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COMPLETE

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Q1

Contact Info

Name	Kristel Guimara
Library	CVW Long Lake Public Library
Email Address	kguimara@sals.edu
Phone Number	518.624.3825

Q2

What are the goals and objectives of your project?

To reduce the amount of flooding within the basement of the library by having a contractor install a sump pump.

Q3

How will this project change the library building?

Two years ago, over a foot of water accumulated in the building-unbeknown to myself or the staff. Knowledge of the flooding was made present when the boiler (heater) would not turn on and one of my staff members happen to look in the basement to see if the boiler needed to be replaced. As the water accumulated, the heater shut off and fear of an electric fire was prevalent. Thank goodness the fire department was kind enough to pump out the water before the water reached the first floor level.

Q4

How will this project benefit your patrons?

We want to ensure safety to our patrons (as well as our staff) without the fear of excess water accumulating in the basement (during spring melt or unusual excessive rainfall) that would case the potential of the following; health hazard due to excess moisture resulting in mold, electric hazard, and, potential, failure on our code inspection due to safety issues.

Q5

What is the timeline for the project?

An estimation of 6 months-this takes into account booking the local contraction (BJ McQueen) and ensuring we are past winter season. Once booked, the project should not take more than a two weeks to complete.

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?

Success of the project will be tested during the following year as spring melt occurs after winter season and the basement remains dry.

Page 3: File Uploads

Q7

Upload WALK-THROUGH NARRATIVE

Customer%20Service%20Walkabout_1.pdf (3.8MB)

Q8

Upload PROJECT BUDGET

Challenge%20Grant%20Application%20Budget_2024.pdf (17.1KB)

Q9

Respondent skipped this question

Upload PHOTO DOCUMENTATION

Q10

Respondent skipped this question

Upload LONG RANGE PLAN OF SERVICE

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	2,000.00	7,000.00	Furnish labor and materials to cut/patch
Equipment			-	
Materials/Supplies			-	
Personnel			-	
CE Program Registration			-	
Travel			-	
Total	\$ 5,000.00	\$ 2,000.00	\$ 7,000.00	

Library Director Signature: Kristel Guimara

Board President Signature: Rick Paula

Date: 2/23/2024

Submit all documents as PDFs through our online application portal.

Hand-written applications will not be accepted.

BJ QUEEN ENTERPRISES LLC
PO BOX 252
EAGLE BAY, NY 13331
315-357-3431
BJQUEENENT@AOL.COM



Proposal

ADDRESS

LONG LAKE LIBRARY
GENERAL DELIVERY
ROUTE 30
LONG LAKE, NY 12847

PROPOSAL # 1237

DATE 03/26/2024

DATE	ACTIVITY	AMOUNT
	Sales	5,500.00

Furnish labor and materials to cut / patch concrete floor and install sump pump pit, pump & float assembly. Pump to be piped to exterior of building.

SUBTOTAL

5,500.00

TAX

0.00

TOTAL

\$5,500.00

All work to be performed by competent skilled technicians using the best trade practices possible.

1) year warranty on all labor and materials.

Quotation valid for 30 days

Accepted By

Accepted Date

We accept credit cards.
To make a payment, call Barbara's cell 315-369-5010 as she is working remotely.
OR call the office 315-357-3431, leave a message if you wish to make a payment with a credit card.
Your call will be returned.

Site visited: Saturday, January 20, 2024

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?	X		large sign out front & over door
A2. Can you see inside before entering?	X		doors are glass, windows are large
A3. Is this site accessible for people in wheelchairs, scooters, or pushing baby strollers?	X		ramp to door from parking lot with automatic door opener while inside is all on one level
A4. Do staff acknowledge/welcome customers on arrival?	X		yes, ALWAYS greet with something personal to each customer.
A5. Do staff reflect the local community in terms of age, race, gender, language?	X		- yes we have female & male staff, who reflect our town being predominantly older & Caucasian.
A6. Is this site inviting?	X		- It is bright, decorated appropriate to the season, with many seating arrangements, including a fireplace & many displays.
A7. Are returning customers recognized?	X		yes, by name & something personal to each.
<p>A8. Jot down your thoughts on how your library can be perceived as welcoming. As you enter into the solarium there is coffee, with the main room in winter having a fireplace while summer has outside seating some with tables & elec. plugs for devices. Seasonal decorations make the spaces colorful, while displays invite strolling. Everything is easily seen when entering, except the children's room which new children are always introduced to. Murals in the solarium & front entrance are colorful. Being able to "speak above a whisper" certainly helps encourage a normal environment and meeting place. Staff is always engaging.</p>			

