

Appendix F

Branch Manager Reports

The Indianapolis Public Library 2024 Facility Assessment Plan • March 2024



Indianapolis Long-Term Assessment Branch Manager Feedback

Branch Beech Grove Date: 01/29/2024

Staff member that Reviewed Report Todd Gilbert

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☒ Yes

☐ No

2. If not, what should be changed? _____

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☒ Yes

☐ No

4. If not, what should be changed? _____

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch: [Central](#)

Date: [1/31/2024](#)

Staff member that Reviewed Report: [Robin Kelley, Manager, Central Adult Services](#)

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1 Do the recommendations outlined accurately reflect the needs of your branch?

2 Yes

3 **No**

4 If not, what should be changed?_

- One problem that I noticed is that our main entrance was not included in the report. The majority of our patrons come in the St. Clair entrance.
- There is an emphasis on things that are dying rather than our robust collections.
 - Microfilm is used by few people. It is important that we keep access to old Indianapolis information on microfilm, but it does not need to be highlighted.
 - The computer lab is now going away. This was not known when we had this review, so that is something new.
 - Patent computers are becoming obsolete, and any pc has access to patents.
- The ISCR only allows access to the Reading Room for people to use for any purpose. The public is not allowed into the ISCR itself. I don't think we need to lose shelf space (by putting in lower shelves) for the collection that is considered the most popular—fiction—so that people can see the reading room, which isn't really a reading room. Patrons have to ask for materials at the reference desk and then must sit at the reference desk so we can maintain security for these items.
- Since the Curve design has changed since this review, and is about to be finalized, it's hard to comment on this area.
- I find it intriguing to rotate the shelves, but this is a huge building with a Curve it in. I'm not sure how this would work. Plus, for safety reasons, patrons would need many cross aisles to get to safety so they aren't trapped in a long aisle by an aggressive patron.
- Again, I see the idea of moving the reference desks to monitor the restrooms as interesting, but our main focus is to greet patrons as they come off the escalator or elevator. We are trying to solve any restroom issues by having security assigned to floors and rotating more often.

1 Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

2 Yes

3 No

4 **Can I say some?**

5 If not, what should be changed?

- I do like the idea of moving seating to be closer to where people can be monitored. Right now, they go to the walls to sleep. However, this might just make it more obvious how many people come in just to sleep!

- I do think computer usage is continuing to drop. We should rethink how many computers we need per floor, perhaps removing completely from the 5th floor. This would allow us to change our staffing model as well.
- There are some problems with the review based on the idea that 9th street is the main entrance. It is not. It is not the public entrance for the auditorium. This is the entrance for the performers and includes access to the green room.
- There are issues with the historic building that need to be addressed but I'm not sure what can be done due to it being a historic building! We need cameras! We had to eliminate seating on the Mezzanine due to patrons who would monopolize the area and throw things at people below, yell things at the people below, sleep on the floor, eat and cause numerous problems.
- We do need to rethink the first floor but right now we have contracts in place for the IWC. I do like the idea of giving them more visibility, but that would have to be agreed to by them. I'm not sure they like having the public so close now.
- First floor staff offices on the east side are being reconfigured but we need to find more storage space. This is probably the biggest problem facing us as a staff right now—not enough office or storage space—furniture, things not currently in use but that will need to be, etc.
- As I read, the access to power sources for personal devices needs to be addressed. The floor electrical boxes are dangerous, not easily opened and, as stated, on the floor where cords can be a tripping hazard. We had some power towers but I think most have disappeared.
- There is mention of opening the Penn Street doors to the public. As we are configured now, we have the garden locked so that patrons cannot steal materials by exiting into the garden where the door is not staffed. The St. Clair doors are the main entrance. The event staff also want to keep patrons from the garden when they have an outdoor event, typically weddings.

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch College Avenue Date: 01/26/2024

Staff member that Reviewed Report Chase Martin - Branch Manager

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☐ Yes

☒ No

2. If not, what should be changed? The plan doesn't address the need to display 60+ art pieces for a longtime program. Health department might

not be a library partner in the future, and the plan should reflect that space for library needs. College will lose the small community room in this configuration,

and that space offers some flexibility for programming as we have a group that has used that space every Saturday for 20+ years. The space designated for the health department would work as a small community room.

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☒ Yes

☐ No

4. If not, what should be changed? The only thing I'll mention is that the two programs mentioned above are part of the branch's history,

and the space needs to be able to accomodate them.

