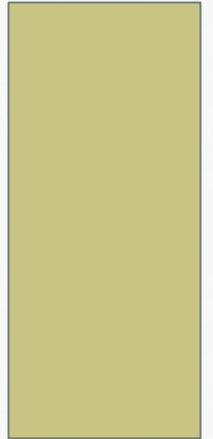


HIGH POINT PUBLIC LIBRARY
CITY COUNCIL PRESENTATION

JANUARY 7, 2016



A FEW FACTS & FIGURES

Library & Museum

- ❖ 168,635 website visits
- ❖ 366,063 in person visits
- ❖ 4,415 programs
- ❖ 43,592 program attendance
- ❖ 177 community partners
- ❖ 105,205 reference questions

Library

- ❖ 701,395 items circulated
- ❖ 71,649 computer users
- ❖ 17,823 wireless sessions
- ❖ 312,413 materials owned
- ❖ 260,524 e-content available
- ❖ 24,222 job or technology transactions/ programs

ORGANIZATION

Nine Divisions

*Lending Services

*Children's Services

*Research Services

*Readers Services

*Museum

*Technical Services

*Maintenance Services

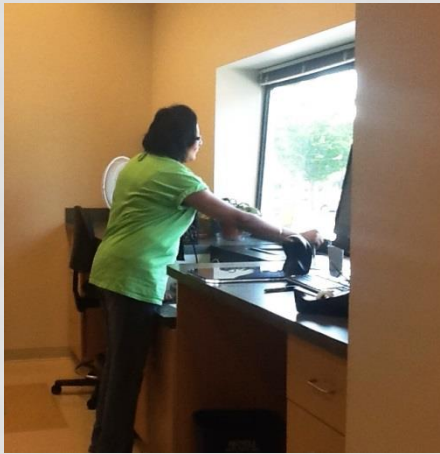
*Information Services

*Administration

52 full-time, 30 part-time staff

20 professional librarians (hold master's degrees in library science)

Drive-through window is a popular service.



Customer Service alleviates long lines at Lending Desk.



Lending has 2 staff stations & 2 self-check stations.



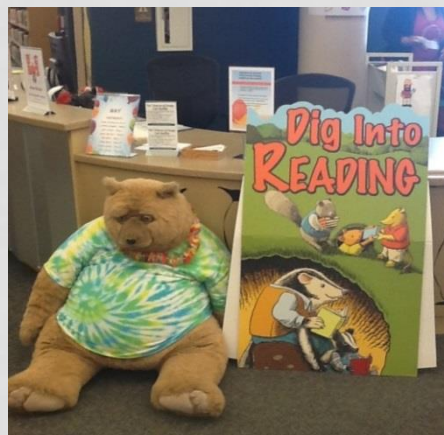
Returned items ready for checking in, sorting & shelving.

**COLLECTION ACCESS, CHECKING IN/OUT OF MATERIALS,
CUSTOMER SERVICE, PATRON ACCOUNTS**

LENDING



Our 3 AWE computers are in constant use.



All programs & services reinforce the importance of reading & development of literacy skills.



Special programs take place all year long.



Outreach staff bring high quality programs to preschools and daycares.



COLLECTION, PROGRAMS & SERVICES FOR INFANTS - EARLY TEENS; OUTREACH SERVES CHILDREN'S SERVICES



NON-FICTION COLLECTION; ADULT PROGRAMMING;
TECHNOLOGY INSTRUCTION; PUBLIC COMPUTERS; BUSINESS &
NON-PROFIT SERVICES; FOREIGN LANGUAGE MATERIALS

RESEARCH SERVICES



We offer a wide variety of audio-visuals...



and well as print fiction.



Our digital collection & circulation continue to grow.



Teens have their own space for studying & socializing.



Weekly deliveries are made to homebound seniors.

**FICTION; LARGE-PRINT; AUDIO BOOKS; DVDS; MUSIC CDS;
DOWNLOADABLE & STREAMING CONTENT;
TEEN SERVICES; OUTREACH TO SENIORS**

READERS SERVICES



Museum became a division of the library in 2009.



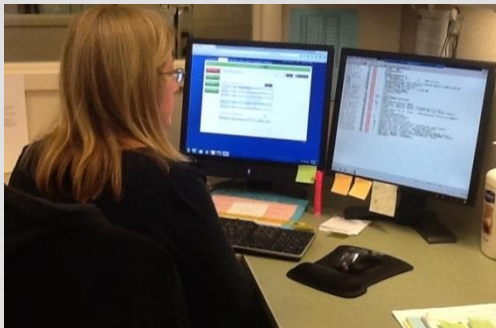
The HRC provides family genealogy and local history research assistance, as well as programs and an on-going history book club.

