



# Okaloosa County Public Library Cooperative

Crestview - Destin - Fort Walton Beach - Mary Esther - Niceville - Valparaiso

## **Governing Board Minutes: July 27, 2022 at 4:00 p.m.**

Valparaiso Library

### **Governing Board**

Okaloosa County:	Nathan Boyles
Crestview:	Cynthia Brown
Destin:	Rodney Braden
Fort Walton Beach:	MG Moran
Mary Esther:	Bernie Oder
Niceville:	Abner Williams
Valparaiso:	Kay Hamilton

### **Directors Council**

Crestview:	Jean McCarthy
Destin:	Wen Livingston
Fort Walton Beach:	Kimberly Ball
Mary Esther:	Sheila Ortyl
Niceville:	Sheila Bishop
Valparaiso:	Hope Willis

### **OCPLC**

Vicky Stever  
Dorothee Bennett

#### **1. Introductions**

#### **2. Approval of June 1, 2022 minutes.**

Motion: Kay Hamilton  
Second: Abner Williams  
Motion approved unanimously

#### **3. Coordinator's Report**

Summer is the busy season for libraries with extra offerings and the highest attendance months of the year. The Cooperative partnered with Okaloosa Tourist Development Department in their initiative to involve locals in enjoying the area. Libraries distributed maps and brochures for the "Little Adventures" promotion that targets family activities to engage children in learning and interacting with the coastal environment. Educational library presentations on sea turtles and lionfish are ongoing for various age groups with the TDD's coastal education specialist. This week, Valparaiso's event included lionfish cooking & tasting demo with a chef from a local restaurant.

Back-to-School outreach to increase awareness of the value of a library card. Our flyers will be inserted into the school supply backpacks distributed by Striving for Perfections Ministries on July 30. We provided Career Online High School brochures as well, since parents of children returning to school have been a fruitful group for scholarship applications. We also provided the information to the Golan Assembly Church in Baker, who is hosting a free school clothing event August 5th.

Countywide Staff Training Day is August 19; all libraries will be closed. Aligning with the theme, "Caring for Community," we're bringing in partners to discuss issues and services for vulnerable populations. The former president of the Florida Library Association will explore intellectual freedom challenges to libraries, an extremely timely topic. We'll also focus on disaster preparation and recovery, and libraries' roles as second responders. The Board is invited for any/all of the sessions but especially encouraged to attend the 1:00 p.m. presentation, "The Role of Libraries in Disasters." The 45-minute session will be helpful in understanding the necessity of providing library services post-crisis.

Interlibrary loan (ILL), the service of meeting customer needs by borrowing items from libraries outside our Cooperative, is undergoing significant funding changes that will likely impact the level of service we can afford to offer. In years past, libraries paid their own annual subscription to ILL software portals that link borrowers and lenders electronically; the Cooperative paid for the (subsidized) State-level interlibrary courier service at \$850 annually. A couple of years ago, the State had grant funds to develop/provide a free-to-libraries software portal and paid for delivery service, too. Now the State cannot afford to pay total costs and will bill libraries for 1/3. Billing is based on number of packages sent out rather than a flat fee as it was historically. Based on estimates from the State, the costs may be 4x what OCPLC last paid for the Statewide courier delivery. A committee of directors and staff is investigating options for cost control, which can only be done by limiting the amount of service provided. Since directors were not aware of the impending cost burden for next fiscal year, it isn't in anyone's budget, including the OCPLC office.

Career Online High School. The governor vetoed funding for Career Online High School, so again we have a year without consistent funding. Fortunately for Florida, the Pinellas County Public Library Cooperative had been awarded a grant from ARPA to purchase a large number of scholarships. They have offered to share this with libraries throughout the state and we are already transitioned to that for scholarships awarded since May. We do still have a reserve of 18 scholarships purchased with CARES offset funding.

COHS graduation will be Saturday, October 22 at the Niceville Community Center. Five new students have graduated since the last ceremony and five more are currently above 80% completion. We are expecting about 7 total to participate.

