

RESOLUTION 2017 - 383

**A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF ST. JOHNS COUNTY, FLORIDA, APPROVING THE LIBRARY'S ANNUAL PLAN OF SERVICE 2017-2018, AS REQUIRED BY THE STATE LIBRARY OF FLORIDA IN ORDER TO RECEIVE ANNUAL STATE AID TO LIBRARIES GRANT FUNDING IN FY2018.**

**WHEREAS**, the St. Johns County Board of Commissioners, on behalf of the St. Johns County Public Library System is applying for a State of Florida Aid to Libraries Grant; and

**WHEREAS**, the state grant funds will assist St. Johns County in providing library and multimedia resources to the residents of St. Johns County; and

**WHEREAS**, the St. Johns County Public Library System strives to provide the highest quality programs and services to the citizens of St. Johns County, as outlined in its Long-Range Plan 2017-2019; and

**WHEREAS**, a required component of the State Aid to Libraries grant application process involves approval by the Board of County Commissioners of the St. Johns County Public Library System's Annual Plan of Service; and

**WHEREAS**, the programs and services contained in the 2017-2018 Annual Plan of Service are reflected in St. Johns County's 2017-2018 budget; and

**WHEREAS**, the St. Johns County Public Library System has prepared an Annual Plan of Service for fiscal year 2017-2018.

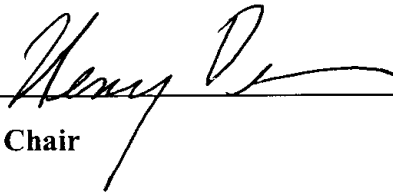
**BE IT RESOLVED** by the Board of County Commissioners of St. Johns County, Florida:

1. The above recitals are hereby incorporated into the body of this Resolution, and are adopted as Finding of Fact.
2. The Board of County Commissioners hereby approves the Library's Annual Plan of Service 2017-2018, a required component of the State Aid to Libraries grant application.
3. To the extent that there are typographical or administrative errors that do not change the tone, tenor, or concept of this Resolution, this Resolution may be revised without subsequent approval by the Board of County Commissioners.


**PASSED AND ADOPTED** by the Board of County Commissioners of St. Johns County, State of Florida, this 21st day of November, 2017.

**BOARD OF COUNTY COMMISSIONERS**

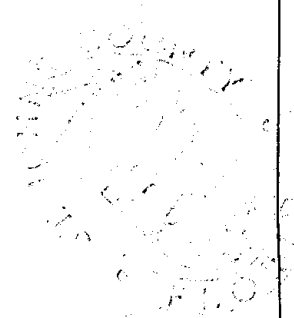
**OF ST. JOHNS COUNTY, FLORIDA**

By:   
Chair

**ATTEST:** Hunter S. Conrad, Clerk

By:   
Deputy Clerk

RENDITION DATE 11/22/17



# St. Johns County

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# Public Library System

## Annual Plan of Service 2017 - 2018 *"Connect, Learn, Enjoy @Your Library"*

### **I. Connect ....**

Technology: Provide relevant electronic resources (content and delivery) to the public.

Measures to be Collected:

- Number of circulations of downloadable titles
- Number of downloadable titles purchased
- Number of items digitized

Activities:

- Expand digitization of genealogy and local history resources for preservation and for online public access.
- Monitor usage of digital downloads and adjust services accordingly and as library budgets allow.
- Follow trends in the use of e-readers and digital devices, monitor usage of library's devices, and adjust services accordingly and as budget allows.

### **II. Learn ....**

Technology: Increase the use of digital resources and classes.

Measures to be Collected:

- Number of, and usage statistics for, public computers available
- Number of database uses
- Number of circulations of downloadable titles
- Number of persons attending technology classes
- Number of classes/workshops conducted
- Number of digital devices circulated

Activities:

- Create a new campaign promoting digital resources and classes.
- Offer personal assistance using digital devices, including e-readers and downloading e-content.
- Provide technology classes to the public, and revise as needed.
- Design and implement a digital device checkout program.

Youth Services: Preschool children (birth – K) will have programs and services designed to enhance early literacy skills (i.e., reading, writing, and listening).

Measures to be Collected:

- Number of preschool materials borrowed or added
- Number of preschool programs presented in the library
- Number of preschool programs presented in non-library locations
- Number of preschoolers attending programs
- Number of deposit collections circulated
- Number of, and usage statistics for, electronic resources designated for children's literacy, e.g., ELS stations, children's databases, iPads used in storytime, etc.