**PRESERVATION OF LOCAL HISTORY; ARTIFACT CONSERVATION;
ARCHIVAL DOCUMENTS; GENEALOGY RESEARCH**

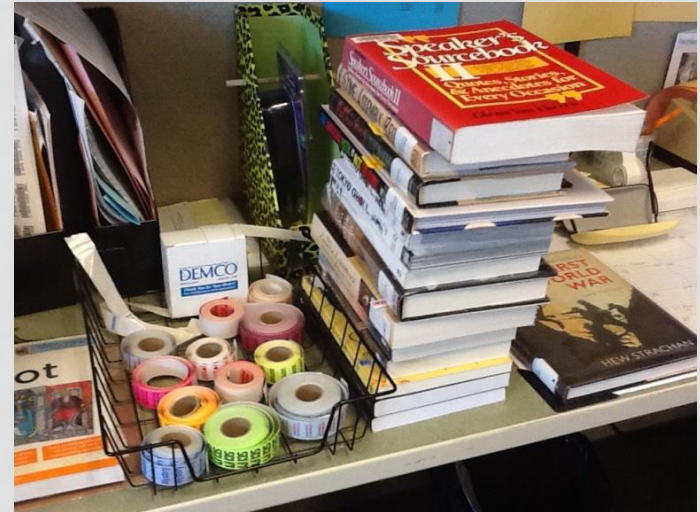
MUSEUM



New items are unpacked, matched with POs, & organized for processing/cataloging.



Materials are cataloged and added to the library's database.



Adding book jackets, genre labels, spine labels, RFID tags are part of physical processing.

PROCESSES ALL MATERIALS; CATALOGS & ADDS TO HOLDINGS;
MAINTAINS INTEGRITY OF COLLECTION DATABASE

TECHNICAL SERVICES

Maintenance

1 maintenance worker, 3 custodians

Information Systems

Division manager, 2 IT specialists

Administration

2 office support, assistant director, director

FACILITY UPKEEP; OFFICE SUPPORT; LIBRARY TECHNOLOGY SUPPORT;
DAILY OPERATIONS

MAINTENANCE; INFORMATION SYSTEMS; ADMINISTRATION

BUDGET

Current FY budget: \$4,966,787

Revenue sources

City of High Point (\$4,541,027)

Guilford County (\$359,960)

Copies, fines, fees, misc. (\$65,800)

Additional funding from State Aid to Public Libraries:
varies annually – current FY \$82,000

LOOKING BACK

A FEW RECENT SIGNIFICANT DEVELOPMENTS....

[Logout](#)
[Help](#)
[Self Service Mode](#)
[Config](#)

[Borrower Services](#)
[Staff Services](#)
[LS2 PAC](#)
[Reports](#)
[Training](#)
[Google](#)
[Staff](#)

Literacy Services Circulation
2:08 pm, January 09, 2009
0
Smart

JOSHUA WARREN

Josh left his glasses by the computer.

Borrower type
Adults (18+)
Requests arrived
1

Items overdue
0
Requests pending
0

Items out
3
Resp. party

Balance
\$1.20
Resp. for
Show

Card Expired

Address Change

Arrived Request

Check Out Items

Item ID	Title	Author	Call Number	Check Out Date	Due Date
30429000328315	Blue highways	Heat Moon, William Least	917.3 H	01/08/2009	01/22/2009
30165000357546	The Green Berets	Streissguth, Thomas, 1958-	J 356.167 S	01/08/2009	01/29/2009
30105000148917	Blue Mountain	Gaan, Margaret.	AF Gaan	01/08/2009	01/29/2009

MIGRATED TO TLC IN 2012

NEW HOSTED INTEGRATED LIBRARY SERVICE



Stand-up computers for quick searches, e-mail, printing boarding passes, etc.

