

# #10

**COMPLETE**

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Page 1

## Q1

Contact Info

Name	<b>Laura Burrows</b>
Library	<b>Caldwell-Lake George Library</b>
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Phone Number	<b>5186682528</b>

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## Q2

What are the goals and objectives of your project?

The goal of our project is to update the circulation desk area to improve safety and accessibility for staff and patrons. The current desk situation is not fully accessible and lacks adequate workspace. Both desk areas are made up of furniture previously discarded from other libraries. Our proposed project will create two new circulation desks with defined storage and work areas, including a designated work area for the library director. The two desks will be connected by a small swinging door, defining the area as "Staff Only." This change will provide an extra level of personal security for staff and better protection of sensitive patron information. Both desks will create an ergonomic workspace allowing staff to complete tasks comfortably.

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## Q3

How will this project change the library building?

The proposed desk project will replace existing furniture and define the staff space. There will be improved signage and accessibility to the desk. A small door, barring patron access to the area behind the desk, will improve staff safety and patron security.

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## Q4

How will this project benefit your patrons?

The project will improve accessibility for patrons. The book drop will be better defined for returning books, the check-out area will become more accessible to patrons in wheelchairs and small children. Signage will improve the patron experience with clear direction. The project will improve staff service capabilities. The separation of public and staff areas will protect patron privacy.

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**Q5**

What is the timeline for the project?

We plan to complete this project in the next 6-9 months. We have received a written estimate from a local contractor and the board has approved the project. Two large fundraisers are also planned this spring. We hope to begin construction in September.

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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 will be measured by improved customer service, improved flow of patrons and better workflow. This will be determined by more patrons rating customer service highly, increased library visits and increased circulation of materials.

Success will also be measured by patron and staff satisfaction. We will collect anecdotal evidence from staff and patrons and their reactions to the new desk area. Success will also be measured by fewer back and neck pain complaints by staff.

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Page 3: File Uploads

**Q7**

Upload WALK-THROUGH NARRATIVE

**Customer%20Service%20Walkabout%20LKG.pdf (22.8KB)**

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**Q8**

Upload PROJECT BUDGET

**LKG%20Desk%20Project%20Budget.pdf (971.9KB)**

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**Q9**

Upload PHOTO DOCUMENTATION

**LKG%20Circulation%20Desk%20Photos.pdf (474.4KB)**

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**Q10**

Upload LONG RANGE PLAN OF SERVICE

**Caldwell%20Lake%20George%20Library%20Strategic%20Plan%202022-2026-2.pdf (252.6KB)**

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# Southern Adirondack Library System 2024 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
<b>Purchased Services</b>	5,000.00	20,000.00	25,000.00	The project Estimate from Trevett Millworks to build two circulation desks with connecting door is \$25,000. Price includes materials, construction, and installation. The library has \$10,000 in reserve for the project. Two fundraisers are planned this Spring to raise additional funds needed.
<b>Equipment</b>			-	
<b>Materials/Supplies</b>			-	
<b>Personnel</b>			-	
<b>CE Program Registration</b>			-	
<b>Travel</b>			-	
<b>Total</b>	\$ 5,000.00	\$ 20,000.00	\$ 25,000.00	

**Southern Adirondack Library System  
2024 Challenge Grant Application**

Library Director Signature:

*Sandra Burrows*

Board President Signature:

*Margaret A. Mannix*

Date:

*3/26/24*

Submit all documents as PDFs through our online application portal.

Hand-written applications will not be accepted.

## Customer Service Walkabout

Site Visited: Caldwell-Lake George Library

Date: March 19, 2024

On March 19, 2024, Seth Harris, frequent patron of Caldwell-Lake George Library, completed a walk-through and recorded his observations about how well the library responds to public expectations and needs. Mr. Harris' observations state that the library is welcoming. Staff always greet him by name. The space is comfortable and engaging. An area of concern is accessibility. The existing ramp at the library is too steep for most people to navigate. Mr. Harris' observations state that the desk area could be improved. The existing book drop is not easy to spot and is not close enough to the actual circulation desk. The library could benefit from additional signage letting people know to "check out books here" or "return books here." The library receives high marks in all service areas. "Customers always seem to be happy and satisfied as the staff go above and beyond to offer the products and services that people want." The building project will improve the library experience of the library user by increasing access for the mobility impaired. The new signage will make it easier for library users to know where they can accomplish needed tasks. This project will improve the library space by providing a neat, organized work area for library staff, making it much easier for them to do their jobs. These improvements will make the library even better!





The existing circulation desk lacks adequate storage.





The separation between the director's desk and main circulation desk. The proposed project will connect the two desks, defining the "staff only" area, protecting staff and patron privacy.



The director's desk is multi-leveled, and a barrier exists where someone's legs need to go to be seated in front of the monitor.