



Pflugerville Public Library

2021



Mission

The Library joyfully engages, inspires, informs & entertains the Pflugerville community.





Libraries are for Everyone



- The library includes materials, programs, and displays that represent the broad range of human experience, reflecting the ethnic, religious, racial, and socio-economic diversity not only of the region it serves but also the larger global perspective.
- Adapted for the Pflugerville Library from the ALA Criteria for Selection



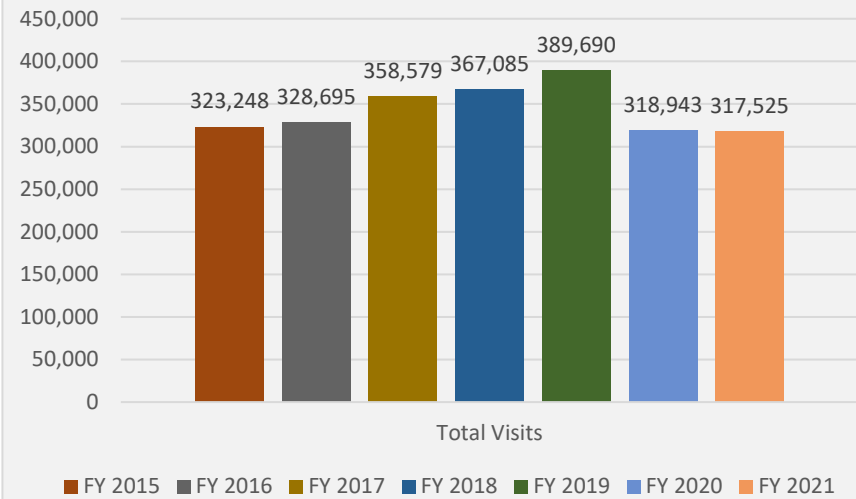
Equity Pillars

- **Economic Equity:** Free WIFI and computers, laptop and hotspot lending, free classes and craft kits, free DigiT cards to every child in the district, resume help, small business resources, etc.
- **Health and Wellness:** Health screenings and vaccination clinics, free physical and electronic resources, programs and presentations, lunch and learn for seniors, blood drives, etc.
- **Social Justice:** Voter registration applications, voter drives, polling place, programs on socially relevant topics, cultural programs and resources, recognition of underrepresented populations, materials from underrepresented populations, internship for underrepresented youth, etc.
- **Education:** Free access to physical and electronic resources, free online classes, ASL and ESL classes, career and job resources, Princeton Review Practice exams, partnerships with PfISD, Sora, Career Online High School
- **Governmental Oversight:** We answer to the community, city, state and state and national organizations.

