

alachua county library district

...thinking outside the book

Long Range Facilities & Service Plan
Fiscal Years 2008-2013

Accomplishments Report for
Fiscal Year 2008-2009

PREFACE

This version of the Long Range Facilities and Service Plan for Fiscal Years 2008-2013, approved by the Library District's Board of Trustees and Governing Board includes the District-wide accomplishments for Fiscal Year 2008-2009. These represent the continuing efforts of our Library District staff, management, and boards to achieve the goals outlined in the plan and the Library District's Mission Statement.

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FISCAL YEAR 2009-2010

GOVERNING BOARD

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Alachua County Commissioner

Eileen F. Roy, Vice Chair
School Board of Alachua County

Paula M. DeLaney
Alachua County Commissioner

Craig Lowe
City of Gainesville Commissioner

Lee Pinkoson
Alachua County Commissioner

Scherwin Henry
City of Gainesville Commissioner

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J. K. "Buddy" Irby, Clerk of the Alachua County Library District

BOARD OF TRUSTEES

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Kim A. Worley, Chair

Joel M. Buchanan

Vivian L. Filer

Carol A. Higman

Ryan S. Litsey

Harold B. Wilbur

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Governing Board and Board of Trustees at time of LRP approval in Fiscal Year 2007-2008

GOVERNING BOARD

Virginia S. Childs, Chair
School Board of Alachua County

Pegeen Hanrahan, Vice Chair
Mayor, City of Gainesville

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Alachua County Commissioner

Cynthia Moore Chestnut
Alachua County Commissioner

Craig Lowe
City of Gainesville Commissioner

Lee Pinkoson
Alachua County Commissioner

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J. K. "Buddy" Irby, Clerk of the Alachua County Library District

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Hannah M. Hamilton

Samuel A. Mutch

Nancy S. Peterkin

Management Team at Time of LRP Approval in Fiscal Year 2007-2008

Sol M. Hirsch
Library Director

Terry Rasch
Assistant to the Library Director

Shaney Livingston
Administrative Services Division Director

Suzi Blaze
Administrative Services Administrator

Annette M. Perez
Financial Services Administrator

Carl Riherd
Facilities/Safety Services Administrator

Mark Gaudons
Facilities Maintenance Manager

Angela Harris
Administrative Assistant for Public Relations

Terri Hutchinson
Administrative Assistant for Literacy

Janice M. Scales
Administrative Assistant for Personnel

Vacant
Support Services Division Director

Daniel Barden
Technical Services Administrator

Micheal Fettes
Automated Services Administrator

Kathleen Harris
Automated Services Senior Manager

Elizabeth Curry
Public Services Division Director

Linda Stefanelli
Public Services Administrator

Phillis Filer
Public Services Administrator

Sue Patterson
eBranch Manager

Be Astengo
Adult Services Manager

Paula Worthy
Circulation Services Manager

Diane Colson
Youth Services Manager

Anita Jenkins
Outreach Services Branch Manager

Caryl McKellar
Alachua Branch Manager

Guy Hudspeth
Archer Branch Manager

Memree Stuart
Hawthorne Branch Manager

Martha Roberts
High Springs Branch Manager

Elizabeth Allerton
Micanopy Branch Manager

Sharon Jackson
Millhopper Sr. Branch Manager

Susan Morton
Newberry Branch Manager

Ike Welch
Tower Road Sr. Branch Manager

Bruce Stewart
Waldo Branch Manager

FISCAL YEAR 2007-2008

LONG RANGE PLAN STEERING COMMITTEE FOR

FISCAL YEARS 2008 - 2013

Suzi Blaze, Administrative Services

Micheal Fettes, Automated Services

Dwayne Howard, Technical Services

Anita Jenkins, Outreach Services

Tomiko Kutyna, Tower Road Branch

Annette M. Perez, Administrative Services

Linda Stefanelli, Public Services

Memree Stuart, Hawthorne Branch

JT Whitfield, Alachua Branch

INTRODUCTION

Alachua County encompasses approximately 965 square miles and is included within the Gainesville Metropolitan Statistical Area. Alachua County is located in North Central Florida almost midway between the Atlantic and Gulf Coasts, approximately 145 miles southeast of Tallahassee, the State Capital, 100 miles north of Orlando and 70 miles southwest of Jacksonville. In addition to Gainesville, the County Seat and population center, eight other incorporated municipalities are located within the County: Alachua, Archer, Hawthorne, High Springs, LaCrosse, Micanopy, Newberry and Waldo.

Alachua County has a rich variety of educational opportunities for all ages. Gainesville is the home of the University of Florida, the oldest and largest university in Florida. P.K. Yonge Developmental Research School is affiliated with the University of Florida, serving students in kindergarten through twelfth grade. Santa Fe Community College offers college-level and extensive community education programs. Barry University and Saint Leo University have centers located at Santa Fe Community College offering residents a variety of degrees and career options, and City College, a fully accredited college, offers a variety of programs. The Alachua County public school system is comprised of 24 elementary schools, 7 middle schools, 7 high schools, 6 centers, and 13 charter schools. In addition, 24 magnet programs and academies are offered through these public elementary, middle and high schools. There are approximately 90 preschool, private, special, and denominational schools in Alachua County. During 2006-2007, 619 families were registered for a total of 964 children in Alachua County home education programs^a.

Chapter 98-502, as amended by 03-375, Laws of Florida, establishes the Alachua County Library District (ACLD) as an independent special taxing district and sole the provider of public library services in Alachua County. The District and Alachua County's boundaries are congruent.

The District's Governing Board is composed of three members of the Board of Alachua County Commissioners, two members of the Gainesville City Commission, and one member of the School Board of Alachua County. "Governors" are selected by their respective Commissions to serve on the Library District Board.

The Governing Board may levy ad valorem taxes up to 1.5 mills for operational and capital expenditures, and all millage necessary to pay the principal and interest on general obligation bonds. The District's authority to levy 0.5 mills for capital improvements ended April 2001. The District also has authority to issue limited tax bonds for capital improvement purposes and General Obligation Bonds with referendum approval.

According to the Special Act creating the District, the Governing Board has powers to adopt an annual budget, establish service levels, adopt a long range facilities and development plan, lease

^a Home Education Enrollment, 2006-07. Bureau of Economic and Business Research, College of Business Administration, University of Florida.

or purchase property, contract for services, receive grants, and take any other action necessary to provide public library services to the people of Alachua County.

The Governing Board appoints the seven member Board of Trustees, a citizen volunteer board which is part of the governing structure of the Library District. Three of the seven members are Alachua County representatives, three are City of Gainesville representatives, and one is a representative of the League of Cities.

Responsibilities of the Board of Trustees include developing recommendations on policy, budget, and plans for the Library District; reporting at meetings on matters that may affect the District; responding to requests by the Governing Board for various recommendations; reporting information about Library issues; and listening and responding to citizens who have questions relating to the Library District and libraries in general.

The Alachua County Library District provides public library service to a countywide population of approximately 247,561 in 2007^b. Residents living in the incorporated area comprise 58.31% of the total county population with 41.69% residing in the unincorporated area^b. Based on the Alachua County population estimates as of April 1, 2006^c, approximately 2.79% of the total population is age 80 and older; 6.74% fall between the ages of 65-79; 8.77% fall between the ages of 55-64; 24.09% between the ages of 35-54; 38.63% between the ages of 18-34; and 18.98% between the ages of 0-17. Approximately 67.30% of the total population is Non-Hispanic White, 20.68% are Non-Hispanic Black, 7.58% are Hispanic and 4.44% are Other.

The District is a centralized system with a Headquarters Library located in downtown Gainesville. One large branch is located in northwest Gainesville (Millhopper Branch) and another large branch is located in unincorporated Alachua County (Tower Road Branch). Seven branches reside in the municipalities of Alachua, Archer, Hawthorne, High Springs, Micanopy, Newberry and Waldo. In 2006-2007, an eBranch was established to oversee the Library District's website and transition it to a "virtual" branch for patrons. In addition, the District operates two bookmobiles and provides library service to the inmates of the Alachua County Jail through an interlocal agreement with the Alachua County Sheriff.

The Library District offers borrowing privileges free of charge to any resident of the State of Florida. Through reciprocal borrowing agreements, Alachua County citizens may borrow free of charge from library systems in these surrounding counties: Baker, Bradford, Clay, Columbia, Dixie, Gilchrist, Lafayette, Levy, Marion, Putnam and Union. In addition, Alachua County citizens may borrow materials from public libraries in Nassau, St. Johns, Flagler and Hendry counties, which also offer free borrowing privileges to Florida residents.

In addition to reciprocal borrowing agreements, the Library District has contracts with the Murphree Law Library, the Matheson Historical Center and the Civic Media Center which provide for the inclusion of the collections owned and maintained by these organizations to be

^b Population 247,561. Estimate 2007. Bureau of Economic and Business Research, College of Business Administration, University of Florida.

^c Population 243,779. Estimate 2006. Bureau of Economic and Business Research, College of Business Administration, University of Florida.

listed in the District's online catalog. Prior to these agreements the collections had not been cataloged or made available online. There is now increased access to more materials within the community at minimal cost to all agencies.

Current Plan and Financial Environment

The function of the Alachua County Library District Long Range Facilities & Service Plan: Fiscal Years 2008-2013 is to guide our activities to provide the best possible library service to our patrons. We will respond to events, changes in trends, and new technologies that will enhance service to our patrons by adding to, modifying or deleting items from the plan as appropriate.

In FY 2008, all Florida independent special tax districts including the Library District were mandated by state legislation to adjust millage to the roll-back rate and then further decrease the millage by 3%. In January 2008, a referendum passed and created additional property value exemptions further limiting the District's revenue capacity. The full impact of the millage and property value adjustment has not been finalized. The Plan's five-year horizon does mitigate the effect of revenue limitations on the capital development.

Services and programs supported by operating funds will have first priority. The goal during this period of limited tax revenues is to sustain, or minimally increase, service levels. As a result, it is projected that no new funds will be available for capital projects for a few years. Instead, capital fund reserves will be utilized and capital projects deferred.

