

HIGH PLAINS LIBRARY DISTRICT

LONG RANGE PLAN 2009-2018

Acknowledgements

Executive Summary

I. Mission, Vision and Values

II. Current Environment

- A. Governance and Funding
- B. Programs, Services Facilities
- C. Member Libraries and Other Public Libraries in Colorado
- D. Demographics of the High Plains Library District

III. Trends and Assumptions

IV. Issues

- A. Changing Service Delivery Models
- B. Sustainable Funding

V. Goals and Strategies

- A. Facilities
- B. Funding
- C. Staffing
- D. Services
 - 1. Library as Integral Part of the Community
 - 2. Library as Place that Instills the Joy of Reading
 - 3. Library as Place for Life Long Learning
 - 4. Library as Place for Learning for Life
- E. Members/Relationships

VI. Performance Measurements

Appendices

History of HPLD Facilities 1911-2008

Services provided to Member Libraries participating in the HPLD 2008
Value of the Library Return on Investment Calculator, Library Research Service
Demographic Profile, Weld County 2006
Population forecasts for Colorado and Weld County, 2000-2035
HPLD Revenue and Expenditure Forecast 2008-2018
Uses and sources of funds 2008
Key Performance Indicators tied to expenditures 2005-2007
 Borrowers
 Circulation: books, AV materials, Overdrive and MyDV, database usage
 Annual visits
HPLD Organization Chart

ACKNOWLEDGEMENTS

We would like to express our gratitude to the High Plains Library District Board of Trustees whose foresight and courage allow us to be responsive to our constituents; to the staff of the High Plains Library District who are so committed, engaged and skilled in the processes around providing library services; and to the residents of the High Plains Library District, whose tax support makes library services possible and for whom we provide those services to improve everyone's quality of life and future.

Long Range Planning Task Force

Dan Alcazar
Kari Baumann
Gail Craig
Cameron Duff
Eric Ewing
Bill Farnum
Janice Fisher-Giles
Keri Hockett
Jody Hungenberg
Kelli Johnson
Brian Larson
Janine Reid
Andrew Romero
Elena Rosenfeld
Luba Sawczyn
Susan Staples
Cindy Welsh

EXECUTIVE SUMMARY

The purpose of this Long Range Plan is to provide a framework for decision-making over the next 10 years. Included are thoughts, ideas, statistics, information and District philosophies about growth, library services and long-term funding.

The Long Range Plan is supported by a closely aligned 3 year Strategic Plan, which breaks down the long-term goals into achievable and measurable short term objectives and activities. The Strategic Plan sets priorities for action based on the current environment and is supported by the Information Technology Portfolio which includes a Technology Plan, Disaster Recovery Plan and Inventory.

GOALS 2009-2018

Facilities:

- Expand points of service to constituents.*
- Provide residents of the High Plains Library District with safe, attractive, well-maintained, convenient access to library materials and services.*
- Provide staff with adequate, safe, appropriate space in which to perform their work.*

Funding:

- Assure adequate, diversified and dependable sources of funding.*
- Meet service needs by assuring an adequate mill levy.*

Staffing:

- Be an Employer of Choice.*

Services:

- Maintain commitment to lending materials, providing good customer service, providing access to the Internet.*
- Create opportunities to increase literacy (early literacy skill development, reading, English language skills, information literacy skills, family literacy).*
- Build collections people want and need, maintaining a budget allocation of 15% of total HPLD operations expenditures.*
- Work to close the digital divide throughout High Plains Library District.*
- Expand registered borrowers to at least one borrower card per household.*

Members/Relationships:

- Strengthen partnerships and provide leadership in the public library community in High Plains Library District and throughout Colorado in order to provide quality, consistent library services.*

I. MISSION, VISION AND VALUES

Our Mission

The mission of the High Plains Library District is to offer free access to information, materials and services to all residents of the District to stimulate ideas, advance knowledge, and enhance the quality of life.

Our Vision

Our Customers:

- Are treated with dignity, respect, and consideration.
- Receive an exceptional level of customer service from the moment they walk in the door until they leave.
- Select from a diverse variety of library materials that reflect the communities' interests and values.
- Have access to up-to-date technology and receive assistance in using that technology.
- Can take advantage of learning opportunities to increase their skill and knowledge of technology.
- Enjoy a variety of quality programming for all ages.
- Have a positive library experience every time they visit one of our facilities.

