbilt Whiskey

JAMES SWEDBERG
PHOTO
SHOW