Priorities are defined as areas of concentration for the entire Library District. **Initiatives** are the new and innovative plans for the three Divisions that focus on the Priorities. This year the Initiatives were rewritten to be more understandable and to clearly communicate their intent. **Activities** are those actions taken by the various departments and/or branches that accomplish the Initiatives. Although not all departments will be directly involved with all Initiatives, they may serve in a support capacity to the department or branch that is.

This plan also includes **Ongoing Activities** for each Priority. These are the daily activities performed by the Library District that continue from year to year, yet are important enough to include in the document.

The Long Range Plan Steering Committee met throughout the year to develop the plan. Three documents containing different degrees of detail were created. The first is an overview of the Long Range Plan including Priorities, Initiatives and Activities to be used for presentation and distribution. The next version includes an introduction and informational appendices. The Long Range Plan workshop presentation to the Governing Board and Board of Trustees will be based on this version. The third document will include specific tasks that departments and branches will do to complete a specific Activity. Each department and branch will have their own document with Activities and tasks specific to their work unit.

Implementation of the identified Priorities, Initiatives, and Activities is primarily dependent on staff, their acceptance of the plan elements, and their ability to interpret what is being requested. The continued success of the Library District is dependent on encouraging all staff to participate in the identification of procedures and practices that enhance or limit quality services, and to recommend solutions. Organizations thrive in environments in which staff speak candidly with peers, supervisors, and administrators.

While the document presented here lists the Priorities, Initiatives, and Activities of each respective function and a vision of the Library District plans for the next five years, the most critical part of the document will be developed for internal (staff) use. Upon acceptance of the draft plan, the document will be turned back to staff to incorporate elements into their budget development and to identify specific tasks for each activity. The tasks will be the basis for the Accomplishments Report that will be produced in Fall 2009.

Special thanks are extended to the entire Long Range Plan Steering Committee and other Library staff for the care and attention given to this planning document. Good planning has allowed the Alachua County Library District to best allocate existing resources, identify service priorities, demonstrate accountability, and with the accomplishments document, realize the completion of goals and objectives.

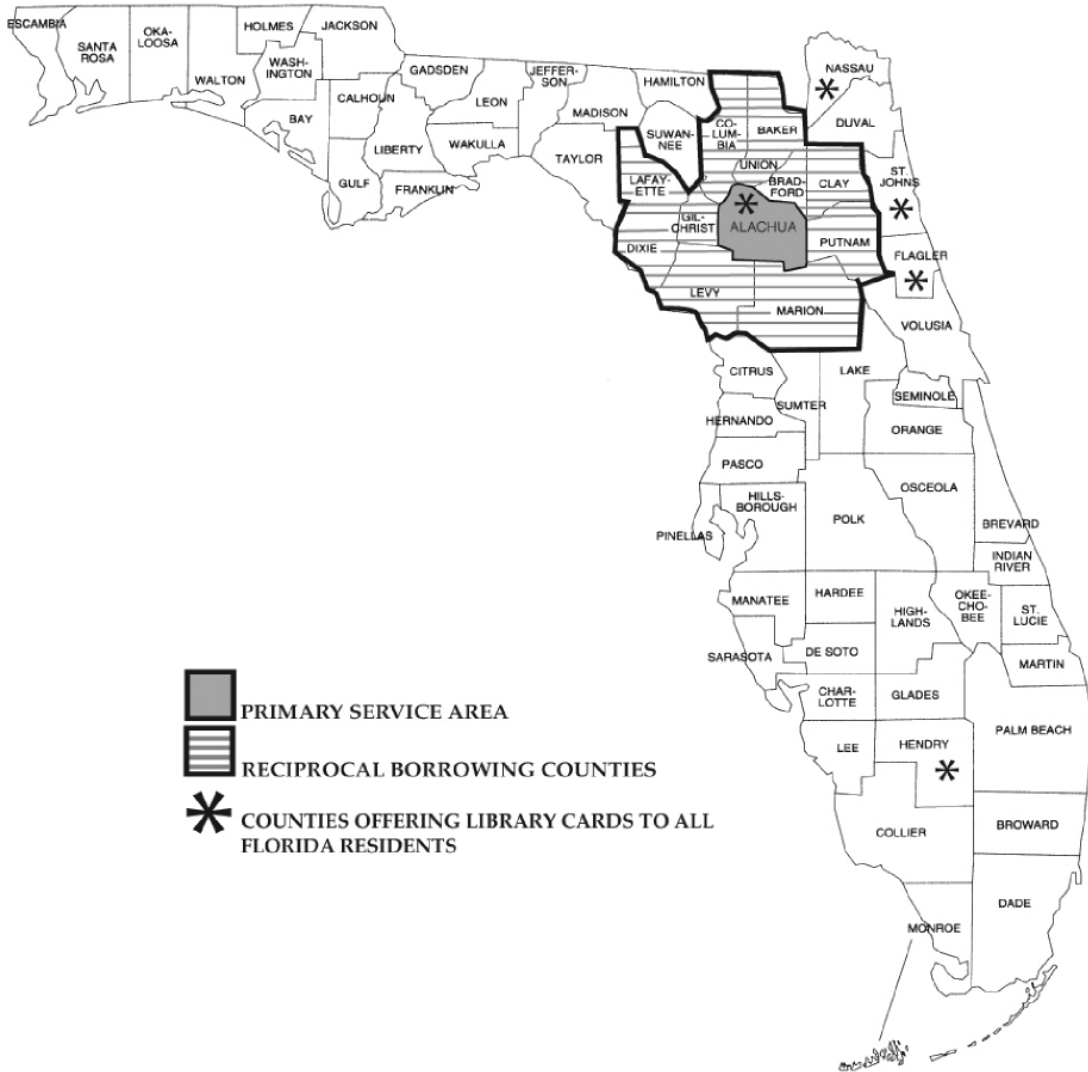
For more information about the Alachua County Library District, call or write:

Library Director
Alachua County Library District
Headquarters Library
401 East University Avenue
Gainesville, FL 32601

Administration: (352) 334-3910
(352) 334-3918 (fax)

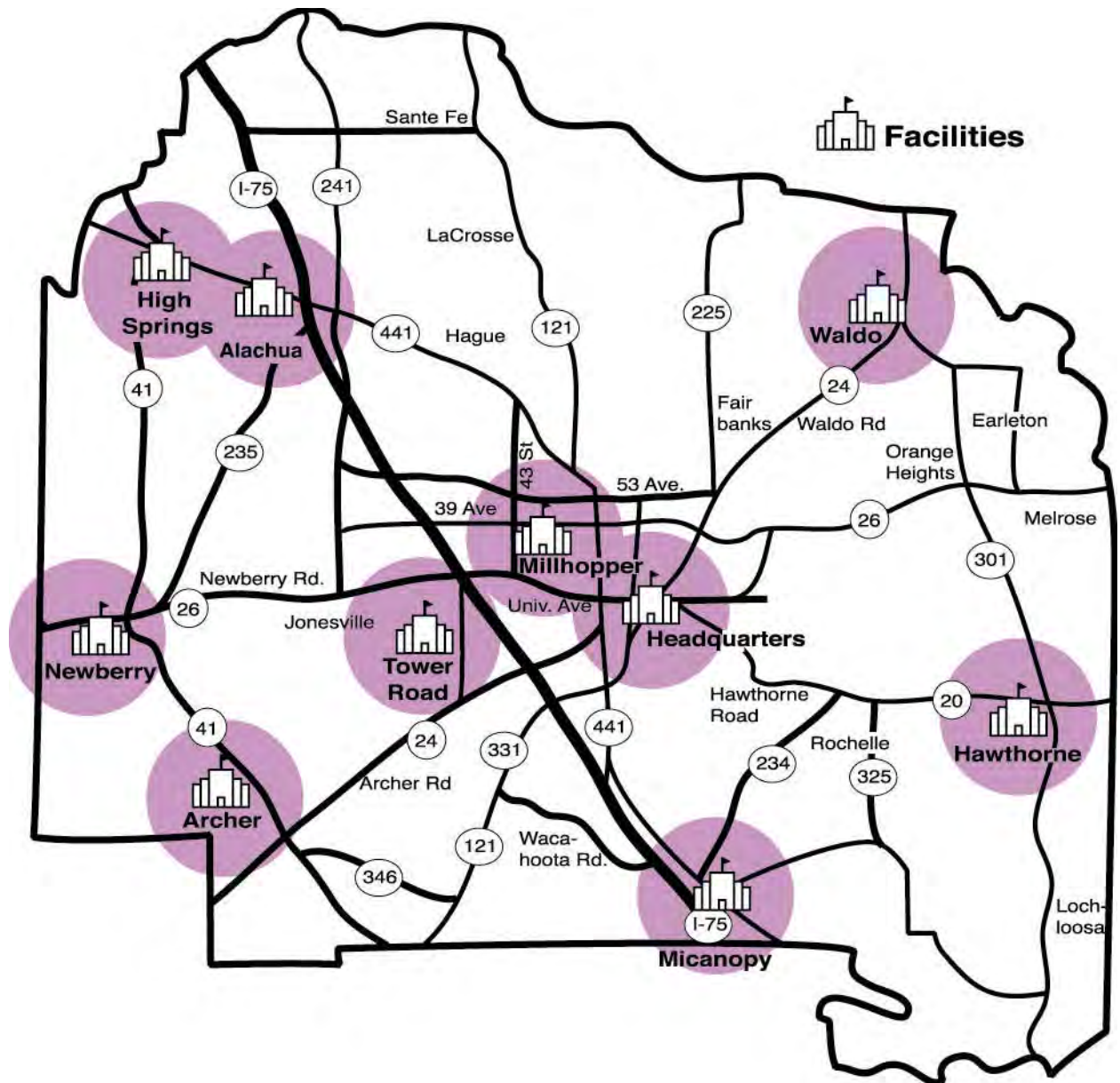
Visit our web site: <http://www.aclib.us/>

