

**HEARTLAND LIBRARY COOPERATIVE
ANNUAL PLAN OF SERVICE
FISCAL YEAR 2016-2017**

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

The major emphasis during **Fiscal Year 2017 (October 1, 2016 to September 30, 2017)** will be:

- 1) Technology (\$25,959.25)
 - A. Maintain current infrastructure to continue providing internet services to the patrons and Polaris database for staff use
 - B. Purchase and install new computers, server, and switches
 1. Already purchased and received (\$2,919.77):
 - A. 18 Raspberry Pi for PAC replacement: SPL-5, APL-3, LPL-3, HAR-2, OKE-1, GLA-0, TECH-2 (\$1,442.61)
 - B. 5 Monitors: 4-HAR for cataloging; 1-TECH (\$435)
 - C. 4 Multidocument scanners: SPL-1, HAR-1, GLA-1, TECH-1 (\$1,042.16)
 2. To be purchased (\$23,039.48):
 - A. 15 M800z desktop all-in-ones for staff machines: SPL-3, APL-2, LPL-5, GLA-5, HAR-1 (\$14,571.60)
 - B. 15 16 GB RAM upgrades for staff machines: see item A above (\$1,125)
 - C. 2 M800z all-in-one touchscreens: SPL-1, APL-1 (\$2,142.88)
 - D. 1 Server-TECH (\$3,000)
 - E. 1 Workstation-TECH (\$2,200)
 - F.
 - C. Increase Internet speed from 18mps to 50mps at the Libraries, and 400mps at the mainline at the Sebring Library (\$1,000 annual increase)
 - D. Investigate alternative to Polaris database (currently \$43,107.06 annual): including but not limited to Evergreen, Koha, Sirsi-Dynix, TLC, Alexandra, Atrium Auto-graphics, Biblionix, Ex Libris
 - E. Investigate e-Vendors for FY18 renewal, cancellation, or additions
 1. Recorded Books: discounted current databases \$6,400
 2. Baker & Taylor: discounted current databases \$2,400
- 2) Continuing Courier Service to all 7 Libraries at 5 days per week level, currently through Manpower at \$37,273.60 annually which included a 3% increase for both couriers which started October 1st, 2016

- 3) Continuing “Pink Cart” program for all 7 Libraries, currently through Ingram at \$36,000 annually (\$3,000 per month)
- 4) Improve www.myhlc.org media presence, with an emphasis on creating Genealogy Resources and Friends of the Library pages
- 5) Partner with our respective school systems to share our Baker & Taylor e-books via a new program called School Share.
- 6) Increase cataloging training to better standardize records created in Polaris

The **Heartland Library Cooperative** assists its member libraries to address the following needs of its citizens:

- Our libraries will provide current titles and best sellers to satisfy library users’ recreational reading needs. Library collections will support and stimulate the “pure and simple pleasure of reading”.
- Our libraries will provide informational resources and assistance using educational tools including computers. The libraries will concentrate on providing supplemental materials rather than duplicate resources available in institutions such as South Florida Community College and other regional colleges and universities.
- Our libraries will provide access to distance learning databases.
- Our libraries will provide programs and materials dedicated to children, young adults, adults and seniors.
- Our libraries will provide an extensive collection of circulating materials on a wide variety of topics in which the public has a sustained interest.
- Our libraries will provide access to information in a variety of formats and will offer computer and Internet access.
- Our libraries will encourage and facilitate the sharing of resources among the members in order to contribute toward equity and enrichment in information access to all.

SERVICE PHILOSOPHY

The Cooperative staff and member library directors and staff believe in a service philosophy for their patrons that demonstrate:

- *All* customers are important
- Libraries matter to the community

- Pride in our home libraries
- Pride in our library cooperative system
- Pride in our service to our libraries and our patrons
- Cooperative, pleasant, and respectful demeanor to all who come through our doors

SERVICES

Continue to provide lease collection of popular titles to all libraries.

Continue cooperative circulation of library materials.

Continue courier route, 5 visits per week to each library.

Review circulation policies as needed to provide best practices.

Act as materials buying agent for member libraries.

Serve as a forum for information on issues of interest to member libraries.

Coordinate research and development of new methods of service.

Explore issues and design pilot projects.

ACCESS TO INFORMATION

Provide public access workstations to include internet access, library catalogs, and local government information.

Continue to update and maintain the Heartland Library Cooperative web site and assist member libraries with development of their own web pages.

Maintain and upgrade as necessary wireless access to the Internet at libraries.

Continue to subscribe to genealogy database, Heritage Quest.

Act as anchor institution for broadband initiatives by FHREDI and State Library.

FINANCES

Maintain consistent fines and fees schedule for all libraries.

Apply for grant funding, if available, for assistance in developing enhancements to current technology.

Encourage local support and donations to member libraries.

CAPITAL EQUIPMENT

Replace outdated workstations as needed.

Upgrade storage servers to increase capacity.

STAFF

Provide continuing education opportunities for all member staff.

Provide in-service training day for all staff.

RESOURCE SHARING

Continue membership in Tampa Bay Library Consortium.

Provide ILL access via OCLC to all cooperative members.

Provide consistent cataloging and authority control for shared database.

Continue database “cleanup” for future inclusion of data on OCLC.

Provide cooperative patrons with access to online resources.

Develop partnerships with community organizations.

Increase access to all library resources through participation in library networks.

TRAINING

Conduct cooperative training sessions for cataloging, Florida Library Youth Programs (FLYP), ILL services, etc.

Conduct training for staff to develop excellent customer service.

Conduct yearly staff in-service workshops.

Explore continuing education opportunities in community organizations.

REPORTING/ACCOUNTABILITY

Provide governing board with timely financial statements.

Provide governing board with timely narrative reports of significant cooperative activities, including circulation & other library statistics.

PUBLICITY

Expand social media presence, including but not limited to myhlc.org, Facebook, twitter, etc.

Provide Advocacy materials for obtaining State Aid Funding to member libraries.

GRANTS

Explore additional sources of grants and other funding and support and assist member libraries with their grant applications and grants administration