



**Work Session Meeting Agenda  
2 Park Drive South, Great Falls, MT  
Gibson Room, Civic Center  
September 17, 2019  
5:30 PM**

**CALL TO ORDER**

**PUBLIC COMMENT**

*(Public comment on any matter and that is within the jurisdiction of the City Commission. Please keep your remarks to a maximum of five (5) minutes. Speak into the microphone, and state your name and address for the record.)*

**WORK SESSION ITEMS**

1. Library Strategic Planning - Susie McIntyre.
2. Park Maintenance District Update - Steve Herrig.

**DISCUSSION POTENTIAL UPCOMING WORK SESSION TOPICS**

**ADJOURNMENT**

*City Commission Work Sessions are televised on cable channel 190. If a recording is made, the work session video will be posted on the City's website at <https://greatfallsmt.net/meetings>. Work Session meetings are re-aired on cable channel 190 the following Thursday morning at 10 a.m. and the following Tuesday evening at 5:30 p.m.*

**UPCOMING MEETING SCHEDULE**

Work Session - Tuesday October 1, 2019 5:30 p.m.

Commission Meeting - Tuesday October 1, 2019 7:00 p.m.

## Great Falls Public Library Strategic Planning 2019

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### Our Mission:

The Great Falls Public Library serves as a **connection point**; we **empower the community** and **enhance the quality of life** by providing individuals access to information and social, cultural, and recreational resources.

## Our Guiding Principles



- **RESPECT:** The library is built on a foundation of mutual respect between patrons and staff. Our staff prides themselves on clear, honest, and knowledgeable communication at all levels. Courtesy and open communications are highly valued and contribute to the positive experience of visiting the library.
- **OPEN ACCESS:** The library is committed to providing all patrons with free and open access to ideas, information, materials, and programs. We develop services, programs and balanced collections that attempt to fully represent the needs and interests of our diverse community. We connect patrons to what they want in a friendly, nonjudgmental manner.
- **CUSTOMER FOCUS:** You are welcome here! The library values community members and is responsive to their needs. The ideas and opinions of patrons are vital in determining how library projects and services move forward. Impact on patrons is a primary concern in making any and all decisions.

## Our Guiding Principles



- **GROWTH AND INNOVATION:** Promoting ongoing learning and continuous innovation are of great importance to the library. We work hard to respond to present situations and anticipate the future needs of our patrons. We are committed to remaining an important and relevant institution by evolving and expanding to better serve our community.
- **EXCELLENT STEWARDSHIP:** The library acts as a trusted steward of community resources. We are responsible for appropriate use of public funds and make every effort to fully utilize the strengths of our talented staff. We make the best use of our resources to deliver the highest level of library service to our community.

### At the end of the Strategic Planning Process we will:

- **KNOWLEDGE:** Have an understanding of how GFPL can serve our community & meet priority community needs
- **BEHAVIOR:** Deploy staff and resources in a focused way to meet priority community needs
- **ATTITUDE:** Have improved staff morale because we have a roadmap and the resources to get there
- **STATUS:** Have improved standing with City, Commissioners and Public because we have an improved communication tool.

### DATA GATHERING

- Staff generated:
  - Library Site Assessment
  - List of Current Programs/Services
  - Strengths|Weaknesses|Opportunities|Threats analysis
  - County Map of Library Services
  - Report benchmarking GFPL vs Big 6 Montana Libraries

## DATA GATHERING

- Standards of Services
  - Montana Public Library Standards
  - Montana Library Commission Excellent Library Service Award (ELSA) checklist
- Demographic Report on Great Falls Community

## Needs Assessments

- Information from other agencies
- Information from National Library Reports/Research
- Community Survey
- Stakeholder Surveys

## What we learned: OVERALL LIBRARY



- Most users rate our services highly
- A high percentage of respondents indicated that they either didn't use or weren't aware of many of our services.
- Many people value the Library as a symbol of community values.
- Overall 91% of respondents rated the Library as EXCELLENT or GOOD.

