



**Pflugerville Public Library  
Annual Comprehensive Five-Year Plan**

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

**Pflugerville Public Library  
Board 2018**

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**Today: 2017 & 2018**

The American Library Association launched a new public awareness campaign called “Libraries Transform” in 2015. Libraries Transform seeks to shift the mindset that “libraries are obsolete or nice to have” to “libraries are essential,” and change the perception that “libraries are just quiet places to do research, find a book, and read” to “libraries are centers of their communities: places to learn, create, and share, with the help of library staff and the resources they provide.”

The Pflugerville Public Library is rising to the challenge of transforming public libraries in a number of ways. First, the library in conjunction with the Library Board is reviewing the American Library Association’s Center for the Future of Libraries and seeing how Pflugerville Public Library matches up to the challenge of current and future trends. In areas where the library may not be meeting the challenge entirely, the Library Board helps to find ways in which we can achieve it. The seven categories of trends are: Society, Technology, Education, the Environment, Politics (and Government), Economics, and Demographics. The planning of library programs and the decision to purchase resources is, in part, made with these categories in mind.

Secondly, and with these trends in mind, in 2016 the library launched new services and programs to help patrons of all ages and abilities learn, create, and succeed. New services include opening the Pfab Lab, a place for creativity, expression, socialization and knowledge sharing; the expansion of the computer classroom, and an increase in classes like science and coding classes and guitar lessons. Other innovations include loaning non-traditional library materials like Maker Kits (sewing machines, computer components, etc.), wifi Hotspots, and eReaders. We have also introduced socially inclusive programming with the introduction of sensory story time for children on the autism spectrum and by allowing comfort animals at the library (Studies have shown their therapeutic benefits in public spaces to persons suffering from anxiety/ or depression. See references).

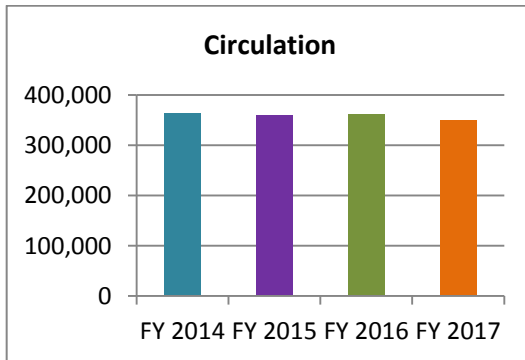
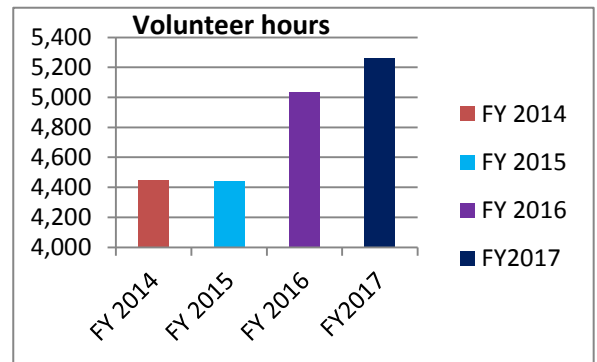
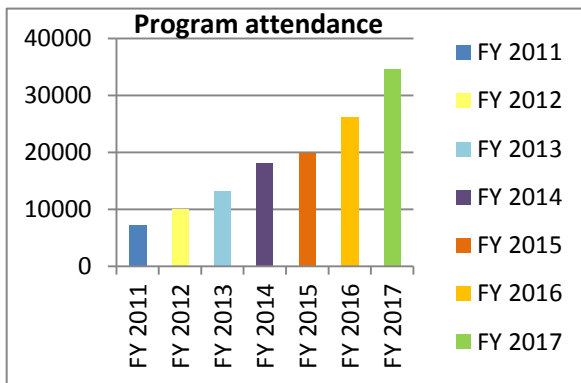
The Pflugerville Public Library is constantly seeking to provide services and resources for all people at every stage of their lives. To do this we must be on the cutting edge of the library profession. Last year staff logged more than 300 continuing education hours to ensure we are able to provide the most innovative and unexpected services and resources to the community.

The library continues to preserve local history through the Pflugerville Digital History Project launched in 2014. In 2017, the library also took over management of the Heritage House Museum and has already increased open hours and has held special displays and events at the Museum. Restoration work on the museum began in 2017 and will continue until all necessary repairs have been made.