Service Area Alachua County Library District Alachua County, Florida

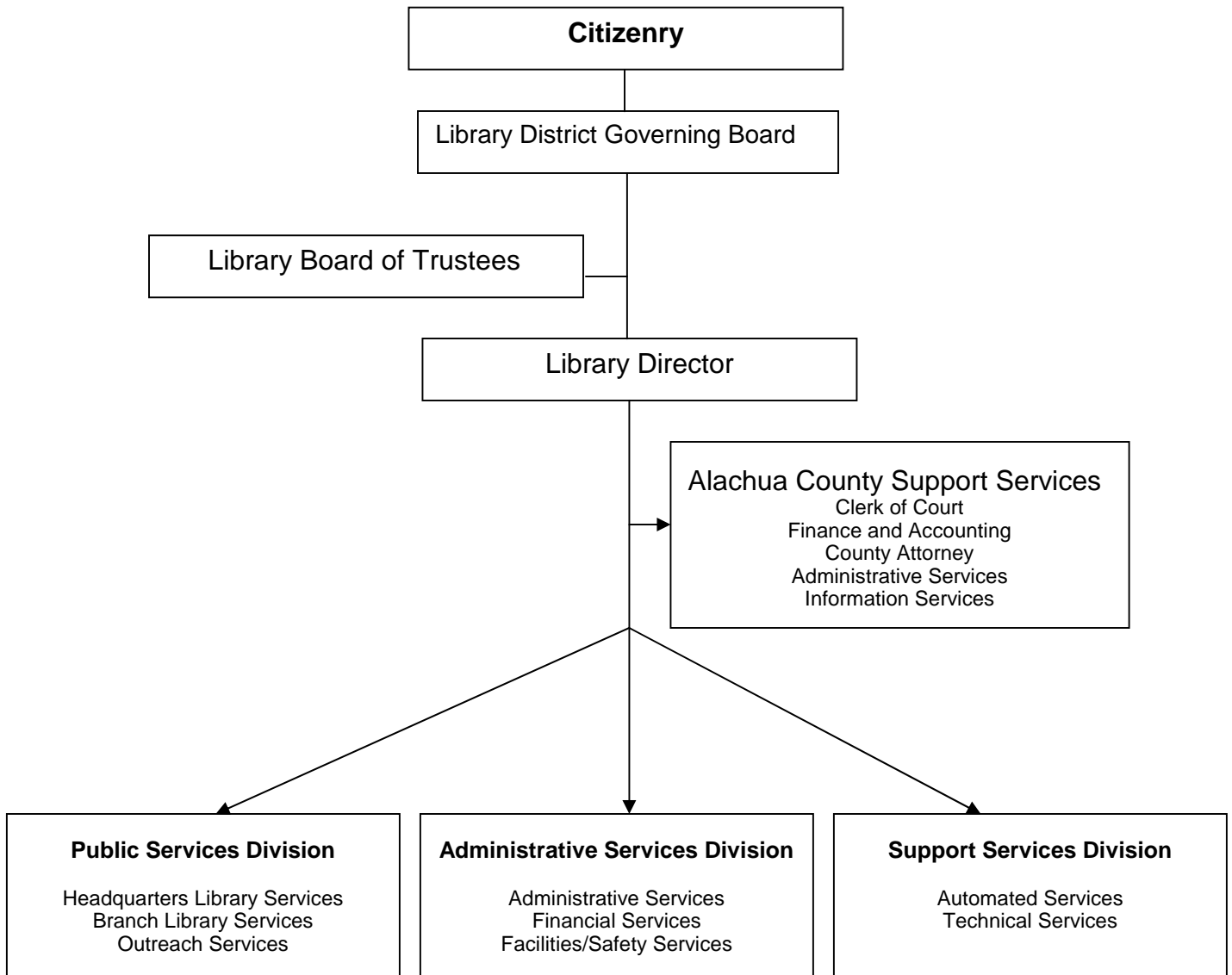


Location of ACLD Agencies

Headquarters and Branches 2008



**ALACHUA COUNTY LIBRARY DISTRICT
ORGANIZATIONAL CHART FY 2008-2009**



VISION, MISSION AND CORE VALUES

Vision

Empowering minds, enriching lives

Mission

Education, Information and Entertainment

We Value...

- Diversity of people and ideas
- Free and equal access
- Excellent and innovative service
- Open exchange of ideas

In support of our core values, the Library District provides an environment where both patrons and staff shall be free from discrimination and harassment based upon race, color, religion, ethnicity, age, sex, sexual orientation, gender identity or gender expression, marital status, national origin or disability.

In addition, the Library District supports equal employment opportunities for all staff and applicants. Discrimination against any person in recruitment, examination, appointment, training, promotion or any other employee action because of political or religious opinions or affiliations, or because of race, color, ethnicity, age, sex, sexual orientation, gender identity or gender expression, marital status, national origin or disability is prohibited.

ACLD MISSION STATEMENT

Adopted by the Board of Trustees on February 19, 2003

Adopted by the Governing Board on April 10, 2003

The Alachua County Library District (ACLD) offers the residents of Alachua County:

- Access to materials in a variety of formats to meet their needs for general information, popular topics and titles, and recreational reading;
- Assistance and instruction in using Library resources to acquire information and enrichment;
- Information about the community and community issues and access to free civic, cultural and entertainment activities;
- Resource support for students in formal education, home schooling, vocational and preschool programs.

To achieve its mission the ACLD is committed to:

- A well-trained, highly knowledgeable and approachable staff;
- A collection of materials of ample depth and breadth to meet the needs of our diverse community;
- State-of-the-art information technology; and
- Facilities that are comfortable, welcoming, well maintained and well equipped.

Priorities, Initiatives and Activities

I. Priority: *PROVIDE programs and services for the community*

A. 2008-2013 <i>Initiative: Fill the Void!</i>
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Activities 1 - 6

1. Find new ways to serve seniors.

2008-2009 Administration collaborated with the Senior Community Services Employment Program (SCSEP) to employ senior volunteer workers in Outreach Services and at the Alachua, Newberry and Tower Road branches.

Advertisements for Adult Services programs were submitted to *Senior Times*, a local magazine for seniors.

The eBranch developed a Senior page that combined specific informational retrieval as well as common library features all on one page for convenience. The new website included text options that assisted patrons with visual impairments. Staff assisted seniors with eGovernment services at all locations.

A large print deposit collection was established at the Thelma Boltin Center.

Staff attended Community Coalition for Older Adults meetings, participated in senior-focused committees, forums and workshops. The Library District collaborated with CHOICES and SHINE to provide senior-related resources and services.

Movie matinees and programs on crafts, gardening and storytelling were presented at senior meal sites and other locations in Alachua, Archer, Gainesville, Hawthorne and High Springs. Staff manned informational tables at events targeted toward seniors such as "Bring a Loved One to the Doctor Day" and "Senior Health Fair." Seniors served as mentors in the Teen Knitting Group in Youth Services, and the Lady Gamers met regularly at the High Springs Branch for cards and board games.

Computer classes for seniors were held at Headquarters and the Alachua, Millhopper and Newberry branches.

2. Keep up with trends in new technology.

2008-2009 Adult Services staff actively participated in eGovernment services, learning about websites and online tutorials available to train staff and patrons.

The Alachua and Newberry branches created Facebook and MySpace pages to promote branch services.

Automated Services staff attended NEFLIN training workshops, the NEFLIN Technology Conference, seminars and web based training on emerging virtual server technology. They hosted representatives from CISCO, IBM and Hewlett

Packard who presented information on the latest technology available for networking, servers, patron workstations and printing services.

The eBranch introduced a brand new website to the public in April 2009. My Discoveries and enriched content from Syndetics were added to the Aquabrowser interface to provide patrons with reviews, first chapter excerpts, cover images, and deeper searchable terms. My Discoveries also allows patrons to tag, review and compile lists of catalogued items. A newly configured PowerSearch Plus federated search tool, which searches both databases and the catalog was introduced. The eBranch created mechanisms for patrons to set up RSS feeds and add specific pages to a variety of social bookmarking and sharing tools.

The Public Relations and Marketing Department created accounts on Flickr.com, Twitter and Slideshare.net to promote Library programs and services, share photos and export presentations for use by the eBranch. Technical Services invested in virtual materials including downloadable audio books, video, music and electronic books. The virtual collection was further enhanced at the close of the fiscal year by signing an agreement with ProQuest for access to Safari Tech Books Online, which provides virtual access to up-to-date computer instruction titles, business books and video tutorials.

Fifty-seven staff members completed the NEFLIN-sponsored *23 Things You Should Know About Library 2.0*. Library District staff also received training on Evanced calendar software, Sirsi/Dynix Symphony, Drupal content management system and attended technology workshops offered by NEFLIN and other sources. Evanced was implemented for online meeting room reservations by the public and staff.

3. Create convenient methods for pick up and return of materials.

2008- The Alachua Branch initiated a drive-through book pick-up window.

2009 Automated Services worked with Circulation Services to update all automated voice messages for library notices and to convert from synthesized messages to live voice recordings.

Adult Services created email templates to notify patrons immediately of the arrival of their interlibrary loan (ILL) materials. In-house use of ILL material was made available to patrons without home addresses.

A patron self-check machine was installed in the Headquarters lobby.

Public Services staff implemented a floating collection which allowed an item to stay at the location where it is returned.

4. Ensure that children's programs and services meet the needs of the public.

2008- Automated Services configured the new Classmate Netbook PCs for children's programs at the Newberry Branch and added educational software to each one. The Classmate PCs were added to the PC Reservation system to help staff with reserving the systems for programs and to provide usage reporting through the monthly statistics. Automated Services set up and configured ten of the Early Literacy Stations, which include more than 45 educational software packages, throughout the Library District.

Archer and Micanopy branches introduced Preschool Storyhour.

The eBranch promoted children's services online with a colorful, attractive kids home page and new pages of content that included interactive games.

The Library Partnership offered play groups in addition to storyhours for children. Public Services received a grant for Primetime Reading Time which brings low-income, low-literacy families to the library for an evening of stories and discussion. The first Primetime event will be held in October 2009. Staff initiated storytelling and booktalking at the Northeast Community Center, and branch staff visited local daycare centers, preschools and elementary schools.

High Springs Branch offered weekly programs to all daycare centers in High Springs.

