

**MEMORANDUM**

February 24, 2015

TO: Health and Human Services Committee  
FROM: Vivian Yao, Legislative Analyst *VY*  
SUBJECT: **Capital Improvements Program Update, Department of Public Libraries**

The Health and Human Services (HHS) Committee will receive an update on the Montgomery County Public Libraries (MCPL) projects in the FY15-20 Capital Improvements Program (CIP). Representatives from MCPL, the Office of Management and Budget (OMB), and the Department of General Services (DGS) are expected to participate in the update.

The Committee meeting jointly with the Planning, Housing, and Economic Development Committee is scheduled to receive an update on the Wheaton Library and Community Recreation Center project directly preceding this meeting.

**FY16 Capital Budget Recommendations for MCPL Projects**

The following table shows the recommended FY16 Capital Budget amounts and projects for MCPL:

Project	FY16 Recommended Capital Budget
Library Refurbishment Level of Effort	\$1,870,000
21 <sup>st</sup> Century Library Enhancements Level of Effort	\$ 500,000

**Library Refurbishment Level of Effort**

This project provides "a structured process to ensure that library service stays 'modern and current' and the building's infrastructure remains safe, efficient, and operationally effective." The PDF contemplates the completion of two projects in FY15 and three projects in each subsequent year. It also requires that notice identifying the specific library project to be refurbished be given to Council at least 60 days before any design or construction funding is obligated or spent. The notice must include the anticipated scope of work, cost estimates, and an expenditure schedule programming PDS, Construction, and other costs by fiscal year.

### ***FY15 Projects***

Executive staff reports that the two refurbishment projects for FY15 at Twinbrook and Kensington Park Libraries are in the design phase. Review of the 30% construction documents was completed by County staff on January 14<sup>th</sup>, and the architect is incorporating that feedback into the final design plans. Design and Permitting activities are expected to conclude in the spring, and construction is expected to begin shortly thereafter and conclude in middle to late summer.

### ***FY16 Projects***

MCPL has identified the following candidates for refurbishment in FY16: Aspen Hill, Davis, and Little Falls Libraries. MCPL has applied for State Aid for the three projects, and the Governor's budget recommends \$350,000 in State aid for each of Davis and Little Falls Libraries. MCPL recommends the aid be added to these two projects, on top of the existing CIP funding, given the cost estimate experience to-date for Kensington Park and Twinbrook.

**The Committee may want to hear from Executive staff about the cost estimate experience to-date for Kensington Park and Twinbrook, referenced by MCPL. Executive staff should provide information on the Aspen Hill, Davis, and Little Falls projects including anticipated scope of work, cost estimates, and an expenditure schedule when it is available, consistent with the requirements of the PDF.**

### **21<sup>st</sup> Century Library Enhancements Level of Effort**

The project provides for the maintenance and upgrading of technology and technology support systems in public libraries in response to customer demands and library trends. Work projects are to be chosen each year based upon review of the MCPL strategic plan and related work plans, customer feedback and technology and service developments.

### ***FY15 work***

MCPL staff reports that progress for the current fiscal year involves work with the Department of Technology Services (DTS) on upgrading of MCPL's Network and Telephone Infrastructure (CIP Project 711401). In that project, DTS and MCPL agreed upon a draft plan to redesign MCPL's network to improve its reliability and capacity. A prototype of the new network infrastructure, including enhanced Wi-Fi capacity, is in operation at Gaithersburg and Olney libraries, where the public Wi-Fi capacity has been substantially enhanced. MCPL staff recently moved several core servers (Internet management, PC configuration management, other utility servers) to the County's Council Office Building Data Center, in preparation for installation of new network equipment for MCPL at the COB Data Center. That work is preliminarily scheduled to conclude this month. Following that work, equipment will be acquired to upgrade network switches at each branch library by the end of March.

MCPL also provides the following updates on the three priorities for work under this CIP project in FY15:

- Enhancement of Wi-Fi capacity at library branches: DTS will be upgrading the Wi-Fi infrastructure at all library branches, starting later in the spring.
- Improvement to Electrical Wiring Infrastructure: MCPL has started working with library branches on planning improvements to electrical wiring infrastructure and anticipates beginning implementation in late spring.
- System-wide Digital Signage: Signage similar in function to that being used at Gaithersburg, Olney, Rockville Memorial, and Potomac Libraries will be deployed to all branches into FY16.

***Recent Server Breakdown***

From December 23, 2014 through January 1, 2015, MCPL experienced a breakdown of the server that hosts its main business system. This breakdown, caused by a parts failure, affected the Department's ability to serve its customers. After repairing the server, technicians from IBM, Inc., the manufacturer, advised MCPL that the server hardware was at the end of its service life and future problems might be difficult or impossible to repair. Keeping this in mind, MCPL worked with the DTS to identify preventative measures. It was determined that MCPL would fare better with a hosted system.

