



P I N A L • C O U N T Y

Wide open opportunity

Pinal County Library District

Strategic Business Plan Alignment Maps

September 30, 2008

Library District Mission

The mission of the Pinal County Library District is to provide information access and support services to County residents so they can fulfill their informational, educational, and recreational needs, and to affiliate libraries so they can experience an enhanced ability to provide library services.



Pinal County Library District

Strategic Business Plan Alignment Map 1 of 4

Issue 1 – Increasing Population

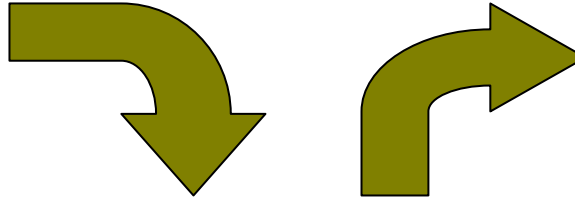
The increasing population growth in un-served areas will, if not addressed, result in:

- Unfulfilled demand for services
- A disparity in service levels throughout the County
- A negative perception of the county's ability to provide services

Issue 3 – Increasing/Changing Level of Service

The increasing and changing levels of service for library district staff demands a reorganization / restructure effort which, if not addressed will result in:

- Increasing and unclear job expectations
- Loss of span of control
- Inefficient delivery of services



The purpose of the **Public Library Services Activity** is to provide informational, educational and recreational services to the public so they can benefit from access to a variety of free services and programs.

1. *% of residents will be within 15 miles of an Affiliate or County library

The purpose of the **Collection Development and Acquisition Activity** is to provide library material services to the public so they can have the ability to borrow from and use a diverse collection of library materials.

1. 40% increase in circulation

LIBRARY DISTRICT DEPARTMENT

STRATEGIC GOAL #1:

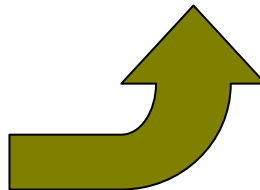
Access

All County residents will benefit from greater access to library services as evidenced by:

- By 2010, 70*% of residents will be within 15 miles of an affiliate or county library
- By 2012, there will be a 75% increase in circulation

Countywide Strategic Priorities

Growth
Regional Leadership





Pinal County Library District

Strategic Business Plan Alignment Map 2 of 4

Issue 2 – Technology Changes/Public Expectations

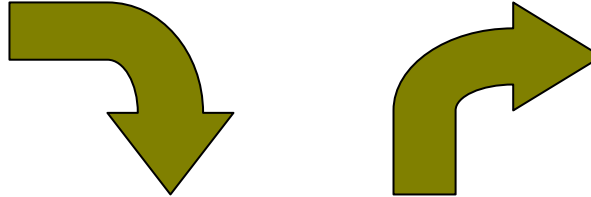
The continuing changes in technology raises public expectations for knowledgeable staff and virtual services (i.e. social networking, Instant Messaging, podcasting, and RSS feeds) which, if not addressed, will result in:

- Reduction in patron base
- Lost relevancy to the community
- Reduced ability to provide for the informational, educational, and recreational needs of the community

Issue 4 – Technology Complexity/Use

The increasing complexity and use of technology by both staff and the public has increased the library's need for I.T. services and will, if not address, result in:

- Public dissatisfaction
- Loss of confidence by affiliate libraries
- Disruption of internal and external processes and services



LIBRARY DISTRICT DEPARTMENT

STRATEGIC GOAL #2:

Current Technology

All patrons will experience a library that uses current technologies and provides access to a wide variety of virtual services as evidenced by:

- By 2010, 80% of libraries will be connected directly to the Florence Data Center via a dedicated library network using T1 data circuits.
- By 2011, 100% of libraries will be connected to the Internet via a dedicated library Internet high speed connection
- By 2011, there will be a 75% increase in visits to the Library District website and online catalog

The purpose of the **Public Library Services Activity** is to provide informational, educational and recreational services to the public so they can benefit from access to a variety of free services and programs.

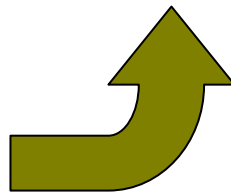
1. *% of residents will be within 15 miles of an Affiliate or County library

The purpose of the **Public Relations Activity** is to provide information dissemination services to the public so they can have access to information about library events and services.