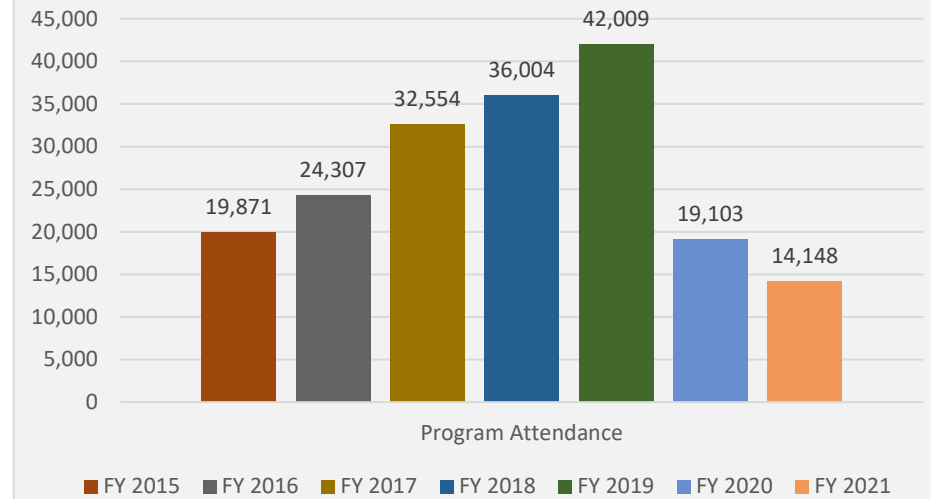


Where we are now

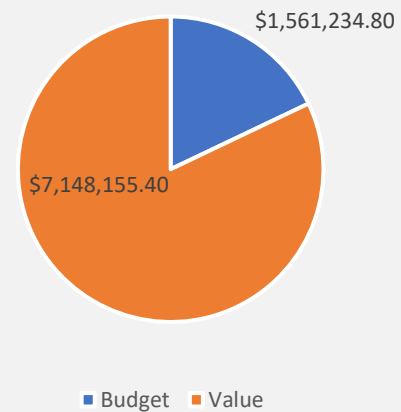
Visits (physical and electronic)