## PPL Five-Year Plan

In 2017, the library hosted 207,000 Visitors in person and more than 151,506 online. Almost 350,000 physical items were checked out. Library programs attracted 36,000 attendees from infants to seniors and the meeting rooms logged more than 2,500 reserved hours. Volunteers play a huge role in our success.

The library provides resources in a wide variety of formats including: audiobooks, music CDs, DVDs, large print, and juvenile and adult reading level materials. E-resources provided by the library include: e-books, e-zines, e-audiobooks, e-comics, reference databases, streaming video and streaming music for all ages. In 2017, approximately 30,000 electronic items were downloaded by patrons and circulation statistics held steady



The library relies heavily on its volunteers to provide support for library programs and patron services. Volunteer hours totaled more than 5,000 hours, saving nearly \$63,000 for the community.

**A Look Back: FY 2017****Goal 1 – Facility**

- Continued current preventive maintenance levels and continue with ongoing in-house repairs and cleaning to keep the facility bright and clean
- Began discussions with City Administration and Council regarding possible branch facility
- Expanded shelving in young adult graphic novels
- Expanded shelving in Spanish language materials
- Created eco-friendly cactus garden in grassy area in front of the library
- Planted milkweed for Monarch garden

**Goal 2 -Materials**

- Continued development & weeding of collections to meet state standards & anticipated needs
- Continued to explore adding new formats of materials to the collection
- Expanded newly created Adult Graphic Novels collection
- Continued to track patron usage and requests for considerations for purchase and creations of new collections
- Continued to track use of Spanish and Vietnamese collections and plan accordingly
- Continued to offer a diverse range of materials to meet patron needs

**Goal 3 – Marketing & Programming**

- Continued to collaborate with City Public Information Officer to publicize Library programs to the Pflugerville community
- Continued to utilize services of City Marketing Specialist
- Continued to develop partnerships and synergies with local organizations and institutions
- Researched and applied for relevant grants and awards as needed
- Continued to provide services to underserved populations
- Explored outreach and program opportunities for special needs children and adults
- Expanded programming at the Heritage House Museum

**Goal 4- Staffing**

- Continued to support well-structured volunteer program
- Supported continuing education and professional development for all staff
- Continued to cross-train staff to provide better understanding of organizational structure
- Began succession planning
- Reviewed starting salaries for professional and para-professional positions

**Goal 5 – Technology**

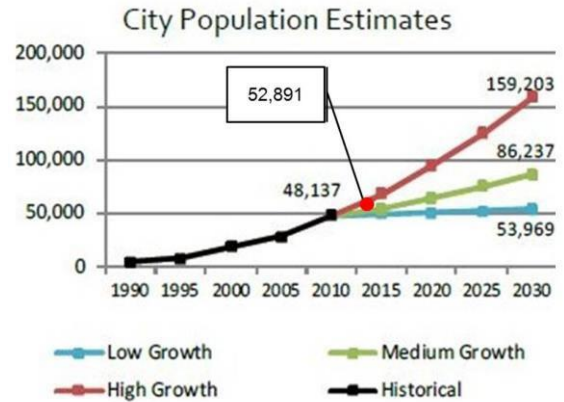
- Replaced 8 laptops in the classroom
- Continued to explore new information delivery systems
- Worked with patrons in learning to utilize new technologies and programs
- Added laser cutter and exhaust to the current Pfab Lab
- Added an additional 10 Wi-Fi hotspots for circulation to keep up with demand

**Goal 6 – Evaluation & Review**

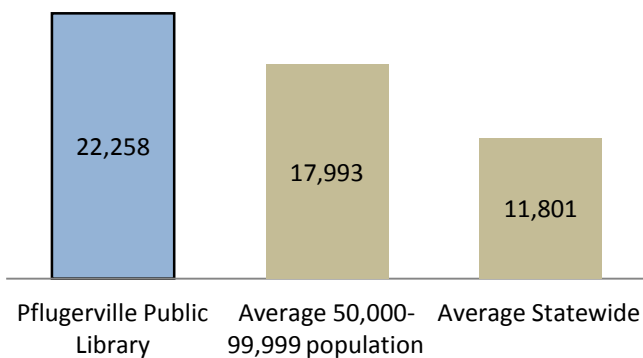
- Reviewed upcoming residency eligibility
- Reviewed and evaluate operating hours
- Reviewed Library policies and revise as needed
- Reviewed library membership expiration
- Updated 5 year plan
- Annual performance evaluation for staff and director by City management
- Annual statistical report