The Department received approval to negotiate permanently moving our main business system to a hosted implementation, sometimes referred to as a "Cloud" solution, which will run our entire system over the Internet. This is the same type of operations and business arrangement implemented by DTS this past fall for the County's main email system and used successfully by many other library systems, including the District of Columbia Public Library, Cecil County Public Library, and Anne Arundel County Public Library.

The Department believes that this new hosted solution will have minimal disruption for customers; will be more cost effective over the long term; and will provide MCPL with better maintenance and response arrangements.

Arrangements for the contract and the permanent transition to a hosted solution are now underway. Implementation will occur on an expedited basis within the next six weeks. **MCPL's current operating budget is sufficient to accommodate implementation of this solution.**

***FY16 Priorities***

MCPL reports that FY16 priorities have not been finalized yet. Enhancements that are needed include, but are not limited to: powered furniture (to support increased use of devices requiring power by customers), 3D Printing, Smart Rooms (video conferencing, presentation systems that allow two-way interaction, telephone conferencing, etc.), self-service devices (power charging stations, holds lockers, self-checkout machines, e-book stations), further enhancements to Wi-Fi capacity as needed, smart credit card/e-payment devices, and the capacity to print documents via the Wi-Fi network from customer devices.

**The Committee should request a work plan for FY16 with associated cost figures and estimates when priorities are finalized.**

### **Silver Spring Library**

This project provides for the design and construction of a mixed use facility at Wayne Avenue and Fenton Street. Substantial completion of the library is anticipated in the spring of this year with an opening date in the summer.

In preparation for opening the new library, the current library will close to the public on March 15 at 5 p.m. The branch will be open from 1 to 5 p.m. that day and will host a closing event for the Silver Spring community from 3:30 to 5 p.m., commemorating 58 years of library service at the 8901 Colesville Rd. location.

### **Facility Planning: MCG**

The following MCPL projects are in the County's Facility Planning: MCG project:

- **Noyes Children's Library**

The County has been working with the Noyes Children's Library Foundation to develop a Memorandum of Understanding as to which entity will be responsible for the work required to rehabilitate the library. An Assistant Chief Administrative Officer and a County Attorney are working closely with Noyes Foundation representatives and their legal counsel. Final discussions regarding the MOU have been dependent upon the DGS cost analysis of the project because the Foundation needs to understand the full cost of the project before a schedule of shared responsibility can be created for the MOU.

Finalization of the draft MOU also depends on discussions related to what options might be available to reduce costs through a public private joint development that utilizes shared contracting. The goal would be to use Foundation contracting for smaller portions of the project and County contracting for larger portions of the project. Those discussions involve the Office of Procurement to understand and negotiate how County procurement procedures will permit shared development and contracting responsibility.

The cost of construction is approximately \$2.2M and the total project cost is approximately \$2.8M. The amount of funding anticipated from the Foundation will depend on the finalized cost and a final signed agreement. DGS has allocated a year for design, 4 months for construction, procurement, and permitting, and 10 months for construction – a total of 26 months.

- **Clarksburg Library**

The project is currently scheduled for design to begin in FY20. **The Committee may be interested in understanding what, if any, work has been done to finalize a site for the library.**

## **Library Refurbishment Level Of Effort**

- Please provide a status and schedule update for the Twinbrook and Kensington Park Library refurbishment projects. When is construction scheduled to begin and conclude on the projects?

**Both refresh projects are in the design phase. Review of the 30% construction documents was completed by County staff on January 14<sup>th</sup>, and the architect is incorporating that feedback into the final design plans. Design and Permitting activities are expected to conclude in the Spring, construction is expected to begin shortly thereafter and conclude in middle to late summer.**

- What libraries are the candidates for refurbishment in FY16?

**Aspen Hill, Davis, and Little Falls.**

- Has MCPL applied or is MCPL planning to apply to the State for funding for library construction funding for FY16? If so, please identify for which project funding will be requested.

**MCPL applied for State Aid for Aspen Hill, Davis, and Little Falls. The Governor's budget recommends \$350,000 in aid for Davis, and \$350,000 in aid for Little Falls. MCPL recommends the aid be added to these two projects, on top of the existing CIP, given the cost estimate experience to-date for Kensington Park and Twinbrook.**

## **21<sup>st</sup> Century Library Enhancements Level of Effort**

- Please explain what work has been completed through this project in FY15? What work is anticipated to be completed in FY15 and FY16? Please identify the branches that will be impacted and provide anticipated cost estimates for work to be completed.