**“I value the availability of print and digital resources, technology, friendly supportive staff and most of all the physical space of the library. Every community is reflected in its library. If you want a prominent, educated community you must have a library to support that.”**

## What we learned: SPACES



- Many people value the space of the Library to study or read or feel part of the community.
- **82%** of patrons surveyed rate ***Library spaces (seating, atmosphere, building...)*** as **EXCELLENT** or **GOOD**.

**“I enjoy the calm atmosphere that allows for reading, reflection and just relaxing. I don't always go there for a book, sometimes I bring my own just to have a quiet, yet friendly place to be.”**

## What we learned: COMMUNITY



- Many people value the Library as a symbol of community values.
- Many people value the role of the Library in promoting community.

**“It’s a community resource open to everyone!”**

**“One of the most important parts of our community”**

**“Its availability to the public”**

**“It belongs to the people”**

**“Even though I don’t use a lot of the services, they are important for the COMMUNITY.”**

## What we learned: OPENNESS VS SAFETY



- Some people have concerns about the **safety** of downtown and certain types of “other patrons.”
- Others highly value that the Library is a **space for everyone.**

## Open to All versus Safety Concerns

“I’ve also **chosen to NOT stop at the library** and try again later, when driving up and seeing a variety of characters hanging out in front. **I don’t feel safe** parking and getting out of my car.”

I value... “That the front desk staff are warm and make the space friendly and accessible to all. I appreciate the value & patience they show to the children, elderly, and homeless in particular. **I appreciate how our library is a safe, accepting space.**”

## What we learned: FACILITIES

- Patrons do NOT like paying for **PARKING**.
- The Library has some important **facility/infrastructure needs**.
  - New AIR Handler (currently have contract to be replaced)
  - Basement Flooding issues (working on scope/cost estimates)
  - New roof
  - New Bookmobile



## What we learned: TECHNOLOGY

- The Library has some important **technology needs**.
  - Upgrade network switches (seeking funding from Foundation)
  - Upgrade Library inventory system to streamline repetitive tasks and enable deployment of staff to direct patron service
  - Maintain computer upgrade schedule (seeking continued funding from Foundation)
  - Install security cameras (seeking funding from Foundation)

## What we learned: ACCESS

- Patrons value the Library and our services.
- Patrons want the Library to be **open more hours**.
- **Great Falls Public Library is open fewer hours** than other comparable Libraries in the state.
- **Great Falls Public Library has fewer staff** than other comparable Libraries in the state.

### The Library could improve ...

**“More hours open.” “More customer hours”**

**“Longer hours.” “Be open on Mondays!”**

**“I would like to see it open more often. I know money is a problem but I believe it is closed ... on Mondays??? Let’s please try to have it open 7 days a week.”**

## What we learned: SERVICES



- Patron value access to **BOOKS** and materials—both online and in print.
- Patrons want access to more materials with less wait times.

### **I value...**

**“Being able to check out books to read instead of having to buy them.”**

**“Access to wide variety of books and ebooks for adults and children.”**

### **The Library could improve ...**

**“Increase books and amount of new books released.”**

**“More licensed ebooks, especially the popular & most requested.”**

**“More available copies of current books.”**

## What we learned: SERVICES



- People love our children’s programing.
- People appreciate the art and adult programming.
- People appreciate access to computers/wifi...
- People value our friendly staff
- People want the Library to be more visible in the community.
- People want easier access to information about what is happening at the Library.

## What we learned: PROCESS



- We mostly got information from people who already are connected to the Library.
- We need to find ways to connect with people who don't use the Library and find out what they need.

## STEPS ALREADY STARTED



- Starting October 7<sup>th</sup>, opening on Mondays for 6 hours/day all year (versus 4 hours/day on Sundays for 32 weeks/year)
- Started process to join the Montana Shared Catalog and Partners to provide better access to materials from libraries across Montana

## Next Steps: STRATEGIC PLAN

- Presentations to Key Stakeholder Groups for feedback
- Analyze the input
- Create the Strategic Plan
  - Board = Goals/Timelines
  - Staff = Objectives/Strategies to meet the objectives
- Share the Strategic Plan with the community
- Implement the Plan

Do you have any questions?

