Current Service Delivery Model

Overview

The library's service model is designed to support and facilitate the delivery of information. Providing access to information optimizes the ability to learn, share and grow.

The role of the Miami-Dade Pubic Library System is to provide the public with access to information. The library, being home to one of the most diverse, multi-lingual populations in the United States, ensures that no one is denied access to information because he/she cannot afford the cost of a book or periodical and that they have access to the internet or information in any of its various formats.

The library provides access to information primarily through:

o Borrowing materials including books, periodicals, e-books, CDs, DVDs, etc.

o Computer and Internet Access

o Research Assistance

o Reference collections

o Classroom and Meeting Spaces

o Programs

o Outreach Services and Partnerships

The library provides information in many different formats:

o As more government services move online, the library and its librarians have a role in providing access to online forms and assistance with filling them out. For example, in 2013, American public libraries were promoted as a way for people to access online health insurance marketplaces created by the Affordable Care Act.

o Bookmobile service, consisting of two buses furnished as small public libraries, Internet access points or computer labs and serving the county according to a regular schedule.

o Similar to museums and other cultural institutions, the library hosts exhibits and exhibitions.

o The library partners with schools and community organizations to promote literacy and learning.

o Library programs promote cultural awareness with programs such as Black History, Hispanic Heritage Months.

o The library plays an increasingly important economic role during a recession, providing job search assistance, computer skills training and resume help to patrons.

o The library plays an important role during emergencies and disasters, providing space to charge phones and access the Internet, and serve as locations for the distribution of aid, especially financial aid, which requires access to computers and the Internet.

Presented in this section are the following materials addressing ways in which library services are delivered:

Current Service Delivery Model – This section shows in both chart and narrative form how the library has broken down the many services it must provide into three basic areas.

- Facilities
    - o Branches
    - o Bookmobiles
    - o Partnerships

- Administration
    - o Director
    - o Fiscal Operations
    - o Capital Construction and Maintenance
    - o Library Information and Technology
    - o Branch Operations
        - Collections
        - Public Service
        - Staffing
    - o Support Services
        - Human Resources
        - Maintenance
        - Fleet Management
- Services
    - o Research and Reference
    - o Library Information Technology
    - o Programs and Outreach
    - o Staff Assistance

Delivery of Services – This includes several charts to show library locations, hours of operations, Table of Organization, Staffing.

Service Model Trends – This includes several examples of service models used as similar sized libraries and articles discussing what future trends may be.

Detailed Description
This past year, the Miami-Dade Public Library System had 8.2 million library visits, 4.7 million website "hits," a circulation of over 8 million books or other resources, provided 1.67 million one-hour computer sessions, and offered 7,7177 program events fostering the cultural and social environment of Miami-Dade. Following is a description of the way in which the library is structured to be able to deliver these services to the 2.5 million people it serves.

Facilities

Branches: The library has 48 branches plus a small kiosk on the Civic Center Metrorail station and two bookmobiles. The primary focus of the most recent library construction is access. For examples, libraries were situated in areas where children could ride or walk to after school. Recent facilities have leaned away from the big regional buildings. By building smaller libraries, users find access to materials easier. Librarians note that relationships between library staff and the users are formed more easily.

New spaces are designed to create ease of accessibility, configurability, and usability by the community. These new layouts are characterized by more open space and mobile book shelves.

- In this way, space for a meeting or a puppet show can be made by the simple rearrangement of bookshelves and furniture.
- Shelving is lower so that librarians are able to see areas that would otherwise not be visible to them. This allows them to direct the user to a specific area in the library.
- Open spaces make for a more secure and safe environment, allowing the librarian to see trouble quickly.
- The new libraries are designed to let in large amounts of sunlight with wonderful color schemes on the floors and walls, making them happy, inviting places to be.

Locations: The Main Library is the largest and most staffed facility in the system. This is due to its size and location in a government, commercial and transportation center. Its collections have the most depth and a large amount of reference services is provided here. Some of the special reference materials available only at the Main Library are:

- Florida Collection -- Information on all aspects of the Sunshine State, with special emphasis on South Florida, can be found in this unique department. This important collection of Florida authors and Floridiana includes rare books, documents, photographs, Florida Statutes and indexes regional newspapers.
- Cuban Collection – Specialized collection which includes a variety of materials on Cuba, and a reference collection with encyclopedias.
- Foundation Collection – Specialized directories and databases
- Romer Photographs – 17000 photographs taken of Miami from 1934 through the 1950s.
- Florida Philharmonic Scores – Complete with conductor notes.
- Vasari Project – Documentation of the growth of Miami's art scene since 1940.

