



AGENDA

Lake Park Town Commission
 Town of Lake Park, Florida
 Joint Workshop
 between the Library Board
 and Town Commission

Wednesday, February 3, 2016, 6:30 p.m.,
 Lake Park Town Hall
 535 Park Avenue

James DuBois	—	Mayor
Kimberly Glas-Castro	—	Vice-Mayor
Erin T. Flaherty	—	Commissioner
Michael O'Rourke	—	Commissioner
Kathleen Rapoza	—	Commissioner
.....		
Diane Bernhard	—	Library Board Chair
Robert Shelton	—	Library Board Vice-Chair
Guadalupe Lawrence	—	Library Board Member
Ruth Rodney	—	Library Board Member

John O. D'Agostino	—	Town Manager
Thomas J. Baird, Esq.	—	Town Attorney
Vivian Mendez, CMC	—	Town Clerk

PLEASE TAKE NOTICE AND BE ADVISED, that if any interested person desires to appeal any decision of the Town Commission, with respect to any matter considered at this meeting, such interested person will need a record of the proceedings, and for such purpose, may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. *Persons with disabilities requiring accommodations in order to participate in the meeting should contact the Town Clerk's office by calling 881-3311 at least 48 hours in advance to request accommodations.*

A. CALL TO ORDER/ROLL CALL

B. PLEDGE OF ALLEGIANCE

C. SPECIAL PRESENTATIONS/REPORTS

1. Joint Workshop between the Town Commission and the Library Board to discuss the Future needs of the Library.

D. PUBLIC COMMENT:

This time is provided for addressing items that do not appear on the Agenda. Please complete a comment card and provide it to the Town Clerk so speakers may be announced. Please remember comments are limited to a TOTAL of three minutes.

E. LIBRARY BOARD MEMBER COMMENTS, COMMISSIONER COMMENTS:

F. ADJOURNMENT:

Special Presentations /Reports

TAB 1



Town of Lake Park Town Commission

Agenda Request Form

Meeting Date: February 3, 2016

Agenda Item No. *Tab 1*

Agenda Title: Joint Meeting between the Town Commission and the Library Board to Discuss the Future Needs of the Library

- SPECIAL PRESENTATION/REPORTS
 - BOARD APPOINTMENT
 - PUBLIC HEARING ORDINANCE ON _____ READING
 - NEW BUSINESS
 - OTHER: _____
- CONSENT AGENDA
 - OLD BUSINESS

Approved by Town Manager *John D'Agostino* Date: 1-20-16

John O. D'Agostino, Town Manager

Name/Title

Originating Department: Town Manager	Costs: \$ 0 Funding Source: Acct. # <input type="checkbox"/> Finance _____	Attachments: <ul style="list-style-type: none"> • Ordinance 10-2015 Updating the Five Year Capital Improvements • Florida Public Libraries Outcomes and Standards • Library Capital Addendum • Lake Park Library Annual Plan • Report Card Summary • Lake Park Strategic Plan • Video Presentation (in Drop Box)
Advertised: Date: _____ Paper: _____ <input checked="" type="checkbox"/> Not Required	All parties that have an interest in this agenda item must be notified of meeting date and time. The following box must be filled out to be on agenda.	Yes I have notified everyone JOD _____ or Not applicable in this case ____ Please initial one.

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Summary Explanation/Background:

At the request of Vice Mayor Kim Glas-Castro, the Library Board has been invited to the Commission meeting to discuss the future needs of the Lake Park Public Library. Each Library Board Member was contacted and will be present at the meeting. Agreed upon Capital Improvement items identified at the meeting that are not included in Ordinance 10-2015 will be placed on the Capital Schedule during the next cycle in late 2016.

The capital items for the Lake Park Public Library, appear on page 3 of the Capital Improvements Schedule in Ordinance 10-2015 (attached).

Recommended Motion: No Motion is necessary.

ORDINANCE NO. 10-2015

AN ORDINANCE OF THE TOWN COMMISSION OF THE TOWN OF LAKE PARK, FLORIDA, UPDATING THE CAPITAL IMPROVEMENTS ELEMENT OF ITS COMPREHENSIVE PLAN; PROVIDING FOR AN UPDATED FIVE YEAR CAPITAL IMPROVEMENTS SCHEDULE; PROVIDING FOR THE UPDATE TO THE TEXT OF THE CAPITAL IMPROVEMENTS SCHEDULE SO AS TO BE CONSISTENT WITH THE NEW SCHEDULE; PROVIDING FOR THE REPEAL OF ALL ORDINANCES IN CONFLICT HERewith; PROVIDING FOR SEVERABILITY; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the Florida Legislature originally required local governments to annually amend their comprehensive plans to update the Capital Improvements Element, including the Five Year Schedule of Capital Improvements contained therein; and

WHEREAS, pursuant to House Bill 7207 the Florida Legislature repealed the requirement that local governments annually amend their comprehensive plans thereby removing the obligation of the state land planning agency's review of the plan amendments of local governments; and

WHEREAS, local governments are now only required to review their Capital Improvements Element and adopt any update thereto pursuant to an Ordinance which is not subject to review by the State land planning agency; and

WHEREAS, the Town staff has prepared an Ordinance which amends the Schedule in the Capital Improvements Element of its comprehensive plan, and;

WHEREAS, the Town Commission of the Town of Lake Park has held the duly required public hearings to adopt this update to its Comprehensive Plan.

NOW, THEREFORE, BE IT ORDAINED BY THE TOWN COMMISSION OF THE TOWN OF LAKE PARK, FLORIDA, AS FOLLOWS:

Section 1: Thewhereas clauses are incorporated herein as the Commission's legislative findings.

Section 2: Exhibit "A" which is attached hereto and incorporated herein contains the text of the 2015/16 Update to the Town of Lake Park Comprehensive Plan Capital Improvements Element's Five Year Capital Improvements Schedule.

Section 3: A copy of the current Comprehensive Plan, as amended from time to time, shall be kept on file in the Office of the Town Clerk.

Section 4: A copy of the current Comprehensive Plan, as amended from time to time shall also be maintained in the Department of Community Development.

Section 5: All Ordinances or parts of Ordinances in conflict are hereby repealed.

Section 6: Should any section or provision of this Ordinance or any portion thereof, any paragraph, sentence or word be declared by a Court of competent jurisdiction to be invalid, such decision shall not affect the validity of the remainder of this Ordinance.

Section 7: The Ordinance shall become effective upon adoption.

