Lee County Library System

Long Range Plan
Oct 2021-Sept 2024

Goals

- Maximize customer service opportunities.

- Connect county departments and employees to library resources and services.

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

- Develop the online experience to improve ease of use, findability, and to tell our story.

- Build on, improve, and create additional channels of communication with the public and staff.

- Offer services, materials, and programs to meet the ever-changing needs of new and existing patrons.

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

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

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

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

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

People

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

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

Resources are the materials that 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, testing, language learning, and more, all available when and where they want.

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.