The 48 branches are divided into 4 organizational "clusters.' Each cluster contains a lead library plus 12 smaller branches. The lead library provides users with access to a more comprehensive collection than those housed in the branches. However, all of the branch libraries provide users with convenient local access to library resources and assistance from well-trained librarians.

Staffing (Alphabetical Order)

- **Administration:** There are 15 administrators charged with providing and supervising the deliverance of excellent library service. The administrative team consists of the director, the development officer, 4 members of the capital & fiscal operations staff, 2 from library information technology, 4 library & youth services, 3 from library communication, Outreach and program coordination.

- **Branches:** Clustering has worked well in that it enables operations to be more consistent through development of standard operation procedures. Also, it increases employee involvement and encourages and supports staff's ability to develop new services.
    o Organization restructure
    o Improve communication
    o Enhance development and implementation of standard operating procedures.
    o Provide operations oversight, consistency and efficiency.
    o Develop teams.
    o Provide equality in staff workloads, increase staff involvement, creativity, diversity, and allow for future flexibility.
    o Functional groups oversight, implementation, and evaluation.
    o Increase services and expertise to patrons while maintaining a high quality of service; increase contact with communities.
    o Enhance achievement of Mission and Vision, including operating more as one system with consistency and connection, allowing services that can only be offered in a large system; and broadening the perspective of the staff.
    o The introduction of the Service Area Management was implemented in 2012 to gain management efficiencies and staffing and address service issues. There are now 34 branches out of the 48 sharing a manager.

- **Communications:** This department is comprised of a Graphics Supervisor/designer, two Graphics Designers, one Social Media Technician, and one Print Shop Technician.

- **Fleet Management:** The library has 5 drivers who have the responsibility of transporting books and other resource materials, supplies, and inter-office mail to and from 49 locations on a daily basis.

- **Library Information Technology:** This unit is divided into two units. One unit is involved more with infrastructure planning, development and deploying new online services. The second unit is tasked with ensuring that computer services at the 49 branches are running smoothly.

- **Maintenance:** This area includes 14 maintenance employees who attend to thousands of work orders to do repairs, program set-up of stages, etc., painting, carpentry and other such duties that are done in-house as opposed to using contracted services.

- **Programs and Outreach:** This unit of 3 wears many hats. They plan the program schedule on an annual basis making sure to coordinate with the calendars of elected officials who are participants in man of the programs. They contract all artists and facilitators work with the Communications unit to design and disseminate publicity materials both in print and online. They order all necessary supplies. Place and monitor all work orders for set-up. They collect and assess evaluations from the performer, the audience and the librarian in charge.

- **Security:** MDPLS security and safety maintains a safe and secure environment for patrons and staff. Zero tolerance for behavioral problems is enforced by a strict adherence to the Library Rules of Conduct and Eviction Procedure. MDPLS security and safety is responsible for protecting library patrons and staff and its holdings, anticipating predictable losses and taking steps to reduce them, and adequately managing situations of grave consequence and providing clear direction. CCTV technology further assists library security and is present at 47 branches consisting of 635 exterior and interior cameras.

Administration
See the Current Service Delivery Model by Resource chart on page FG 6.10 and the Table of Organization on page FG 6.23.

Core Services

Research and Reference
For decades the library has stood as a center of knowledge, supporting the public's pursuits of lifelong learning. It houses a wealth of resources: a catalog of facts and stories that string together generations of experts and authorities. A visitor can browse the stacks and tangibly see the progression of our society. Libraries are viscerally connected to history. Learning happens in many ways and as libraries strengthens their digital media inventory to keep up with technological trends, their collections become more accessible and participatory. More and more citizens from all socioeconomic levels are turning towards libraries for help with these new devices and technologies. Libraries already have the key ingredients to transform their organizations into learning centric institutions.

Library Information Technology - Trends
Today's society is increasingly technology-savvy and able to access information in many ways. It demands quicker responses to queries in multiple formats (chat, text, e-mail, instant message) The introduction of new technologies is not new to libraries. The telephone, fax machine, video, computer, Internet, laptop, and now the eBook and tablet phenomenon all started as new technologies introduced into library practices. Libraries adapted and grew with each new technology, developing new ways to provide their services and using new platforms.

- YOUmedia- Teen media lab that embodies a new method of teaching that allows youth to develop their skills and learn by socializing.

