



CITY OF GLENDORA CITY HALL

(626) 914-8200

116 East Foothill Blvd., Glendora, California 91741
www.ci.glendora.ca.us

August 31, 1999

Mr. Raymond M. Holt
Library Consultant
2921 Avenida Valera
Carlsbad, CA 92009

Dear Mr. Holt:

Enclosed is one fully executed agreement for consultant services for the Facility Needs Assessment and Building Program for the Glendora Library.

If you have any questions, please contact Jill Patterson in our Library at (626) 852-4891.

Sincerely,

Jo Ann Sharp
City Clerk

JAS/jk

Enclosure

cc: J. Patterson
C. Corcoran

CITY OF GLENDORA

AGREEMENT FOR CONSULTANT SERVICES

THIS AGREEMENT, made and entered into this 26th day of August, 1999 between the CITY OF GLENDORA, a municipal corporation, hereinafter referred to as "City" and Ray Holt, a library building consultant, hereinafter referred to as "Consultant". In consideration of the mutual covenants and conditions set forth herein, the parties agree as follows:

1. SCOPE OF SERVICES. Consultant agrees to perform the services set forth in Exhibit A "**PROPOSAL FOR FACILITY NEEDS ASSESSMENT AND BUILDING PROGRAM**" and made a part hereof. Consultant shall perform all of these services to the satisfaction of the City. Consultant represents and warrants that it has the qualifications, experience and facilities to properly perform said services in a thorough, competent and professional manner and shall, at all times during the term of this Agreement, have in full force and effect, all licenses required of it by law. Consultant shall commence its services under this Agreement on August 27, 1999.

2. STATUS OF CONSULTANT. Consultant is and shall at all times remain as to the City a wholly independent contractor. The personnel performing the services under this Agreement on behalf of Consultant shall at all times be under Consultant's exclusive direction and control. Neither City nor any of its officers, employees or agents shall have control over the conduct of Consultant or any of Consultant's officers, employees or agents, except as set forth in this Agreement. Consultant shall not at any time or in any manner represent that it or any of its officers, employees or agents are in any manner officers, employees or agents of the City. Consultant shall not incur or have the power to incur any debt, obligation or liability whatever against City, or bind City in any manner. Consultant shall not disseminate any information or reports gathered or created pursuant to this Agreement without the prior written approval of City except information or reports required by government agencies to enable Consultant to perform its duties under this Agreement.

3. CONSULTANT'S KNOWLEDGE OF APPLICABLE LAWS. Consultant shall keep itself informed of applicable local, state and federal laws and regulations which may affect those employed by it or in any way affect the performance of its services pursuant to this Agreement. Consultant shall observe and comply with all such laws and regulations affecting its employees. City and its officers and employees, shall not be liable at law or in equity as a result of any failure of Consultant to comply with this section.

4. PERSONNEL. Consultant shall make every reasonable effort to maintain the stability and continuity of Consultant's staff assigned to perform the services hereunder and shall obtain the approval of the City Manager of all proposed staff members performing services under this Agreement prior to any such performance.

5. COMPENSATION AND METHOD OF PAYMENT. The total compensation, including reimbursement for actual expenses, shall not exceed sixteen thousand two hundred dollars (\$16,200.00), unless additional compensation is approved in writing by the City Manager or designee. Consultant will invoice at the conclusion of each of the four (4) phases as described in Exhibit A. Payments shall be made within thirty (30) days after receipt of each invoice as to all nondisputed fees with ten per cent (10%) of the total compensation or one thousand six hundred and twenty dollars (\$1,620) withheld no more than thirty (30) days after final work has been approved by the City. Final work will be submission of final report and operating costs as described in Exhibit A. If the City disputes any of consultant's fees it shall give written notice to Consultant in 30 days of receipt of an invoice of any disputed fees set forth on the invoice.

6. ADDITIONAL SERVICES OF CONSULTANT. Consultant shall not be compensated for any services rendered in connection with its performance of this Agreement which are in addition to those set forth herein or listed in Exhibit A, unless such additional services are authorized in advance and in writing by the City Manager. Consultant shall be compensated for any additional services in the amounts and in the manner as agreed to by City Manager and Consultant at the time City's written authorization is given to Consultant for the performance of said services.

7. ASSIGNMENT. All services required hereunder shall be performed by Consultant, its employees or personnel under direct contract with Consultant. Consultant shall not assign to any subcontractor the performance of this Agreement, nor any part thereof, nor any monies due hereunder, without the prior written consent of City Manager.

8. FACILITIES AND RECORDS. Consultant shall maintain complete and accurate records with respect to sales, costs, expenses, receipts and other such information required by City that relate to the performance of services under this Agreement. Consultant shall maintain adequate records of services provided in sufficient detail to permit an evaluation of services. All such records shall be maintained in accordance with generally accepted accounting principles and shall be clearly identified and readily accessible. Consultant shall provide free access to the representatives of City or its designees at reasonable times to such books and records, shall give City the right to examine and audit said books and records, shall permit City to make transcripts therefrom as necessary, and shall allow inspection of all work, data, documents, proceedings and activities related to this Agreement. Such records, together with supporting documents, shall be maintained for a period of three (3) years after receipt of final payment.

9. TERMINATION OF AGREEMENT. This Agreement will terminate on or before June 30, 2000 unless otherwise extended. This Agreement may be terminated with or without cause by either party upon ten (10) days written notice. In the event of such termination, Consultant shall be compensated for non-disputed fees under the terms of this Agreement up to the date of termination.

10. COOPERATION BY CITY. All public information, data, reports, records, and

maps as are existing and available to City as public records, and which are necessary for carrying out the work as outlined in the Scope of Services, shall be furnished to Consultant in every reasonable way to facilitate, without undue delay, the work to be performed under this Agreement.

11. OWNERSHIP OF DOCUMENTS. Upon satisfactory completion of, or in the event of termination, suspension or abandonment of, this Agreement, all original maps, models, designs, drawings, photographs, studies, surveys, reports, data, notes, computer files, files and other documents prepared in the course of providing the services to be performed pursuant to this Agreement shall become the sole property of City. With respect to computer files, Consultant shall make available to the City, upon reasonable written request by the City, the necessary computer software and hardware for purposes of accessing, compiling, transferring and printing computer files.

12. RELEASE OF INFORMATION. All information gained by Consultant in performance of this Agreement shall be considered confidential and shall not be released by Consultant without City's prior written authorization excepting that information which is a public record and subject to disclosure pursuant to the California Public Records Act, Government Code § 6250, et seq. Consultant, its officers, employees, agents or subcontractors, shall not without written authorization from the City Manager or unless requested by the City Attorney, voluntarily provide declarations, letters of support, testimony at depositions, response to interrogatories or other information concerning the work performed under this Agreement or relating to any project or property located within the City. Response to a subpoena or court order shall not be considered "voluntary" provided Consultant gives City notice of such court order or subpoena.

If Consultant or any of its officers, employees, consultants or subcontractors does voluntarily provide information in violation of this Agreement, City has the right to reimbursement and indemnity from Consultant for any damages caused by Consultant's conduct, including the City's attorney's fees.

Consultant shall promptly notify City should Consultant, its officers, employees, agents or subcontractors be served with any summons, complaint, subpoena, notice of deposition, request for documents, interrogatories, request for admissions or other discovery request, court order or subpoena from any party regarding this Agreement and the work performed thereunder or with respect to any project or property located within the City. City retains the right, but has no obligation, to represent Consultant and/or be present at any deposition, hearing or similar proceeding. Consultant agrees to cooperate fully with City and to provide City with the opportunity to review any response to discovery requests provided by Consultant. However, City's right to review any such response does not imply or mean the right by City to control, direct, or rewrite said response.

13. CONFLICTS OF INTEREST. Consultant covenants that neither Consultant nor any officer or principal of Consultant's firm has any interest in, or shall acquire any interest, directly or indirectly, which will conflict in any manner or degree with the performance of services herein. Consultant further covenants that in the performance of this Agreement, no person having such

interest shall be employed by Consultant as an officer, employee, agent, or subcontractor without the express written consent of the City Manager. If required by the City Manager, Consultant's principles, officers, employees or agents shall file a disclosure statements pursuant to the Political Reform Act, Government Code Section 87200.

14. DEFAULT. In the event that Consultant is in default of any term of this Agreement, City shall have no obligation or duty to continue compensating Consultant for any work performed after the date of default and can terminate this Agreement immediately by written notice to the Consultant.

15. INDEMNIFICATION. Consultant represents it is skilled in the professional calling necessary to perform the services and duties agreed to hereunder by Consultant, and City relies upon the skills and knowledge of Consultant. Consultant shall perform such services and duties consistent with the standards generally recognized as being employed by professionals performing similar service in the State of California. City, its elected and appointed officials, officers, agents, employees and volunteers (individually and collectively, "Indemnitees") shall have no liability to Consultant.

16. NON-DISCRIMINATION CLAUSE. Consultant represents and warrants that it does not and shall not discriminate against any subcontractor, consultant, employee, or applicant for employment in its recruiting, hiring, promotion, demotion or termination practices on the basis of race, religious creed, color, national origin, ancestry, sex, age or physical handicap.

17. UNAUTHORIZED ALIENS. Consultant hereby promises and agrees to comply with all of the provisions of the Federal Immigration and Nationality Act (8 U.S.C.A. & 1101, et seq.), as amended; and in connection therewith, shall not employ unauthorized aliens as defined therein. Should Consultant so employ such unauthorized aliens for the performance of work and/or services covered by this contract, and should the Federal Government impose sanctions against the City for such use of unauthorized aliens, Consultant hereby agrees to, and shall, reimburse City for the cost of all such sanctions imposed, together with any and all costs, including attorneys' fees, incurred by the City in connection therewith.

18. ENTIRE AGREEMENT. This Agreement is the complete, final, entire and exclusive expression of the Agreement between the parties hereto and supersedes any and all other agreements, either oral or in writing, between the parties with respect to the subject matter herein. Each party to this Agreement acknowledges that no representations by any party which are not embodied herein and that no other agreement, statement, or promise not contained in this Agreement shall be valid and binding.

19. NO PRESUMPTION RE: DRAFTER. The parties acknowledge and agree that the terms and provisions of this Agreement have been negotiated and discussed between the parties and their attorneys, and this Agreement reflects their mutual agreement regarding the same. Because of the nature of such negotiations and discussions, it would be inappropriate to deem any party to be

the drafter of this Agreement, and therefore no presumption for or against validity or as to any interpretation hereof, based upon the identity of the drafter shall be applicable in interpreting or enforcing this Agreement.

20. ASSISTANCE OF COUNSEL. Each party to this Agreement warrants to each other party, as follows:

(a) That each party either had the assistance of counsel or had counsel available to it, in the negotiation for, and execution of, this Agreement, and all related documents; and

(b) That each party has lawfully authorized the execution of this Agreement.

21. GOVERNING LAW. The City and Consultant understand and agree that the laws of the State of California shall govern the rights, obligations, duties and liabilities of the parties to this Agreement and also govern the interpretation of this Agreement. Any litigation concerning this Agreement shall take place in the Los Angeles County Superior Court.

22. MODIFICATION OF AGREEMENT. The terms of this Agreement can only be modified in writing approved by the City Council and the Consultant. The parties agree that this requirement for written modifications cannot be waived and any attempted waiver shall be void.

23. AUTHORITY TO EXECUTE. The person or persons executing this Agreement on behalf of Consultant warrants and represents that he/she/they has/have the authority to execute this Agreement on behalf of his/her/their corporation and warrants and represents that he/she/they has/have the authority to bind Consultant to the performance of its obligations hereunder.