Upon First Reading this 2 day of December, 2015, the foregoing Ordinance was offered by Commissioner O'Rourke, who moved its approval. The motion was seconded by Commissioner Rapoza and being put to a vote, the result was as follows:

	AYE	NAY
MAYOR JAMES DUBOIS	<u>/</u>	_____
VICE-MAYOR KIMBERLY GLAS-CASTRO	<u>/</u>	_____
COMMISSIONER ERIN FLAHERTY	<u>/</u>	_____
COMMISSIONER MICHAEL O'ROURKE	<u>/</u>	_____
COMMISSIONER KATHLEEN RAPOZA	<u>/</u>	_____

PUBLISHED IN THE PALM BEACH POST THIS 6 DAY OF December 2015

Upon Second Reading this 16 day of December, 2015, the foregoing Ordinance, was offered by Commissioner O'Rourke, who moved its adoption. The motion was seconded by Commissioner Rapoza and being put to a vote, the result was as follows:

	AYE	NAY
MAYOR JAMES DUBOIS	<u>/</u>	_____
VICE-MAYOR KIMBERLY GLAS-CASTRO	<u>/</u>	_____
COMMISSIONER ERIN FLAHERTY	<u>/</u>	_____
COMMISSIONER MICHAEL O'ROURKE	<u>/</u>	_____
COMMISSIONER KATHLEEN RAPOZA	<u>/</u>	_____

The Mayor thereupon declared **Ordinance No. 10-2015** duly passed and adopted this 16 day of December, 2015.

TOWN OF LAKE PARK, FLORIDA

BY: James DuBois
Mayor, James DuBois

ATTEST:

Vivian Mendez
Town Clerk, Vivian Mendez
(Town Seal)

TOWN SEAL
FLORIDA

Approved as to form and legal sufficiency:

Thomas J. Baird
Town Attorney, Thomas J. Baird

EXHIBIT "A"

**TOWN OF LAKE PARK FIVE YEAR CAPITAL IMPROVEMENT SCHEDULE¹
FY 2014/15 – 2018/19 2015/16 – 2019/20**

Project Category	Project Name	14/15	15/16	16/17	17/18	18/19	19/20	Funding Source
4	Shuttering and hardening of all Town buildings	\$0	\$125,000	\$100,000 \$27,000 (hardening)	\$0 \$100,000 (shuttering)	\$0	\$0	Grant (LMS Grant)
4	Tennis courts and Lighting and Park restrooms	\$416,000	\$0 \$416,000	\$0	\$0	\$0	\$0	Grant (CDGB) (\$403,590 – FY 14/15); General Fund (\$12,410 – FY 14/15)
2, 4	Lake Shore Drive Drainage Improvements	\$0	\$800,000	\$800,000 \$3,500,000	\$800,000	\$800,000		Grant (LMS) Stormwater Utility Assessment (\$75,000 each FY), Grant
4	Lake Shore Drive Promenade	\$0	\$150,000	\$150,000				Grant
4	New marina parking lot	\$0	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000	Grant
2, 4	10 th Street south of Park Avenue – drainage, lighting, paving, trees	\$0	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000	Grant (LMS) Stormwater Utility Assessment (50/50 split each FY)
2, 4	Park Avenue Improvements from 7 th Street to 10 th Street through and including the FEC Railroad Intersection/pedestrian connections	\$0	\$300,000/ \$25,000 for FEC	\$300,000 / \$25,000 for FEC	\$300,000 / \$25,000 for FEC	\$300,000 / \$25,000 for FEC	\$300,000/ \$25,000 for FEC	Grant (\$250,000 each FY), CRA Funding (\$75,000 each FY)
2, 4	Park Avenue from Federal Highway to 7 th Street (improved sidewalks; landscape medians; striping and signalization)		\$0	\$50,000	\$50,000	\$50,000	\$50,000	Grant

¹ Note: The Town's ability to implement certain projects in accordance with this schedule is contingent upon the receipt of grant funds as identified in the "Funding Source" column.

4	Town Hall Renovations (Floor Mirror Ballroom, Town Hall Roof, Exterior Painting, Ceiling Clerk's Office, Awnings Exterior Doors, Stage Refinishing, carpeting, Window/Door repairs)	\$18,250	\$75,000 \$2,250 (west entrance new door and rain hoods)	\$75,000	\$75,000 \$155,000 (roof)	\$75,000	\$75,000	Grant, General Fund (\$2,250) (\$18,250 for FY 14/15 only) (50/50 split all other FY's)
2	Vehicle Replacement Plan	\$0	\$119,000 \$106,433	\$259,000 \$106,433	\$259,000	\$119,000 \$259,000	\$259,000	General Fund (Sanitation Fund)
2	Sanitary Sewers in Tri-City Industrial Park; Lake Park Public Works; and Water Tower Road/Old Dixie Highway (north of Water Tower, east of Old Dixie) commercial property	\$0	\$300,000 \$0	\$300,000	\$300,000	\$300,000	\$300,000	Special Assessment
2	Gateway Road Reconstruction and Sanitary Sewer along the south side (approx. 1,250 linear feet)			\$125,000				Streets and Roads
2	Outfall to C-17 Canal	\$100,000	\$0 \$100,000	\$0	\$0	\$0	\$0	Stormwater Fund
2	Coastal Link/Tri-Rail/Palm Tran Extension Improvements (including Quiet Zone Improvements)	\$0	\$0	\$0 \$100,000 (Grant)	\$500,000 \$600,000 (\$350,000 Grant, \$250,000 special assessment)	\$0	\$0	Grant, Special Assessment (split 50/50)
2	Park Avenue Extension Improvements (acquiring property for ROW)		\$0	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	Grant
2	Bert Bostrom Park Improvements (playground)	\$0	\$100,000	\$0 \$100,000	\$0	\$0	\$0	Grant

2	Residential Street Lighting (includes study costing approximately \$35,000)	\$0	\$250,000	\$250,000 \$500,000	\$250,000 \$500,000	\$250,000 \$500,000	\$500,000	Grant, Special Assessment (split 50/50)
2	Additional Pedestrian Access Improvements at Park Avenue and US 1, including Streetscape Improvements along the entire Federal Highway Corridor to incorporate a Complete Streets Initiative/Safe Streets Program (Federal Highway)	\$0	\$100,000 (planning & preliminary design)	\$0 \$1,000,000	\$0 \$1,000,000	\$0 \$1,000,000	\$1,000,000	Grant
2,4	Library Improvements (includes technology; security; carpets & lighting; shelving; 2 nd floor; exterior renovations and marquee)		\$13,200 (split 50/50)	\$85,000 (\$70,000 Grants / \$15,000 General Fund)	\$45,000 (\$25,000 General Fund; \$20,000 Grants)	\$30,000 (\$20,000 General Fund; \$10,000 Grants)	\$1,110,000 (\$110,000 General Fund, \$1,000,000 Grants)	General Fund; Grant
2	Community Garden Area Parking Lot Improvements			\$200,000				General Fund; Grant (split 50/50)
	Total	\$534,250	\$3,344,000 \$737,883	\$3,109,000 \$8,643,422	\$3,509,000 \$5,334,000	\$2,869,000 \$4,539,000	\$5,619,000	

Project Category Codes

- 1 – Project necessary to achieve Level of Service
- 2 – Project will enhance ability to continue to meet Level of Service
- 3 – Project will enhance ability to meet Level of Service for Optional Element
- 4 – Project will further the achievement of Comprehensive Plan goals, objectives and policies.

