

RESOLUTION NO. 2018 - 435

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF ST. JOHNS COUNTY, FLORIDA, APPROVING THE LIBRARY'S ANNUAL PLAN OF SERVICE 2018-2019, AS REQUIRED BY THE STATE LIBRARY OF FLORIDA IN ORDER TO RECEIVE ANNUAL STATE AID TO LIBRARIES GRANT FUNDING IN FY2019.

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 2018-2019 Annual Plan of Service are reflected in St. Johns County's 2018-2019 budget; and

WHEREAS, the St. Johns County Public Library System has prepared an Annual Plan of Service for fiscal year 2018-2019.

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 2018-2019, 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 20th day of November, 2018.



**BOARD OF COUNTY COMMISSIONERS
OF ST. JOHNS COUNTY, FLORIDA**

ATTEST: Hunter S. Conrad, Clerk

By: Paul M. Waldron
Deputy Clerk

By: Paul M. Waldron
Paul M. Waldron, Chair

RENDITION DATE 1/10/19

St. Johns County

Public Library System

Annual Plan of Service 2018 - 2019 *"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 Tech items circulated

Activities:

- Investigate circulating technology for the public (i.e., mifi, Roku, etc.)
- 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

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

Measures to be Collected:

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

Activities:

- Emphasize customer service throughout the library system.
- Provide customer service training to all staff annually, at a minimum at SJCLPS Staff Development Day.
- Investigate internal mobile library services to eliminate the desks, eliminate the barriers, and improve customer services.
- 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.

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 .5% annually
- The circulation of non-fiction in all formats will increase by 1.0% annually
- Number of materials borrowed or added
- Number of patron requests for new materials received

Activities:

- The library system will sponsor St. Johns Reads annually.
- The library system will offer book discussions outside the library.
- The library system will support, and actively promote, the Florida Heritage Book Festival.
- The library system will evaluate how the collection is being used and will revise purchasing as needed, based upon patron requests for materials/subjects.

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
- Number of incident reports

Activities:

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

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.

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
- Number of newsletter recipients

Activities:

- Provide presentations to inform the community about library resources and programs.
- Develop relationships with local media outlets to tell the library story.
- Develop best practices for use of social media to showcase local programming and culture.
- Maintain monthly SJCPLS e-newsletter.
- Continue to work on SJCPLS branding.

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 re-classification requests submitted
- 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:

- Work with Personnel Services to conduct an internal audit of all library positions and update position classifications and job descriptions.
- 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.

V. Evaluation

This plan is for fiscal year 2018-2019. Library staff will develop activities 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.