Our Facilities and Equipment:

- Are modern, clean, and well-maintained.
- Are open and available to all people regardless of age, gender, sexual orientation, or physical limitations.

Our Staff:

- Is enthusiastic about libraries, reading, and literacy.
- Is knowledgeable in their areas of expertise.
- Insists on going the extra mile to meet the needs of the customer.
- Continually looks for ways to provide better service to customers.
- Seeks solutions to problems in a positive, productive manner.
- Works as a team to provide an exceptional level of service to the customer.
- Is comfortable with technology and able to confidently assist customers with computer technology.
- Continues to learn and grow professionally as they take advantage of classes, workshops, and seminars offered by the High Plains Library District, State/National Library Associations, and other agencies.
- Is proud to be employed by the High Plains Library District.

Our Community:

- Benefits from the cooperative ventures developed by the High Plains Library District and other local agencies which support reading, education, and literacy.
- Enjoys the talents and abilities of High Plains Library staff that represent the Library District at a variety of community-related activities.
- Is aware and appreciates the programs and services offered by the High Plains Library District.
- Supports the High Plains Library District by contributing to the High Plains Library District Foundation.
- Feels enriched by the presence of the High Plains Library District in their community.

II. CURRENT ENVIRONMENT

The High Plains Library District was established in 1986 to improve library service to residents within the boundaries of the High Plains Library District through the sharing of books, staff, and tax revenue. The District serves over 217,000 residents of Weld County and the Boulder County residents of the Town of Erie and covers a geographic area of almost 4,000 square miles.

The High Plains Library District is comprised of a branch library system, Outreach services and six autonomous member libraries. The branch library system and member libraries are each governed by their own separate boards of trustees.

A. GOVERNANCE AND FUNDING

The model under which the High Plains Library District operates is as a Library District as defined by Colorado Library Law (CSR 24-90-101). As such the High Plains Library District is its own political jurisdiction, with the ability to collect a mill levy on property taxes, if the voters approve. The Executive Director reports to a 7 member governing board, appointed by a committee comprised of representatives of the 7 jurisdictions that created the High Plains Library District in 1986: The Towns of Ault, Hudson, Eaton, the Cities of Greeley and Fort Lupton, High Plains RE-8 – Fort Lupton School District, and the Board of County Commissioners.

The voters agreed to raise the mill levy on property to 3.249 in 1999, up from 1.449 which had been collected each year since 1986. In 2006, the Boulder County side of the Town of Erie joined the High Plains Library District. The healthy economy in Weld County, led by residential and commercial building and high oil and gas assessments, led to double digit property tax revenue increases in 2003-07. 2008 property tax revenue moderated to a 5% increase from the previous year, which is probably more sustainable. In the meantime, HPLD took advantage of the upturn in the economy, saved dollars, invested conservatively but lucratively, and developed a solid portfolio of general reserve funds.

B. PROGRAMS, SERVICES, FACILITITES

Since the successful campaign in 1999 that increased the High Plains Library District (HPLD) mill levy to 3.249, the HPLD has achieved much success in meeting its goals and objectives. Examples of achievements include:

- Completed the “Facilities Master Plan 2004-2014”
- Built the Farr Regional Library, the Erie Community Library and the Carbon Valley Regional Library
- Renovated and improved the Centennial Park and Lincoln Park libraries
- Voters agreed to incorporate the Boulder County portion of Erie into the High Plains Library District
- Launched a new web site: www.MyLibrary.us, and the staff component: FRED (Friendly Resource for Employee Data)
- Implemented RFID technology throughout the branches, included Express Check-Out
- Secured an “A” credit rating from Standard and Poor’s
- The number of card holders, patron gate count and circulation continues to rise
- Programming is developed and offered to people of all ages. This is a very popular service.
- Free access to the Internet and wireless hotspots are available to the public in all facilities.
- Developing a skilled workforce to serve the diverse needs of the District
- Implemented the Dynamic Services Plan model for customer service—highly personalized service delivered by HPLD employees at the constituent’s first point of contact. DSP also includes a plan for the expansion of programs and services to the community beyond those offered with brick and mortar libraries.