TOWN OF LAKE PARK ESTIMATED FUNDING SOURCES FOR CAPITAL IMPROVEMENTS FY 2014/15-2018/19 2015/16 – 2019/20

Funding Source	14/15	15/16	16/17	17/18	18/19	19/20
General Fund	\$30,660	\$156,500 \$115,283	\$296,500 \$221,433	\$296,500 \$284,000	\$156,500 \$279,000	\$369,000
Stormwater Utility Assessment	\$0	\$325,000	\$325,000 \$250,000	\$325,000 \$250,000	\$325,000 \$250,000	\$250,000
Grants	\$403,590	\$2,362,500 \$522,600	\$1,987,500 \$7,422,000	\$2,137,500 \$3,925,000	\$1,887,500 \$3,385,000	\$4,375,000
Special Assessment	\$0	\$425,000	\$425,000 \$550,000	\$675,000 \$800,000	\$425,000 \$550,000	\$550,000

CRA Funding	\$0	\$75,000	\$75,000	\$75,000	\$75,000	<u>\$75,000</u>
Streets and Roads			<u>\$125,000</u>			
Stormwater Fund	\$100,000	\$0 <u>\$100,000</u>	\$0	\$0	\$0	
Total	\$634,250	\$3,344,000 <u>\$737,883</u>	\$3,109,000 <u>\$8,643,422</u>	\$3,509,000 <u>\$5,334,000</u>	\$2,869,000 <u>\$4,539,000</u>	<u>\$5,619,000</u>

RECEIPT

**LEGAL NOTICE OF
PROPOSED ORDINANCE
TOWN OF LAKE PARK**

Please take notice that on Wednesday, December 16, 2015 at 6:30 p.m. or soon thereafter the Town Commission, of the Town of Lake Park, Florida in a regular session to be held in the Commission Chambers, Town Hall, 535 Park Avenue, Lake Park, Florida will consider the following Ordinance on second reading and proposed adoption thereof:

Ordinance 10-2015

AN ORDINANCE OF THE TOWN COMMISSION OF THE TOWN OF LAKE PARK, FLORIDA, UPDATING THE CAPITAL IMPROVEMENTS ELEMENT OF ITS COMPREHENSIVE PLAN; PROVIDING FOR AN UPDATED FIVE YEAR CAPITAL IMPROVEMENTS SCHEDULE; PROVIDING FOR THE UPDATE TO THE TEXT OF THE CAPITAL IMPROVEMENTS SCHEDULE SO AS TO BE CONSISTENT WITH THE NEW SCHEDULE; PROVIDING FOR THE REPEAL OF ALL ORDINANCES IN CONFLICT HERewith; PROVIDING FOR SEVERABILITY; AND PROVIDING FOR AN EFFECTIVE DATE.

Ordinance 11-2015

AN ORDINANCE OF THE TOWN COMMISSION OF THE TOWN OF LAKE PARK, FLORIDA, AMENDING ORDINANCE 02-2015 TO REPEAL SECTION 3 THEREOF AND THE AMENDMENT OF SECTION 4 PERTAINING TO THE ABANDONMENT OF A 0.49 ACRE PORTION OF THE EAST JASMINE DRIVE RIGHT OF WAY LOCATED EAST OF FEDERAL HIGHWAY AND TERMINATING AT LAKESHORE DRIVE, DESCRIBED AS AVENUE "J", ACCORDING TO THE PLAT OF KELSEY CITY RECORDED IN PLAT BOOK 8, PAGES 15 AND 35; PROVIDING FOR THE RECORDING OF THE ORDINANCE IN THE PUBLIC RECORDS OF PALM BEACH COUNTY; PROVIDING FOR SEVERABILITY; PROVIDING FOR THE REPEAL OF LAWS IN CONFLICT; AND PROVIDING FOR AN EFFECTIVE DATE.

If a person decides to appeal any decision made by the Town Commission with respect to any hearing, they will need a record of the proceedings and for such purpose may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. For additional information, please contact Vivian Mendez, Town Clerk at 561-881-3311.

Vivian Mendez, CMC, Town Clerk
Town of Lake Park, Florida

PUB: The Palm Beach Post
12-6/2015 #522426

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TOWN OF LAKE PARK

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Vivian Mendez, CMC, Town Clerk

Town of Lake Park, Florida

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12-6/ 2015 #522426

Back

Florida Public Library Outcomes & Standards



• Introduction

In an effort to provide comprehensive information in an easy to use format, the Florida Public Library Standards Committee split some information customarily included in an Introduction into two other documents. The reader is advised to consult them on the Association's website. The two documents are:

- *Florida Public Library Outcomes & Standards 2015: Acknowledgements & Methods*
- *Florida Library Association Standards History to 2015*

Editor's note: Titles will link to documents on FLA website

Research reports written by committee members during 2014-15 are also available on the website.

Florida's public libraries are a vital part of the communities they serve. A return on investment study of Florida's public libraries reports that for every dollar spent on public library service taxpayers receive a \$10.18 return on their investment.¹ Still, in a world where competition for funding and clientele is great, libraries must prove their value. A growing body of research reports public libraries have changed from passive, recreational reading and research institutions to active economic development agents.² Library managers and governing bodies are accustomed to evaluating value to the community by counts of *inputs* and *outputs*. This version of FLA's public library standards introduces another method, *outcomes*.

Inputs

Counts of resources made available by the library, e.g., collection, computers, website, programs, etc.

Outputs

Counts of use of inputs by library customers. e.g., items loaned, program attendance, computer uses, etc.

Outcomes

Outcomes are an approach increasingly discussed in public library literature and professional associations. The Public Library Association (PLA), a Division of the American Library Association (ALA) and the Gates Foundation are in the midst of a multi-year project to define *outcome measures* for public library service. Information about the PLA project justifies the use of outcome measures: “Typically libraries rely on simple attendance counts and anecdotal success stories to measure the effectiveness of their services; however these statistics are not enough to guide internal strategy or build persuasive arguments to secure library funding. Enhancing existing service data with outcome data offers tremendous potential in many areas of the public library.”³

Outcomes

The results for library customers and the community when services are provided.

Outcomes in this document emphasize that public libraries must make a difference in the lives of the people who use them and a difference in the community as a whole. What the library does must have demonstrable results for people, such as:

- changes in attitudes, perceptions, levels of confidence and satisfaction;
- differences in how and what people do;
- improved knowledge; and
- increased competence – new and improved skills.

The FLA Executive Board and its Florida Public Library Standards Committee adopted this thinking about the importance of outcomes for the 2015 FLA standards document.

Although PLA will not publish a full set of outcome measures until about 2018, this 2015 Florida document includes outcome statements. They do not include specific measures of success as the PLA outcome measures will. Outcomes in this document are general and no measure is given. FLA leaves it up to each library to establish its own desired level of achievement and means to evaluate outcomes. At publication of PLA outcome measures, this document will require modification if the Board and Committee wish to use PLA’s measurable outcomes.

Further information about outcome measures is in *Developing Outcomes, Strengthening Non-Profits: A Capacity Building Resource Library*, Compassion Capital Fund, U.S. Department of Health & Human Services.

