

Plano Public Library System

A community hub where people gather to



Read



Study



Learn



Connect!

Five Libraries + One

-  **DAVIS Library**
-  **HAGGARD Library**
-  **HARRINGTON Library**
-  **PARR Library**
-  **SCHIMELPFENIG Library**



There is a Plano library
within 5 miles of every home

The Sixth Library

www.planolibrary.org

Available online 24/7

- eBooks
- eAudiobooks
- eMagazines
- Premium resources
- Social media
- Blogs
- Mobile app

*Customer service is about giving
the customer what they want
and...*

change is constant!



Meeting the challenge

Reduced staffing

- Better utilization

Increased circulation

- Focused on materials that our citizens want

Increased programming

- Meeting the demand

Expanded services

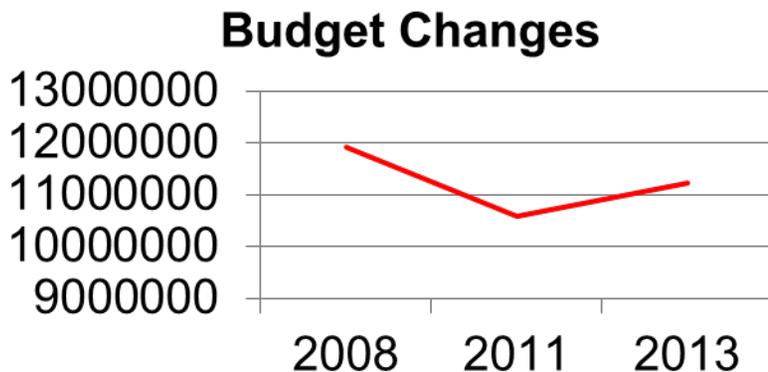
- More online and more personal assistance

Stronger online presence

- More service available 24/7



Budget changes

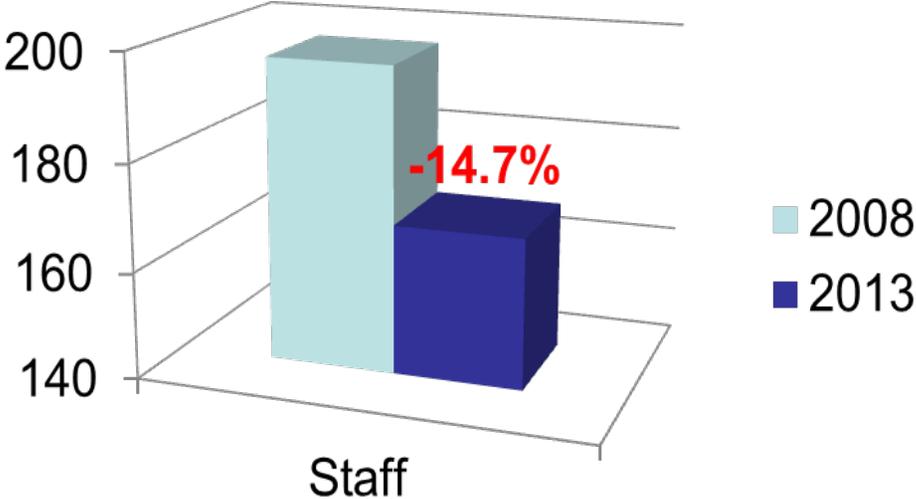


System Budget

- 2008-09 - \$11,911,444
- 2011-12 - \$10,596,819 - low
- 2013-14 - \$11,240,071

- State and county library funding ended the 2011-12 fiscal year with the loss of \$202,000
- Collection budget has been \$1 million since 2007