**Progress on this project for FY15 is related to work with the Department of Technology Services on upgrading of MCPL's Network and Telephone Infrastructure (CIP Project 711401). In that project, DTS and MCPL agreed upon a draft plan to redesign MCPL's network to improve its reliability and capacity. A prototype of the new network infrastructure, including enhanced Wi-Fi capacity, is in operation at Gaithersburg and Olney libraries, where the public Wi-Fi capacity has been substantially enhanced. MCPL staff recently moved several core servers (Internet management, PC configuration management, other utility servers) to the County's Council Office Building Data Center, in preparation for installation of new network equipment for MCPL at the COB Data Center. That work is preliminarily scheduled to conclude this month. Following that work, equipment will be acquired to upgrade network switches at each branch library by the end of March.**

**All this work supports the enhancement of Wi-Fi capacity at all library branches, which is the first priority for FY15 for the 21<sup>st</sup> Century Library Enhancements**

**Level of Effort project. Department of Technology Services staff will be upgrading the Wi-Fi infrastructure at all library branches under this project later, starting later this Spring, under this project (\$144,000 projected).**

**We have started working with library branches on planning improvements to branch electrical wiring infrastructure, which is the second priority of the FY15 work under this project. We anticipate starting work on improvements late this Spring, \$225,000 is the anticipated cost of those improvements.**

**The third priority for FY15 work, stretching into FY16 is system-wide digital signage, similar in function to signage being used at Gaithersburg, Olney, Rockville Memorial, and Potomac branches now. Initial budget planning has been completed, and the decision has been made to deploy digital signage to all branches on the same platform in use at Gaithersburg, Olney, and Potomac branches.**

**FY16 priorities have not been finalized yet. Enhancements that are needed include, but are not limited to: powered furniture (to support increased use of devices requiring power by customers), 3D Printing, Smart Rooms (video conferencing, presentation systems that allow two-way interaction, telephone conferencing, etc.), self-service devices (power charging stations, holds lockers, self-checkout machines, e-book stations), further enhancements to Wi-Fi capacity as needed, smart credit card/e-payment devices, and the capacity to print documents via the Wi-Fi network from customer devices.**

- **Recently, MCPL's computer system experienced an unprecedented failure. Please explain the extent of the problem, the cause of the problem, efforts made to restore to service, and MCPL's plan to prevent reoccurrences in the future. Is funding available through this project or the MCPL operating budget sufficient to meet MCPL's technology infrastructure needs and prevent similar problems in the future?**

**From December 23, 2014 through January 1, 2015, MCPL experienced a breakdown of the server that hosts our main business system. This breakdown, caused by a parts failure, greatly impacted our ability to efficiently and effectively serve our customers.**

**After repairing the server, technicians from IBM, Inc., the manufacturer, advised MCPL that the server hardware was at the end of its service life and future problems might be difficult or impossible to repair. Keeping this in mind, MCPL worked with the Department of Technology Services (DTS) to identify preventative measures. It was determined that MCPL would fare better with a hosted system.**

**We received approval to negotiate permanently moving our main business system to a hosted implementation, sometimes referred to as a "Cloud" solution, which will run our entire system over the Internet. This is the same type of operations and business arrangement implemented by DTS this past fall for the County's main email system and used successfully by many other library systems, including the**

**District of Columbia Public Library, Cecil County Public Library, and Anne Arundel County Public Library.**

**Based on the information provided, we believe this new hosted solution will have minimal disruption for customers; will be more cost effective over the long term; and will provide MCPL with better maintenance and response arrangements.**

**Arrangements for the contract and the permanent transition to a hosted solution are now underway. Implementation will occur on an expedited basis within the next six weeks. MCPL's current operating budget is sufficient to accommodate implementation of this solution.**

#### **Silver Spring Library**

- Please provide a status update for the project. When is the substantial completion and opening anticipated?

**At this time, Spring 2015 is anticipated.**

#### **Noyes Children's Library**

- Please provide a status update on the County's work with the Noyes Children's Library Foundation to renovate the Noyes Library.

**An Assistant Chief Administrative Officer and a County Attorney are working closely with Noyes Foundation representatives and their legal Counsel to develop a draft MOU and to explore contracting alternatives to help lower costs.**

- Please provide the most recent cost estimate for the project and the amount of funding anticipated from the Foundation.

**The cost of construction is approximately \$2.2M and the PDF cost is approximately \$2.8M. The amount of funding anticipated from the Foundation will depend on finalized cost and a final signed agreement.**

- Please explain whether the County has been able to finalize an MOU with the foundation.

**The County has been conducting negotiations with Noyes Foundation and its legal Counsel to develop a draft MOU. While we have a draft MOU final discussions have been dependent upon the DGS cost analysis of the Redevelopment Project because the Foundation needs to understand the full cost of the Project before a schedule of shared responsibility can be created for the MOU.**

- What is the status of efforts to lower the cost of earlier estimates for the project?

**Finalization of the draft MOU also depends on discussions related to what options might be available to reduce costs through a public private joint development that utilizes shared contracting. The goal would be to use Foundation contracting for smaller portions of the Project and County contracting for larger portions of the Project. Those discussions involve the Office of Procurement to understand and negotiate how our procurement procedures will permit shared development and contracting responsibility.**

- Is a timeline available for design and construction?

**DGS has allocated a year for design, 4 months for construction, procurement, and permitting, and 10 months for construction, so 26 months total.**