



500 West Big Beaver  
Troy, MI 48084  
troymi.gov

P-02g

## CITY COUNCIL AGENDA ITEM

Date: January 21, 2019  
To: Mark F. Miller, City Manager  
From: Cathleen Russ, Library Director  
Subject: Library Carpeting Project Update + Letter of Appreciation to City Departments

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Troy Public Library was closed from January 2, 2019-January 20, 2019, in order to recarpet 30,000 square feet of space. While the Library was closed, Library Staff operated a “Digital Outpost” from Room 502 of the Troy Community Center, which was open all of the hours that TPL is normally open.

I am pleased to report that TPL reopened this morning at 10 am, on schedule, and looks fantastic! In addition to carpeting, the public areas including the meeting and conference rooms, were painted; area rugs were replaced; the Staff Lounge was updated; and all service areas were deep cleaned.

All in all, this project was a major success. During the time TPL was closed, we received zero complaints, which I believe is a testament to the excellent publicity efforts Alyssa Firth and her marketing team devoted to making sure people understood what was happening and why.

Thanks are also due to Elaine Bo and the Community Center staff, for their immense help and support. They gave Library Staff a great set up in Room 502 and made us feel at home. They also provided a space so we could offer story times for children, without disrupting the story time schedule. This is important because it keeps kids (and their caregivers) in a routine, and also keeps them reading, learning and playing. Additionally, they gave teens a room where they could study in preparation for finals; I know the teens really appreciate it and so do we.

Gert Paraskevin, Doug Davis, Avery Baptiste and the IT department contributed enormously to the success of this project. We had everything we needed at the Community Center in terms of phones, computers, technology, etc; but they also helped to dismantle all the technology at TPL during the recarpeting, then put it all back together quickly so the Library could reopen on time. The Library is a technology-driven department, and this was no small feat.

Dennis Trantham and his Facilities and Grounds staff has been amazing—they did a lot of heavy lifting to take down the Technology Room and help reconfigure our Circulation workroom, and they moved what we needed to Room 502, so we could have everything ready to hand there. Dennis also kindly made time to help us make some needed changes to our Library Staff Room.

All of this means a great deal to me, and I wanted you to know how much all of these marvelous people have contributed to make this an extremely successful project. It was a true team effort and I appreciate being a part of this great team.



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### **Statistics:**

Troy Public Library operated a “Digital Outpost” at the Troy Community Center for 14 days, from Wednesday, January 2, 2019 – Thursday, January 17, 2019.

The Hours of Operation were:

Monday-Thursday:	10 am – 9 pm
Saturday:	10 am – 5 pm
Sunday:	1 pm – 5 pm

Walk In Customers: 360

Phone Calls: 207

Reference Questions Answered: 171

New Library Cards Issued: 22

Digital Services Questions Answered/  
Services Provided: 24  
(i.e. downloading eBooks, using hoopla,  
Kindles, etc)