#### **4. FY2023 Annual Plan of Service**

As part of the application for State Aid to Libraries grant, the State requires us to submit an Annual Plan of Service that is adopted by the governing board. The plan identifies areas that libraries intend to prioritize for attention, and are typically drawn from goals in

the strategic plan. Due to the nature of the Cooperative, each library and the headquarters office have their own section of the plan with individual goals.

Each library director highlighted the goals for the upcoming year.  
See Annual Plan of Service FY2023 at the end of the document.

Motion to adopt the presented Annual Plan of Service for FY2023

Motion: MG Moran

Second: Cynthia Brown

Motion approved unanimously

## 5. Interlocal Agreement

The Agreement has been reviewed by Legal; this is the final document unless the BCC reduces or substantially changes the Cooperative's budget request. The only substantive change in the Agreement is in Section 17, page 8, as follows, with added language highlighted in yellow:

"IT will maintain two networks for library operations, one for library staff use and one for public access at libraries that elect to use the county fiber optic network. Network and computer maintenance and administration as well as end-user assistance will be provided on the library staff network. Computers on the public access network provided by the county will be maintained by IT; assistance to end users on the public access network will not be provided by IT. In order to provide network support, member cities agree to allow access to maintained equipment on-site at the libraries."

Motion to approve the Chair to sign the Agreement immediately following the BCC adoption of the FY2023 operating budget, with this Board to ratify the signature at the next subsequent meeting.

Motion: Kay Hamilton

Second: Abner Williams

Motion approved unanimously

## 6. Interlocal Allocation Estimates

See next page

## Library Allocations for 2022-2023 Interlocal Agreement

County Contribution	\$567,188
BOCC approved \$799,135 (+ Gen Fund Admin \$103,490)	
Dedicated to library allocations \$567,188	
Administrative/shared services \$211,668 (+ Gen Fund Admin \$103,490)	
To Libraries:	100.00% <span style="color: red;">\$567,188.00</span>

Division of Library money		Crestview	Destin	Ft. Walton Beach	Mary Esther	Niceville	Valparaiso	TOTAL
	Percentage							
	Total Dollars							
Base	30.00%	\$28,359	\$28,359	\$28,359	\$28,359	\$28,359	\$28,359	
Productivity	50.00%	\$72,508	\$35,135	\$49,365	\$19,939	\$93,289	\$13,357	
Materials Budget	10.00%	\$10,864	\$6,429	\$7,817	\$3,863	\$25,862	\$1,884	
Staffing Budget	10.00%	\$10,532	\$9,793	\$10,213	\$7,197	\$14,770	\$4,214	
Total	100.00%	\$122,263	\$79,716	\$95,755	\$59,359	\$162,281	\$47,815	\$567,188
Total Libraries	6							TOTAL
Productivity Metric FY	CHANGE ON PRODUCTIVITY	153,646	74,451	104,606	42,251	197,681	28,304	600,939
%	TAB, NOT HERE	25.57%	12.39%	17.41%	7.03%	32.90%	4.71%	100.00%
Materials Expense FY		\$85,413	\$50,547	\$61,459	\$30,372	\$203,337	\$14,811	\$445,939
%		19.15%	11.33%	13.78%	6.81%	45.60%	3.32%	100.00%
Staffing Expenditure FY		\$465,365	\$432,707	\$451,286	\$318,024	\$652,620	\$186,209	\$2,506,211
%		18.57%	17.27%	18.01%	12.69%	26.04%	7.43%	100.00%

## **7. Volunteers in the Library**

The question if volunteers could replace library staff to save money, was raised in Mary Esther. Sheila Ortyl explained that while volunteers add value to library operations, they cannot fill the roles of trained library staff:

Library staff are professionals and receive continuing education and training throughout their careers. This is a necessity to respond to public needs, and they have a right to expect it. Volunteers receive no formal training.