Sunday Storytime was offered at the Millhopper temporary branch site as a response to patron requests.

Tower Road Branch added an evening Pajama Party Storytime for children and their working parents. The Drop Everything and Read (D.E.A.R.) program received funding from a Target grant. Books were purchased for staff to offer impromptu storytimes for children whose caregivers were using the internet for eGovernment services, and then sent home with the child to keep.

5. Ensure access to library services meets the changing demographics of the community.

2008-2009 Adult Services designated one research computer for eGovernment and offered individualized assistance with forms and computer use. Another computer was designated for IRS resources from January through August. Staff assisted patrons via phone and email with downloading audiobooks from NetLibrary and Overdrive. Adult Services staff hosted programs for the African American community including "Black History Outside the Book," "Juneteenth," and an urban book club.

Automated Services staff worked with the Evanced Committee to facilitate implementation of the Room Reservation and Event Calendar systems.

The eBranch developed targeted pages of information to age-appropriate audiences and incorporated online tools mirroring current technological trends. An eGovernment page accessed government services and information electronically.

High Springs Branch surveyed local service organizations to gather input on how to improve library services.

The Jail Library book cart carried a supply of commonly requested legal forms. A preprinted package including the Bill of Rights was prepared in response to an increased interest in Constitutional rights.

A Snuggle Up Center was created at the Library Partnership.

The Micanopy Branch added several hundred new titles in the Easy book area in response to increased circulation of materials for preschoolers.

Newberry Branch expanded its open hours from 48 to 58 per week in response to patron requests. The branch co-sponsored English classes for Spanish speakers in partnership with Coalition of Hispanics Integrating Spanish Speakers through Advocacy and Services (CHISPAS) and the University of Florida. Newberry Branch received a Community Libraries in Caring (CLIC) grant from the State

Library to purchase six laptops designed specifically for children.

Tower Road Branch created a comfortable reading area by eliminating the majority of print reference.

Youth Services distributed Welcome Baby Kits to the large hospitals and the Birth Center. The number of bilingual programs offered monthly increased. Cuentos Latinoamericanos preschool programs were offered in Youth Services and at the Alachua Branch. American Sign Language instruction was offered at the Newberry Branch and at Headquarters.

6. Adapt current spaces for new services.

2008-2009 Adult Services researched, analyzed and wrote a proposal to redesign the third floor for better functionality and ease of use.

Automated Services configured wireless patron access computers and, with Facilities, relocated patron internet computers to other areas in the Tower Road Branch. Automated Services expanded the wireless network in all public areas throughout the Library District including outdoors.

"The Spot" at the Alachua Branch served not only as a teen area, but as a meeting room, programming space, and computer training area.

The eBranch continuously offered new content and means of interaction and communication through the website.

High Springs Branch created a Snuggle Up area.

Micanopy Branch rearranged seating and tables to maximize access to electrical outlets when the use of laptops increased.

Millhopper Branch utilized the one service desk at the temporary location for both circulation and reference and implemented a roving librarian service.

Waldo Branch conducted weeding and shifting of materials to offer more space for the DVD, books on CD, and Playaway collections.

Many branch locations expanded their shelving capacity to make room for the floating collection.

Youth Services partnered with the Civic Media Center to show and discuss movies with teens. The Storyhour Room began to offer Wii gaming sessions. The main area of Youth Services was used as a storytime area for large groups.

B. 2008-2013

Initiative: Reach the teens!

Activities 7 – 13

7. Create appealing teen spaces.

2008- Displays for teens were created regularly in the Archer Branch meeting room.

2009 Automated Services configured patron internet computers and a separate reservation station in the teen area at the Library Partnership.

The eBranch enhanced teen online service with an attractive teen home page and

content pages that were appealing as well as informative.

Hawthorne Branch staff worked with teens to design displays and vote on YA programming which included games and book discussions.

The High Springs Branch used their meeting room to hold teen programs.

Millhopper Branch staff worked with the architect and designer to create appealing teen spaces for the renovated building.

Newberry Branch expanded the young adult collection and relocated the materials to visible shelving in one location.

Tower Road Branch added a game table and two sets of booth seating with wireless internet computers to the young adult/teen area.

Youth Services moved more plexiglas bookstands into the young adult area to expand the manga collection. Staff participated in the American Library Association's Young Adult Library Services Division's Teen Space Task Force.

8. Involve teachers in planning exhibits of art work and dramatic performances.

2008- Teachers from Hawthorne Middle/High School and Shell Elementary were invited to submit student artwork for display at the Hawthorne Branch Annual Art Show.

2009 Micanopy Branch collaborated with both elementary and middle school teachers to exhibit works of art during the spring and summer.

Tower Road Branch continued its ongoing art exhibit from Wiles Elementary School.

Youth Services worked with Sidney Lanier School to enter their students in the Teen Art Show.

9. Provide online gaming centers.

2008- Alachua Branch scheduled afternoon PS3 and Wii gaming sessions each week.

2009 The eBranch included access to a variety of reviewed online gaming sites.

High Springs Branch provided two day marathons periodically throughout the year utilizing the computer lab from Headquarters.

Micanopy Branch hosted gaming programs for teens.

Tower Road Branch hosted a teen gaming series featuring the Wii.

Youth Services celebrated National Gaming Day by hosting a gaming program.

The Storyhour Room was used every Wednesday afternoon for electronic games.

10. Develop partnerships with teachers and media specialists.

2008- Alachua Branch staff presented booktalks at Santa Fe High School to highlight Teen Read Week and Library Week at the request of the media specialist.

2009 Archer Branch staff maintained partnership with the media specialist at Archer Community School.

A Hawthorne Branch representative served on the School Advisory Councils for Shell Elementary and Hawthorne Middle/High School.

The Library Partnership developed partnerships with Howard Bishop Middle School and Metcalfe Elementary School.

Micanopy Branch worked with local school teachers to provide materials for their special assignments, since the schools do not have a library or media specialist.

Millhopper Branch presented a series of puppet shows in the media center at Talbot Elementary. Programs were presented at the Health Learning Academy, Step by Step Learning Center and St. Michael's Preschool.

Newberry Branch partnered with Oak View Middle School and Newberry High School to apply for a local history grant. Staff assisted with the author visit by E. B. Lewis to Newberry Elementary School. Staff worked with media specialists at Newberry Elementary School and Oak View Middle School on accelerated reading selections and assigned reading.

Tower Road Branch joined Youth Services and the Kanapaha Middle School media specialist in presenting booktalks at the school. Programs were presented at Sidney Lanier High School, and Terwilliger and Wiles elementary schools.

Youth Services, with assistance from Alachua Branch, brought author Neal Shusterman to Mebane Middle School and Santa Fe High School. Staff presented booktalks on 2009-10 Sunshine State Young Readers Award nominees to over 1500 students.

11. Create teen advisory boards.

2008-2009 Hawthorne Branch resurrected its teen advisory board which selected programs, assisted staff with weeding young adult materials, chose books and designed displays.

High Springs Branch used the Mayor's Teen Advisory Board to address teen issues at the library.

The Concrete Bench Club met weekly at the Newberry Branch during the year.

Tower Road Branch established a teen advisory board.

12. Evaluate the need for a District-wide Young Adult Specialist.

2008- Youth Services hired a Young Adult librarian.

2009 Tower Road Branch has a Young Adult librarian.

13. Make connections with groups that work with at-risk youth.

2008-2009 The Jail Library hosted booktalks by Youth Services staff and a screening of a documentary on President Obama for juvenile inmates.

The Library Partnership, in collaboration with Partnership for Strong Families and Department of Children and Families, worked with numerous agencies involved with at-risk youth.

Micanopy Branch provided tours and offered support to students at the Wilderness Institute.

Rejex used the meeting room at the Newberry Branch to hold weekly programs for at-risk youth. Tutors from Alachua County Schools used the meeting room to tutor at-risk elementary age students.

Outreach Services created a deposit collection at the Southeast Boys and Girls Club

in early 2009 when this location was dropped as a regular bookmobile stop.

Public Services staff participated in Teen Challenge Day at Eastside High School, Hawthorne Middle/High School, Howard Bishop Middle School and Santa Fe High School. Safe Place training was provided for staff. Public Services departments and branches trained and supervised at-risk youth from summer employment programs through Florida Works and Reichert House.

Tower Road Branch met with several groups that work with at-risk youth in preparation for the PrimeTime Family Reading Time program.

Youth Services staff presented booktalks at the Juvenile Detention Center. Staff presented booktalks to students in lunchtime detention at Eastside High School and initiated storytelling and booktalking at the Northeast Community Center.

C. 2008-2013

Initiative: Get literate!

Activities 14 – 18

14. Work with agencies that deal with at-risk teens to develop literacy programs.

2008-2009 The Literacy Coordinator worked with Probation and Parole, Juvenile Detention Center, Reichert House, and Florida Works to develop literacy programs. The office coordinated the April 2009 Literacy Summit which brought 40 agencies, many of which deal with at-risk teens, together to discuss literacy issues. The Annual Family Literacy Festival was held in October 2008 to highlight literacy and related programs in Alachua County.

Micanopy Branch provided assistance to the Micanopy Cooperative for Educational Excellence which tutors children and teens.

Youth Services visited the Juvenile Detention Center for booktalks that encouraged reading.

15. Act as a consultant for agencies in their efforts to start or enhance literacy programs.

2008-2009 Automated Services staff recommended laptops, software and wireless cards for the NEFLIN eGovernment grant program as well as provided equipment quotes. Members of the Florida Literacy Coalition offered tutoring, homework assistance and adult basic education assistance at the High Springs Branch.

The Literacy Coordinator conducted training sessions for agencies in Alachua County which were starting or enhancing their literacy programs. Presentations were made to faith-based groups, Meridian Behavior Healthcare, Probation and Parole, and the branches on the assistance and resources available through the Literacy Office. Staff attended literacy festivals and programs at local schools. The coordinator served as the chair of the Alachua County Literacy Network.

Public Services staff acted as a referral source to agencies involved with literacy. Staff participated in the annual meeting of the Collaborative Summer Library Program organization in Omaha, Nebraska.