- Wireless network and Laptops – Our advanced technology allows patrons with personal laptops, that contain a wireless card, to access the Internet and other resources.
- The Library Online: Services and programs available anytime online through the MDPLS website, Mobile App and Library Catalog.
- Computer/ Laptop access: Desktop computers and laptops are available for patrons to use for up to 2 hours daily at all libraries.
- Online Learning
- eGovernment: Providing free and open access to government information to include forms and resources. This is for all governmental levels; local, state and federal.
- eReference:
  - Chat
  - Email
- Electronic Resources: The Library for years has invested and maintained a strong electronic resource presence. Our collection of electronic resources offers something for everyone–from interactive TumbleBook Library for children to language instruction like Mango Languages to the interactive learning platform, Learning Express. We currently offer the use of 112 databases or streaming sources on our website. These resources offer millions of full-text articles—available 24 hours/7 days a week to all residents with Library cards.
- eMaterials: In addition, the Library provides eBooks, eMagazines and eMusic to the citizens of this community through:
  - OverDrive- Primary supplier of adult full-service digital eBooks, audiobooks, and other digital content.
  - Baker & Taylor's Axis 360- Provides circulating digital books to our young adult & children customers.
  - Freegal Music Service- provides millions of songs from ten thousand labels from the labels of Sony Music Entertainment. They have tens of thousands of popular artists in hundreds of musical genres. This service eliminates the costs and headaches of circulating audio CDs.
  - Zinio- eMagazine provider of digital magazines available for various devices.
- Social Networking: Facebook, Twitter and Pinterest
  The Miami-Dade Public Library System currently has an active Facebook account that is managed and updated on regular basis with posts promoting upcoming library programs and events, informing users of Library news and sharing photos of what is happening in the library. The Facebook posts will also include book recommendations, promotion of services such as Jump Start and Connections, and promotion of resource such as the library databases and 24/7 apps. A Twitter account has been created and it will be used daily to push out Library messages, to promote library services, resources and programming, and to share photos of what is happening in the library. A Pinterest account has also been created. Boards for topics such as Library Book Displays, Recommended Reads, Book Club Books, and Library Services will be created with pinning occurring on a regular basis.

- MDPLS accounts
    - o Facebook - www.facebook.com/miamidadepubliclibrary
    - o Twitter - twitter.com/MDPLS
    - o Pinterest - www.pinterest.com/mdpls/

Programs and Outreach (Alphabetical Order)

Art Services

Permanent Art Collection – The Miami-Dade Public Library System has a permanent art collection of more than 2,200 works of art. Cultivated for more than forty years, the art collection consists of works on paper, photographs, paintings, multiples, artists' books and small sculptures with a focus on African American, Latino, and Miami artists; national and international artists are also represented.

Exhibits and Exhibition – The Library System has a long history of cultural and educational exhibitions and makes a special call to artists on a rolling basis for temporary exhibitions that correspond to selected annual themes and/or that highlight the library's special collections and services.

Vasari Project – The Vasari Project is an archive that documents the development of the visual arts in Miami-Dade County since 1945.

Bookmobile Service

The Miami-Dade currently has 2 Bookmobiles that provide services to areas in the county that do not have a library nearby. The Bookmobiles provide a personal experience not only by providing materials, but also by providing programming opportunities and events outside the branches.

Literacy Programs

Computer Literacy- Introduction to Computers, Internet and E-mail offered at various libraries in English and Spanish.

Project Jump Start - Designed for licensed childcare centers, these early literacy story kits contain all the tools needed to present fun, high quality storytimes on a variety of topics.

Project L.E.A.D. (Literacy for Every Adult in Dade)-An adult literacy program that offers free, one-on-one confidential tutoring to improve reading and writing skills.

Reading Ready - This early literacy programming initiative was developed around the Six Early Literacy skills that children need to know about reading and writing, before they begin to read and write. This program is unique because the real target audience is the parents who are taught how to impart these skills to their children using free library resources.

Writer-in-Residence - This program is also unique because unlike traditional Writer-in-Residence programs, this one is for teens only. It offers teens 12-18, the opportunity to participate in a 3 month writing program with an author that is selected to serve as their mentor.

People with Disabilities

Special programs and assistive devices help make it possible for people with disabilities to access materials, equipment and services.

Connections – Individuals who are unable to visit the library due to chronic illness, physical disability and frailty of age may be eligible to receive books by mail.

Talking Books – This service loans books and magazines on cassette tape or in braille, by mail, to persons who have difficulty seeing or using standard print.

Innovative Programs

The following is a list of programs recently put in place which are new and different from the traditional types of programs the library has presented through the year.

International Art of Storytelling- The International Art of Storytelling (AOS) was created in 2000, to highlight the important role that storytelling plays in education, culture and entertainment. This ancient tradition carries the rich histories and values of past generations, and is as vital today as it was thousands of years ago.