1. 30% increase in visits to the Library District website and online catalog

Countywide Strategic Priorities

Growth
Regional Leadership





Pinal County Library District

Strategic Business Plan Alignment Map 3 of 4

Issue 1 – Increasing Population

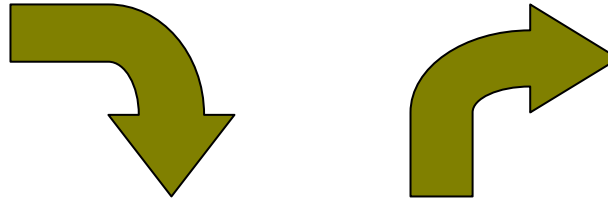
The increasing population growth in un-served areas, if not addressed will result in:

- Unfulfilled demand for services
- A disparity in service levels throughout the county
- A negative perception of the county's ability to provide services

Issue 5 – Material/Supply Distribution

The increasing need for a more efficient and cost effective distribution materials and supplies will, if not addressed, result in::

- Increased wait time for materials
- Increase in public dissatisfaction
- Increased costs
- Inability to meet increased patrons expectations



LIBRARY DISTRICT DEPARTMENT

STRATEGIC GOAL #3:

Distribution

Patrons and affiliate libraries will benefit from a timely and cost efficient distribution of library materials, supplies and equipment as evidenced by:

- By 2010, 90% of time-sensitive materials and supplies will be delivered to affiliate libraries within 3 days.
- By 2013, 75% of patron requested items from within the Library District system will be received within 10 days of request

The purpose of the **Affiliate Library Operational Support Activity** is to provide equipment and library support services to affiliate libraries so they can have the ability to offer enhanced library services to the public.

2. 80% of time-sensitive materials and supplies will be delivered to affiliate libraries within 3 days

The purpose of the **Library Support Services Activity** is to provide consulting, statistical reporting and equipment sharing services to affiliate and branch libraries so they can use the skills and resources of the Library District.

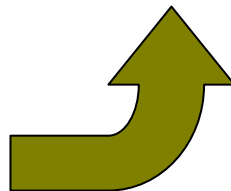
1. 95% of affiliate and branch libraries will respond they were satisfied or very satisfied with the consulting, statistical reporting, and equipment sharing services they received

The purpose of the **Technical Services Activity** is to provide cataloging, database management, and Integrated Library System services to affiliate libraries and the public so they can have access to an updated catalog.

1. 95% of bibliographic records edited and loaded within 2 days of receipt

Countywide Strategic Priorities

Growth
Regional Leadership





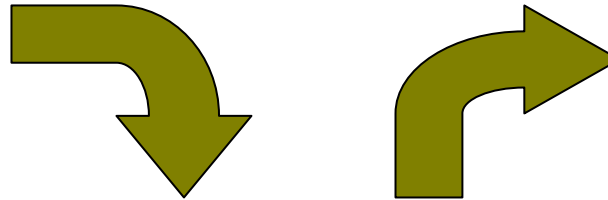
Pinal County Library District

Strategic Business Plan Alignment Map 4 of 4

Issue 6 – Training

The increasing need for training for all library staff will, if not addressed, result in:

- Public dissatisfaction
- Process inefficiencies
- Deterioration of services
- Underutilization of resources
- Higher turnover and lower morale



The purpose of the **Affiliate Library Training Activity** is to provide staff development services to the affiliate library staff and volunteers so they can benefit from a variety of training sessions to improve their library services skill sets.

The increasing need for training for all library staff will, if not addressed, result in:

1. 10% increased attendance in affiliate library staff trainings offered by the Library District
2. 10% increase in the number of training sessions for affiliate library staff offered by the Library district

LIBRARY DISTRICT DEPARTMENT

STRATEGIC GOAL #4:

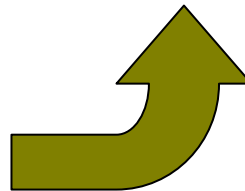
Training

Patrons will experience better customer service and increased confidence in library staff as evidenced by:

- By 2011, 20% increased attendance in affiliate library staff training offered by the Library District
- By 2011, 20% increase in the number of training sessions for affiliate library staff offered by the Library District

Countywide Strategic Priorities

Growth
Regional Leadership





Pinal County Library District Cross-Cutting Issues and Goals

Issue #4: I.T. Services

Strategic Goal #2: Current Technology

Cross Cutting with: I.T.

Need(s): Effort to be attentive to the special projects of the Library District, along with an agreement of delivery times, and specifics; to be more flexible in what the Library District is able to offer on the Website in order to provide for information needs to the public and be competitive to neighboring library systems.

Issue #4: I.T. Services

Strategic Goals: #2 - Current Technology; #3 - Materials & Supply Distribution

Cross Cutting with: I.T.

Need(s): An increase in response time to work orders in our outlying affiliate libraries.

Issue #5: Distribution

Strategic Goals: #2 - Current Technology; #3 - Materials & Supply Distribution

Cross Cutting with: Finance

Need(s): Attention to detail in the requisitions sent to Finance with the specifics of our order; if changes need to be made there needs to be communication from procurement to our department prior to the decision; better communication is needed on the processes and protocol for purchasing, as there seems to be some inconsistencies in what was ordered to what was received. Library District needs copies of invoices so that charges match goods and services ordered.