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch Decatur Date: 1/29/2024

Staff member that Reviewed Report Doriene Smither

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?
☐ Yes
☒ No
2. If not, what should be changed? I was disappointed to see that the remodel date was moved back so far, considering the length/cost of the many upgrades included.
3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?
☒ Yes
☐ No
4. If not, what should be changed? I felt like the group listened to me carefully, and they did take my "wish list," many things from there were mentioned in the overview.

From: Adam Parsons (he/him) <aparsons@indypl.org>
Sent: Monday, January 29, 2024 3:14 PM
To: Lisa Gomperts
Subject: RE: long term assessment comments from DEC

Categories: 2023-093 - Indy PL

Hi Lisa,

A quick follow-up on this: early last year, we had a donor give about \$250,000 to DEC for the children's area. There was a conversation about whether to upgrade the children's area now knowing that renovation was in the works (this was based on the 2014 plan) or wait until the remodel was done.

We had a mockup done for a refresh of the existing children's area as a demonstration of what we could do, but also let the donor know we were pursuing an update to the 2014 plan and wanted to maximize her donation. Right now we are in a holding pattern until a final plan for DEC is decided.

Adam

Adam Parsons
(317) 275-4301

From: Doriene Smither <DSmither@indypl.org>
Sent: Monday, January 29, 2024 1:28 PM
To: lgomperts@schmidt-arch.com
Cc: Adam Parsons (he/him) <aparsons@indypl.org>
Subject: long term assessment comments from DEC

I just want to put in a plug again for squaring off the building and adding more practical, usable footage. Also, adding more powered work space for the public, a family restroom, and a fire/safety panel that actually works! I admit I know nothing about any of this, but it seems like a remodel would be better, easier and even less expensive than all these upgrades over the years. Plus, we want to use that don[r money and make the children's area appealing! 😊

Doriene

Doriene Smither
Branch Manager
Decatur Branch
The Indianapolis Public Library
275-4335 (voicemail)
dsmither@indypl.org
(she/her/hers)

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch Eagle Date: 1/17/24
Staff member that Reviewed Report Bethany Allison

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?
☐ Yes
☒ No
2. If not, what should be changed? Add restroom signage near computers and reference sp, and add family restroom to kids area.
3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?
☒ Yes
☐ No
4. If not, what should be changed? _____

Thank you!

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch East 38th Street Branch Date: 1/17/2024

Staff member that Reviewed Report Naomi R. Konja

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?
☐ Yes
☒ No
 2. If not, what should be changed? I would only change the need to remove the refrigerator for pantry use. There is enough space for both. I would also like to see more recommendations for the wetlands and for the security issues with the staff entrance.
 3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?
☒ Yes
☐ No
 4. If not, what should be changed? _____
-

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch East Washington Street Date: 1-22-24
Staff member that Reviewed Report Josh Crain - Branch Manager

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☐ Yes

☒ No

2. If not, what should be changed? Please see attached pages
-

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☐ Yes

☒ No

4. If not, what should be changed? The assessment was not willing
or able to visit EWA on a day or time when
I was here.

Page 122

Wayfinding

- There is a sign directly facing the front of the library entrance. It could maybe use an arrow for direction, but it is clearly visible.

Page 123

Access to self-checkout/Holds

- Holds are accessible. Just immediately visible when one enters the branch.

Community information Display

- We have additional Job/ information boards on a wall by the computers and by the water fountains. Most of the community information can be found in the afore mentioned areas, at the service desk it's mostly information about branch programs.

Smart Lockers

- Nor should there be. Leaving the elevator lobby (the only area they could be) open would invite people to stay the night in the lobby.

Walk-up Book Drop

- We have one on the South facing wall by the accessibility ramp.

Page 124

Processing & Moving Materials

- Materials are 99% processed at the service desk(circulation).

Location & Condition of Service Desk

- When do staff not have to walk over to assist with computer related requests? Strange addition.

Access to power

- We have two outlets at every table, with additional USB power plugs at two of our tables.

Page 125

Interactive Learning/Play Features

- We have two interactive elements on our walls in the children's area.
 - 1 is a warping mirror that many children and young adults enjoy dancing in front of,
 - And the second is a bead runner and gear twister.

Public Meeting room Access

- The space is secured because it is not visible to staff.

Page 126

Consider relocating the children's area to the lower levels...

- Unless at least two new full time plus a part time staff member is hired this would not be possible. Also additional cameras would have to be added to the entirety of the lower level.

