

Memo

To: Ben Scott, County Manager
From: Debbie Paulson, Library Director
Date: 9/2/2015
Re: Approval of Annual Plan of Service 2015-16

Attached please find the Library's Annual Plan of Service 2015-16 that is a required element in the annual State Aid to Libraries grant application. It needs to be approved by the Board of County Commissioners and you will also find attached the agenda item request form.

The plan outlines the many tasks, both New and Ongoing, that need to be accomplished during the 2016 fiscal year and who is responsible for each task. New tasks from the Library's new Long Range Plan of Services 2015-2020 have been incorporated.

I would appreciate it very much if the plan could be placed on the September 17, 2015 BCC meeting agenda for approval. Please let me know if you need further information or explanation.

Thank you.

**Columbia County Public Library:
Annual Plan of Service
2015-2016**

Task	Ongoing	New	Responsible Staff
ADMINISTRATIVE			
Implement Annual Plan of Service		X	Director
Design data collection instruments & collect data	X		Evans
Financial management:			
Budget	X		Director
Purchasing	X		Thomas
Continue to refine purchasing with WorkFlows system	X		Thomas, Evans
Pursue additional funding sources		X	Director
Personnel Management	X		Director, Evans, Branch Managers
Encourage ongoing improvements	X		All staff
Inventory maintenance	X		Thomas
Records management & file maintenance	X		Thomas
Community communication:			
Public relations	X		Director, assigned staff
Newsletter and other mailings	X		Thomas, Director
Membership in local civic groups to promote library	X		Director, Evans
Update emergency response plan	X		Evans, A. Gray
Continue succession planning process (Director to retire in 2016)	X		Director
Quarterly county reports	X		Director, assigned staff
Quarterly voter registration statistics to Tallahassee	X		Director, Branch Managers
STAFFING			
Fill vacant staff positions	X		Director, Branch Managers
Maintain and train staff in all areas	X		Director, Branch Managers
Staff training on following topics:			
Reference	X		A. Gray
Cataloging and technical services	X		Evans
Customer service	X		Branch Managers
Emerging technologies as available	X		Assigned staff
Workflows system	X		Branch Managers, Evans
Computer skills	X		Assigned staff
Use of assistive devices	X		Branch Managers
Policies and procedures	X		Director, Evans
Supervision and workflow management	X		Assigned staff
Specialized areas of responsibility	X		All staff
Additional topics related to library user requests	X		Assigned staff
Staff morale and appreciation	X		Director, Pounds
VOLUNTEERS			
Provide service opportunities	X		Pounds
Orientation and training for volunteers	X		Pounds
Volunteer recognition activities	X		Pounds, Director
Recruit and train teen volunteers	X		Pounds
Investigate idea of literacy board with community volunteers		X	Pounds

Task	Ongoing	New	Responsible Staff
Expand seniors training seniors	X		Pounds
Explore new fundraising efforts		X	Pounds
FRIENDS OF THE LIBRARY SUPPORT			
Liaison to Friends Board	X		Director
Friends membership rolls	X		Thomas
Memorial donations	X		Thomas
Brochures, mailings, handouts, flyers, etc.	X		Thomas
Supply and maintain book sale room	X		Brown
Fundraising activities	X		Director, Pounds
Coordinate programs with Friends	X		Director, Evans
Purchase materials with Friends financial support	X		Director, Assigned Staff
FACILITIES AND GROUNDS			
Monitor safety and security issues for all facilities	X		Branch Managers
Develop ongoing safety program (work with Safety Director)		X	Assigned Staff
Schedule facilities and landscape maintenance	X		Branch Managers
Meeting rooms schedules (Main, Fort White and West Branch)	X		Thomas, Gray, Street
Monitor work areas for workflow and efficiency	X		Branch Managers
Perform safety audit at each library; implement recommendations		X	Director, Branch Managers
TECHNICAL SERVICES -- AUTOMATION			
Continue to implement new components of WorkFlows system	X	X	Evans
Continue to develop new library web pages pn Enterprise	X		Evans, Assigned Staff
Maintain automation hardware	X		Manning
Troubleshoot PCs and peripherals	X		Manning, Moore
Maintain adequate supplies	X		Manning, Moore
Maintain telecommunications	X		Manning
Training in emerging technologies		X	Manning
Monitor performance and security of network	X		Manning
Repair, recycle, & replace equipment as needed	X		Manning, Moore
Develop replacement schedule for computer hardware		X	Manning
Monitor Internet filtering application	X		Manning
Monitor expiration of hardware maint./license agreements	X		Manning
Apply for E-rate telecommunication discounts	X		Director
Investigate Smart Pay (pay fines/fees with debit/credit cards)		X	Director, Manning
Investigate Internet signup with reservation software		X	Director, Manning
TECHNICAL SERVICES -- COLLECTION			
Order materials	X		Assigned Staff
Receive materials	X		Assigned Staff
Maintain acquisitions check-in records	X		Assigned Staff
Catalog materials	X		Evans, Layton, Martinez, Assigned staff
Clean up bibliographic database	X		Evans
Process materials	X		Williams
Repair worn and damaged materials	X		Horner
Train staff in new RDA protocols		X	Evans
Continue to train staff in Unicorn acquisitions software	X		Evans
Prepare bibliographic database for OCLC	X		Evans
Read reviews, catalogs & user requests for purchases	X		Selectors
Select materials	X		Selectors