Standards

Each outcome presented in this document has one or more *standards* that describe the best means to achieve the outcome. Standards are familiar from previous versions of FLA Public Library Standards. While an outcome is stated in terms of results for customers and/or community, standards are about the kinds of administration and service activities that should be done to achieve the outcome. Although each outcome addresses something different, a standard may appear under more than one outcome.

Standards

What the library does to achieve a particular outcome.

Outcomes & Standards Categories

The outcomes and their accompanying standards are organized in categories similar to those proposed in 2014 by the PLA outcome measures project. The categories used in this document are:

1. User Centered Institution
2. Community Collaborator
3. Access Point
4. Center of Knowledge and Learning
5. Popular Culture and Community Center
6. E-Government and Economic Development
7. Center for Child and Teen Development
8. Sustainable Organization

¹ *Taxpayer Return on Investment in Florida's Public Libraries 2013*, Florida Department of State, Division of Library & Information Services. <http://roi.info.florida.gov/Content/PDFs/Studies/Library%20ROI%202013.pdf>. Accessed March 12, 2015.

² *Making Cities Stronger: Public Library Contributions to Local Economic Development*. Urban Libraries Council, 2007.

³ *PLA Performance Measures*. <http://www.ala.org/pla/performance/measurements>. Accessed March 9, 2015.

• User Centered Organization

Introductory resource: Garner, Amy K. *Rising to the Challenge: Re-Envisioning Public Libraries*, Washington, D.C.: The Aspen Institute, 2014.

The community views the library as a transparent, responsive organization focused on user needs and convenience.

Standards

Standards for good governance apply regardless of the specific governing configuration of a particular library.

Library long-range and annual plans of service, a requirement for participation in the State Aid to Libraries Program, are based on community needs. Section 257.17, Florida Statutes.

Community opinion regarding service needs, quality, and extent is sought at least once every five years from community members and library partners through a formal needs assessment process.

Library managers and staff continuously engage community members in informal discussions of their needs and interests and library plans for the future.

Community representatives participate in services and facilities planning processes.

Library planning documents are available to the public in multiple formats, including those needed by people with disabilities (on request), and on the library website.

ALA's Glossary of Library Terms provides 85 library terms in six languages.

Library operating and capital budgets operated and/or funded by municipal or county governments are available to the public through the governing body.

High priority audiences in the community are identified as part of services and facilities planning.

Library administration maintains awareness of community needs through participation in local civic organizations, attendance at governing body meetings, and other related activities and uses this information to align library services with community needs.

Library users have a high level of satisfaction with services.

Standards

Customer service values and customer engagement practices are established to ensure consistent, high quality service at each library location.

The library provides a method, in multiple formats and appropriate for people with disabilities, for the public to express opinions and concerns. This method includes feedback to members of the public and adjustments to service delivery as needed. The library conducts regular customer satisfaction surveys.

• Community Collaborator

Community members benefit from the library's collaboration with and staff members' involvement with community organizations.

Standards

With the support of its governing body, the library builds strategic relationships with community partners to maximize resources and services.

Library staff participate in and assume leadership roles in community organizations with encouragement and support in these activities by library administration and the library's governing body.

Resource on library partnerships: Crowther, Janet L., and Barry Trott. *Partnering with a Purpose: A Guide to Strategic Partnership Development for Libraries and Other Organizations*, Westport, CT: Libraries Unlimited, 2004.

The community recognizes the library as cultural capital, a symbol of civic pride and as an integral part of the community.

Standards

The library provides programs representing the wide range of interests found in the community and provides programming exposing the community to new concepts and experiences.

The library provides forums for discussion of community issues.

The library provides opportunities for civic engagement.

The library provides access to library facilities for cultural and community activities.

Library staff participate in community events and activities to acquaint citizens with library services, staff and facilities.

Library customers and the community benefit from the work of dedicated library volunteers.

Standards

Written volunteer policies and procedures direct the work of volunteers and establish a process for recruitment, orientation, training, evaluation and recognition.

The library actively recruits volunteers who can enhance library services, presentations and programs.

• Access Point

The community recognizes that free library service is essential.

Standards

The library provides the free lending of library materials for circulation and the free provision of reference and information services as required by Section 257.25, Florida Statutes.

The library offers free access to a variety of other services, including but not limited to public space, public programs, and public access to the Internet and personal computing applications.

Library customers are satisfied with their access to technology-related services.

Resource: Edge Initiative is a multi-part management tool to help libraries with the growth and development of their public technology services. The Edge Benchmarks present best practices in technology-related services. The Edge Assessment Tool is a means to evaluate a library's current services.

The library provides technology-related services and equipment to address community priorities and to help library users achieve personal goals.

The library's website is a virtual extension of online library services and is available at all times. Through the website customers are able to access their accounts and other online services, as well as connections to resources beyond the website.

Access to the library's Internet via wireless connection is available at all times, including access outside on library property during hours when the library building is closed.

The library keeps pace with evolving standards on access to public computing resources and online resources.

The library provides access to current technologies and computing applications needed by the public and adds new and emerging technology.

The library updates existing devices and/or purchases new hardware so customers may access newer software.

Community members use the library in person.

Standards

Library outlets are located within a reasonable distance of the community of residents served.

Library operating hours are based on the specific needs of the community served.

The library is open to the public on a fixed schedule which is posted at the entrance to library facilities and on the library's website.

All basic library services are available during operating hours.

The library offers programs for all ages that reflect the diverse needs and interests of the community.

Outreach services are provided to individuals and groups that cannot get to library facilities.

Non-English speakers can use library services.

The library provides web pages, registration and use documents, promotional materials, and programs in languages representative of the local community.

The library provides way-finding signage in languages representative of the local community.

Library management and supervisors seek to employ in public service positions individuals who speak languages representative of the local community.

Library staff assures access for people with disabilities in accordance with the most current regulations of the Americans with Disabilities Act.

• I

Center of Knowledge and Learning

Community members have a library materials collection that meets their information and learning needs.

Standards

The library obtains, organizes and makes conveniently available a collection of materials for loan and in-library use that is of sufficient size and timely informative value to meet the community's need for knowledge and learning and is selected based on community interests, educational levels, population size and other demographics.

Library materials reflect the diversity of the community served by the library and reflect the widest possible range of viewpoints, opinions and ideas.

Library materials are available in convenient forms, including print, non-print and digital.

Expenditures on print, non-print and digital materials are between ten and fifteen percent of the library's operating budget and purchases of new materials are made based on a collection management plan.

The library orders at regular intervals throughout the year to ensure a steady flow of new materials to the public.

The library periodically evaluates its collection to determine strengths and weaknesses and acts on that information to make improvements.

The library provides information about the physical location of materials through up-to-date signage.

Library resources are promoted through programs, activities and events held at the library and off-site locations.

Library users have confidence in the accuracy of the information they receive from library staff members.

Standards

Library staff members have the level of technical expertise and training necessary to demonstrate all library resources and the ability to troubleshoot common user technology problems.

