

THREE RIVERS REGIONAL LIBRARY SYSTEM

LONG RANGE PLAN, 2017-2020

October 1, 2016 through September 30, 2019

MISSION

The Three Rivers Regional Library System provides information and answers to questions on a broad array of topics related to work, school, and personal life; assists individuals involved in self-directed personal growth and development; assists students enrolled in a formal program of education to help them attain their educational goals; and provides information about popular cultural and social trends and recreational materials in a variety of formats.

GOALS

Goal 1: Member libraries Support

Objective:

TRRLS will provide centralized services to all member libraries.

Rationale:

TRRLS was formed to provide centralized services that our counties could not independently afford. Centralized services consist of programs and services encompassing the entire library system including; computerization of library holdings and patron library card records; staffing for ordering and processing library materials; funding for telecommunication costs; maintenance of the online catalog; maintenance and updates to the library website; staffing for other technical and administrative tasks, and more. TRRLS

will also continue to oversee training and make training available to member Library's staff.

Actions:

- Continue centralized ordering, cataloging, and delivery of library materials.
- Continue ByWaters maintenance contract for the KOHA system.
- Continue funding telecommunication costs for Dixie, Gilchrist, and Lafayette Counties.
- Continue NEFLIN membership for staff training opportunities, DLLI delivery service discount, SOLINET support, email hosting, OCLC cataloging and ILL service.
- Develop initial training program for new staff members.
- Produce or acquire training tools to aid in training staff.
- Have new Library Managers attend the State Library's "New Director's Orientation Training" during first year of employment.
- Establish "Core Competencies" for all staff members.
- Establish requirements for staff to attend training, workshops and State meetings/conferences.
- Continue development and promotion of a web-based presence.
- Continue membership in OVERDRIVE that provide hundreds digital books in e-book form and audio resources.
- Continue searching for appropriate grant funds to expand and enhance the materials collections in member libraries.
- Provide administrative support to member libraries.
- Review all current policies with customer service and efficiency in mind.
- Continue to support collection management activities including inventory, targeted collection development and weeding.

Goal 2: Technology

Objective:

TRRLS will continue to broaden the scope of library services through technology, using the Technology Plan as a guide.

Rationale:

Many patrons depend on TRRLS member libraries to conduct e-government, e-commerce, and other electronic transactions. It is important that our library staff have continuous and appropriate computer training, and that TRRLS keep computer equipment current, and computer software up-to-date.

Actions:

- Train library staff on computers and the Internet. Training will be presented by TRRLS staff, or through NEFLIN, Florida State Library, Florida Library Association or other available classes. Other appropriate training will be sought if needed.
- Replace obsolete staff and public computers. Computers should be no older than three years as computer technologies and standards change rapidly.
- Continue to enhance the TRRLS website. Continue to add Board minutes, policies, meeting schedules, and other important data to the site. Expand links to important resources. Maintain and develop the Three Rivers Facebook page.
- Continue to seek new technology to aid the Library complete its mission.
- Continue to seek technology that will aid in education and STEM learning.
- Seek technology that will expand the Library beyond its physical walls.

Goal 3: Information Literacy and Community Education

Objective:

TRRLS will continue to help our patrons obtain the necessary skills related to finding, evaluating and using information effectively. Literacy is a life-long process that begins in early childhood and continues throughout a lifetime. The traditional paths of learning and literacy are still important but digital knowledge and literacy is becoming ever more vital to personal growth. TRRLS will provide learning activities that will enrich and enlarge the world of the surrounding rural communities. Support will be given to patrons seeking educational opportunities by home schooling and through traditional and online college instruction. Life-long learning will be facilitated by maintaining current library collections and subscriptions to digital resources. Interlibrary Loan will continue to be offered in a timely manner.

Rationale:

The Library is able to provide the community access to information and educational opportunities. There are notable disparities between demographic groups: people with low incomes, disabilities, seniors, minorities, the less-educated, non-family households, and the non-employed tend to lag behind other groups in home broadband use. While there is no single solution to closing the information literacy access gap, increasing digital literacy skills among non-users is key to bringing them online and opening doors to opportunity. Rural residents are limited in their pursuit of educational opportunities by their physical distance from the centers of higher education. They may also be prevented from seeking further education and training because of full-time work schedules and family responsibilities. While educational teleconferencing may make a university education possible for many rural students, these instruction methods do not provide access to the university library and

information resources necessary for self-directed learning, nor do they generally provide instruction in their use.

Actions:

- Continue to provide a safe internet environment by continuing compliance with CIPA.
- Continue to offer workshops in computer literacy, from basic keyboarding and email to utilizing EXCEL and PUBLISHER.
- Continue to facilitate the use of E-Government computers and faxes.
- Continue offering the Career Online High School program sponsored by the State of Florida.
- Position the Library as an educational support institution in our community.
- Seek ways to work with community educators.
- Continue the e-card partnership with local school districts.
- Seek ways to work with homeschoolers/homeschool organizations.
- Seek ways to have a presence in schools or at school events.
- Offer educator cards with enhanced benefits to teachers.
- Continue to promote partnerships with organizations and individuals to host workshops and classes for TRRLS patrons.