24. NOTICES. All notices required or permitted to be given pursuant to this Agreement shall be in writing and shall be personally delivered, or sent by facsimile and certified mail, postage prepaid and return receipt requested, on the party to be notified, addressed as follows:

To City
Attention: Constance J. Corcoran, Library Director
Glendora Public Library
140 S. Glendora Boulevard
Glendora, California 91741

To Consultant
Attention: Ray Holt
2921 Avenida Valera
Carlsbad, CA 92009

The notices shall be deemed to have been given as of the date of personal service, or

three (3) days after the date of deposit of the same in the custody of the United States Postal Service.

25. SEVERABILITY. The invalidity in whole or in part of any provision of this Agreement shall not void or affect the validity of the other provisions of this Agreement.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed the day and year first above written.

[Consultant] Raymond M. Holt
Library Consultant

By Raymond M. Holt
Title Owner - Consultant

By _____
Title _____

CITY OF GLENDORA

By [Signature]
Title CITY MANAGER

ATTEST:

[Signature]
City Clerk

APPROVED AS TO FORM:

Margaret P. Battley
Assistant
City Attorney

Exhibit A
City of Glendora
Notice Inviting Proposals
For Facility Needs Assessment and Building Program

I Introduction

The Glendora Public Library is seeking the services of a library building consultant to obtain and analyze data that is needed for library facility planning and to determine if a new building will best meet the future needs of the community.

The steps needed to establish accurate and appropriate data to evaluate the facility include:

needs assessment,
building program,
site evaluation, and
assist in estimating operating costs.

In fiscal year 1998-1999 an architectural firm reviewed the library's current needs and made recommendations for interior renovation and a master space plan on the present site. In the course of their work, additional space needs were identified which an interior renovation would not adequately address. The architects concluded that "Glendora should perform a Library Expansion Building Program to determine square footage (needed)".

The City of Glendora is a general law city with a population of approximately 52,300 covering an area of approximately 20 square miles. Glendora is generally bounded on the west by the city of Azusa, on the south by the city of Covina, on the east by the city of San Dimas and on the north by the national forest.

The existing 28,000 square foot library building was initially constructed in 1972 and has had no comprehensive renovation since. The Library employs approximately 10 full-time and 20 part-time employees and 200 volunteers on two floors. The public service area of the building is mostly underground.

II Objectives and scope of work

Working closely with representatives of the Library, City and Community, the Library Consultant will be responsible for providing a comprehensive needs assessment, building program, site evaluation and estimate of operating costs. Each element will be developed within the context of the Glendora community and in keeping with the anticipated requirements for submitting applications to a possible future California Library Construction and Renovation Bond Act.

A written camera-ready report will be required at the conclusion of each phase of the project, preceded by one or more draft documents.

Phase 1: Needs Assessment

The purpose of the Needs Assessment study is to determine the current and future library resources, services and library components necessary for meeting the projected library needs of Glendora's population. Community demographics must be considered and the consultant must be familiar with current trends in contemporary public library service. Based on the results of the Needs Assessment, the consultant will make a recommendation to either renovate or remodel the existing facility or construct a new building.

Phase 2: Building Program

The purpose of the Building Program is to create a descriptive catalog of requirements detailing the specific space needs and other requisites that design professionals will incorporate into a new or expanded library building. The final report will include elements such as, but not limited to, accessibility and parking, adaptability to new technology and services, maximizing operating and maintenance costs, security, energy conservation, wiring, lighting, acoustics, work, storage, and public areas, and shelving and display of the library collections.

Phase 3: Site Selection Study

The current site and other potential sites for a new facility will be reviewed and evaluated. A report with comparative data will clearly indicate the advantages and disadvantages of each site.

Phase 4: Estimate Operating Costs

Estimates of operating costs will be made during each phase. During Phase 1, estimates for the cost of projected new or expanded services and resources will be provided if the cost represents substantial changes to the current library budget. These costs will be further refined as part of the Building Program in Phase 2. Cost implications for each site reviewed will be included in the Phase 3 study. A summary report synthesizing the information collected in the first 3 phases will be provided as the final Phase 4 product.

Future: Concept and schematic drawing review

If the decision is made to proceed with new or expanded library construction, the library may elect to continue using the services of the selected consultant to work with the architectural firm contracted to create the concept and schematic drawings. The consultant would then review the drawings to ensure that all elements outlined in the building report have been accommodated.

III Proposal requirements

- A. All proposals must be submitted to the City Clerk, City of Glendora, 116 E. Foothill Blvd., Glendora, CA 91741, no later than 10:00 a.m., July 30, 1999. All proposals shall

be submitted in a sealed envelope and clearly marked "**PROPOSAL FOR LIBRARY FACILITY NEEDS ASSESSMENT AND BUILDING PROGRAM**". Please submit **six (6) copies of the proposal**.

- B. The Library will host a walk through and answer questions for information on Tuesday, July 13, 1999 at 8:15 a.m. The address is 140 S. Glendora Ave., Glendora.
- C. Proposals shall be structured to identify specific tasks, incorporating the scope of work consistent with the consulting goals.
- D. Proposals shall contain a fixed cost for the project, itemized for separate options, and an hourly rate for additional work not included within the contract of services.
- E. Proposals shall contain the names, titles, and resumes of the consultant firm's personnel assigned to perform the work and specifically identify the individual who will be the designated back-up support when the primary contact is not available.
- F. Proposals shall contain detailed information regarding the consultant firm's experience in performing similar work and include the name, address, and telephone number of at least four (4) public library client references.

IV Selection process

- A. A library evaluation committee will perform a comprehensive analysis of each proposal and conduct a thorough check of the consultant firm's library client references.
- B. The most qualified consultant firms will be invited to participate in an oral interview.
- C. Final selection shall be based upon the following criteria:
 - 1. Consultant firm's familiarity with the work and prior experience regarding similar work.
 - 2. Consultant firm's professional and technical capabilities.
 - 3. Consultant firm's responsiveness regarding the project objectives, scope of work, and proposal requirements.
 - 4. Consultant firm's availability, personnel commitment, and demonstrated ability to perform quality work.
 - 5. Consultant firm's cost to perform the work.

V. Contract conditions

- A. The selected consultant firm shall enter into a contract with the City which shall contain a hold harmless and indemnification provision and require the consultant to secure and maintain the following insurance coverage:

1. INSURANCE. The Consultant agrees to maintain in force at all times the following insurance with a current A.M. Best's rating of no less than A:VII:
 - a) Worker's Compensation and Employer's Liability insurance covering employees of the Consultant in such amounts as required by law.
 - b) Commercial General liability insurance in the amount of One Million Dollars (\$1,000,000) per occurrence, naming the City as an additional insured.
 - c) Professional liability insurance in an amount of One Million Dollars (\$1,000,000) or Errors and Omissions liability insurance in the amount of One Million Dollars (\$1,000,000) per occurrence.
 - d) Automobile liability insurance in the amount of One Million Dollars (\$1,000,000) per accident for bodily injury and property damage.
 - e) Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, either: the Consultant shall reduce or eliminate such deductible or self-insured retentions as respects the City, its officials, employees and volunteers; or the Consultant shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.
 - f) The general liability and automobile liability policies are to contain, or be endorsed to contain, the following provisions:
 1. The City, its officers, officials, employees and volunteers to be covered as insureds as respects: liability arising out of activities performed by or on behalf of the Consultant; products and completed operations of the Consultant; premises owned, occupied or used by the Consultant; or automobiles owned, leased, hired or borrowed by the Consultant. The coverage shall contain no special limitations on the scope of protection afforded to the City, its officers, officials, employees or volunteers.
 2. For any claims related to this project, the Consultant's insurance coverage shall be primary insurance as respects the City, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the Consultant, its officers, officials, employees or volunteers shall be excess of the Consultant's insurance and shall not contribute with it.
 3. Any failure to comply with reporting or other provisions of the policies including breaches of warranties shall not affect coverage provided to the City, its officers, officials, employees or volunteers.

4. The Consultant's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
 5. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, reduced in coverage or in limits except after (30) day's prior written notice by Certified Mail, Return Receipt Requested, has been given to the City.
- B. Consultant shall furnish the City Clerk annually with original endorsements affecting coverage required by this clause. The endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. The endorsements are to be on forms provided by the City. All endorsements are to be received and approved by the City before work commences. As an alternative to the City forms, the Consultant's insurer may provide complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications in the form of a Certificate of Insurance.

VI Proposed schedule, 1999-2000

July 1	Issue RFP
July 13	Walk through
July 30	Proposals due
August 1-13	Proposal evaluations
August 16	Consultant interviews
August 20	Award of contract
September	Meet with library staff, community representatives and trustees
October 30	Needs assessment due
November 30	Building program due
December 31	Site selection due
January 31	Estimate of operating costs due

Additional information:

Jill Patterson, Senior Librarian or Anne Pankow, Administrative Services Supervisor
 Glendora Public Library
 140 S. Glendora Ave.
 Glendora, CA 91741

Telephone: 626/852-4896 or 626/852-4893
 Fax: 626/852-4899 email: jpatterson@ci.glendora.ca.us
apankow@ci.glendora.ca.us

Copies to
AP
JKP
BD
CH
Board photo

Raymond M. Holt, Library Consultant
2921 Avenida Valera
Carlsbad, CA 92009
Tel: 760-929-8373 FAX: 760-929-0901

FAX TRANSMITTAL COVER SHEET

DATE: 3/16/99

TO: Constance Corcoran, Director
Glendora Public Library

Sent to FAX No: 626-852-4899

Number of Pages Including This Cover Sheet: 13

FROM: (Please Respond To) FAX: 760-929-0901

(If there is a problem in transmission, please CALL 760-929-8373)

This FAX is In Regard To:

Submittal of Proposal & Resume

Message:

Thank you for contacting me. This sounds like an exciting project.

I believe this covers all the bases we discussed yesterday. If not, please call or FAX.

In keeping with our conversation about the importance of operating costs, I have included "Assistance in Estimating Future Operating Costs" as Phase 4 for your consideration.

Please keep me informed as things progress.

GOOD LUCK!

Thank you,

Ray
Raymond M. Holt

Glendora Public Library: Proposal - March 16, 1999

Raymond M. Holt, Library Consultant
 2921 Avenida Valera, Carlsbad, CA 92009
 Tel: 760-929-8373 FAX: 760-929-0901

**A PROPOSAL TO PREPARE:
 A NEEDS ASSESSMENT STUDY,
 BUILDING PROGRAM, SITE SELECTION STUDY,
 AND ASSIST IN ESTIMATING FUTURE OPERATING COSTS
 For The
 GLENDORA PUBLIC LIBRARY
 March 16, 1999**

1. INTRODUCTION

In response to the request by Constance Corcoran, Director of the Glendora Public Library, we are pleased to present this Proposal. The intent of this Proposal is to provide the information needed by the Library representatives, City Officials and Design Professionals concerned with the possible development of a new Library building to house the Glendora Public Library. It is our belief that just as each community is different, so must the programs for library development be consistent with the library-related aspects of its particular constituency.

The following Proposal identifies and describes the four basic phases needed to determine accurate and appropriate data for library facility planning. Each element will be developed within the context of the Glendora Community and in keeping with the requirements we anticipate will be necessary for submitting applications to a possible future California Library Construction and Renovation Bond Act. Four closely related Pre-Design phases to be completed prior to the beginning of architectural design are list below. In addition, Phase 5, the CONCEPT/SCHEMATIC DESIGN PLAN REVIEW is shown as the first involving the Library Consultant in the continuation of the planning process.

Phase 1:	<i>Needs Assessment</i>
Phase 2:	<i>Building Program</i>
Phase 3:	<i>Site Selection</i>
Phase 4:	<i>Assist in Estimating Operating Costs</i>
(PHASE 5: ¹)	CONCEPT/SCHEMATIC DESIGN PLAN REVIEW)

Working closely with representatives of the Library, City and Community, the Library Consultant will be responsible for Phases 1-4. Phase 5 requires close coordination between the Library Consultant and the design professionals retained by the City for this purpose.