C. MEMBER LIBRARIES AND OTHER PUBLIC LIBRARIES IN COLORADO

A Member Library is a library which was established according to the Colorado Library Law and joined with other governmental units within Weld County for the purpose of creating the High Plains Library District in 1986. Northern Plains, Eaton, Fort Lupton School and Public and Hudson Public Libraries fall into this category. Johnstown and Platteville joined as participating libraries two week after the formation of the District. The ability to come into a District as a Member Library was removed from Colorado Library Law and the High Plains Library District Board of Trustees established a policy in 2004 that requires that any new libraries joining the District come in as a branch.

The Member Library receives a designated portion of the tax levy for local library service. The governing authority of the Member Library receives funds according to a

formula established at the time of the agreement to create the District. The governing authority budgets and accounts for these funds.

A portion of the tax generated from the service area is retained by the District for the purpose of district-wide services.

Operation of the Member Library is the responsibility of the local governing authority. Facilities are owned and maintained by the local authority.

Services offered by the Member Library are determined by the local board. The library may participate in centralized services made available by the District.

Staff is hired by the local board. Payroll, insurance and benefits are the responsibility of the local authority. The Service Area was established in the Intergovernmental Agreement that formed the District. Hours open are defined by the local authority.

The High Plains Library District retains 1/3 of property tax revenue collected within the service area of the member Library. For that, HPLD provides a variety of services, outlined in the annual "List of Services" (2008 attached).

D. DEMOGRAPHICS OF THE HIGH PLAINS LIBRARY DISTRICT

The High Plains Library District was established in 1986 to improve library service to Weld County residents through the sharing of books, staff, and tax revenue. The District serves over 210,000 residents of Weld County and the Boulder County residents of the Town of Erie and covers a geographic area of almost 4,000 square miles. Its primary audience is the residents in the High Plains Library District. Secondly, High Plains Library District serves residents of Colorado through resource sharing programs including the CLC program, interlibrary loan and the virtual reference service AskColorado.

In 2007, the District had 110,164 registered borrowers, of whom 2,083 lived outside the boundaries of the High Plains Library District, but within the state of Colorado and qualified for service under the terms of the CLC program. This program allows free access to library materials for libraries users of all CLC member libraries. Currently, all public, and most school, academic and special libraries around the state are members.

The library's community is diverse, consisting of individuals of various ages, races, faiths, levels of education, incomes, sexual orientations, ethnic backgrounds, and languages spoken. With a significant Hispanic or Latino population of 27% and 20.3% of households reporting a language other than English being spoken at home, the High Plains Library District serves the needs of this population with a growing collection of Spanish language materials. 79.6% of persons over the age of 25 are high school graduates and 21.6% hold a bachelor's degree or higher. The per capita income of Weld County residents is \$25,968. There are 12 school districts within the boundaries

of the High Plains Library District. HPLD meets the needs of its diverse community with collections that support annually defined service goals.

(Source: Greeley High Plains Economic Development Action Partnership www.upstatecolorado.org and Weld County, Colorado QuickFacts <http://quickfacts.census.gov> Information based on 2000 census and 2005 estimates – January 2007)

Weld County is projected to have 309,480 residents by 2015; 419,800 by 2025 and over 500,000 by 2035. Currently 93,148 parcels are platted and 1/5 of the population lives in unincorporated areas.

III. TRENDS AND ASSUMPTIONS

Trends

- With the commercialization of information services, the library should remain a commercial free zone.
- More technology will be developed and placed in people’s hands and homes
- There is a move towards centralized resource sharing within state
- There may be stricter enforcement of illegal immigration, resulting in fewer undocumented workers
- Libraries are becoming more “Customer-centric”, responding more to customer wants, i.e. entertainment, and perhaps less to what we think they need, i.e. information.
- Virtual workforce
- Growth in virtual library users
- Change in database vendor relations – more responsive to clientele
- Changes in digital / copyright laws and practices
- Commercialization of information services
- “Degradation of traditional library values”, according to Luddites
- Broader services and programs in libraries
- More partnering with non-library organizations
- Commercialization of information services – i.e. Google, database vendors
- Security concerns: customer privacy, data
- Environmental impact – more green – governments lead the way.

