



CITY COUNCIL REPORT

November 5, 2009

TO: John Szerlag, City Manager

FROM: John M. Lamerato, Assistant City Manager/Finance & Administration
Cathleen Russ, Library Director

SUBJECT: Drive-up Materials Return at the Troy Public Library

A drive-up materials return has been the most frequently requested service by Library patrons for several years. Implementation of a drive up materials return will improve service, efficiency and safety at the Troy Public Library.

Funds were allocated as follows in the Library's capital budget for fiscal 2009/10 for this project:

\$90,000	parking lot improvements (actual cost: \$25,226.80)
\$50,000	purchase of drive up materials return receptacles

It is expected that a canopy to cover the materials returns, to protect materials from weather damage, will cost \$15,000. The expected total cost of project is \$90,000.

Library staff worked with the City's Engineering Department to create a plan that would allow patrons to drive up and deposit materials into a curbside receptacle. The Engineering Department addressed safety and traffic flow issues in the library's parking lot, to ensure that the lot was configured in the safest and most effective manner.

The Library's parking lot is consistently full, and it is often difficult to find a parking space. A drive-up materials return allows patrons to return materials without entering the library. This is convenient, but also addresses numerous safety concerns, i.e. individuals unable to secure a handicapped parking space who must traverse the parking lot; and persons who have small children who do not want to walk across the library's busy parking lot solely in order to return materials.

Library workflow will be improved, as the constant flow of materials into the library is distributed over two locations (inside the Library and into the materials return), which will allow staff to manage returns more effectively. This also allows staff to maximize the limited space in the Circulation workroom more effectively. In addition, patron traffic in the Library's lobby will be reduced. Should the Library's hours be reduced, a drive-up materials return will be helpful for patrons who wish to return materials when the Library is closed. Currently, patrons must return materials inside the building if the Library is open.