Reduced staffing



14.7% Decrease

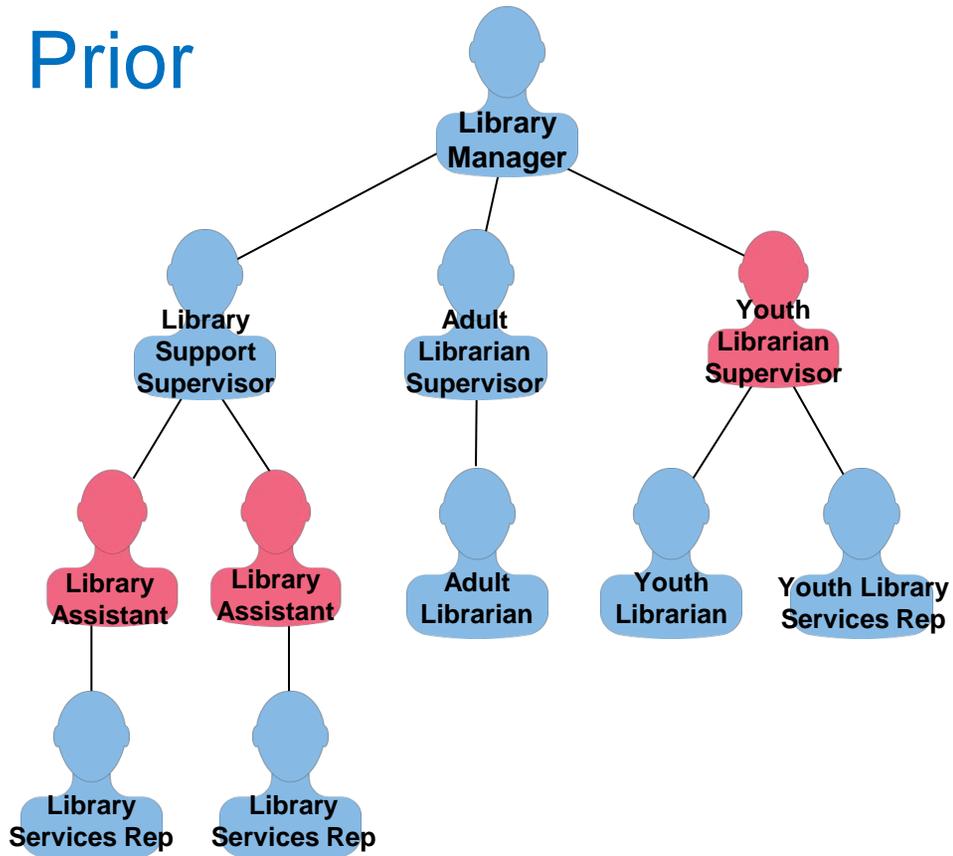
- 2008 – 197
- 2013 – 168



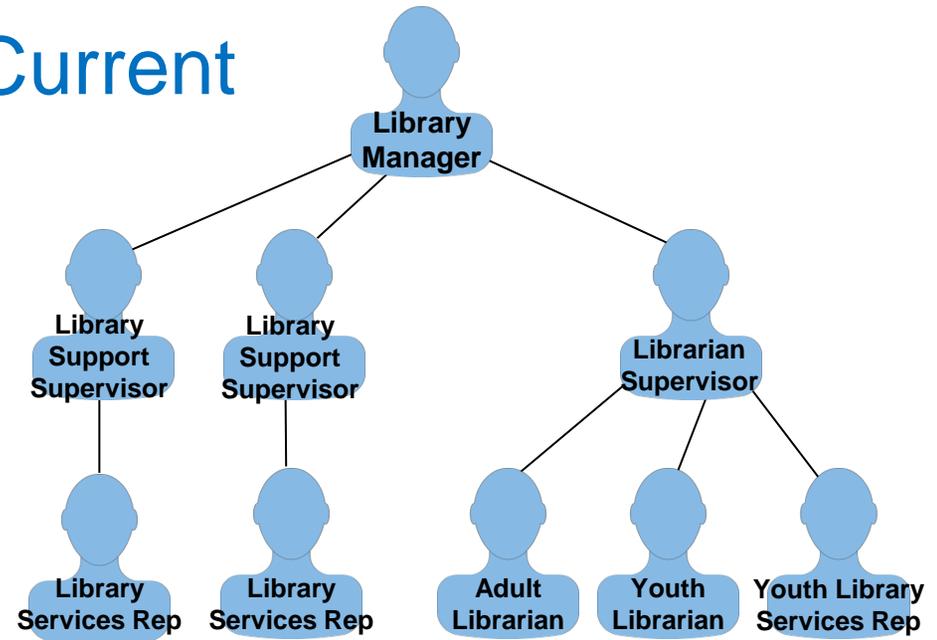
Streamlined organization

- Reduced supervisory positions
- Freed more staff to directly assist the public
- Accomplished via attrition, retirements and staff location shifts

