



Library Efficiencies & Service Delivery Changes

Over the past several years, Plano Public Library System (PPLS) has made proactive and competitive reductions in staffing and budget levels, while at the same time improving service delivery and library efficiencies. PPLS has led the state in innovative new programming for children and families. For library systems our size, we have the highest checkouts per capita (11.04) and the highest visits per capita (5.59) in the state. PPLS has streamlined operations and collections in order to be more effective in serving library patrons. This has included the implementation of increased patron-directed services. Along with the current self-service availability of checkout, copying, printing, faxing, class registration, program-room booking, and computer reservation, customers are now able to check in their own materials and watch as they are sorted into bins along a conveyor belt, enabling a faster turn-around. We continue to pursue grant dollars to provide additional value to customers.

2008 Received ten grants totaling \$333,361
 Generated revenue of \$550,582 for General Fund
 Reduced staffing by 5.5 FTE, returning \$283,086 to General Fund
 Closed Circle of Success Homework Center
 Opened Genealogy area of Haggard Library
 Installed Envisionware self-service print and computer management system
 Named best in Texas and top 25% nationally by Hennen's American Public Library Ratings
 Received Achievement of Excellence Award from Texas Municipal Library Directors Association



Received seven grants totaling \$174,841
 Generated revenue of \$636,497 for General Fund
 Reduced staffing by 13.5 FTE, returning \$308,599 to General Fund
2009
 Eliminated Literacy for Life program, Teen Mystery Night, Books and Bark event, National Library Week, Library Lover's Month, Children's Book Week, Crafts for Tales for Twos story times, Children's Outreach Program, Celebrate Poetry Program, School Corps, Dallas Morning News Job Kiosks
 Reduced Programming for Adults, Summer Reading Clubs, Programs for Teens, reference collections, downloadable audio services, interlibrary loan requests
 Increased: check outs 11%, computer usage 16%, web page hits 15%

2011
 Increased open hours per week from 64 to 69 at every library without increasing staffing levels
 Volunteered holding back the sale of 2009 library designated bonds
 Began self-check in
 Ceased library van run to Allen Public Library
 Increased efficiency by terminating the Allen/Plano shared catalog database which required numerous manual work-arounds
 Eliminated mailing of holds and overdue notices, relying solely on email and automated phone calls for notification
 Centralized materials selection and began ordering preprocessed materials, increasing speed of new items processed 53%
 Placed 13 updated self-checkout machines in the system and increased usage 9%
 Ordered 20 additional grant-funded self-checkout machines
 Installed five-bin sorters to speed inventory turn
 Implemented E-Commerce for collection of fines and fees
 Began charging public for program rooms and conference room usage
 Implemented self-serve FAX service
 Increased: total patrons registered 24%, program attendance 36%

2010 Received five grants totaling \$207,328
 Generated revenue of \$613,616 for General Fund
 Delayed hiring 5.5 FTE staff positions, returning \$146,950 to General Fund
 Combined clerk and page positions
 Removed remote book drops
 Eliminated Books by Mail program
 Implemented self-serve color printing
 Limited check outs to 50 and holds to 20 per cardholder
 Closed building book drops when library is closed
 Reduced periodical and database subscriptions \$100,000
 Began automated purchasing
 Increased: total patrons registered 7%, program attendance 7%, program room use 11%, self-check machine usage 22%
 Received Achievement of Excellence Award from Texas Municipal Library Directors Association