16. Make connections with groups that work in the area of literacy.

2008-2009 All locations provided meeting room space for afterschool tutoring. The Literacy Program Directory was a source of literacy information for the community and literacy professionals.

The Alachua, Archer and Hawthorne branches presented programs in area preschools and elementary schools and provided library information at back-to-school events.

High Springs Branch was the contact for referring individuals to the High Springs Volunteer Literacy Group.

Waldo Branch hosted tutors working with Waldo Community School students.

Youth Services attended the Literacy and Learning Committee of the Early Learning Coalition and collaborated with the organization to produce the "It's All About the Kids" festival held at Headquarters. Staff made a presentation on book selection and censorship to University of Florida education students. Staff presented "Let the Story Speak: On Sharing Stories with Young People" as part of Conversations in Children's Literature, sponsored by the University of Florida's Center for Children's Literature and Culture and Goerings Bookstore. Staff attended "Brown Bag Lunches" with parents and students at Lake Forest Elementary.

17. Develop literacy partners and media sources to promote literacy.

2008-2009 Alachua's local newspapers *Alachua County Today* and the *North Florida Herald* publicized information about programs offered at the local libraries.

Hawthorne Branch staff attended the Island Grove and Windsor Migrant Festivals with Spanish language materials and library flyers.

18. Investigate community interest in an employment help center.

2008-2009 Several library locations began to assess the community interest and need for employment help by offering a variety of programs. While a specific employment help center was not established, employment services were provided to patrons creating resumes, seeking employment and applying for jobs online.

Adult Services and the Library Partnership individually collaborated with Florida Works to offer workshops, counseling and job leads.

D. 2008-2012 <i>Initiative: Remember the past!</i>
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Activities 19 – 20

19. Involve the community in the collection of local history.

2008-2009 Adult Services staff participated in and served on the Board of the Alachua County Genealogical Society. A large collection of genealogy materials was donated by a community member and added to the collection.
Alachua Branch participated in an effort to house the Alachua Historical Society in an office being developed in downtown Alachua.
The Archer Branch and Archer Historical Society partnered to solicit photos of historical significance, and then to digitize and make available on the branch's homepage.
Hawthorne Branch staff met with the newly restructured Hawthorne Historical Society to develop interest in digitizing elements of the existing photo collection housed at the Hawthorne Historical Museum, collecting additional historical documents and photos, and beginning an oral history project. Staff served on Little Orange Creek Conservation and Historical Education Center Management Plan Committee to help develop a plan for collecting local oral history of the Hawthorne area.
Micanopy Branch staff worked with the Micanopy Archives to improve the collection of local history.
Newberry Branch staff worked with the Newberry Main Street Organization, Oak View Middle School and Newberry High School to apply for a "Save Our History" grant. The Newberry History Buffs group was created to encourage public participation in the preservation of local history, and staff worked with Dudley Farm Historic State Park to preserve Newberry history. Staff began scanning past issues of a now defunct Newberry weekly newsletter.
The Public Relations and Marketing Department made two unsuccessful requests to "The Commons" on Flickr.com to post and allow comments on photographs within the Library District's Heritage Collection of photographs.
Waldo staff attended the Waldo Historical Society meetings and discussed a possible oral history project. Project grant was not funded.

20. Investigate digitizing and reformatting local history collections.

2008-2009 Adult Services staff and volunteers scanned over 100 new images in preparation for cataloguing and uploading to the Heritage Collection. Staff attended a Lyrasis webinar to learn about digitization of unique books from the collections of Lyrasis member libraries and reviewed the collection to determine estimated cost.
Archer Branch began scanning local history photos which were placed on the branch's homepage.
Automated Services assisted Adult Services with re-creating the Heritage Collection on the new website and provided image scanning equipment recommendations to the Archer and Hawthorne branches to assist in their digitizing projects.
The eBranch spearheaded the first discussions concerning digitization of our local history collections.
Hawthorne Branch ordered a scanner and investigated methods for collecting oral history electronically.
Newberry Branch staff consulted with Support Services Division staff on a method

to provide online access to Newberry historical documents and subject identifiers. The Library Manager attended a SOLINET webinar on digitization projects and began pricing necessary equipment.

E. 2008-2013 <i>Initiative: Work smart!</i>

Activities 21 – 26

21. Implement de-centralized reference.

2008- Automated Services worked with Hewlett Packard to obtain HP Mini Netbooks for evaluation by staff in Adult Services and at the Tower Road Branch. Automated Services compiled reports listing reference materials at the Alachua, Archer, High Springs, Newberry and Tower Road branches to assist with analysis of reference collections.

Alachua, Archer, Hawthorne and Millhopper branches instituted roving reference services.

Tower Road Branch purchased a notebook PC for reference staff to carry into the stacks when helping patrons.

Youth Services included Homework Help websites and Reader's Advisory booklists on the teen and children's web pages.

22. Identify and purchase a voice communication system for staff.

2008- Automated Services worked with Cisco Systems and CDW to identify and evaluate Voice over IP telephony solutions.

Tower Road Branch purchased a Panasonic wireless phone system, compatible with the landline system, for staff to carry into the stacks.

23. Expand the use of volunteers.

2008- Adult Services began using volunteers at the back reference desk to assist with laptop checkout and provide computer assistance to patrons.

Alachua Branch volunteers taught computer classes, tutored and assisted with local fairs and festivals.

Archer Branch volunteers taught beginning computer classes.

Automated Services utilized a volunteer, who came from New Horizons Computer Learning Center, for the first time ever.

Circulation Services began using volunteers on Saturday mornings to search for reserves.

The Jail Library utilized the services of a Sheriff's Office intern during October and November 2008.

The new Library Partnership used 5 teen and 2 adult volunteers to assist with

library services.

Micanopy Branch teen volunteers promoted programs for younger patrons and helped plan programs.

Tower Road Branch teen volunteers assisted with programs and served as teen book reviewers.

Youth Services volunteers helped with the storytimes, gaming programs, and American Sign Language programs.

The Senior Community Service Employment Program (SCSEP) provided senior volunteers at Headquarters and the Alachua, Newberry and Tower Road branches.

24. Provide current versions of software packages.

2008-2009 Automated Services upgraded patron print solutions to provide wireless printing capability for patrons using laptops. The Patron PC Reservation system was upgraded to the current versions. Automated Services and eBranch staff upgraded the Library Sirsi/Dynix ILS System to Symphony 3.2. Software applications were updated when replacing staff computers this year, and patron computers were updated with the latest software versions including Microsoft Windows XP and Office 2003. Virus protection software was upgraded.

25. Modify work spaces as needed to provide more effective service.

2008- Adult Services surplus unwanted and unused equipment.

2009 Alachua Branch highlighted the new books areas and expanded the media area.

The location and presentation of Archer Branch materials were monitored and changed regularly to enhance flow and presentation.

The Automated Services server room was renovated to create a closed area for fire suppression deployment. The computer room was rearranged to provide efficient staff work spaces including the new branch test lab. The staff work area was arranged to create easier access and better staff communication.

Circulation Services relocated the self check machines from the desk to an adjacent area in the lobby.

Facilities staff tethered the laptop cart to a wall near the Hawthorne Branch reference desk to alleviate daily movement of the cart in and out of a secure room.

High Springs Branch rearranged its circulation desk to complete related tasks more efficiently.

Work areas at the Library Partnership were created to make it easy to move around while providing patron service.

Micanopy Branch updated procedures to allow for a more effective use of its small work space.

Millhopper Branch worked with Library Administration to plan an expanded check-out area in the renovated building.

Outreach Services staff worked with Facilities to reorganize the bookmobile garage and reorganized the mail room for better ergonomics.

Tower Road Branch completed a reorganization of its office area, which resulted in more space for check-in and holds processing, and a small crafts area. The

circulation desk was extended 30" to accommodate added reserve shelves and to make workstations more accessible.

26. Review and streamline regular tasks and daily workflow.

2008-2009 All departments and branches regularly reviewed workflow and streamlined tasks accordingly.

Administration reviewed, revised and organized all forms and procedures and moved these off the server onto the staff intranet for easy access.

Adult Services adjusted the magazines display to improve workflow and create easier access for patrons.

Automated Services and Public Services combined days for printing and sending hold notices, bills, overdues, claims returned, and recall notices, which decreased postage and mailer supply costs. Evanced was implemented for room reservations, program calendar, and Summer Reading Program signup.

Circulation Services took over the responsibility for shelving the young adult items from Youth Services. Staff created new procedures for handling the cash box and preparing daily reports.

The eBranch expanded the capacity for more staff members to add and edit the content of the website.

Outreach Services replaced its existing mail meter with a more advanced model and purchased a new mail folding/envelope stuffing machine with expanded capabilities in March 2009. Staff worked with Adult Services to streamline procedures for receiving, processing, and shipping interlibrary loan materials. Staff worked with Automated Services to replace desktop computers on both bookmobiles with cooler running laptops less prone to overheating and malfunctioning.

The Public Relations and Marketing Department created a publicity folder on the server for staff to access for all publicity-related materials.

Public Services staff received training for all changes to catalog and circulation systems.

Technical Services Pages learned to clear-charge items to fill patron holds.

F. 2008-2010

Initiative: Spread the word!

Activities 27 - 30

27. Distribute library information via other organizations.

2008-2009 Administration began advertising vacant positions free of charge on the Lyrasis website. Information on Library services was distributed to the *Gainesville Sun* online calendar, the Gainesville Chamber of Commerce weekly online newsletter, and a variety of media outlets, new student library orientations at the University of

Florida and *The Gainesville Student Survival Guide*, which is mailed to incoming freshmen at the University of Florida and Santa Fe College.

Adult Services staff distributed library information at community meetings and events. Staff gave presentations for the following groups: the Children's Alliance, St. Francis House, Daughters of the American Revolution in Bradford County, Levy County Genealogical Society and the Neighborhood Resource Center.

Library materials were distributed at the following events: Choices Health Fair, Bring a Loved One to the Doctor Day, Senior Health Fair, ADA Expo and the University of Florida Library Expo. The Adult Services Manager gave presentations at the annual Florida Library Association conference and the NEFLIN annual meeting.

