

PANHANDLE PUBLIC LIBRARY COOPERATIVE SYSTEM

SPECIAL DISTRICT ANNUAL PLAN OF SERVICE FY October 1, 2017- September 30, 2018

Mission Statement:

The Panhandle Public Library Cooperative System, consisting of Calhoun, Holmes, and Jackson County Public Libraries, provides free access to library materials and programs to assist all citizens in meeting their recreational, informational, cultural and life-long learning needs.

Introduction

The Panhandle Public Library Cooperative System (PPLCS) was established by Inter-Local Agreement October 1, 1992 by the authority of the County Commissions of Calhoun, Holmes, Jackson and Washington Counties. The Panhandle Public Library Cooperative System, a Special District, is governed by a nine-member PPLCS Administrative Board, consisting of the three library directors and two appointees from each member county. Through the powers vested in the administrative board, the mission, objectives and activities of PPLCS are accomplished.

The PPLCS Administrator meets the professional requirements as stated in FS 257 and is the senior employee of the PPLCS Board; responsible for writing/implementation of the Long-Range Plan, the Annual Plan of Service, and the Annual Budget. The Annual Plan includes the Mission, Objective and Activities Time Line for the current year's administration of the PPLCS Special District. The annual budget supports the Annual Plan. PPLCS Board monitoring is accomplished through monthly reports covering obligation and expenditure of funds. The Administrator's monthly report includes: (1) preceding month's activities; (2) accomplishments or problems in carrying out the Long-Range, Annual Plan of Service and meeting time-lines; (3) new or renewing contracts; (4) PPLCS staff annual and sick leave report; (5) requests for time-off or travel; (6) training information; (7) budget concerns, discrepancies and revisions needed. The PPLCS's Administrative Support is responsible for maintaining personnel, bookkeeping, equipment inventory, and other fiscal record keeping. The PPLCS's Administrative Support prepares the Budget Report for Board approval. The Budget Report includes at a minimum (1) revenue received, deposited, (2) balances of all bank accounts; (3) revenue moved to SunTrust Account; (4) funds obligations; (4) bills to be paid; (5) budget revisions and (6) noted problems.

The PPLCS Board seeks to maintain a separation of fiscal management powers in accordance with best accounting principles and practices; to this end, the PPLCS Administrator's signature and the signature of the PPLCS Board Chair or the PPLCS Budget Chair are required on Purchase Orders to authorize the PPLCS Fiscal Agent to pay bills.

Funds that are maintained at the local level and/or multi-county level will be centrally administered and expended in accordance with the Long-Range Plan and Annual Plan of Service and Budget. The member counties will be responsible for presentation of the local audit to PPLCS, to be forwarded to the State Library. The audits will be performed in compliance with the rules of the Auditor General, Audits of State Grant and Aid Applications, *Chapter 10.600*. All funds will be administered in accordance with the Uniform Accounting System, Local Units of Government, and State of Florida. The PPLCS Annual Budget is an aggregate line item budget that reflects both multi-county and locally-appropriated funds. The FY 2017-2018 budget supports the Long-Range Plan and the Annual Plan of Service. Through the powers vested in the PPLCS Administrative Board, the PPLCS Administrator provides central administration of multi-county funds. The legal names of the participating local governments will be used to identify the county libraries that are part of this cooperative (example: Jackson County Commission, Jackson County Public Library).

PPLCS provides free public library service through the Calhoun, Holmes, and Jackson County Public Libraries. PPLCS and the local governance of their county commissions and library boards have established minimum service levels that will be maintained or exceeded during Fiscal Year 2017-2018. Service descriptors are provided in the Long-Range Plan.