Program attendance

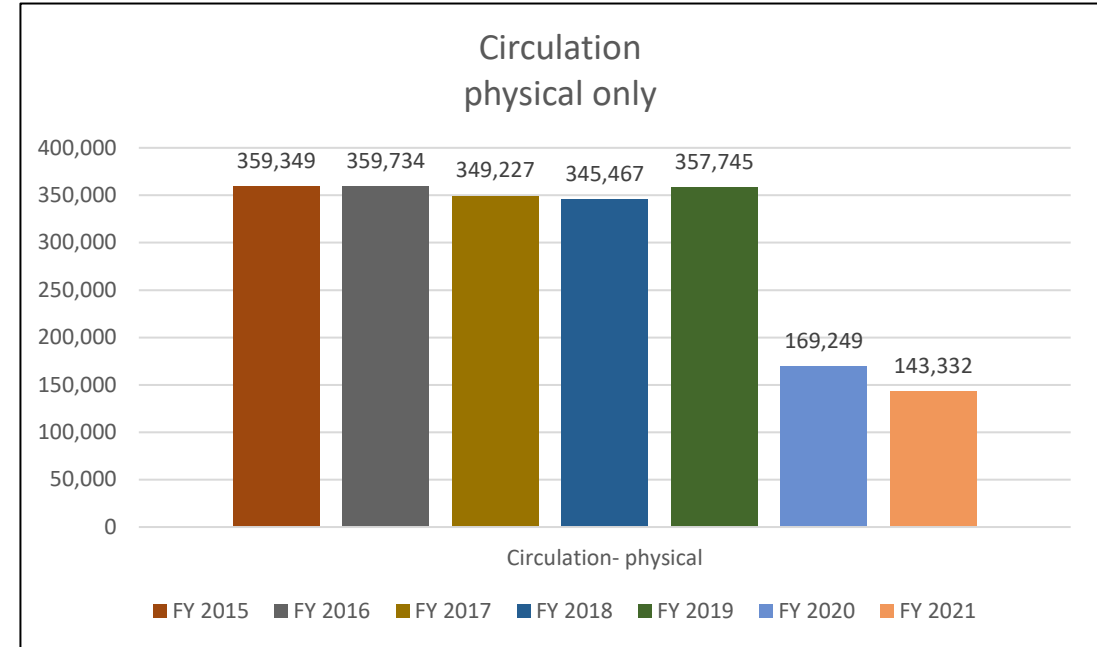
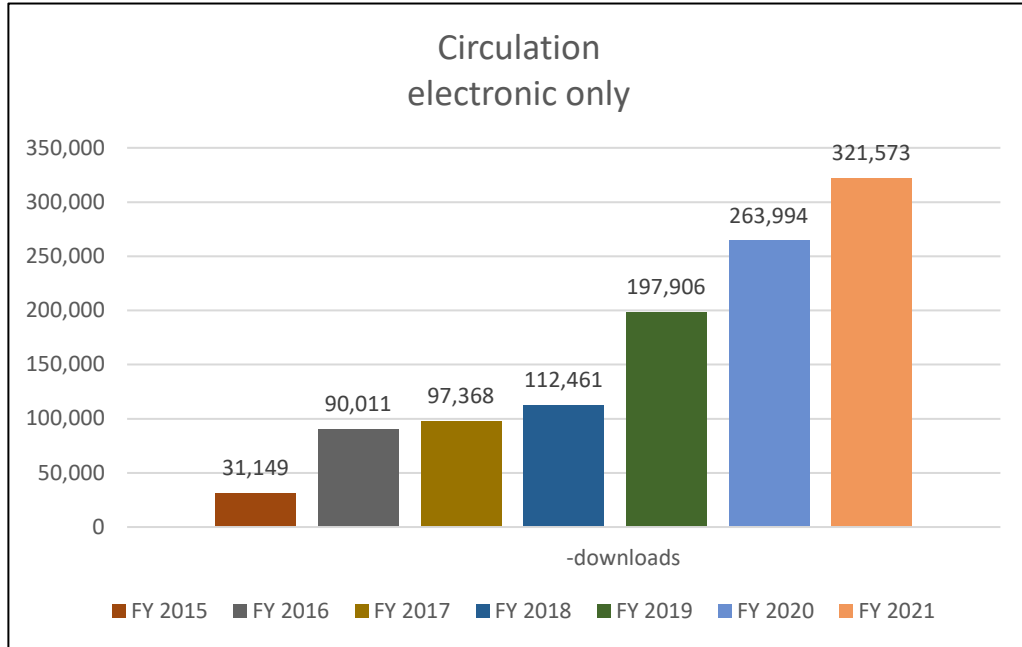