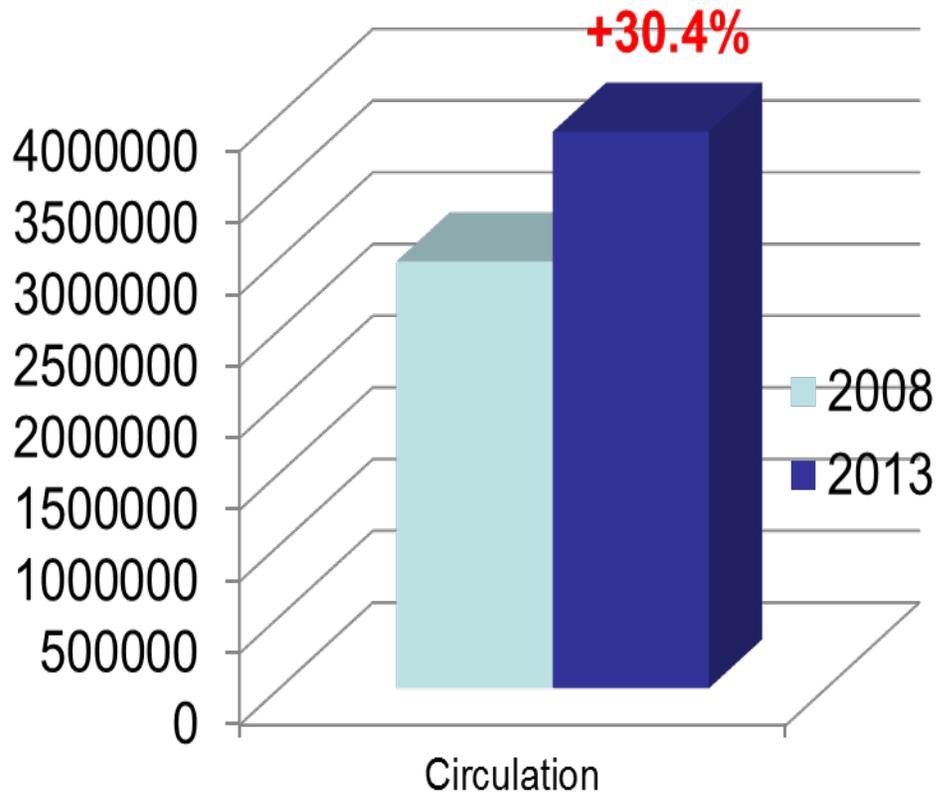
Prior



Current



Increased circulation



30.4% Increase

- 2008 - 2,976,330
- 2013 - 3,882,165

Faster check-out and processing

Added 20 self-checks and replaced 12 already in place

- Self-checkout increased 348% in FY 2012-13
 - +80% of materials are checked out using self-check
- Fines can be paid with a credit card at the self-check
- Library card barcodes can be scanned from smartphones

Added a five bin sorter at each library

- Immediate check-in
- Immediate hold attachment
 - 30 minute turnaround

Eliminated remote book drops



Better turnaround

Implemented floating

- Materials stay at the library where they are returned
- Eliminated 48-72 hour transit time back to home library
- Less staff time processing books
- More staff available to assist citizens
- **12 hour turnaround now**



Streamlined selection and reference

Centralized selection

- Focus on expanded digital collections
- Four central librarians select for system