ANNUAL PLAN OF SERVICE

(Section 163.01 F.S. Florida Inter-Local Cooperative Act of 1969)

(Chapter 1B-2, F.S. Rule 1B-2.013, FAC)

Vision Statements encompassed in the Long Range Plan 2016-2020 and the Annual Plan FY17-18:

The PPLCS Special District Board has a vision of library services that are flexible, dynamic and responsive to the unique demographics of each member county and their diverse interests. PPLCS is committed to freedom of information and sharing of resources through equal access to library collections, services and programming within the three counties. Services are anchored in a commitment to intellectual freedom. The PPLCS Board believes that services must be available to patrons without regard to ethnicity, gender, age, political, religious or socio-economic status and in a welcoming atmosphere. Buildings must be safe and handicapped accessible. The annual plan of service supports the long range plan and the annual budget.

The PPLCS Special District Board supports the cooperative and partnership efforts of the county libraries in their services development. PPLCS encourages four primary services: (1) Circulating Collections covering a wide variety of reading, viewing and listening interests; (2) Technology Access providing sufficient bandwidth to enable e-government, e-commerce, on-line education, socialization, and basic computer skills development; (3) Life-Long Learning that supports emergent literacy, after-school mentoring-tutoring, Florida Library Youth Programs, family literacy, health literacy, English-as-a-second language, adult education and workforce skills; (4) Cultural Programming that provides a platform for the creative arts such as music, crafts, photography, writing, and painting for adults and children.

GOALS

Goal 1: PPLCS residents have access to resources, services and adequate collections that meet their recreational, informational and cultural needs.

Goal 2: PPLCS residents of all ages have access to programs and services that support life-long learning.

Goal 3: PPLCS residents receive services based on needs.

Goal 4: PPLCS libraries have trained and motivated staff to provide proficient, courteous and professional service to the public.

Goal 5: PPLCS member libraries have suitable facilities.

Goal 6: PPLCS residents have access to enhanced technology.

GOALS, OUTCOMES, ACTIVITIES

(See Attached Time Line)

Goal 1: PPLCS residents have access to resources, services and adequate collections that meet their recreational and informational needs.

Outcome 1: Residents have available Circulating Collections covering a wide variety of reading, viewing, and listening materials in print and electronic format.

Activities:

1.1.1 The FY 2017-2018 Budgets will reflect the continued use of the State Aid for Public Libraries Grant, PPLCS, County and grant funds to build and improve the libraries' collections by the addition of new items in print and electronic formats.

1.1.2 Directors will evaluate collections and usage statistics to determine collection development responses to patron reading, viewing, listening and genre' interests.

Outcome 2: Residents use the Florida Electronic Library (FEL) and other licensed databases to retrieve information from multiple sources.

Activities:

1.2.1 Directors will be responsible for supplementing local collections by the use of local and statewide databases, and the Florida Electronic Library (FEL). (Ongoing)

1.2.2 Directors and Administrator will be responsible for providing free public Internet access at each library outlet. (Ongoing)

- PPLCS libraries will provide free public Internet access and access to the Florida Electronic Library (FEL). Local collections will be supplemented by online resources.
- PPLCS libraries provide and improve reference services by access to materials via the FEL. Staff at every library will be trained to teach patrons to use the FEL. (See also 1.5.4, 2.1.5, 4.2.1 and 4.2.2).

1.2.3 Library staff will receive E-Government, E-Commerce, E-Health and E-Education training that will support patrons in accessing federal, state and community on-line services. (Ongoing)

1.2.4 PPLCS residents will have access to E-Government, E-Commerce, E-Health and E-Education to apply for services. (Ongoing)

Outcome 3: Residents obtain materials from PPLCS libraries through Interlibrary Loan.

Activities:

1.3.1 Directors are responsible for following Inter-library and Intra-library Loan PPLCS policies (Ongoing)

1.3.2 Local collections are supplemented by the use of the Interlibrary and Intra-library Loans (among PPLCS member libraries) services. Each county is a member of FLIN (Florida Library Information Network) and participates in DLLI (statewide delivery services for Interlibrary Loans). PPLCS libraries will participate in OCLC ILL training.

Outcome 4: Residents access library materials and resources via a cost-effective technology infrastructure which includes an Integrated Library System and centralized technology planning.