Through new employee orientation and ongoing, planned staff training, the library ensures all staff members understand policies and procedures.

For free staff training and development webinars, see OCLC Web-Junction.

The library has at least one professionally educated librarian (1 FTE) working at each library outlet trained in providing information services and computer user support who can accurately and efficiently answer customer questions. In some small and/or rural Florida libraries there is only one professionally trained librarian on the staff and that person directs/coordinates library services. These libraries and their funding bodies should strive to achieve this standard.

Staff members providing public service can successfully answer library users' technology-related questions. Stationary service points in library public areas are staffed at all times.

Community members know how to find the specific types of information they need.

Standards

The library provides individual and group instruction on accessing information available through library resources.

The community uses the library as a workplace for research, work and creativity.

Standards

Public and private work spaces where people can conduct research are available in the library.

The library offers materials and equipment for creative expression and production.

The library provides consistent, high quality and sustainable broadband connectivity.

The library offers adequate floor space for public computer workstations and for use of technology brought into the library by users.



• In **Popular Culture and Community Center**

The community perceives the library as a place for community members to gather and a resource for popular culture activities.

Standards

The library functions as a community center by providing social, cultural, and civic programs based on community needs and interests.

The library provides access to library facilities for other organizations and groups to present cultural and community activities.

Gathering spaces in a variety of configurations and sizes are available in library facilities.

Library users find increased personal enjoyment in reading, listening and viewing.

Standards

Standards 10.1 through 10.8 also apply to the library's popular materials collection.

Standards 11.1, 11.2 and 11.5 also apply to this Outcome.

The library offers a well developed readers' advisory service.

Staff members providing public service can successfully assist library users in finding popular reading, listening and viewing materials.

People who attend library provided programs enjoy them.

Standards

Library programs and events for all ages are used to introduce the library's resources, to increase awareness of library services, to provide the public with opportunities for lifelong learning and enjoyment of popular culture, and to provide a neutral public forum for the debate of issues.

Library programs are equally open to all and offered at times of day and days of the week that meet community needs.

Library programs are held in locations accessible to all and adaptive equipment and services are provided as needed.

The library acknowledges and respects the community's cultural diversity as programs are planned and presented.

The library collaborates with other community organizations, educational institutions and local government to provide programs.

• E **E-Government and Economic Development**

Users are able to successfully access and use e-government services.

Standards

The library offers access to technology that connects library users to government resources at the city, county, state, and federal level.

Library staff members assisting people with e-government needs are educated in the use of government websites, forms and application systems used by community members.

Job-seekers improve their computing and technology-use skills.

Standards

The library provides individual assistance and group classes with the goal of increasing job-seekers' level of digital literacy. Emphasis is placed in the schedule of classes on computer software local employers require of job applicants.

The library offers technology resources to help job-seekers improve their skills.

To support workforce development and to assure all residents have access to the Internet, the library makes strategic decisions about services based on community priorities.

The library seeks out and forms partnerships with individuals or organizations to assist in the provision of specialized technology and computing training.

The library identifies and provides information on training resources not available in the library.

Community members who use library job search and career development services feel more confident about the job search process.

Standards

The library offers resources in print, non-print and via the web about job searching, resume development, software applications, career development and associated topics.

The library and its business partners offer classes/workshops on job search and career development.

Library staff conduct targeted outreach to the unemployed and underemployed.

Business community members achieve increased business success through the use of library resources and services.

Standards

The library provides specialized information to the business community.

The library uses surveys and in-person meetings to assess the local business community's information and learning needs.

Library staff members providing services to the business community receive training on business resources.

Libraries serve as the epicenter and catalytic component in communities that lack business development resources.

Library staff providing services to the business community are active in business-related organizations and events and in service groups composed primarily of business people. Costs for this activity are paid by the library.

Entrepreneurs who attend library business planning workshops and use the library's business-related resources experience reduced barriers and costs in establishing their businesses.

Standards

The library seeks out and forms partnerships with experts or organizations to assist in the provision of specialized business planning workshops.

The library develops and circulates start-up resource packets or kits for prospective entrepreneurs.

Center for Child and Teen Development

Children, teens and their parents/caregivers are very satisfied with the assistance they receive from library staff providing children's and teen services.

Standards

The manager/supervisor/coordinator of services for children's services has a Master's degree from an ALA-accredited graduate school. In libraries where only one professionally educated librarian is available, such as in some of Florida's rural areas, that person should provide oversight of programs and services for teens and children to assure they are age appropriate and meet published criteria for such programs. Libraries in this situation should continuously seek funding for a professionally educated librarian with expertise in this service.

All librarians with Master's degrees from an ALA-accredited graduate school and who serve children and/or teens as their main responsibility achieve and demonstrate accepted, published professional competencies related to that responsibility.

Two American Library Association divisions, ALSC and YALSA publish librarian competency lists:

- Competencies for Librarians Serving Children in Public Libraries
- YALSA's Competencies for Librarians Serving Youth

Children, their parents/caregivers and teens are satisfied with the library's resources and with the security of the library's child/teen areas.

Standards

Children's and teen's spaces are separated from adult spaces and from each other.

The library offers materials in current formats and shelved in a separate children's collection for reading, viewing and listening.

Collections of materials for children are organized and shelved separately from adult collections.

Computers with Internet access are available for the exclusive use of children.

Children who participate in early literacy programs increase their early literacy skills.

Lists of literacy skills are available from: Every Child Ready to Read @ Your Library

Standards

Library early literacy programs are planned and presented based on the ages and developmental needs of the children for whom specific programs are intended.

Library early literacy programs are planned, scheduled and presented with an effort to overcome barriers to access such as day and time, location, language, and social, economic and educational barriers.

Library early literacy programs use library materials and presentation techniques sensitive to gender, culture and racial bias.

Library early literacy programs are available at other locations than library facilities as indicated by community needs, including programs and services for parents, individuals and agencies providing childcare and others who provide services to children.

Children and teens who participate in library summer programs and activities increase their motivation to read, enjoyment of reading and maintain or improve reading skills.

Standards

The library fosters in children and teens a love of reading and encourages them to become lifelong library users by providing a reading programs and services.

Library summer reading events are presented at a time convenient to users and their parents or guardians.

Library summer reading programs encourage and motivate participants to engage in independent read and reading for fun.

The library establishes community partnerships with agencies providing childcare and other professionals in the community who work with children and teens to expand access to summer reading programs, and to reduce barriers to access.

The library avoids commercial promotion of companies sponsoring summer reading activities other than use of the company's logo and name in advertising, media releases and other related printed and online material. Donations of funds or in-kind items are recognized.

Children and teens increase their knowledge by participating in library provided or sponsored programs and services.

Standards

The library offers children and teens learning opportunities that use experiential, hands-on activities.

The library provides programs and services supporting and promoting science, technology, engineering, math (STEM), and art (STEAM).

Library staff responsible for planning and presenting programs and services involving STEM and STEAM concepts have opportunities to learn the skills and competencies needed.

