



**II. FISCAL IMPACT ANALYSIS**

**A. Five Year Summary of Fiscal Impact:**

Fiscal Years	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>	<u>2025</u>
Capital Expenditures	<u>4,167,235</u>	<u>4,375,597</u>	<u>4,594,377</u>	<u>0</u>	<u>0</u>
Operating Costs	<u>57,740,193</u>	<u>60,627,203</u>	<u>63,658,563</u>	<u>0</u>	<u>0</u>
External Revenues	<u>(1,007,606)</u>	<u>(1,057,986)</u>	<u>(1,110,886)</u>	<u>0</u>	<u>0</u>
Program Income (County)	<u>371,440</u>	<u>390,012</u>	<u>409,513</u>	<u>0</u>	<u>0</u>
In-Kind Match (County)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>NET FISCAL IMPACT</b>	<u>61,271,262</u>	<u>64,334,825</u>	<u>67,551,566</u>	<u>0</u>	<u>0</u>
# ADDITIONAL FTE POSITIONS (Cumulative)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

Is Item Included in Proposed Budget? Yes X No       
 Budget Account No.: Fund 1180 Agency 320 ORG 3200 Object Various

Reporting Category \_\_\_\_\_

**B. Recommended Sources of Funds/Summary of Fiscal Impact:**

Requested Department Budget for FY 2021 is pending final approval and based on estimated expenditures and appropriations. The proposed FY 2021 Budget is sufficient to cover the first year of the FY2021-2023 Long Range Plan.

C. Departmental Fiscal Review: Alicia Garrow  
 (Alicia Garrow, Director Library Finance & Facilities)

**III. REVIEW COMMENTS:**

**A. OFMB Fiscal and/or Contract Dev. And Control Comments:**

Debra Lawrence 8/7/2020  
 OFMB 8/7/2020 AP 8/7/20

J. S. Jacoby 8/11/2020  
 Contract Dev. And Control

**B. Legal Sufficiency:**

Anne Tolbert 8/13/2020  
 Assistant County Attorney

**C. Other Department Review:**

\_\_\_\_\_  
 Department Director

**Resolution 20-01**

**Library Advisory Board  
of the  
Palm Beach County Library System**

Whereas, the Library Advisory Board represents the Library to the Board of County Commissioners in matters pertaining to library service; and

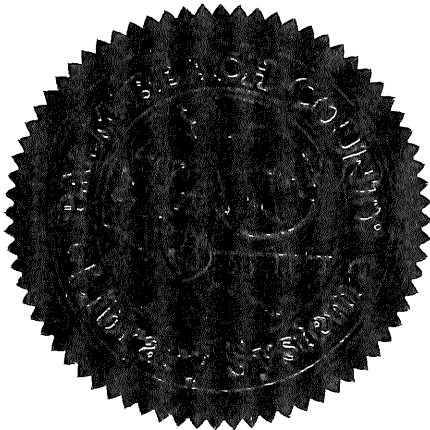
Whereas, our role is to provide policy, budget, and other recommendations to the Board of County Commissioners; and

Whereas, the purpose of the Library's long-range plan is to provide strategic guidance for the delivery of library services over the next three-year period; and

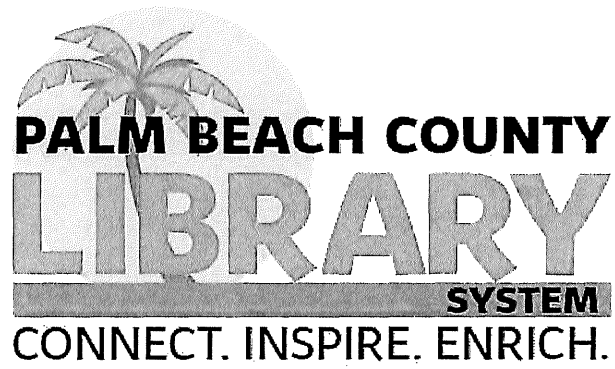
Whereas, Library staff has diligently researched and prepared the FY 2021-2023 Strategic and Long-Range Plan; and

Whereas, this Board has reviewed the Library's Strategic and Long-Range Plan and supports its adoption;

NOW THEREFORE BE IT RESOLVED that the Library Advisory Board of the Palm Beach County Library System, meeting on July 13, 2020, voted to endorse the Palm Beach County Library System's Strategic and Long-Range Plan for FY 2021-2023.



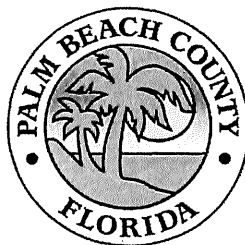
*Mary Kendall*  
Mary Kendall, Chair



*Strategic and Long-Range Plan*  
*FY 2021-2023*

Palm Beach County Library System  
3650 Summit Boulevard  
West Palm Beach, FL 33406