¹ Phase 5, *Concept/Schematic Design Plan Review* is inserted here to indicate the next planning step in which the Library Consultant is normally involved. However, it has NOT been included in the Consultant's fees which are limited in this Proposal to Phases 1-4. The fee for the Architectural Design phase would be negotiated with the Library Consultant separately whenever the City authorizes the preparation of architectural drawings and specifications.

Glendora Public Library: *Proposal* - March 16, 1999

A written report will be provided at the conclusion of each of the phases. They will be submitted by the Library Consultant as camera-ready copy for reproduction and distribution. In each phase, the final report will be preceded by one or more draft documents prepared for discussion purposes.

Work on the Operating Cost Estimate, which is the subject of Phase 4, will run concurrently with Phases 1-3. The Consultant will identify proposed Needs Assessment and Building Program concepts and requirements that Library representatives can use as a basis for estimating impact on operating costs. Library representatives will be responsible for providing and calculating relevant cost data.

These planning phases form a continuum with each phase using and building upon the findings and decisions reached previously. Such a body of coherent information is essential to the logical consideration of alternatives and the making of consistent, reasonable and germane decisions.

Input for the Needs Assessment study and the Building Program will be sought from a variety of sources including, but not necessarily limited to (1) the Library, (2) various City Departments, (3) City and Library officials, and (5) community representatives. Progress reviews will be scheduled as appropriate for draft reports with necessary revisions made thereafter.

2. DETAILED SYNOPSIS OF EACH PHASE IN THE PRE-DESIGN PERIOD

PHASE 1: NEEDS ASSESSMENT

The purpose of the Needs Assessment Study for the Glendora Public Library is to determine the current and future library resources, services and other library components necessary for meeting the projected library needs of Glendora's population. This analysis must be rooted in an understanding and appreciation of (1) library-related demographics of the current and projected population, (2) current trends in contemporary public library service, (3) existing levels of library resources held by the Glendora Public Library, (4) staff utilization and space ramifications of present and future library operations, (5) the Glendora Public Library's stated goals and objectives, (6) public input on desired library services and resources recently assembled by the Library and (7) any other factors which have library building space implications.

After this basic data is established, preliminary space projections will be made subject to refinement during the Building Program. Such estimates are based upon a detailed analysis of the various collections, services, usage patterns, staffing, and special needs required for the cost-effective housing of each identified library function. The City's build-out population forecast plus the impact of day-time population estimates will be used as the horizon for projections.

The findings and projections of the Needs Assessment Study will form the basis for the much more detailed space analysis associated with the preparation of the Building Program. In addition, the Needs Assessment Study will create a VISION of tomorrow's Library in Glendora.

Raymond M. Holt, Library Consultant
2921 Avenida Valera, Carlsbad, CA 92009
Tel: 760-929-8373 FAX: 760-929-0901

**A PROPOSAL TO PREPARE:
A NEEDS ASSESSMENT STUDY,
BUILDING PROGRAM, SITE SELECTION STUDY,
AND ASSIST IN ESTIMATING FUTURE OPERATING COSTS
For
THE GLENDORA PUBLIC LIBRARY
July 27, 1999**

1. INTRODUCTION

As the new millennium fast approaches, unprecedented changes continue to accelerate for communities and their public institutions. In recognition of this, Glendora's interest in providing a suitable library facility for its residents is highly commendable. Successful library building projects do not begin spontaneously; instead, they are usually the end product of a concerted effort by many concerned people over a period of time. It is in this context that we are pleased to provide the following Proposal in response to your *Notice Inviting Proposals for Facility Needs Assessment and Building Program* for the Glendora Public Library.

It was evident from our recent tour of the Library that library staff members are making substantial efforts to meet the challenges of serving a burgeoning population in spite of serious facility shortcomings. Resolving these issues will require Glendora's Library representatives, City Officials and future design professionals to make numerous difficult decisions. Our proposal is to provide a comprehensive and reliable information base for decision making including our findings and recommendations. Experience with nearly 200 library projects has convinced us that a successful program for library facility development must be rooted in the realities of its own community. For this reason, each of our studies and programs is unique unto its self.

As set forth in the *Notice Inviting Proposals*, there are four basic studies to be undertaken:

1. Needs Assessment
2. Building Program
3. Site evaluation, and
4. Estimate of operating cost.

These form a coherent four-step process. The strength and usefulness of every step depends upon the accuracy, integrity and validity of its predecessors. Therefore, each step will be developed within a context for enhancing user satisfaction while facilitating the cost-effective delivery of contemporary library services. Taken together, the four reports will create a body of coherent information essential to the logical consideration of alternatives and the making of consistent, reasonable and germane decisions which will determine the Glendora Public Library's future.

Moreover, these four closely related Pre-Design phase studies will serve as the foundation for the commencement of architectural design. Each of the studies will be developed in keeping with the anticipated requirements for submitting applications to a possible future CALIFORNIA LIBRARY CONSTRUCTION AND RENOVATION BOND ACT. Work on the Operating Cost Estimate, which is the subject of Phase 4, will run concurrently with Phases 1-3 as a means of early-identification of concepts and requirements that are likely to impact future budgets.

In producing these four studies, the Library Consultant will work closely with representatives of the Library, City and Community. Discussion and draft documents will precede the preparation of the final report for each phase. The Library Consultant will submit final reports as camera-ready copy for reproduction and distribution.

A variety of sources will be used in assembling data for each phase. These will include discussions with personnel from: (1) the Library, (2) various City Departments, (3) City and Library officials, and (5) the designated community representatives. Various professional resources and the Consultants own experience will also be utilized. As an integral part of our methodology, progress reviews will be scheduled as appropriate for the discussion of key issues and draft reports.

2. DETAILED SYNOPSIS OF EACH PHASE

PHASE 1: NEEDS ASSESSMENT

In many ways, the Needs Assessment Study is the most important step of all: it inaugurates the process and establishes the basis for much that follows; it creates an **IMAGE** of tomorrows Library for the people in Glendora. The Needs Assessment Study for the Glendora Public Library will determine the current and future library resources, services and other library components necessary for meeting the projected library needs of Glendora's population.

This analysis will be rooted in an understanding and appreciation of (1) library-related demographics of the current and projected population, (2) current trends in contemporary public library service including the impact of electronic information resources and telecommunications, (3) existing levels of library resources held by the Glendora Public Library, (4) productive staff utilization and space ramifications of present and future library operations, (5) the Glendora Public Library's stated goals and objectives, (6) public input on desired library services and resources recently assembled by the Library and (7) any other factors which have library building space implications. The findings of reports such as *Glendora's Library of the Future* and *Needs Assessment for Glendora Public Library* will be reviewed and utilized as appropriate.

After this basic data is gathered and analyzed, a list of appropriate functions will be compiled and preliminary space projections made. (These initial estimates will be reviewed and refined during the Building Program phase.) Such estimates are based upon a detailed analysis of the space requirements represented by collections, user accommodations, services, usage patterns and staffing. The City's build-out population forecast plus the impact of daytime population estimates will be used as the horizon for projections. Elements having potential impact for operating costs will be identified. The findings and projections

of the Needs Assessment Study will form the basis for the much more detailed space analysis that occurs during the preparation of the Building Program.

Based on the Needs Assessment findings, the Consultant will make a recommendation to either renovate, or remodel the existing facility or construct a new building.

PHASE 2. PREPARATION OF THE BUILDING PROGRAM

The process of creating the Building Program serves as an exacting methodology for determining functional relationships, accurately itemizing, estimating and refining space requirements and addressing other design criteria. When completed and accepted by Library and City Officials, the Building Program provides a detailed catalog of requirements describing specific space needs and other requisites that design professionals will be expected to incorporate into a new Library building.

Work begins by re-considering with the Library representatives the preliminary list of library functions and resources arrived at during the Needs Assessment process. As these are refined, all of the relevant elements are identified and new estimates made of the space they will require. Factors that may affect future operating costs are identified and evaluated. This step-by-step system of gathering, analyzing, and refining both concepts and hard data involves participation of key Library staff. When completed this comprehensive and exacting approach results in a building program that serves as the authoritative tool for both planning and design. As such it serves as the source book for the design professionals to initiate the design phase as well as a checklist for the client's use in determining compliance with Building Program objectives.

The Building Program will include the following sections:

- An initial chapter presenting the **Vision** of the Glendora Public Library arrived at as a product of the Needs Assessment Study. This acts as the cohesive source of inspiration and direction for the concepts embodied in the Building Program.
- A discussion of the thirty-plus general requirements considered basic to good library building design such as accessibility and parking, flexibility to adapt to new resources and services, supervisory control, maximizing staff utilization, minimizing long term operating and maintenance costs, personal and building security and life safety, handicap access, automation, energy conservation, power and communications needs, lighting and fenestration, acoustics, graphics and signs, etc.
- Summary tables for (1) collections, (2) seating, (3) staff workstations, (4) electronic equipment, (5) area space requirements for each identified library function, (6) conversion table for converting the estimated Net Square footage to total square footage.
- Functional relationship (adjacency) diagrams to show how library functions must relate to one another for efficient operation as well as for user and staff convenience.

- Area Data Sheets for each functional space identified in the Building Program will provide detailed requirements for such categories as:

- Estimated size stated in net square feet (space usable for library purposes)
- Floor (if site or other considerations require more than one floor)
- Future expansion or contraction likelihood
- Description of function
- Desired atmosphere
- Relationships to other functions
- Collections to be housed in terms of volumes and shelving units
- Seating and other accommodations for users by type and number
- Miscellaneous furniture and equipment such as files, desks, atlas and dictionary stands, etc.
- Lighting
- Fenestration
- Acoustics
- Display cases, bulletin boards, etc.
- Power
- Clocks
- Electronic Information equipment including computers and communications equipment
- Finishes
- Plumbing
- Signs
- Security

After approval by Library and City officials, the Building Program should be recognized as the official source book for the design professionals and serve as a means for City review of drawings and specifications to determine whether or not program requirements are being met.

PHASE 3. SITE SELECTION STUDY

Without doubt, the site occupied by every public library building is a major factor in its usefulness and popularity in the community. The more the Library is used, the greater the return the community receives on its investment in the building, its resources and services. Accessibility including visibility and adequate parking are among the major determinants drawing people into the Library. The site also impacts the configuration and design of the facility and can affect the long-term operating cost of the Library.

In this context, the importance of a library building's location is not unlike that for any successful retail enterprise. As a result, the use of certain criteria has proven helpful in the evaluation of possible library sites. Factors for consideration, in no particular order of importance, include such items as: accessibility, visibility, convenience and safety to potential users, sufficient space for building, parking, required setbacks, and landscaping, potential availability, compatibility of land uses on adjacent and near-by parcels, possible site constraints such as soil contamination, geology, high water tables, potential for flooding, noise and other pollutants, and, of course, cost.

The current site and other potential sites will be carefully reviewed and evaluated according to recognized criteria along with any other factors unique to Glendora. The results will be described in a study report including a table of comparisons where numerical scores will clarify similarities and differences.

