

# Lee County Library System

## Annual Plan, Oct 2021-Sept 2022



### Introduction

The Lee County Library System developed the 2021-2024 Long Range Plan by focusing not just on what we want to accomplish for our community but on how the COVID-19 pandemic continues to impact and change library services. This plan is about expanding on the basics, continuing to improve how we deliver our core services, and recognizing the major shift in how citizens want to interact with us. While daily services and tasks continue to be critical to our overall success, the goals outlined in our Long-Range Plan have been selected to reach the underserved, engage staff, and make connections.

Much like our core services are interconnected, each goal in our Long-Range Plan builds upon and impacts others. For this Annual Plan, we have selected five of our nine goals to emphasize, knowing that our progress on these will carry-over and help us on the path for the remaining goals.

### Core Services

**People** are the foundation of libraries. People come into our branches, access outreach services, use our online resources, check out materials, attend programs and ask us questions. Our staff 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.

**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 reach the community through informational and cultural programs such as Habitat for Humanity, Small Business Development, book discussions, concerts, computer classes and lectures where people learn, are entertained and interact with new people. Library staff members go out into the community to share resources and information at schools, adult living facilities, clubs, organizations, and low-income communities.

**Resources** are the materials which the library provides to our users and use to 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, test prep, language learning, and more, all available when and where they want.

**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.

We recognize that these services are interconnected; each one relies upon the other and is critical to our success.

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### Goals and Tasks, FY2021-2022

Plan, create, and maintain safe, inviting, accessible, and effective library facilities.

- Maximize use of Major Maintenance funds.
- Finalize the Library Facilities Master Plan.
- Evaluate impact of pandemic operations and make recommendations.
- Encourage branches to improve reporting, broaden awareness, and embrace a "be-your-patron" perspective.

Use technology to reach patrons, to improve workflow and staff productivity in innovative and purposeful ways, and to improve the customer and staff experience.

- Pursue a discovery layer for the Library's public access catalog to improve the customer experience
- Evaluate pandemic operations and make recommendations for continuing or new services.
- Pilot new self-service options.
- Explore and evaluate online card registration and renewal.

Provide support, networking, and development opportunities for staff to improve engagement and satisfaction.

- Develop avenues for communication and information exchange between staff.
- Create and utilize working groups to expand input for system-wide decisions.
- Evaluate and update library system mentoring program.

Expand library outreach in Lee County by growing partnerships, reaching out to the underserved, and increasing our community presence.

- Evaluate existing partnerships and develop new partnerships, including leveraging existing county partners, with a focus on organizations who work with the underserved.
- Implement mobile services plan.

- Maximize outreach opportunities with a focus on increasing venues throughout the county.
- Evaluate, improve, expand and modernize communication for the Books-by-Mail program.

Connect county departments and employees to library resources and services.

- Utilize employee portal to share library resources and services.
- Develop pilot program to provide service to county employees in meeting job expectations and goals.
- Create an *Introduction to Library Services* course for NeoGov Learn.
- Work with county locations near branches to provide regional service alerts.