OverDrive



Zinio

Single service points

- Reference and Circulation at one desk



Learning
Express

Information Services

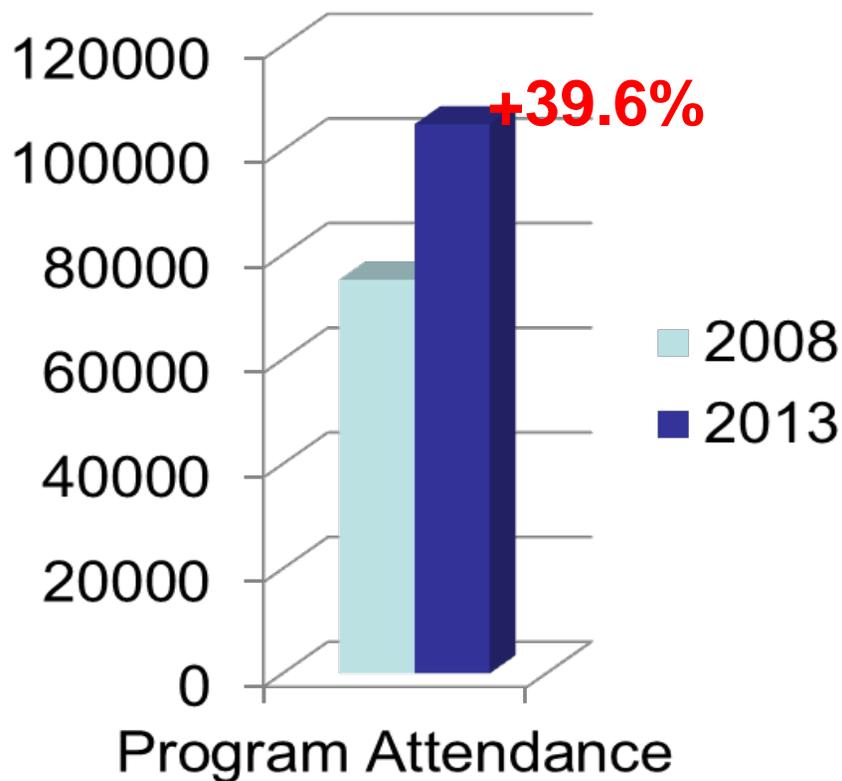


Old



New

Increased program attendance



39.6% Increase

- 2008 - 75,182
- 2013 - 104,946

Enlightening performances

Chinese Lion Dance
Ballet Folklórico
Drums of the World
Swarlahari Music and Dance
Dallas Black Dance Theatre
Pancats Steel Drum Band
Le Theatre de Marionette
Pint Sized Polka
Music from my Galaxy
Predators from the Sky



Hands-on experiences

Musical Petting Zoo

Snake Encounters

Critterman

Electric Theatre

Creature Teacher

Mad Science

Bubble Lady

Slick Juggling

Drum Circle

Bug Exploratorium



Promoting literacy



Every Child Ready to Read
Storytimes
Readers & Waggers
Educational Apps
Summer Reading
Digital Creation Space



Improving skills



- Technology training
- App development
- Adobe software
- Computer programming
- Math tutoring
- SAT test preparation
- College search
- Teen Job Fair
- Language Skills-Small Talk
- ESL classes
- Small Business workshops

Supporting STEAM

(Science, Technology, Engineering, Arts and Math)



Robotics

- WeDo (ages 7-9)
- Rockin' (ages 10-12)
- Teen (13-15)
- Family (all ages)

Family Super Science series

Science Saturdays

Math Marvels

Math Camp

Library Legos

Art camp

Digital creation space

Discovery Science storytime



Fostering partnerships

UT Dallas

- Science kits & robotics curriculum
- Math tutoring (Harrington Library)

Collin College

- Small business workshops
- Job skills training grant

Literacy Instruction for Texas (LIFT)

- ESL classes

SAI Group

- Math tutoring (Schimelpfenig Library)

Partners Resource Network (PATH)

- Parenting seminars

Alzheimer's Assoc. of Greater Dallas

- Mini conference

City of Plano Departments

- Family programs featuring other departments
- Summer Suburban Dare program



Reaching out to our community

Plano ISD Schools

- Headstart
- ESL parent meetings
- Literacy nights & book talks
- Summer reading promotion

Plano International Festival

Collin County Social Services Assoc.



Promoting the City of Plano

Suburban Dare encourages citizens to engage with 11 city departments and get to know Plano!