This Family restroom is locked...

- Family bathroom 3 is only utilized for programs and has a specific key for that purpose.

There is convenient elevator... & Evaluate the possibility...

- When there is a program in the programming room the staff takes patrons down the elevator and to the programming room.
 - This is for safety. Staff do not have any visuals in that area and that creates unsafe conditions.

Page 127

The computer area is well... & Consider alternate...

- Unless we were to take out 2 computers there is no way to reconfigure 16 computers to lessen the 'tight feeling'.

Consider adding...

- All table have outlets already. The only thing we don't have are cords.

There is poor airflow...

- What is that supposed to imply?

About the children's area

- We have by far more adult patron in the branch on the regular, so of course they will utilize all chairs and tables available.
- The AWE computers get used when children come but if the family is more inclined to browse

Page 128

Relocate the children's area...

- A repeat of previously stated facts.
 - We would need more staff for this to be possible. Minimum two full timers and a part timer.

The Hallway

- This would be a safety issue. Even if cameras were installed and no blind spots were left staff could not be able to safely keep an eye on the door that led to the elevator lobby. With patrons

having had overdosed in the branch we would always be on edge worrying about someone hiding out in the alcove. And without cameras this would be insane.

Mobile displays

- Tripping hazards.\

Comments from other staff

- It says signage is difficult to locate in the collections, but displays are good.
- It talks about restroom keys and accessibility to areas, but also says that the community room is not visible to staff and is secured when not in use. I wonder why?.
- It says that the computers are well used, but wants to get new furniture or reconfigure the arrangement. Would that not reduce the number of PCs? (Also, that the staff would have to walk to the PCs to help people. Where, I ask you, is that NOT true?!? LOL)
- I laughed about the self-check. Jeremy wanted that SO BAD, and I did not. John was on my side. Having no self-check was a deliberate decision!
- And other stuff is just wrong, like you said: the holds, the outside drop box, and worst of all, not enough power for charging. That stuff makes it seem like the people really didn't even come, and if they did' they sure didn't talk to anyone.
- It DOES say they preserved the historical feel, but keeps mentioning things that would ruin that.

- 1) We love our staff work room as is, please just weather seal the exterior book drops but do not change the layout of the work room. It already is optimized to our work flow and the open space is valuable to us.
- 2) Both service desks need redesign, not just circ desk. Circ desk is high priority but the reference desk needs expansion so we can have 3 staff work stations there.
- 3) Need locks on copier station cabinetry, don't necessarily need additional storage in main library area, but not opposed to it.

All other recommendations are an accurate reflection of our needs.

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch FBH Date: 1/18/2024
Staff member that Reviewed Report Shelby Peak, Stephen McKenzie

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☐ Yes

☒ No

2. If not, what should be changed? ^① We love our staff workroom as is, just weather seal the exterior book drops but do not change layout of workroom, it already is optimized to our flow.

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☒ Yes

☐ No

4. If not, what should be changed? _____

- ② Both service desks need redesign, Circ is high priority, but reference desk needs expansion so we can have 3 staff workstations.

~~All other recommendations~~

- ③ Need locks on copier station cabinetry, don't necessarily need additional storage in main library area, but not opposed to it.

All other recommendations are an accurate reflection of our needs.

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch Franklin Road Date: 1/30/2024

Staff member that Reviewed Report Jill Wetnight

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?
☐ Yes
☒ No
 2. If not, what should be changed? Mostly, but I believe the floorplan is an old version. The door and vestibule have already been moved back and opened up the Marketplace/restroom area.
 3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?
☒ Yes
☐ No
 4. If not, what should be changed? _____
-

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch Garfield Park Branch (GPK) Date: 1/30/2024

Staff member that Reviewed Report Alexandria Oberhaus

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?
☐ Yes
☒ No
2. If not, what should be changed? Please see below.

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?
☒ Yes
☐ No
4. If not, what should be changed?

Response to question 2:

First and foremost, I believe you captured many of the items we see as challenges and disadvantages to the current building. I am thrilled to see outlines for the two expansion options as they begin to capture what we want for the location.

On page 361, I would like to note that the exterior threshold in the saff entry should also be made more accessible (for our staff moving totes in and out of branch). A note was made to "replace/fix window (boarded up)". This window has since been replaced.

Ob page 150, for "Processing & Moving Materials", materials are primarily processed at the service desk. Some processing may occur in the workroom (opposite what was written). Under "Library Computer Use (patrons)", we have 3 AWEs.