July 2020



September 1, 2020 3N1  
Attachment 2

*Board of County Commissioners*  
*Palm Beach County*

**MAYOR**

Dave Kerner

**VICE MAYOR**

Robert S. Weinroth

**MEMBERS**

Mary Lou Berger

Mack Bernard

Melissa McKinlay

Hal R. Valeche

Gregg K. Weiss

**COUNTY ADMINISTRATOR**

Verdenia C. Baker

**ASSISTANT COUNTY ADMINISTRATOR**

Todd Bonlarron



*Library Advisory Board*

*Palm Beach County Library System*

**CHAIR**

Mary Kendall

**VICE CHAIR**

Erasmo Haibi

**MEMBERS**

Megan Bob

Miriam Bracero-Rosario

Alice Chambers

Dr. Ronald Giddens

Joseph Glucksman

Gloria Kelly

Linda Knox

Salvatore (Sam) Manuele

Catherine North

Marilyn Parmet

Regis Wenham


Ellen Winikoff

## ***Library Administrative Staff and Strategic Planning Team***

**Aurora Arthay**, Assistant Director  
**Margaret Barry**, Wellington Branch Manager  
**Barbara Bednarek**, Wellington Assistant Branch Manager  
**Jennifer Bennett**, Technical Services Manager  
**Jayme Bosio**, Government Research Services Librarian  
**Peter Bransche**, Director, Library Information Technology Division  
**Pamela Bruner**, Collection Development Manager  
**Stacey Burford**, Librarian II, System's Children's Services  
**Tom Cipullo**, Technology Instruction Librarian  
**Michelle Corrales**, Library Associate III, Community Engagement  
**Adam Davis**, Director, System Services  
**Maribel de Jesus**, Multicultural Outreach Services Librarian  
**Jessica Doyle**, Librarian II, System Children's Services  
**Marianne Estrada**, Adult Literacy Project Coordinator  
**Jennifer Gallagher**, Library Training and Technical Assistance Supervisor  
**Alicia Garrow**, Director, Library Finance & Facilities Division  
**Ron Glass**, Access Services Manager  
**Robyn Hemond**, System Children's Services Coordinator  
**Nicole Hughes**, Integrated Marketing Communications Manager  
**Chris Jankow**, System Activities Coordinator  
**Henrik Laursen**, Jupiter Branch Manager  
**Lynlee Lebensart**, Main Library Manager  
**Lindsey McMullen**, Community Engagement Manager  
**Ann Nelson**, Volunteer Coordinator  
**Cat Ng**, Electronic Resources Training Coordinator  
**Elizabeth Prior**, Director, Branch Public Services  
**Sarah Smedley**, Talking Books Librarian  
**Wendy Stacy**, Senior Secretary  
**Karen Stroly**, North Area Coordinator  
**Andrea Taylor**, Personnel Services Coordinator  
**Eileen Taylor**, Administrative Assistant  
**Amanda Woolf**, Librarian II, AV & Electronic Resources

### ***Library Director***

Douglas Crane



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## *Introduction*

The purpose of the Palm Beach County Library System's Strategic and Long-Range Plan is to provide strategic guidance for the delivery of library services over the next three years. It outlines a vision of outstanding library service for residents of the Palm Beach County Library District.

This plan reflects changes occurring in our community and in the information environment. Our community is becoming more complex and diverse. The information environment is also evolving rapidly with more materials, information, and services available electronically.

We strive to meet the challenges of changing technology and population growth. While continuing to meet the needs of those who seek traditional services in traditional formats, the Library also recognizes the demand for new technology. Our goal is to apply new information technology based on community need as indicated by feedback from library members, while striving toward national benchmarks for services.

The Library System's mission is *to connect communities, inspire thought and enrich lives*. The combination of material formats and services offered will be determined by community needs, cost and value received, and availability of funding.

To make this plan a reality, the Library System needs critical support and active collaboration. Improvement in services must be based on continuous consultation with all library stakeholders: citizens at large, Library District residents, library users, Library Advisory Board, Friends of the Library, Board of County Commissioners, County Administration, library staff, and all others who value the information, knowledge, and wisdom that libraries can provide.

## *Basic Information about the Library*

### **STRUCTURE**

The Palm Beach County Library System (PBCLS) operates as a department of county government. The Board of County Commissioners is the Library's governing body, and the Library Advisory Board represents the County Commission to the Library in matters pertaining to library service and the means to meet objectives.

### **LIBRARY DISTRICT**

History: The Palm Beach County Library District was established by the passage of a Special Act of the Florida Legislature in 1967. This Act allowed the Board of County Commissioners to establish a library system and a dependent taxing district to support it. The district was to be made up of all areas of Palm Beach County not taxed by a municipality for library services. In 2000, the act was codified and revised to provide various options for capital funding.

Current Status: The District consists of the unincorporated area of Palm Beach County plus 24 municipalities that do not tax their residents for library purposes. Reciprocal borrowing privileges are provided to residents of Boynton Beach, Delray Beach, Lake Park, Lantana, Lake Worth Beach, North Palm Beach, Palm Springs, Riviera Beach, and West Palm Beach under the guidelines for receiving a State Aid to Public Libraries grant and through membership in the Library Cooperative of the Palm Beaches.

Borrowing privileges are also offered to any child residing in or attending school through grade 12 in Palm Beach County and to any teacher in licensed K-12 institutions.

Future: Census figures reflect the following population growth in the Library District:

1970	141,100
1980	293,486
1990	534,578
2000	731,460
2010	834,289

Much of the county's past growth has occurred within the area served by the Library System. This trend is expected to continue and will decidedly shape the future of our Library System.

## **DEMOGRAPHICS**

From 2000 to 2020, the population of the Library District grew from 731,460 to 957,575 (estimated), a 31% increase.