- Library
- Parks & Rec
- Police
- Fire
- Animal Services
- Live Green
- Safety-911
- Planning
- Visitors Bureau
- Volunteers in Plano
- City of Plano



Expanded services

Internet & WiFi

Computers

eBooks

eAudiobooks

eMagazines

Scanners

Fax machines

Tax assistance

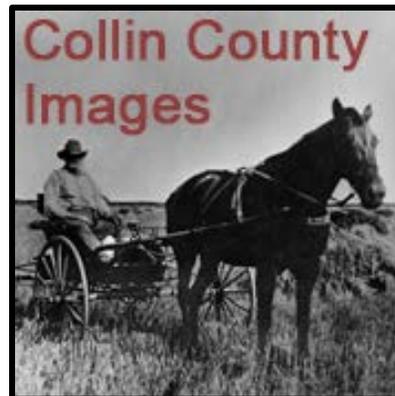
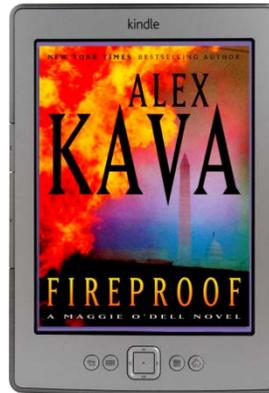
Notary service

Inter-Library loan

Book a Librarian

Program room rental

Early voting locations



Genealogy center

- Unique Plano collection
- Ancestry.com

Investment research

- Morningstar

Sales leads

- RefUSA

One-on-one tutoring

- Tutor.com

Foreign language

- Mango Languages

Face to Face

- Web camera (Skype)

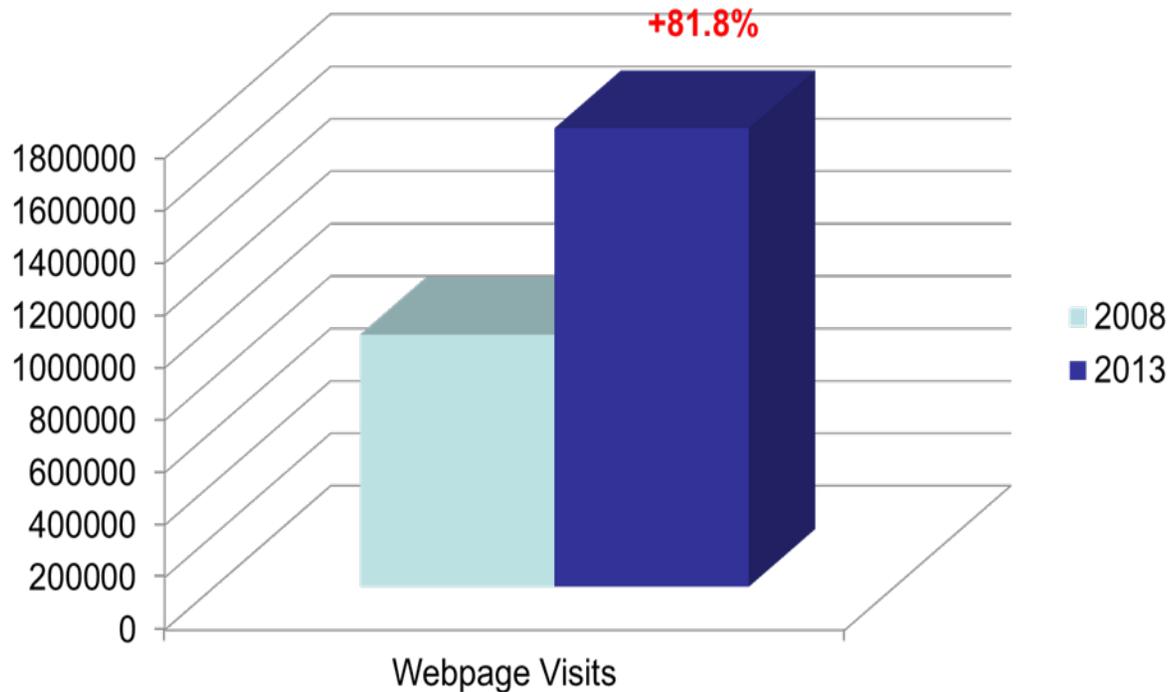
Innovative enhancements

- Digital Creation Space
 - Haggard (teens)
 - Parr (ages 13 and up)
- Accessible Science
 - 20+ kits available for checkout



