



Service Point Analysis

Used as an analysis of service point requests, either for a new service point, modification to an existing service point, or an alternative service point such as a kiosk, mobile service, or drop/pick-up location.

NAME OF ORGANIZATION, CITY, OR

REQUESTOR_____

TYPE OF SERVICE REQUESTED_____

LOCATION_____

CONTACT INFORMATION_____

Background

Communities are like living organisms that constantly evolve and grow in different ways. To provide the best and most cost effective library service, TRL must change in specific ways that reflect the ways communities and service needs change. This requires continuous assessment and response to call for different types and styles of services using creativity with locations as building cost rise due to maintenance and upkeep. Our responsibility to our residents in both their roles as taxpayers and service populations requires us to have a clear and financially responsible process to evaluate and prioritize requests for library services.

TRL must evaluate the requests for new service point locations by reviewing data and funding availability and where needs are growing or underserved that make financial sense. There are cities where no physical library presence exists and there are cities whose growth has outstripped the capacity of current facilities and there are cities that do not participate in the library district even though they are physically located within our five counties. One size no longer fits all.

Reviewing the Data

- Budget – estimating the overall cost of the service point, budget and cost analysis is crucial before moving forward.

- Funding Source - must be identified and a sustainable funding source
- Service Population - is an estimate of the number of people in the area expected to use the site under consideration.
- Distance - from the nearest library is measured in minutes considering normal traffic patterns and flow. 20 minutes is the guide currently.
- Community Demand - is measured by the number of people talking to TRL and how organized they may be. These requests may come from the public, Board of Trustees, or Administration.

Yes = 1

No = 0

Step 1: Cost Analysis & Identify Funding Source	Budget Impact ✓ Financial Support Analysis Submitted ✓ TRL Budget Supported Cost analysis ✓ Overall cost of delivery of service ✓ Requestor or TRL Budget ✓ Future financial impact of this type of service point	Yes	No	Comments
Step 2: Identify Need or Demand	Demonstrated Need or Demand ✓ Local Commitment ✓ Number of Interested People ✓ Fundraising Efforts in place or planned ✓ Friends of the Library ✓ Community Interest of Involvement ✓ Support from Local Governing Body			
Step 3: Review Demographics	Population ✓ Current demographics ✓ Demonstrated Demand ✓ Special Populations, e.g., Native, Low Performing Schools, High Poverty ✓ Growth Projection for 5-10 years Distance/Time to nearest service point ✓ Closest Service Area ✓ Agencies Offering Services & Community Resources ✓ Travel or Travel Pattern			
Step 4: Recommendation on Type of Service Point	Services Requested ✓ New Library ✓ New Kiosk ✓ Modification to Current Service Point ✓ Change Type of Service Point			

Step 5: Review and Recommendation of Service Package	Define Service Package – One time vs. Ongoing <ul style="list-style-type: none"> ✓ Hours ✓ Staffing & Benefit Costs ✓ Collection ✓ Budget ✓ Maintenance ✓ Supplies ✓ Equipment ✓ Book drop ✓ Signage ✓ Wi-Fi ✓ City-owned or TRL-owned 			
Step 6: Agreement	Annexation <ul style="list-style-type: none"> ✓ City: Annexation Agreement & MOU ✓ Others: May be Agreement/MOU/Other 			
TOTAL:				