

Memorandum



Date: June 4, 2015

To: Honorable Chairman Jean Monestime
and Members, Board of County Commissioners

From: Carlos A. Gimenez
Mayor 

Subject: Miami-Dade Public Library System Accomplishments – FY 2014-15

The attached report was prepared by the Miami-Dade Public Library System and provides an overview of the accomplishments continuing to be made to highlight the significance of libraries in our community. Under the Department's leadership, the Library is implementing key initiatives which include:

- Responding to neighborhood needs;
- Deploying upgraded technology to address evolving educational opportunities;
- Expanding partnerships to increase our reach;
- Assessing capital needs and addressing prioritized building issues; and
- Utilizing metrics to track progress and develop our road map.

Through its 49 locations, two book mobiles and its website, the Library proudly serves more than 6 million annual visitors. The attached report is being provided to highlight the progress that has occurred to date in FY 2014-2015.



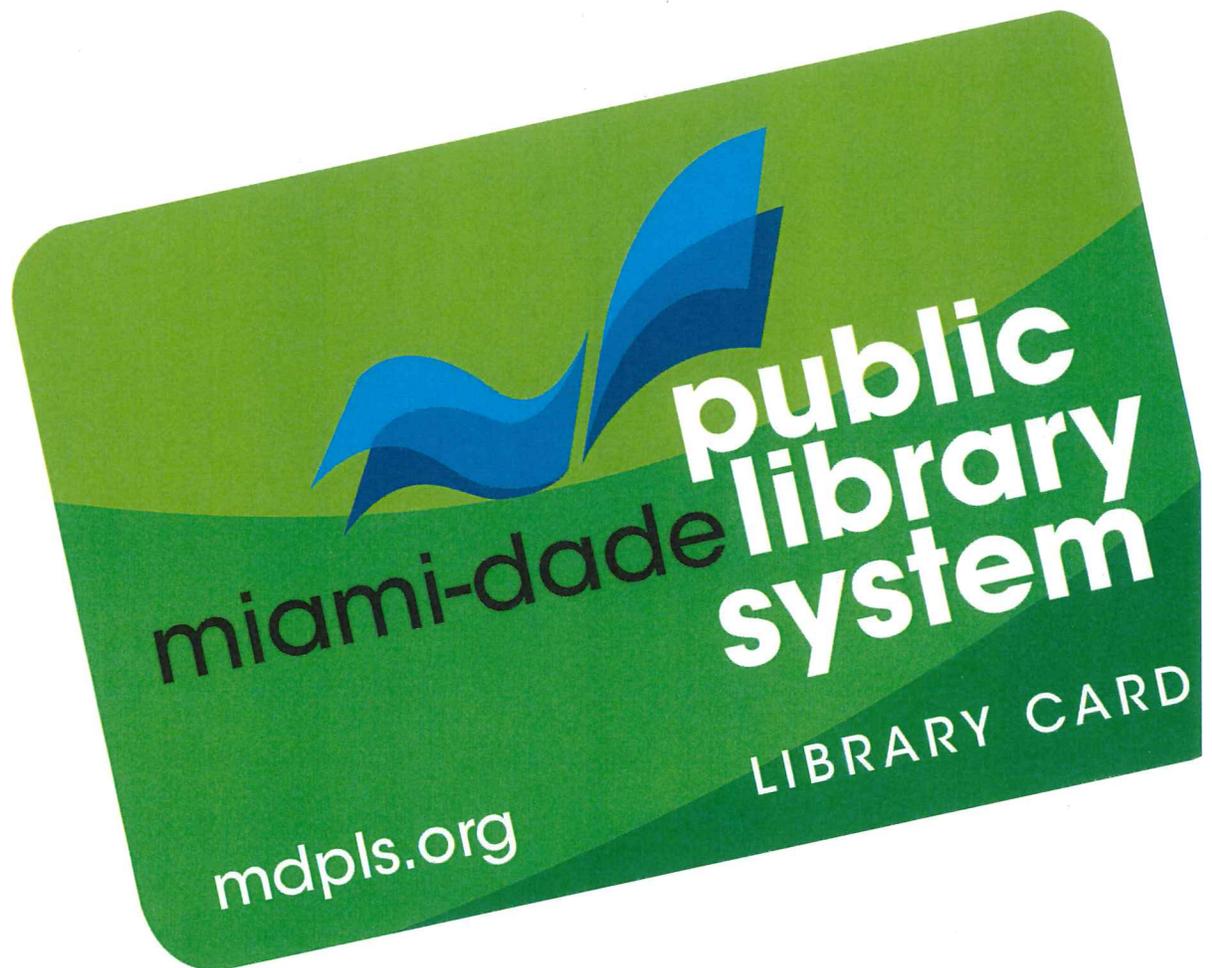
Michael Spring, Senior Advisor
Office of the Mayor