According to the U. S. Census Bureau, the 2018 estimate for Palm Beach County's Hispanic population was 22.9% of the total County population; the national figure is 18.3%. The 2018 estimate for Palm Beach County's Black/African American population is 18.4% of the total County population; the national figure is 12.7%.


The median age for Palm Beach County is 44.9 years and the percentage of those 65 and over is 23.9%, compared to the national figures of 38.2 years and 16%, respectively.

## **SUMMARY OF SERVICES**

The Library System serves an area comparable in size to the state of Delaware. Service is provided through the Main Library, sixteen branches, and a logistical support center. Access Services includes a Bookmobile, Talking Books and Books-by-Mail, while Community Engagement offers Adult Literacy Tutoring and Outreach to Day Care programs. In Fiscal Year 2019, the Library lent over 9.3 million items and answered more than 1.5 million research questions.

## **COLLECTION**

The Library provides access to holdings of over 1.88 million items and offers expanding access to electronic information. Further access to both hard copy and electronic information is provided by participation in regional, state, and national networks which allow reciprocal access to resources of all member libraries.



## **STAFF**

The FY 2020 staffing complement consists of 503.300 FTE (full-time equivalent) employees. These figures represent 448 permanent, merit positions, of which 135 are Librarians, and 127 temporary positions. These figures include the positions for the Canyon Branch which is expected to open in FY2023.

## **FACILITIES**

Multiple library branches serve as Early Voting locations and polling places during elections. As required by law, all locations distribute and collect Florida voter registration applications which are date stamped by Library staff before being forwarded to the Supervisor of Elections Office.

As the buildings that were completed during the Library Expansion Program II age, increased building maintenance costs can be expected. Moving forward, the Library must fund ongoing small capital projects to ensure that the facilities remain safe, attractive and well-maintained.

As the County experiences increases in population and continued growth, the Library System will need to plan for additional library expansion projects and renovations. The new Canyon Branch is planned to be built in the Canyon Town Center in western Boynton Beach and is projected to be completed in 2023. The Wellington Branch and the Lantana Road Branch are scheduled for renovations in FY2021 and both are expected to be closed for nine to twelve months.

## FINANCIAL SUPPORT

The Library's proposed budget for Fiscal Year 2021 is \$73,557,513. As in the past, we continually seek alternative revenue sources to supplement ad valorem funding.

For example:

- Impact Fees are used for opening day collections of library materials and building construction to the extent possible.
- A \$55 million bond issue was approved by Library District voters in November 2002 to fund the second Library Expansion Program.

The following alternative revenue sources are sought on an ongoing basis:

- Funds distributed as a part of the Universal Service Fund (E-Rate) discount program will partially defray telecommunication costs.
- Commission approval to fund Impact Fees at the maximum level has been accomplished.
- All other grant opportunities are explored and, where practical, applications are filed.
- The Friends of the Library plan fundraising projects to purchase special equipment for new and renovated branches.
- A U.S. Passport processing program will be implemented at the Main Library as a service to the public.

## *Executive Summary*


The Palm Beach County Library System has a vision to open minds to a world of unlimited possibilities. We strive to achieve this vision each day through our mission to connect communities, inspire thought and enrich lives.

In 2017, library staff updated and modernized the Long-Range Plan to align it with the Library's Vision and Mission statements. This Plan addresses community needs and emerging trends to maximize the Library's impact throughout Palm Beach County. It serves as a guide for the Library's future development as a cornerstone of a well-informed and educated community.

As a vital part of the strategic planning process, Library staff sought the input of the community. Community forums were held in locations across the County, both at Library System locations and at various offsite locations, where residents gave their feedback concerning the community's needs and ways the Library can help meet those needs. Additional feedback was obtained through an in-house survey, interviews with non-users, and by asking for suggestions from children and teens. The information gained from this feedback continues to serve as the basis for this Plan.

When developing the FY2021-2023 Strategic Plan, the COVID-19 pandemic and upcoming branch renovations were considered. As a result of the current COVID-19 pandemic, the Library System is facing unprecedented challenges with an uncertain timeline. The Plan for FY2021-2023 has been updated to reflect the anticipated changes brought about by the pandemic with a shift toward providing more electronic resources and transitioning to virtual services and activities. In addition, the Wellington Branch and the Lantana Road Branch will be undergoing renovations in FY2021; both branches are expected to be closed to the public for nine to twelve months.

The Palm Beach County Library System's Mission Statement is the heart of our Long-Range Plan and embraces the following three components:

- Connect Communities
  - Inspire Thought
  - Enrich Lives
- 

The Library will achieve each of these components of the mission through goals, objectives and activities. This Plan sets guidelines for accomplishing our mission, and it communicates our commitment to provide excellence in library service. This Plan was developed by Library staff with input from the Library Advisory Board, County Administration, and Library users.


### **Connect Communities**

The Library “connects communities” by encompassing three goals which include enhancing the role of the library in the community, promoting inclusivity and embracing diversity, and providing opportunities for individuals and organizations in the community to become involved with the Library.

The Library will enhance the role of the library in the community by encouraging more visits to library locations and the library’s website and increase the use of the mobile app, by improving the literacy skills of children through the ABC Kit program and by providing Bookmobile service to communities located at least 3 miles from a library or with limited access to transportation.

