

BOULDER PUBLIC LIBRARY

MASTER PLAN

Boulder Public Library Master Plan Draft Goals & Tentative Implementation Timeline

The Boulder Public Library Master Plan guides decision making for the library for the next 5 to 10 years. These draft goals were developed based upon input shared by the community April through June 2017. The goals are organized into four themes. The commitments describe what Boulder Public Library intends to deliver to the community to meet these goals. The tentative implementation timeline shows a possible approach to meeting the goals.

Please provide input on these goals through the [online comment form](#).

PROGRAMS AND SERVICES GOALS

- Increase the operating budget for library collections and their maintenance to reach 16% of overall expenditures, or \$14 per capita, in 10 years.
- Expand the library materials holds service.
- Provide uniform service levels at the branch libraries by increasing hours and program offerings.
- Open a full-service branch library in north Boulder.
- Open a “corner library” in Gunbarrel.
- Expand maker program offerings.
- Expand makerspace facilities at the Main Library and branch libraries.
- Expand the variety of educational and cultural programs based upon community interest.
- Increase the community’s awareness of library programs and services.
- Activate the Canyon Theater and Gallery via a 2-year pilot rental program.
- Provide resources and facilities to encourage civil, civic dialogue and create a forum of ideas to address local, regional and national issues.

Provide Feedback

PROGRAMS AND SERVICES COMMITMENTS

To continuously improve library programs and services, providing engaging platforms for learning and creativity, that are responsive to community input, BPL will:

- Prioritize its resources to offer programs, collections, and services that:
 - are vital in a 21st century knowledge economy,
 - support families and childhood development, and
 - respond to evolving community needs.
- Engage the community to gather input about program and service design and delivery on an ongoing basis.
- Provide access to information that is current, accurate, and relevant.
- Provide access to creative technology and digital resources for everyone.
- Offer opportunities for creativity, personal growth, community engagement, and life-long learning.
- Provide platforms for community engagement.
- Provide platforms and programs to build early childhood and 21st century literacies for all.
- Use strategic marketing and timely information to promote awareness of programs, services, and collections.

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FACILITIES AND TECHNOLOGY GOALS

- Address community growth by providing new facilities or infrastructure to provide programs and services that align with community input and meet City of Boulder's energy consumption and transportation goals.
- Provide technology access and maintenance for vehicles and mobile equipment used for outreach.
- Create a technology plan that addresses equipment, web, and app design and maintenance, associated staffing level, and staff training and skill building.
- Establish cleaning standards for library facilities.
- Address the maintenance backlog for library facilities and develop a facilities operations, maintenance and management plan.
- Create a plan to address safety and security in all facilities.
- Create a facility restoration plan for the Carnegie Library for Local History.
- Provide sufficient devices and network bandwidth to accommodate user demand in current and new facilities and to manage technology resources to maximize quality.
- Update the library's 2009 Facilities Sustainability Plan.
 - Conduct a renovation feasibility study for the Main Library's north building.
 - Conduct an audit of all facilities to identify issues with ADA compliance and where facilities don't meet CO library standards, and to identify opportunities to be inclusive to families, caregivers, parents and all-genders.
 - Develop a 10-year prioritized, capital needs plan and funding strategies.
 - Conduct a sign audit and develop a plan to install clear, consistent wayfinding signs and design elements in all facilities.
 - Conduct facilities study of the George Reynolds Branch Library.
 - Conduct growth and distribution analysis of library services in Boulder to develop a 20-year facilities build out plan which identifies opportunities to partner with City of Boulder Fire Department and other departments to co-manage facilities in new locations for the library (e.g. Fire Station 3 and the Transit Village area).
- Develop a maintenance and program plan for the outside public spaces at each city-owned branch library.

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FACILITIES AND TECHNOLOGY COMMITMENTS

To continue offer welcoming accessible places and current technology to serve the community, BPL will:

- Be responsive to community input and use when renovating or updating its facilities and technology.
- Ensure equitable access to resources through infrastructure and up-to-date technology.
- Manage its public technology resources to maximize quality and make strategic decisions based on community priorities for digital inclusion and innovation.
- Identify and provide technology resources that align with community priorities to help patrons meet personal needs.
- Provide sufficient devices and internet bandwidth to accommodate user demand.
- Provide facilities that are inviting and compel community members to explore, gather, learn, and engage.
- Provide facilities and technology that are ADA compliant and socially inclusive.
- Employ security services and technology that:
 - protects the rights, health, and safety of library patrons, staff, and volunteers;
 - ensures patrons' use and enjoyment of the library; and
 - preserves and protects the libraries' materials, equipment, facilities, and grounds.
- Create a facility build out plan that supports the city's sustainability, transportation and planning goals.
- Meet industry standards for facilities maintenance.