## Input from you:



- What is your vision of the role of the Library in our community?
- As we make our strategic plan, what would you like us to keep in mind?

**PARK DISTRICT YEAR ONE**  
**August 2019**

<b>PROJECT</b>	<b>YEAR 1</b>	<b>Budget</b>	<b>+/-</b>
Electric City Water Park Bath House	300,000	300,000	0
Gibson Park Restroom - ADA	200,000	75,835	124,165
Multi Sports Dug Out	35,000	42,500	-7,500
Jaycee - Pavilion/tables, Pickleball, Sidewalks	214,000	188,290	25,710
Fundraising -- Pickleball	0	10,000	10,000
Overlay Gibson Park Trails/paths (asphalt)	100,000	167,330	-67,330
Park Labor (8 months, \$61,871.45 annually)	63,000	41,454	21,546
Turf Maintenance, 1 seasonal employee, 9 weeks, 2 days, \$20.41/hour	40,000	7,674	32,326
Turf Maintenance (Level II in Master Plan) Fertilizer \$30,000/Chemicals \$10,000	40,000	10,000	30,000
Professional Services (architects/engineers)	100,000	17,000	83,000
Irrigation Upgrades (manual to auto)	220,000	39,227	180,773
Matching Funds (Rivers Edge Trail)	10,000	10,000	0
Contingency/Internal service charges	178,000	0	178,000
<b>TOTALS</b>	<b>1,500,000</b>	<b>909,310</b>	<b>610,690</b>

w/professional services  
w/o professional services

251,917
168,917

## PARK DISTRICT PROJECTS

PROJECT	TOTAL COST	YEAR 1	YEAR 2	YEAR 3
Forestry Equipment/Tree Trimming/Parks (lift truck; 2 ton; chipper)	259,000		259,000	
Forestry Staff for Tree trimming/Parks	250,200		125,100	125,100
Forestry/Park Services annual costs (fuel/maintenance/ERS)	93,000		46,500	46,500
Irrigation Upgrades (manual to auto)	540,000	220,000	70,000	250,000
Turf Maintenance (Level II in Master Plan); aerating/spraying; 2-6 months position; \$18/hour in 2017; 2 employees	120,000	40,000	40,000	40,000
Turf Maintenance (Level II in Master Plan) Fertilizer \$30,000/Chemicals \$10,000	120,000	40,000	40,000	40,000
Electric City Water Park Bath House	300,000	300,000		
Overlay Gibson Park Trails/paths (asphalt)	100,000	100,000		
Replace Elk's Riverside trails/paths (concrete)	308,000		308,000	
Grande Vista Trail Replacement (Asphalt)	96,000			96,000
Gibson Park Pond Wall	165,000			165,000
Full Time Parks Laborer	189,000	63,000	63,000	63,000
Gibson Park Restroom - ADA	200,000	200,000		
Lions Park Restroom - ADA	200,000			200,000
Oddfellows Park Restroom - ADA	250,000		250,000	
Picnic Shelter/Tables (Jaycee)	64,000	64,000		
Tree Replacement	20,000		10,000	10,000
Resurface Basketball Courts	75,000			75,000
Sports Courts - resurface -- Jaycee, turn into Pickleball/Basketball	120,000	120,000		
ADA sidewalks to Playstructures (6,000-\$8,000 ea)	80,000	30,000		50,000
Multi Sports Dug Outs/Backstop (Match)	70,000	35,000		35,000
Matching Funds (Rivers Edge Trail)	30,000	10,000	10,000	10,000
Contingency/Internal service charges	550,800	178,000	178,400	194,400
Professional Services (architects/engineers)	300,000	100,000	100,000	100,000
<b>TOTALS</b>	<b>4,500,000</b>	<b>1,500,000</b>	<b>1,500,000</b>	<b>1,500,000</b>