Creative Aging- Lifetime Living through the Art- Art workshop series where seniors were able to socialize and develop their artistic skills. (MetLife Foundation and MDPLS partnership)

Digital Library 24/7- The ease of downloading eBooks, eMagazines, eMusic, and of view or browsing online resources anytime, anywhere.

Express Self-Checkout – This service makes checking out materials faster and easier. They are located at all our libraries.

Let's Move @ the Library- An exercise your mind and body campaign that encourages healthy lifestyles. The community is encouraged to take advantage of the various resources offered by the Library that will help them to lead a better life. Programs will include Yoga and Tai Chi demonstrations as well as ways to grow and select healthy foods.

YOUmedia- Teen media lab that embodies a new method of teaching that allows youth to develop their skills and learn by socializing.

Wireless network and Laptops – Our advanced technology allows patrons with personal laptops, that contain a wireless card, to access the Internet and other resources.

Viva Florida 500- A series of events that will celebrate Florida's rich heritage and diverse cultural history- a significant milestone unlike any other in the history of the United States.

Outreach and Partnership Activities
The ways in which these programs are promoted, from the Art of Storytelling Festival and the Summer Reading Program, to library services for the sight-impaired, are shifting in nature from a traditional low key approach of fliers and posters, to a decidedly more proactive approach.

o Many times the library goes out to an event and takes a table to display library brochures, hand out giveaways, answer questions, sometimes doing a little storytelling, all to entice people to visit their neighborhood library for the next exciting event. Experience has shown that once in the library, the user can be introduced to many important services that they may not have known were available.

o The library has also become more pro-active seeking partnerships such as these which are currently in place:
   • Citizenship Classes
   • Elections
   • Florida Licensing on Wheels
   • Government Depository
   • Lifetime Living through Arts
   • Museum Pass
   • Tax Assistance

Current Service Delivery Model by Resource

Resource	Division	Responsibilities
Facilities	Branches	49: 6 large regionals, _10_ medium, _33_ small and storefront. (See 2228- for hours of operations)
Facilities	Locations	Coverage (See map.)
Facilities	Staffing	
Administration	Director's Office	The Director's Office formulates departmental policies and provides an overall direction and coordination of the departmental operations and management. It also ensures that the implementation of department policies and procedures. (See Table of Organization)
Administration	Development	Develops relationships with corporate and community sponsors; grant writer; provides support for fundraising activiies; legislative liaison.
Administration	Fiscal Operations	Business Operations including Budget, Procurement, Supplies. (See Budget Summary)
Administration	Capital Construction and Maintenance	Oversight of new buildings and those under construction; Develops ongoing maintenance plan for older buildings. (See Preventive Maintenance Schedule)
Administration	Support Services - Personnel	Responsible for assisting 445 employees with all human resource areas including hiring, training, discipline, retirement and separation.
Administration	"Support Services - Maintenance"	Responsible for upkeep and repair of all facilities.

Administration	"Support Services - Fleet Management"	A team of 5 drivers to transport books, other materials and supplies to and from 49 branches.
Administration	"Support Services - Library Information Technology"	Coordination of all library automation efforts and online services including short and long term technical planning, maintenance of infra-structure.
Administration	Branch Operations	Supervision of staff, fiscal operations at branch level, and ensuring a clean, safe environment.
Administration	Material Development and Resources	Centralized purchasing, processing and implementing materials in all formats (print, video, audio, online) based on branch input and service needs.
Administration	Staffing	Branches divided into 4 organizational "clusters" for better dissemination of information to staff and ultimately delivering better customer service to library users.
Administration	Public Service	Develops and implements departmental policies to provide services to library users. Maintains high quality customer service. Assists with programs. Assists public with informational needs.
Administration	Communications	The promotion of Services, Resources and programs via fliers, PR, website, Facebook, Email Blasts, Print and Broadcast media.
Administration	Outreach	Works with community organizations, municipalities, and local, state and federal agencies to encourage literacy, library usage and life-long learning.

Services	Research and Reference	Provides user access to research and reference materials in all formats.
Services	Library Information Technology	Provides public with online access to multiple online information resources via PCs, laptops and WiFi.
Services	Programs	Produce and present programs that support the community's literacy, learning, community, workforce and economic development needs.
Services	Outreach	Create relationships that help to support library awareness and partnerships to help make delivery of service a reality.
Services	Staff Assistance	Provides assistance to users both with reference needs and instruction on various software.

Public-Private Partnerships

Corporate Partners

American Association of Retired Persons (AARP)
www.aarp.com

- AARP Drive Alive: AARP safe driving course has been popular with many adults who wish to brush up on their driving skills and learn the latest rules of the road. The AARP offers classes at the North Dade and West Dade Regional libraries.