Assumptions

- HPLD will remain funded at 3.249 mil levy
- More revenue than expenses
- Less revenue than library services demand. We do not expect to ever have enough funds to fill all the needs we identify.
- Library remains a commercial free zone
- HPLD population growth continues
- Patron identification information will remain private
- [5 yr] capital (buildings) growth, meeting growth demands

- Technology proliferation
- HPLD aligns technologies with service delivery
- HPLD be an “early majority adopter” of new technologies
- Member libraries intend to remain members
- Numbers of retirees in service area increase
- Potential patron base continues to diversify
- Adequate labor supply
- Demand remains strong for basic library services
- Library competes with other leisure activities for the attention of patrons
- HPLD will rise in ranking in the Colorado state library statistics
- HPLD decision-making is driven by data
- Continued alignment of operating practices under branch locations
- Each branch keeps its unique identity through collection and programs

IT Strategies and Trends

The following strategic technologies have a potential for a significant impact on the High Plains Library District and may include a high potential for disruption to IT, the need for a major dollar investment or the risk of being late to adopt.

- Metadata management – link customer data, product information management and product integration as part of overall information management
- Continue to add automation technologies with service-level, policy-based active management to improve resource efficiency and flexibility, as well as to manage services holistically
- Web platforms are emerging which provide service-based access to infrastructure services, information, applications and business processes through Web based “cloud computing” environments.
- “Real world Web” refers to places where information from the Web is applied to the particular location, activity or context in the real world. It is intended to augment the reality that a user faces, not to replace it as in virtual worlds. An example would be GPS navigation. Now is the time to seek out new applications, new revenue streams and improvements to business process.
- Social software technologies will increasingly be brought into the workplace to augment traditional collaboration.

Other technology trends with implications for the High Plains Library District include:

- Regional high speed wireless, ultra small devices, greatly extended power may lead to the library as provider of mobile computers to support the public; reforming library data to provide access via mobile phones, etc.; development of rich content and delivery via videos, animation, online programming.
- High cost of transportation leads to more robust regional transportation services, so the libraries may partner/integrate within a regional transportation system for easy access; and services may be delivered at the point of need.
- Industry trends of 24x7 and advanced convenience services could lead to storefront libraries, partnerships with businesses/organizations; 24x7 accessible

- kiosks for books, DVDs, etc.; home delivery of items; drive through service with added conveniences.
- Automation and robotics may lead to virtual browsing back ended with carousel solution for materials management and robots that pull items and shelve.
 - Integrated Library System/Library data: improve data quality, analyze usage, trends. Trend toward open data (eliminate Dewey?).

IV. ISSUES

A. Changing Service Delivery Models

Driven by the desire to add library services, while retaining quality and not increasing costs, as well as the desire to increase the percentage of the population who uses the library, in 2007, the High Plains Library District began to implement the Dynamic Services Plan. This model of service delivery is predicated on:

1. changing demographics that indicate constituents enjoy creating their own library experience
2. RFID technology
3. one service point per location
4. opportunity to provide library services outside the bricks and mortar buildings
5. training and new job descriptions to support the service model

The Dynamic Services Plan took into account increasing statistics in:

Services
 Cardholders
 Libraries
 Library users
 Population in the District and surrounding areas
 Circulation. From 2001-2005, the District's circulation increased 45.8%.

Dynamic Service Plan (**dy·nam·ic ser·vices plan**) *n.*

1. Highly personalized service delivered by High Plains Library District employees at first point of contact
2. Empowerment of every staff member, through training, to meet the needs of the customer at the first point of contact.
3. Characterized by fast, efficient service that is flexible and varies based upon the needs of the individual customer.
4. A method of providing programs and services that is responsive to the immediate and future needs of the community
5. A plan for the expansion of programs and services to the community beyond those offered by brick and mortar libraries.
6. An interactive process between staff members to insure that customers receive the highest level of service possible.

Vision Statement

The Dynamic Services Plan empowers staff to deliver dynamic services to all residents of the High Plains Library District (HPLD) at their point of need. HPLD is committed to delivering services inside its libraries and in our communities.