cc: Robert A. Cuevas, Jr., County Attorney
Office of the Mayor Senior Staff
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Library Advisory Board Members



**Miami-Dade
Public Library System**

**Accomplishments
FY 2014-2015**



Delivering Excellence Every Day

“Libraries are democratic community anchors with unlimited possibilities to promote education, equity, social and racial justice, place, and community.”¹

In light of our shared commitment to ensure the vitality of our libraries, this report provides an update on the progress being made to reinvigorate the role of libraries in our community and to deliver enhanced library services and events. The Miami-Dade Public Library System’s (MDPLS) new direction and strategic priorities are based on the findings and recommendations of the Mayor’s Blue Ribbon Taskforce that was convened in 2013.

Based on these findings, the Library is implementing key initiatives essential to its continued viability, and is addressing concerns voiced by elected officials, civic leaders and the public. Many of the expanded services, made possible with the additional resources approved in the FY 2014-15 budget, are being introduced with the support of and in close coordination with the Friends of the Miami-Dade Public Library and the Library Advisory Board. These include:

- Responding to neighborhood needs.
- Deploying upgraded technology to address evolving educational opportunities.
- Expanding partnerships to increase our reach.
- Assessing capital needs and addressing prioritized building issues.
- Utilizing metrics to track progress and develop our road map.

This report highlights our achievements to date in each of these critical areas.

Responding to Neighborhood Needs

Research on the future of libraries has revealed that there is no longer a single model that satisfies every community. Consequently, Miami-Dade County libraries must respond to the specific needs and interests of their communities. For the Library, these services range from providing basic Internet access and a safe after-school environment for children to do homework, to offering classes and online resources that improve the technology skills necessary for educational and/or business advancement. Key initiatives to facilitate this ongoing and evolving work include:

Expanded Days and Reintroduction of Sunday Hours

Expansion of hours was a direct result of implementing the increased funding plan, and it allowed the Library System to align with the use patterns of the community. Nine branch libraries expanded from five to six days of service and five regional libraries expanded from six to seven days of service. The Civic Center Porta Kiosk added fifteen hours of service to facilitate usage by commuters to the Jackson Medical Center complex. A total of 115 weekly hours were added system-wide. Since October 5, 2014, more than 41,000 residents have utilized Sunday library service at eight branches.

Increased Materials Availability

By doubling the materials budget to \$3 million, the Library bolstered the collection of digital media, high-demand books, major national newspapers, and adult and children’s books. The availability of up-to-date materials is essential to advancing the Library’s role as a place for lifelong education, as well as for personal growth and enrichment.

¹ American Library Association. The State of America’s Libraries 2015: A Report from the American Library Association. Kathy S. Rosa, ed. 2015
<http://www.ala.org/americas-libraries>

Expanded Events for Education and Community Engagement

To date, the increase in funding has enabled more than 140,000 individuals to participate in educational, cultural and life enhancement events. These events highlight several of the Mayor’s key initiatives:

Mayor’s Initiative on Aging

The Library provided numerous workshops and activities for seniors throughout the County including:

Creative Aging

- Get Social @ the Library: Lifetime Living through Art for Older Adults - The 8-week series of classes lead by professional teaching artists instructed seniors in multiple artistic competencies.
- Seniors Sharing Stories - Professional presenters lead workshops to educate seniors about methods to create fascinating stories based on their life experiences.
- Social Media Basics - Developed for individuals aged 55 and over, the classes taught the skills required to utilize social networks like Meetup, Facebook, Twitter, Google+ and LinkedIn. These networks allow individuals to interact with friends, family and special interest groups.
- Tai Chi for Mind, Body and Soul - Developed for individuals aged 55 and over, the classes taught the art of Tai Chi as a method to promote relaxation, improve balance and strengthen core muscle groups.
- Visual Art Programs - Developed for individuals aged 55 and over, the classes provided art instruction for individuals with limited mobility.