An Alachua Branch volunteer distributed program guides to local doctor offices, community center and churches. Program guides were also given to Chamber of Commerce members and local schools.

Archer Branch staff distributed program guides to City Hall, local stores, post office, senior center and schools.

Circulation Services staff attended community events, such as the 5th Avenue Arts Festival, Celebrate the Child, World's Greatest Baby Shower and ADA Expo.

High Springs Branch and Library District materials were mailed out by the Chamber of Commerce and were available in the City Hall lobby. The branch displayed informational materials at the weekly Farmers Market.

Flyers for the Kids Laptop Connection at the Newberry Branch were distributed to students at Newberry Elementary School and mailed out with Oak View Middle School year-end report cards.

Information on services offered at the Library Partnership and District-wide was distributed through social service agencies. Information was also sent via email on the Partnership for Strong Families website and listserv.

The Millhopper Branch Library Manager posted library information on the branch blog.

Outreach Services staff partnered with leaders in the Montechocha community to distribute flyers in early 2009 to alert residents to their new bookmobile stop. Staff concentrated their efforts on improving deposit collections beginning in February 2009 by putting up posters, information for seniors, and publicizing programs the Library District offers. Flyers promoting the new Library Partnership were distributed in May and June 2009 to patrons at the nearby Northgate stop.

Tower Road Branch staff was interviewed regarding library services and programs for print and radio.

Program guides and other library information were distributed to the teachers and staff at Waldo Community School and to the public at the Waldo Post Office. Branch activities were submitted to the Waldo Area Residents and Merchants for publication in their monthly letter.

Youth Services gave a presentation on services at the Children's Alliance of Alachua County, and an article on National Gaming Day held in Youth Services appeared in the Early Learning Coalition's newsletter. Presentations were given to mothers and their babies at the New Mom's Luncheon at North Florida Regional Medical Center. Staff participated in the Partnership for Strong Families' Family

Fun Day and the Alachua County Sheriff's Department's Family Fun & Safety Day.

28. Film spots to use for advertising and promotion.
- 2008-2009** Over 500 radio spots advertising programs and services ran on local radio stations 106.9 KZY and Magic 101.3. Assessments to determine the type of video equipment best suited for future filming of programs at the library was conducted. eBranch Slideshare presentations garnered nearly 3,000 views on Slideshare, an online presentation sharing site. High Springs Branch used a runner on Communicom TV to advertise special programs. The Newberry Branch Library Manager was interviewed about the Kids Laptop Connection grant by WJCB (Channel 20) and WUFT-FM radio. Both interviews received air time. Public Services staff from several departments participated in filming a library commercial. A Tower Road Branch patron was enthused enough about the library's services to create a 2 minute video on her blog: <http://thriftniftybutnotshifty.blogspot.com/2009/06/libraries-are-not-just-for-textbooks.html> Youth Services posted booktalks on YouTube.
29. Gather and disseminate information about community issues.
- 2008-2009** The eBranch announced significant community programs and information on the new website community page. Headquarters departments and the branches distributed information about community meetings, events and issues at their locations. Examples include information on the Archer, Hawthorne, High Springs, Micanopy and Waldo City Commission/Council meetings, USF Sustainability Focus Group at the Hawthorne and Tower Road branches, Newberry Watermelon Festival, Tower Road Action Committee, CHOICES and "It's All About the Kids" Festival.
30. Participate in organizations to stay apprised of community issues and to promote library services.
- 2008-2009** Staff participated in the following organizations: University of Florida Committee for the Common Reading Program, NEFLIN, Rotary, Gainesville Drupal Users Group, Sunshine State Library Leadership Institute, Newberry Main Street Organization, Newberry-Jonesville Chamber of Commerce, Dudley Farm Historic State Park, Equal Opportunity Committee, United Way Day of Action, Alachua Chamber of Commerce, Alachua Historical Association, Alachua Business League, Archer City Commission, Archer Historical Society, UF College of Nursing Clinic (Archer), Waldo Community School Advisory Council, Waldo Historical Society,

Waldo City Council, Hawthorne Area Community Foundation (HACF), Hawthorne Area Community Foundation School Support Committee, Hawthorne Farmer's Market Committee, Hawthorne Middle/High School School Advisory Council, Hawthorne Chamber of Commerce, Christmas Festival Committee, Island Grove Blueberry Festival Committee, Cross Creek Festival Committee, Hawthorne City Manager's Task Force, Hawthorne Historical Society, Hawthorne City Commission, Women's Club, Garden Club, AARP, High Springs Chamber of Commerce, High Springs Farmer's Market, High Springs Service Center, Micanopy Area Cooperative School Governing Board, Micanopy Collaborators for Educational Excellence, Micanopy Historical Society, Micanopy Archives, Alachua County Military Support Group, Baha'is of Alachua County, Catholic Charities, Life South Blood Center, Rockin' Readers, Retired Senior Volunteer Program (RSVP), Community Coalition for Older Adults, the Homeless Coalition, United Way 211 Committee, Harn Educational Advisory Board, Alachua County Genealogy Society, Alachua County Literacy Network, Children's Alliance and Literacy & Learning Committee of the Early Learning Coalition.

Ongoing Activities

Administrative Services:

1. Prepare the Long Range Facilities and Service Plan and evaluate service levels

Public Services:

1. Provide in-house and telephone reference, reader guidance, bibliographic and inter-library loan services
2. Register patrons; check-in and check-out materials
3. Processing and delivery of patron reserves
4. Books-by-mail service to homebound patrons
5. Continue to compile booklists on topics of interest to patrons
6. Provide collection of talking books for the Blind
7. Maintain and expand Genealogy and local history collections
8. Provide IRS forms and free tax help for the public
9. Provide proctoring services to the public
10. Evaluate and implement appropriate technological advancements in information storage and retrieval
11. Plan, implement and/or facilitate informational, educational and cultural programs of interest to the community
12. Maintain a schedule of language and literature-based programs for children of all ages
13. Assist with District-wide long range and short term planning
14. Maintain a resource list of all local organizations and individuals providing literacy assistance and make accessible to the public via the website.
15. Sponsor a post Literacy Summit meeting in an effort to gather and disseminate information

Support Services:

1. Integrate databases, programs and events into our website
2. Provide training to enable staff to assist patrons with new technologies
3. Gather and analyze statistics for evaluating services and trends in usage
4. Improve Internet access, network bandwidth and file storage capacity

2008-2009 Automated Services provided several upgrades to the statistical data collection tools that allowed tracking of statistics on new bookmobile stops, interlibrary loan use at the Jail Library and the Library Partnership.

Automated Services moved the internet service provider from Cox Communications to GRU and facilitated an increase in bandwidth to 25mb in December 2008. A second bandwidth utilization study for all branches and Headquarters internet access was completed, and bandwidth was increased again to 50mb in July 2009.

A new file server was installed with additional capacity and features. Continuous improvements were made on the network infrastructure for redundancy and faster internal network speed.

Technical Services' staff provided regular, ongoing assistance with staffing the Adult Services and Youth Services reference desks and the Circulation desk.

Bookletters widgets were used to promote booklists on the website. The eBranch developed a searching capability for the Heritage Collection. The Literacy Program Directory was rebuilt with new searchable fields including zip code and distance.

Implementation of the SirsiDynix Symphony upgrade advanced the capabilities and performance of the catalog. The redesigned website and its new navigation system made information retrieval easier for patrons.

II. Priority: *MAINTAIN a motivated and customer-oriented staff*

A. 2008-2010 <i>Initiative: Train your brain!</i>

Activities 31 – 33

31. Include parent education and professional programming, and booktalking techniques in Youth Services' training.
- 2008-2009** The Youth Services Library Manager held trainings for Library District staff on booktalking to children and teens. A PowerPoint presentation on Sunshine State Young Readers Award nominees was provided to District-wide staff to enhance booktalks. A section on parent education and professional presentations was included in Babytime program training.
32. Utilize screen casting and other video technologies to share training information between internal workgroups.
- 2008-2009** Adult Services created an "Introduction to Computers" PowerPoint course with voice over for patron and staff use. Staff worked on creating informational podcasts to promote databases on the website. Scripts for the podcasts have been written. The project was put on hold until the new website was established, bandwidth issues were resolved and 2.0 features were added. Staff investigated the use of Skype for group meetings, but determined its use would not meet their needs. Staff also videotaped an Adult Services Planning Group meeting using the Flip camera with the idea of placing the information in a folder for other staff members to view, but this project was not completed due to bandwidth and staffing. The eBranch organized podcast training for Library District staff. A PowerPoint demonstration of OverDrive downloadable books was placed on the Millhopper Branch blog for both staff and patrons. Youth Services used video clips of stories told by Library District staff in preschool, school-age and teen program training.
33. Determine core competencies for all District positions and then add to job descriptions.
- 2008-2009** Since January 2008, 15 job descriptions have been reviewed and revised to include core competencies. This project is on-going.

Ongoing Activities

Administrative Services:

1. Oversee Library District personnel policies and procedures
2. Schedule County Human Resources and Administrative staff to speak at staff meetings about significant changes to existing Library District policies and procedures
3. Coordinate safety program and other aspects of the Library District's risk management program
4. Provide information to staff about local, state and federal labor laws and the Library District's employee benefit program with the assistance of the Alachua County Human Resources, Risk Management and Equal Opportunity Departments
5. Regularly review salaries through comparable worth job comparison analyses and budget for adjustments in an approved and fiscally responsible manner
6. Partner with other governmental agencies to provide cost effective benefit packages
7. Provide opportunities and encourage staff to participate in continuing education and other staff development
8. Publicize staff vacancies in newspapers, professional journals, County postings, in-house, with accredited library schools, online, job lines or other sources which ensure competitive recruitment
9. Identify recruitment sources to ensure a diverse applicant pool by working with Alachua County's Human Resources and Equal Opportunity Departments, professional organizations and other resources
10. Assess staffing levels at each library location based on performance measures established by the Library District
11. Oversee volunteer program
12. Provide Facilities staff training on various trades, safety and technology

Public Services:

1. Provide consultation, coordination, and in-service training to branch, bookmobile and other District staff in circulation procedures, areas related to children, teen and adult services, areas related to reference and information services and information storage and retrieval
2. Provide staff produced District-wide training of Adult Services reference materials through our District Adult Services Planning Group
3. Continue to seek out and send staff to relevant and needed training

Support Services:

1. Provide internal training on policies and procedures for Automated Services Staff
2. Conduct lessons learned meetings on a routine basis
3. Train Automated Services personnel to provide professional service and appropriate resolution of support requests

2008-2009 Administration partnered with the County and its constitutional offices to review Requests for Proposals on voluntary supplemental employee benefits.