## Tomorrow: 2018 &amp; 2019

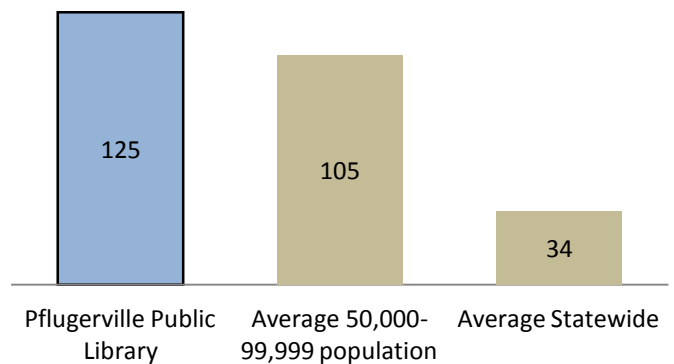
The Library is a success on many levels. It meets the highest standards of TSLAC accreditation- with the exception of collection size. To address this issue within the confines of the physical space, the Library devotes a significant portion of the collection budget to space saving e-resources. These include streaming movies and music, e-books, e-magazines, e-comics, and e-audiobooks as well as several dozen databases. These resources are evaluated by library staff for usability. As options increase, the library e-resources are re-evaluated in comparison to competitors and changes are made accordingly.



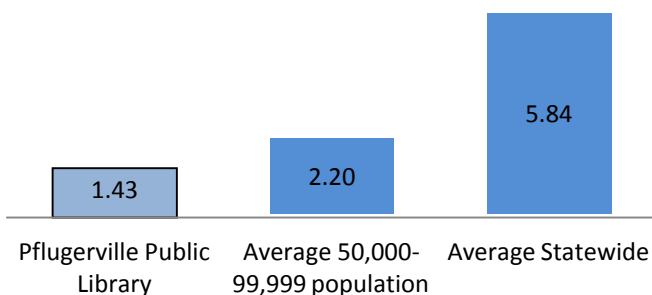
## Circulation per paid Staff, FY2015



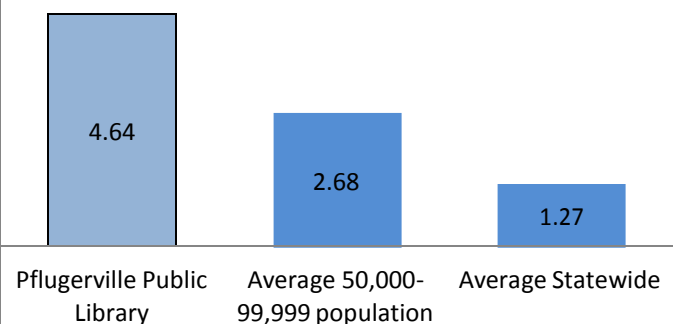
## Circulation per Hour, FY2015



## Collection Total Items Per Capita, FY2015



## Collection Turnover Rate, FY2015



**Source for this data:** Texas Public Libraries Annual Report for Local Fiscal Year 2015

**NOTE:** These charts are only as valid as the data that was provided by each library. Charts created by Stacey Malek, Texas State Library and Archives Commission.

Currently, the Pflugerville Library provides access to contemporary e-books. More than 1,500 are available through Overdrive, 22,000 through Freading, and thousands more contemporary e-books through Hoopla. Odilo provides thousands of Spanish titles for pay per use. Electronic materials in Vietnamese are available through Overdrive. Further, the Library is in constant discussion with a wide-range of e-vendors, looking for the most accessible and efficient new e-resources. Librarians attend conferences and workshops and participate in continuing education to stay abreast of emerging technologies, services and resources in the field. Last year, staff logged more than 400 hours of continuing education.

While the Library is expanding its digital collection as fast as possible, not everything is available in an electronic format. Further, not every one of our residents is equipped to take advantage of the Library's digital offerings. The Library offers approximately 74,000 physical items for checkout.