PHASE 4: ASSIST IN ESTIMATING OPERATING COSTS

As previously noted, the systematic monitoring of potential operating costs during the planning process is an important device for anticipating the effect of a new or remodeled/expanded library building on the annual budget. This activity will be an integral part of each of the preceding phases. While the primary responsibility for providing operating cost information will remain with the Library Director, the Consultant will be an active participant. The analysis will culminate in a final report summarizing the estimate of operating costs. The Consultant's specific responsibilities will include:

- During Phase 1, the Consultant will help identify the those changes in services and resources under consideration for inclusion in the project, which represent substantial changes in operating costs.
- Before the Building Program is finalized in Phase 2, the Consultant will further identify elements which appear to have serious operating cost consequences and indicate possible alternatives
- As part of the Phase 3 site selection process, the Consultant will consider operating cost implications for each site under review
- At the conclusion of Phase 4, the Consultant will summarize the major operating cost ramifications of the new Library building program and work with the Library Director in the preparation of a summary report

The analysis will culminate in the preparation of a final operating cost estimate report marking the end of Phase 4.

PHASE 5: ARCHITECTURAL DESIGN PHASES

Although not a part of this Proposal, the Library Consultant will be available to join with the Library and City's representatives as a member of the team chosen to convert the building program into architectural plans and specifications. Years of experience in interpreting building program requirements and reviewing plans and specifications for conformance with building program requirements enable the Library Consultant to contribute substantially to this process. Throughout the design process, the Consultant will also call attention to design and layout elements which appear to have meaningful long-term operating costs and maintenance implications; wherever possible the Consultant, will offer alternative suggestions. During Phase 5, the Library Consultant would be responsible for: (1) interpreting the Library Building Program's requirements, (2) defining major design issues as work progresses, (3) reviewing progress drawings and outline specifications, and (4) assisting Library staff in understanding design implications for library service and management.

3. PROPOSED SCHEDULE

The Consultant's work will conform to the schedule proposed in §VI of the *Notice Inviting Proposals*.

4. THE LIBRARY CONSULTANT'S QUALIFICATIONS EXPERIENCE AND REFERENCES

The Library Consultant's qualifications, experience and references are summarized in the accompanying resume. It should be noted that the Consultant has been involved in nearly 200 Public Library Building projects ranging in size from less than 1,000 square feet to more than 220,000 square feet. This has resulted in a broad experience base covering the kinds of studies described in this Proposal. A brief description of representative projects is included in the Consultant's resume.

The Consultant has participated in numerous state and national workshops on library buildings. His text, *Planning Library Buildings and Facilities: from Concept to Completion* is considered the standard reference work in its field. In addition he has contributed a variety of articles on programming and planning library buildings to professional journals. He has served three times on the American Library Association & American Institute of Architects bi-annual Library Building Design Award's Jury.

5. REPORTS AND REPORTING

As provided in this Proposal, the Library Consultant will prepare and submit a written camera-ready report at the conclusion of each of the projects 4 phases. These will be preceded by one or more draft documents.

6. COST OF CONSULTANT SERVICES

The scope of work for the 4 phases described in this Proposal will be provided for a total of Sixteen Thousand Two Hundred Dollars (\$16,200) including both fees and expenses and covering 8 field trips to Glendora.

The estimated cost per Phase is as follows:

Phase 1, Needs Assessment	\$ 6,000.00
Phase 2, Building Program	5,200.00
Phase 3, Site Selection	2,800.00
Phase 4, Operating Cost Estimate	<u>2,200.00</u>
Total fees and expenses	\$ 16,200.00

Additional compensation will be due and payable if, by mutual agreement, the Consultant undertakes additional tasks and/or makes more than eight (8) field trips to Glendora. Compensation for such assignments may be arranged at the Consultant's current daily rate of \$600 plus reimbursable expenses.

NOTE: If undertaken, the responsibilities and fees of the Library Consultant will be established separately for Phase 5 and the Consultant's Contract amended accordingly.

Respectfully submitted,


Raymond M. Holt
Library Consultant

Date: 7/27/99

**RESUME INCLUDING
STATEMENT OF QUALIFICATIONS, RECORD OF EXPERIENCE
AND REFERENCES FOR:**

**RAYMOND M. HOLT, LIBRARY CONSULTANT
2921 Avenida Valera, Carlsbad, CA 92009
Tel: 760-929-8373 FAX: 760-929-0901**

For the past 30 years Raymond M. Holt has served as a Library Consultant. He has been involved in more than 150 facility projects ranging in size from less than 1,000 square feet to more than 200,000 square feet and have included remodeling, additions and entirely new facilities. Projects have been undertaken, or are currently underway in 15 states ranging from Alaska to Georgia, and California to Pennsylvania and Washington D.C.

A graduate of the University of Redlands, Holt earned his graduate degree in Library Science from the University of Southern California. Before entering full time consulting practice, Holt, served as City Librarian for the Pomona Public Library, Pomona, California. This hands-on experience has provided a background for realistic needs assessment studies, building programs and other assignments.

Philosophically, Holt views the preparation of needs assessment studies and building programs as an essential process for collecting vital information from the client and community. Central to our philosophy is the basic concept that libraries and the buildings they occupy must fit their communities. Programming information is analyzed in terms of projecting future square footage space needs and other requirements, determining optimal functional relationships, formulating and evaluating alternatives and attaining client consensus on functional issues.

Personal attention is given each assignment with emphasis upon developing and maintaining a close working relationship with Library staff, design professionals, citizen representatives, jurisdiction officials and other project personnel. Because of his familiarity with the vocabularies of both the library and design professions, Holt is able to clarify requirements and state them in terms understandable to both groups. The building program then becomes an invaluable source book for the design professional and an indispensable tool for use in comparing design drawings and specifications with building requirements.

The Consultant's book-length publications in the field of library buildings include:

Planning Library Buildings and Facilities: From Concept to Completion. Metuchen, New Jersey, Scarecrow Press, 1989.

Talking Buildings: A Practical Dialogue on Programming and Planning Library Buildings. (Proceedings of the October 1985 Building Workshop). Sacramento, California, California State Library, 1986.

Wisconsin Library Building Handbook, Madison, Wisconsin, Division of Library Services, 1978

An Architectural Strategy for Change. (Proceedings of the Library Architecture Preconference Institute, 1974) Chicago, American Library Association. 1976.

The responsibilities of the Consultant vary, of course, from project to project. For facility projects, assignments typically include such assignments as: (1) Needs Assessment, (2) Programming, (3) Plan and Specification review during design, (4) review of change orders during construction, and (5) walk-through examination of the project prior to library occupancy and client acceptance.

Other facility-related studies include special building and library operation studies tailored to meet the specific needs of a client. Among these are studies to determine alternatives to various systems of library operation and governance. Long range master plans for library development, site studies and evaluation of alternatives such as remodeling, expansion or new construction are also familiar activities.

Our Needs Assessment studies are deeply rooted in the projections of library-related aspects of a community's demographic characteristics. We believe that the degree of success achieved by a public library is directly related to its relevancy for the community it serves. While a community's library-related characteristics may seem fairly obvious, they are oftentimes subtle and require a sensitive understanding of the community's residents, history, economy, political realities and other variables. Once this information is gathered and evaluated, the library's collections, services, staff and operations can be more accurately and sympathetically defined.

The Consultant's comprehensive building programs cover:

- Space estimates
- Functional Relationship Diagrams
- Narrative Description of Major Functional Areas
- Systematic Statement of Requirements for Each Identified Functional Area in the form of Detailed Area Data Sheets

Over the years, the Consultant has been active in library organizations at both the State and National levels. He has led several extensive library building workshops in both California and various parts of the nation.

**PUBLIC LIBRARY
RECENT EXPERIENCE RECORD
For
Raymond M. Holt, Library Consultant**

Having been involved in more than 150 library building projects, the Consultant has had broad experience in all phases of facility programming and planning of public libraries. This includes involvement with design professionals to interpret library program goals and monitor compliance with program requirements. Current and recent projects are represented by the following clients with references provided for each. Additional references will be provided upon request.

- April Soash
Director of Community Services
City of Monrovia
415 South Ivy Ave.
Monrovia, CA 91016

Monica Greening, Library Director
Monrovia Public Library
321 South Myrtle Ave.
Monrovia, CA 91016
Tel: 626-303-3619

A detailed Needs Assessment study has been prepared for the Monrovia Public Library. It includes a comparison of operating data for 11 libraries serving populations of similar size covering more than two dozen categories such as financial support, staffing, collections, and usage. As the second step in the facility process, a building program is being written to provide information and guidance for design professionals. The building program is to be completed by late summer. Design phase will then begin with completion by December, 1998.

- Paymaneh Maghsoudi
Library Director
Azusa City Library
729 Dalton Avenue
Azusa, CA 91702-2586
Tel: 626-812-5277

A Needs Assessment Study and Building Program were prepared in 1996-97 for a new building of approximately 50,000 sq.ft. Program includes computer laboratory as well as numerous public and staff access terminals including on-line and Internet resources. Special provision for Literacy and Individual Learning Instruction. Awaiting funding for construction. Special emphasis on Children's programming and Heritage Room for local history.

- Erie County Library
160 E. Front Street
Erie, PA 16507

Michelle Ridge*
Governor's Residence
P.O. Box 11667
Harrisburg, PA 17108
(717) 787-1965

The opening in 1997 of the 85,000 sq.ft. Erie County Library building headquarters, which serves as the City Library for residents of Erie, marked the completion of a project begun by the Consultant in 1979. During this period the Consultant provided a number of studies including a needs assessment study of Erie County Library facilities and the building program for the headquarters library. The Consultant served as a project team member, participating in design meetings and in reviewing drawings and specifications.

** Reference is made to the former Library Director, Michelle Ridge, with whom we worked closely throughout this project. She resigned from this post when her husband, Tom Ridge was elected Governor of Pennsylvania. Hence the use of the Governor's Residence address in Harrisburg rather than the Erie County Library.*

- Kathryn Ames, Director
Athens Regional Library
120 West Daugherty Street
Athens, Georgia 30601
Tel: 404-613-3650

A building program was prepared for the Athens Regional Library for a structure of 63,000 square feet. In addition to the traditional library spaces, the building program provides for an expanded Talking Books Center for use by the visually impaired and a distinctive Heritage Room to house a growing collection of genealogy and local history. Space needs were projected for 20 years and included guidelines for the future expansion of the building opened in May, 1992. Architectural drawings and specifications were reviewed by the Consultants

- Ann Cousineau, County Librarian
Solano County Library
1150 Kentucky St.
Fairfield, CA 94533
Tel: 707-421-6510

The Consultant provided the building program in 1989 and worked through design in 1990-91 for this 25,000 square foot County Library branch now serving the residents of Vacaville, California. Particular attention was given maximizing staff utilization as a means of minimizing operating costs. The Library is a vital part of a community center with shared parking.

- Darrow Willey, Director
DeKalb County Library
215 Sycamore Street
Decatur, Georgia 30030
(404) 370-8450

Note: Barbara Loar, now retired, was the Director of ofthe DeKalb County Library at the time of our project there. Her Assistant was Donna Mancini who is now Director of the Nashville & Davidson County Library. You may contact her as follows:

Donna Mancini, Director
Nashville & Davidson County Library
225 Polk Avenue
Nashville, TN 37203
(615) 862-5760

The Consultants were involved from 1989-1994 with a massive project involving 16 new and/or remodeled & expanded branch libraries for the De Kalb County Library, De Kalb, Georgia. Work began with the preparation of prototype building programs for two 20,000 square foot Area libraries, four 10,000 square foot Community Branches and five smaller Satellite libraries. Special programs were developed for the remodeling of two small libraries and for the remodeling and a major addition to the Maud Burrus Library in Decatur which serves as the headquarters for the County Library. After completing the building programs, the Consultants were responsible for reviewing plans and specifications.

- Ronnie Lee Budge, Director
Jackson County Library Services
413 West Main Street
Medford OR 97501
541-776-7280

In 1990-91, the Consultant prepared a 10 year master plan for public library facilities in Jackson County, Oregon. The headquarters building in Medford and all 14 branches were included in the study. Particular attention was given the anticipated role telecommunications might play in improving library service. To provide adequate library facilities for residents in the entire County, the master plan estimated the need for a total of 167,225 square feet of library space. This master plan continues to be the basis for library planning and design work now underway in Jackson County.