Task	Ongoing	New	Responsible Staff
Maintain picture book, beginning reader & board books	X		Tyson, Street, Gray
Maintain Information File with emphasis on local history	X		Assigned Staff
Continue to develop DVD and CD collections	X		Branch Managers
Maintain collection (repair)	X		Horner, Shelves
Maintain collection (weed & replace)	X		Selectors
Solicit purchase suggestions from the public of all ages	X		Selectors
Develop budget breakdown by collection area to support goals	X		Evans
Select and order memorials	X		Evans
Solicit homework assignment topics from teachers	X		Tyson, Martinez
Monitor missing items for possible replacement	X		Branch Managers, Tyson
IRS tax forms	X		A. Gray
Track ILL requests for collection development purchases	X		Evans
Evaluate and improve business collection	X		Martinez
Lease popular books and audio CDs	X		Evans
Continue to improve popular music CD collection	X		Evans
Maintain purchasing schedule for reference materials	X		Martinez
Continue to enlarge books on CD collection	X		Branch Managers, Tyson
Collect extra-curricular reading lists, purchase as needed	X		Tyson, Evans
Add family histories to Genealogy collection	X		Evans
Continue to review school fair collections, weed/add as needed	X		Tyson
Continue to offer the e-books format for CCPL users	X		Director, Evans, Branch Managers, Manning
COLLECTION PROMOTION			
Continue promotion of e-books	X		Director
Develop new bibliographies on current topics	X		Tyson, Gray
Develop bookmarks about online databases	X		Gray
Publicize collections, services, and programs	X		Assigned staff
Develop and maintain displays	X		Branch Managers, Assigned staff
Monitor online database usage, recommend needed changes	X		Evans, Director, Manning
Use social networking sites (FaceBook, etc.) to promote the collection, services and events	X		Evans, Tyson
Use texting service as promotional aid		X	Tyson
REFERENCE AND INFORMATION			
Assist public in using the Internet	X		Branch Managers, Gray, staff who work at reference
Provide information via fax (local) and email	X		Branch Managers, Gray, staff who work at reference
Develop annual quality reference survey		X	Director, Evans, A. Gray
Assist public in using new databases	X		Branch Managers, Gray, staff who work at reference
OTHER PUBLIC FUNCTIONS			
Supervise public using facilities and equipment	X		Branch Managers
FREE USE/LOAN OF MATERIALS			
Large print books	X		All
DVDs	X		All
CDs	X		All
Books on CD and tape sets	X		All
Books - all ranges of topics and reading levels	X		All
E-books	X		All
Magazines and newspapers	X		All

Task	Ongoing	New	Responsible Staff
Genealogy materials	X		All
AV equipment	X		All
Interlibrary Loan (borrow and lend)	X		
Accept and research requests	X		Davis, Fraser
Process requests	X		Davis, Fraser
Receive, process, ship items	X		Davis, Fraser
CIRCULATION SUPPORT			
Charge/discharge materials	X		Branch Managers, Assigned Staff
Collect and process fines and fees	X		Branch Managers, Assigned Staff
Prepare and mail overdue notices	X		Evans, Assigned Staff
Reshelve materials	X		Branch Managers, Assigned Staff
Evaluate circulation statistics & make recommendations	X		Evans
COMPUTERS FOR PUBLIC USE			
Investigate online Internet computer signup software	X		Manning, Director
Investigate "smart cards" for public printing & photocopying	X		Manning, Director
Maintain hardware & software	X		Manning
Develop public online database training		X	A Gray
Maintain Lois Law computer workstation	X		Court Administration
Manage Internet and reference PCs	X		Manning, Branch Managers
Manage children's PCs	X		Manning, Branch Managers
Evaluate staff computer needs & make recommendations		X	Manning, Director
Investigate expanding bandwidth and costs		X	Manning, Director
Continue to offer basic computer skills classes	X		Martinez, Pounds
Incorporate new legal aid website for patrons when available		X	Assigned staff
Find solution to Fort White Branch Library's Internet issues		X	Manning
PROGRAMS			
Preschool programs on site	X		Tyson
Tours & programs for schools and other groups	X		Tyson, A. Gray
Develop adult programs with Friends of the Library	X		Director, Evans
Continue to develop new Tween/Teen/YA programs	X		Tyson
Develop programs with tie-ins to National Library Week, etc.		X	Director, Assigned Staff
Develop genealogy programs for public		X	Evans
OUTREACH			
Investigate new programs for Senior Citizens		X	Director, Evans, Pounds
School visits	X		Tyson, Street, Gray
FLYP summer reading program activities	X		Tyson, Street, McMillan
Deposit collections of materials			
Childcare centers	X		Tyson, Street
Nursing homes	X		Martinez
Programs conducted at day care centers	X		Tyson
Investigate online homework helper resources	X		Tyson
LITERACY			
Recruit tutors and provide training	X		Pounds
Expand family literacy program	X		Pounds
Continue to build literacy collection of materials	X		Pounds
Expand workplace literacy program		X	Pounds
Use laptop to take to literacy outreach activities	X		Pounds

Task	Ongoing	New	Responsible Staff
Investigate alternative fundraisers		X	Pounds
Use Rosetta Stone software to use with students	X		Pounds
Investigate literacy funding sources (grants, etc.)	X		Pounds, Director
Provide mini-workshops on literacy topics for tutors	X		Pounds
Continue English as a Second Language groups	X		Pounds
Organize Family Literacy Day in September	X		Pounds
Survey tutors on interests and needs	X		Pounds
Attend local, state, & national literacy conferences, as deemed appropriate to learn new ideas and share what works in CC	X		Pounds
Collaborate with related groups	X		Pounds
Maintain literacy collections at all 3 library locations	X		Pounds
Establish study groups as needed		X	Pounds
Use public speaking opportunities to promote literacy program	X		Director
Organize annual children's read-a-thon		X	Tyson
Organize, promote and facilitate children's book club at Main		X	Tyson
Expand children's programs to weekends and at West Branch		X	Tyson

APPROVED BY: _____, **Chair, Board of County Commissioners**

DATE: _____