Therefore, HPLD provides training and resources for our residents to become more information literate. Also, HPLD provides training to staff to enable them to deliver these dynamic services in diverse ways. We recognize the vital role of the public library in the life of our community and are proud to fulfill the library's mission to stimulate ideas, advance knowledge, and enhance the quality of life for our residents.

We plan to continue to refine this service model to meet the needs of the residents of the High Plains Library District.

B. Sustainable Funding

The major source of revenue for the District is derived from a 3.249 mill levy applied to the assessed value of Weld County property and the Boulder County portion of the Town of Erie. Property tax which includes delinquent taxes and abated taxes comprises 86.7% of the District's 2008 revenue, while specific ownership tax is 7.7%. The remaining 5.6% consists of fines, fees, charges for services (such as copier usage), investment earnings and miscellaneous revenues. Oil and gas assessments account for about 40.5% of the property tax revenue for 2008.

High gas and oil prices, coupled with population growth with its attendant residential and commercial building, has provided significant funding in recent years for the High Plains Library District, even with a relatively low mill levy. The anticipated slow down in the economy may force the District to explore alternative funding sources in the future. Threats of a recession are leading HPLD to plan for stabilizing expenditures for the foreseeable future.

V. GOALS AND STRATEGIES

A. Facilities

- Virtual
- Service points
- Brick & mortar

Goals: Expand points of service to constituents.

Provide residents of the High Plains Library District with safe, attractive, well-maintained, convenient access to library materials and services.

Provide staff with adequate, safe, appropriate space in which to perform their work.

The District owns the following properties:

Centennial Park building. (property owned by City of Greeley)
 Erie Community Library building and 3 acres
 Carbon Valley Regional Library building and 6 acres
 Farr Regional Library building and 5 acres
 Oliver Land – >5 acres west of I-25 near Mead
 2001 Bookmobile
 2008 vehicle with Tommy lift

In addition, the District has a 10-year lease (2003-2013) with the City of Greeley to maintain operations of the Lincoln Park Library.

**High Plains Library District
 Facilities Master Plan for 2009-2018**

Development Priority	Service Area/Facility	Existing Conditions & Considerations	Recommendations
High	District Support Services	IT, Facilities, PIO, Exec Director, Finance, Foundation, Assoc Director, Outreach, Collection Resources – spread among several buildings and some working at home	Consider consolidation: options include: 1) add on to Farr; 2) lease or purchase new building, either in Greeley or south in Weld County; 3) build a Library Services Center
Medium	Lincoln Park	Lease expires with City of Greeley Dec 13, 2013	Monitor population growth and development Sign a new lease or relocate the library.
Medium	Farr	38,000 sq ft facility has provision for a 10,000 sq ft addition	Monitor population growth and development Consider build out for DSS
Medium	NE Weld County; Kersey and	Services limited	Experiment with e-

	east; Mead	to bookmobile stops, virtual usage	kiosks, American Locker mailboxes, NetFlix model, storefront libraries, partnerships, joint use facilities, satellite locations
Low	Hudson/Keenesburg/Lochbuie	Permits out for 10,000+ housing units north of Hudson at Pioneer Village. Growth in Lochbuie. Expected build-out by 2020	Monitor population growth and demands for library services.
Low	Erie Community Library	Building plans call for 10,000 sq. ft. expansion	Monitor population growth and library usage
Medium	Iron Mountain	Stores HPLD files	Consider digitizing files and/or consolidating storage elsewhere

B. Funding

Goal: adequate, diversified and dependable sources of funding

Keeping an eye on the long-term economic forecasts, consider:

1. Strengthen the Foundation to become a significant and reliable source of ongoing funding for capital and specific library programs through grants, endowment, donations and fundraising events.
2. examine pay off or refinancing of the 2001 COP in 2011
3. Be prepared to ask the voters in 2012 or 2013 for more funding to assure the District's ability to meet facilities and service goals.

C. Staffing

Goal: Be an Employer of Choice

1. Support professional development in best practices and to achieve excellent library services, customer service and expanding leadership capacity.
2. Increase individual and corporate accountability.
3. Create a workforce that reflects the community's diversity.
4. Encourage and reward leadership, innovation and creativity.
5. Keep wages and benefits in line with market.
6. Empower staff to make decisions that lead to customer satisfaction.
7. Be an innovative and learning organization.