The Library will promote inclusivity and embrace diversity by striving to recruit and retain a diverse staff, by providing adult literacy tutoring and English Exchange activities, and by developing foreign language collections and presenting multilingual activities to meet community needs. Immigrants and refugees will be welcomed through participation in the library’s citizenship-related classes and naturalization ceremonies. Activities and events for individuals with physical and cognitive disabilities will be developed and tailored for these specific audiences.

The Library will provide opportunities for community members and organizations to become involved with the Library by assisting the Friends of the Palm Beach County Library System with their fundraising efforts, by providing volunteer opportunities for adults and students, by seeking new for-profit and/or non-profit partnerships, and by maintaining library representation on community group, civic organization, governmental and non-profit boards and committees. The Library will help address food insecurity in the community by providing meals through partnerships with other community organizations and by hosting Supplemental Nutrition Assistance Program (SNAP) benefit consultations.



### **Inspire Thought**

The Library “inspires thought” through two main goals: providing the public with free access to library materials in a variety of formats, both for borrowing and for research, and by providing a welcoming environment to spark creativity, stimulate thoughtful conversation and encourage collaboration.

The Library will provide access to electronic content, online research tools and physical materials to meet the needs of the community. The collections will be maintained to ensure currency of materials and to meet the number of holdings per capita recommended by the *Florida Public Library Outcomes & Standards*. Research services offered by the Library will provide prompt and accurate information to all Palm Beach County residents in person, on the telephone, and electronically through email and live chat.

Library staff will provide a welcoming environment to spark creativity, stimulate thoughtful conversation and encourage collaboration by providing training and instruction on Pop Up Media Lab resources at 13 branch locations, by researching and implementing service innovations to maintain a positive user experience, both virtually and at physical library locations, and by identifying and implementing technological solutions as indicated by library member and staff feedback.



## **Enrich Lives**

The Library “enriches lives” by providing educational opportunities to learn and grow for all ages. The two goals for this mission are to design family learning opportunities to improve children’s abilities to achieve academically and to offer activities that will allow the community to learn and interact.

The Library will enrich the lives of children, the future leaders of our community, by encouraging them to develop a love of reading, learning, and libraries. Children’s classes, the Summer Reading Program, and special events, including virtual options, will provide a setting where children’s confidence, reading skills, and sense of community are developed. Activities and events will be presented to foster family literacy.

Library staff will offer activities that allow the community to learn and interact. Each subject specialist in the areas of Health/Wellness, Business/Finance/Consumer Information/Employment, Government Research and Multicultural Outreach, will develop a series of activities based on a theme or focus that is relevant to current community needs. A variety of literary, recreational, informational, and performance-based activities will be offered, both virtually and in person. Group and individual technology classes will be developed and presented for adults and children, and all library staff will participate in technology training to ensure that they are equipped to assist the community with its technology needs.

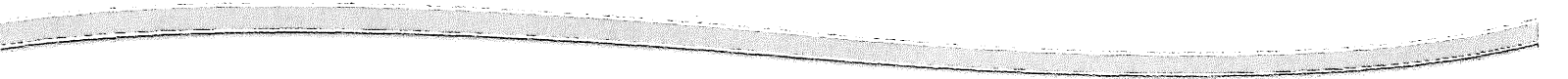
**PALM BEACH COUNTY LIBRARY SYSTEM**

**VISION STATEMENT**

**Opening Minds to a World of  
Unlimited Possibilities**

**MISSION STATEMENT**

**Connect Communities,  
Inspire Thought,  
and  
Enrich Lives**



***Palm Beach County Library System  
Mission***

**MISSION: CONNECT COMMUNITIES**


We connect communities by enhancing the role of the library in the community, by promoting inclusivity and embracing diversity in all that we do, and by providing opportunities for community members and organizations to become involved with the Library.

**MISSION: INSPIRE THOUGHT**

We inspire thought by providing the public with free access to library materials and resources, in a variety of formats, to meet the community's borrowing and research needs, and by providing a welcoming environment to spark creativity, stimulate thoughtful conversation and encourage collaboration.

**MISSION: ENRICH LIVES**

We enrich lives by providing educational opportunities to learn and grow for people of all ages.



**CONNECT COMMUNITIES****Goal #1****Enhance the role of the library in the community and offer services beyond the library's walls.****Objective 1.1****Attract 3,106,545 (5% under adjusted\* FY2019) annual visits to library locations and 7,247,397 (maintain adjusted\* FY2019) visits to the Library website; increase the use of the Library's mobile app to 150,074 (40% increase over FY2019) app launches.**

## Activity 1.1.1

Increase the number of new cardholders to 32,429 (1% over adjusted\* FY2019).

## Activity 1.1.2

Update the Integrated Marketing Communications Plan to include the Strategic Plan's goals and objectives.

## Activity 1.1.3

Promote library services utilizing social media and other free media opportunities.

**Objective 1.2****Increase the lending of ABC Kits to child care facilities to 2,522 (1% over FY2019) kits.**

## Activity 1.2.1

Continue to create and redesign ABC Kits based on the Florida Early Learning Developmental Standards and feedback from child care providers.

## Activity 1.2.2

Contact 25 child care facilities not currently borrowing ABC Kits.

## Activity 1.2.3

Coordinate with library staff in the Glades Area to promote ABC Kits at child care facilities in Belle Glade, Pahokee, and South Bay.

**Objective 1.3****Offer a minimum of 15\*\* hours of Bookmobile public service per week to communities located at least 3 miles away from a branch and/or communities where private and public transportation is limited.**

## Activity 1.3.1

Lend 42,315 (29%\*\* under FY2019) materials on the Bookmobile.