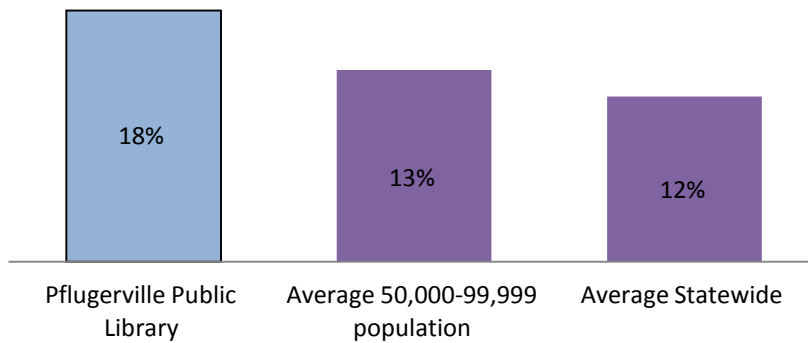
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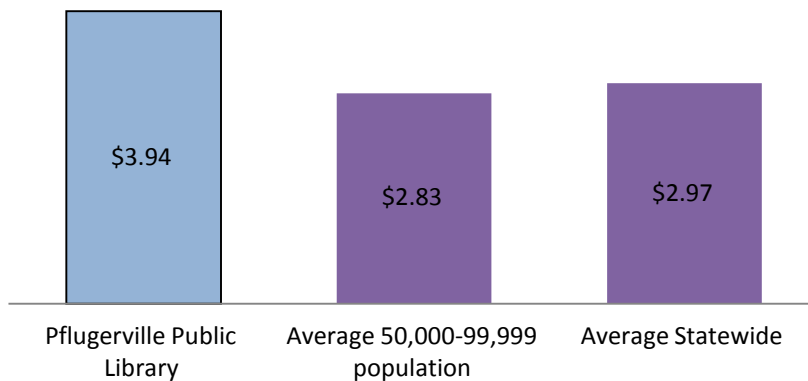
### Library Materials Expenditures as a Percentage of Operating Expenditures, FY2015



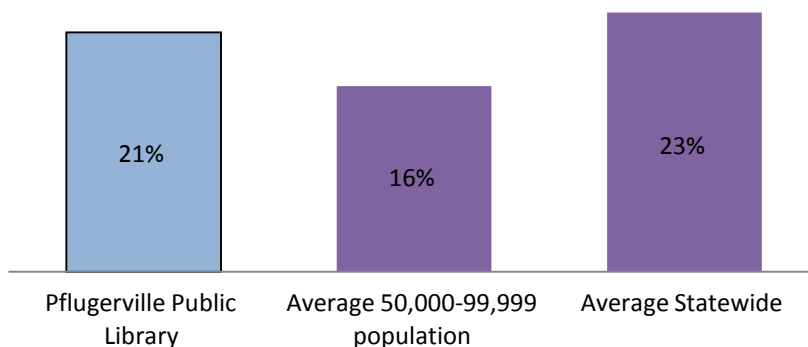
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Charts created by Stacey Malek, Texas State Library and Archives Commission.

### Library Materials Expenditures Per Capita, FY2015



### Other Operating Expenditures as Percentage of Total Operating Expenditures, FY2015



The Library's current physical collection is just over 71,000 items. While our collection is fresh, new, and much in demand, every item must earn its place on the shelves. As of 2014, Georgetown, with a similarly sized service population, maintains a collection of approximately 110,000 items in a 49,500 sq.ft. building. Round Rock, with a population of just over 100,000 people, has a collection in excess of 200,000 items. Round Rock Public Library recently conducted a third-party study that concluded it needed not one new library, but two. The supporting \$23 million bond passed in 2013. Pflugerville City Planning indicates the Pflugerville population will reach 61,000 by 2019.

Pflugerville will need a new library branch complete and open by 2022.

## FY 2018

### Goal 1 – Facility

- Continue current preventive maintenance levels to keep the facility bright and clean
- Work with Planning Department to identify possible location for satellite services
- Research cost and feasibility of kiosk services
- Form planning committee to assess space needs for satellite facilities
- Evaluate condition of furniture and reupholster/replace as necessary
- Evaluate space needs and adjust furniture and shelving layout accordingly
- Continue with repairs and restoration to Heritage House Museum

### Goal 2 -Materials

- Continue development & weeding of collections to meet state standards and anticipated needs
- Continue to explore adding new formats of materials to the collection
- Continue to keep abreast of the changing community and adjust material format and audience accordingly
- Look into cost for facility start-up collection

