



Annual Plan of Service FY2024 **"Connect, Learn, Enjoy @Your Library"**

1. Connect with the World

GOAL: SJCPLS will support the community in connecting to and participating in the digital world.

Objective 1: SJCPLS will improve access to information and collections by developing and maintaining a robust technological environment.

Activities:

- Increase usage of public Hotspots by 50%
- Migration to KOHA, an open source platform ILS, by March 1, 2024

Objective 2: SJCPLS will provide resources and materials in the formats that people want, based upon local interest.

Activities:

- Increase one copy one user E-audio collection by 5%
- Replace Juvenile Non-Fiction collection(s) by 5%
- Reduce holds ratio for e-books to one copy for every twelve holds

Objective 3: SJCPLS will encourage self-service by library users to access library materials and information.

Activities:

- Increase library cardholders by 3%
- Increase library visitors by 3%
- Establish patron satisfaction >75% with library materials
- Establish patron satisfaction >75% with online library resources
- Establish patron satisfaction >75% with library experience

2. Learn for a Lifetime

GOAL: SJCPLS users will find current and accurate print, non-print, electronic resources, as well as the assistance they need to use these resources.

Objective 1: SJCPLS will maintain a knowledgeable staff, skilled in determining users' needs, in locating relevant information, and assisting with technology.

Activities:

- SJCPLS' Core Competencies for Staff will be updated by September 2024.
- Require 8 hours of baseline curricula training for Youth Program Coordinators
- Provide minimum of 12 hours of training per employee
- Require 8 hours of technology training per employee

Objective 2: *SJCPLS will host and deliver programs and collections which encourage early childhood learning and developmental skills.*

Activities

- *Provide twelve offsite early literacy programs system-wide*
- *Increase Beginning Reader collection by 5%*
- *Implement standardized program evaluations by March 1, 2024.*

Objective 3: *SJCPLS will host and deliver programs and collections that help community members build 21st-century skills for the workplace.*

Activities:

- *Offer at least two career training programs for adults*
- *Offer at least two career training programs for young adults*
- *Offer at least one career training program for veterans*
- *Implement standardized program evaluations*

3. Enjoy the Experience

GOAL: St. Johns residents will have opportunities and space to meet with community members and take part in programs, forums, and services on community issues and interests.

Objective 1: *SJCPLS will investigate additional service outlets, based upon local demographics and available funding.*

Activities:

- *Provide 10 new off-site deposit collections by August 31, 2024.*
- *Investigate use of remote bookdrops in northern SJC areas.*
- *Continue to pursue library development in Nocatee community.*

4. @ Your Library

GOAL: SJCPLS will be driven by bold vision and innovation at all levels of the organization.

Objective 1: *SJCPLS will create service delivery models that reflect current trends, community needs, and available funding.*

Activities:

- *Expand library public service hours by 11% by April 1, 2024.*
- *Investigate fine free service model*
- *Investigate at least 3 alternative bookmobile service models.*

Objective 2: *SJCPLS will maintain a communication program that demonstrates the impact of SJCPLS on the St. Johns County community.*

Activities:

- *Increase monthly newsletter subscribers by 3%*
- *Increase social media reach by 3%*

5. Evaluation

This plan is for fiscal year 2023-2024. The Library's directions have a focus and connection with the St. Johns County Goals, guiding the County and the Library in caring for the needs of St. Johns County residents. Library staff will develop activities to attain the objectives. The staff will examine the progress quarterly. The Library Advisory Board will examine the progress in achieving objectives annually. This process may result in changes to the objectives in response to new developments and opportunities for the library and the County.