20	**AGENDA ITEM** **ST. JOHNS COUNTY BOARD OF COUNTY COMMISSIONERS**
	Deadline for Submission - Wednesday 9 a.m. – Thirteen Days Prior to BCC Meeting

11/17/2026

BCC MEETING DATE

TO: **Joy Andrews, County Administrator** **DATE:** **September 10, 2026**

FROM: **Debra Rhodes Gibson, Director, Library** **PHONE:** **904 827-6926**

SUBJECT OR TITLE: **Library Annual Plan of Service for 2026-2027**

AGENDA TYPE: **Consent Agenda, Resolution**

BACKGROUND INFORMATION:

Attached is a copy of the Library's updated Annual Plan of Service 2026-2027, a required component of the State Aid to Libraries grant application process. This document outlines priority goals and activities for library services for FY2027 based upon available funding and staffing resources. This year's Plan focuses on the adopted SJC Strategic Plan, offering consistency in service priorities across county departments. Measures reflecting progress toward achievement of these goals/activities are tabulated monthly and reviewed/analyzed by the Library Management Team and the Library Advisory Board quarterly. This document was reviewed and approved by the Library Advisory Board at their regular meeting on September 9, 2026. St. Johns County has been the annual recipient of State Aid funding for decades. This action allows St. Johns County to continue receipt of these annual dollars for the 2026-2027 fiscal year. The amount of State Aid funding received in FY2026 was $106,330. The approved Annual Plan must be submitted and received by the Division of Library and Information Services, State Library of Florida before December 1, 2026.

1. IS FUNDING REQUIRED? Yes **2. IF YES, INDICATE IF BUDGETED.** Yes

IF FUNDING IS REQUIRED, MANDATORY OMB REVIEW IS REQUIRED:

INDICATE FUNDING SOURCE: $106,000 approved in FY 27 Budget in Library Services - Library State Aid Expenditures [0001-0078-55206]. Expenditure contingent upon award.

SUGGESTED MOTION/RECOMMENDATION/ACTION:

Motion to adopt Resolution 2026-_____, approving the Library's Annual Plan of Service 2026-2027, as required by the State Library of Florida in order to receive annual State Aid to Libraries Grant funding.

For Administration Use Only:
Legal: Jalisa Ferguson 10/30/2026 **OMB: ARM 10/30/2026** **Admin: Brad Bradley 11/6/2026**

RESOLUTION 2026 - ____

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF ST. JOHNS COUNTY, FLORIDA, APPROVING THE LIBRARY'S ANNUAL PLAN OF SERVICE 2026-2027, AS REQUIRED BY THE STATE LIBRARY OF FLORIDA IN ORDER TO RECEIVE ANNUAL STATE AID TO LIBRARIES GRANT FUNDING IN FY2027.

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 electronic 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 2024-2028; 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 2026-2027 Annual Plan of Service are reflected in St. Johns County's FY2026 budget; and

WHEREAS, the St. Johns County Public Library System has prepared an Annual Plan of Service for fiscal year FY2027.

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 2026-2027, 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 17th day of November 2026.

BOARD OF COUNTY COMMISSIONERS
OF ST. JOHNS COUNTY, FLORIDA

By: _____
Chair

ATTEST: Brandon J. Patty,
Clerk of the Circuit Court and Comptroller

By: _____
Deputy Clerk

ANNUAL PLAN OF SERVICE FY2027

"Connect, Learn, Enjoy @Your Library"

Connect with the World

GOAL: SJCPLS will support the community in connecting to and participating in the digital world.

Objective: SJCPLS will encourage self-service by library users to access library materials and information.

- **Action:** Expand promotion and support of self-service tools and use collected data to identify other self-service options for implementation.
- **Performance Measures:**
  - Track monthly usage statistics for all existing self-service tools to monitor growth and user adoption.
  - Evaluate quarterly engagement trends based on promotional efforts (e.g., marketing posts, events, staff-led demonstrations).
  - Identify and assess one additional self-service option using collected usage and patron-feedback data; submit a recommendation by end of FY27.
- **Outcome:** Increased user convenience and autonomy demonstrated by a higher rate of self-service transactions; improved staff capacity to focus on user support and programming.

Learn for a Lifetime

GOAL: SJCPLS users will find current and accurate print, non-print, electronic resources, as well as the assistance they need to use these resources.

Objective: SJCPLS will maintain a knowledgeable staff, skilled in determining users' needs, in locating relevant information, and assisting with technology.

- **Action:** Finalize and publish the Level I Core Competencies (foundational skills), and roll out a consistent, repeatable training program that equips all staff with Level I proficiency in high-quality reference, customer service, technology assistance, communication, and program delivery.
- **Performance Measures:**
  - Level I Core Competencies fully finalized and published by December 31, 2026.
  - Level I training program launched by March 31, 2027, with aligned assessment tools; ≥85% completion of Level I required training modules by September 30, 2027.
  - Staff reported confidence in Level I skills improves by ≥15%.
  - Level II-III implementation plan drafted for FY28 rollout.

- **Outcome:** Staff demonstrate strengthened and more consistent foundational (Level I) service skills across all locations, improving user experiences in FY27 and establishing the baseline for advanced competencies (Levels II-III) in FY28.

@ Your Library

GOAL: SJCPLS will be driven by bold vision and innovation at all levels of the organization.

Objective: SJCPLS will create service delivery models that reflect current trends, community needs, and available funding.

- **Action:** Optimize staffing models using branch tier benchmarks to ensure consistent service expectations across all branches without increasing total staffing levels.
- **Performance Measure:**
  - Annual staffing review with HR and County Administration completed by September 30, 2027.
  - All branches continue to meet tier-based service expectations using existing FTE allocations.
  - Redistribution or reclassification recommendations implemented to balance workload across the system.
- **Outcome:** Branches provide more consistent service levels, improving systemwide capacity and ensuring staff resources are allocated equitably and efficiently.

- **Action:** Implement volunteer procedures manual aligned with HR/Administrative Code. Expand volunteer roles to support core library functions and community engagement.
- **Performance Measures:**
  - Volunteer manual approved and deployed by December 31, 2026.
  - Volunteer hours increase ≥8% systemwide over FY26 levels.
  - At least two new standardized volunteer roles adopted by all branches.
- **Outcome:** A more consistent, effective volunteer program enhances library services and deepens community involvement across all branches.

Objective: SJCPLS will maintain a communication program that demonstrates the impact of SJCPLS on the St. Johns County community.

- **Action:** Develop and maintain a streamlined system for gathering, tracking, and responding to community feedback.
- **Performance Measures:**
  - Establish a clear, simplified process for collecting feedback across multiple channels (e.g., online reviews, comment cards, staff observations, direct mail).
  - Implement a consistent mechanism for organizing and monitoring feedback trends.
  - Document actions taken in response to feedback and demonstrate improvements over time.
- **Outcome:** Feedback is translated into meaningful, visible improvements that strengthen community trust, enhance service quality, and inform data-driven decision-making.

Evaluation

This plan is for Fiscal Year 2027. Progress toward objectives will be reviewed quarterly by staff and annually by the Library Advisory Board. Adjustments may be made as needed to align with County priorities, emerging community needs, or system-wide developments.