PANHANDLE PUBLIC LIBRARY COOPERATIVE SYSTEM

ANNUAL PLAN OF SERVICE
October 1, 2024- September 30, 2025

Introduction

The Panhandle Public Library Cooperative System (PPLCS), a Florida Special District, was established in October 1992, under Florida Statutes Title XVIII Chapter 257.171 as the administrative office for the multi-county library cooperative system comprised of Calhoun, Holmes, and Jackson counties. PPLCS operates under the Uniform Special District Accountability Act, Title XIII Chapter 189, Florida Statutes and is funded under the provisions of the State Aid to Libraries Grant program, which is administered by the Florida Department of State's Division of Library and Information Services. A nine-member Board consisting of the three Library Directors and two appointees from each member county governs the cooperative. The PPLCS budget supports the goals and objectives of the Long-Range Plan and the Annual Plan of Service.

Cooperative Profile

PPLCS covers more than 1,963 square miles. The service area is primarily rural, with the largest urban concentrations in Blountstown, Bonifay, and Marianna.

	Calhoun County	Holmes County	Jackson County
Population 2020	13,648	19,653	47,319
Population 2028*	13,675	20,024	47,763
Children in poverty	28.8%	21.5%	31.2%
Poverty rate	19.9%	16.6%	19.2%
Unemployment rate	4.1%	4.5%	4.4%
% of students at or above reading level	62%	46%	62%
High School graduation rate	93.8%	81.5%	76.6%

Data provided by Florida Chamber of Commerce https://thefloridascorecard.org
**Gale Business: Demographics Now provided by the Florida Electronic Library: www.flelibrary.com*

Approved by the PPLCS Board 11/20/24

Goals and Activities

Goal 1: *Users of PPLCS member libraries have access to resources, services and collections that meet their recreational, informational, and cultural needs.*

Activities:

- The FY2024-25 PPLCS Budget reflects the use of grant funds to grow and promote the use of PPLCS's physical and digital collections.
    - The implementation of a new online public access catalog by Aspen in 2023 enabled libraries to display all physical copies of library holdings in addition to Hoopla and OverDrive (PLAN) digital content. PPLCS will integrate a second OverDrive subscription (NEFLIN) in the coming year, and continue to expand on the content available to patrons in the catalog by implementing LibCal calendar software so library events are displayed in search results.
    - PPLCS will add MessageBee SMS and email marketing services to the list of cooperative library benefits. MessageBee lets member libraries send graphic-rich responsive content to targeted recipients, increasing visibility to library services and collections that the public may not be aware of.
    - PPLCS continues to provide hundreds of digital magazine titles through its PLAN OverDrive and Hoopla subscriptions. Patrons can sign up to have individually selected magazines delivered automatically as each new issue is released.
    - Monthly standing order book plans of newly released titles by best-selling authors will be delivered directly to each member library and funded by PPLCS.
    - PPLCS increased funding to purchase digital titles specifically requested by library users through OverDrive.
    - Training opportunities will be made available for library staff so they are confident in instructing patrons on how to access the library's digital collections and services, and the catalog's LiDA app.

- PPLCS will focus on the cultural needs of community users by providing special programs and events for all ages at member libraries.
    - PPLCS will coordinate and schedule special programming throughout the year for adults, teens, and children.
    - PPLCS will continue to apply for Florida Humanities Grant funding as it is available, to offset the cost of special programs.
    - PPLCS staff will create publicity campaigns in MessageBee to assist libraries in promoting these additional special events and programs.
    - The integration of LibCal library calendars into PPLCS's Aspen catalog brings extra visibility to library events by including them in relevant search results, along with physical and digital materials.

Goal 2: *PPLCS member library users of all ages have access to programs and services that support life-long learning.*

Activities:

- PPLCS provides continuing education to member library staff by funding access to the regional multi-type library cooperative PLAN (Panhandle Library Access Network). With membership, PLAN offers a variety of staff training opportunities, both in person and online, so staff at member libraries are knowledgeable about current trends and technologies and can better assist library users.
- The cost of PLAN membership also includes Universal Class, an online learning platform with over 600 courses that patrons can participate in at their own pace, fostering continuous personal growth and knowledge sharing.
- The Aspen catalog includes links to and information from the Florida Electronic Library (FEL). The FEL is supported by funding from the State Library of Florida, and its portal connects Florida residents with over 190 million articles, ebooks, videos, and other resources.
- PPLCS coordinates and schedules entertaining educational programs for all ages throughout the year at member libraries.

Goal 3: *PPLCS and member libraries have trained and motivated staff to provide proficient, courteous, and professional service to the public.*

Activities:

- PPLCS will continue to pay PLAN membership dues for PPLCS member libraries, allowing staff to participate in the many training opportunities they provide.
- A *Plan @ Your Library Training Grant* will be pursued to offset the cost of employee training on the new MessageBee SMS and Email marketing software.
- The PPLCS Administrator will proactively work with the ByWater Solutions techs to resolve any Koha or Aspen issues as quickly as possible and will communicate any software upgrades or known issues to member Library Directors as soon as they are known.