

2016 Annual Plan of Service for West Florida Public Libraries (WFPL)

The 2013-2018 Strategic Plan for the West Florida Public Library System identified six service priorities:

Goal 1: Satisfy Curiosity: Lifelong Learning

Goal 2: Create Young Readers: Early Literacy

Goal 3: Stimulate Imagination: Reading, Viewing and Listening for Pleasure

Goal 4: Information Fluency: Understand How to Find, Evaluate and Use Information

Goal 5: Be an Informed Citizen: Local, National, and World Affairs

Goal 6: Discover Your Roots: Genealogy and Local History

The WFPL Board of Governance and WFPL staff will utilize these six acknowledged strategic priorities as the basis for planning, activities, and initiatives through 2018. The 2016 Annual Plan of Service is divided into specific short-term objectives (ST) to be completed during the 2016 calendar year and on-going objectives (OG) both of which shall be measureable.

	Objective / Measurement	Activity	Supporting Goal
ST1	Implement PC Reservation and Print Management at the Main Library and at least one branch location.	Staff will review, select, and implement a solution to control public access to our computers and printers.	4,1,3
ST2	Create and assign a volunteer coordinator.	Review and update existing volunteer policies, procedures, and training methods to insure volunteers can achieve success in helping WFPL. Establish an Annual Volunteer Appreciation event to recognize all library volunteers.	1,4,5
ST3	Create and assign a staff training coordinator.	Review and update existing staff policies, procedures, and training methods to insure library staff can achieve success in serving residents of Escambia County. Establish an Annual Staff Training day to bring everyone together to learn. Establish an Annual Staff Appreciation event to recognize and celebrate our achievements.	1,4,5
ST4	Develop a WFPL Board of Governance (BOG) training manual.	Collect all information needed for new and existing BOG members to successfully execute their duties into a single document.	4
ST5	Conduct eight unique focus groups with five to eight members per group.	Identify and establish eight focus groups to help improve library services in Escambia County. Plan eight events, one per focus group, to address the needs or concerns of these focus groups in support of the WFPL 2013-2018 strategic goals.	3,5

	Objective / Measurement	Activity	Supporting Goal
ST6	Explore library service options for District 1 of Escambia County, FL.	Assign at least two of the eight focus groups previously mentioned to make specific recommendations for improved services in District 1 of Escambia County.	4
ST7	Develop a proactive technology plan.	Review and update our existing technology plans to ensure they include replacement cycles that keep our resources relevant to the needs of our community.	1,4
ST8	Improve and expand access to eMaterials (i.e., eBooks, eAudiobooks, and eZines).	Staff will review, select, and implement at least one new or improved eMaterial platform.	3
OG1	Conduct 6 book discussion groups at three or more library locations per year.	Offer community enrichment through library staff leading 18 or more book discussion group events.	1,5
OG2	Increase number of active library card holders in Escambia County.	Outreach events and library card registration drives in partnership with area community centers and community events.	2,4,5
OG3	Strengthen existing partnerships with area organizations and create new ones.	Participate in community events and utilize speaking opportunities to increase our market penetration.	1-6
OG4	Improve website design and access.	Join Escambia County's website for our homepage and calendar features.	1-6
OG5	Internal communication.	Maintain twice monthly manager's meetings (now at rotating locations).	4,5
OG6	Encourage living connections between past and present.	Provide instruction in the use of genealogical resources and provide workshops at all library locations at least once per year.	6