Visual Arts Program at South Miami Branch



Fine Art Photography at North Central Branch

Mayor’s Initiative: Employ Miami-Dade

The Library provided career enhancement opportunities through classes such as:

Career Development

- Microsoft Office Clinic for Adults
- Resumes and Cover Letters that Stand Out
- Steps to Starting a Small Business
- Job and Development Database Resources such as LearningExpress Library and Coursera

Language Classes for Business Development

- Creole Basics for an Emerging Market
- Spanish for Business and Career Growth
- Portuguese Basics

Project L.E.A.D. (Literacy for Every Adult in Dade)

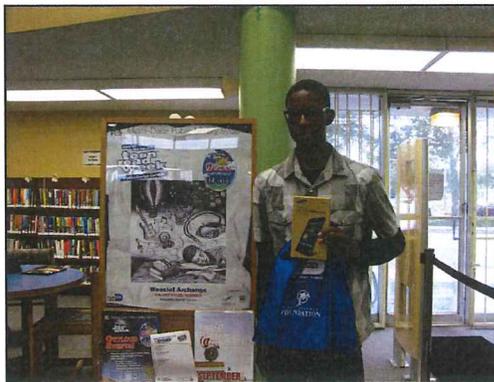
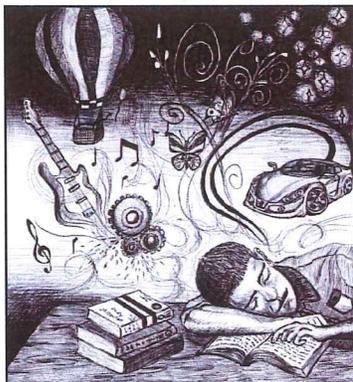
This initiative offers one-on-one tutoring for English-speaking illiterate adults.

Mayor’s Initiative: Youth Safety

The Library understands its role as a safe haven and as a neutral space for residents to discuss and resolve community issues. Library staff develop and teach classes to supplement school curriculums and create a non-threatening environment for self-directed learning and peer interaction. Campaigns like the ones mentioned below are essential creative outlets for many teens.

Support Teen Learning and Enrichment

- Teen Read Week – Teen Read Week is a national reading initiative of the Young Adult Library Services Association that encourages teens to be regular readers and library users. The Library invited teens to participate in the annual T-shirt Design Contest and the winning design was reproduced on t-shirts worn by participants of Teen Read Week events.



1st Place Winner Weeclef Archange, Allapattah Branch

- 7th Annual Black History Month Photo Contest – In honor of Black History Month, the Library invited teens to participate in the annual photography contest. The teen photographers captured aspects of African American culture in Miami-Dade County in the categories of architecture, art and lifestyle.



1st Place Winner Israel Powell, North Dade Regional

- 5th Annual Teen Poetry Contest – In honor of National Poetry Month, the Library invited teens to enter in a poetry contest. Past winning poets were featured on WLRN and awarded grand prizes.
- Technology-Based Classes

Coding Classes – Participants of the coding classes used Scratch software to learn the basics of computer programming.

Creative Engineering Laboratory – The Frost Science Mobile Outreach Unit presented hands-on workshops where participants explored the basics of physics, energy, force, friction and electricity.

Geek Wearable Technology – These classes taught the science behind popular gadgets with a hands-on opportunity to create simple technologies using circuits, conductors and resistors.

Make It! Create an Android App – Participants learned to design and create a fully functioning app for Android devices.

Robot Engineering 101 – Participants used LEGOs to build and program robots in the hands-on classes.



Robot Engineering 101 at North Dade Regional

Children and Families

- **Early Literacy** – The Library recognizes its critical role in providing early literacy education to promote school readiness and has developed and implemented classes in this area. Studies have shown that reading skills have a direct effect on a child’s success in school and beyond.
- **Reading Ready** – This initiative provides literacy classes for parents and caregivers of children ages birth to five years. Using stories, songs and movement, library staff and presenters teach various techniques to encourage early literacy skill development.

Baby and Me – The ten-week workshop gave parents an opportunity to learn bonding techniques with their infants.

Music Fundamentals for Babies – The specialized music classes were designed to aid infant development.