Stronger online presence

- Home page access 1,749,495 (2012-13)
- Web catalog access 1,107,439 (2012-13)



Connecting online

Seven Social Media Channels

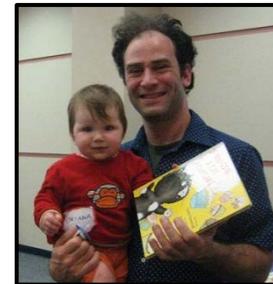


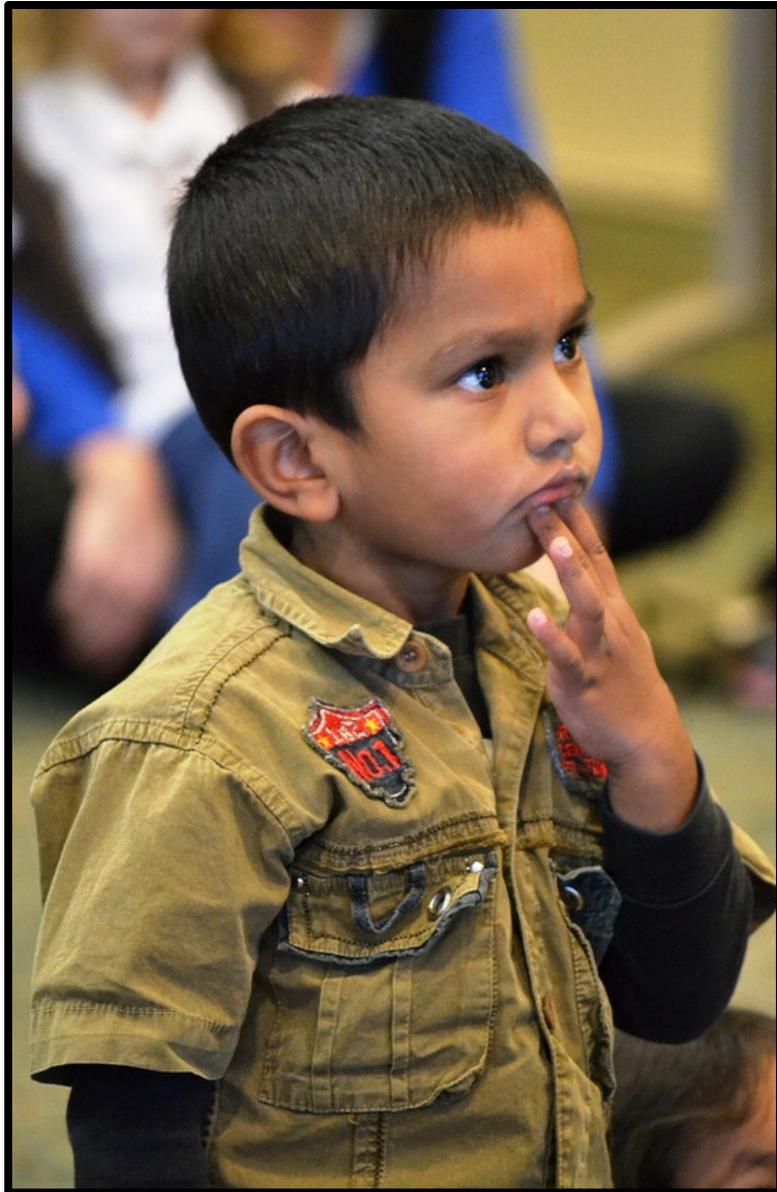
Mobile App

Six Blogs



Engaging citizens





Our Mission

Provide a welcoming,
supportive environment for
engaging our community,
enriching lives, and educating
minds

www.planolibrary.org

Friends' Donations to Plano Public Library System 2001-2013

2013 \$110,000

\$22,030 Programs - Family/Children/Teen/Adults
 \$19,724 Library staff continuing education
 \$16,000 Robotics kits
 \$15,000 OverDrive eBook platform
 \$13,600 Zinio eMagazine platform
 \$ 9,120 Seasonal Event Brochure and *BookPage*
 \$ 7,400 Media (eBooks, eMagazines, PlayAways)
 \$ 4,126 Science kits
 \$ 2,000 ESL materials
 \$ 1,000 Math workshops