Activities:

- Continue to present regularly scheduled preschool story programs.
- Increase outreach services and programming to under-served children.
- Provide computers, with appropriate programs, and other electronic resources for preschool children.
- Provide access to online e-books for preschool children.

**III. Enjoy ....**

Collections: The library system will promote the joy of reading in order to enrich lives, expand horizons, and foster imagination.

Measures to be Collected:

- The circulation of fiction in all formats will increase by 1% annually
- The circulation of non-fiction in all formats will increase by .5% annually
- Number of materials borrowed or added

Activities:

- The library system will sponsor St. Johns Reads annually.
- The library system will offer book discussions outside the library.
- The library system will feature new materials and programs on the library website, on social networks, and in the library's e-newsletter.
- The library system will support, and actively promote, the Florida Heritage Book Festival.

Marketing: Develop an awareness campaign to make more people aware of all the services offered by the library system.

Measures to be Collected:

- Number of community programs presented (at non-library locations)
- Number of persons attending community programs (at non-library locations)
- Number of social network followers
- Number of agencies linking to library website

Activities:

- Provide presentations to inform the community about library resources and programs.
- Develop relationships with local media outlets to most effectively use them to tell the library story.
- Develop best practices for use of social media to showcase local programming and culture.

Sustainability: Establish and maintain partnerships with community organizations.

Measures to be Collected:

- Number of formal partnerships developed and sustained
- Number of SJC departmental relationships developed and sustained

Activities:

- Cooperate with other libraries, government entities, community groups, and businesses to share resources and provide programming to our patrons.

Staffing: Continue to improve the quality of customer service at SJCPLS.

Measures to be Collected:

- Number of community responses to library surveys
- Number of comment cards submitted
- Number of staff receiving customer service training

Activities:

- Continue to collect feedback from patrons to gauge success of customer service.
- Identify procedures, policies, etc. that can be modified to be more customer friendly.
- Explore ways that staff can be empowered to act on behalf of patrons.
- Provide customer service training to all staff annually.
- Emphasize customer service throughout the library system, both at traditional service desks and by expanding library staffing into currently understaffed areas.

#### **IV. @Your Library ....**

Sustainability: Actively seek supplemental sources of revenue.

Measures to be Collected:

- Number of grants written
- Number of grants awarded
- Number of new FOL memberships received
- Increase in annual donations received due to online electronic payment options
- Number of processes revised annually

Activities:

- Seek appropriate grant and foundation opportunities.
- Actively promote online electronic payment options for accepting donations.
- Actively promote the individual FOL organizations and the benefits of membership.
- Maintain the alignment of the Friends' efforts with the libraries' needs.
- Maintain a strong, well-informed Library Advisory Board that makes decisive recommendations in accordance with its oversight role within the Library-BCC structure.
- Cultivate advocacy roles for both LAB and FOL members on behalf of the library community.
- Continue to increase the efficiency and effectiveness of library operations and procedures.

Staffing: Identify and create new staff positions relevant to the growth of the library system.

Measures to be Collected:

- Number of new staff positions created
- Number of staff promoted into higher classifications
- Number of staff receiving training

- Number of hours of staff training received
- Number of new volunteers recruited and trained

Activities:

- Continue to explore the use of shared and rotating staffing throughout system.
- Expand the opportunities for, and use of, volunteers throughout library system.
- Continue providing internal opportunities for professional growth and promotion.
- Examine roles of support staff and explore ways their education/experience can be better utilized by library, creating more vesting in day-to-day library operations.
- Invest in professional development.

Facilities: Maintain an environment that is safe and welcoming for library patrons and staff.

Measures to be Collected:

- Number and capacity of library meeting rooms available to the public
- Number of people visiting the libraries annually
- Number and frequency of groups using library meeting rooms
- Number of work orders submitted to Facilities Maintenance
- Number of public comments/complaints about library facilities

Activities:

- Create and maintain sufficient spaces for community groups to meet.
- Explore ways of rearranging areas of the libraries to better meet the competing needs for use.
- Maintain communication with County Administration and the BCC regarding the library system's long- and short-term capital needs.

## **V. Evaluation**

This plan is for fiscal year 2017-2018. Activities will be developed by library staff to attain the objectives. The staff will examine the progress quarterly. The Library Advisory Board will examine the progress in achieving objectives annually. This process may result in changes to the objectives in response to new developments and opportunities for the library and the County.