The last item I would like to note is the desire to have two offices total, for both the branch manager and the circulation supervisor. This allows flexibility to meet with team members in privacy and without having to schedule meetings within one office.

Thank you for capturing the needs of this community and staff.

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch HVL Date: 1/30/24

Staff member that Reviewed Report Monica P Taboada

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?
☐ Yes
☒ No
2. If not, what should be changed? We need a storage room. We prefer the combined service desk and have visibility with new cameras 3 s.p. means we would need a lot more staff.
Need new shelving for children's that is deeper to fit books better and encourage browsing
3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?
☐ Yes
☒ No
4. If not, what should be changed? The public PC section seems really small, will we be able to fit 22 computers. We often have them all full currently. Also, maybe Children's sp can be next
Teens with other SP

-We need a bulletin board out in the lobby in addition to the display
-if we are losing part of the vestibule, that can be converted into the new storage area and keep seating inside
-Move study rooms around for visibility and if we add another SP, change its location
-add a guard spot
-upgrade lighting system
-Bigger shelving area in staff area,

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch HVL Date: 1/30/24

Staff member that Reviewed Report Monica P Taboada

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?
☐ Yes
☒ No
2. If not, what should be changed? We need a storage room. We prefer the combined service desk and have visibility with new cameras 3 s.p. means we would need a lot more staff.
Need new shelving for children's that is deeper to fit books better and encourage browsing
3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?
☐ Yes
☒ No
4. If not, what should be changed? The public PC section seems really small, will we be able to fit 22 computers. We often have them all full currently. Also, maybe Children's sp can be next
Teens with other SP

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch ___ infoZone _____ Date: ___ 01/26/24 _____

Staff member that Reviewed Report ___ Staci Terrell _____

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☐ Yes

X No

2. If not, what should be changed?

Holds are available in the branch and clearly marked for patrons, the majority of our processing of materials is done at the service desk and not in our work area because of lack of space, we have two book drop points for patrons (one outside of our entrance and another at the curbside cutout in front of TCM, so patrons can pull up in their vehicles and drop off—this is also where provide pickup for curbside services), our programming room is not available for the public to use or reserve.

In the Master Plan cost summary, some of the recommendations include the restroom. This is TCM's responsibility as is the carpeting and lighting.

I disagree about our shelving being in good shape, on some of the shelves they front veneer has pulled off and looks bad plus it then opens up sharp edges that we have to fix so patrons don't have the potential to hurt themselves. I realize that our small space is a challenge but for a location that has a majority of its collections for children, the tall shelving is not kid friendly.

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

X Yes

X No

4. If not, what should be changed? The staff survey allowed us to share input and while some questions were asked during the visits, I think if more questions had been asked it would have cleared some of the issues that I addressed above, such as the location of our holds and book drops, the inclusion of the bathroom in the cost summary, and our issues with the shelving.

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch IRV Date: 1-26-24

Staff member that Reviewed Report Adam Todd and Andrea Baughman

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☒ Yes

☐ No

2. If not, what should be changed? list of notes/comments attached
-

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☒ Yes

☐ No

4. If not, what should be changed? The answer is yes, but I would like to say that we felt that the folks who did the report did a very good job of capturing our thoughts and suggestions.

Questions regarding IRV assessment report:

- Can there be a 3rd office added, next to the other two, for the circ supervisor?
- Does the community room lose its kitchen to make a study room?
If so, can the community room still have a sink of some kind?
- Can the book drop room lose the ramp and be a single level?
- Can we make sure that both the circ desk and reference desk maintain a line of sight to the front door for safety/security reasons?
- Will the cavernous ceiling be changed to something more heat efficient and sound dampening?
Will the lighting in the same area be improved?
- In the children's Play & Learn corner, do we need both emergency exit doors? Losing the north one gives a nice corner of wall space.
Are there plans to keep the fireplace? We'd be ok not having the fireplace.
- Are there plans to add an outdoor story space?
- Can we be involved in the staff workroom plans?
- Also, can we add some stairs from the parking lot down to the staff door?