## Activity 1.3.2

Attend one or more special events each quarter.

**Goal #2****Promote inclusivity and embrace diversity in staffing, collections, services, activities, and spaces.****Objective 2.1****Proactively recruit, support, and retain a diverse staff that reflect the demographics of those in the community.**


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\* Adjusted figures factor in FY2019 Main Library renovation closure and the expected FY2021 Lantana Road Branch and Wellington Branch renovation closures.

\*\* Due to COVID-19, stops at senior communities and schools were cancelled; public service hours and material lending figures were adjusted to reflect this.

Activity 2.1.1	Offer ongoing diversity training sessions and activities for staff, including training for all supervisors on best practices for interviewing/hiring a diverse staff.
Activity 2.1.2	Establish a staff-led Equity, Diversity and Inclusion (EDI) Committee which meets regularly with the purpose of gathering ideas, concerns and suggestions from staff to assist in moving toward a more diverse workplace.
Activity 2.1.3	Employ recruitment strategies targeted to attract a diverse applicant pool for job openings, including recruiting and mentoring employees of color to attend library school, further their education, and seek leadership opportunities.
<b>Objective 2.2</b>	<b>Offer 5,763 instructional hours of adult literacy tutoring and English Exchange activities (50%* under FY2019) and prepare Palm Beach County Library staff and volunteers for literacy activities on digital platforms.</b>
Activity 2.2.1	Provide 75 individuals with one-on-one instruction taught by volunteer literacy tutors.
Activity 2.2.2	Thirty percent of students will attain a personal goal and/or complete a skill book level.
Activity 2.2.3	Offer staff and volunteer-led English Exchange activities in at least 6 different branch locations, totaling 192 classes (50%* under FY2019).
Activity 2.2.4	Offer quarterly workshops to volunteer tutors and Library staff on how to conduct online English Exchange activities and one-on-one tutoring on online platforms.
<b>Objective 2.3</b>	<b>Lend 91,876 (maintain adjusted** FY2019) multilingual materials and attract 4,830 (50% under adjusted** FY2019) individuals to multilingual activities.</b>
Activity 2.3.1	Offer 275 (50% under adjusted** FY2019) multilingual activities.
Activity 2.3.2	Convene one meeting quarterly with a cultural or linguistic group to assess their collection, service and activity needs.
Activity 2.3.3	Develop and offer one staff training quarterly to enhance Spanish language collection development skills.

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\* Decrease due to AmeriCorps/Volunteer Florida policy changes resulting in discontinuation of Library volunteer position; staffing changes at branches; move to online platforms during COVID19.

\*\* Adjusted figures factor in FY2019 Main Library renovation closure and the expected FY2021 Lantana Road Branch and Wellington Branch renovation closures.

- Objective 2.4**      **Welcome immigrants and refugees by assisting them to acclimate to their new country by attracting 241 (25% under FY2019) individuals to citizenship-related classes and naturalization ceremonies.**
- Activity 2.4.1      Partner with local organizations that serve immigrants and refugees to promote citizenship resources at the Library.
- Activity 2.4.2      Host quarterly naturalization ceremonies.
- Activity 2.4.3      Provide civics study classes to help residents prepare for the citizenship test.
- Objective 2.5**      **Address the needs of people with disabilities and attract 3,161 (50% under adjusted\* FY2019) individuals with special needs and their caregivers to classes, workshops and other activities.**
- Activity 2.5.1      Offer 146 (50% under adjusted\* FY2019) activities for individuals with physical and cognitive disabilities and their caregivers.
- Activity 2.5.2      Provide one virtual activity per quarter to individuals with special needs.
- Objective 2.6**      **Lend 15,189 (1% over FY2019) Books-by-Mail materials and provide one telephone or virtual activity per quarter that attracts the participation of at least 315 homebound individuals (maintain FY2019).**
- Activity 2.6.1      Offer one-on-one instruction to at least 10 Books-by-Mail members on an electronic resource subscribed to by the Palm Beach County Library System.
- Activity 2.6.2      Support County efforts to reduce recidivism by answering Palm Beach County inmate research questions, organizing activities at the Gun Club and Western County jails, and by completing the requirements of the Law Enforcement Trust Fund grant awarded in FY2020.
- Goal #3**            **Provide opportunities for community members and organizations to become involved with the Library.**
- Objective 3.1**      **Assist the Friends of the Library with fundraising, book sales and donations.**
- Activity 3.1.1      Assist the Friends of the Library to increase used book sales in branches by evaluating book sale areas, revising procedures, and implementing improvements.
- Activity 3.1.2      Assist in increasing individual Friends memberships to 535 members (5% over FY2019) by promoting the benefits of being a member.
- Activity 3.1.3      Assist in increasing overall monetary donations to \$10,940 (2% over FY2019) by promoting the various types of donations and by suggesting unfunded library projects.

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\* Adjusted figures factor in FY2019 Main Library renovation closure and the expected FY2021 Lantana Road Branch and Wellington Branch renovation closures.