### Goal 3 – Marketing & Programming

- Collaborate with City Public Information Officer to publicize Library programs to the Pflugerville community and utilize services of new Marketing Specialist
- Actively market the Library online with social media
- Continue to develop partnerships and synergies with local organizations, businesses and institutions
- Research and apply for effective grants as needed
- Utilize Book Bike to increase presence in community
- Continue to provide services to underserved populations

**Goal 4- Staffing**

- Continue to support well-structured volunteer program
- Support continuing education, professional development, and promotional opportunities for all staff
- Send staff identified for managerial positions to supervisory trainings
- Continue with succession planning and identify staff for potential supervisory or management positions
- Hire additional librarian for programs and tech services

**Goal 5 – Technology**

- Work with patrons in learning to utilize new technologies & programs
- Keep abreast of latest technology and its uses in the library
- Explore and implement assistive technologies
- Loan old laptops within the library building

**Goal 6 – Evaluation & Review**

- Review and evaluate operating hours
- Review Library policies and revise as needed
- Review promotion of Library programs and services
- Review Library volunteer program and service opportunities
- Annual performance evaluation for staff and director by City Management
- Review budget vs. circulation and budget per format vs. circulation per format.

**FY 2019****Goal 1 – Facility**

- Plan for additional facility
- Continue to maintain the current facility, evaluating and replacing equipment and furniture as necessary
- Evaluate space needs and adjust furniture and shelving layout accordingly
- Participate in Bond Committee activities
- Install first library kiosks

**Goal 2 – Materials**

- Continue development & weeding of collections to meet state standards and anticipated needs
- Continue to explore adding new formats of materials to the collection
- Continue to keep abreast of the changing community and adjust material format and audience accordingly

**Goal 3 – Marketing & Programming**

- Collaborate with City Public Information Officer to publicize Library programs to

- the Pflugerville community and utilize services of new city Marketing Specialist
- Actively market the Library online with social media
- Continue to develop partnerships and synergies with local organizations and institutions
- Research and apply for effective grants as needed
- Introduce the Library to the larger community with out-of-building contact
- Continue to provide services to underserved populations

**Goal 4- Staffing**

- Continue to evaluate levels of staffing, budget, & services
- Continue to grow well-structured volunteer program
- Support continuing education, professional development, and promotional opportunities for all staff
- Prepare to hire additional Librarians and para-professional staff to keep up with current demand and in anticipation of a branch facility

**Goal 5 – Technology**

- Continue to explore new information delivery systems
- Replace all staff computers

**Goal 6 – Evaluation & Review**

- Review and evaluate operating hours
- Review Library policies and revise as needed
- Review promotion of Library programs and services
- Review Library volunteer program and service opportunities
- Annual performance evaluation for staff and director by City Management
- Review budget vs. circulation and budget per format vs. circulation performat

**The Day After Tomorrow: 2020 & 2021**

While 2020 and 2021 may seem a long way, moving from a bond election to the opening of a new building takes a significant amount of time. For a new main library to open by 2022, funding should be in process by 2020.

**FY 2020****Goal 1 – Facility**

- RFQ for additional facility
- Hire architect firm for new facility
- Continue to maintain the current facility, evaluating and replacing equipment and furniture as necessary
- Evaluate space needs and adjust furniture and shelving layout accordingly
- Implement Bond Committee recommendations for new facility
- **Install second library kiosk**

**Goal 2 - Materials**

- Continue development & weeding of collections to meet state standards and anticipated needs
- Continue to explore adding new formats of materials to the collection
- Continue to keep abreast of the changing community and adjust material format and audience accordingly

**Goal 3 – Marketing & Programming**

- Collaborate with City Public Information Officer to publicize Library programs to the Pflugerville community and utilize services of new city Marketing Specialist
- Actively market the Library online with social media
- Continue to develop partnerships and synergies with local organizations, businesses and institutions
- Research and apply for effective grants as needed
- Introduce the Library to the larger community with out-of-building contact
- Continue to provide services to underserved populations

**Goal 4 - Staffing**

- Continue to evaluate levels of staffing, budget, & services
- Continue to support well-structured volunteer program
- Support continuing education, professional development, and promotional opportunities for all staff
- Discuss hiring additional Librarians and para-professional staff to keep up with current demand and in anticipation of a branch facility
- Hire and promote additional Librarians and para-professional staff in anticipation of new facility



**Goal 5 – Technology**

- Continue to explore new information delivery systems
- Evaluate equipment needs of current facility
- Plan for new facility equipment needs