- AARP Tax Assistance: The largest free, volunteer-run tax assistance and preparation service available to taxpayers with low- and moderate-income, with special attention to those ages 60 and older. There are many kinds of volunteer opportunities– from tax volunteers to greeters as well as communications and technology. The AARP offers the program at many library branches.

IBM Corporation
www.kidsmartearlylearning.org
The Library System received an IBM KidSmart Early Learning grant that provided 75 Young Explorer Learning Centers for its branches. Each Center has a computer housed in brightly colored, child-friendly "Little Tikes" furniture. It is equipped with award-winning educational software that gives new opportunities for children to learn and explore concepts in math, science and language.

MetLife Foundation
www.metlife.com/metlife-foundation/

Simon Mall
www.simon.com
Simon Mall operates the Falls Shopping Center which has partnered with the Library System on various occasions to promote reading.

The Miami Dolphins Foundation
www.miamidolphins.com/community/foundation.html
The Miami Dolphins Foundation is a primary sponsor of the annual *Summer Reading* and *Teen Read Week* programs, as well as the *Children's Bookmark Contest*. The Foundation provides prizes and game tickets to children who participate in these programs.

Turnberry Associates
www.turnberry.com
Turnberry Associates operates the Aventura Mall, which has partnered with the Library System for several years to promote the *Summer Reading Program*.

Cultural & Educational Partners

Adrienne Arsht Center for the Performing Arts
www.arshtcenter.org
Library staff participates in a number of activities and events at the center throughout the year. These include the Fall for the Arts Festival and Family Fest Saturdays. The Library in turn helps to promote the center's activities by placing marketing collateral throughout its branches.

ArtCenter of South Florida
www.artcentersf.org
The mission of ArtCenter of South Florida is to advance the knowledge and practice of contemporary visual arts and culture in South Florida through education, exhibition and public outreach programming and to provide affordable work-space for outstanding visual artists in all stages of career development.

Early Learning Coalition
elcmdm.org
To promote high-quality school readiness, the Coalition serves children and their families through voluntary pre-kindergarten and after school programs, thus increasing all children's chances of achieving future educational success and becoming productive members of society. The Coalition seeks to further the physical, social, emotional and intellectual needs of Miami-Dade and Monroe County children with a priority toward the ages before birth through age 5.

Florida Center for the Literary Arts at Miami Dade College
www.flcenterlitarts.com
The Library System partners with the Florida Center for the Literary Arts to present the Big READ and other literacy programs throughout its branches. One current project is the Miami City of Refuge Program that has provided Zimbabwean author Chenjerai Hove as a frequent presenter at the library over the past several months.

Florida Grand Opera
www.fgo.org/education
Florida Grand Opera (FGO) offers quality programming to the patrons of the Miami-Dade Public Library System via a literacy-through-music program. Partnering with Miami-Dade and Broward County Public Libraries, FGO Teaching Artists use the power of music to bring books to life and promote the joys of literacy!

Greater Miami Youth Symphony
gmys.org
Greater Miami Youth Symphony (GMYS) is an independent five-level orchestra program dedicated to training young musicians between 5 and 18 years of age. GMYS has continuously succeeded in presenting high caliber performances to South Florida audiences. GMYS has presented several performances at library branches throughout the community. This gives parents and students exposure to the high caliber performance and learning opportunities.

Knight Foundation
www.knightfoundation.org
Miami-Dade Public Library System received a grant from the James S. and John L. Knight Foundation to establish the YOUmedia Miami space—building on the role of libraries as places of innovation and exploration by teaching teens to use technology. Also made possible through the generous support of the Knight Foundation was the 2012 Young Adult Writer-in-Residence program, which was designed to encourage teens, 12-18, in the creative writing process during a three-month residency, which ran from September through November 2012. The author mentored 20 teens, assisting them to develop their writing skills and provided critique and feedback on short stories, poems, plays and novels.

Miami-Dade College
www.mdc.edu

- **Miami-Dade College North Campus**
  MDPLS staffs an information table at the college's annual Children's Holiday at North event.

- **School of Entertainment & Design Technology**
  The library system works in collaboration with the School of Entertainment and Design Technology to develop a curriculum that offers the skills necessary for participants of the library's YOUmedia Miami program to enter the academic degree program offered by the college. YOUmedia Miami is a 21st century youth digital media learning center at the North Dade Regional Library. This center gives young adults the opportunity to work with cutting-edge technology to create music, movies and much more, and to engage in activities that enhance their creativity and critical thinking.

- **Access Services, Miami-Dade Community College North**
  The Access Services Department of MDC North Campus works to make all elements of the college accessible to students with disabilities. Access Services supports the library's Talking Books service and library staff with information and guidelines for assistive technology for persons with disabilities, in particular synthesized speech and Braille applications and devices for downloadable Talking Books.

