

Changes in Meeting Room Reservation Procedures

- Old Town manager Eileen facilitated a process mapping work session that included a root cause analysis discussion and fish-bone diagram in order to determine where the issues and vulnerabilities were occurring with meeting room reservations. (People, technology, environment, procedures) **The Meeting Room Policy was NOT a part of the discussion** because we didn't want to change the policy. The policy meets our intent and expectations regarding room usage but our procedures and process can use some improvements. The discussion included library managers, Paula and Answer Center staff.
- Ken, Curry and Eileen reviewed our current meeting room and behavior language regarding sales, soliciting, charging admission, collection of money inside meeting rooms, etc.
- Eileen met with Answer Center team to rework the reservation process and language used on the web meeting room web page. We are revamping the meeting room web page to include a place where library users will agree to the meeting room rules and be linked to library behavior rules before submitting a meeting room application. We are reworking the automated email notifications for people applying to use a meeting room and then upon the reservation acceptance.
- Eileen is meeting with library webmaster Peggy Shaughnessy this week to start implementing the changes and discuss web page changes immediately. When Demco's product Spaces (our meeting room reservation vendor) is implemented for meeting room reservations, we will transfer recommendations from this task force to the new software.
- Long-term, we are also working towards better photos and inventory lists of meeting room assets and layout on the web page. Mark's team is working on technology improvements in order to ensure that all meeting rooms have HMDI connections and up-to-date room technology for audio visual equipment owned by library.

Old Town Chiller Bid Process

As a result of the formal bid process, three responses were received for the replacement of the chiller unit at Old Town Library. The low bid by RK Mechanical, Inc. of \$179,858 was accepted. This was higher than the planned expenditure of \$170,916 for a less efficient unit but \$12,015 less than the low quote received previously for the more efficient unit specified by the city engineers, and nearly \$20,000 less than the maximum amount set by the board at the June meeting. Through the City's purchasing department, management is working to finalize the contract and issue the purchase order.