Administration coordinated the use of displaced Millhopper Branch employees in temporarily filling Library District vacancies. A smaller staffing level was needed at the temporary location during the branch renovation, so utilizing the extra staff members saved the Library District significant dollars.

The Automated Services Administrator trained departmental staff in the use of project management tools. Automated Services improved the existing work order system, improved communication via email and cross trained support staff on various applications.

Technical Services' staff participated in trainings and conferences that included the American Library Association's Annual Conference, the Florida Library Association's Annual Conference, NEFLIN workshops and webinars. Technical Services' staff also provided training to Library Managers on the selection of serials and standing orders, and other collection development topics.

The Collection Development Forum was held in August 2009 at the Library Partnership and was open to all staff. The agenda included general information and reminders and discussion about the direction and future of the Library District's collections.

Six Librarians participated in the Sunshine State Leadership Institute representing six locations: Circulation, eBranch and Outreach Services, and the Alachua, High Springs and Millhopper branches.

Some of the training, workshops and conferences attended by Library District staff include: Putting Library 2.0 to Work for Your Library, Web 2.0, NEFLIN Technology Conference, All a Twitter and Tweeting: Introduction to Twitter for Librarians, Internet Librarian Conference, SirsiDynix User Group Annual Conference, Florida Library Association Annual Conference, American Library Association Annual Conference, Evanced, Aquabrowser, Florida Electronic Library, Unique Management Solutions, Gale PowerSearch, Recorded Books/NetLibrary, Audacity podcasting, Overdrive, SirsiDynix serials module, Management 101, Criticism and Discipline for Supervision, Biography Resource Center, Worldcat Online, Book Repair, Ask-a-Librarian, Novelist, Plunkett Research, One-Click Audio, Power of Persuasion, Maintaining Motivation in Times of Change and Black Belt Librarian.

III. Priority: *MANAGE finances and assets responsibly*

A. 2008-2009 <i>Initiative: Save money!</i>

Activities 34 - 36

34. Investigate the duplication of information between print and online resources.

2008-2009 Adult Services examined the print reference collection, the database collection and free web sources to determine duplication.

Adult Services examined the cost effectiveness of databases based on cost per hit and terminated underutilized subscriptions or replaced costly databases with comparable, less expensive products. Staff evaluated electronic rolodex entries, which resulted in a reduction from over 1600 items to less than 400.

Public Services staff reviewed the standing order list of print reference resources and recommended cuts.

Technical Services staff cancelled a number of print reference standing orders that Adult Services determined were no longer needed because of duplication with online resources.

Waldo Branch staff reduced standing orders and weeded the reference collection to more accurately reflect their role as a ready reference collection.

Youth Services did an intensive comparison between information available in the print juvenile reference collection and in our numerous electronic databases. Staff weeded much of the reference collection and cut more than half of the library's databases.

35. Continue the implementation of RFID (Radio Frequency Identification).

2008-2009 Adult Services staff and volunteers completed the RFID tagging of the reference and new reader collections.

Automated Services installed additional RFID pads at Headquarters, the branches, and on the bookmobiles, provided training to appropriate staff and assisted with the networking of RFID security gates. RFID self-check machines were installed in Headquarters Circulation Services and at the Millhopper and Tower Road branches. Automated Services enhanced the efficiency and integration of the RFID system and the ILS system for Public Services staff by providing additional function keys on staff workstations to expedite check in and check out.

Facilities staff installed RFID pads and gates at the High Springs Branch, the Library Partnership and the temporary Millhopper site. The following branches do not yet have gates but are using RFID for circulation: Hawthorne, Micanopy and Waldo.

Technical Services continued to RFID tag all new materials.

36. Locate and install new serials management system.

2008-2009 Technical Services selected the SirsiDynix serials module to manage magazines and newspapers. All of the newspaper and half the magazine titles were cataloged by the end of the fiscal year. The new serials management system will be fully implemented by late 2009.

B. 2008-2013 <i>Initiative: Conserve energy!</i>
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Activities 37 - 39

37. Ensure equipment in new buildings is Energy Star rated.

2008-2009 All new staff computers and servers have energy star rating improvements over previous models. Also, all new monitors have lower power consumption Energy Star ratings.

As part of the 8500 square foot addition to the Millhopper Branch, all new lighting and HVAC systems will be part of the Energy Star/energy management system.

38. Examine existing buildings and staff hours for ways to implement energy saving measures.

2008-2009 Automated Services developed a support schedule to reduce travel time and fuel consumption and focused on servicing remote equipment electronically from Headquarters whenever possible. Branch runs were skipped when no outstanding work orders existed. Automated Services consolidated and retired old network appliances, servers and backup equipment to reduce power consumption.

Computer equipment and all other nonessential electronic equipment were shut down at all locations at closing, with the exception of one day a week when computers are updated. Lights were turned off in unused rooms.

Facilities installed a waterless urinal in one public men's restroom at Headquarters. New energy efficient lighting fixtures were installed in the bookmobile garage in August 2009.

Outreach Services mailroom staff initiated plans to reduce mailing costs for homebound reserves by switching from bubble mailers, which can only be reused a few times, to green nylon bags which can be reused almost indefinitely. Nylon bags also utilize reusable mailing labels.

Waldo reduced the exterior lighting in the overnight hours since the branch is now monitored by a security system.

39. Participate in GRU's (Gainesville Regional Utilities) energy saving programs.

2008-2009 Facilities completed a lighting retrofit at Headquarters, and the Millhopper and Tower Road branches which met the GRU energy saving rebate program criteria.

All High-Bay metal halide light fixtures were replaced with new High-Bay induction light fixtures for energy consumption and heat reduction savings. The Library District received a rebate of \$47,000 from GRU.

Ongoing Activities

Administrative Services:

1. Develop annual budget
2. Approve expenditures within the guidelines set by the Governing Board
3. Prepare financial and statistical analyses
4. Review capital improvements replacement schedule
5. Evaluate projected property assessments and legal millage limits to determine projected revenues as part of the Library District's planning process
6. Evaluate and monitor opportunities for other than local sources of revenues
7. Comply with accounting practices that will result in certification as a Comprehensive Annual Financial Report
8. Submit requests for additional staff positions to the Governing Board during the annual budget preparation cycle
9. Utilize preventative maintenance procedures to maximize equipment life
10. Ensure that expenditures and revenues comply with approved annual budget
11. Present operating budget recommendations to Board of Trustees and Governing Board in accordance with local regulations

Public Services

1. Assistance to patrons on self-service options
2. Notify patrons of delinquent and damaged materials
3. Assist with budget preparation and purchasing
4. Investigate new funding sources such as grants

Support Services

1. Monitor current usage of District-wide computer and printer supplies to provide reasonable budget targets for out years
2. Prepare the materials budget
3. Handle damaged and missing materials including: resurfacing CDs and DVDs, matching up missing materials, ordering replacements of Audio books and handling items for the bindery
4. Claim missing serials
5. Administer the materials budget by creating weekly fund reports and monitoring the spending of the five selectors in Collection Development
6. Evaluate new technologies impact on the budget process
7. Ensure computer equipment has continuous service coverage
8. Provide replacement schedule for computers to ensure continuous service coverage
9. Investigate new funding sources

**2008- Administration held hearings with branches and departments to review budgets.
2009 Budgets were closely scrutinized due to the economic climate, and an operating budget was presented to the Board of Trustees on June 17, 2009 and the Governing Board on September 23, 2009 for approval. A balanced budget was prepared in accordance with local and state regulations. During the budget process, the capital**

improvement replacement schedule was reviewed and updated as appropriate.

The comprehensive annual financial report was in compliance with accounting practices and the Library District received the certificate of achievement for excellence in financial reporting.

A request was submitted to the Governing Board to approve 4 FTEs to support the Library Partnership and the increase of one position to full-time at the Alachua Branch.

The Adult Services Manager coordinated and managed a NEFLIN grant for eGovernment services in rural North Florida libraries.

Automated Services purchased a larger volume of selected cartridges and remanufactured units and only acquired high-yield cartridges which created significant savings in printing costs. Automated Services also purchased and replaced older receipt printers requiring ink cartridges with newer thermal units to reduce printing expenses.

Automated Services evaluated server consolidation and replacement strategies to improve the capital budgeting for future server. Short and long term costs of server and patron computer virtualization were evaluated.

The Outreach Services Manager partnered with the Assistant County Attorney and the University of Florida's Assistant General Counsel to renegotiate long-standing bookmobile stops at Maguire Village and Tanglewood Village. The renegotiated contract specified improvements to be undertaken by UF at no charge to the Library District in order to make the bookmobile stops more customer-friendly. In particular, UF agreed to bear all costs for the installation of electrical power poles on both sites so that the bookmobile will no longer run off its generator while there.

Technical Services successfully administered a materials budget of slightly over 1.6 million dollars. The current collection and materials added this year helped account for a circulation figure of over 3 million items.

Technical Services re-surfaced more than 5,200 music CDs and DVDs and put them back into circulation for our patrons, which alleviated the need for re-purchase.

Youth Services used the money received for the Florida Library Youth Program presentation to purchase Evanced Summer Reader.

IV. Priority: *DEVELOP collections that reflect our diverse community*

A. 2008-2010

Initiative: Keep up!

Activities 40 - 42

40. Ensure the collection contains current and relevant materials.

2008-2009 Automated Services staff provided circulation reports used for assessing and weeding the collection.

