

Lee County Library System Long-Range Plan October 2018-September 2021

- While maintaining our standard of service for current library users, the Lee County Library System will actively seek out non-users and the underserved. We will strive to increase awareness of library services and to become a part of daily life in Lee County.

Core Services: Programs, People, Resources, and Places. We recognize that these services are interconnected; each one relies upon the other and is critical to our success.

Places

Places are where everything comes together. Library places are both physical and virtual. It is in these places where we provide our resources, offer our programs, and where people can come together. The library place provides the opportunity to learn, to relax, to try things, to browse, to ask, and to seek. It is many things and it is different for everyone.

People

People are the foundation of libraries. People come into our branches, visit the bookmobile, use our online resources, check out books, attend programs, and ask us questions. Our staff are there to assist people when they visit, when they call, and when they access services online. Staff keep everything running smoothly by ordering materials, processing, and making them available. They plan programs, find answers, and share information.

Resources

Resources are the materials that the library provides to our users and supplement our programs. Our resources may be physical or virtual. Today "book" means more than ever--ebooks, audiobooks, large print books, books in other languages, and books for the blind. We also have DVDs, kits, newspapers, and magazines. Electronic materials supplement our standard resources and provide access for patrons who want to use online resources such as encyclopedias, directories, testing, language learning, and more, all available when and where they want.

Programs

Programs are the platform of the library. It is where we meet people to share the story of our resources, our people, and our places. Story time for children, summer reading programs, and English Café spark the love of reading and the importance of literacy. We provide service to the community through informational programs such as Habitat for Humanity, AARP tax assistance, and computer classes. The library offers cultural programs such as book discussions, concerts, and lectures where people learn new things and interact with new people. Library staff members also go into the community to share resources and information at schools, adult living facilities, clubs, organizations, and low-income communities.

- Reinvent library mobile services in Lee County.
- Increase outreach. We want to meet people where *they* are and create a community presence.
- Evaluate branch resources, programming, and services. Use that information to adapt and best meet the needs of branch communities. Recognize the uniqueness of each location while maintaining system-wide standards.
- Increase involvement with county departments by developing equally beneficial partnerships.
- Plan for future growth utilizing county resources and analysis to make sure libraries are in the best places and are the best spaces to meet the needs of the citizens of Lee County.
- Explore ways to expand partnerships in support of programming and benefit all participants.
- Improve staff engagement by providing support, training, and networking opportunities. We want staff to stretch themselves and to get more satisfaction from their jobs which will lead to improved customer service.
- Reimagine collections. Create a system-wide balance between depth of coverage and satisfying user wants and needs in a way that maximizes our materials budget.
- Increase cardholders and users.
- Develop and expand the digital environment to improve the online experience for both external and internal users.
- Increase the number of literacy events and the number of event locations throughout the county.
- Encourage county departments and staff to utilize the library's resources and staff expertise.
- Reimagine and refocus long-standing programs such as the Reading Festival and Summer Reading.
- Capitalize on the District structure. Identify and implement ideas to increase cooperation and support among staff within districts. Create opportunities for operational improvements and problem solving.