Miami-Dade County Fair & Exposition
fairexpo.com/thefair/
The library system participates in the fair by providing information on programs and services to attendees. Fairgoers can enjoy storytelling and hands-on activities. The library also assists in the promotion of the fair by distributing marketing collaterals and housing point-of-sale (POS) displays throughout its branches.

Miami Lighthouse for the Blind
miamilighthouse.com/
The Talking Books department of the Library System works with the Miami Lighthouse in a variety of capacities including:

- Braille Literacy Initiative – promoting Braille as the key to literacy for persons who are blind. Miami Lighthouse registers new clients for Talking Books; staff teaches clients how to use the Talking Books players and service; Lighthouse technology instructors teach clients how to download books.
- Annual Summer Reading Program.
- Annual Make-A-Bookmark contest for Lighthouse Blind Babies program.
- Early literacy programs for parents.

Miami Police Athletic League (Miami PAL)
miamipal.org
Members of the Miami Police Athletic League visit library branches each week to share their experiences and to encourage kids to stay in school and to make wise choices. Library staff provides books and other materials that enhance these discussions.

National Federation of the Blind, Miami-Dade County Chapter (NFB):
dbs.myflorida.com/resources/organizations/NFB-of-florida.php
Partner in the library system's Braille Literacy Initiative: promoting that Braille is the key to literacy for persons who are blind or have very low vision.

NBC Learn
www.nbclearn.com
NBC Learn is now made available to Miami-Dade County Public Library patrons. For more than 80 years, NBC News has been documenting the people, places, and events that have shaped our world. NBC Learn is an innovative resource that provides thousands of historic news reports, current events stories, original content, primary source documents, and other digital media specifically designed to help teach and engage students of all levels and abilities.

Parent to Parent of Miami
www.ptopmiami.org
Parent to Parent of Miami is a non-profit organization that provides information, educational training and support to families with children and adults who are disabled and/or have special needs. Parent to Parent has hosted workshops/programs for families in library branches, and provided sensitivity training for library staff.

The Center @ Miami-Dade College
(formerly known as the Florida Center for the Literary Arts)
www.flcenterlitarts.com
The Center at Miami Dade College promotes reading and writing throughout the year by consistently presenting high-quality literary activities open to all in South Florida. The Library System has partnered with the Center @ MDC to present the Big READ and the Miami City of Refuge Program.

The Children's Trust
www.thechildrenstrust.org
The Children's Trust has been a partner with the Library System on various projects and initiative. The library provides a place for Children's Trust project staff to train individuals who serve on special projects and at the same time learn about the many resources available at the library. The Trust brings children from many areas of the community to library programs and special events, while library staff, in turn participates in special events held by the Trust.

The Early Learning Coalition of Miami-Dade/Monroe
elcmdm.org
The Library works with early care and educational providers, who receive funding from the Coalition, by providing information on early literacy resources. These resources include materials from the Jump Start program, which helps providers create storytimes and hands-on activities for children. Resources are also provided through the *Reading Ready* program, which offers materials to enhance early literacy for children zero-5.

The United Way Center for Excellence in Early Education
www.unitedway.org
The United Way strives to elevate the quality of early care and education in Miami-Dade County and nationally by serving as a model of best practices.

Tigertail Productions
www.tigertail.org
Tigertail Productions is a nationally respected organization with a sustained passionate record of creative achievement that has commissioned, presented and produced more than 500 artists in the performing and visual arts. Tigertail and the Library System work in unison to provide entertaining art programs accessible to the local community. Tigertail brings a yearly poetry workshop called Wordspeak to the Miami Beach Regional Library.

University of Florida / Miami-Dade County Extension
ifas.ufl.edu/
The University of Florida / Miami-Dade County Extension offer programs in library branches to help the community develop a greater awareness of the environment. These programs include gardening and nutrition workshops for adults and hands-on activities for children.

University of Miami (UM)
www.miami.edu
The Talking Books department is an exhibitor at the annual series of community health fairs hosted by UM DOCS and the UM Calder Library.

<u>Faith Based Partners</u>
The Library System provides resource to staff and members of the churches and to children who attend the camps and/or early childhood centers run by these churches.

Gospel Tabernacle Faith Deliverance Church, North Miami

Greater Love Missionary Baptist Church, Miami Gardens

New Way Fellowship Baptist Church, Miami Gardens

<u>Government Partners</u>

Cities and Municipalities
The Library System works with various cities and municipalities, on events throughout the year, by providing information, storytelling and hands-on activities. Such events include the *Coral Gables Farmer's Market, Coconut Grove Arts Festival, South Miami Rotary Art Festival*, *Pinecrest Earth Day Festival* and *Eggstravaganza*.