Reading Ready Story Times – Children’s librarians provided weekly toddler, preschool and family sessions to teach techniques for improving reading skills.

- **Curriculum Focused on Families of Children with Special Needs** – A top priority for this year, experienced presenters offered customized, all-inclusive workshops to children with special needs.

Just Add Rhythm: A Drum Workshop – An accessible and engaging rhythm and music program, Just Add Rhythm offered an interactive drumming experience to promote physical, mental, emotional and social well-being.

Rockin’ and Readin’: Interactive Music Therapy for All – Using lyrics, meters and rhythmic beats, children improved their motor skills by playing the tambourine and drums alongside a board certified music therapist.



Rockin’ and Readin’ at West Dade Regional

Spectrum All-Inclusive Dance Therapy – The dance therapy class helped children improve their concentration, speech and social interactions through music and movement.

- Partner Sponsored Events

Bass Museum of Art – The museum presented an 8-week Art and Literacy in the Community workshop at Golden Glades Branch and North Dade Regional libraries.

Home Depot Kids Workshop – The hands-on workshop helped children design and build items for their home with easy-to-use tools and materials.

Read-Along, Sing-a-Song with the Florida Grand Opera – The interactive events allowed children to participate in storytelling, singing and music making, led by a trained opera performer.

South Florida Writers Association – The association presented the Meet-the-Local-Author series. Local authors visited libraries and provided readings.

STEAM Zone – Spring Break Classes – During Spring Break, March 20-27, 2015, the Knight Foundation and other organizations sponsored workshops tailored to children and teens with a focus on science, technology, engineering, arts and math.

Sunset Jams – In partnership with the Deering Estate at Cutler and the Village of Key Biscayne, the Library presented cultural events featuring storytelling, music and theater in an outdoor setting.

- Storytelling Miami – A signature event of the Miami-Dade Public Library System, Storytelling Miami explores the unique ways in which books and stories are used by educators (librarians, parents/caregivers and teachers) to enrich and improve the lives of residents in the Miami-Dade community. The ultimate goal is to create an all-inclusive atmosphere that fosters a love for reading and lifelong education.

Family Storytelling Festivals – Each Festival featured a full-day of activities including storytelling, cultural performances, music, art projects and more. The Festivals took place every Saturday from March 21 - April 25, 2015 at the Homestead Branch, Arcola Lakes Branch, Pinecrest Branch, North Dade Regional, West Kendall Regional and West Dade Regional libraries.



Family Storytelling Festivals at North Dade Regional (left) and West Kendall Regional (right)

Sunset Jams – The Library presented a variety of outdoor family events featuring storytelling, music and theater at both library and non-library locations. Sunset Jams were held at Coral Gables Branch, Arcola Lakes Branch, Kendale Lakes Branch, Deering Estate at Cutler, and Village Green Park of Key Biscayne.



Sunset Jams at Deering Estate (left) and Kendale Lakes Branch (right)

Deploying Updated Technology to Address Evolving Educational Opportunities

As part of its role in delivering ongoing educational opportunities for all, the Library recognizes the importance of providing free access to the Internet and related 21st century technologies. Prevalent in the Taskforce’s report were recommendations for the Library to stay abreast of current trends in the industry and to continually expand its infrastructure to provide equitable access to technology and digital content. The Library is addressing these issues by undertaking the following:

Launch of Tablets

As part of its focus on bridging the digital divide, the Library is deploying state-of-the-art Microsoft Surface Pro tablets. By June of this fiscal year, 520 tablets will be in service.

Introduction of Wireless Printing

To provide a high-level of technology access and enhance the customer experience, the Library rolled out wireless printing from personal devices. This service has been implemented at 25 of 48 locations. Mobile wireless printing will be available at all branches by the end of the current fiscal year.

More Online Resources for Education and Job Readiness

The Library introduced several online educational services:

- Tutor.com is a free online one-on-one tutoring service that has been in high-demand with more than 5,700 sessions since its introduction in October 2014.
- Lynda.com offers a wealth of free and engaging online video training tutorials, taught by industry experts, on current software topics. This service has had more than 2,900 logins since its MDPLS launch in December 2014.

- Treehouse.com is an educational platform that teaches students of all levels and ages to build websites and apps and to write code. As students complete tasks, they earn badges that can be shared on their websites, blogs and apps. Students have earned more than 1,100 badges since its launch in January 2015.