**Goal 6 – Evaluation & Review**

- Review and evaluate operating hours
- Review Library policies and revise as needed
- Review promotion of Library programs and services
- Review Library volunteer program and service opportunities
- Annual performance evaluation for staff and director by City management
- Review budget vs. circulation and budget per format vs. circulation per format

**FY 2021****Goal 1 – Facility**

- Continue to maintain the current facility, evaluating and replacing equipment and furniture as necessary
- Evaluate space needs and adjust furniture and shelving layout accordingly
- Begin construction on new facility

**Goal 2 - Materials**

- Continue development & weeding of collections to meet state standards and anticipated needs
- Continue to explore adding new formats of materials to the collection
- Continue to keep abreast of the changing community and adjust material format and audience accordingly

**Goal 3 – Marketing & Programming**

- Collaborate with City Public Information Officer to publicize Library programs to the Pflugerville community and utilize services of new city Marketing Specialist
- Actively market the Library online with social media
- Continue to develop partnerships and synergies with local organizations and institutions
- Research and apply for effective grants as needed
- Introduce the Library to the larger community with out-of-building contact
- Continue to provide services to underserved populations

**Goal 4- Staffing**

- Continue to evaluate levels of staffing, budget, & services
- Continue to support well-structured volunteer program
- Support continuing education, professional development, and promotional opportunities for all staff

**Goal 5 – Technology**

- Continue to explore new information delivery systems
- Review technology needs and adjust accordingly

**Goal 6 – Evaluation & Review**

- Review and evaluate operating hours
- Review Library policies and revise as needed
- Review promotion of Library programs and services
- Review Library volunteer program and service opportunities
- Annual performance evaluation for staff and director by City management
- Review budget vs. circulation and budget per format vs. circulation per format

**FY 2022****Goal 1 – Facility**

- Complete construction on new facility
- Continue to maintain the current facility, evaluating and replacing equipment and furniture as necessary
- Evaluate space needs and adjust furniture and shelving layout accordingly

**Goal 2 - Materials**

- Continue development & weeding of collections to meet state standards and anticipated needs
- Continue to explore adding new formats of materials to the collection
- Continue to keep abreast of the changing community and adjust material format and audience accordingly

**Goal 3 – Marketing & Programming**

- Collaborate with City Public Information Officer to publicize Library programs to the Pflugerville community and utilize services of new city Marketing Specialist
- Actively market the Library online with social media
- Continue to develop partnerships and synergies with local organizations and institutions
- Research and apply for effective grants as needed
- Introduce the Library to the larger community with out-of-building contact
- Continue to provide services to underserved populations

**Goal 4- Staffing**

- Continue to evaluate levels of staffing, budget, & services
- Continue to support well-structured volunteer program
- Support continuing education, professional development, and promotional opportunities for all staff

**Goal 5 – Technology**

- Continue to explore new information delivery systems
- Review technology needs and adjust accordingly

**Goal 6 – Evaluation & Review**

- Review and evaluate operating hours
- Review Library policies and revise as needed
- Review promotion of Library programs and services
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**Appendix: Yesterday****Yesterday**

The Pflugerville Community Library was established in 1982 through the efforts of the Friends of the Pflugerville Community Library, who organized in 1981 and opened a one-room storefront library in downtown Pflugerville. In 1985, the City supplied some funds for operation and provided a small house at 102 South Third Street at nominal rent where the Library remained until 1999. The Library was gifted to the City by the Friends in 1992. By 1999, the Friends had also gifted land for a new library at 102 Tenth Street and, with the passage of a 1996 bond issue, the Library's new 12,500 sq. foot facility was up and running.

Pflugerville's rapid growth from 16,335 residents in 2000 to 46,936 in 2010, an increase of 187%, occasioned another Library facility bond issue in 2008. With the approval of the \$7 million bond, the City commissioned architectural firms Vitetta and Piwonka-Sturrock and contractor Lee Lewis to renovate and expand the facility. Groundbreaking was held in January 2012, construction was substantially complete in April, 2013, and the Library hosted a well-attended Grand Opening on June 8<sup>th</sup>, 2013.

A new building brought a new name, the Pflugerville Public Library, and almost 150,000 new visitors. In fiscal year 2016, the Library welcomed almost 200,000 people through its doors, plus another 10,800 online.

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