Goal 4: Establish the Library as a Community Hub

Objective: TRRLS will focus on ways to make the Library a welcoming and vibrant location for all members of our community. Efforts will be targeted towards enhancing and promoting friendly

and efficient customer service, providing and promoting the Library as meeting place for the community, and having the Library provide services beyond the physical walls of the Library building.

Rationale: The Library is in a unique position to be able to provide members of the community of all ages a place to go to as a calm haven, a place to go to for learning, education and information, and a place for recreation and entertainment as well. The Library can work with community groups, businesses and governmental entities to provide a place for meetings, programs and activities. The Library is also positioned to be able to project services beyond the traditional walls of the building, both electronically and in person.

Actions:

- TRRLS will implement customer service plan that focuses on being friendly, welcoming, helpful and efficient.
- TRRLS will explore programs and services designed to save the customer's time.
- TRRLS will establish methods to gather feedback from customer's to gauge if their needs are being met.
- TRRLS will review current service hours to see if customer's need are being met.
- TRRLS will review facilities and plan for effective and comfortable seating and work areas for customers including power sources for electronic devices.
- TRRLS will explore public outdoor areas for customer use.
- TRRLS will actively seek and form community partnerships with groups, businesses and government entities.
- TRRLS will have community leaders coming into the Libraries and will attend community meetings and events.
- TRRLS will encourage community groups and organizations to use the Libraries as meeting locations.

- TRRLS will have programs/activities outside of the Library and in the community.

Attachment A contains specific plans, timeframes and goals to support the implementation of this Long Range Plan.

IMPLEMENTATION

The implementation of goals or objectives is subject to funding levels. Approval of this plan does not commit the Board to the expenditure of funds. This plan serves only to guide and facilitate the development of library services.

Approved by the Three Rivers Regional Library Board of Trustees
September 8, 2016.

Three Rivers Regional Library
Long Range Plan 2017-2020
Attachment A

Traditional Library

1. **Customer Service**

1.1 In 2016-17 libraries will implement customer service plan that includes:

1.1a Program to encourage staff to greet customers as they enter and exit the library.

1.1b Program to encourage staff to learn customer names and speak to customers by name.

1.1c Program to encourage staff to get out from behind the service desk and help customers in stack areas, computer tables, etc.

1.2 Three Rivers Library will establish a “Customer Service Committee” with members from all libraries that will seek ways to improve customer service at the libraries.

1.3 Libraries will seek ways to save customer’s time.

1.3a Libraries will establish and promote services such as “Pre-pack for Parents” or “Pre-pack for Educators”

1.4 In 2016-17 Libraries will review current service hours and determine if customer needs are being met.

1.5 In 2016-17 Three Rivers and Libraries will establish methods/programs to solicit community feedback regarding Library service.

2. **Library Collection Management**

2.1 In 2016-17 Libraries will establish shelf reading system.

2.2 Each library will implement a collection weeding program

2.2a In 2017 Three Rivers will do area targeted weeding program at each library.

2.2b In 2017 Three Rivers and Lafayette County staff will conduct a collection inventory.

2.2c In 2018 Three Rivers and Gilchrist County staff will conduct a collection inventory.

2.2d In 2018 Three Rivers and Dixie County staff will conduct a collection inventory.

2.2e In 2019 Three Rivers and Taylor County staff will conduct a collection inventory.

2.2f Libraries will continue this inventory rotation.

2.3 Three Rivers will assist member libraries with targeted collection development.

Library as Community Hub

3. Library as Community Gathering Place

3.1 In 2016-17 Libraries will review facilities and plan for:

3.1a Comfortable and sufficient seating areas for customers.

3.1b Work areas for customers.

3.1c Methods for customers to plug in electric devices.

3.1d Public space for outdoor use after library is closed.

3.1e In 2017-18 and future, Libraries will try to budget funds to implement these plans.

3.2 Starting in 2016-17 Libraries will actively attempt to have more people/groups using the Libraries.

3.2a In 2016-17 Libraries will have a goal of having at least one community group meeting in the Library regularly.

In 2017-18 Libraries will have a goal of having at least two community groups meeting in the Library regularly.

In 2018-19 Libraries will have a goal of having at least three community groups meeting in the Library regularly.

3.3 Libraries will host programs/classes/activities for adults/families/community

3.3a In 2016-17 Libraries will have a goal of hosting at least 9 programs/classes/activities during the year.

3.3b In 2017-18 and 2018-19 Libraries will have a goal of hosting at least one program/class/activity per month.

3.3c In 2019-20 and 2020-2021 Libraries will have a goal of hosting at least 16 programs/classes/activities per year.

- 3.4 Libraries will seek community partnerships for use of meeting rooms as well as programs/classes/activities.
 - 3.4a Libraries will seek partnership with schools and educational institutions.
 - 3.4b Libraries will seek partnerships with government agencies.
 - 3.4c Libraries will seek partnerships with business in the community.

