



TAMPA BAY
LIBRARY
CONSORTIUM

TBLC Annual Report 2017- 2018

In 2017 - 2018, TBLC had a lot of transition with both Charlie Parker and Beth Farmer leaving. Diana Silveira acted as the Interim Director with Jim Walther starting in November. Meanwhile, TBLC continued to thrive offering member libraries and libraries statewide an array of services.

WHAT WE DO



Ask a Librarian



Regional Continuing
Education



Statewide Delivery



Florida Library
Webinars



Reciprocal Borrowing



Video Production

WHO WE ARE

TBLC STAFF

Diana Silveira, Interim Director
Vickie Frost, Administrative Services Manager
Kelly McDonald, Continuing Education Manager
Elise Aiello, Member Services Coordinator
Toby Riesterer, Media Content Producer
Matt Smith, Systems Administrator
Vikki McLean, Continuing Education Assistant
Mike Thompson, AAL Programmer

2017- 2018 BOARD

Executive Board

Eric Head
Andrew Breidenbaugh
Susan Sharpe
Cheryl Morales
Ava Ehde

Directors

Todd Chavez
Lisa Johnston
Sean McGarvey
Susan Jacob
Kresta King
Mary Beth Isaacson
Matthew Bodie

PROGRAM HIGHLIGHTS

ASK A LIBRARIAN

Ask a Librarian helps Florida residents a way to get help 84 hours a week via live chat, email, and SMS. Last year, 60,224 transactions were conducted. This included 36,509 chat, 4,459 SMS and 19,256 email questions.

STATEWIDE DELIVERY

390,393 orange bags moved throughout Florida libraries enabling InterLibrary Loan and Reciprocal Borrowing between libraries.

MEMBER SERVICES

84 videos were created last year to promote regional library services and to provide training to members. They are posted on our YouTube Channel [youtube.com/user/TBLibraryConsortium](https://www.youtube.com/user/TBLibraryConsortium)

TBLC's OverDrive Project purchased 4,868 ebooks and 688 audiobooks in 2017-2018.

RECIPROCAL BORROWING

13 counties participated in Reciprocal Borrowing. The program had 11,944 registered individuals who borrowed 110,812 items.

FLORIDA LIBRARY WEBINARS

TBLC manages the statewide program Florida Library Webinars (floridalibrarywebinars.org) to provide introductory web-based learning focused on technology, library-specific skills, and soft skills such as customer service and supervisory skills.

Last year, there was 135 live webinars and a library of 1,010 webinars was available to all Florida Library Staff.

REGIONAL CONTINUING EDUCATION

TBLC provided 14 in-person training opportunities and 21 online training sessions. In addition, we had 56 recorded sessions.

Highlights included a new hybrid course which blended in-person and online learning called, "The Complete Guide to Marketing" and an Experience workshop "Customer Service Experience: In the Patron's Shoes."

We also had three mini-conferences:

- VIP: The Shift
- Tech Conference
- VIP: Planning for Change and Changing the Plan

FLORIDA LIBRARY DIRECTORS' MEETING

TBLC hosts the annual Florida Library Directors' Meeting in partnership with the State Library of Florida. In October 2017, the event was in Tallahassee with 120 in attendance.