Outreach Services rotated and refreshed bookmobile and deposit collections, and inventoried the bookmobile collections. The Jail Library collection was restocked with popular items after Sheriff's Office policy required the removal of all hardcover books and magazines.

Public Services monitored the collection, collected patron comments, submitted patron purchase suggestions, and collaborated with Technical Services to provide current and relevant materials. Local school reading lists were submitted to ensure needed material was purchased.

Technical Services added over 20,000 new titles to the collection and over 56,000 new items. These items include books, DVDs, music CDs, audio books, downloadable audio books, downloadable video, downloadable music and electronic books.

Library District staff encouraged patrons to make purchase suggestions, and this year Technical Services handled over 10,000 requests for books, DVDs and music CDs. Technical Services assessed the majority of the Library District's existing collection, and materials were weeded based on established criteria of age, condition and unpopularity. Special emphasis was placed this year on evaluating the material at Millhopper Branch in preparation for their move to the temporary site. Technical Services worked with a representative from the University of Florida's Baldwin Library to relocate deselected valuable children's material.

New audiobook releases received by a staff ALA committee member for review were subsequently donated to the Library District.

41. Explore the need for materials in other languages.

2008-2009 Adult Services tested several language learning databases to find a user-friendly, cost effective product. So far none have been found.

Micanopy Branch kept a small collection of materials, primarily European language study materials.

Millhopper Branch maintained a collection of foreign language study materials and a collection of Spanish language materials.

Newberry Branch shelved foreign language materials in a visible central location to

ascertain usage.

Technical Services began investigating the possibility of adding Chinese language materials, but has temporarily postponed the idea due to budget concerns.

Tower Road Branch's non-cataloged Chinese collection was supplemented by a small but growing Farsi collection.

Waldo Branch staff monitored the use of Spanish language materials.

42. **Realign staff responsibilities to allow more time to devote to collection development.**

2008-2009 Circulation Services staff schedules were adjusted to allow attendance at the Collection Development Forum and to assist with weeding duplicate copies.

With the implementation of the floating collection, all Public Services staff became more involved in collection development.

Technical Services and Adult Services secured an agreement with NewsBank, Inc. to index *The Gainesville Sun* instead of having staff index. In order to facilitate the movement of materials purchased through Technical Services and out to patrons, staff began outsourcing some cataloging and processing functions. Staff worked with Baker & Taylor to establish this custom library service at the beginning of the fiscal year.

One Youth Services Librarian cross trained in Technical Services for 2 hours each week.

Ongoing Activities

Administrative Services:

1. Ensure sufficient funding for a quality collection of print and non-print materials in accordance with the community's needs

Public Services:

1. Assist with development and maintenance of a system-wide collection of print and non-print reference materials
2. Perform shelving and shelf maintenance duties
3. Continue to collect and communicate "subject gap" information to the appropriate selectors in Technical Services
4. Continue to update recommended websites to patrons via our web page

Support Services:

1. Oversee the entire District's collection development program
2. Select and deselect adult circulating materials and children's circulating materials, including DVDs, CDs as well as emerging formats, like downloadable audio books
3. Create and maintain bibliographic records
4. Update holdings of materials and maintain records integrity
5. Work with outside company to have authority control performed on an ongoing basis to assist with finding materials
6. Consider gifts of materials made to the District for potential inclusion in the collection
7. Place orders for and receive library materials
8. Maintain control over serials and standing orders in conjunction with Adult and Youth Services Departments
9. Physically prepare materials for circulation, i.e. applying jackets, security strips, and barcodes along with mending of books
10. Provide ongoing and enhanced access to other agency collections in the community via the Library's bibliographic database
- 11.

2008-2009 Adult Services staff updated recommended websites to patrons via Great Links on our website, and Youth Services added 263 new recommended websites to the Library District kids and teens pages.

Circulation increased dramatically after the Alachua Branch expansion opened. Due to the volume of materials circulated, staff worked with Technical Services to acquire more materials and to relocate items from the Tower Road Branch to help fill in gaps in the collection.

In its ongoing task of overseeing the entire Library District's collection development program, Technical Services created an opening day collection of materials for the Library Partnership in less than six months. By opening day, the Library Partnership had a collection of over 8,800 items consisting of new materials and items relocated from other branches.

Technical Services' staff members visited the Friends of the Library bookhouse in advance of their two sales to look for potential items for the collection. Staff selected over 2,500 items and, by doing so, saved the Library District money by not having to purchase these items.

Technical Services cataloged materials for both the Civic Media Center and Matheson Museum, enhancing the community's access to these resources.

V. Priority: *CREATE welcoming environments*

A. 2008-2013

Initiative: Build it!

Activities 43 - 44

43. Investigate locations for new library buildings.

2008-2009 The Library Partnership opened in June 2009 in collaboration with the Partnership for Strong Families, Department of Children and Families and the Casey Foundation.

Micanopy Branch staff continued to search for a viable location for a new building in Micanopy.

The Waldo Branch Library Manager worked with the Facilities Department to locate and evaluate potential building sites on available property in Waldo.

44. Begin expansion of Millhopper Branch.

2008-2009 The expansion to add 8,500 square feet began on January 15, 2009, and continued throughout the fiscal year. The renovated building will include a larger Snuggle Up area, a quiet reading room and computers for group use. Approximately 29 parking spaces and 2 handicapped spaces will also be added as will an outside play area geared towards children 7 years old and younger.

Automated Services removed all computers, printers and network equipment from Millhopper Branch and relocated and deployed necessary equipment to the temporary location.

B. 2008-2009

Initiative: Safety First!

Activities 45 – 47

45. Include security officers and law enforcement in staff training sessions.

2008-2009 The Facilities Department is coordinating with the Gainesville Police Department to offer staff training on dealing with problem behaviors in Fiscal Year 2009-2010.

An Alachua Police officer participated in a safety meeting and advised staff on problem behavior issues.

Archer and Hawthorne branches utilized security guards, who met with staff, for a few weeks this year.

46. Provide training according to staff needs in areas such as problem behavior and bookmobile driving and safety.

2008-2009 The Facilities Department is coordinating with the Gainesville Police Department to offer staff training on dealing with problem behaviors in Fiscal Year 2009-2010.

Outreach Services bookmobile drivers received driver safety training from the Safety Institute of Central Florida, Inc. in April 2009.

Newberry Branch staff attended quarterly safety meetings at Headquarters. Discussions concerning problem behaviors and how to handle situations were discussed with employees as situations arose.

All departments and branches held monthly safety meetings, and Public Services staff attended quarterly safety meetings at Headquarters. Staff from various locations attended NEFLIN's Black Belt Librarian training and reviewed Library District problem behavior, emergency procedures, hurricane procedures and bomb threat procedures.

47. Make additions and changes to security camera systems as necessary to ensure patron and staff safety.

2008-2009 The DVR/camera equipment at Headquarters, and the Alachua, Archer, Hawthorne, High Springs, Library Partnership, Micanopy, and Waldo branches was upgraded.

The Outreach Department researched the feasibility of installing backing up cameras in both bookmobiles as an added safety feature. Cameras were ordered in July 2009, with installation anticipated in Fiscal Year 2009-2010.

C. 2008-2010 <i>Initiative: Transcend the Physical!</i>

Activities 48 – 50

48. Investigate alternatives to iBistro

2008-2009 AquaBrowser became the primary search engine for the ACLD catalog. The eBranch completed reconfiguration of Aquabrowser for more relevant search results and investigated independent means for patrons to access their account information and place holds without needing to access iBistro/eLibrary.

49. Improve wireless access.

2008-2009 Automated Services upgraded and installed additional wireless access points throughout the Library District. Automated Services implemented wireless printing from patron laptops. Automated Services began the process of converting

the patron checkout laptops to be managed by PC Reservation.

The eBranch created a wireless printing interface so patrons can select which location to send their print jobs.

Wireless access was provided at Millhopper Branch temporary location.

Newberry Branch requested installation of another wireless access point in the meeting room. This will occur in Fiscal Year 2009-2010.

50. Ensure that the website serves as a virtual branch.

2008- Automated Services assisted with the cutover from the internal website to the external webhost. Automated Services moved DNS entries and worked with the web development outsourcing company to transition the database authentication logic.

The Automated Services Administrator transferred the Heritage Collection to the new website and worked with the web host provider to transfer the specific web addresses. The Automated Services Administrator also moved the Friends of the Library and Foundation Websites to the new web hosting provider and assisted their respective webmasters with configuring their access to the new sites.

Circulation Services created a new e-mail account for patrons to send questions about their accounts directly from the website.

The new website provided a homepage with a rotating slide show to promote library programs and announcements, a prominent search box with options for keyboard searching to AquaBrowser, and Gale's PowerSearch Plus for integrated database and catalog searching. Patrons can choose their own favorite social bookmarking tools, RSS feeds, make meeting room reservations and customize library program calendars. New content offered virtual patrons similar services to those offered to patrons in our buildings.

Ongoing Activities

Administrative Services:

1. Review janitorial, landscape and building maintenance issues to ensure proper environments
2. Maintain the physical aspects of all library structures including existing library buildings, future library buildings and storage/shop buildings
3. Provide maintenance and construction personnel for all library buildings by securing in-house staff or subcontractors
4. Ensure ADA compliance in new and existing buildings

Public Services:

1. Provide ongoing safety and emergency procedures training
2. Discuss problem behavior situations and solutions at staff meetings
3. Continue answering patron questions via email
4. Provide ongoing staffing of state-wide Ask-A-Librarian Desk
5. Maintain bulletin boards, room arrangement and décor
6. Report broken equipment, unsafe conditions through work orders
7. Evaluate open hours and extend as budget allows
8. Provide meeting rooms for public use during and after hours

Support Services:

1. Maintain a well designed and visually pleasing website
2. Continue to lockdown improvements on research workstations
3. Redesign website to conform to W3C standards and to comply with Section 508 of the ADA.

2008-2009 Staff at the Jail Library improved the appearance of the branch by replacing worn signage, creating displays to promote reading and topics of interest and obtaining new furniture for public and staff areas.

Outreach Services worked with Public Relations and Marketing to produce artwork to be wrapped around the exterior of both bookmobiles in September 2009.