

# Lee County Library System

## Annual Plan, Oct 2024-Sept 2025



### Introduction

The Lee County Library System Long Range Plan for 2024-2029 serves to focus not just on what we want to accomplish but how the growth and development in our community is a driver for change to library services. We continue to work on improvements in how we deliver our core services and respond to how citizens want to interact with us. While daily services and tasks are 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 our progress on these will help us on the path for the remaining goals.

### Core Services

**People** 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, call and access services online. Staff keep services running smoothly by ordering, processing, and making materials available, planning programs, finding answers and sharing 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 Small Business Development, Community Conversations, 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 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, braille and books in many languages. We have DVDs, kits, newspapers, and magazines. Our electronic materials provide access to patrons who want to use online resources such as encyclopedias, directories, genealogy, testing, 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 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 these services are interconnected; each one relies upon the other and is critical to our success.

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### Goals and Tasks, FY2024-2025

Maximize customer service opportunities.

- Foster a welcoming library experience for all visitors and users wherever and however library service is accessed.
- Increase awareness of library services through diversified and innovative marketing strategies.
- Explore individualized, customized, and curated library services to meet the evolving needs of our community.

Connect county departments and employees to library resources and services.

- Investigate the addition of library card registration as part of Lee County's online onboarding process.
- Develop a library card registration initiative directed at current Lee County employees.
- Offer a Library Services Roadshow to departments of Lee County government.

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

- Review and create a multi-year improvement plan for library grounds and exterior spaces.
- Update our 5-year furniture replacement plan.
- Assemble a staff task force to review, improve, and communicate safety and emergency procedures for all locations.

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

- Identify opportunities to create system-wide working groups and ad hoc committees to support short-term initiatives
- Provide career development and training to all levels to build to skills and knowledge through informal and formal mentor and coaching systems.
- Develop avenues for communication and information exchange between staff.

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

- Implement a discovery layer for the Library's public access catalog.
- Continue implementation of online card registration and renewal.
- Evaluate and pilot self-service options.
- Explore e-commerce opportunities.