Miami-Dade County Office of the Mayor & Board of County Commissioners
www.miamidade.gov/commission/home.asp
The library system works closely with the Office of the Mayor and the Board of County Commissioners to participate in special events such as health fairs, back-to-school rallies and other projects throughout the year.

Miami-Dade County Office of Sustainability
www.miamidade.gov/oos/home.asp
The library works with the Office of Sustainability to promote best environmental practices and to create awareness of its "green" initiatives. The department has made available a special device- the Kill A WattEZTM Electricity Usage Monitor- to help library customers monitor their electricity usage and save on their bills.

Miami-Dade County Public Schools
www.dadeschools.net
At the start of each school year, library staff visits schools throughout the county to participate in open houses to promote resources and encourage parents and kids to use the library. These visits continue throughout the year for career days and at assemblies where library staff stress the importance of reading, and encourage teachers to bring students to the library for field trips and to work on projects. The Library also participates in special events such as the Parent Academy (Back to School Rally) and the Week of the Young Child celebration.

Miami-Dade County Public Schools - Museum Education Program
The Library System partners with the Miami Dade County Public Schools to provide the Museum Education Program, which gives students (K-12) an opportunity to examine and discuss art and architecture at the Main Library. Along with the Art Services Department, the Museum Educator plans tours, develops educational resource guides, and creates relevant and interesting tours of the Library's permanent collections and ongoing exhibitions. The specially designed educational resource guides emphasize the connection between art, language arts, math, science, and social studies. The program involves both on and off-site art, reading, and writing activities that reinforce the concepts explored through the Library's exhibitions and Library Collection tours.

Miami-Dade Reentry Task Force
www.miamidade.gov/corrections/reentry-unit.asp
Program Manager for Project L.E.A.D. (Literacy for Every Adult in Dade) has been invited to join the Miami-Dade Reentry Task Force, a community wide collaboration of agencies and organizations providing reentry services to ex-offenders as they return to our community. Project L.E.A.D., an outreach service of MDPLS, is also working to bring volunteer adult literacy tutors to prisons to teach inmates to read before they leave detention.

Media Partners

Univision 23
miami.univision.com
Local Spanish language television station with strong ties to the community that offers the Library System occasional grants, free media spots and programs.

WFOR CBS 4
miami.cbslocal.com
Local English language television station with strong ties to the community that offers the Library System occasional grants, free media spots and programs.

Museum Program Partners
The Museum Partners Program is a collaboration between the Library System and Deering Estate at Cutler, Fairchild Tropical Botanic Gardens, HistoryMiami, Miami Art Museum, Miami Children's Museum, Miami Science Museum, Vizcaya Museum and Gardens, and Zoo Miami. This partnership gives library customers the chance to enjoy these facilities for free. Customers are able to check out up to four passes each time to the attraction of their choice. This partnership has increased awareness of the resources and services available at each facility.

The library also works with each partner on specific programs and services as follows:

Deering Estate at Cutler
The library collaborates with Deering for its Fee Free PLAY Day & Book Nook by the Bay programs, which opens the rich resources of the estate to the public for family story time, on-site eco-arts and crafts, science programs and more. The Library System works with Deering to highlight resources that enhances the programs. The Library is also an annual exhibitor at the Deering Seafood Festival.

Fairchild Tropical Botanic Gardens
www.fairchildgarden.org
The Library participates in a number of activities at Fairchild, including the Mango, Chocolate, Edible Garden and Orchid festivals. Fairchild's staff also presents educational programs in library branches to encourage the community to better understand tropical plants and appreciate and value biodiversity.

Miami Children's Museum
There is a vigorous exchange of programs and information between the Library and the Children's Museum. This includes the provision of materials and storytellers for events hosted by the Children's Museum (Dr. Seuss' Birthday, Wonderful Wednesdays, All Kids Included) and by the Library System for its annual *International Art of Storytelling Festival* and weekly storytelling programs and activities.

Miami Science Museum
The Library System works with the Science Museum on several program partnerships that allow both facilities to showcase their resources. Library staff participates in special events at the museum and museum staff has conducted various programs at the library to promote science and technology.

Museum Partners Display Program
The Art Services Department of the Library System is working with each of the partners on a *Display Program*. This partnership will present visually engaging displays in branches that may not ordinarily have an exhibition and will allow the partners to highlight specific areas of interest to an audience that may not otherwise visit their facilities.