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch LAWRENCE Date: 01/30/2024

Staff member that Reviewed Report Rhonda Oliver

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?
☒ Yes
☐ No
 2. If not, what should be changed? Yes, but we forgot to add that parents would like to have a self check out station in the children's area so that they dont have to drag heavy stacks of books and kids over to the circulation desk.
 3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?
☒ Yes
☐ No
 4. If not, what should be changed? _____
-

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch LSC-Outreach & Book Store Date: January 17, 2024
Staff member that Reviewed Report Maggie Ward

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?
☒ Yes
☐ No
2. If not, what should be changed? _____

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?
☒ Yes
☐ No
4. If not, what should be changed? _____

Just want to say that I really like the plans for expanded LSC, especially moving the bookstore closer to Outreach and giving the store its own entrance. I also appreciate the additional space for the garage, staging area, storage area and Outreach office space. -Maggie

From: Adam Parsons (he/him) <aparsons@indypl.org>
Sent: Friday, February 2, 2024 2:25 PM
To: Lisa Gomperts
Subject: FW: Branch overview

Here is the response from Theresa at MAR.

Adam Parsons
(317) 275-4301

From: Theresa Coleman <tcoleman@indypl.org>
Sent: Friday, February 2, 2024 2:06 PM
To: Adam Parsons (he/him) <aparsons@indypl.org>
Subject: Branch overview

Adam:

This overview helped me to notice things that I had not paid attention to like only having two tables that are not against the wall where patrons can plug in electronics.

I had sent you an email about our patio door, as it is mentioned in the overview "Outdoor Programming Space

There is a small fenced-in patio accessible from the children's area. It is not clear if this space is used.

209". My email indicated we would very much like to utilize this space but there is no door handle on the side of the door faces the outside, so you can't let yourself back in. Is this something Stenz can fix?

The overview mentions the community room locks not working - they have been replaced and are now working, so are the restroom locks.

One item I forgot to mention is the wall between the breakroom and my office.

There needs to be some sort of sound proofing as I can hear every conversation in the breakroom and likewise from my office to the other side. I frequently have to use the community room for meetings due to a lack of privacy. Think of next-door neighbors in an apartment building only worse. I can easily hear everything said in the breakroom even with my door closed.

I'm not sure how this can be resolved, but I thought that I should mention it.

Thank you for all that you do.

Kind regards,

Theresa A. Coleman

Community Branch Manager

Indianapolis Public Library

Martindale-Brightwood

2434 N. Sherman Drive

Indianapolis, IN. 46218

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch Michigan Road Date: January 29, 2024

Staff member that Reviewed Report Denyce Malone

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☒ Yes

☐ No

2. If not, what should be changed? _____

_____,

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☒ Yes

☐ No

4. If not, what should be changed? _____

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch Nora Date: 1-26-24

Staff member that Reviewed Report Erin Murphy

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☐ Yes

☒ No

2. If not, what should be changed? The recommendations are not based on the finalized plans for Nora's renovation. Shelving layout, access to power for devices, and other features have changed.

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☒ Yes

☐ No

4. If not, what should be changed? _____

The study rooms feature glass walls to increase visibility and allow oversight.

~~The study rooms~~

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch Pike Date: 1/30/24

Staff member that Reviewed Report Chris Hogsett

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☒ Yes

☐ No

2. If not, what should be changed? _____

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☒ Yes

☐ No

4. If not, what should be changed? _____

From: Fiona Duke <FDuke@indypl.org>
Sent: Friday, January 26, 2024 5:23 PM
To: Lisa Gomperts; Adam Parsons (he/him)
Subject: Long Term Assessment Feedback for Southport

Good afternoon,

Overall, I believe the team captured many of the current issues we have with the building and provided some interesting solutions. I realize most of the items in the proposal would not be realized until we are up for another renovation, many years in the future when the way we deliver service could look very different than today. Here are a few thoughts on what I reviewed based on current use:

- Access to self-check/holds – The recommendation called for moving the self-checks to a single location - Our staff like them spread out as they are currently. The staff has easy access to communicate with patrons and the patrons have ample room to handle piles of materials. The staff has not found there to be any barriers to assisting patrons at self-checkouts. The need to assist at the self-checkouts is frequent enough that we prefer keeping them located with the staff.
- Smart Lockers – Correct, there is no room in the existing vestibule. I'm not sure it's worth the expense. While I see the benefit for a few people who have difficulty getting to us during open hours, I prefer that patrons walk through our doors to increase the chance of finding even more to borrow.
- Location and Condition of Service Desks – We agree that both desks are well located. The Circulation staff likes the height of their desk. The staff stations are standing stations which many staff prefer to sitting. Other sections of the desk are lower for ease of use by children and those utilizing wheelchairs. They do not have difficulty communicating with patrons. Once the plexi comes down, it will be even better. We do agree that the Circ Desk could be reduced a little in size. The Reference staff enjoy the space the current desk provides. It has ample room for our current needs and perfect spaces for working on collection projects.
- Public Meeting Room Access – Community Room, if more windows are added, we'd need good blinds to keep the storytime kids focused.
- Outdoor Programming Space – Not needed. Being by the tracks, a heavily travelled street, and a liquor store, we don't want to create spaces that welcome negative activity. We couldn't even keep a bench near the outdoor flag because it attracted fights and drunken behavior. The police were pleased we had it removed.

