



Long Range Plan

Oct 2024-Sept 2029

Goals

- Offer services, materials, and programs to meet the ever-changing needs of new and existing patrons.
- Enhance the online experience to improve ease of use, findability and tell our story.
- Maximize customer service opportunities.
- Plan, create, and maintain safe, inviting, accessible, and effective library facilities.
- Build on, improve, and create additional channels of communication with the public and staff.
- Develop 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.
- Provide support, networking, and development opportunities for staff to improve engagement and satisfaction.
- Connect county departments and employees to library resources and services.

As Lee County grows, the Lee County Library System will maintain our high 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 the broad range of free library services and become a part of daily life in Lee County.

Core Services: People, Programs, Resources, and Places. We recognize 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, 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

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

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

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.