ROI \$3.57 for every \$1 spent



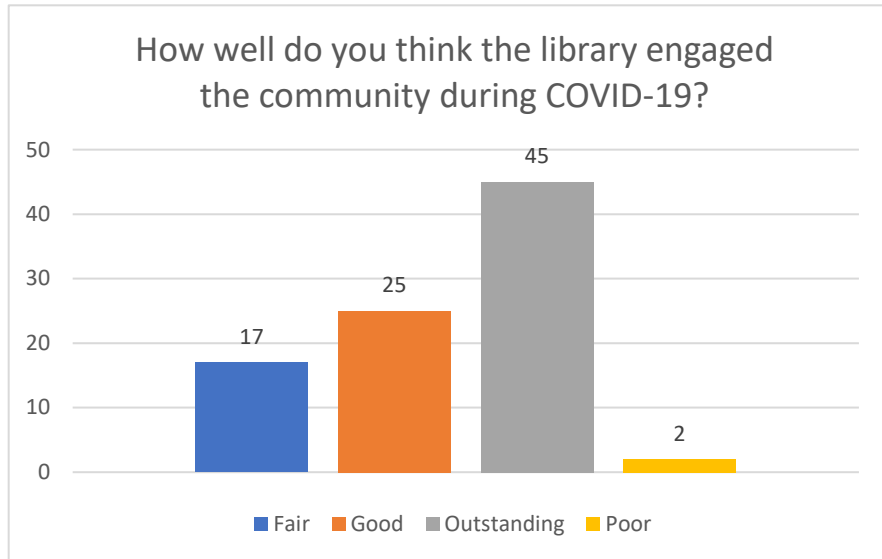
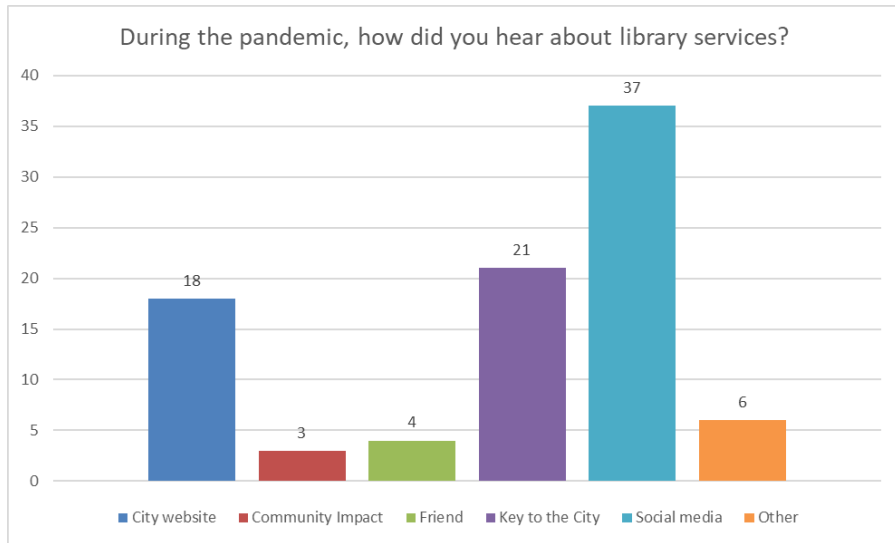