These online services address the growing need to have a population that is prepared to enter an improving and more tech savvy job market.

Expanding Partnerships to Increase Our Reach

Based on the recommendations of the Mayor's Blue Ribbon Taskforce, the Library reinforced its commitment to work with existing partners while forging new alliances to extend services and opportunities and to grow the customer-base. MDPLS's relationship with its volunteer support organizations, the Friends of the Miami-Dade Public Library and the Library Advisory Board, continued to strengthen. The Library actively seeks partners who have:

- The ability to work effectively and respectfully with diverse teams and organizations.
- The flexibility and willingness to collaborate to accomplish common goals.
- A shared responsibility for adding value to the community served.

Volunteer Support Organizations

The Library's primary partnerships are with two volunteer support organizations that dedicate time and resources to advancing the Library's mission.

The Friends of the Miami-Dade Public Library

The Friends' mission is to promote library excellence by advocating, volunteering and raising funds for special educational and cultural events in close coordination with the Miami-Dade Public Library System. Through their annual book sale, 10 x 10 Challenge and Miami Moments gala event, the Friends have been instrumental in the continuation and expansion of system-wide events including:

- Storytelling Miami
- Children's Bookmark Contest
- *Reading Ready*
- Summer Reading program
- Teen Read Week

The Friends were an integral part of the Mayor's Taskforce and continue to play a critical role in advocating for resources essential to advancing the Library's work and service to the public.

Library Advisory Board

This group of dedicated volunteers continues to be an integral part of the Miami-Dade Public Library System, providing advice and counsel to the Mayor and Board of County Commissioners with respect to the appropriate means and methods by which adequate public library facilities and services may be provided. The Board was represented on the Mayor's Taskforce and provided important guidance regarding the blueprint for enhanced Library resources, events and services.

Collaborations with County Departments

The Library has established new and expanded partnerships with a number of County departments to offer additional community services.

Community Information and Outreach (CIAO)

New Professional Marketing Assistance- Using an external marketing firm competitively selected by the Department of Cultural Affairs, the Library is utilizing Matrix2 in coordination with CIAO to develop and launch a re-branding campaign, designed to increase awareness in the community of the scope of the MDPLS's services and resources.

Department of Cultural Affairs

The Library has partnered with the Department of Cultural Affairs to provide special needs training for library staff and to offer classes for children with special needs. This year, the Department of Cultural Affairs sponsored American Sign Language interpreters to be present at the six Family Storytelling Festivals. In addition, the Library was invited to become a member of the Department of Cultural Affairs All-Kids-Included Steering Group Committee and to serve on the 2015-2016 Youth Arts Miami Grants panel.

Juvenile Services Department

The Library has developed a partnership with the County's Juvenile Services Department to introduce library services and offer library cards to all juveniles during the intake process.

Elderly Services

The Library is a member of the Elder Issues/Mayor's Initiative on Aging Committee and presented seminars on library resources and programs at senior centers throughout the community. The Library has been invited to be a part of the Age-Friendly Initiative Steering Group Committee.

Parks, Recreation and Open Spaces

Deering Estate at Cutler – The Library presented story times at the Deering Estate, and the Deering Estate presented on-site eco-arts and crafts and science classes at multiple libraries. The Deering Estate is also a Museum Pass program partner.

Summer Reading Program – The Library developed a partnership with Parks allowing attendees of the Parks' Summer Camps to visit a nearby library to enjoy special educational events and to borrow books.

Key Funding Organizations and Partnerships

To date, the Library has received grant monies for new and expanded initiatives totaling \$129,540.

John S. and James L. Knight Foundation

Prototype Fund Grant – This \$35,000 grant has allowed the Library System to look at the feasibility of developing co-working spaces/business incubators at one of these locations: North Dade Regional, Main Library, or West Kendall Regional.

Technology Grant – A \$25,000 technology grant made a number of technology classes available to residents of Miami-Dade County. Through this grant, the Library gave classes, including those offered as part of STEAM Zone – Spring Break Program, in app creation, robotics, and video-making.

The Miami Foundation

The Library was selected as a winner of the Miami Foundation's Public Space Challenge which provided \$2,000 in grant funding for the development of an outdoor area at Arcola Lakes Branch that is now being used as a venue for movies, concerts, and other family-centric events.