- Richard Hall, Facilities Consultant
California State Library
P.O. Box 942837
Sacramento, CA 94237-0001
(916) 653-7252

For a number of years the Consultant has assisted the California State Library in reviewing building programs and drawings submitted for Federal and State grant programs. Such work has been under the direction of Richard Hall. (All work for California State Library was undertaken as an independent prime contractor.)

Glendora Public Library: *Proposal* - March 16, 1999

PHASE 2. PREPARATION OF THE BUILDING PROGRAM

It will be the goal of the Building Program to provide a descriptive catalog of requirements detailing the specific space needs and other requisites that design professionals will be expected to incorporate into a new Library building. The process of creating the Building Program serves as an exacting methodology for accurately itemizing, estimating and refining the total space needs. Work begins by re-considering with the Library representatives the preliminary list of library functions and resources arrived at during the Needs Assessment process. Gradually these are refined and all of the relevant elements are added with estimates of the space they will require. This step-by-step system of gathering, analyzing, and refining both concepts and hard data involves participation of Library participants. Because of this comprehensive and exacting approach, the completed building program serves as the authoritative tool for planning and design. As a document, it serves as the source book for the design professionals to initiate the design phase as well as a check list for the client's use in determining compliance with Building Program objectives.

The Building Program will include the following sections:

- An initial chapter presenting the Vision of the Glendora Public Library arrived at as a product of the Needs Assessment Study. This acts as the source of inspiration and direction for the concepts embodied in the Building Program.
- A discussion of the thirty-plus general requirements considered basic to good library building design such as accessibility and parking, flexibility to adapt to new resources and services, supervisory control, maximizing staff utilization, minimizing long term operating and maintenance costs, personal and building security and life safety, handicap access, energy conservation, power and communications needs, lighting and fenestration, acoustics, automation, graphics and signs, etc.
- Summary tables for (1) collections, (2) seating, (3) staff workstations, (4) electronic equipment, (5) area space requirements for each identified library function, (6) conversion table for converting the estimated Net Square footage to total square footage.
- Functional relationship (Adjacency) diagrams to show how library functions must relate to one another for efficient operation as well as user and staff convenience.
- Area Data Sheets for each functional space identified in the Building Program which provide detailed requirements including such items as:

- Estimated size stated in Net Square Feet
- Floor (if site or other considerations require more than one floor)
- Future expansion or contraction likelihood
- Description of function
- Desired atmosphere
- Relationships to other functions
- Collections to be housed in terms of volumes and shelving units
- Seating and other accommodations for users by type and number
- Miscellaneous furniture and equipment such as files, desks, atlas and dictionary stands, etc.
- Lighting
- Fenestration

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- Acoustics
- Display cases, bulletin boards, etc.
- Power
- Clocks
- Electronic Information equipment including computers and communications equipment
- Finishes
- Plumbing
- Signs
- Security

After approval by the Client, the Building Program should become the official source book for the design professionals and serve as a means for City review of drawings and specifications to determine whether or not program requirements are being met.

PHASE 3. SITE SELECTION STUDY

Without doubt, the site occupied by a public library building is a major factor in its usefulness and popularity in the community. Accessibility including visibility and adequate parking are important determinants in drawing people into the Library. The greater the Library's use, the better the community's investment is in the building, its resources and services. The site also impacts the configuration and design of the facility which, in turn, can affect the long-term operating cost of the Library. In this context, the importance of a library building's location is not unlike that of any successful retail enterprise. As a result, the use of certain criteria has proven helpful in the evaluation of possible library sites. Each potential site under review will be carefully evaluated according to these criteria and any other factors unique to Glendora. The results will be described in a study report including a table of comparisons where numerical scores will clarify similarities and differences.

PHASE 4: ASSIST IN ESTIMATING OPERATING COSTS

Systematic monitoring of potential operating costs during the planning process is an important device for anticipating the effect of a new library building on the annual budget. This activity should be an integral part of each of the preceding phases and culminate in a final operating cost estimate following the completion of Phase 4. While the primary responsibility will remain with the Library Director, the Consultant will be an active participant.

- During Phase 1, the Consultant will help identify the various new and/or expanded services and resources under consideration for inclusion in the project which represent substantial changes in operating costs
- Before the Building Program is finalized in Phase 2, the Consultant will further identify elements which appear to have serious operating cost consequences and indicate possible alternatives
- As a part of the Phase 3 site selection process, the Consultant will consider operating cost implications for each site under review
- At the conclusion of Phase 4, the Consultant will summarize the major operating cost ramifications of the new Library building program and work with the Library Director in the preparation of a summary report

(END OF TASKS FOR PRE-DESIGN PERIOD)

Glendora Public Library: *Proposal* - March 16, 1999

PHASE 5. CONCEPT/SCHEMATIC* DESIGN (Initial Step in Architectural Development)

With the acceptance of the Building Program by the Client, it is expected that the City will wish to retain an architectural firm to convert the program requirements into a schematic design suitable to the selected site. This assignment will also result in schematic drawings and outline specifications that are sufficiently detailed to support the initial cost estimate. During Phase IV, the Library Consultant will work with the design professionals and the Client's representatives in the interpretation of the Building Program and the review of drawings and specifications for compliance with program requirements. The final review of the plans and specifications by the Library Consultant will result in a written summary of issues which need to be resolved in the Design Development stage.

In Phase 5, the design professionals selected by the City will have the responsibility for converting the Building Program requirements into Concept and Schematic design drawings supplemented by outline specifications. Their work is to be in sufficient detail to provide the basis for an accurate and realistic preliminary construction cost estimate. During Phase 5, the Library Consultant will be responsible for: (1) interpreting the Library Building Program's requirements, (2) defining major design issues as work progresses, (3) reviewing progress drawings and outline specifications, and (4) assisting Library staff in understanding design implications for library service and management.

Throughout the Concept/Schematic design phase, the Consultant will call attention to design and layout elements which appear to have meaningful long-term operating cost implications; wherever possible, the Consultant will offer alternative suggestions.

Whenever Phase 5 is implemented by Glendora, the Library Consultant's responsibilities and fees will be negotiated separately from those of the Pre-design period and the Consultant's contract amended accordingly.

*Design professionals vary in their definitions of Concept Drawings and Schematic Drawings including a tendency to blend them into a single design phase. As used here, the Concept/Schematic phase is meant to cover the process of arriving at a set of drawings which clearly establish the interior layout of functions and the exterior design supplemented by a set of outline specifications. Submittals by the design team would be expected to include site plan, floor plans, exterior elevations, a minimum of two sections, and a cost estimate produced by a recognized construction cost estimating firm.

3. PROPOSED SCHEDULE

Phases 1-4 can usually be completed in 3 to 4 months depending in part on the review schedule established by the Client.

Phase 5 can begin as soon as the Building Program has been approved, project financing secured and Design Professionals selected and placed under contract by the City. The length of time required for this initial design phase can be affected by many variables but usually requires from two to four months. The calendar for subsequent design phases will probably require 6-9 months.

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4. THE LIBRARY CONSULTANT'S QUALIFICATIONS EXPERIENCE AND REFERENCES

The Library Consultant's qualifications, experience and references are summarized in the accompanying resume. It should be noted that the Consultant has been involved in more than 150 Public Library Building projects ranging in size from less than 1,000 square feet to more than 220,000 square feet. This has resulted in a broad experience base with the kinds of studies described in this Proposal.

5. REPORTS AND REPORTING

As provided in this Proposal, the Library Consultant will prepare and submit to the Client three bound copies each of the Needs Assessment Study, Building Program and Site Study as well as camera-ready copy for reproduction and distribution by the City.


6. COST OF CONSULTANT SERVICES

The scope of work described in this Proposal will be provided for a total of Sixteen Thousand Two Hundred Dollars (\$16,200) including both fees and expenses and covering 8 field trips to Glendora.

Additional compensation will be due and payable if, by mutual agreement, the Consultant is assigned additional tasks and/or makes more than eight (8) field trips to Glendora.

The responsibilities and fees of the Library Consultant will be established separately for Phase 5 and the Consultant's Contract amended accordingly whenever the City elects to undertake architectural development of the Library.

Respectfully submitted,


Raymond M. Holt
Library Consultant

Date: 3/16/99

**RESUME INCLUDING
STATEMENT OF QUALIFICATIONS, RECORD OF EXPERIENCE
AND REFERENCES FOR:**

RAYMOND M. HOLT, LIBRARY CONSULTANT
2921 Avenida Valera, Carlsbad, CA 92009
Tel: 760-929-8373 FAX: 760-929-0901

For the past 30 years Raymond M. Holt has served as a Library Consultant. He has been involved in more than 150 facility projects ranging in size from less than 1,000 square feet to more than 200,000 square feet and have included remodeling, additions and entirely new facilities. Projects have been undertaken, or are currently underway in 15 states ranging from Alaska to Georgia, and California to Pennsylvania and Washington D.C.

A graduate of the University of Redlands, Holt earned his graduate degree in Library Science from the University of Southern California. Before entering full time consulting practice, Holt, served as City Librarian for the Pomona Public Library, Pomona, California. This hands-on experience has provided a background for realistic needs assessment studies, building programs and other assignments.

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Personal attention is given each assignment with emphasis upon developing and maintaining a close working relationship with Library staff, design professionals, citizen representatives, jurisdiction officials and other project personnel. Because of his familiarity with the vocabularies of both the library and design professions, Holt is able to clarify requirements and state them in terms understandable to both groups. The building program then becomes an invaluable source book for the design professional and an indispensable tool for use in comparing design drawings and specifications with building requirements.

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Our Needs Assessment studies are deeply rooted in the projections of library-related aspects of a community's demographic characteristics. We believe that the degree of success achieved by a public library is directly related to its relevancy for the community it serves. While a community's library-related characteristics may seem fairly obvious, they are oftentimes subtle and require a sensitive understanding of the community's residents, history, economy, political realities and other variables. Once this information is gathered and evaluated, the library's collections, services, staff and operations can be more accurately and sympathetically defined.

The Consultant's comprehensive building programs cover:

- Space estimates
- Functional Relationship Diagrams
- Narrative Description of Major Functional Areas
- Systematic Statement of Requirements for Each Identified Functional Area in the form of Detailed Area Data Sheets

Over the years, the Consultant has been active in library organizations at both the State and National levels. He has led several extensive library building workshops in both California and various parts of the nation.

**PUBLIC LIBRARY
RECENT EXPERIENCE RECORD**

**For
Raymond M. Holt, Library Consultant**

Having been involved in more than 150 library building projects, the Consultant has had broad experience in all phases of facility programming and planning of public libraries. This includes involvement with design professionals to interpret library program goals and monitor compliance with program requirements. Current and recent projects are represented by the following clients with references provided for each. Additional references will be provided upon request.

- April Soash
Director of Community Services
City of Monrovia
415 South Ivy Ave.
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Monrovia, CA 91016
Tel: 626-303-3619

A detailed Needs Assessment study has been prepared for the Monrovia Public Library. It includes a comparison of operating data for 11 libraries serving populations of similar size covering more than two dozen categories such as financial support, staffing, collections, and usage. As the second step in the facility process, a building program is being written to provide information and guidance for design professionals. The building program is to be completed by late summer. Design phase will then begin with completion by December, 1998.

- Paymaneh Maghsoudi
Library Director
Azusa City Library
729 Dalton Avenue
Azusa, CA 91702-2586
Tel: 626-812-5277

A Needs Assessment Study and Building Program were prepared in 1996-97 for a new building of approximately 50,000 sq.ft. Program includes computer laboratory as well as numerous public and staff access terminals including on-line and Internet resources. Special provision for Literacy and Individual Learning Instruction. Awaiting funding for construction. Special emphasis on Children's programming and Heritage Room for local history.