Youth Services

VI **Services for Youth**

- 4.1 Pre K classes
 - 4.1a Starting in 2016-17 Libraries will have weekly pre-K classes.
 - 4.1b Youth Librarians will develop a structure for the classes.
 - 4.1c Youth Librarians will develop a “learning plan” for the classes.
- 4.2 After School programs/classes/activities
 - 4.2a Starting in 2016-17, Libraries will have at least 2 after school programs/classes/activities for youth per year.
 - 4.3a Starting in 2018-19, Libraries will have at least 3 after school programs/classes/activities for youth per year.
- 4.3 Programs/classes/activities on school holidays/in service days.
 - 4.3a In 2016-17 Libraries will have at least one program/class/activity per year for youth on a school holiday/in service day.
 - 4.3b Starting in 2017-18, Libraries will have at least two programs/classes/activities per year for youth on a school holiday/in service day.
- 4.4 Programs/classes/activities for teens.

4.4a Starting in 2016-17, Libraries will have at least one program/class/activity for teens per year.

4.4b Starting in 2017-18 Libraries will have at least two programs/classes/activities per year for teens.

4.4c Libraries will seek ways to have youth/teens help plan, advertise and execute youth/teen programs/classes/activities.

4.5 Summer Reading Program

4.5a Libraries will continue Summer Reading Program.

4.5b Libraries will send staff to the State Library's SRP training session.

Working with Educators

5. **Services/programs with education/educators**

5.1 Three Rives will continue the middle school high school ecards program.

5.2 Three Rivers will initiate a special card for teachers/educators.

5.3 Libraries will seek ways to work with homeschoolers.

5.4 Libraries will seek ways to have a presence in the school or school events.

Getting the Library into the Community/Community's Eye

6.1 Bringing Community Leaders to the Library

6.1a Starting in 2016-17 Libraries will have at least one community leader involved in an activity or program, such as the pre-K story time.

6.2 Getting the Library out into the Community

6.2a Starting in 2016-17 Libraries will have a staff member attend at least one County Commission meeting each year.

6.2b Starting in 2016-17 Libraries will have a staff member attend at least one City Council meeting each year.

6.2c Starting in 2016-17 Libraries will have a staff member attend at least one School Board meeting each year.

6.2d Starting in 2016-17 Libraries will have a staff member attend at least one Community Event/festival each year.

6.2e Starting in 2017-18 Libraries will hold at least one program/class/activity outside of the Library each year.

Staff Training

7. Training of Staff

7.1 New Employees

7.1a Libraries will develop a new employee orientation program.

7.1b Libraries will use the New Employee Checklist as a guide for training.

7.1c Three Rivers will continue developing KOHA training videos for new staff.

7.1d Three Rivers will provide an orientation session for new Library Managers.

7.1e Three Rivers will provide a booklet of Library System policies for new Managers.

7.1f New Managers will attend the State Library's New Director Orientation training during their first year of employment.

7.2 Current Employees

7.2a In 2016-17 Core Competencies will be established for all library staff.

7.2b Starting in 2016-17 all staff will attend (either electronically or in person) at least two continuing education classes/seminars/webinars per year, as offered by the State Library, NEFLIN, WebJunction, The Florida Library Association or Three Rivers.

7.2c Starting in 2017-18 all staff will attend (either electronically or in person) at least three continuing education classes/seminars/webinars per year, as offered by the State Library, NEFLIN, WebJunction, The Florida Library Association or Three Rivers.

7.2.1 Youth Services Staff

7.2.1a Youth Services Staff will attend the State Library's Summer Reading Program training.

7.2.1b Youth Services Staff will, in rotation, attend The Florida Library Association's Annual Conference.

7.2.1c Starting in 2016-17 Youth Services Staff will have regularly scheduled meetings to share ideas and program planning etc.

7.2.2 Library Managers

7.2.2a Library Managers, will, in rotation, attend the Florida Library Association's Annual Conference.

Technology

8. **Technology, in and out of the Library**

8.1a Three Rivers and member Libraries will continue to seek new technology to aid the Library's mission.

8.1b Three Rivers will investigate new technology that aids in collaborative learning.

8.1c Three Rivers will continue to seek technology that will aid in education and STEM learning.

8.1d Three Rivers will investigate technology to take the Library beyond its physical walls.

Administration and Policies

9.1 Review of existing policies

9.1a In 2016-17 All Library policies will be reviewed with the following in mind:

1. Look at from the customer's point of view
2. How can we make it friendlier?
3. How can we make it simpler?
4. How can we make it faster?
5. How can we make the customer smile?

9.2 Library's Role in Community

9.2a Three Rivers and member Libraries will strive to find ways to make the Library an integral and vital part of the community.

9.2b Three Rivers and member Libraries will strive to find ways to make the Library an integral and vital part of education.

Approved by the Three Rivers Regional Library as part of the 2017-2020 Long Range Plan on September 8, 2016.