

## Item 23-1384: Temporary Library Move Update

### Library Board

Tues, Nov 14, 2023 4:30PM

#### Executive Director Colleen Rortvedt (Library) 14:53

Now we have—I think our headliner, the temporary library update.

#### Assistant Director Tasha Saecker (Library) 15:16

Alright, I'll kick it off, and then we'll pass it off to folks. I'll give you kind of a timeline of what we're looking at. I know we've kind of shared this, but this is a little more detail. So, we've had kind of a roller coaster ride of figuring out where the walls can be in the new location. At first, we thought it was going to be a more constrained space that we'd be able to use, and then thanks to the Thompson Center being very generous, they've given us access to the entire space. And so now we need an updated floor plan. Yes, we start to move next week; it'll be fine.

#### Assistant Director Tasha Saecker (Library) 15:52

So, we have walls being both removed in certain locations and then other walls being installed. We need to install spaces like storage that will be off the public floor, have a staff space that will work for us for returns, those sorts of things. The floor is being polished, new lighting is being installed so you can read in the library. And then extended heating systems will be added because we're removing a very large wall. There was not heating behind that. So, the heating will be extended to that.

#### Assistant Director Tasha Saecker (Library) 16:24

Shelves, good news, because of the extended space that we have should not have to be as high as I indicated last time, so it is much more similar size to Kensington now and shelves should remain at a similar height. And then two adult service desks is the other thing that we'll be able to have now that we have more space. So that's part of why we need an updated floor plan, to add those pieces. And seating areas will remain as robust as they are now.

#### Assistant Director Tasha Saecker (Library) 16:53

So, our last day open at Kensington will be the Tuesday before Thanksgiving so the 21st. The Wen—next Wednesday, the 22nd, the movers will be in starting marking the shelves and collection for the move, and staff will be busily packing up things that we couldn't pack when we were open. And we'll be finishing labeling furniture as well. Monday, the 27th of November, the physical move begins and the public services team will start to take calls from City Hall, and I'll let Owen talk more about that in a little bit.

#### Assistant Director Tasha Saecker (Library) 17:28

Then we have to move our network. So, remember, this was something big we had to do last time around as well. We have kind of a window of opportunity that AT&T has given us, and that's the first of December through the 15th of December. So, one day in there we will be moving the network. And then Friday the 22nd right before Christmas. That's the anticipated end of the physical move.

#### Assistant Director Tasha Saecker (Library) 17:54

Then we'll have the Christmas and New Year weeks where the collection can be shelf read and adjusted for size. We'll be placing the seating and small items. We'll be hanging signage. We'll be checking in and shelving returned items. And we'll start to fill holes again from our collection for other libraries because we'll be able to

access the collection. And then our potential soft opening might be New Year's week if the move goes as scheduled. But we will definitely open by the eighth of January at the latest.

**Assistant Director Tasha Saecker (Library) 18:26**

And I want to just give a thank you to the Thompson Center for their generosity, for library staff for not having a floor plan the week before they start to really pack up there. They're just being champs about the little bit of information we've been able to share with them so far. So—and thank you to our supervisor team for being on the journey with me sometimes on the roller coaster ride. So, thank you for all of that. Yes.

**Unknown Library Board Member 18:59**

So, with the increased square footage—

**Assistant Director Tasha Saecker (Library) 19:03**

Yes.

**Unknown Library Board Member 19:03**

—cost didn't increase though at all—the lease? Nothing like that? Okay, great.

**Assistant Director Tasha Saecker (Library) 19:15**

All right, I'm gonna throw it to some other folks to talk to you. I don't know who wants to go first.

**Unknown Library Staff Member 1 19:32**

Hello, so just a real quick update on children's programming during the closure. Any programs that were happening off site will of course continue. So, the multicultural club will continue. And then we're kind of condensing all of our story times and we're putting them at Scheig. So, the amazing Miss Karen, who will be sharing more with you later, will be leading story time at Scheig throughout the closure. So, we're going to start that Wednesday, November 29, and we will run that all the way through until we open at Scheig. That's kind of the base level of it for now. And then we'll see what else develops from there.

**Unknown Library Staff Member 2 20:12**

Okay, and I just wanted to give an update of kind of what's going on with checkouts and holds. This kind of—our closure date has come up very quickly. I know we're well underway to making sure that everything goes smoothly and we don't lose everyone's holds or have books end up in limbo. So, we've had to make a few changes on an accelerated schedule compared to our last closure. So, I think this is taking some people by surprise, but just so you're aware of what's going on.

**Unknown Library Staff Member 2 20:45**

The main thing is checkout dates. Nothing will have a due date during our closure. So, if you were to come into the library tomorrow, you could check out 150 items, and they would all be due back in January after we reopen. That's so that we don't get 50,000 items returned while we're closed, and we're already in the process of moving them. So, you ca—patrons can hold on to those until we reopen. They returned to another info soup library, that's fine as well, if they want to get rid of it. But we have extended due dates.

**Unknown Library Staff Member 2 21:21**

And the other thing is Appleton is no longer selectable as a hold pickup location. So, if you're a big holds user, you have to select another library at this point. That's because we can't have items come for hold, stay for a day. If we have items on the hold shelf when we close, they kind of end up in limbo. So, we're trying to avoid that and make sure that people can get their holds and don't kind of lose track of them during our closure.

**Unknown Library Staff Member 2 21:50**

So those of you who have holds in queue, when we shut down holds, they were paused or suspended. So, you'll notice that if you had holds in queue, they're now—they'll say "paused" on when you look in the in your account information. And what that means is that they'll continue to rise up—if there's a line, if there's a number of people waiting for an item, while it's paused, you'll continue to rise up in that list 'til you're in first place, but then people behind you would pass you until it becomes unpaused. So, you can do two things really, in this situation, you can go in and change your whole pickup location to another local library Kaukauna, Kimberly, Little Chute wherever and then unpause your hold, and in which case it would then be filled if it's available—once it's available in the system. Or you can just do nothing and then we will unpause or resume your hold once we reopen in January. So then as soon as it's available, once we've resumed that hold, you'll get noticed that it's available and you can pick up pick it up in our new location.

**Unknown Library Staff Member 2 22:59**

So those are kind of the main things that are happening with holds and checkouts. Also, accounts won't expire. We're extending accounts through the closures so that people won't have problems accessing their online resources, whether that's Libby, whether that's Hoopla. But then we're also, as Tasha mentioned earlier, we will have staff in City Hall answering phone calls. I know navigating a lot of this can be difficult for some folks, whether that's changing a hold pickup location, whether that's unsuspending or put adding a new hold, that can be difficult to manage on your own sometimes. So, we will be answering calls from City Hall from nine to five Monday to Friday throughout the closure.

**Unknown Library Board Member 23:52**

Will there be drop boxes at both old location and new location during the close?

**Unknown Library Staff Member 2 23:58**

So there—the drop box will remain open at our current location at Kensington for an undetermined—indeterminate amount of time. We don't have—we need to coordinate with facilities and the mover because that drop box needs to be—it's anchored into the cement. So, we need to unanchored it, and then move it, and then re anchor it at college. So, we'll leave it up there until it gets moved. It will probably be moved mid-December. And at that time, it will be open in the new location.

**Unknown Library Staff Member 2 24:31**

Now items might not get—we're not really promoting that heavily because items might not be checked in immediately, depending on the network move and just our ability to work in that building. So, we should have signage up on the book drop you know once we know a date, "Oh, this is moving this date." We'll post notice on the book drop, but we don't know the exact date yet.