Volunteers are not permitted to use the staff computers. For security reasons, Okaloosa County IT would never allow volunteers access to staff networks. Staff receives ongoing security training from the County IT department; they would NOT be willing nor would they have the time to train volunteers.

Most volunteers want to set their own schedule and come in when it is convenient for them. Scheduling volunteers to cover library hours would not be feasible.

Staff are required to assist customers with employment applications, Veterans benefits, Federal benefit applications, unemployment benefit applications, to name a few. Our customers need to know that their personal information is protected and they have a right to privacy.

Having a trained, professional staff enabled us, to continue to provide services to the public during the pandemic. As a result of their expertise, the library was able to change the way services were delivered and come up with creative ideas to keep the community engaged, educated, entertained and connected. Primarily, we created a bridge so they did not feel ALONE. Volunteers did not work at the library during this period; had we been in a position to depend on them, we could not have provided ANY services.

## **8. Intellectual Freedom**

Social and political issues that impact libraries include polarized opinions on what belongs on library shelves. Review of the process libraries follow to select materials that are inclusive of many demographics and beliefs, and the steps that ensure substantive concerns are reviewed and answered. Library follow policies and procedures when choosing and displaying materials. If there are questions from citizens, please work with your library director.

## **9. Meeting Adjourned.**

**Next meeting is Wednesday, September 28, at the Destin Library at 4:00 p.m.**

The final meeting of the year, on October 26, will be at the Mary Esther Library, concluding our year of traveling meetings.

## **10. Library Tour**



## Okaloosa County Public Library Cooperative

### **ANNUAL PLAN OF SERVICE FY2023**

**Adopted by the OCPLC governing board on July 27, 2022.**

This annual plan identifies activities that member libraries and the Cooperative office will pursue during FY2023 as progress toward their individual goals in the OCPLC 2020-2024 Strategic Plan.

#### **Crestview (Robert L. F. Sikes) Public Library**

Maximize efficiency of new technology

- Explore available training through sources such as ByWater, Niche Academy, and Envisionware
- Concentrate on staff proficiency through targeted training and practice
- Gain experience with the capabilities of Branch Manager Inventory Wand
- Create a user-friendly quick reference guide for staff

Increase community engagement to exceed pre-pandemic statistics

- Explore interests of various segments of community
- Evaluate services provided to meet needs
- Introduce new programs and services to promote involvement, including online and in-person opportunities

Build physical material collection to support growth and interest of expanding population

- Perform inventory of materials and reconcile digital records
- Continue to seek Collection Development Librarian
- Delegate collection responsibilities among trained staff to assist in the interim
- Investigate external sources to gain knowledge and insight on forthcoming titles and trends

#### **Destin Library**

Increase usage of the library facility and its services.

- Market Library services through social media, flyers, and news releases
- Participate in outreach opportunities
- Expand children's and young adult programs
- Repurpose underused areas of the library, including outdoor spaces

Provide cultural and educational programs for the community

- Plan music, speakers, and other programs of interest
- Display art exhibits by local artists
- Show independent and popular films
- Partner with local civic organizations for community-building programs

Empower the community to navigate our technology-driven society

- Provide technology training, basic support, and up-to-date technology for public access
- Provide technology training for small businesses
- Provide one-on-one technology assistance

## **Fort Walton Beach Library**

Adjust the 2023-24 budget to more accurately reflect current use of eBooks and e-audiobooks.

- Evaluate magazine collection and usage – physical versus digital. Change vendors to save on costs while increasing variety of collection.
- Balance book budget funding to allow for purchase of more eBooks, which have a greater cost than physical books with little or no long-term ownership
- Analyze library use to shift funding into the most needed formats and collections

Provide access to a wide variety of library services to residents in the library's broader service area.

- Leverage recently completed implementation of RFID technology to expand library through means such as electronic resources, kiosks, 24-hour service options, and satellite locations
- Continue to plan with City officials and consultants regarding possible re-location of the main library and/or the possible addition of a branch in another area of the city

Explore new means of outreach and marketing our services via social media and other avenues.