Activities:

1.4.1 The PPLCS Administrator will be responsible for overseeing the KOHA system administration of the Online Patron Access Catalog. (Ongoing)

1.4.2 The PPLCS Administrator, Directors, Technology Committee, Planning Committee and Board will evaluate, update, and/or revise Technology Plan as needed. (Annually)

1.4.3 Each county will be responsible for providing sites/training labs for training the public and staff in computer literacy. (Ongoing)

- Each county will provide computer literacy training for the public and staff.

1.4.4 PPLCS Administrator and/or Assistant Administrator will apply for E-rate discounts. (Annually, in accordance with SLD guidelines)

- The PPLCS office will continue to apply for E-rate discounts throughout the year. Each county is responsible for keeping county phone records needed for E-rate and submitting timely to PPLCS.

Outcome 6: PPLCS residents are provided with service hours based on patron needs and funds permit.

Activities:

1.5.1 Each PPLCS member county library system will establish service hours. (Ongoing)

- Service hours are established and revised according to patron needs and funds permit. Florida statute 257.17 (2) (d), requires one PPLCS member library to be open for 40 hours or more per week.

Goal 2: Residents of all ages in the PPLCS service area have programs and services that support life-long learning through their libraries.

Outcome 1: Residents improve their knowledge and skills through a wide variety of library programs and services provided by library community partners.

Activities:

2.1.1 The PPLCS Administrator and Directors will be responsible for providing a variety of programs and services. (Ongoing)

- Programs will be developed sensitive to the needs of the diverse populations, languages, and educational levels of the people residing in the three counties.

2.1.2 The PPLCS Administrator and Directors will be responsible for providing literacy programs or services which improve the skills of undereducated adults. (Ongoing)

- The Literacy or Adult Education, Family Literacy and School readiness programs are driven by community need and available funding.

2.1.3 The Administrator and Directors will be responsible for providing a variety of programs or services which improve the employability of adults. (Ongoing)

2.1.4 The Administrator and Directors will be responsible for providing a variety of programs or services which improve the English-language skills of adults and families. (Ongoing)

2.1.5 The PPLCS Administrator and Directors and will be responsible for providing access to technological instruction for the public in each county. (Ongoing)

2.1.6 The PPLCS Administrator and Directors will determine and implement feasible distance learning delivery methods base on availability of funding. (Ongoing)

- During 2017-2018 PPLCS administrative staff will continue to assist county directors in the provision of programming and services. Strong partnerships provide adult and family literacy

services within the PPLCS service area. These will continue to be developed and new partnerships pursued.

- Calhoun County will continue to partner with the Calhoun County School District.
- Jackson County will provide services through their Literacy Programming.
- Holmes County has partnered with the Washington-Holmes Technical School in providing adult education services. Access to cyber literacy resources is available.
- All three counties provide test preparation through Learning Express, an online library of tests. Computer Literacy skills will be taught in all counties in scheduled classes or one-on-one tutoring.

Outcome 2: Children and teens, along with their parents, legal custodians, teachers and caregivers have library programs and services that are age and developmentally appropriate.

Activities:

2.2.1 Directors will be responsible for providing programs for children and young adults. The PPLCS Administrator will provide support/coordination as needed. (Ongoing)

2.2.2 Directors will be responsible for incorporating the Florida Library Youth Program (FLYP) into each county's children and youth program. (Ongoing)

2.2.3 The PPLCS Administrator and Directors will be responsible for providing a variety of programs which involve parents and children in reading related activities. (Ongoing)

- PPLCS staff will continue to assist the counties in the provision of children, young adult and family programs. Children, young adult and adult programs will be provided through the county libraries. All counties participate in the statewide FLYP program.

Outcome 3: PPLCS member libraries receive ongoing developmental support.