The library forms community partnerships that enhance learning-related programs and services.

Teens perceive the library as a place to learn and enjoy themselves, use their creative skills and participate in teen-specific programs and services.

Standards

Library staff members who provide services for teens are selected for their ability to relate to and communicate with this age group.

The library encourages teens to use its materials collections, participate in library activities, and join teen advisory groups so they can be involved in planning programs, events and services.

Programs and services for teens are planned, scheduled and presented with an effort to overcome barriers to access such as day and time, location, language, and social, economic and educational barriers.

Teen activities are presented using materials and techniques that are free from gender, cultural and racial bias.

S Sustainable Organization

Community members have confidence in the library's governing and/or advisory board and in the library's strategic and long-term planning.

Standards

The library's governing/advisory board is informed of library programs and services, and all important issues facing the library.

Current library financial and statistical reports are regularly reviewed by the library's governing/advisory board.

The library's governing/advisory board monitors statutory changes, court decisions and legislation related to library operations.

Changes in library policies affecting community members' use of the library are reviewed and endorsed by the library's governing/advisory board on a regular basis, particularly those that reflect statutory changes, court decisions and legislation.

The library clarifies and communicates core values for the organization as a foundation for strategic planning.

The library develops a long-range plan and an annual plan of service, as required for participation in the Florida State Aid to Libraries Program. Section 257.17(2)(e), Florida Statutes.

Library management and staff are proactive in their application of sustainable thinking in the areas of facilities design, operations, technology, programming and partnerships.

Community members are confident that library funds are being used responsibly.

Standards

Library budgets are posted and accessible to the public.

Financial statements are an agenda item at library governing/advisory board meetings.

Libraries meet requirements of Section 257, Florida Statutes regarding eligibility for various state grants.

Community members are aware of the library's value to them as an integral part of the life of the community.

Standards

Library policies are inclusive of customer input and free from unnecessary barriers to service.

Library policies are reviewed at least once every three years to ensure they are aligned with customer and community needs.

The library communicates its return on investment (ROI) to the community, governing boards and stakeholders.

- Taxpayer Return on Investment in Florida Public Libraries 2013 reports on a study of statewide ROI.
- A Library Use Value Calculator developed by the Maine State Library allows libraries to individualize a value for services.

The library seeks out and builds strategic partnerships to create a successful and sustainable organization.

People in the library's service area value professional management of their library.

Standards

The library is operated under an administrative head who is an employee of the administrative unit eligible for the State Aid to Libraries Program. Section 257.17(2)(a), Florida Statutes.

The library's administrative head has completed a library education program accredited by the American Library Association and has at least two years of full-time paid professional experience, after completing the library education program, in a public library that is open to the public for a minimum of 40 hours per week. Section 257.17(2)(a), Florida Statutes.

Customers rate service received from library staff as good or better.

Selecting the appropriate level of staffing necessary to adequately operate a library depends on many factors beyond the population of the service area. The appropriate number of staff members also depends on the number of service points within the library that must be staffed, services to special populations, hours open, etc. The governing body, or other appropriate authority, and the library director work together to determine this number for each library outlet.

The library is staffed with an appropriate number of professional librarians and other trained individuals to provide high quality service to the public. In some of Florida's public library cooperatives and municipal libraries only one professionally educated and ALA-accredited librarian is available. That employee is the director or coordinator and is in place to meet Florida's State Aid to Libraries Program requirements. In these cases, library management should continuously seek funding for at least one professional librarian at every full service library facility that is open forty hours a week or more.

The library employs professional librarians to oversee specialized programs and services for youth and adults. See related information in Standards 22.1 and 22.2.

The library employs sufficient information technology personnel to administer and maintain technologies needed and used by the public and the library.

The library has a designated staff member to coordinate public relations activities within the library and between the library and other local agencies.

Staff compensation is regionally competitive and comparable to that of other staff within the purview of the library's governing body that has the same level of authority and responsibility. Where the library is independently governed, comparisons with local public sector positions of similar authority and responsibility are used to set compensation levels.

• I **PART TWO:
STANDARDS FOR CUSTOMER FOCUSED PUBLIC LIBRARY
FACILITIES**

These facilities standards are primarily a guide for new construction and significant renovation projects. No outcome statements are provided.

Facilities Planning

Planning for library facilities is based on a minimum of 20 year population growth projections, along with other factors such as the location of other possible future library buildings and plans for major new residential and commercial developments.

Long-term library facilities needs assessments and construction and renovation project planning include input from members of the community the facility will serve.

Librarians, architects, engineers and library consultants are included in the library planning process.

Library facilities planning is included in local government comprehensive plans.

Library facility planners consider the future of physical collection storage versus digital media and access for such, and the importance of flexibility, adaptability and expandability to address new developments.

Facility planners should, whenever possible, design library facilities such that the repurposing of spaces internal to the building can occur without major structural modifications. Consideration and thoughtful planning should be given to the locations of columns, load-bearing walls, ceiling heights, major duct runs, underground utilities, pathways and infrastructure for existing and future

power and data lines, and any other factors or elements that would prohibit reconfigurations, additions and expansions in the future.

Location/Access

Library leadership periodically reviews population growth in the library's service area and assesses the need for new facilities.

Where available, libraries are located along a fixed public transportation route, within one-quarter of a mile walking distance of existing or planned bus, streetcar, or rideshare stops, or within one-half mile walking distance of existing or planned bus rapid transit stops and rail stations.

When possible, library hours of service align with public transportation hours of service.

Library facilities in urban and suburban areas are no more than twenty minutes driving time, as described below, in the area served. Drive time is determined by multiple travel time studies. In rural areas, libraries are no more than thirty minutes driving time, as described below.

- Distances and times are calculated from the edge of the service area to the nearest available library, as well as between available libraries.
- Driving time standards are not applicable during peak traffic seasons.
- Urban is defined as an incorporated place and adjacent densely settled surrounding area that together have a minimum population of 50,000 people.
- Rural is defined as all areas that are not urban (as defined above).
- The library is physically accessible to all people and meets the requirements of the Americans with Disabilities Act (ADA), as published in the *Code of Federal Regulations*, the Florida Building Code and any applicable local standards.

Parking

The number of parking spaces at the library meets local code requirements or is one space per 200 square feet of gross building area, whichever provides more spaces.

Dedicated employee parking located near an employee entrance is provided at one space per 0.75 Full Time Equivalent (FTE) staff.

The number and size of ADA-compliant parking spaces provided meet Florida Building Code requirements.

The size of non-ADA-compliant spaces is 162 square feet (9' wide x 18' deep), at a minimum.

Size

Major factors for determining the size of library facilities are:

- Size of population served
- Proximity of other libraries available to the population served
- Materials shelving needs
- Public and staff seating
- Equipment and technology
- Programs and services
- Number of service desks

Libraries serving populations up to 25,000 people should have a minimum of 0.8 square feet (SF), gross, per capita. Libraries serving populations above 25,000 people should have a minimum of 0.6 SF, gross, per capita. Libraries offering a wide array of programs and services for a variety of age groups and/or special collections should plan larger buildings than these minimally acceptable sizes.

