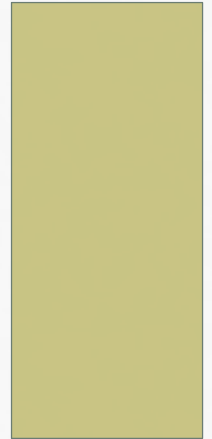


HIGH POINT PUBLIC LIBRARY

CITY COUNCIL PRESENTATION

FEBRUARY 11, 2020



A FEW FACTS & FIGURES

Library & Museum

- ❖ 223,182 website visits
- ❖ 280,965 in person visits
- ❖ 3,420 programs
- ❖ 60,231 program attendance
- ❖ 104,136 transactions (online, phone, text, inhouse)

Library

- ❖ 820,021 print items used
- ❖ 121,593 e-content checkouts
- ❖ 41,780 computer users
- ❖ 249,661 materials owned
- ❖ 1,268,641 e-content items available
- ❖ 95,901 cardholders

ORGANIZATION

Nine Divisions

*Lending Services

*Children's Services

*Research Services

*Readers Services

*Museum

*Technical Services

*Maintenance Services

*Information Services

*Administration

54 full-time, 26 part-time staff

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

Museum curators and director hold master's degrees in public history



Drive-through window is very popular.



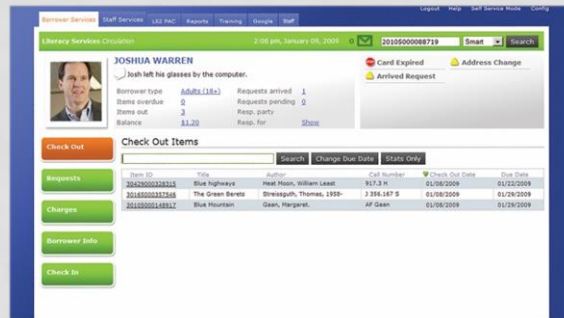
Customer Service alleviates long lines at Lending Desk.



Returned items ready for checking in, sorting & shelving.



Lending has two staff stations & two self-check stations. Self-check stations are also found in children's, research services, and in readers services.



Over 95,000 customer accounts are managed by Lending staff.



Lending also oversees a small collection of laptops for checkout.

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

LENDING



Recently added 10 LaunchPads tablets on a variety of subjects.



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



Special programs take place all year long.



The Arts & Education Plaza opened in 2016, giving us additional programming space.



Outreach staff bring high quality programs to preschools and daycares.

COLLECTION, PROGRAMS & SERVICES FOR INFANTS - EARLY TEENS; OUTREACH SERVICES

CHILDREN'S SERVICES



48 public access computers

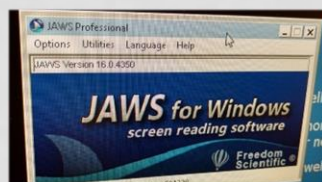


120 periodical subscriptions, materials in 11 foreign languages, and a robust non-fiction section

Wide variety of programs offered – emphasis on providing helpful information **and** enhancing personal wellbeing.



Business librarians work with small businesses, entrepreneurs, and local agencies to support economic growth.



Assistive technology for the visually impaired

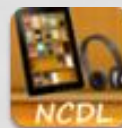


**NON-FICTION COLLECTION; ADULT PROGRAMMING;
TECHNOLOGY INSTRUCTION; PUBLIC COMPUTERS; BUSINESS &
NON-PROFIT SERVICES; FOREIGN LANGUAGE MATERIALS**

RESEARCH SERVICES



We offer a wide variety of audio-visuals, regular and large-print adult fiction, and teen fiction and non-fiction.



Our digital circulation continues to grow.



Weekly deliveries are made to homebound individuals and senior facilities.



Teens have their own space for studying, socializing, and participating in programs.

Yes, this is a library program.

**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.



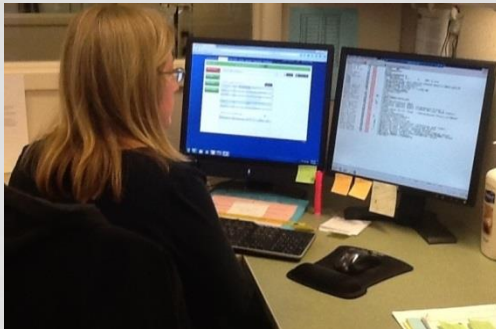
The HRC provides family genealogy and local history research assistance, as well as programs and an on-going history book club.