Activities:

2.3.1 The PPLCS Administrator and Directors will prepare and submit Annual Statistical Reports to State Library. (Annually, by Dec. 1)

- The Directors complete the on-line Annual Statistical Report but do not submit the report. The Administrator completes the on-line aggregate PPLCS Annual Report and submits the PPLCS aggregate report and the three counties reports on-line.

2.3.2 Administrator and Directors will review needs and identify LSTA grant proposal topics. (Annually by December)

- The PPLCS Administrator and Directors will participate in the live on-line webinar training to gain information on how to develop the LSTA grant using the new on-line format. The PPLCS

Administrator will adjust the time line and review possibilities as feasible. A hard copy of the LSTA grant will be saved prior to on line submission.

2.3.3 The PPLCS Administrator and Directors will develop LSTA grant proposal concepts and drafts of goals, objectives and activities. (Annually by January)

2.3.4 The PPLCS Administrator will edit LSTA drafts and put in final forms for submission to Board for approval and timely submission to the State Library of Florida (Annually by February)

2.3.5. The PPLCS Administrator will seek approval from Board for submission of grant proposals.

- Federal, State and other grants applied for by the PPLCS Administrator are awarded to the PPLCS Administrative Board. (Annually by March 15)

2.3.6 The PPLCS Administrator and Directors will pursue grants from a variety of funding sources such as, local businesses, state, federal, foundations, profits and non-profits. (Ongoing)

2.3.7 The PPLCS Administrator and Directors will be responsible for implementing grants according to application guidelines. (Ongoing)

2.3.8 The PPLCS Administrator will monitor and evaluate grant(s) implementation and submit Mid-year and Annual Grant Reports. (Ongoing)

- The PPLCS Administrator will submit mid-year and annual grant reports to the PPLCS Board.
- The PPLCS Administrator will continue to seek, write and administer grants on an ongoing basis.

Goal 3: PPLCS residents are served by a comprehensive system of planning and evaluation that seeks and responds to community needs.

Outcome 1: Residents receive improved services based on the integration of the PPLCS Long-range Plan into decision-making processes within PPLCS.

Activities:

3.1.1 The PPLCS Administrative Board will approve the Annual Plan of service. (Annually by September 30)

- The PPLCS Administrator and Directors will meet with the Planning, Policy and Procedures Committee to draft an Annual Plan and review the Long Range Plan.
- The PPLCS Committee chair will present to the Board the Annual Plan.

3.1.2 Administrator and Directors will hold annual planning meetings to review progress toward meeting goals & objectives, to recommend Long-range Plan revisions as needed. (Annually)

- The PPLCS Administrator, Administrative Board and County Library Directors will continue to integrate the Long-Range and Annual Plans into decision-making.
- The Technology Plan and the Internet Safety Policy are both in compliance with federal CIPA requirements.
- Regular monthly meetings of PPLCS staff and County Library Directors will provide communication and coordination of activities.

Outcome 2: PPLCS will assess community needs, educate the public on library services, and build support for libraries.

Activities:

3.2.1 The PPLCS Administrator and Library Directors will identify factors in the PPLCS' environment that may affect the provision of services, reveal community needs for library services and suggest possible library roles, goals and objectives. (Annually)

- Services and programs will be developed sensitive to the needs of the diverse populations, languages, cultures, and educational levels of the people residing in the three counties

3.2.2 The PPLCS Administrator and Library Directors will develop a range of information to be considered about the community and the libraries. (Annually)

3.2.3 The PPLCS Administrator and Library Directors will identify a focus for its information-gathering and will agree on the final list of information to be gathered. (Annually)

3.2.4 Administrator and Library Directors will collect data to include: surveys, interviews, library walk-around and community drive-around, and structured observation, etc. (Ongoing)

- PPLCS Administrator and Directors will collect information and data that affect the provision of community needs for library services.
- The PPLCS Administrator and Directors will organize findings.
- The PPLCS Administrator will make a report to the PPLCS Administrative Board.

Outcome 3: Residents receive efficient, professional service as a result of the implementation and consistent application of PPLCS Public Service Policies at all member libraries.

