

DRAFT MASTER PLAN FRAMEWORK

Reviewed by the Library Commission 10/4/06

The purpose of this document is to present the framework to be used in the BPL master plan, starting with the library's mission, major focus areas, long-term goals and key objectives. The next step will be to develop strategies for accomplishing the goals and objectives.

MISSION

The mission of the Boulder Public Library is to enhance the personal growth of Boulder residents and contribute to the development and sustainability of an engaged community through free access to ideas, information, cultural experiences and educational opportunities

FOCUS AREAS - The following six focus areas have been identified for the BPL Master Plan:

- **Community Space** – what the library is
- **Core Services** - what the library provides
- **Technology** - how services are provided
- **Outreach** - to whom services are provided
- **Facilities** - where services are provided
- **Funding** - how services are paid for

LONG RANGE GOALS

Draft Goal – Community Space:

Provide a welcoming sense of place in which all members of the public can interact, exchange ideas, learn and build community as well as read, think, work and reflect.

Draft Goal – Core Services:

Provide resources that inform, educate, inspire and bring enjoyment to both individuals and the community as a whole.

Draft Goal - Technology:

Develop, implement and maintain an information technology architecture that accommodates the changing requirements of delivering library services in the 21st century.

Draft Goal - Outreach:

Engage the entire community in order to understand and meet the unique and varying informational needs.

Draft Goal - Facilities:

Protect the community's investment in facilities and implement a forward-looking service delivery model that adapts to changing needs.

Draft Goal - Funding:

Create a stable and sustainable economic model that honors the library's mission of providing the community with free and equal access to information.

OBJECTIVES

Community Space Goal: Provide a welcoming sense of place in which all members of the public can interact, exchange ideas, learn and build community as well as read, think, work and reflect.

Draft Objectives:

- Provide services and spaces—both electronic and physical—that allow members of the community to work, learn, interact, and exchange ideas.
- Provide the community with facilities that are comfortable, safe and secure.
- Ensure the library environment welcomes and respects all members of our community.

Core Services Goal: Provide resources that inform, educate, inspire and bring enjoyment to both individuals and the community as a whole.

Draft Objectives:

- Provide a quality collection and resources that reflect the needs of the community.
- Offer programming and cultural opportunities for children and adults that enhance quality of life in the community.
- Provide outstanding customer service to support access to the library resources and programs.
- Anticipate and integrate new practices and technologies to best serve the needs of our diverse community.
- Preserve and share local history that fosters an understanding and appreciation of Boulder County's past.

Technology Goal: Develop, implement and maintain an information technology architecture that accommodates the changing requirements of delivering library services in the 21st century.

Draft Objectives:

- Maintain a flexible integrated library system to support core library services.
- Invest in technologies that support operational efficiencies.
- Select technologies and design systems that enable resource sharing, partnerships and collaborations.
- Design systems that ensure patron privacy in compliance with state statutes and library policies.
- Develop a true “virtual branch,” allowing around-the-clock remote access to information, programs and personal accounts.
- Conduct ongoing assessments of new library-related technologies and their implications for BPL’s technology infrastructure; maintain the infrastructure needed for delivering emerging, but proven technologies.

Outreach Goal: Engage the entire community in order to understand and meet the unique and varying informational needs.

Draft Objectives:

- Implement library services to address the needs of underserved members of the community and those with unique challenges.
- Inform and educate community members about traditional and emerging library resources and programs.
- Develop partnerships and coalitions that address community information needs and leverage resources, including expanded work with educational institutions, non-profits and the local business community.
- Maintain high-quality programs that support and empower adults and children through the acquisition of literacy skills.

Facilities Goal: Protect the community's investment in facilities and implement a forward-looking service delivery model that adapts to changing needs.

Draft Objectives

- Utilize environmentally friendly methods, practices and technologies whenever feasible in the maintenance, renovation and/or construction of library facilities.
- Develop and implement a service delivery model that addresses patron and staff input, including current needs for space reconfiguration and technology usage in existing facilities.
- Implement a long-range library facilities plan that addresses projected community growth, evolving needs and aging facilities.

Funding Goal: Create a stable and sustainable economic model that honors the library's mission of providing the community with free and equal access to information.

Draft Objectives:

- Leverage the library's resources through partnerships, resource sharing, and other collaborative efforts.
- Increase operational efficiencies to fully utilize and leverage existing resources through a continuous improvement approach to management
- Seek additional revenue by increasing income sources and/or changing the basis for library funding.

Master Plan Framework-Mission-Goals-Objectives