

TIMBERLAND REGIONAL LIBRARY

Facilities/Point of Service Analysis

Facilities needs can be brought to our attention in several ways. Communities, elected officials, or potential partners may bring a request for library services, or the staff may observe that new or additional services or facilities are needed at a given location. Whenever a need arises, the following analysis will be performed:

1. Define Problem to Be Solved

2. List Possible Solutions

- Modify existing service point?
- New service point?
- Change service package (service packages -- created from a list of services)?
- Other internal changes?

3. Do Preliminary Analysis

- Population - including growth projection
- Distance/time to nearest service point by actual road
- Community interest/involvement.
- Support of governing body mandatory
(There will be a different threshold for existing service points than for new ones.)

4. Full Analysis

- Demographics
- Demonstrated demand
- Transportation
- Travel patterns
- Local commitment:
 - Are they willing to invest money?
 - Number of interested people - who are they?
 - Fund raising efforts
 - Friends of Library group
- Special circumstances, e.g., special population
- Community profile
 - Other agencies offering service
 - Resources -- grocery store, doctor, etc.
- Define service package
- Possible site (or sites)

5. Cost analysis

- Cost of delivery of service defined above
- TRL's current financial condition
- Future financial impact of this type of service point
- Relationship to strategic plan

6. **Comparison**

- What other projects are on the table for this fiscal year? For the next five years?
- Set priorities and timelines

Timberland Regional Library

Service Point Initial Assessment

November 2005

Background

Communities are like living organisms that constantly evolve and grow in different ways. To provide the best and most cost effective library service, Timberland must change in specific ways that reflect the ways communities change. This requires continuous re-assessment and rapid effectual response to calls for different styles of service and locations. Our responsibility to our residents in both their roles as taxpayers and service populations requires us to have a full and fair process to evaluate and prioritize those calls for change.

Among the calls for change are the desires for service locations where needs are growing but Timberland's physical presence is missing. There are cities where no physical library presence exists, 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 physically located within our five counties.

The key to meeting as many of the most important needs as our resources allow is to devise a specific process that involves

1. Defining the precise problem to be addressed,
2. Doing an initial assessment that will clearly delineate which areas will most quickly benefit from an immediate full scale analysis, and
3. Performing a full-scale community analysis to determine which type of service point will most effectively meet the identified need.

The following chart provides a way to objectively look at each location using comparable elements. When several sites are compared, the results indicate which places are worth looking at with a more detailed analysis.

The elements

- Service Population is an estimate of the number of people in the area expected to use the site under consideration. A 1-3 scale is used so that areas of denser population would not unrealistically skew the calculations
- Distance from the nearest library is measured in minutes considering usual traffic patterns and traffic flow. This measure was used in the last Facilities Needs Assessment (1998) as a guide.
- Community demand is measured by the number of people talking to Timberland and how organized they may be. When there is already a strong fund raising effort underway, that campaign is recognized.
- City or county support is counted as a plus, minus or neutral only because the amount of support is beyond our control. Support includes the willingness to contribute monetarily to the project. Neutral support indicates there is a willingness to talk about a project but no

budgeted funding from the entity. In order to be considered for further analysis, this category must have a plus.

- Specificity indicates an element that is specific to this project that bears merit. Any project that is addressing ADA needs certainly needs to be recognized. Other elements may be the gift of land from a local donor, a major donation or another entity that is leading the project.

The total of the above elements will provide an indication of the need for further analysis. If the total is 5 or less, no further analysis will be done, but we will continue to monitor what is happening in the community. If the total is over 5, then a complete analysis is conducted to determine the level of service needed.

Timberland Regional Library
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Area under consideration: _____ **Date:** _____

Element	Rating	Comments
Service population 0 - 4,999 1 5,000 - 19,999 2 20,000 or more = 3		Potential service population for Service Point. Might be that not served by existing facility.
Distance from nearest library 9 or less minutes = 1 10 - 19 minutes = 2 20 or more minutes = 3		
Community demand Single small group = 1 Small organized groups plus some community members = 2 Larger group, fund raising in process and community-wide support = 3		How loud is their "voice."
City or county support Plus or minus		Absence or presence of monetary and/or city staff support.
Specificity 0 -- 3		Some factor that is related to this project. Can be an ADA issue or structural issue.
Totals		