Comments on Proposal Doc:

- Adding defined and enclosed teen area – I like the idea of moving the teen area to the location on the proposed improvement sheet, we had it there before the study rooms were created. Not sure if it should be enclosed even if glass because we can't staff the area. We do need to hear the teens as much as we need to see them.
- Where is the indoor book drop located on the proposal? It appears that the self-checks and holds would block.
- I like the idea of removing all or some seating in the Marketplace because it would be better served by displays.
- We would prefer to have the Ref desk face the children's area and the screens of the computers as we do now even if the children's and adult collection are flipped. I guess the proposal would call for a desk that has staff facing different directions, so perhaps that is possible. Still want lots of work and storage space at the desk, though. Also, staff speaks with each other a lot, so being back to back would be an adjustment.
- As long as the study rooms have ceilings and are properly sound-proofed, I like the proposed area for them. I do prefer the smaller rooms, but we have a lot of larger groups needing a free space to meet briefly or study together. The Community Room does not work for these groups.
- More natural light is great as long as it comes with blinds. There are times of day that we are blinded at the desk even with our tiny windows.

- I like the idea of moving the family restroom to the children's area to deter single adults from usage.
- We definitely would appreciate a larger storage space in the Community Room. Especially if it includes room for chairs.
- Like the idea of more displays
- Children's area – definitely like an increase in space and the possibility of interactive play spaces (curious why the children's and adult side are flipped?)
- Would want to retain study spaces/carrels throughout the branch, these are used a lot.
- Holds up front – good idea if you can make it fit. We need room for patrons to get to the drop as well.

That's it for now. Thanks for listening to us.

Best,

Fiona Duke
 Manager, Southport Branch
 The Indianapolis Public Library
 (317) 275-4510
www.indypl.org



Indianapolis Long-Term Assessment Branch Manager Feedback

Branch Spades Park Date: 1/30/24
Staff member that Reviewed Report Carri Genovese, Ann Barnes,
Nell German

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☐ Yes
☒ No

2. If not, what should be changed?

We want to make sure we
retain our historic landmark status. Other than
that the recommendations look good. We are
unsure if we need a study room.

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☐ Yes
☒ No

4. If not, what should be changed?

We were not told about the
community engagement meeting for our
branch. Unfortunately the staff who had been
here the longest were not here the day the
assessment team came.

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch Warren Date: 1/26/24
Staff member that Reviewed Report Connie Scott, Branch Mgr.

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☒ Yes

☐ No

2. If not, what should be changed? _____

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☒ Yes

☐ No

4. If not, what should be changed? _____

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch Wayne Date: 1/17/2024

Staff member that Reviewed Report Melinda Mullican

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☒ Yes

☐ No

2. If not, what should be changed? _____

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☒ Yes

☐ No

4. If not, what should be changed? _____

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch West Indianapolis Date: 1/25/2024

Staff member that Reviewed Report Darren Stewart

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☒ Yes

☐ No

2. If not, what should be changed? _____

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☒ Yes

☐ No

4. If not, what should be changed? _____

Indianapolis Long-Term Assessment Branch Manager Feedback

Branch West Perry Date: 1/30/2024

Staff member that Reviewed Report Lindsay Haddix

Please respond to the questions below regarding the Draft Long-Term Assessment Report dated January 2024:

1. Do the recommendations outlined accurately reflect the needs of your branch?

☐ Yes

☒ No

2. If not, what should be changed? I would like the reference desk redesigned to limit patron access.

Moving one part to the children's room would impact staffing levels. Also, the noise level of the sorter makes it difficult for staff to focus. The sorter also backs up during holiday

weekends making it higher maintenance than a traditional drop box. I am also concerned about temperature regulation in the community and children's room in the summer months. It gets very warm in those areas.

3. Do you feel like you had the opportunity to share your input about your branch and do you feel that this information was accurately captured?

☒ Yes

☐ No

4. If not, what should be changed? _____
-