

Facilities Management Workshop
A Fred Pryor Seminar
Washington D.C.

May 17 - 18, 2016



Frank Sarris Public Library
Canonsburg PA



Presented by
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Seminar Focus

- The role as a facility manager
- Facilities management nuts and bolts
- Strategies to improve facility operations, maintenance, and performance
- Disaster recovery plan
- Training guidelines for emergency procedures

Define Facility Management

*People *Process *Place

- The coordination of the physical workplace with the people and work of an organization
- To plan, establish, and maintain a work environment that effectively supports the goals and objectives of the organization

Characteristics of Successful Facility Managers

Four areas where you must have competence:

- Flexibility
- Finance
- Communication
- Time Management

Key Point # 1

Security service critical checklist includes-

- Visitor processing
- Alarm response
- Documentation of conditions and incidents
- Security for public area
- Protection of high-value equipment
- Exterior and interior patrols
- Background checks

Key Point #2

Hazardous Waste

- According to the Environment Protection Agency, a waste is hazardous if it can be harmful to human health and the environment when handled improperly.

Key Point #3

Cleaning services benchmarks include-

- Cost per square foot
- Productivity of cleaning staff
- number of customer complaints
- customer satisfaction surveys

Key point #4

Responsibilities of a facility manager in a disaster situation include~

- Stopping the damage
- Stabilizing the loss
- Assessing the damage
- Providing emergency resources and personnel
- Restoring or rebuilding the structure
- Recovering the contents
- Meeting time parameters defined by the organization and minimizing loss

Key point #5

Two important considerations when writing contract specifications

- Prescriptive: includes clauses for means and methods of construction
- Performance-based: a set of instructions that outlines the functional requirements

Four Must Do now for Frank Sarris Library

- Outsourcing consideration- janitorial service
- Disaster Recovery Plan
- Emergency Procedures and Drill
- Energy Management- energy audit

Must Do #1 - Outsourcing consideration

Before outsourcing any facility functions

Consider plus or minus

- Access to technical skills and expertise
- Increase productivity and efficiency
- Free up budget for core business activities
- Flexibility with fluctuations in demand for service
- Reduce personnel
- One time need

Must Do #1 - Outsourcing consideration (continued)

Facility managers must know how to initiate a process that will lead to a successful contract

- Managing costs
- Knowledge of essentials of a legal contract
- Evaluation process of selecting vendors
- Controlling the quality
- Keeping in line with vision, mission, and values of an organization
- Effects of outsourcing in long-range planning

Must Do #2 - Disaster Recovery Plan

Five essential elements:

- Adequate routine physical coverage of the premises
- Good engineering drawings of the building
- Up-to date assessment of major equipment and structures
- Notification chain for staff, volunteers and board
- A 24-hour contact point at all major utilities, the police department , and the fire department
- Appoint a Crisis Communication Team and train them in media relations

Must Do #3 - Emergency Procedures and Drill

- Assign staff roles and responsibilities
- Identify threats, hazards, and protective actions
- Establish notification, warning, and communication procedures
- Establish means for locating family members in an emergency

Must Do #3 (continued)- Emergency Procedures and Drill

- Plan for emergency response procedures
- Establish evacuation, shelter, and accountability procedures
- Locate and learn to use common emergency equipment
- Set up emergency shutdown procedures
- Set up first aid procedures

Must Do #4- Energy Management

Benefits of an energy audit:

- Show you how to achieve energy savings projected by benchmarking your building usage against the EPA benchmark
- Let you know how much potential savings is cost effectively available in order to have a meaningful discussion with any utility service company about energy projects

Immediate Action Plan for Frank Sarris Library - Contact Energy Independent Solutions

- A Solar services company located in Pittsburgh, PA
- Analysis, educate and install solar panels
- Frank Sarris Library has extremely high electricity usage and could potentially benefit from solar panel installation

Immediate Action Plan for Frank Sarris Library (continued) - Install LED light bulbs

- Frank Sarris Library has an art gallery located on the second floor of the building
- Track lights were installed on both sides of the art gallery
- LED light bulbs are expensive to install
- Longevity, energy efficiency and durability are the long term benefits



Art Gallery
Second Floor



First Floor &
Circulation Desk



First Floor Café Sitting



First Floor Foyer

Postscript

An appendix is attached for other useful information that I have collected at the workshop

If you would like more information about this Facilities Management Workshop, please contact me at ptseng@franksarrislibrary.org.