Activities:

3.3.1 Directors will be responsible for implementing existing library services policies. (Ongoing)

- The PPLCS Administrative Board has adopted Personnel, Administrative, Fiscal and Public Service Policies.

Outcome 4: Residents are served by the implementation, maintenance and evaluation of Cooperative personnel and fiscal policies.

Activities:

3.4.1 The PPLCS Administrator and Personnel Committee will review existing personnel policies and recommend needed changes to the PPLCS board. (Annually)

3.4.2 The PPLCS Administrator and Planning, Policy and Procedures Committee will review existing fiscal policies, procedures and recommend needed changes to the PPLCS Board.
(Annually)

Outcome 5: Residents receive services as a result of the effective coordination of the services, budgeting, reporting and expenditure of funds by the PPLCS Board and its member libraries.

Activities:

3.5.1 The PPLCS Administrator will ensure that the PPLCS budget supports the Annual and Long Range Plans. (Ongoing)

- The PPLCS Administrator will prepare and present to the PPLCS Finance Committee the first draft of the proposed budget for the next fiscal year. (By May)
- The PPLCS Administrator and PPLCS Assistant Administrator will meet with the PPLCS Finance Committee to review the PPLCS proposed budget. (Quarterly)
- The PPLCS Board meeting will hold Public Hearings for the Budget Approval and Acceptance.
- The Finance Chair will present the final budget to the PPLCS Administrative Board by the August Board meeting.

3.5.2 The PPLCS Administrator will prepare and present to the Board an annual budget and expenditures report. (Annually)

3.5.3 The PPLCS Administrator will seek LSTA and other sources of funding. (Annually)

- The PPLCS Administrator will prepare and timely present to the PPLCS Board the proposed grant budget as a part of the grant application process.
- The PPLCS Administrator will submit to the State Library or other funding agent timely program and budget reports including close-out. A report will be made to the PPLCS Board by the Administrator.

3.5.4 The PPLCS Administrator and Finance Committees will evaluate and make recommendations for necessary revisions to the PPLCS Board as needed. (Ongoing)

3.5.5 PPLCS Administrative Board is conversant with current funding issues. (Ongoing)

- The PPLCS Board will vote on budgets, policies and procedures affecting the administration of PPLCS State Aid funds, grant funds and other sources of revenue. (Ongoing)

3.5.6 PPLCS Administrative Board will ensure annual fiscal year audit is accomplished. (Annually)

- PPLCS will continue to provide opportunities to raise board member awareness of current issues regarding library services. An annual Board Meeting will be held in October.
- Board Orientation will be provided for new members according to PPLCS by-laws

Goal 4: PPLCS libraries have trained and motivated staff to provide proficient, courteous and professional service to the public.

Outcome 1: PPLCS libraries have well-trained staff to provide proficient, courteous and professional service to the public.

Activities:

4.1.1 Administrative Board and/or Board of County Commissioners will hire staff to fill identified positions as needed. (Ongoing)

4.1.2 PPLCS libraries will recruit staff using each local county government policies. The PPLCS Administrative Office will recruit staff using the Florida Library Jobline and the local media. (Ongoing)

- Staff employed in the PPLCS Administrative Office will continue to carry out administrative and fiscal responsibilities.
- PPLCS staff will continue to provide assistance to the counties in staff training, technical services and support, programming, public relations and literacy services.

Outcome 2: Library staff members participate in ongoing staff development and training opportunities.

Activities:

4.2.1 The PPLCS Administrator and Directors will determine training priorities. (Annually)

4.2.2 The PPLCS Administrator and Directors will be responsible for providing training opportunities, utilizing the free resources that are available and other training as needed and appropriate. (Ongoing)

4.2.3 The PPLCS Administrator will maintain a professional collection and training materials for the use of all staff and Board members. (Ongoing)

- During FY2017-2018 the PPLCS will continue to make staff development and continuing education a top priority, especially in the area of new technology. While the PPLCS office staff will provide some training, additional opportunities will be sought from outside sources.
- The PPLCS budget will reflect funds for travel and training for all staff employed in PPLCS member libraries.
- PPLCS will provide professional memberships, including Panhandle Library Access Network (PLAN), and Florida Library Association (FLA).

