

**NORTH MIAMI PUBLIC LIBRARY  
ANNUAL PLAN OF SERVICE  
FISCAL YEAR 2021-22**

**Mission Statement**

Provide open and free access to information and technology, while fostering independent lifelong learning, personal growth and development, intellectual stimulation, cultural enrichment, and a love of reading.

**FY22 Hours of Operation / Holidays**

Mondays, Tuesdays, Thursdays 10:00 am – 6:00 pm  
Wednesdays 12:00 pm – 8:00 pm  
Fridays & Saturdays 11:00 am – 5:00 pm

North Miami Public Library is closed in observance of the following holidays: New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, Friday following Thanksgiving Day and Christmas Eve, Christmas Day.

ACTIVITIES IN THIS ANNUAL PLAN OF SERVICE SUPPORT  
THE PRIORITIES SPECIFIED IN THE  
NORTH MIAMI PUBLIC LIBRARY LONG-RANGE PLAN 2021-22

**Library Administration and Staff Development**

- Continue to strengthen and enhance library services through planning and resource management.
- Continue to support quality employees by providing ongoing staff development opportunities that include taking online webinars offered by the State Library and/or the Southeast Florida Library and Information Network (SEFLIN), and attending local, state and national virtual library conferences with additional support from The Friends of the Library.
- To continue focusing on efforts to implement the Library's "homegrown" initiative to provide opportunities for staff pursuing their studies in librarianship.
- Continue to explore sources of funding to enhance the Library's book budget.
- Continue to research implementation of a new fees and fines structure with a friendlier "no late fees" policy that will focus on getting the books returned.
- Continue the collaboration with neighboring municipal libraries and the Miami Dade Public Library System.
- Prepare and submit State Aid to Libraries Grant application.

- Coordinate with City Clerk and other City Departments for the Early Voting and Election periods.
- To coordinate and implement the Library's participation during the 2021-22 Health Insurance Open Enrollment period as a Certified Counselor Designated Organization as part of the "Libraries Connecting you to Coverage" Public Library Association national initiative.
- Submit articles and photographs on services, programs and collections to appropriate venues and to the Friends Bookworms Newsletter.
- Continue to collaborate with MOCA, Chamber of Commerce, Parks and Recreation Department, schools and media specialists, local businesses, non-profit organizations, and other community organizations.
- Encourage Staff, Board, Friends and Patrons to promote the Library at every opportunity.
- Follow all City, County, and/or State guidelines and regulations related to COVID-19 as well as the implementation of CDC guidelines
- Oversee the obligations and payments of the contract with the Library Café
- Oversee the effective implementation of all projects, service contracts and agreements.
- Meet all deadlines as established by City Administration.
- Participate and contribute to citywide programs and initiatives.

#### **Collections, Cataloging, Technical Services:**

- Continue plan of revamping and modernizing prioritized sections of the collection focusing this year on business resources, technology, urban/African American collection, and juvenile science sections.
- Continue to update and expand the teen collection.
- Continue to maximize services and offerings by the Florida Electronic Library prominently featuring the services on the Library's webpage.
- Provide and encourage ongoing training for all staff in effective use of electronic resources and the internet via SEFLIN webinars and trainings
- Continue to update records, spine labels, collection codes, clean up catalog for bibliographic control.
- Continue ongoing cross-training of staff in automated cataloging tools, data entry and processing offered by SEFLIN as well as our neighboring library partners.
- Continue to utilize Shelf Ready services from vendors, when available.
- Continue growing the Library's French-Creole and Spanish Language collections by continuing to dedicate five percent of the total book budget to improve our city's ethnic, linguistic and economic diversity print collection.
- Increase collection development of non-print materials as budgeted.
- Continue to seek grant opportunities for innovative technologies relating to library services.

#### **Public Services / Circulation Services / Programming**

- Increase by 10% the circulation of eBooks and digital collections over the prior year.
- Expand points of service via the 24/7 Automated Library Branch.

- Expand outreach services to schools.
- Offer storytimes and other children's programs at the JCC to enhance the 24/7 Automated Library experience.
- Continue issuing Reciprocal Borrowing Library Cards and e-cards to residents of Hialeah, North Miami Beach and Miami-Dade County.
- Conduct ongoing training, in person and online, for Circulation Staff in policies and procedures and customer service skills.
- Continue to seek staff training opportunities on the Polaris/Innovative ILS offered by the Miami Dade Public Library System as part of the Reciprocal Agreement.
- Purchase high-interest materials in various formats with greater emphasis on e-books and digital resources, on demand as per budgeted.
- Continue to offer homework help/peer tutoring programs in both virtual and on-site formats to address the needs of students and families for tutoring and media coaching.
- Implement volunteer based programming addressing computer literacy and career development such as resumè preparation, job searching skills, and completion of job applications.
- Continue developing and implementing teen programs targeting the after school student population by strengthening the ongoing relationship with the North Miami Sr. High School and middle schools. These programs will be in virtual and/or in-person formats.
- Seek new grant funding and new community partners in support of early literacy, adult ESL (English as a Second Language) programs, and adult literacy.
- Recruit qualified volunteers to offer library programs such as story times.
- Continue our current partnerships and develop new partnerships with community organizations, area schools, local universities and colleges, community businesses.
- Continue to implement the Online Summer Reading programming experience by making it possible for youth to sign up and keep track of their summer reading online through the ReadSquared App.
- Offer an array of onsite as well as virtual summer performances and programming for children and teens to support school readiness and encourage learning and reading for the joy of it.

### **Computer Services**

- Implement innovative new technologies relating to library services such as expanding points of services via a 24/7 Automated Library.
- In collaboration with the IT Department, continue the circulation of the library laptops as well as their connectivity speed by eliminating unnecessary software.
- Upgrade, update, and maintain all public service computer software.
- Upgrade, update, and maintain library laptops for public use at the library.
- Upgrade, update, maintain the Library's Integrated Management System as per contracted with Polaris/Innovative, EnvisionWare Print Management System, Bibliotheca/RFID technology, 3M Cloud Library.
- Research new software applications and trends in public libraries.
- Continue to seek grant opportunities for innovative technologies.

As part of our submission of the FY21 State Aid Package for the City of North Miami Public Library, I have reviewed and approved the Library's Annual Plan of Service herein attached.

CITY OF NORTH MIAMI

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Theresa Therilus, Esq., City Manager

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Date

ATTEST:

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Vanessa Joseph, Esq.  
City Clerk

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Date