Signage

Exterior: Directional signage pointing the way to the library is available on nearby streets and a sign with the library's name, and affiliation, if any is located at the street entrance.

Interior: The library has minimal and succinct strategically located way-finding and informational signage that clarifies but does not clutter and is part of a planned signage scheme that assures high quality, uniform interior signage adequate to help patrons make good use of the facility.

Materials Shelving

Space for standard shelving, per section is allocated as indicated below or in accordance with other published specifications.

- 8" deep shelves, single sided: 12.5 SF for 42" aisles and 11 SF for 36" aisles
- 8" deep shelves, double sided: 14.5 SF for 42" aisles and 13 SF for 36" aisles
- 10" deep shelves, single sided: 13 SF for 42" aisles and 11.5 SF for 36" aisles
- 10" deep shelves, double sided,: 15.5 SF for 42" aisles and 14 SF for 36" aisles
- 12" deep shelves, single sided,: 13.5 SF for 42" aisles and 12 SF for 36" aisles
- 12" deep shelves, double sided: 16.5 SF for 42" aisles and 15 SF for 36" aisles

Non-print media display shelving is accessible as required by the Florida Building Code.

Periodicals are allocated an average of 1.5 periodicals on display shelving per square foot of floor space and at a maximum reach of:

- 36" reach for ages 3-4
- 40" reach for ages 5-8
- 44" reach for ages 9-11
- 48" reach for ages 12 and over

Furnishings and Equipment Space Allocation

Overall, a minimum of 6 public seating opportunities per 1,000 people in the population served, are provided in the library's interior. Space allocation for seating is, at a minimum:

- 40 square feet per seat for informal meeting/lounge seating
- 30 square feet per seat for table seating for adults and teens
- 20 square feet per seat for table seating for young children
- 10 square feet for adult seating in meeting rooms (theater style arrangement)
- 10 square feet per seated child in children's program rooms
- 100 SF for speaker/performance space per meeting room
- 30 SF for computer workstations, individual study tables/carrels and micro-materials use workstations

Space for furnishings anticipated but not identified is allocated based on the number and type of such furnishings.

- 36" for ages 3-4
- 40" for ages 5-8
- 44" for age 9-11
- 48" for ages 12 and over

Service desk are allocated 100 square feet of space per staff workstation.

Staff offices are sized according to governing body standards, or between 100 to 125 square feet.

Staff workstations are sized according to governing body standards, or 60 to 70 square feet.

General storage is provided based on a percentage of the building size.

Space for non-assignable needs (communications rooms, stairwells, elevators, janitor closets, corridors, etc.) will vary depending on building design, but may average between 20-35 percent of gross building space.

Lighting

Lighting levels within the library interior are, at a minimum:

- 50 to 70 sustained foot-candles at table-top height in public service areas
- 30 to 50 foot-candles at table-top height in storage areas
- 35 foot-candles at floor level, particularly in stack aisles to assure adequate lighting on all shelves

Lighting is evenly distributed and of such quality to provide adequate light without glare.

Interior areas with computer monitors are free of glare.

Thoughtful design and consideration for the use of natural light, day lighting and sustainable design principles are incorporated in the lighting plan.

Electrical

Electrical system and wiring meets National Electrical Code (NEC) minimum requirements.

Electrical power outlets are strategically located throughout the library interior based on furniture plans, to accommodate patrons using personal, portable electronic devices and to allow for future flexibility.

Telecommunication/Technology

Telecommunications cabling is in compliance with the National Electrical Code (NEC) and Building Industry Consulting Services International (BICSI) Telecommunication Association guidelines.

Telecommunication rooms or closets are to be sized to accommodate the area each serves.

- Provide a room/closet 10 feet x 7 feet large for 5,000 square feet served.
- Provide a room/closet 10 feet x 9 feet large for 5,000 – 8,000 square feet served.
- Provide a room/closet 10 feet x 11 feet large for 8,000 square feet or more served.

Humidity Control

Library facilities have heating, ventilating and air conditioning systems that maintain relative humidity levels of 50-60% year round.

Special collections, based on the value and level of conditions required, meet stricter standards to preserve the materials in the collection.

Qualified engineers are employed to design and commission the systems needed.

**Library Addendum
to Five Year Capital Improvement Schedule
FY 2015/16 - 2019/20**

Project Category	Project Name	14/15	15/16	16/17	17/18	18/19	19/20	Funding Source
1,2,4	Upgrade of Public Access Computers	\$15,000	\$5000	\$0	\$0	\$0	\$0	General Fund, Donations
1,2,4	Upgrade of staff computers; addition of tablets & laptops	\$0	\$8200	\$5000	\$0	\$0	\$0	General Fund, Donations
1,2,4	RFID Security system	\$0	\$0	\$40,000	\$0	\$0	\$0	State Technical Grant/LSTA General Fund(matching)
1,2,4	Addition of two Enhanced Self-checkout units	\$0	\$0	\$20,000	\$0	\$0	\$0	State Technical Grant/LSTA General Fund(matching)
1,2,4	Replacement of shelving	\$0	\$0	\$0	\$25,000	\$0	\$0	General Fund
1,2,4	Interior renovation; Carpet replacement, lighting and other.	\$0	\$0	\$20,000	\$20,000	\$20,000	\$520,000	General Fund, Grant, donations
2,3,4	Addition of ADA compliant second level/loft above east wing	\$0	\$0	\$0	\$0	\$0	\$520,000	General Fund, State Construction Grant
1,2,4	Exterior renovation; North entrance, patio access and south entrance marquee	\$0	\$0	\$0	\$0	\$10,000	\$70,000	Grant, General Fund



Lake Park Public Library



Annual Plan of Service FY 2015-16 *Dynamic Strategies for Our Vibrant Community*

Mission

To promote knowledge and preservation of information; make available materials which aid in the pursuit of education, information, research and recreation; and provide the community with skilled guidance in navigating all information to fulfill knowledge needs.

Vision

To cultivate and foster in the community an enthusiasm for knowledge and an atmosphere that promotes lifelong learning.

Motto

This is where education continues after school ends; where readers are grown from the time they are young and where doors are open for everyone.
This is *YOUR* library.

Activities & Events

- Continue annual Food for Fines drive during November and December in coordination with community partners.
- Continue public recognition of Library partners and community supporters.
- Expand Library's presence in community events.
- Increase the number of Library partners and outreach programs.
- Initiate a Teen Advisory group.
- Continue promoting community participation by way of related public workshops.
- Explore adding outdoor events in Town locations sponsored by the Library.
- Continue to actively seek feedback through promotion of suggestion box and online surveys.
- Initiate programs at the library with *Library-Cam* activities that connect with other libraries around the world.
- Explore expanding *Library-Cam* model for use creating international book discussion groups.