Miami Dolphins Foundation

The Miami Dolphins Foundation has been a primary funding partner for MDPLS. In addition to the Summer Reading Program, the \$35,000 grant provided the Library the support needed for yearly campaigns such as Teen Read Week and the Children's Bookmark Contest. These funds also support specialized events at North Dade Regional.

City of Coral Gables

The City of Coral Gables sponsored events such as Handcrafted Book Making & Journaling, Just Add Rhythm: Drumming Program for All, Create an African Gawu Tapestry and Manga Drawing Workshops at the Coral Gables Branch through a \$5,500 grant.

City of Miami Beach, Cultural Affairs Program, Cultural Arts Council

The City of Miami Beach, Cultural Affairs Program, Cultural Arts Council sponsored programs at the Miami Beach Regional, North Shore Branch and South Shore Branch libraries through a \$22,040 grant. Some of these included art classes with local artists, author visits, music concerts, and creative writing workshops.

Key Biscayne Rotary Club

The Key Biscayne Rotary Club sponsored events at the Key Biscayne Branch through a \$1,000 grant. The programs included Balloon-Making Workshop, Drumming with Lela Lombardo and a Magic Show to kick off the Summer Reading Program.

Town of Miami Lakes Education Advisory Board

The Town of Miami Lakes Education Advisory Board sponsored events at the Miami Lakes Branch through a \$4,000 grant. Some of these included the Architecture & Interior Design Program, a Special Effects Makeup Tutorial, and SAT Preparation Classes.

Arts and Cultural Co-ventures

Bass Museum of Art

The Library and the Bass Museum of Art are collaborating in a year-long partnership to host the museum's exhibitions, events and educational workshops at the Miami Beach Regional Library while the Bass Museum undergoes its renovation/expansion. Additionally, the museum provides the Art and Literacy in the Community workshops and is a Museum Pass program partner.

Additional Partner Organizations

The Library also partners with numerous organizations to provide additional services to all segments of the Miami-Dade community:

American Association of Retired Persons (AARP)

This organization provides free income tax assistance at various branches.

Betsy Hotel

The hotel offers a series of author book talks and workshops.

Career Source South Florida

This organization provides one-to-one job seeking, resume and interview skills workshops. This service is offered at West Dade Regional, North Dade Regional, Miami Beach Regional, Hispanic Branch, and Homestead Branch libraries. There are plans to expand this service.

Catalyst Miami

Catalyst Miami offers financial literacy workshops and tax preparation assistance.

Children's Trust

The Library System hosts a number of organizations that receive Children's Trust funding. These organizations provide child development workshops, parenting skills refreshers and literacy building workshops.

Florida Grand Opera

The Florida Grand Opera offers quality programming to the customers of the Miami-Dade Public Library System via a literacy-through-music program.

Florida Licensing on Wheels (FLOW)

Licensing, ID and tag services are provided at the North Dade Regional, North Shore Branch and Coral Gables Branch libraries.

Frost Art Museum - Florida International University

The Frost is a Museum Pass program partner.

Fruit and Spice Park

The park is a Museum Pass program partner.

HistoryMiami

HistoryMiami is a Museum Pass program partner.

Lowe Art Museum, University of Miami

The museum is a Museum Pass program partner.

Miami Children's Museum

The Library has a mutually-supportive partnership with the Miami Children's Museum exchanging story times as well as other arts classes at various branches. The museum is a Museum Pass program partner.

Miami Dade College Early Learning Center

The center provides a number of financial aid and college entrance workshops throughout the Library System for parent/students.

Miami-Dade County Public Schools (M-DCPS)

The Library has a mutually supportive partnership with Miami-Dade County Public Schools which aims to provide library cards and resource access to all M-DCPS high school students.

Miami-Dade County Public Schools Parent Academy

The academy develops workshops on various educational topics geared towards parents. The workshops are hosted at the Homestead Branch, Main Library, Miami Lakes Branch and North Dade Regional libraries.

Miami Lighthouse for the Blind

The Library does frequent class visits to the Lighthouse. In addition, the Lighthouse participated in the Library's annual Children's Bookmark Contest campaign.

Miami Science Museum

The Museum offers a number of science-based workshops at several branches. The museum is a Museum Pass program partner.

