RESOLUTION NO. 2014-103

RESOLUTION OF THE MAYOR AND THE CITY COUNCIL OF THE CITY OF HIALEAH, FLORIDA APPROVING THE ANNUAL PLAN OF SERVICE FOR THE LIBRARY DIVISION FOR FISCAL YEAR 2014-2015, ATTACHED HERETO AND MADE A PART HEREOF AS EXHIBIT "1", FOR SUBMITTAL TO THE STATE LIBRARY OF FLORIDA IN ORDER TO MAINTAIN ELIGIBILITY AS A RECIPIENT OF STATE AND FEDERAL FUNDS.

WHEREAS, the State Aid to Libraries Program is to assist local governments in maintaining and developing free professional library services and in particular, providing equal access to free public library services to all residents of the service areas of participating governments, coordinating library service throughout the service area and providing consistent level of operation, maintenance and development of library services; and

WHEREAS, in order to fulfill the requirements of the State Aid to Library Program and applicable federal grant programs, the City of Hialeah developed an annual plan.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND THE CITY COUNCIL OF THE CITY OF HIALEAH, FLORIDA, THAT:

Section 1: The Mayor and the City Council of the City of Hialeah, Florida hereby approve the Annual Plan of Service for the Library Division for fiscal year 2014-2015 for submittal to the State Library of Florida in order to maintain eligibility as a recipient of state and federal funds.

PASSED AND ADOPTED this 26 day of August, 2014.

Isis Garcia-Martinez
Council President

Attest:

Approved on this 05 day of September, 2014.

Marbelys Fatjo, Acting City Clerk

Mayor Carlos Hernandez

Approved as to form and legal sufficiency:

Lorena E. Bravo, Acting City Attorney

Resolution was adopted by a unanimous vote with Councilmembers, Caragol, Casals-Muñoz, Cue-Fuente, Garcia-Martinez, Gonzalez, Hernandez and Lozano voting "Yes".

HIALEAH PUBLIC LIBRARIES
ANNUAL PLAN OF SERVICE, 2014-2015

All activities outlined in this annual plan are in support of the Library's Mission, the Six (6) Service Roles and their respective goals described in the approved Hialeah Public Libraries **Long Range Plan, 2012-2015**.

Reference and Adult Services

- Continue to provide full, high-quality reference services and computer assistance in English and Spanish.
- Evaluate and implement programs, including web-based, to support lifelong learning, reading, library use, evaluation of information resources, and digital literacy skills.
- Provide quality programs including seminars, workshops, book clubs, author visits, movie screenings and debates.
- Expand programming to branches and adult community centers.
- Continue to provide ESOL and Citizenship classes at JFK and branches through partnership with Hialeah Adult Education Center.
- Provide basic and intermediate level computer classes at JFK library, including Job Search and Resume Writing.
- Train all reference staff in effective information retrieval and provision, including reference collection, electronic resources, the Internet, social media tools and public service skills.
- Train the public in library use, research tools, and use of electronic resources, including e-books, for empowerment and effective use of information resources.
- Resume interlibrary loan services through an agreement with OCLC WorldShare® ILL.
- Participate in state-wide virtual reference service.
- Maintain and develop the collection in all subject areas to provide up to date materials.
- Promote and evaluate use of databases and digital resources for effective information retrieval.
- Maintain and enhance social media sites and tools to disseminate information and facilitate resource sharing.

Youth Services

- Continue to develop and implement year-round, high-quality programming for children and young adults.
- Support schools by providing homework and research assistance and tools.
- Implement a summer reading program to provide reading-based activities for children and young adults to increase use of library and enhance literacy skills.
- Focus on collection development, including deselecting and updating materials.
- Network with Hialeah schools and community organizations to promote effective library use and cooperation including collection needs, summer reading programs, parental involvement and homework help.

EXHIBIT
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- Evaluate and redesign spaces to better serve the needs of children and young adults, including technology needs, in the library.

Services to the Spanish-Speaking

- Focus on the development and maintenance of the Spanish language collection, including electronic resources, with the goal of maintaining relevant materials from and for all the Spanish-speaking communities that we serve.
- Continue to provide high-quality programming for the Spanish-speaking, including seminars, workshops, book clubs, and author visits.
- Develop and update bilingual (English and Spanish) content on library webpages, social media, posters, flyers, and other promotional materials.
- Research and evaluate best practices of other libraries serving Spanish speakers.

Circulation Services

- Provide high-quality support services to the public, including lending and return of materials, issuing and renewal of library cards, records keeping, and basic information services.
- Promote library services and programs.
- Partner with other city departments to promote city-wide programs and events.
- Continue to participate in reciprocal agreements with county and municipal libraries and promote non-resident membership.
- Improve shelving maintenance as well as the management of reserves and deliveries to facilitate collection use by the public.
- Improve strategies to reduce number of long-overdue and damaged materials.
- Train staff in circulation software, policies, and public service skills.
- Promote online services and self-checkout stations to encourage patron empowerment and self-sufficiency.

Collection Development Services

- Continue to develop and maintain relevant collections in multiple formats, including e-books, that support services to all users.
- Expand access to electronic resources through acquisition of appropriate databases, including e-book, video and audio in digital format.
- Continue to involve and train all librarians in collection development and weeding.
- Update collection development policies, including selection, weeding, repairs, and donations.
- Train all librarians in report usage and data analysis of the collection through the use of Workflows reports and the Directors' Station module.

Technical Services

- Continue to work with vendors to improve customized processing and shelf-ready services to increase efficiency.

- Contribute to, upgrade and maintain holdings of shared records in the *Online Computer Library Center* (OCLC), a worldwide library database.
- Maintain book and serials acquisitions check in, storage and circulation.
- Manage donations and repairs as needed, including cataloguing and physical processing of donated books and other library materials.
- Provide ongoing maintenance of database records to facilitate patron access.
- Partner with local archivists and historians to implement best practices in the development of the Hialeah History Archive, including provenance, curation, storage, digitization, metadata standards, preservation, and access.

Information Technology (IT) Services

- Continue to maintain and upgrade existing system-wide hardware and software to support staff and service to the public at main library and five branches.
- Implement new technologies as outlined in the library's technology and replacement plans.
- Maintain and upgrade wireless network infrastructure, including bandwidth increase, in all library facilities.
- Implement online payments and email notifications.
- Improve mobile access to library catalog and user accounts.
- Research and implement best practices and emerging technologies for libraries.

Branch Services

- Promote and enhance services in the five e-Libraries, including computer use and information services.
- Promote and enhance resource-sharing through the correct management of reserves and deliveries.
- Continue to provide English, Citizenship, and computer classes in branches.
- Conduct or host special events, workshops and other programs.
- Participate in collection maintenance and development by routing damaged materials to Technical Services and submitting title suggestions and patrons' requests to main library.
- Maintain and upgrade wireless network infrastructure, including bandwidth increase.

Library Administration

- Sustain library services through planning and management of resources.
- Continue to seek outside funding sources to enhance library services.
- Continue reporting on Library services, including annual reports.
- Improve Library services, including user-based evaluation techniques and surveys.
- Further develop the Friends of the Library group to include greater participation.
- Maintain and repair main library and branch facilities as needed.
- Expand partnerships in the community to support the library's mission and goals.