- Increase library participation in community events and other opportunities for outreach
- Expand services and programming both within and outside the library space to increase visibility and usage of the library by the community
- Continue to develop social media presence to increase active participation in virtual and physical library events
- Leverage access to Tech-Talk and Universal Class into effective service to the local business community via presentations and communications through the Chamber of Commerce and other business groups
- Continue to implement an outreach plan in coordination with the City of Fort Walton Beach Public Information Office and the GFWB Chamber of Commerce through email, social media, and presentations

## **Mary Esther Library**

Expand educational opportunities and programming for adults.

- Identify participants to survey through social media, library, City and other partners.
- Survey participants on topics and scheduling for classes & programs, and materials for collection development.

Encourage continuing involvement of Mary Esther as an engaged and literate community.

- Contact organizations to review existing topics available for classes or workshops that may be relevant to them.
- Establish partnership with the R.E.A.D. (Reading Education Assistance Dogs) therapy program for reluctant young readers. Schedule a 3-month trial.
- Schedule a variety of “mini” programs and events to evaluate interest level.
- Identify specific training available relevant to library goals and initiatives; schedule staff to allow time for training.
- Nurture excitement in staff for accomplishing goals and realizing the value of ‘why’ we do what we do.

## **Niceville Library**

Facility and Collection Enhancement

- Seek configuration improvements to enrich the library experience of our patrons.
- Remove outdated and non-essential library material and adapt the collection to meet the needs of evolving technology formats.
- Initiate a complete and thorough inventory of the library collection.
- Research proven vendors to equip the library with RFID technology and provide reliable support.

Staff Recruitment, Training, and Retention

- Promote the value of library staff to City leaders to ensure competitive starting wages and annual salary increases.
- Provide staff with the training needed to be better equipped to assist patrons with their literary and technological needs.
- Decrease staff turnover by building a cohesive team of reliable and devoted employees.

Marketing, Outreach and Communication

- Enhance marketing techniques to communicate the importance of the library and its services to both current and potential users.
- Strengthen current community partnerships and seek new networking opportunities.
- Improve communication between ourselves and the rest of the Library Cooperative.
- Be receptive to feedback from patrons to better determine ways the library can serve their needs.

## **Valparaiso Library**

Enhance the quality of life for our community.

- Expand community outreach in the community.



- Provide classes or programming that is engaging for all ages.
- Provide an outdoor seating area to serve the community in uncertain times and social change.
- Create learning spaces for all ages.
- Provide a comfortable, reading area.

Improve efficiency of staff.

- Access and evaluate tasks and assignments through feedback and observation.
- Promote training and encourage staff to share learning experiences with co-workers.
- Develop funding to ensure the ability to hire quality staff.
- Update and develop policies and procedures.

Improve use of library space and add space to the library.

- Explore moving circulation desk and furniture to enhance needed space.
- Conduct inventory.
- Implement weeding outdated and damaged materials.
- Inquire about expanding library space throughout the rest of our building.

## **OCPLC Headquarters**

Guide the Cooperative in adopting new technologies and service practices.

- Develop extensive knowledge of evolving trends through conferences, webinars, professional networking and study.
- Identify needs and solutions specific to member libraries; consolidate research; provide consultation.

Unify user experience across the Cooperative.

- Analyze user experience to identify areas of inconsistency and propose strategies for unification.
- Update policies and procedures documents and improve staff access to them.
- Facilitate ongoing training and education for library staff throughout the year.

Strengthen the OCPLC brand to maximize citizen awareness and library usage.

- Promote the 25<sup>th</sup> anniversary of the Cooperative and its value to citizens
- Expand/strengthen partnerships with organizations that will share our message.

Facilitate access to education and resources

- Administer Career Online High School scholarship program for County
- Assist libraries in providing interlibrary loan services