B. Comfortable Service Checklist

	Yes	No	If yes, how?
B1. Does the facility look clean?	X		It must be difficult in our rural environment, but there is never mud, sand or leaves much less melting snow anywhere. The bathrooms are spotless.
B2. Is the lighting good?	X		Excellent aided by the natural light coming in the extra lg. windows.
B3. Are the aisles or other public spaces comfortably proportioned?	X		There is plenty of space between bookshelves & furniture, different areas for specific uses like computers with semi cubicles & lg. open areas, and a large area rug in the center of the main room.
B4. Do customers have a choice of seating?	X		There are soft upholstered chairs for desk chairs around tables for working & perfect height chairs for the computers, seating for small groups or large.
B5. Are there pleasing views from inside the facility to the outdoors?	X		The large window encourage mountain views, approximately 5' x 8'
B6. Are quiet areas separated from livelier/ noisier zones?	X		The children's room is well separated from the main room by a long hallway, while the bookkeeper and head of library both have separate offices.
B7. Are food and drink allowed?	X		There is a water cooler and coffee always available and you may bring in with you anything you want, spending your lunch time there.
B8. Jot down your thoughts about how your library can be perceived as being comfortable.			Being able to speak with others encourages a friendly atmosphere. Many choices of seating & working areas supported by high speed internet is definitely a draw. The fireplace is always surrounded by readers, lively conversation & occasionally a guitar gently played while the solarium promotes weekly groups like the knitters. Children play games left for them out on tables & teens enjoy chess & checkers in the main library. The children's room is full of fun & imagination, while the novels in both entrance rooms are engaging & instructive w/ accompanying brochures

C. Easy to Navigate Service Checklist

	Yes	No	If yes, how?
C1. Is facility/service set up to be simple on the surface?	X		Everything is easily seen, but staff will show a new customer around inquiring to their interests.
C2. Is it easy for customers to figure out how or where to get started?	X		The main desk is easily viewed across the space of the entire building so you know where to go with any questions. The entire space with the exception of the children's room or offices is easily seen.
C3. Is it easy to identify staff?	X		Yes as if not behind the desk, they are walking in the shelves.
C4. Do staff seem to be knowledgeable about the products/services?	X		Very and can see and are attentive to those needing help.
C5. Are the products/services easy to see/get to?	X		All out in the open with clear & simple directions to guide you through any service or equipment.
C6. Does the site feel uncluttered?	X		Absolutely & very organized.
C7. Do the signs describe what customers can do, rather than what staff do? E.g. "pay here" not "cashier"	X		In all ways this library is customer driven.
C8. Jot down your thoughts about how your library can be perceived as being easy to navigate.			There's not much fussiness with no clutter or piles around. Space surrounds different work areas.

D. Successful Service Checklist

	Yes	No	If yes, how?
D1. Are there plenty of customers?	X		For the size of our community there are always people coming, going or staying enjoying the spaces.
D2. Are the facilities in good repair?	X		Nothing is ever defered, but always handled immediately.
D3. Do the customers appear to be satisfied with the products/services?	X		Customers are always smiling & talking with others or staff as meeting/joining in conversation is always encouraged.
D4. Do staff appear to be committed to the success of the organization and its customers?	X		They are devoted to making certain your questions are answered, never too busy to stop to help or offer assistance
D5. Do staff behave as if this is a great place to work?	X		All are very upbeat — no "bad" days They engage each customer as an individual.

D6. Jot down your thoughts about how your library can be perceived as being successful.

The number of people (even summer people) who attend & participate in events or are sitting spending time in the library utilizing all it has to offer indicate its success as a library and a community center. The excitement in the children's room, the number of DVDs constantly checked-out mean to me this building functions as more than a purveyor of books. There is a constant stream of people tickling all day. It is a place people use to meet others.

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?	X		Everything is "self-serve" w/ clearly printed guidelines, but the staff is very attentive to any difficulties and easily assists all ages.
E2. Does this site offer express service?	X		We are a small library so that rarely is there a wait. Things like "returns" can be put thru an outdoor slot or left on a counter.
E3. Does the organization that operates this site also offer its products/services online?	X		They are a component on the town website, they have a site and a Facebook page. Any books, Ebks or DVDs in the entire system can be requested on line.
E4. Is there minimal waiting for service?	X		very, very rarely.
E5. Do staff empower customers rather than regulate them?	X		staff is very low key & not intimidating in anyway.
E6. Jot down your thoughts about how your library can be perceived as being efficient. Everything is neat & tidy, always clean but relaxed & friendly without clutter.			