

Miami-Dade County Performance and Efficiency Commission

Miami-Dade County Department Director

2010 Self-Assessment Questionnaire

Purpose: As a management team member of Miami-Dade County government, it is your responsibility to design, adhere to and monitor the significant operating and financial controls of your organization. This self-assessment questionnaire has been designed to obtain input from you to assist the Performance and Efficiency Commission (“PEC”) to understand the key controls of your organization. Your input is important and appreciated.

Department : MIAMI-DADE PUBLIC LIBRARY SYSTEM

Director: (name & telephone) RAYMOND SANTIAGO (305-375-2665)

1. Please describe **the key business objectives** of your area (i.e. What is the mission of your area?), and what do you find most challenging as the director of this department?

The key business objectives for the Library Department are listed in the department’s attached Business Plan FY 2010 and 2011, under the Strategic Alignment section, pages 3 - 7. The maintenance and provision of quality public services during difficult financial times are the biggest challenges facing the Library Department. Please see Critical Success Factors, Internal Support Requirements and 3 to 5 year outlook on business plan pages 7 - 10.

2. How many employees are in your department? Describe the **span of control** in your department and how effective it is?

The department’s FY 2010-11 Adopted Budget includes 621 full-time employees and 153 part-time employees working throughout 50 Library locations. Please refer to page 161 of Volume 2 of the 2010-11 Proposed Resource Allocation and Multi-Year Capital Plan for a copy of the department’s functional table of organization.

3. Do you consider the responsibilities of your department to be “**core**” responsibilities of government to the public? **YES.**

4. Are the **Policies and Procedures** in your department **documented**? (Select One) **Yes** No
Comments:

5. Are the **Policies and Procedures** in your department **up-to-date**? (Select One) **Yes** No
Comments: Reviewed and updated on an ongoing basis

6. Please describe the **key business processes** that occur in your department (i.e. What are the activities which are completed in your department?)

The department’s key business processes are described in its attached Business Plan FY 2010 and 2011 and in its budget narrative in the FY 2010-11 Proposed Resource Allocation Plan, Volume 2, pages 160 - 171.

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- 7. Please describe the key internal controls that you believe exist in your department (i.e. How do you control the major activities, output, etc., in your department?)

Policies and Procedures manual guides' staff. Regular reviews of scorecards. Developed and established minimum competencies and service standards for staff (Five Star Service commitments). Periodic review of library branch operations utilizing branch scorecards.

- 8. Please describe the key performance measures you obtain and utilize to monitor the effectiveness/efficiency of your business processes.

All key performance measures are listed in the departmental scorecard http://performance.miamidade.gov/main.asp?Page=ScorecardDetail&SCORECARD_ID=903&ASECACHE=N

- 9. Which department(s) do you currently communicate with? Does any of these department(s) in Miami-Dade County government have similar functions/responsibilities?

General Services Administration, Procurement, Human Resources, Finance, Office of Strategic Business Management, Office of Capital Improvement, Parks and Receptions, Cultural Affairs, Vizcaya, Office of Sustainability, Homeless Trust, County Attorney, County Manager's Office, Clerk's of Court, Agenda coordination, Intergovernmental affairs, ETSD, Audit and Management, Community Action Agency, Grants Coordination.

- a. Could they be consolidated into your department? NO.
b. Are there any areas that you would like the PEC to specifically review (i.e. areas of immediate control concern or inefficient process)? NO.

- 10. If you had the appropriate technology to improve efficiency, would you utilize it and how would it impact the County's operations today?

Please refer to the department's Business Plan FY 2010 and 2011, under the 3 to 5 Year outlook, on page 10.

Table with 5 columns: Overall, how would you rate the following in your department?, Poor, Average, Excellent, and a 5-point scale. Rows include: The effectiveness of your internal controls (rating 4), The quality of your output (rating 5), and The efficiency of your business processes (rating 4).

If there is any additional information you feel the PEC should have prior to our review, (such as organizational charts, policies, etc.), please attach to this questionnaire.

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Please return this questionnaire and any attachments in pdf format and saved as your "department name" by Wednesday, October 13, 2010 to spalmer@miamidade.gov or deliver to:

Office of the Commission Auditor
Attn: S. Donna Palmer
SPCC Government Center
111 NW First St., Ste. 1030
Miami, FL 33128

Thank you for your time.