D. Services

Goals: Maintain commitment to lending materials, providing good customer service, providing access to the Internet.

Create opportunities to increase literacy (early literacy skill development, reading, English language skills, information literacy skills, family literacy) throughout High Plains Library District.

Build collections people want and need, maintaining budget allocation of 15% of total HPLD operations expenditures.

Work to close the digital divide throughout High Plains Library District. Expand registered borrowers to at least one borrower card per household.

1. LIBRARY AS PLACE THAT INSTILLS THE JOY OF READING

- **Targeted Age Group** – Target younger and school aged children even as we support the enjoyment of reading for all ages.
- **Collection** – The Library's collection meets the literary, recreational and information reading interests of our communities
- **Reader's Advisory** – Staff confidently uses Reader's Advisory tools and has an awareness of additional resources.
- **Programs** – Emphasize reading and literature-related programs – ie. Storytimes, book discussion groups, writing groups, performances of literature-based programming, etc.

2. LIBRARY AS AN INTREGRAL PART OF THE COMMUNITY

- Actively move services into the community rather than passively wait for the community to find us.

- Staff is active in community organizations as participants who can provide skills and knowledge from the Library at points of need and interest.
- Staff identifies community information/library resource needs and actively finds ways to meet those needs for the greatest number of people in the most dollar and time efficient manner.

3. LIBRARY AS PLACE FOR LIFE LONG LEARNING

- **Collection** – The Library is the resource for independent learners. This drives our collection to fit a diversity of interests. We also have a role in supporting those who are learning to read through our collection.
- **Information Assistance** – Staff is confident in the use of basic reference tools and knowledgeable about the collection areas. Staff shares their knowledge of searching and assessing authority of materials with the patrons. Staff gives the patrons answers, cites the sources, and/or provides information literacy instruction, depending on patron interest and needs.
- **Programs**- Emphasis is on how to use resources (print, virtual, etc) to find information. May include programs on how to use resources that support learning (ie. Tests Online, online study guides, GED tools, GRE tools, literacy resources, etc.).

4. LIBRARY AS PLACE FOR LEARNING FOR LIFE

- **Targeted Groups** – While this service role fits the needs of anyone challenged by keeping up with new technologies, societal changes and other quickly changing aspects of life; there are three specifically targeted groups:
 - Older patrons who are challenged by change and/or who are enthusiastic about learning new technologies– it is anticipated that there will be a decline in this targeted population for technological support in future years.
 - New residents of our community, particularly those new to the United States who may want to acquire English language skills or who may lack resources to use common technologies.
 - Those whose jobs are either challenged or threatened by new technologies and who want to develop job skills.
- **Collection** – The Library’s collection provides introductory level information on emergent and “hot” technologies. Similar resources

will be provided to support informal needs on other significant trends that challenge members of our community.

- **Information Assistance** – Staff strives to be aware of emergent and new trends. Staff is expected to know how to find information on topics of which neither they nor the patron has much (if any) knowledge. Staff shares their process of searching and assessing authority of information located with the patrons. Staff gives the patrons answers, cites the sources, and/or provides information literacy instruction, depending on patron interest and needs.
- **Programs** – Emphasis is on providing classes (in person and online) on how to utilize current and new technologies. Decisions on the type of classes will depend on the skills and knowledge needed to use the technologies.

E. Members/Partnerships

Intergovernmental Agreements have been recently renegotiated with the Towns of Eaton, Hudson and Platteville, and the City of Fort Lupton. Negotiations continue with the Towns of Johnstown and Ault. Services available to Member Libraries who have signed agreements with the High Plains Library District are outlined in Appendix ____.

Goal: Strengthen partnerships and provide leadership in the public library community in Weld County and throughout Colorado in order to provide quality, consistent library services throughout the High Plains Library District.

1. Encourage neighboring jurisdictions to join the High Plains Library District.
2. Support Colorado State Library and Colorado Libraries Consortium (CLiC).
3. Participate in professional associations.

The High Plains Library District recognizes other information agencies in the community as valuable resources that complement its collections. The University of Northern Colorado, Aims Community College, and the Northern Colorado Medical Center have their own libraries with specialized academic, business, law, and medical collections.