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

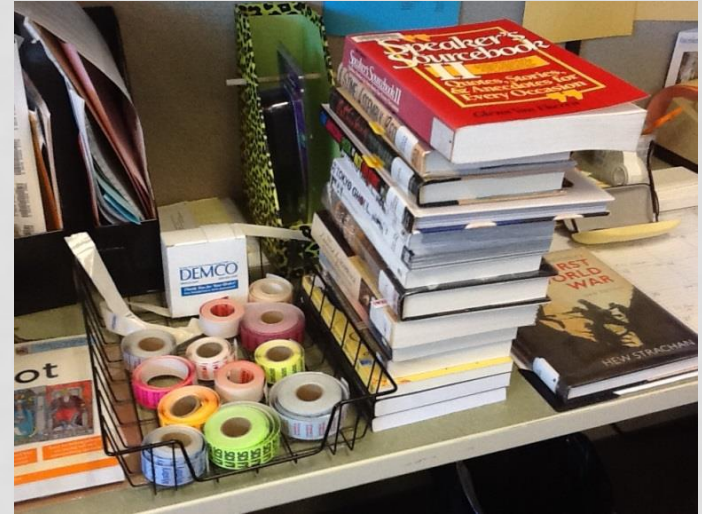
MUSEUM



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

A FEW MORE FACTS.....



Library customers may return materials 24/7 at the outdoor book drop at Deep River, and pick up holds Mon- Fri 5:00 pm-8:00 pm



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



Books may be returned and holds picked up at Northpoint Customer Service Mon-Fri 8:00 am-5:00 pm. The Friends of the Library also have a small collection of books for sale there.

LIMITED LIBRARY SERVICES OFFERED AT THREE LOCATIONS

DEEP RIVER AND ALLEN JAY REC CENTERS
AND NORTHPOINT CUSTOMER SERVICE

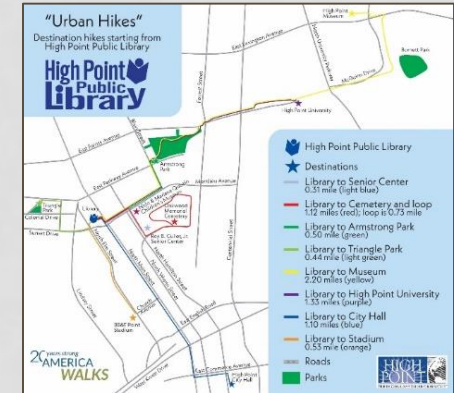
OTHER OFFSITE SERVICE SITES WE MAINTAIN:

3 TAP (Technology Access Point) sites:

Community Development, 4th Street -12 computers

Macedonia Family Resource Center – 6 computers

Fairview Family Resource Center – 5 computers



NON-TRADITIONAL, COMMUNITY-CENTERED LIBRARY PROGRAMMING

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

BUDGET

Current FY budget: \$5,309,451

Revenue sources

City of High Point (\$4,881,891)

Guilford County (\$359,960)

Copies, fines, fees, misc. (\$67,660)

Additional funding from State Aid to Public Libraries:
varies annually – current FY \$83,000

SO, WHAT'S GOING ON NOW?

Developing new 3-year strategic plan

Areas of focus:

- Developing a growth and sustainability plan for the facility.
- Preparing for the changing demographics of our community
- Expanding library services outside our main facility
- Enhancing our marketing and communication, both internally and externally.

Funded by an LSTA planning grant and facilitated by Dr. Robert Burgin

Continuing to grow and effectively manage the High Point Farmers Market

18,000 visitors in 2019

Twenty-plus regular vendors

Health screenings every Saturday

Cooking demonstrations

A different community partner every Saturday

Music and special events

New last year

Certified as EBT Farmers Market

Double the Bucks

Prescription for Produce

New this year

Guilford Community Care Network partner



Developing plans for the High Point Public Library Sensory Garden

Partners

Rotary Club of High Point

Forward High Point

High Point Public Library Foundation

Timeline

Jan.-Dec. 2020: Fundraising,
grant writing

Jul.-Dec.2020: Construction
drawings

Jan.-Mar. 2021: Contractor
selection

Apr.-Oct. 2021 : Construction

Nov. 2021: Grand opening



THANK YOU

AND PLEASE COME VISIT US SOON!

