

Wilderness Coast Public Libraries

Annual Plan of Service and Budget 2017-18

The Annual Plan of Service and Budget is an outline of the cooperative's focus of activities during the year. The Plan supports the goals, objectives, and action plan from the Cooperative's Long-Range Plan. The activities outlined in the Annual Plan of Service are supported by the cooperative's budget as indicated.

Goals and Objectives

1. The Cooperative will provide access to networked resources, hardware, software, and technology training required to meet patron needs.
 - Maintain the Wilderness Coast and member library web sites and social media platforms.
 - Provide continuing education training and staff development opportunities for cooperative and member library personnel.
 - Assist with providing formal computer classes and informal computer tutoring opportunities for library patrons throughout our service area.
 - Assist member libraries with maintaining and upgrading library technology, especially technology used by library patrons.
 - Maintain the Request Tracker consolidated ticketing system for reporting computer issues, upgrading the system as needed.

2. The Cooperative will offer current, well-maintained collections in a variety of formats that meet the needs of the communities they serve.

- Continue to develop and enlarge the Overdrive e-library collection.
- Promote increased utilization of reviewing media and award lists by materials selectors.
- Continue to monitor patron requests and hold lists to assist in determining collection needs and trends.
- Continue to add to and maintain print and AV collections.
- Continue to encourage and facilitate the sharing of resources among member libraries in order to facilitate equitable access to collections.
- Establish Little Free Libraries and other outreach programs for previously underserved population areas.

3. The Cooperative will work to increase the number of patrons in the three-county area who utilize public library resources and services.

- Maintain active memberships in area Chambers of Commerce.
- Coordinate planning and implementing library public awareness campaigns and local festivals and events.

- Partner with Economic Development agencies to provide assistance with job fairs and employment skills training.
- Partner with agencies such as correctional facilities, senior centers, and day care facilities to provide outreach services to patrons who are unable to physically come to the libraries.
- Promote deposit collections and other outreach services to area schools, other educational organizations, and underserved communities.
- Coordinate with Friends of the Library groups in order to promote individual library events and programs.
- Continue to advocate for public library services with funding authorities and with other public officials at the local, regional, state and national level.

4. The Cooperative will employ qualified staff members who are committed to providing high quality and innovative customer service.

- Increase cooperative-wide attendance at technology training opportunities offered through PLAN, the State Library, and other related organizations.
- Provide an annual in-service training day for all staff.
- Provide opportunities for staff to attend state and national conferences as appropriate.

- Arrange opportunities for staff in similar positions at member libraries to develop relationships and exchange ideas.

5. The Cooperative will pursue supplementary funding opportunities as appropriate.

- Identify and apply for appropriate grant opportunities.
- Promote Friends of the Library fundraising activities.

6. The Cooperative will continue to maintain and update capital equipment.

- Maintain library workstations and peripherals and recommend replacement cycle as needed.
- Research technology trends and anticipate the technology-related needs of library staff and patrons.

7. The Cooperative will participate in internal and external resource sharing activities.

- Coordinate the ongoing development of the shared Koha ILS system.
- Provide patrons with continued access to online databases through locally purchased electronic resources as well as the Florida Electronic Library.

- Continue to investigate the possibility of adding additional electronic resources and services.

8. The Cooperative will provide reports to the Governing Board.

- Provide governing board with timely financial statements.
- Provide governing board with timely narrative reports of significant cooperative activities, library statistics, and individual library activities and programs.

Approved by the Wilderness Coast Governing Board on 10/9/2017