Major industries and employers within the High Plains Library District include JB Swift, University of Northern Colorado, High Plains School District 6, Northern Colorado Medical Center, Aims Community College, State Farm Insurance, City of Greeley and Weld County.

Libraries can be used to address economic, educational, and social issues that challenge our communities, which include providing:

- A civic and economic anchor that attracts businesses and patrons to transitional neighborhoods
- A destination for creating community and civic engagement
- Services for hard-to-reach populations, including teenagers, immigrants, and senior residents
- Internet access in a world that requires online transactions and communication for jobs, schools, and social services for those without computers
- On-line databases and support for start-up businesses and a developing workforce.

VI. Performance Measurements

Facilities:

Expand points of service to constituents.

Method of Measurement: <50% of square footage per population served, according to the Colorado Public Library Standards

Consolidate and expand facilities for District Support Services.

Method of Measurement: adequate space to accommodate all Support staff now, and to accommodate projected growth for 10 years.

Funding:

Assure adequate, diversified and dependable sources of funding.

Method of Measurement: assessment that service levels are maintainable at current funding levels.

Stable or increasing number of sources and amounts of revenue.

Meet fundraising targets.

Staffing:

Be an Employer of Choice.

Method of Measurement: exit interview results

competition for positions.

lower than average turnover rate for area

Services:

Maintain commitment to lending materials, providing good customer service, providing access to the Internet.

Method of Measurement:

Build collections (print, audio-visual, electronic) people want and need, maintaining a budget allocation of 15% of total HPLD operations expenditures.

Methods of Measurement: 15% of Operations budget is devoted to library print and electronic content

Turnover rate is < 5 times per year.

Create opportunities to increase literacy (early literacy skill development, reading, English language skills, information literacy skills, family literacy).

Method of Measurement: improved Dibble and CSAP scores throughout High Plains Library District

Checkout rate of ESL materials

Evidence of effective use of library resources through analysis of searching strategies

Increased information literacy/research instruction linked to increased usage of library website content, library online catalog

Work to close the digital divide throughout High Plains Library District.

Method of Measurement: job seekers have the skills they need to succeed in the job market

People have access to technology and the training they need to use it effectively

Expand registered borrowers to at least one borrower card per household.

Method of Measurement: GIS study to determine market penetration

Members/Relationships:

Strengthen partnerships and provide leadership in the public library community in High Plains Library District and throughout Colorado in order to provide quality, consistent library services.

Methods of Measurement: current Intergovernmental Agreements with Member and Participant libraries

Staff participates on CAL, CLiC and Colorado State Library committees and task forces.

**HISTORY OF HIGH PLAINS LIBRARY DISTRICT FACILITIES
1911-2008**

Building	Year	Changes and/or Renovations
Ault Public Library	1935	opened
Ault Public Library	1985	became a member of HPLD
Bookmobile	1986	established as a branch of HPLD
Bookmobile	2001	Second Bookmobile added
Carbon Valley Library	1988	established as a branch of HPLD
Carbon Valley Library	1993	expansion
Carbon Valley Regional Library	2008	opened
Centennial Park Library	2003	remodeled
Eaton Public Library	1911	current building opened
Eaton Public Library	1992	new building adjoining old
Eaton Public Library	2002	renovation of 1911 building
Erie Community Library	2008	opened
Farr Regional Library	2002	opened
Ft. Lupton Public and School Library	1929	opened library with classroom space
Ft. Lupton Public and School Library	1976	combined the public/school libraries
Ft. Lupton Public and School Library	1993	new building adjoining high school
Glenn A. Jones, M.D. Memorial Library	1967	opened
Glenn A. Jones, M.D. Memorial Library	1985	became a member of HPLD
Glenn A. Jones, M.D. Memorial Library	1990	completion of addition
Glenn A. Jones, M.D. Memorial Library	2005	new building
Greeley Public Library	1990	Lincoln Park Library
Hudson Public Library	1986	moved to 555 Main/became a member of HPLD
Hudson Public Library	1997	online access, updating, landscaping
Lincoln Park Library	2004	remodeled
Northern Plains Public Library	1998	Ault Public Library name change
Northern Plains Public Library	2001	new building
Outreach	2005	Outreach/Bookmobile merge
Outreach	2008	retired 1989 Bookmobile/Outreach vehicle added
Platteville Public Library	1932	opened
Platteville Public Library	1972	addition
Platteville Public Library	1992	new building
Platteville Public Library	2001	3500 sq.ft. expansion added
Weld County Library	1986	Centennial Park Library