- Erie County Library
160 E. Front Street
Erie, PA 16507

Michelle Ridge*
Governor's Residence
P.O. Box 11667
Harrisburg, PA 17108
(717) 787-1965

The opening in 1997 of the 85,000 sq.ft. Erie County Library building headquarters, which serves as the City Library for residents of Erie, marked the completion of a project begun by the Consultant in 1979. During this period the Consultant provided a number of studies including a needs assessment study of Erie County Library facilities and the building program for the headquarters library. The Consultant served as a project team member, participating in design meetings and in reviewing drawings and specifications.

** Reference is made to the former Library Director, Michelle Ridge, with whom we worked closely throughout this project. She resigned from this post when her husband, Tom Ridge was elected Governor of Pennsylvania. Hence the use of the Governor's Residence address in Harrisburg rather than the Erie County Library.*

- Kathryn Ames, Director
Athens Regional Library
120 West Daugherty Street
Athens, Georgia 30601
Tel: 404-613-3650

A building program was prepared for the Athens Regional Library for a structure of 63,000 square feet. In addition to the traditional library spaces, the building program provides for an expanded Talking Books Center for use by the visually impaired and a distinctive Heritage Room to house a growing collection of genealogy and local history. Space needs were projected for 20 years and included guidelines for the future expansion of the building opened in May, 1992. Architectural drawings and specifications were reviewed by the Consultants

- Ann Cousineau, County Librarian
Solano County Library
1150 Kentucky St.
Fairfield, CA 94533
Tel: 707-421-6510

The Consultant provided the building program in 1989 and worked through design in 1990-91 for this 25,000 square foot County Library branch now serving the residents of Vacaville, California. Particular attention was given maximizing staff utilization as a means of minimizing operating costs. The Library is a vital part of a community center with shared parking.

- Darrow Willey, Director
DeKalb County Library
215 Sycamore Street

Decatur, Georgia 30030
(404) 370-8450

Note: Barbara Loar, now retired, was the Director of ofthe DeKalb County Library at the time of our project there. Her Assistant was Donna Mancini who is now Director of the Nashville & Davidson County Library. You may contact her as follows:

Donna Mancini, Director
Nashville & Davidson County Library
225 Polk Avenue
Nashville, TN 37203
(615) 862-5760

The Consultants were involved from 1989-1994 with a massive project involving 16 new and/or remodeled & expanded branch libraries for the De Kalb County Library, De Kalb, Georgia. Work began with the preparation of prototype building programs for two 20,000 square foot Area libraries, four 10,000 square foot Community Branches and five smaller Satellite libraries. Special programs were developed for the remodeling of two small libraries and for the remodeling and a major addition to the Maud Burrus Library in Decatur which serves as the headquarters for the County Library. After completing the building programs, the Consultants were responsible for reviewing plans and specifications.

- **Ronnie Lee Budge, Director**
Jackson County Library Services
413 West Main Street
Medford OR 97501
541-776-7280

In 1990-91, the Consultant prepared a 10 year master plan for public library facilities in Jackson County, Oregon. The headquarters building in Medford and all 14 branches were included in the study. Particular attention was given the anticipated role telecommunications might play in improving library service. To provide adequate library facilities for residents in the entire County, the master plan estimated the need for a total of 167,225 square feet of library space. This master plan continues to be the basis for library planning and design work now underway in Jackson County.

- **Richard Hall, Facilities Consultant**
California State Library
P.O. Box 942837
Sacramento, CA 94237-0001
(916) 653-7252

For a number of years the Consultant has assisted the California State Library in reviewing building programs and drawings submitted for Federal and State grant programs. Such work has been under the direction of Richard Hall. (All work for California State Library was undertaken as an independent prime contractor.)



Glendora Public Library

Constance J. Tiffany, Director

140 S. Glendora Ave.
Glendora, CA 91741
TEL (626) 852-4891
FAX (626) 852-4899

June 23, 1999

Dear Sir or Madam,

The Glendora Public Library is seeking the services of a library building consultant to obtain and analyze data that is needed for library facility planning and to determine if a new or expanded building will best meet the future needs of the community.

The Request for Proposal, a copy of the preliminary needs assessment study that was performed in fiscal year 1998-1999, and the library's annual plan and vision are included. All proposals are due July 31, 1999. A walk through is scheduled for Tuesday, July 13, 1999 at 8:15 a.m. at the library.

We hope that you will respond to this Request. Should you have any questions or require clarification, please don't hesitate to call, e-mail, or fax either Anne Pankow or Jill Patterson. They can be reached at:

Anne Pankow: 626/852-4893

e-mail: apankow@ci.glendora.ca.us

Jill Patterson: 626/852-4896

e-mail: jpatterson@ci.glendora.ca.us

We look forward to hearing from you.

Cordially,

Constance J. Corcoran
Library Director

**City of Glendora
Notice Inviting Proposals
For Facility Needs Assessment and Building Program**

I Introduction

The Glendora Public Library is seeking the services of a library building consultant to obtain and analyze data that is needed for library facility planning and to determine if a new building will best meet the future needs of the community.

The steps needed to establish accurate and appropriate data to evaluate the facility include:

needs assessment,
building program,
site evaluation, and
assist in estimating operating costs.

In fiscal year 1998-1999 an architectural firm reviewed the library's current needs and made recommendations for interior renovation and a master space plan on the present site. In the course of their work, additional space needs were identified which an interior renovation would not adequately address. The architects concluded that "Glendora should perform a Library Expansion Building Program to determine square footage (needed)".

The City of Glendora is a general law city with a population of approximately 52,300 covering an area of approximately 20 square miles. Glendora is generally bounded on the west by the city of Azusa, on the south by the city of Covina, on the east by the city of San Dimas and on the north by the national forest.

The existing 28,000 square foot library building was initially constructed in 1972 and has had no comprehensive renovation since. The Library employs approximately 10 full-time and 20 part-time employees and 200 volunteers on two floors. The public service area of the building is mostly underground.

II Objectives and scope of work

Working closely with representatives of the Library, City and Community, the Library Consultant will be responsible for providing a comprehensive needs assessment, building program, site evaluation and estimate of operating costs. Each element will be developed within the context of the Glendora community and in keeping with the anticipated requirements for submitting applications to a possible future California Library Construction and Renovation Bond Act.

A written camera-ready report will be required at the conclusion of each phase of the project, preceded by one or more draft documents.

Phase 1: Needs Assessment

The purpose of the Needs Assessment study is to determine the current and future library resources, services and library components necessary for meeting the projected library needs of Glendora's population. Community demographics must be considered and the consultant must be familiar with current trends in contemporary public library service. Based on the results of the Needs Assessment, the consultant will make a recommendation to either renovate or remodel the existing facility or construct a new building.

Phase 2: Building Program

The purpose of the Building Program is to create a descriptive catalog of requirements detailing the specific space needs and other requisites that design professionals will incorporate into a new or expanded library building. The final report will include elements such as, but not limited to, accessibility and parking, adaptability to new technology and services, maximizing operating and maintenance costs, security, energy conservation, wiring, lighting, acoustics, work, storage, and public areas, and shelving and display of the library collections.

Phase 3: Site Selection Study

The current site and other potential sites for a new facility will be reviewed and evaluated. A report with comparative data will clearly indicate the advantages and disadvantages of each site.

Phase 4: Estimate Operating Costs

Estimates of operating costs will be made during each phase. During Phase 1, estimates for the cost of projected new or expanded services and resources will be provided if the cost represents substantial changes to the current library budget. These costs will be further refined as part of the Building Program in Phase 2. Cost implications for each site reviewed will be included in the Phase 3 study. A summary report synthesizing the information collected in the first 3 phases will be provided as the final Phase 4 product.

Future: Concept and schematic drawing review

If the decision is made to proceed with new or expanded library construction, the library may elect to continue using the services of the selected consultant to work with the architectural firm contracted to create the concept and schematic drawings. The consultant would then review the drawings to ensure that all elements outlined in the building report have been accommodated.

III Proposal requirements

- A. All proposals must be submitted to the City Clerk, City of Glendora, 116 E. Foothill Blvd., Glendora, CA 91741, no later than 10:00 a.m., July 30, 1999. All proposals shall

be submitted in a sealed envelope and clearly marked **“PROPOSAL FOR LIBRARY FACILITY NEEDS ASSESSMENT AND BUILDING PROGRAM”**. Please submit **six (6) copies of the proposal**.

- B. The Library will host a walk through and answer questions for information on Tuesday, July 13, 1999 at 8:15 a.m. The address is 140 S. Glendora Ave., Glendora.
- C. Proposals shall be structured to identify specific tasks, incorporating the scope of work consistent with the consulting goals.
- D. Proposals shall contain a fixed cost for the project, itemized for separate options, and an hourly rate for additional work not included within the contract of services.
- E. Proposals shall contain the names, titles, and resumes of the consultant firm's personnel assigned to perform the work and specifically identify the individual who will be the designated back-up support when the primary contact is not available.
- F. Proposals shall contain detailed information regarding the consultant firm's experience in performing similar work and include the name, address, and telephone number of at least four (4) public library client references.

IV Selection process

- A. A library evaluation committee will perform a comprehensive analysis of each proposal and conduct a thorough check of the consultant firm's library client references.
- B. The most qualified consultant firms will be invited to participate in an oral interview.
- C. Final selection shall be based upon the following criteria:
 - 1. Consultant firm's familiarity with the work and prior experience regarding similar work.
 - 2. Consultant firm's professional and technical capabilities.
 - 3. Consultant firm's responsiveness regarding the project objectives, scope of work, and proposal requirements.
 - 4. Consultant firm's availability, personnel commitment, and demonstrated ability to perform quality work.
 - 5. Consultant firm's cost to perform the work.

V. Contract conditions

- A. The selected consultant firm shall enter into a contract with the City which shall contain a hold harmless and indemnification provision and require the consultant to secure and maintain the following insurance coverage:

1. INSURANCE. The Consultant agrees to maintain in force at all times the following insurance with a current A.M. Best's rating of no less than A:VII:
 - a) Worker's Compensation and Employer's Liability insurance covering employees of the Consultant in such amounts as required by law.
 - b) Commercial General liability insurance in the amount of One Million Dollars (\$1,000,000) per occurrence, naming the City as an additional insured.
 - c) Professional liability insurance in an amount of One Million Dollars (\$1,000,000) or Errors and Omissions liability insurance in the amount of One Million Dollars (\$1,000,000) per occurrence.
 - d) Automobile liability insurance in the amount of One Million Dollars (\$1,000,000) per accident for bodily injury and property damage.
 - e) Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, either: the Consultant shall reduce or eliminate such deductible or self-insured retentions as respects the City, its officials, employees and volunteers; or the Consultant shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.
 - f) The general liability and automobile liability policies are to contain, or be endorsed to contain, the following provisions:
 1. The City, its officers, officials, employees and volunteers to be covered as insureds as respects: liability arising out of activities performed by or on behalf of the Consultant; products and completed operations of the Consultant; premises owned, occupied or used by the Consultant; or automobiles owned, leased, hired or borrowed by the Consultant. The coverage shall contain no special limitations on the scope of protection afforded to the City, its officers, officials, employees or volunteers.
 2. For any claims related to this project, the Consultant's insurance coverage shall be primary insurance as respects the City, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the Consultant, its officers, officials, employees or volunteers shall be excess of the Consultant's insurance and shall not contribute with it.
 3. Any failure to comply with reporting or other provisions of the policies including breaches of warranties shall not affect coverage provided to the City, its officers, officials, employees or volunteers.