2012 \$100,000

\$26,335 Media (eBooks/Overdrive, PlayAways)
 \$20,840 Library staff continuing education
 \$16,800 OverDrive eBook platform (first year)
 \$10,150 Family and Adult programs
 \$ 7,810 Children's and Teen programs
 \$ 7,720 *BookPage* and Seasonal Brochure

2011 \$100,000

\$34,620 Media (eBooks & PlayAways)
 \$22,900 Library staff continuing education
 \$16,800 OverDrive eBook platform (first year)
 \$10,150 Family and Adult programs
 \$ 7,810 Children's and Teen programs
 \$ 7,720 *BookPage* and Seasonal Brochure

2010 \$100,000

\$26,520 Media (DVDs, Music CDs, PlayAways)
 \$25,000 Library staff continuing education
 \$15,000 Updated AV equipment for program rooms
 \$13,180 Children's & Teen programs
 \$ 8,200 Family and Adult programs
 \$ 7,100 *BookPage* and Seasonal Brochure
 \$ 5,000 Spanish Materials

2009 \$150,100

\$50,000 Upgraded ESL & Children's CDs & DVDs
 \$30,000 Classic books for adults & children
 \$26,500 Library staff continuing education
 \$20,000 Supplement for specific collections
 \$10,600 Children's & Teen programs
 \$ 8,800 Family and Adult programs
 \$ 4,200 *BookPage*

2008 \$135,880

\$50,000 Media gift - adult collection
 \$25,000 Media gift - children's collection
 \$20,600 Library staff continuing education
 \$15,000 World Language materials
 \$11,500 Family and Adult programs
 \$10,000 Children's and Teen programs
 \$ 3,780 *BookPage*

2007 \$58,900

\$20,000 Children's books for Harrington
 \$17,000 Library staff continuing education
 \$10,300 Children's and Teen programs
 \$ 8,000 Adult programs
 \$ 3,600 *BookPage*

2006 \$73,900

\$23,000 Library staff continuing education
 \$20,000 Genealogy materials
 \$ 8,400 Adult programs
 \$ 7,500 Schimelpfenig Library children's area renovation
 \$ 4,700 Children's and Teen programs
 \$ 4,000 Books and media
 \$ 3,600 *BookPage*
 \$ 2,700 Shelving and display units

2005 \$91,600

\$26,000 Schimelpfenig Library remodel
 \$25,000 Haggard Library children's books
 \$15,700 Library staff continuing education
 \$10,400 Adult programs
 \$ 5,200 Author event – Rick Steves
 \$ 3,400 Haggard Library re-opening celebration
 \$ 2,900 Teen programs
 \$ 3,000 *BookPage*

2004 \$51,504

\$18,154 Library staff continuing education
 \$13,600 Adult programs
 \$ 9,500 Author event – Nicholas Sparks
 \$ 3,000 Books and Babies program
 \$ 4,250 Teen programs
 \$ 3,000 *BookPage*

2002 \$41,345

\$17,650 Library staff continuing education
 \$ 8,241 Adult programs
 \$ 5,670 Teen programs
 \$ 3,000 Books and Babies program
 \$ 3,000 *BookPage*
 \$ 2,000 Traveling Exhibit - Frankenstein
 \$ 1,784 Author event – Andy Wasowski

2001 \$152,910

\$125,000 Children's books and Texas books
 \$14,000 Library staff continuing education
 \$ 8,360 Adult programs
 \$ 3,000 *BookPage*
 \$ 1,800 Author event – Liz Carpenter
 \$ 750 Teen programs