<u>**Service Based Partners**</u>

Ability Explosion
(Coordinated through Miami-Dade County- Office of ADA Coordination)
Ability Explosion is an annual event that celebrates the abilities of people living with disabilities by encouraging their acceptance by the community at large and promoting innovations that helps to improve their lives. The Talking Books department of the Library participates in this event each year to highlight the many resources available for individuals with disability.

Alliance for Aging/Aging Resource Center (ARC)
www.allianceforaging.org
The Library is a collaborating partner with the Alliance for Aging/Aging Resource Center (ARC) and cooperates with them to educate and enhance ease of access and utilization of aging and long-term care resources for both Library staff and the public and to promote programs and services of interest to seniors.

Consortium for a Healthier Miami-Dade
(Coordinated through the Miami-Dade County Health Department)
The library system works with the Consortium to fulfill its mission as a major catalyst for healthy living in Miami-Dade. Library staff participates in health fairs and special programs to provide information on resources for the community. Staff from the Consortium presents programs at the library to promote healthy lifestyles.

Davis Vision

www.davisvision.com

Davis Vision, Focus on America, is a worldwide community outreach effort that provides much needed vision care services to those in need. In 2010, the Library System teamed with Davis Vision to provide free vision screening to over 500 children in the community. Children were given vouchers for comprehensive eye exams at VisionWorks and were provided with free glasses. Library staff provided literacy programs and activities for those attending the screenings.

Diageo Foundation

www.diageo.com

The Library System is a supporter of Diageo's Learning "Skills for Life" Project held at the FIU Biscayne Bay campus. The Diageo Foundation funds this project to offer job and career training to County residents who are in need of career assistance. The "Skills for Life" project allows residents of Miami-Dade County the opportunity to receive extensive training on employment searching, budgeting, resume writing, and computer skills. The Library's role in this project is to provide information about library resources and to demonstrate how the Library can help the participants prepare for a career and find employment.

Greater Miami Jewish Federation

www.jewishmiami.org

The Greater Miami Jewish Federation acts collectively and responsibly to meet the needs and safeguard the freedoms of all Jewish people. The Federation works with the Library System to provide quality, cultural programming for all residents of the community, particularly story times and author programs.

Jackson Health Systems Mobile Clinic

www.jacksonhealth.org/home.asp

Library branches serve as a weekly stop for the Jackson primary care mobile van that provides medical care for members of the community.

Junior League of Miami

www.jlmiami.org

The mission of the Junior League of Miami is to promote voluntarism, develop the potential of women and improve communities through the effective action and leadership of trained volunteers. The Junior League concentrates its resources to make a significant impact on the community within the areas of homelessness, family violence, child health, child care/parent support and foster care. The Junior League has partnered with the library to establish a special reading program called Paws 2 Read. This program provides certified therapy dogs to assist timid readers overcome their shyness.

Miami Dade County Boot Camp

www.miamidade.gov/corrections/boot-camp.asp

The Boot Camp is a correctional facility of the Miami Dade County Corrections & Rehabilitation Department for juvenile offenders. The Mobile Library Service Unit partners with this group by providing services and approved materials to the detention center each week.

South Florida Mobile Workforce

The Mobile Workforce Assistance Centers aid citizens in finding employment, help create and update resumes, conduct on-site interviews and provide a range of testing and assessment services that they need to become job-ready. Library branches serve as a stop for the buses and library staff provides resources to assist the Workforce in accomplishing its goal.

The Miami Dade Reentry Taskforce

www.miamidade.gov/corrections/reentry-unit.asp

The Miami Dade Reentry Taskforce is a community wide collaboration of agencies and organizations providing re-entry services to ex-offenders as they return to the community. The library participates in "resource fairs" that allow the inmates to learn about programs and services that can benefit them. Library staff works with the staff of the Metro West Detention Center, to bring in trained volunteer tutors to work one on one with inmates to help with basic literacy skills.

University of Miami

www.um.edu

The library's Talking Books department is an exhibitor at an annual series of community health fairs hosted by UM DOCS and the UM Calder Library.

University of Miami Pediatric Mobile Clinic

pediatrics.med.miami.edu/community-outreach/pediatric-mobile-clinic

library branches serve as a weekly stop for the UM mobile clinic, which provides basic medical services for children throughout the community.

Table of Organization

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                    │ Director's Office│────────│  Development Office  │
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Capital Construction & Fiscal Operations	Library Branch & Youth Services	Library Communication, Outreach and Program Coordinator
Business Office	Branches	Marketing and Media Relations
Library Information Technology	Collection Development	Programming and Outreach
Maintenance	Security	Art Services & Exhibitions
Human Resources & Volunteer Services		Project Lead
Transportation		Connections
		Talking Books
		Bookmobile
		Jumpstart