

A New Chapter

**I. Forward**

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For the past seven years, it has been my distinct privilege and honor to assist in the guidance and direction of the Dallas Public Library. In just that short period of time, we have witnessed extraordinary changes in libraries and the services they provide. Our patrons have come to expect the latest in high technology--from the Internet to e-books, and changing demographics have dictated new methods of providing library services to our communities. To assist with planning for the future, the Dallas City Council included in the 1998 Bond Program funding for a Master Plan study to provide foresight as well as insight for the challenges and opportunities that lie ahead.

True to its proud tradition of providing service that is responsive to the needs of our customers, the Library embarked on this study with the goal of achieving a ten-year comprehensive Master Plan--a study that would address the Library's infrastructure needs along with focusing on the areas of collections, technology, staffing, and service markets.

The Library in partnership with the Public Works and Transportation Department decided to obtain the services of a lead consultant, with primary responsibility for the facilities portion of the study, who would collaborate with other consultants to evaluate the areas of collections, technology, and staffing.

The document that follows is the product of an ambitious and comprehensive process that gauged customer expectations through the use of various forums such as focus group meetings, community town-hall meetings, opinion surveys, and personal interviews. All library stakeholders were afforded the opportunity to provide input and assist in the development of consensus for Master Plan goals.

The end result is a comprehensive Library Master Plan that identifies and prioritizes Library capital improvement needs and makes facilities recommendations with consideration to collections, technology, and staffing. Most of all, the study provides vital information that will allow the City of Dallas and the Dallas Public Library to better serve our communities over the next ten years. The Library enthusiastically anticipates remarkable times ahead and is positioned to foster services that are customer-responsive for the betterment of our communities.

Finally, I would like to thank all those who took part in this major undertaking. It has been a painstakingly long process with many, many hours of time invested by all. We all share in the culmination of this study, in the pride in which it is presented, and in our desire for excellence.

Ramiro S. Salazar  
Director of Libraries