4. The Consultant's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
5. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, reduced in coverage or in limits except after (30) day's prior written notice by Certified Mail, Return Receipt Requested, has been given to the City.

B. Consultant shall furnish the City Clerk annually with original endorsements affecting coverage required by this clause. The endorsements are to be signed by a person authorized by that insurer to bind coverage on its behalf. The endorsements are to be on forms provided by the City. All endorsements are to be received and approved by the City before work commences. As an alternative to the City forms, the Consultant's insurer may provide complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications in the form of a Certificate of Insurance.

VI Proposed schedule, 1999-2000

July 1	Issue RFP
July 13	Walk through
July 30	Proposals due
August 1-13	Proposal evaluations
August 16	Consultant interviews
August 20	Award of contract
September	Meet with library staff, community representatives and trustees
October 30	Needs assessment due
November 30	Building program due
December 31	Site selection due
January 31	Estimate of operating costs due

Additional information:

Jill Patterson, Senior Librarian or Anne Pankow, Administrative Services Supervisor
 Glendora Public Library
 140 S. Glendora Ave.
 Glendora, CA 91741

Telephone: 626/852-4896 or 626/852-4893

Fax: 626/852-4899

email: jpatterson@ci.glendora.ca.us
apankow@ci.glendora.ca.us

**1999-00 BUDGET
POLICY ISSUES**

DIVISION: Library Administration
 REQUEST TITLE: Facility needs assessment and building program

Request Summary

The purpose of this request is to retain a professional library building consultant to obtain information needed for library representatives, city officials and design professionals concerned with the community's changing needs for the 27-year old library facility. The steps needed to establish accurate and appropriate data include four separate but related planning phases: 1) needs assessment; 2) building program; 3) site evaluation; 4) schematic design assistance. Concurrently, the State legislature is considering new legislation for library construction and renovation bonds which could make substantial financial assistance available to the City. This year an architectural firm reviewed the library's current needs and made recommendations for interior renovation and a master space plan. They also oversaw upgrade of the public restrooms to meet ADA compliance. In the course of their work, significant costs were projected to complete a comprehensive upgrade, and additional space needs were identified which an interior renovation could not adequately address. The architects concluded that "Glendora should perform a Library Expansion Building Program to determine square footage (needed)"

Alternatives

- *Retain the services of a professional library building consultant in conjunction with a design firm to develop a needs assessment, building program, site evaluation and schematic design with design-based cost estimate.* This would cost approximately \$50,000.00
- *Retain a professional library building consultant to perform planning phases 1-3 only.* This would position the City for application of bond act grant funds should they become available, and/or to continue to schematic design phase in a subsequent fiscal year. The cost would be approximately \$20,000.00
- *Defer and proceed with capital project to renovate the library interior as proposed in Capital Project request for library renovation and exterior upgrade.* Cost for architectural and engineering fees is approximately \$160,000.00
- *Defer.*

Implementation

Prior to retaining the consulting firm, the following activities must take place;

- develop detailed scope of work and bid specifications
- advertise and obtain bids from at least five qualified professionals
- award contract to the most qualified professional bidder

Line Item Cost Detail

Description	Account Number	1999-00
Other Contract Services	001.7076.699	\$50,000.00

June 23, 1999

Library Project: Facility Needs Assessment and Building program
List of consultants who were mailed a "Notice Inviting Proposals"

Ralph Allen & Partners
520 North Main Street
Santa Ana, CA 92701

Greenlaw Designs Associates, Inc.
2100F Valderas Drive
Glendale, CA 91208

Ray Holt
2921 Avenida Valera
Carlsbad, CA 92009

760-929-8373
760-929-0901 (FAX)

Charles Walton Associates AIA, Inc.
320 Arden Avenue, Suite No. 210
Glendale, CA 91203

Graham Design Group
5629 Tujunga Avenue
North Hollywood, CA 91601

12159 Maxwellton Road
Studio City CA 91604-3623

David Smith
130 Holly Road
Hopkins, MN 55343

renovate and upgrade the building energy management system
or equal

CITY OF MONROVIA
COMMUNITY SERVICES DEPARTMENT

C-
which ones did
you want the
RFP sent to?

DATE: September 19, 1997
TO: April L. Soash, Director of Community Services
FROM: Monica Greening, Library Division Manager
SUBJECT: BUILDING/ARCHITECTURAL CONSULTANTS

* W

- 1. Ralph Allen & Partners
520 North Main Street
Santa Ana, CA 92701
(714) 547-7059
- 2. Architectural Resources Group
Pier 9 - The Embarcadero
San Francisco, CA 94111
(415) 421-1680 & Fax (415) 421-0127
- 3. Bahr, Vermeer & Haecker Architects
16 North Marengo, No. 702
Pasadena, CA 91101
Stephen A. Kuchenski, Architect
(626) 405-8001 & Fax (626) 405-8150
- 4. BSA Architects
350 Pacific Ave.
San Francisco, CA 94111
Carrie J. Cluff
(415) 781-1526
- 5. Robert R. Coffee Architect Associates
3111 Second Avenue, Suite No. 3
Corona Del Mar, CA 92625
Robert Coffee, Principal
(714) 760-8668 & Fax (714) 759-9381
- 6. EHDD Architecture
2789 25th St.
San Francisco, CA 94110
(415) 288-9193

* *

- 7. Greenlaw Design Associates, Inc.
2100F Valderas Drive
Glendale, CA 91208
Roger L. Greenlaw, A.S.I.D.
(818) 957-1801 & Fax (818) 957-1803

* *

- 8. Group 4/Architecture, Research and Planning, Inc.
301 Linden Ave.
South San Francisco, CA 94080
Robin Chiang, Architect
(415) 871-0709 & Fax (415) 871-7911

* *

- 9. Ray Holt
2921 Avenida Valera
Carlsbad, CA 92009
(760) 929-8373
- see #14
he works
for Thirtieth St.*

- 10. KFP Architects
1625 Olympic Boulevard
Santa Monica, CA 90404
Wade Killefer, Principal
(310) 399-7975 & Fax (310) 399-8545

- 11. Meyer & Rockcastle Ltd. *Meyer, Scherer & Rockcastle*
119 N. Second St.
Minneapolis, Minnesota 55401-1420
Jeffrey Scherer

- 12. NBBJ Library Design
130 Sutter Street, 2nd Floor
San Francisco, CA 94104
Edwin Dean
(415) 981-1100 & Fax (415) 955-9303

13. Phoenix Planning
25422 Trabuco Road (No. 105-248)
Lake Forest, CA 92630
Art Quinion W

14. Ripley Associates
49 Stephenson St., Suite 880
San Francisco, CA 94105
Cynthia Ripley, President
(415) 512-0880

15. Stockton Associates
561 Woodmont Ave.
Berkeley, CA 94708
Gloria J. Stockton
(510) 528-4440

16. Charles Wallon Associates AIA, Inc.
320 Arden Avenue, Suite No. 210
Glendale, CA 91203
Jim Nardini, Vice President
Stephen Finney, Principal
(818) 240-5456 & Fax (818) 546-8503

*as a
Claudia courtesy*

* W
12. ~~Wilson~~/Graham Design Group
5629 Tujunga Avenue
North Hollywood, CA 91601
Carole Graham, Architect
(818) 763-1792 & Fax (818) 506-8909

13. Wolff/Lang/Christopher Architects, Inc.
Virginia Dare Tower
10470 Foothill Boulevard
Rancho Cucamonga, CA 91730
(714) 987-0909 & (714) 980-9980

15. David Smith
* 130 Holly Rd.
Hopkins, MN
55343

*
14. Thirtieth Street Architects, Inc.
2821 Newport Blvd.
Newport Beach, CA 92663
(714) 673-2643
John Loomis, Principal

Arch.lst

~~15. David Smith
400 Main Ave #10
Calexico 92231
760 357-0771~~

~~David E Smith Architectural
268 E 15th St #7
Costa Mesa 92627
714 675 6350~~



VISION 2012

1998-1999 UPDATE

MISSION

The Glendora Public Library enriches the community by connecting people to the world of ideas, information and imagination to support their work, education, personal growth and enjoyment. The library stimulates civic involvement and is a symbol of the community's well-being.

VISION

In a friendly, beckoning, stimulating environment, patrons of the Glendora Public Library of the 21st century will be able to seek and find help in reaching sources of information, inspiration, and enjoyment.

In responding to the needs of all generations of our community, the library will provide a wide array of services to promote literacy and lifelong learning, utilizing cultural resources and the latest technology to improve and enrich our lives.

A focal point for community involvement, the library will not only provide a place for the interchange of ideas but will reach out to all segments, delivering services and resources beyond the confines of a building. The Glendora Public Library will be a partner with Glendora's hospitals, schools, businesses and service organizations to serve as an indispensable resource center for our entire community.

GOALS AND OBJECTIVES

GOAL: The community will be enriched by services that promote the value of learning for life.

Objectives

1. By June 30, 1999 Glendora residents not currently using the library will participate in outreach activities coordinated by the Board of Trustees.
2. By June 30, 1999 at least 10 community organizations will receive programs and presentations by library trustees.

3. By June 30, 1999 new teens and literacy students will attend library programs in response to outreach activities. (*Carmen Hernandez, Steve Armstrong, Maggie Lara)

GOAL: The community will have a library that is a welcoming, safe, accessible and comfortable environment to read, study, find information and interact with others.

Objectives

1. By January 1, 1999 the community will have a master plan for a modern, attractive, functional library interior that can accommodate changing use and new resources. (*Jill Patterson, *Anne Pankow, Carmen Hernandez, Bonnie Deering, Connie Tiffany)
2. By June 30, 1999 library users will better enjoy programs and understand announcements through a public address system; groups will be able to use the Bidwell Forum for computer training and presentations; plans will be complete for more accessible and functional public restrooms; a security system will protect the public's investment in library resources and equipment. (*Carlos Baffigo, Anne Pankow, Francy Bockoven)

GOAL: The community will have access to library computer resources that are easy to use, flexible, adaptable to change and maximize the service return on invested dollars.

Objectives

1. By June 30, 1999 a plan will be implemented to provide the public with a state-of-the-art Computer Center. (*Marsha Weeks, Ted Taylor, Matt Jester, Francy Bockoven)
2. By June 30, 1999 a contract will be in place to provide a new central automation system that makes it easy for the public to identify, locate and check out library materials. (*Francy Bockoven, *Jill Patterson, Anne Pankow, Pat Sullivan, Marsha Weeks, Ted Taylor)
3. By June 30, 1999 the public will have faster, more reliable access to a Technology Center with multiple resources that can be researched by nine different computer users simultaneously. (*Marsha Weeks, Ted Taylor, Jill Patterson, Francy Bockoven)

GOAL: The community will receive services that continuously respond to their changing needs, as ensured by Friends Foundation fund raising to supplement City tax revenues.

Objectives

1. By December 31, 1998 the Friends Foundation will complete requirements to match the \$100,000 Visionary Challenge of an anonymous community donor.
2. By April 30, 1998 the Friends Foundation will unveil a donor "book" in the library lobby to recognize past contributors and stimulate more community involvement.
3. To help build Glendora's Library of the Future, the Friends board will implement expanded Major and Planned Gift strategies to achieve: "one million dollars by the year 2000". (*Steve Armstrong, Maggie Lara, Connie Tiffany)

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2. By June 30, 1999 library users will better enjoy programs and understand announcements through a public address system; groups will be able to use the Bidwell Forum for computer training and presentations; plans will be complete for more accessible and functional public restrooms; a security system will protect the public's investment in library resources and equipment. (*Carlos Baffigo, Anne Pankow, Francy Bockoven)

GOAL: The community will have access to library computer resources that are easy to use, flexible, adaptable to change and maximize the service return on invested dollars.