Goal 5: PPLCS member library services have suitable facilities.

Outcome 1: PPLCS member library residents receive services in facilities that are conveniently located, safe, accessible, well-equipped and sufficient in both size and comfort.

Activities:

5.1.1 The PPLCS Administrator and Directors will be responsible for maintaining current inventories of equipment/furniture. (Ongoing)

- PPLCS will continue to maintain inventory of existing equipment. PPLCS will develop equipment (hardware and software) standards, including a target number of public access Internet computers for each library. This information will assist in determining needs for new equipment and software; create a schedule for maintenance, upgrades, replacements and budget allocations.

5.1.2 Directors, advisory boards, and county commissions will determine needs for expanding and improving facilities. (Ongoing)

- The PPLCS Administrator will write and submit State Library Construction, equipment or special program grant applications as requested by the county libraries.

5.1.3 Boards of County Commissions are responsible for providing new and/or expanded facilities in each of the three counties. (Ongoing)

5.1.4 Directors and Counties will seek to expand services into underserved areas of each county. (Ongoing)

- The PPLCS Administrative Board will support enhanced material collections, technical and programs services to the underserved areas of the PPLCS rural counties as funds permit. (Ongoing).

Goal 6: PPLCS residents have access to enhanced technology

Outcome 1: Develop, adopt and execute a technology plan that describes public services, human resources development, facilities and equipment, administrative and support services, and community relations as they relate to the PPLCS' goals and its technology resources.

Activities:

6.1.1 Review/revise annually the Technology Plan to provide sustainable, efficient and excellent technology services to the community and library staff as new development and opportunities arise. (Ongoing)

6.1.2 The PPLCS Administrator and Directors will update/adjust budgets according to available funding to meet the needs to implement the Technology Plan. (Ongoing)

6.1.3 Administrator and Directors will explore ways to provide technology services more efficiently through participation in open source software, and resource sharing. (Ongoing)

6.1.4 Directors and Administrator will assess training needs to update skills of staff and patrons as new equipment and resources are added, as well as upgrades, to current equipment and resources. (Ongoing)

- PPLCS planning for technology upgrades will seek grant funding that will assist in making the technology changes.
- All computers purchased prior to 2015 with operating systems Windows 7 or below must be updated or replaced prior to the installation of Windows 8.1 or better due to Microsoft no longer supporting this system after 2015.
- The servers running Windows 2003 must be updated to 2008 or better due to Microsoft no longer supporting this system after 2015.
- PPLCS and member counties to register for Microsoft 3-open licenses to obtain free upgrades and/or investigate Tech Soup.

Outcome 2: KOHA Integrated Library System support.

6.2.1 The PPLCS Administrator with assistance of Directors and Technical staff will administer KOHA.

6.2.2 The PPLCS Board will continue the contractual agreement with KOHA.

Outcome 3: PPLCS will provide support for cataloging, database cleanup, and authority control for a shared database of its member's libraries.

6.3.1 PPLCS will continue individual member library cataloging of their materials. (Ongoing)

6.3.2 The member libraries will continue to use Cat Express, Z39.50, and OCLC to obtain Machine Access Readable Records (MARC). (Ongoing)

6.3.3 The Technical Services Work Group consisting of the PPLCS Administrator, KOHA Coordinator, and member library technical services staff will meet as needed. (Ongoing)

6.3.4 The PPLCS Administrator and Directors will schedule the cataloging staff to meet on a regular basis. (Ongoing)

6.3.5 The Administrator will develop and implement a training program for member technical services staff. (Ongoing)

- PPLCS Administration is focused on correcting existing bibliographic data inaccuracies and purifying the ILS database, and implementing a centralized Authority Control Program.