- Objective 3.2**      **Provide volunteer opportunities for 452 (1% over FY2019) adults and 914 (1% over FY2019) students to assist with identified volunteer positions and the presentation of activities for all ages.**
- Activity 3.2.1      Update volunteer job descriptions and applications, and conduct facilitator training workshops to encourage more volunteer recruitment and retention.
- Activity 3.2.2      Recruit 460 teen volunteers to assist with the 2021 Summer Reading Program.
- Objective 3.3**      **Increase library awareness and reach by seeking five new for-profit and/or non-profit partnerships and maintain representation on 25 community group, civic organization, governmental and non-profit boards and committees.**
- Activity 3.3.1      Update policies regarding collaborative partnerships, sponsorships, and Library representation on boards and committees.
- Activity 3.3.2      Deploy a systematic approach for seeking partnerships and tracking Library representation on boards and committees.
- Objective 3.4**      **Address food insecurity in the community by providing a minimum of 39,467 meals (1% over adjusted\* FY2019) and hosting 1,000 SNAP benefit consultations (10.75% over FY2019).**
- Activity 3.4.1      Promote the feeding programs through the library’s website, fliers, and local publications.
- Activity 3.4.2      Promote library resources, collections, services and activities through feeding programs.
- Activity 3.4.3      Create library-related “grab-n-go” activities for children to take home.
- Activity 3.4.4      Complete agreement with the Palm Beach County Food Bank and continue pursuing a partnership with the Department of Children and Families in providing SNAP benefit services in-house.

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\* Adjusted figures factor in FY2019 Main Library renovation closure and the expected FY2021 Lantana Road Branch and Wellington Branch renovation closures.

**INSPIRE THOUGHT****Goal #4**

**Provide access to a collection of print, non-print, and electronic resources for borrowing and research that supports the needs and interests of the citizens of Palm Beach County.**

- Objective 4.1** Provide access to online research tools to achieve a minimum of 187,333 (2% over FY2019) sessions per year.
- Activity 4.1.1 Provide access to a minimum of five online research tools for children, ages 0-17, and their caregivers.
- Activity 4.1.2 Evaluate current and prospective subscriptions for online research tools and acquire those that meet community needs.
- Activity 4.1.3 Produce marketing materials and employ strategies for promoting new and existing online research tools.
- Objective 4.2** Provide access to electronic content, including e-books, e-audiobooks, e-music, e-magazines, and e-movies to achieve 1,628,767 (15% over FY2019) sessions per year.
- Activity 4.2.1 Evaluate current and prospective e-materials subscriptions and collections and acquire those that meet community needs.
- Activity 4.2.2 Maintain monthly communication with vendors and staff to maximize library members' access to e-material subscriptions and collections.
- Activity 4.2.3 Produce marketing materials and employ strategies for promoting new and existing e-materials.
- Objective 4.3** Maintain the materials collection, including both physical and electronic materials at 2.0 holdings per capita as recommended by the *Florida Library Associations' Florida Public Library Outcomes & Standards* for populations above 25,000 people.
- Activity 4.3.1 Replace 5% of the physical collection each year to ensure that materials are current and in good condition.
- Activity 4.3.2 Increase the active materials holdings, including both physical and electronic materials, to meet or exceed 1,975,117 (5% over FY2019) items.
- Activity 4.3.3 Evaluate branch collections and adjust selections to meet community needs.



- Objective 4.4** Provide access to physical materials, including books, DVDs, audiobooks, and music CDs, to loan a minimum of 6,844,125 (maintain adjusted\* FY2019) items per year, including materials loaned through the Bookmobile, Books by Mail and Talking Books Services.
- Activity 4.4.1 Include Lexile reading level information in MARC records.
- Activity 4.4.2 Streamline collection database to ensure easier access to collections for library members and staff.
- Activity 4.4.3 Create onsite teams to develop strategies for increasing lending opportunities in branches.
- Objective 4.5** Provide access to research services in person, by telephone, and online to achieve a minimum of 1,222,692 (maintain adjusted\* FY2019) transactions.
- Activity 4.5.1 Recruit staff teams to provide Community Research Service (CRS) assistance focusing on Palm Beach County's six strategic priorities.
- Activity 4.5.2 Maintain at least 30 hours of Ask-A-Librarian chat, email and SMS research per week.
- Activity 4.5.3 Reevaluate user needs assessment tools for research interactions,
- Goal #5** **Provide a welcoming environment to spark creativity, stimulate thoughtful conversation and encourage collaboration.**
- Objective 5.1** Work with Pop Up Media Lab branch coordinators to provide public classes and instruction to support digital learning and technology training by offering 13 digital media activities.
- Activity 5.1.1 Evaluate and review existing Pop Up Media Lab resources to assist branch location trainers with maintaining software updates and/or consulting on acquiring equipment replacements.
- Activity 5.1.2 Work with branch location coordinators to continue to train staff and to update training resources for Pop Up Media Labs.
- Objective 5.2** The User Experience Team will research and implement at least two service innovations to maintain a positive member experience, virtually and at all 17 library locations.
- Activity 5.2.1 Evaluate temporary service innovations/changes, especially those made as a result of the COVID-19 pandemic, and make quarterly recommendations for permanent service adjustments, evaluating and updating policies and procedures

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\* Adjusted figures factor in FY2019 Main Library renovation closure and the expected FY2021 Lantana Road Branch and Wellington Branch renovation closures.

as needed.

Activity 5.2.2 Schedule quarterly audits to remove/update obsolete signage from public service areas at all library locations.