**Services Provided to Member Libraries Participating in the High Plains Library
District
2008**

Resource Sharing

- Access to all materials at all libraries participating in High Plains Library District
- Daily (M-F) courier service to transport library materials
- Purchasing, maintenance, and access to online databases and accompanying search software
- Interlibrary Loan services
- Cooperative collection development

Technical Services

- Cataloging Services
- Centralized Order Management, including standing orders for books and periodicals
- Standardized processing for Items Purchased/Cataloged through Technical Services
- Maintain Content of Horizon Database
- Barcodes and RFID tags

Information Technology

- Administration/Maintenance of Integrated Library System
- T-1, DSL and wireless lines, including installation and maintenance
- Cooperative Purchasing, Licensing, and Discount Agreements
- Technical Consulting/Troubleshooting/Support
- Web Hosting/Maintenance (via MyLibrary.us and MiBiblioteca.us)
- Internet filtering
- Remote access to HPLD systems
- Host E-Mail Accounts for Staff
- Software Installation
- Equipment Loans (as available)
- Telephone Messaging service for holds and overdue notices
- Language Line

Finance and Administration

- Tax Collection and Distribution, monthly payments in the same proportion as collected by HPLD
- Access to the HPLD Foundation's 501(c)3 status and grant writing assistance
- Communication Tools (i.e. SharePoint, FRED, monthly meetings)
- Billing for Materials Ordered Through Centralized Order Management
- Management of Debt Collect Services
- Compilation of Annual Public Library Statistics Report
- Research and Development (e.g. piloting translation phones)

Continuing Education

- Training on technologies support by HPLD (i.e. Horizon)
- In-house training and HPLD-sponsored workshops, seminars, round-tables on topics that pertain to mutually shared interests

Public Information/Programming

- Web Calendar
- E-Newsletter
- Templates for promotional materials (i.e. Summer Reading Program)
- Library cards

Individual Return on Investment Calculator

Which Colorado library do you visit?

WELD LIBRARY DISTRICT

Your Personal ROI

\$34.04

For every \$1.00 in taxes you spend on your library, you receive \$34.04 of value in return*

Please enter the number of times you use the following library services each month

Your Use	Library Services	Value of Services
<input type="text" value="1"/>	Books Borrowed per Month	\$ <input type="text" value="15.00"/>
<input type="text" value="1"/>	Magazines Borrowed per Month	\$ <input type="text" value="2.00"/>
<input type="text" value="1"/>	Videos Borrowed per Month	\$ <input type="text" value="4.00"/>
<input type="text" value="1"/>	Audio Books Borrowed per Month	\$ <input type="text" value="10.00"/>
<input type="text" value="1"/>	In-Library Magazine Use per Month	\$ <input type="text" value="2.00"/>
<input type="text" value="1"/>	Interlibrary Loans per Month	\$ <input type="text" value="25.00"/>
<input type="text" value="1"/>	Meeting Rooms Use (Hours per Month)	\$ <input type="text" value="50.00"/>
<input type="text" value="1"/>	Program/Class Attended per Month - Adult	\$ <input type="text" value="10.00"/>
<input type="text" value="1"/>	Program/Class Attended per Month - Child	\$ <input type="text" value="6.00"/>
<input type="text" value="1"/>	Computer Use (Hours per Month)	\$ <input type="text" value="12.00"/>
<input type="text" value="1"/>	Databases Used per Month (Number of Separate Databases)	\$ <input type="text" value="20.00"/>
<input type="text" value="1"/>	Reference Questions Asked per Month	\$ <input type="text" value="7.00"/>

Value you receive monthly from WELD LIBRARY DISTRICT: \$163.00

For every \$1.00 in taxes you spend on your library, you receive \$34.04 of value in return*

[Calculate](#)

[Reset](#)