We used Edge grant funds to purchase 10 iPads for training staff and customers in the library and off-site.



www.highpointpubliclibrary.com/print

Available:

Monday - Thursday 10 AM - 7:30 PM

Friday 10 AM - 5:30 PM

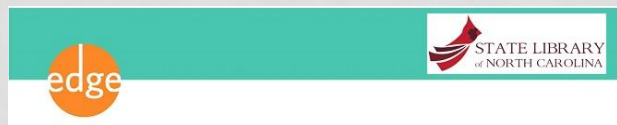
Saturday 12 Noon - 5:30 PM

Sunday 1:30 PM - 5:00 PM

Printing Cost:

\$0.20 per page for black and

Customers can print from their devices anywhere in the building

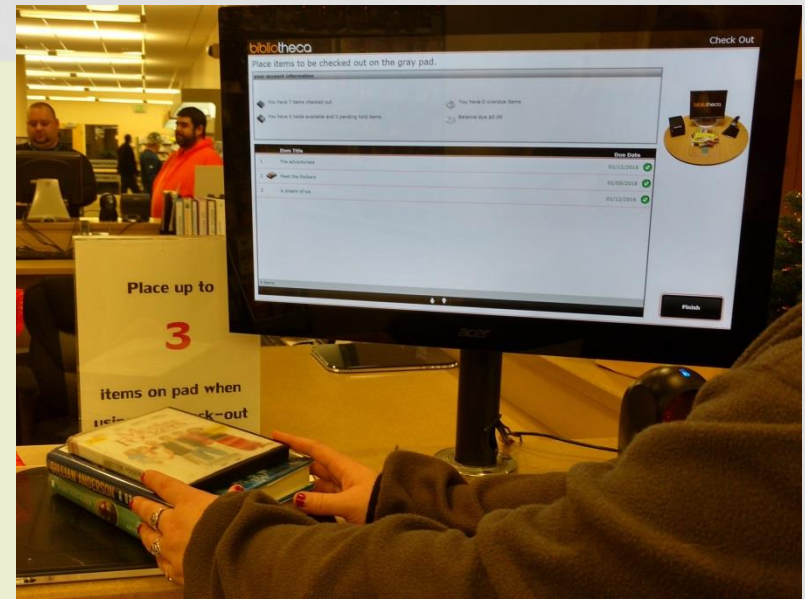


ENHANCED PUBLIC TECHNOLOGY ACCESS

3 EXPRESS COMPUTERS; WIRELESS PRINTING; IPAD TRAINING



Staff can check in and out multiple items at once. Security feature is turned on/off at the same time



Library now has 6 self-check stations located throughout the building.

IMPLEMENTED RFID TECHNOLOGY IN 2014

INCREASED STAFF EFFICIENCY & ENHANCED CUSTOMER SERVICE



Library customers may return materials 24/7 at the outdoor book drop at Deep River, and also request that their holds be sent there for pick up.



The library provided a set of *World Book* encyclopedias, a set of science encyclopedias, and other homework-related materials for afterschool programs.

LIMITED LIBRARY SERVICES OFFERED AT TWO NEW LOCATIONS

DEEP RIVER AND ALLEN JAY REC CENTERS

OTHER OFFSITE SERVICE SITES WE MAINTAIN:

3 TAP (Technology Access Point) sites:

Community Development, 4th Street -12 computers

Macedonia Family Resource Center – 6 computers

Fairview Family Resource Center – 5 computers



MORE NON-TRADITIONAL, COMMUNITY-CENTERED LIBRARY PROGRAMMING

GARDENING, DANCE, MUSIC, ART, SCIENCE, COOKING, ETC.



Children & adults
selecting herbs for
cooking class



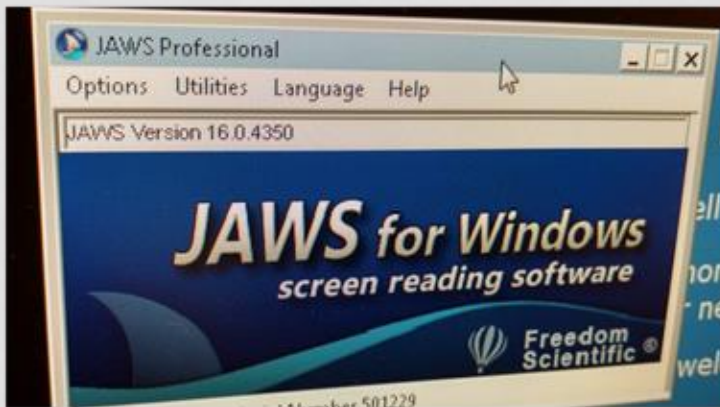
Before



After: the
garden in
summer 2015

ONE OF OUR BIGGEST SUCCESSES....

FRIENDS OF THE LIBRARY TEACHING GARDEN



JAWS reads computer screen aloud.



TOPAZ reader projects large print text on screen.

The computer lab now has 10 large print keyboards.