**Objective 5.3 Identify and implement a minimum of two technological solutions/enhancements that can be supported by available software/hardware as indicated by feedback collected from the public and staff.**

Activity 5.3.1 Conduct an annual public survey to determine and implement technological solutions where feasible and appropriate.

Activity 5.3.2 Conduct an annual staff survey to determine and implement technological solutions where feasible and appropriate.

Activity 5.3.3 Ensure that scanners capable of reading barcodes on member's mobile devices are deployed to all public service desks.

Activity 5.3.4 Implement e-Resource Central, or a similar digital content management tool, to simplify access to the Library's digital content for members.

ENRICH LIVESGoal #6

*Design family learning opportunities to improve a child's ability to achieve academically.*

**Objective 6.1** A target number of 91,408 (50% under adjusted\* FY2019) children, ages 0-17, will attend a Library story time or multimedia class.

Activity 6.1.1 Offer 3,080 (50% under adjusted\* FY2019) early literacy and school age activities.

Activity 6.1.2 Offer 261 (50% under adjusted\* FY2019) activities to attract tweens and teens, ages 12-17, to the library.

Activity 6.1.3 Provide virtual activities using programs such as Zoom and Read Squared.

**Objective 6.2** **By August 15, 2021, 9,560 (25% under adjusted\* FY2019) Little Learners, children, teens, and adults will be exposed to reading over the summer by registering for the Summer Reading Program.**

Activity 6.2.1 Assemble a committee to plan various aspects of the Summer Reading Program.

Activity 6.2.2 Promote the 2021 Summer Reading Program through the Library's website, social media, fliers, and local publications.

Goal #7

*Offer activities that allow the community to learn and interact.*

**Objective 7.1** **A target audience of 20,949 (50% under adjusted\* FY2019) adults will participate in literary, recreational, informative and performance-based library activities.**

Activity 7.1.1 Partner with area performers, instructors, and subject experts to provide a variety of educational and recreational content.

Activity 7.1.2 Design and produce staff-led virtual activities.

Activity 7.1.3 Coordinate a minimum of one original, theme-based, participatory campaign intended to reach across the county.

Activity 7.1.4 Explore new avenues for creating and distributing signature multimedia content

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\* Adjusted figures factor in FY2019 Main renovation closure and the expected FY2021 Lantana Road Branch and Wellington Branch renovation closure; decrease factors in cessation of in-person activities due to COVID19 and transfer of activities to a virtual platform.

as an alternative to traditional in-person library activities.

- Objective 7.2**      **Subject specialist librarians (Health/Wellness, Business/Finance/Consumer Information/Employment, Government Research, and Multicultural Outreach) will develop a series of activities based on a theme/focus that is relevant to current community needs.**
- Activity 7.2.1      Subject specialist librarians will actively seek out presenters to offer a minimum of 10 activities or workshops based on their chosen theme/focus.
- Activity 7.2.2      Subject specialist librarians will create bibliographies, website content and staff training to support their theme/focus.
- Objective 7.3**      **Offer 1,691 (50% under adjusted\* FY2019) group and individual technology classes attracting at least 5,284 (50% under adjusted\* FY2019) people.**
- Activity 7.3.1      Offer 365 group workshops per year with 1,624 people in attendance (50% under adjusted\* FY2019).
- Activity 7.3.2      Provide 1,223 individual instruction sessions per year with 1,691 people in attendance (50% under adjusted\* FY2019).
- Activity 7.3.3      Develop, plan, and present 103 (50% under adjusted\* FY2019) public technology instructional activities for children and teens with a target audience of 1,969 participants (50% under adjusted\* FY 2019).
- Activity 7.3.4      All library staff will participate in two technology instruction classes per year to ensure that they are fully equipped to assist the community with its technology needs.

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\* Adjusted figures factor in FY2019 Main Library renovation closure and the expected FY2021 Lantana Road Branch and Wellington Branch renovation closures.

CONNECT COMMUNITIESGoal #1Enhance the role of the library in the community and offer services beyond the library's walls.

- Objective 1.1 Attract 5% more annual visits to library locations and 1% more visits to the Library website than in FY2020; increase the use of the Library's mobile app by 5% more app launches than in FY2020.
- Objective 1.2 Increase the lending of ABC Kits to child care facilities by 2% over FY2020.
- Objective 1.3 Offer a minimum of 15 hours of Bookmobile public service per week to communities located at least 3 miles away from a branch and/or communities where private and public transportation is limited.

Goal #2Promote inclusivity and embrace diversity in staffing, collections, services, activities, and spaces.

- Objective 2.1 Proactively recruit, support, and retain a diverse staff that reflect the demographics of those in the community.
- Objective 2.2 Offer 25% more instructional hours of adult literacy tutoring and English Exchange activities than in FY2020.
- Objective 2.3 Lend 5% more multilingual materials and attract 25% more individuals to multilingual activities than in FY2020.
- Objective 2.4 Welcome immigrants and refugees by assisting them to acclimate to their new country by attracting 5% more individuals to citizenship-related classes and naturalization ceremonies where immigrants and refugees become U. S. citizens than in FY2020.
- Objective 2.5 Address the needs of people with disabilities and attract 25% more individuals with special needs and their caregivers to classes, workshops and other activities than in FY2020.
- Objective 2.6 Lend 2% more Books-by-Mail materials and attract 1% more homebound individuals to activities specifically tailored to their needs than in FY2020.