Objectives

1. By June 30, 1999 a plan will be implemented to provide the public with a state-of-the-art Computer Center. (*Marsha Weeks, Ted Taylor, Matt Jester, Francy Bockoven)
2. By June 30, 1999 a contract will be in place to provide a new central automation system that makes it easy for the public to identify, locate and check out library materials. (*Francy Bockoven, *Jill Patterson, Anne Pankow, Pat Sullivan, Marsha Weeks, Ted Taylor)
3. By June 30, 1999 the public will have faster, more reliable access to a Technology Center with multiple resources that can be researched by nine different computer users simultaneously. (*Marsha Weeks, Ted Taylor, Jill Patterson, Francy Bockoven)

GOAL: The community will receive services that continuously respond to their changing needs, as ensured by Friends Foundation fund raising to supplement City tax revenues.

Objectives

1. By December 31, 1998 the Friends Foundation will complete requirements to match the \$100,000 Visionary Challenge of an anonymous community donor.
2. By April 30, 1998 the Friends Foundation will unveil a donor "book" in the library lobby to recognize past contributors and stimulate more community involvement.
3. To help build Glendora's Library of the Future, the Friends board will implement expanded Major and Planned Gift strategies to achieve: "one million dollars by the year 2000". (*Steve Armstrong, Maggie Lara, Connie Tiffany)



Glendora's Library of the Future

Strategic Plan for the Year 2010

MISSION

The Glendora Public Library enriches the community by connecting people to the world of ideas, information and imagination to support their work, education, personal growth and enjoyment. The library stimulates civic involvement and is a symbol of the community's well-being.

Dear Friends and Neighbors:

If you've looked at a newspaper in southern California in the past year, you know that libraries are in trouble. All around us, communities are closing their branches, reducing hours, eliminating children's programs, buying fewer books. While Glendora has not escaped the economic realities of the nineties, we have the good fortune to be in a community that values libraries.

Glendora's take pride in their community and its institutions. As a result, Glendora has always had one of the finest libraries in the San Gabriel Valley. Considering this history, the Library Board of Trustees and staff believe the road to our library's future must be mapped by those who will use its services and those who will navigate the course. Working together we can meet the challenges along the way to develop a library that is timeless in its ability to meet your continually changing needs and lifestyles.

To this end, staff and community representatives have worked for the past few months to develop a vision for Glendora's library of the future, creating an ideal around which to unite our efforts. The enclosed represents this vision. We have outlined broad goals. We have set a calendar of achievable objectives for 1994-95 to move us forward with specific, meaningful accomplishments. We are now excited to share this vision with you and to invite you to help us make Glendora's "Library of the Future" a reality.

Sincerely,

Constance J. Tiffany
Library Director



VALUES

- The primary purpose of the library is to provide services and resources to support formal education and work, personal growth, intellectual enrichment and enjoyment, and active citizenship.
- The library is responsive to the multicultural diversity of the community in its staffing, resources and services, while assuring equitable access for everyone.
- Service to youth is a priority.
- The library must be easy to use.
- Volunteers provide an essential resource for the library, and the development and training of these volunteers is an important contribution to the community.



VISION

We see the City's library becoming the resource center of Glendora, where all citizens will seek and find help in reaching the sources of information and inspiration they need to make the most of their lives and the community. We will provide:

- a place for relaxation and the interchange of ideas among individuals as well as local organizations -- a center for the community's social and cultural interaction and for lifelong learning;
- services that facilitate people's interaction with technology and access to resources;
- resources for businesses, preschoolers, students, parents, job-seekers, seniors, researchers and pleasure-seekers alike;
- access for users where and when they are best served whether in person, by modem or in cyberspace;
- a stimulus to community involvement and volunteerism.



PLANNING CONTEXT 1994-2010

The Library Board of Trustees and staff anticipate that trends in technology, the economy, demographics and government will change library services by the year 2010 to the extent that libraries in the future may be unrecognizable as we know them today. Perspectives about these issues were compiled from a variety of trend studies, articles, library surveys and the City's General Plan.

Complete analysis and source references are found in "GLENLORA'S LIBRARY OF THE FUTURE: BACKGROUND REPORT" which can be consulted at the Glendora Public Library, along with the detailed 1994-1995 tactical plan of objectives, activities, timelines and resource commitments.

3. By June 30, 1999 new teens and literacy students will attend library programs in response to outreach activities. (*Carmen Hernandez, Steve Armstrong, Maggie Lara)

GOAL: The community will have a library that is a welcoming, safe, accessible and comfortable environment to read, study, find information and interact with others.

Objectives

1. By January 1, 1999 the community will have a master plan for a modern, attractive, functional library interior that can accommodate changing use and new resources. (*Jill Patterson, *Anne Pankow, Carmen Hernandez, Bonnie Deering, Connie Tiffany)
2. By June 30, 1999 library users will better enjoy programs and understand announcements through a public address system; groups will be able to use the Bidwell Forum for computer training and presentations; plans will be complete for more accessible and functional public restrooms; a security system will protect the public's investment in library resources and equipment. (*Carlos Baffigo, Anne Pankow, Francy Bockoven)

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VISION 2012

1998-1999 UPDATE

MISSION

The Glendora Public Library enriches the community by connecting people to the world of ideas, information and imagination to support their work, education, personal growth and enjoyment. The library stimulates civic involvement and is a symbol of the community's well-being.

VISION

In a friendly, beckoning, stimulating environment, patrons of the Glendora Public Library of the 21st century will be able to seek and find help in reaching sources of information, inspiration, and enjoyment.

In responding to the needs of all generations of our community, the library will provide a wide array of services to promote literacy and lifelong learning, utilizing cultural resources and the latest technology to improve and enrich our lives.

A focal point for community involvement, the library will not only provide a place for the interchange of ideas but will reach out to all segments, delivering services and resources beyond the confines of a building. The Glendora Public Library will be a partner with Glendora's hospitals, schools, businesses and service organizations to serve as an indispensable resource center for our entire community.

GOALS AND OBJECTIVES

GOAL: The community will be enriched by services that promote the value of learning for life.

Objectives

1. By June 30, 1999 Glendora residents not currently using the library will participate in outreach activities coordinated by the Board of Trustees.
2. By June 30, 1999 at least 10 community organizations will receive programs and presentations by library trustees.



THE LIBRARY IN 2010

In fifteen years, community leaders and library staff see the library as more important than it is today. The building is designed to serve people more than it is to store things. Its staff are highly trained and they are supported by enthusiastic volunteers, self-help services and innovative technology to facilitate people's access to resources. It offers expanded services for young children, seniors, the disabled and the homebound. It ensures access for the novice as well as for the technologically educated. It serves the business community and is a place for relaxation and the interchange of ideas among individuals as well as organizations. It fosters the community's social and cultural interaction. The library is a center for lifelong learning.

Who is served?

People of all ages from infants to seniors use the library. They come from the entire region in the course of work-related and personal commuting. Businesses, students, parents, job-seekers, researchers and pleasure-seekers alike are its customers.

What do they need?

Library customers in 2010 need information and materials on culture, arts, education and entertainment — media in a variety of formats. They need training on how to use the facilities and resources. They need awareness of what is offered, access to technology, support in navigating complex roadways to information — resources and services that are updated constantly. Individual research and group interaction are equally necessary. Personal enrichment and enjoyment of a rich variety of literature continue to be emphasized. Stimulation of the imagination is as important as access to information.

How are they served?

Access to resources is available twenty four hours a day, seven days a week — from home, office or school. Services are immediate, on-the-spot. Information is attainable through several levels, including free individual assistance and group instruction; low cost, self-guided discovery and contracted custom research. There are job retraining resources. The community has constant training opportunities in the use of new technology. There is a bookstore, coffee bar, canteen, homework center, quiet area, meeting rooms and cultural activity center within the library.

How is the library funded?

There is strong local government and community support for basic services. There is substantial private funding for enhanced services. There are free access and special fee-based services — contract services are also available. There are business and corporate-sponsored resources and services. Volunteerism is an essential resource as well as a service to the community — as an opportunity for citizen participation, youth work experience and senior citizen involvement.

The universal librarian—knowledge navigator

Professionally trained librarians are more necessary in the future than ever before. They are the human connection, continuing to provide what computers cannot: guidance, sensitivity, judgment, encouragement, enthusiasm, persuasion, humor, warmth. They are helped by "knowbots" and "software surrogates". They use "powerbooks" and "virtual research centers". Because of their expertise, librarians easily navigate the electronic superhighways of the world, making access to information through a myriad of complex interchanges seem transparent to the knowledge seeker.

Glendora's Library of the Future is a catalyst — a service institution that brings about real change in the community.



THE PLANNING PROCESS

On February 26, 1994 library staff and community representatives were led by facilitator/consultant Raymond P. Rood of Human Technologies International in a creative process called "Strategic Futuring" to envision the future of the Glendora Public Library in the year 2010. Participants reviewed the history and traditions of the library, its current status, emerging trends and issues and the critical events and decisions which would enable the vision to unfold. Mr. Rood also consulted on completion of the plan development, including a comprehensive organizational assessment to determine the staff's readiness to undertake change and to identify internal issues needing to be addressed by the plan.

Following the all-day workshop, staff leaders were trained to develop goals and objectives, addressing complex issues and challenges with the most efficient use of time and involving a broadly representative but limited number of people. Each committee included staff and community members who were drawn from businesses, schools, other city departments, library support groups and service institutions. The goals and objectives incorporate pertinent findings from the futuring workshop, the Library's Five Year Plan (1990-1995), Library User Survey (1993) and Library Staff Organizational Assessment (1994).

The multi-year strategic plan, including mission and goals, coordinates with a one-year tactical plan of twenty-five objectives to make substantial progress toward the 2010 vision during the first year. In all, forty five people contributed to the plan over a six month period. Facilities, consulting services (valued at \$8500) and refreshments were all donated or paid for by the Friends of the Glendora Library, with the exception of a computer analysis of the organizational assessment instruments.



ACKNOWLEDGMENTS

Special thanks from the City of Glendora, Library Board of Trustees and library staff to Raymond P. Rood of Human Technologies International for his generous donation of consulting services.

Cool Afterschool Crew, a service of the Library's Children's Room, contributed "2020 Vision" to the background report. Recognition for their creative efforts goes to "Crew" members: Kevin Praeg, Heather Sells, Brent Potter, and Tiffany Jurzak.

Community Participants

Sue Bauer
Carl Baumgaertner
**Fred "Pete" Beck
Doris Blum
Jane Braun
Carol Gilkenson
Dr. Paul Gray
Dr. Mary Harrell
Pat Henny
Tom Holm
Rev. Luff Johnson
Dr. Dolores Kelley
Bob Kuhn
Brian Nathanson
Donna Nelson
Dr. Patricia Rasmussen
**Marilyn Ryan
Margo Turner
Keith Van Vliet
Annette Whistler

Library Staff Participants

+ Steve Armstrong	+ Andre Gonzalez	+ Caroline Nance
Carlos Baffigo	Linda Granicy	+ Anne Pankow
+ Franci Bockoven	+ Carmen Hernandez	+ Diane Parsons
+ Jim Corwin	+ Rosalie Jaquez	+ Jill Patterson
+ Bonnie Deering	+ Maggie Lara	Ted Taylor
Kevin Freeman	Ferial Mansouri	Dawn Truex

City Staff Participants

Dennis Swink
Cathi Vandegrift

Glendora Library Board of Trustees

** Richard H. Rinaldi, President
** Eleanore Rich, Vice President
Jim Nakano
Tom Edwards
Nancy Gorey

**+ Constance J. Tiffany, Library Director

**Steering Committee of the Strategic Planning Process
+Implementation Committee Chairs

Adopted June 20, 1994 by the Library Board of Trustees



**Glendora
Public
Library**

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