Parent-to-Parent of Miami

This organization provides sensitivity training to Library staff and offers workshops on working with the special needs population.

Pérez Art Museum Miami

The museum is a Museum Pass program partner.

University of Miami Families First

Families First offers Baby and Me workshops to the community. The West Dade Regional, South Miami Branch and Kendale Lakes Branch libraries host these popular workshops.

University of Florida/Miami-Dade County Extension

Master Gardeners from this agency provide year-long informational gardening workshops throughout the Library System.

United States Citizenship and Immigration Services (USCIS)

This partnership has established citizenship corners at 13 branches throughout the community. The Library hosts a number of N-600 citizenship ceremonies in its branches and continually provides immigration information via USCIS Neighborhood Resource Units.

Vizcaya Museum and Gardens

The museum is a Museum Pass program partner.

Wolfsonian-Florida International University

The museum is a Museum Pass program partner.

Assessing Capital Needs and Addressing Prioritized Building Issues

The Library is cognizant of the importance of ensuring the structural integrity of all existing facilities as well as the need for all of its buildings and surrounding grounds to be clean, safe and inviting for library customers. Many Library facilities are more than 30 years old and have roofs and air conditioning systems that are significantly beyond their life expectancies. In addition, many facilities are in need of renovation and modernization.

MDPLS continues to focus on updating its physical spaces so that it can strengthen services to all neighborhoods. The Library's goal is to become more conducive for collaborative learning and work in order to best support customer needs. MDPLS works with stakeholders and partners to re-purpose library spaces that are under-utilized, to provide venues for community-focused workshops and seminars, and to develop innovative spaces for 21st century usage.

Air Conditioning Systems and Roofs

The Library has placed special emphasis on bringing the air conditioning systems and roofs in line with their normal operational life cycle, prioritizing repairs and replacements based on the condition of these building elements. For FY 2014-15, the following work has either been completed or is underway as indicated below:

West Dade Regional

The library's air conditioning system chilled water pipes were completely replaced and the cooling tower and chiller unit were rebuilt. The building's five terraces are being sealed and resurfaced. When this phase is completed, exterior walls will be sealed and all joints replaced in order to protect the building from water intrusions.

South Miami Branch

Two air conditioning system chiller units were replaced. Additional work is scheduled to replace the fresh air intakes. Future projects include repairing air conditioning duct and system controls.

Coral Gables Branch

The design phase has begun for the replacement of the air conditioning system chiller, chilled water pump, cooling tower and chilled water pipes.

Coconut Grove Branch

The library will undergo a full air conditioning system replacement, upgrade to the main electrical panel and repairs to exterior walls and roof.

North Shore Branch

Work has commenced to replace the air conditioning system condenser unit, two compressors and the evaporator.

Civic Center Porta Kiosk

The air conditioning unit was replaced.

Little River Branch

The air conditioning system air handler and condenser unit were replaced.

South Shore Branch

Two air conditioning system condenser units were purchased and are ready for installation.

Renovation Projects

Renovation projects throughout the Library System are prioritized annually based on numerous factors, including: general condition of surfaces, finishes and fixtures; life cycle priority of machinery and building systems; length of time since last renovation; condition of nearby branches; and cost of work and availability of funds. In light of these factors and in order to improve the customer experience, the following renovation projects are underway in FY 2014-15.

West Dade Regional

The floor plan has been enhanced to improve the customer experience, including reduced shelving height throughout the Children's Area to create an open concept and offer more space and better visibility. Additional furniture and seating areas are being installed and the computer workstations have been relocated for improved room usage.

Miami Lakes Branch

The interior of the library has been re-painted with a new color scheme. Shelving height has been reduced in the Children's Room to create an open concept and offer more space and better visibility. An Early Childhood Reading Center is being integrated into the facility. Additionally, the outside fascia is being replaced, which will enhance the exterior appearance of the building.

North Dade Regional

Improvements to the Children's Area will include re-painting, reduced shelving height, installation of an Early Childhood Reading Center, and new furnishings to enhance the customer experience.

South Dade Regional

To build on the success of the original YOUmedia Miami project, a second center will be built at South Dade Regional.

Miami Beach Regional

A MakerSpace is a DIY space where people can gather to create, invent and learn. The Library is finalizing the design and layout of a MakerSpace which will include areas for children and adults to work on creative, hands-on activities such as arts and crafts, 3-D printing and other technologies.