**PURCHASED ADAPTIVE TECHNOLOGY
FOR VISUALLY IMPAIRED**

EDGE INITIATIVE GRANT FUNDS

LOOKING AHEAD

ISSUES FOR THE FORESEEABLE FUTURE – AND BEYOND

COMMUNITY OUTREACH



We need to expand **library services to senior residential facilities and homebound individuals**. Rotating library collections and programs for residents are greatly appreciated and the need continues to grow with larger elderly population no longer able to come to the library.




There is an ongoing need for more **library outreach services to High Point daycares and preschools**.




And, we will continue discussions with P&R staff about library services and partnerships at the rec centers.

MORE ROBUST BUSINESS & WORKFORCE DEVELOPMENT SERVICES




Business Seminars


from the High Point Public Library and GTCC




Fast Facts on Starting a Business
February 5th, 6:00 – 8:00 pm
April 2nd, 6:00 – 8:00 pm




Financing Your Small Business
February 12th, 6:00 – 8:00 pm
April 9th, 6:00 – 8:00 pm




How to Write a Business Plan
February 19th, 6:00 – 8:00 pm
April 16th, 6:00 – 8:00 pm




**The Financial Puzzle:
Putting the Pieces Together**
February 26th, 6:00 – 8:00 pm



Business Research
April 18th, 10:00 am – 4:00 pm
(to be held in the Public Computing Center, on the library's second floor, pre-registration through www.greensboroentrepreneur.com is required)




Developing Your Core Marketing Message
April 25th, 6:00 – 8:00 pm




Marketing Plan Workshop
April 30th, 5:00 – 8:00 pm
(to be held in the Public Computing Center, on the library's second floor, pre-registration through www.greensboroentrepreneur.com is required)

Unless otherwise noted, these classes will be held in the Research Services classroom on the third floor of the High Point Public Library at 501 N. Main Street and pre-registration is **not** required (classes which do not require pre-registration are offered on a "first come, first served" basis.)

Additional sessions are scheduled to be held at the main branch of the Greensboro Public Library (at 216 N. Church Street in Greensboro) and the Nashbaum Center for Entrepreneurship (161 S. Elm/Grove Street in Greensboro)




Download the App to go to the library's website



Download the App to go to the library's website

John Raynor (HPL)
jaynor@highpointnc.gov
(336) 853-3216

Darinda Finch (GTCC)
dfinch@gtcc.edu
(336) 454-1126 ext. 62001



High Point Public Library

www.facebook.com/HighPointPublicLibrary

twitter.com/HighPointPL



Re-purpose space to accommodate a business center containing resources, equipment, and staff to assist entrepreneurs as well as established small business owners.

Offer more **business-related programs and services**, using library staff and resources and community partners.


NEW - OPEN COMPUTER LAB HOURS

Would you like help with:

- Creating an email account
- Writing a cover letter
- Writing a resume
- Searching for a job
- Come and let us help you!

The High Point Public Library General Research Services department will soon start offering Computer Lab Time to individuals on a weekly basis for these very reasons.

Staff will be available to help answer questions and to encourage you along.



HOW WE CAN HELP


PROGRAM INFORMATION

The OPEN LAB will be available twice a week.

Monday's 2:00 to 4:00, and, Thursday's 10:00 to 12:00.

Free and open to the public.

If you have any questions please feel free to contact Research Services at 883-3670.



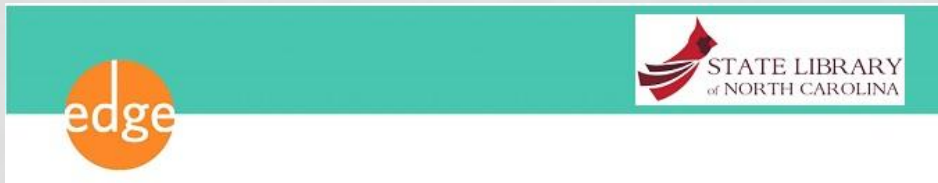
Computer Class

Part-time librarian will expand classes on **job and career-related topics**, provide more personalized assistance, and seek additional partners.

PROVIDING UP-TO-DATE TECHNOLOGY & ANTICIPATING FUTURE NEEDS



How can we best use technology to provide access to information as well as inform the public about library services?



Continue to use the Edge Initiative assessment tool to identify technology needs and to qualify for grant funds.



Explore purchase of discovery service.

COMING SOON

Arts & Education Plaza
construction and
parking lot renovation



High Point Public
Library's first
Community Read



Friends of the Library
and Library Foundation
are sponsoring the event,
along with several
community partners.
Author Christina Baker
Kline will come to High
Point in April 2016.

THANK YOU

VERY MUCH