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BUILDING COMMUNITY AND PARTNERSHIP GOALS

- Develop a strategic partnership plan that identifies community partners to provide programs that support Boulder's value of being welcoming and inclusive and that builds community resilience.
- Strengthen relationships with Latino/Latina community members.
- Cultivate and engage the library's teen advisory groups.
- Expand the volunteer services program to leverage volunteer expertise to support daily operations, programs and engagement.
- Develop a learning garden or urban farmers program with local partners on the grounds of city-owned branch library facilities.
- Host a literacy-focused festival with local partners.

BUILDING COMMUNITY AND PARTNERSHIP COMMITMENTS

To connect Boulder people with one another, foster diversity, and build relationships and resiliency, BPL will:

- Support the community by providing opportunities and facilitation for civic engagement and dialogue.
- Engage in meaningful discussions, gather input, and act in partnership with other agencies to support community-wide growth and transformation.
- Ensure that affiliates, such as the Boulder Library Foundation, are aligned to strengthen the connections between the library and the community.
- Continue to provide patrons with greater access to resources by collaborating with other libraries.
- Build strategic relationships with community partners to maximize public access technology resources and services provided to the community.

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ORGANIZATIONAL READINESS GOALS

- Conduct an annual review of policies and planning documents.
- Gather staff and community input through biannual surveys.
- Increase administration, oversight and evaluation of internal services.
- Improve staff recruitment, training and development to maintain service excellence.
- Identify and address opportunities to improve internal staff communication and teambuilding.

ORGANIZATIONAL READINESS COMMITMENTS

To continue to provide service excellence and remain a trusted source for information and learning, BPL will:

- Consistently foster a healthy and effective work environment to ensure a positive patron experience.
- Maintain effective and sustainable library operations that provide tangible community benefits from well-planned library services, technologies and facilities.
- Employ sufficient staff with customer service and technology skills to help patrons achieve their goals.
- Create and administer policies that reflect library values and priorities, are user-friendly and accessible, and are current, comprehensive, and consistent.

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MASTER PLAN GOALS TENTATIVE TIMELINE

- Increase collection budget
- Expand maker programs
- Create plan to expand makerspace facilities
- Improve promotion of library programs and services
 - Create a technology strategic plan
 - Improve facilities cleaning standards
- Begin to address facilities maintenance backlog
 - Improve library safety and security
 - Upgrade patron WiFi access
- Conduct Main Library north building renovation feasibility study
- Audit facilities for ADA compliance and social inclusivity standards
 - Create a partnership strategic plan
 - Initiate outreach to Latino community
- Host an annual literacy-focused festival with local partners
 - Conduct patron satisfaction survey
 - Host BPL teen advisory group summit

- Increase collection budget
- Open Gunbarrel Corner Library
- Open branch library in north Boulder
- Implement Canyon Theater & Gallery rental program pilot
- Conduct a facilities study of the George Reynolds Branch Library
 - Create a 20-year facilities build out plan
- Host an annual literacy-focused festival with local partners
 - Conduct patron satisfaction survey

—2018—

—2019—

—2020—

—2021—

—2022—

- Increase collection budget
 - Expand holds service
- Launch pilot maker programs at branches
 - Pilot civic dialogues
- Collect community input for a branch library in north Boulder
- Collect community input for Gunbarrel Corner Library project
 - Improve internet filtering
- Implement volunteer-lead Homebound Delivery program
- Increase engagement of BPL's teen advisory groups

- Increase collection budget
- Create a facilities restoration plan for the Carnegie Library
 - Expand WiFi at branch libraries to serve adjacent low-income neighborhoods
 - Develop 10-year capital needs plan
 - Improve wayfinding to be clear and consistent
 - Activate outdoor spaces at branches
- Increase number of culturally relevant Latino programs
- Host an annual literacy-focused festival with local partners

- Increase collection budget
- Provide uniform hours at all facilities
- Canyon Theater & Gallery rental program pilot
- Host an annual literacy-focused festival with local partners

Provide Feedback