Circulation

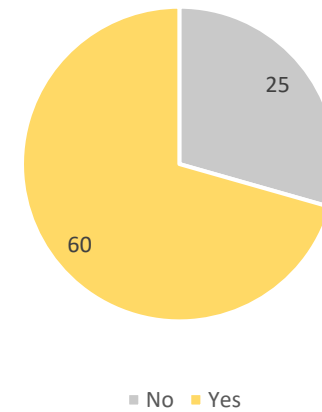




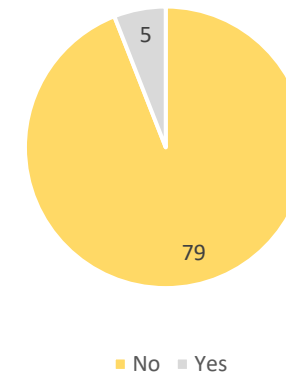
Pandemic Survey



Did you use Curbside Service?

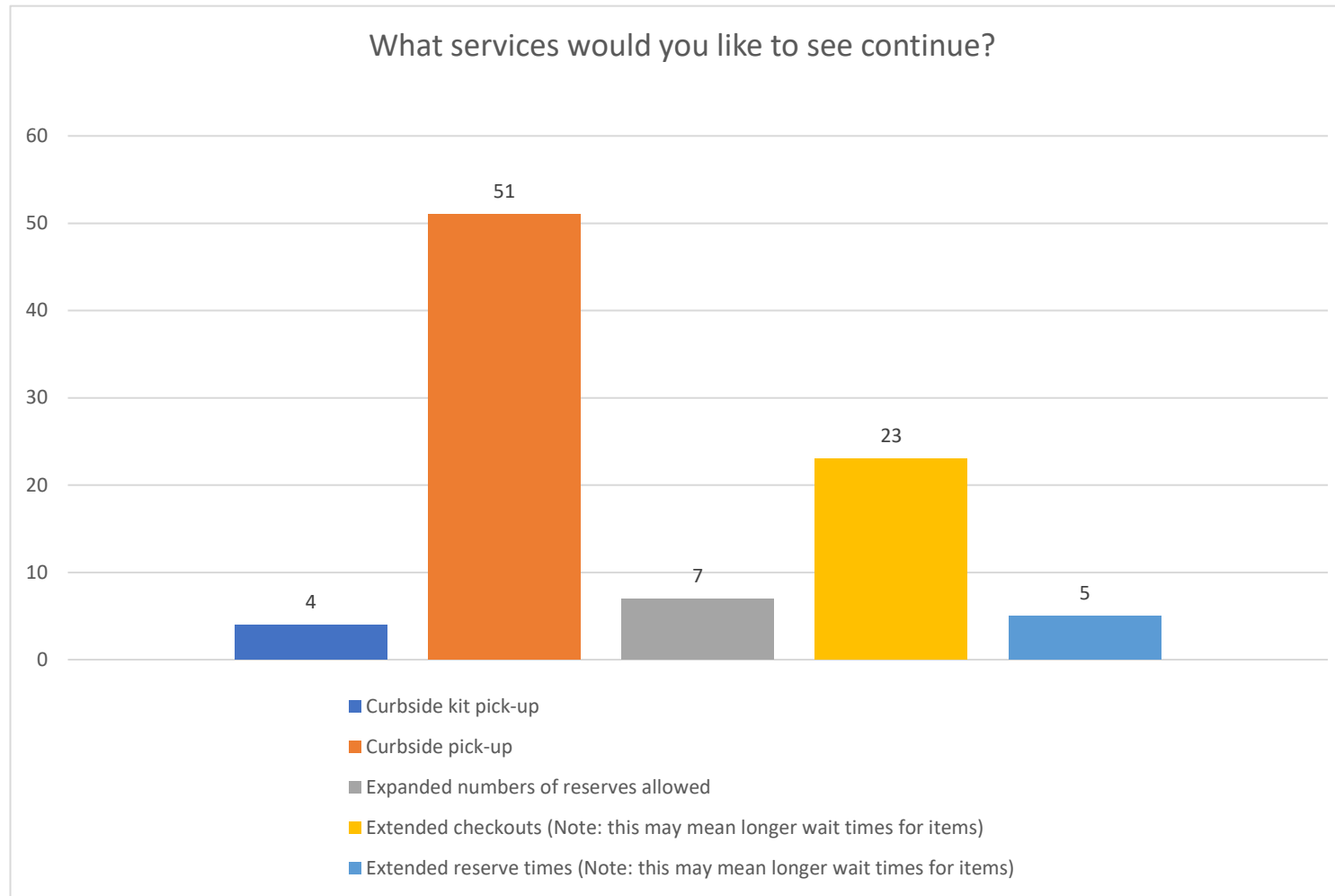


Did you use mobile printing?





Post-pandemic Services





Where did the library fail to meet community needs?

- Closed for browsing a long time.
- I think y'all did a super job supporting library patrons during the pandemic. I'm sure it took a lot of planning and many overtime hours to put everything into place.
- It did meet all our needs.
- Nowhere. The library ROCKED!!!!
- The library staff went over and above all expectations. Problem-solving was creative and insightful. The staff were polite and cheerful...and quick!
- The number of seats in programs for kids were too small



What services could the library improve on?

- More virtual programs for adults and 55+
- More electronic resources
- More electronic books and e audio books
- Libby could have more copies available during covid. Wait times were like 6 months
- I'm pleased with library services.
- Continue to invest in technology for checkout, the hotspots are wonderful.



Is there anything else you would like to tell the library?

- Thank you for continuing to offer your services. It made the pandemic tolerable. I can't imagine a day without reading and I was running out of books!
- Y'all are amazing. I was telling all of my friends in other cities about all of the amazing programs y'all cranked out during quarantine.
- A huge thank you for being there during this time
- I appreciate everyone there. Everyone always had a smile in their eyes when dropping off books to my car.
- Thank you for the services you provide! We love coming to the library, and appreciate you've kept it safe by enforcing masks
- Great job!!!
- Your staff is awesome! You have some unique services that I'm so happy to have been able to participate in, like the seed library.



We Listened



- Curbside continues
- Expanded eResources
- On demand virtual programs to continue
- Experimenting with hybrid programs
- Expanded space for physical materials



“Normal”



What's normal?

- In-person programs
- Meeting rooms available
- Classes
- Big celebrations on hold



Moving Forward

- Expanding physical collection
- Exploring RFID technology
- Automating processes
- Diversifying collection
- Analytics service
- Needs assessment
- Internship
- Organizational structure
- Succession planning
- Facility planning