Collection Development

- Continue investigating new and more user friendly methods of searching the collection.
- Seek out innovative collection design that encourages user browsing of our collection.
- Research user preferences utilizing surveys, advisory groups and circulation statistic reports.
- Continue current Library inventory project.
- Continue creating genre sections or *zones* for more popular subject matter.
- Expand general collection with a wider variety of media adapting for emerging technology.

Educational Services

- Continue expanding children's reading and story time events as the needs of the community grow.
- Continue to expand partnering with local schools for library and community programs.

Educational Services continued

- Continue promoting *READ* poster program to community stakeholders.
- Provide basic technology seminars to assist users in optimum use of their devices.
- Expand partnerships for programs that promote literacy.
- Create unique learning experiences for youth and adults.
- Nurture learning-centered activity within the library with additional online resources.
- Restore weekly computer classes for the public by utilizing volunteers as guest instructors.

Facilities

- Continue redesign and refurbishing of main area.
- Explore expanding weekend hours.
- Expand teen room to include a maker-space and digital sound room.
- Replace traditional circulation desk with an "*Express Tech Center*".
- Pursue plans to create an outdoor Café on garden patio.
- Relocate and mobilize circulation desk to better serve users.
- Investigate innovative solutions to address the variety of transport vehicles patrons use to visit the library.
- Seek funding to convert collection security to RF tagging system.

Marketing

- Expand marketing of Library programs and services by utilizing new as well as traditional media methods.
- Continue to revamp Library's web page and investigate new methods by which to engage online users.
- Rebrand the library and create a logo in a style that best reflects the mission of the Library and Town.
- Utilize more cost-effective methods for producing library publications such as calendars and brochures.

Programs

- Improve Volunteer Program by enhancing recruitment methods and training program.
- Initiate a Memory Project with the Town Historic Society.

Staffing

- Ensure that staff receives training on all new software and hardware as well as refresher courses on current programs.
- Increase staffing as funding becomes available to bring staffing to enhanced standard levels.

Technology

- Continue adding thin client units that offer users more flexibility and use of personal storage devices which ensure more secure public computing.
- Explore new automation solutions:
 - Continue to seek a biometric-based card-optional system that best serves our users.
 - Offer Self Check unit with expanded services.
 - Initiate plan for conversion to RFID tagging system.
 - Add patron photos to circulation database.
- Purchase additional digital media browsing kiosks.
- Provide a tablet kiosk for children's library.
- Explore lending portable Hotspots.
- Create an *Express Tech Center* area for instant computer tasks.
- Add tablets to staff tools for patron assistance and other tasks.
- Add additional features and enhancements available to the Library ILS.
- Utilize RF to add additional user-centered services such as self-check-out and e-registration for library programs.

REPORT CARD SUMMARY

*Numeric cumulative of 12 attendees

Library Area or Service		*Needs more	*Needs less	*Needs Better Quality	Suggestions, ideas, ways to improve
Books		11		1	Security system for books (2) More book series titles; multiple copies of titles
More Magazines		2			
Book Selection		6			Basketball and other sports related titles
					More theology
Programs		5			Poetry on front lawn; crafts; chess games; 100 black men; 100 black; women; 100 kids; "library league"; teen library advisory; gaming activities; essay class; yoga; open mic night; comedy night; trivia; cooking; test prep
Summer Reading		3			Have an adult summer reading program
Computer Instruction		12			More USB access (2); Fulltime staff to teach (2)
Furniture		12			Mini couches; bean bags; chairs on wheels; new patio benches; flower garden on patio
Library layout		3			Second floor (5)
Library Building		8			Need outside seating; food truck, vending machines or café (3).
Circulation Desk		4			More staff
Multi-media services		6			Need cable TV access
Multi-media content		5			Make computers available to children without Library cards; improved PCs; more instructional and educational DVDs
Customer Service		2			"no cellphone" zones and/or certain hours
Monthly Movies		4			
Quality of movies		1			
Artist Exhibits		4			More kids exhibits; kids art
Quality of Art Exhibits		5			More variety
Other exhibits					
Author Visits		8			More book signings and relative authors
Speakers		4			Career experts; credit/money advice; test prep; neighborhood watch;
Hours open		8			Later hours on Monday; Sunday hours; more kid hours
Marketing of Library		9			Need more creativity; partner with game shops, sports stores; more partnership with area businesses
Outreach to Community		7			
To Youth		8			Field trips
To Adults		6			Field trips
		8			Need a grant writer

Goals • Objectives:

2014-2017

1. Respond to community needs.

Objective: Provide opportunities for community input.

- Actively promote surveys and suggestion box use.
- Promote membership in the Friends of the Library.
- Promote available openings on the Library Board.

2. Renew, revive, and update the library.

Objective: Address needs of the underserved.

- Focus on making youth areas more friendly and inviting to both children and parents.
- Create unique areas or zones within the library space by the close of 2014.
- Update aged shelving within the next 12 to 24 months.
- Complete renovation of General Areas by the close of 2015.

3. Strengthen current partnerships.

Objective: Provide new opportunities for community stakeholders.

- Create campaigns that include community and Town partners.
- Join with community partners to bring Town events into the Library.

4. Forge new partnerships.

Objective: Seek out new opportunities for unique partnerships.

- Seek out a strong partnership with local schools.
- Provide youth activities that compliment school curriculum.

5. Nurture Diversity.

Objective: Celebrate the community's unique diversity.

- Provide activities and materials that represent users' interests and origins.
- Actively participate in community diversity activities.
- Create activities that highlight and promote the community's diverse flavors.
- Partner with local and other agencies and organizations.
- Seek sponsorships by local businesses to support library activities and services.
- Foster cooperation and involvement by the local commercial businesses.

6. Improve continuously.

Objective: Constantly review our goals and critique our results.

- Create opportunities for close cooperation between Library staff and stakeholders such as Library Board, Commission and other community members.

7. Expand availability and participation.

Objective: Seek new methods by which to reach out to the community.

- Establish policies to continuously expand the number of community stakeholders.
- Intensify grant submissions within the next 12 months that focus on expanding library resources by both new and established technologies and provide materials in cutting edge media.

8. Encourage creativity.

Objective: Create an atmosphere in tandem with the Town's artistic and historical character.

- Seek support of digital archiving and access of Town historical documents by 2016.
- Support local historical society by proposing to serve as a digital repository.
- Continue to expand current youth Summer Programs that incorporate unique creative tools that inspire reading and make researching knowledge fun and exciting.
- Provide programs in conjunction with Town Art Studio to promote the Arts and provide opportunities for the community to experience the connection between the two.

9. Foster innovation.

Objective: Invite creative innovation in a fun-filled atmosphere.

- Train staff in positive communication.
- Inspire staff with the Mission and Motto of the Library.
- Provide opportunities for staff to regularly brainstorm new and unique solutions.
- Promote excellence in Customer Service.

10. Extend our vision into the future.

Objective: Establish a policy of seeking out and applying cutting-edge technology.

- Constantly pose the questions "can it be done better?" and "what else can we do?"
- Constantly keep abreast of new techniques and trends.
- Revisit goals and accomplishments on a regularly scheduled basis.
- Support staff professional development and promote learning new skills.