New and Future Construction

Northeast Dade - Aventura Branch Library

In the summer of 2015, the Northeast Dade - Aventura Branch Library will open. It is a state-of-the-art, 26,000 square foot facility with two internal courtyards, two public conference rooms, a public lounge and an auditorium with a seating capacity for 100 persons. This facility will offer County residents the latest technology, free Wi-Fi, a large collection of books, digital media, and printed materials, as well as access to all of the free resources offered by the Library System. It will also be the first County library to achieve LEED certification. Additionally, the open floor plan design of this library reflects the new strategic direction of providing customers an innovative, flexible environment for self-directed education, research assistance and instruction, and instructive and enlightening experiences.



Northeast Dade - Aventura Branch under construction

Municipal Partnerships

The Village of Key Biscayne and the City of South Miami have approached the County about real estate partnerships related to the existing branch libraries in their municipalities. These discussions are in the very early stages, but both could potentially lead to new/replacement library facilities in these areas.

Using Metrics to Track Progress and Develop Our Road Map

MDPLS is establishing internal systems and processes to track performance with the goal of better serving customers, including branch performance data, targeted demographic analyses and customer satisfaction surveys. The Library is continuing to focus its resources on its service to the public and to streamline back-office operations wherever possible. It is establishing an ongoing process for gathering, analyzing and leveraging customer and employee insights through focus groups, surveys and advisory groups so the Library can be more responsive to change. Currently, the Library collects data such as the total number of customer contacts, the number of materials (books, DVDs, CDs, audiobooks, etc.) borrowed at each site, and the number of attendees at events. In addition, bi-annual satisfaction surveys and individual event evaluation forms are used to measure effectiveness of Library services provided.

Six months into the current fiscal year, statistics show:

- 3,040,025 customers visited the Library, compared to 2,923,625 customers at the same time last year.
- 3,820,853 total materials borrowed, compared to 4,192,865 at the same time last year. The decrease in the materials borrowed is attributed to the temporary closing of the California Club Branch and the impact of renovations at the Model City Branch.
- 143,693 customers attended Library events, compared to 130,418 at the same time last year.

Workforce Initiatives

Part of the Library's future plan is to develop a well-trained and actively engaged workforce that remains committed to the goals of the institution and to the County as a whole. Library senior staff is being restructured to correspond to and lead the strategic initiatives outlined in this report. The Library has recently created a Community Engagement, Partnership and Programming unit to focus and expand on neighborhood-centric services. The Library will continue to review internal processes to maximize efficiency and output.

Action Plan

An action plan for FY 2015-16 is being developed utilizing public feedback results from the Mayor's Blue Ribbon Taskforce and ongoing consultation with and input from the Friends of the Miami-Dade Public Library, the Library Advisory Board and staff. The strategic directions outlined in this updated Action Plan will serve as a platform upon which to deliver effective and innovative service.

Long-Range Plan

The Library is working with its community partners, including the Friends of the Miami-Dade Public Library and the Knight Foundation, to identify the resources needed to undertake a 3-5 year strategic plan. The objectives are to assess current activities, conduct a comparative analysis of performance based on national standards, establish meaningful metrics to track progress and impact, as well as incorporate best and leading practices in the library field.

Going Forward

MDPLS continues to position itself as a key component of Miami-Dade County's economic development. The Library will continue to deliver equal opportunity in education and ensure that all residents regardless of socioeconomics are enriched through access to research, technology, books, workshops and seminars. Highlights of upcoming services that are being developed include:

Library TechnoBus

This computer classroom on wheels will bring access to technology to high-need neighborhoods. It will teach workforce development skills, offer computer training and introduce 21st century digital literacy skills training.

Mobile Library Services

Direct services to Senior Centers/Adult Day Cares and Juvenile Detention Centers will be achieved by the use of mobile library services.

Software and Hardware Upgrades

A technology-refresh program will provide library customers with the latest technology in desktops, laptops and tablets for the public.

Online Payment Transactions

The Online Payment Module will provide customers with convenient 24/7 access to conduct library transactions.

Capital Planning

An ongoing equipment life-cycle maintenance program will ensure roofs and air conditioning systems are replaced at end-of-life cycles and enhanced preventative maintenance cycles can extend the duration of use.