Goal #3Provide opportunities for community members and organizations to become involved with the Library.

- Objective 3.1 Assist the Friends of the Library with fundraising, book sales and donations.
- Objective 3.2 Provide volunteer opportunities for 1% more adults and 1% more students to assist with identified volunteer positions and the presentation of activities for all ages than in FY2020.

- Objective 3.3      Increase library awareness and reach by seeking five new for-profit and/or non-profit partnerships and maintain representation on 25 community group, civic organization, governmental and non-profit boards and committees.
- Objective 3.4      Address food insecurity in the community by providing 5% more meals and hosting 5% more Supplemental Nutrition Assistance Program (SNAP) benefit consultations than in FY2020.

**INSPIRE THOUGHT****Goal #4**

**Provide access to a collection of print, non-print, and electronic resources for borrowing and research that supports the needs and interests of the citizens of Palm Beach County.**

- Objective 4.1 Provide access to online research tools to achieve a minimum of 1% more sessions than in FY2020.
- Objective 4.2 Provide access to electronic content, including e-books, e-audiobooks, e-music, e-magazines, and e-movies to achieve 2% more sessions than in FY2020.
- Objective 4.3 Maintain the materials collection, including both physical and electronic materials at 2.0 holdings per capita as recommended by the *Florida Library Associations' Florida Public Library Outcomes & Standards* for populations above 25,000 people.
- Objective 4.4 Provide access to physical materials, including books, DVDs, audiobooks, and music CDs, to loan a minimum of 5% more items, including materials loaned through the Bookmobile, Books by Mail and Talking Books Services, than in FY2020.
- Objective 4.5 Provide access to research services in person, by telephone, and online to achieve 1% more transactions than in FY2020.

**Goal #5**

**Provide a welcoming environment to spark creativity, stimulate thoughtful conversation and encourage collaboration.**

- Objective 5.1 Work with Pop Up Media Lab branch coordinators to provide public classes and instruction to support digital learning and technology training by offering 25% more digital media activities than in FY2020.
- Objective 5.2 The User Experience Team will research and implement at least two service innovations to maintain a positive member experience, virtually and at all 17 library locations.
- Objective 5.3 Identify and implement a minimum of two technological solutions/enhancements that can be supported by available software/hardware as indicated by feedback collected from the public and staff.

**ENRICH LIVES**

**Goal #6**

**Design family learning opportunities to improve a child's ability to achieve academically.**

- Objective 6.1 A target number of 25% more children than in FY2020, ages 0-17, will attend a Library story time or multimedia class.
- Objective 6.2 By August 15, 2022, 10% more Little Learners, children, teens, and adults than in FY2020 will be exposed to reading over the summer by registering for the Summer Reading Program.

**Goal #7**

**Offer activities that allow the community to learn and interact.**

- Objective 7.1 A target audience of 25% more adults than in FY2020 will participate in literary, recreational, informative and performance-based library activities.
- Objective 7.2 Subject specialist librarians (Health/Wellness, Business/Finance/Consumer Information/Employment, Government Research, and Multicultural Outreach) will develop a series of activities based on a theme/focus that is relevant to current community needs.
- Objective 7.3 Offer 25% more group and individual technology classes attracting at least 25% more people than in FY2020.



**CONNECT COMMUNITIES**

**Goal #1**                      **Enhance the role of the library in the community and offer services beyond the library's walls.**

- Objective 1.1                      Attract 2% more annual visits to library locations and 1% more visits to the Library website than in FY2021; increase the use of the Library's mobile app by 2% more app launches than in FY2021.
- Objective 1.2                      Increase the lending of ABC Kits to child care facilities by 2% over FY2021.
- Objective 1.3                      Offer a minimum of 15 hours of Bookmobile public service per week to communities located at least 3 miles away from a branch and/or communities where private and public transportation is limited.

**Goal #2**                      **Promote inclusivity and embrace diversity in staffing, collections, services, activities, and spaces.**

- Objective 2.1                      Proactively recruit, support, and retain a diverse staff that reflect the demographics of those in the community.
- Objective 2.2                      Offer 5% more instructional hours of adult literacy tutoring and English Exchange activities than in FY2021.
- Objective 2.3                      Lend 1% more multilingual materials and attract 5% more individuals to multilingual activities than in FY2021.
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Objective 3.4            Address food insecurity in the community by providing 2% more meals and hosting 2% more Supplemental Nutrition Assistance Program (SNAP) benefit consultations than in FY2021.

**INSPIRE THOUGHT**

**Goal #4**

**Provide access to a collection of print, non-print, and electronic resources for borrowing and research that supports the needs and interests of the citizens of Palm Beach County.**

- Objective 4.1 Provide access to online research tools to achieve a minimum of 2% more sessions than in FY2021.
- Objective 4.2 Provide access to electronic content, including e-books, e-audiobooks, e-music, e-magazines, and e-movies to achieve 2% more sessions than in FY2021.
- Objective 4.3 Maintain the materials collection, including both physical and electronic materials at 2.0 holdings per capita as recommended by the *Florida Library Associations' Florida Public Library Outcomes & Standards* for populations above 25,000 people.
- Objective 4.4 Provide access to physical materials, including books, DVDs, audiobooks, and music CDs, to loan a minimum of 2% more items, including materials loaned through the Bookmobile, Books by Mail and Talking Books Services, than in FY2021.
- Objective 4.5 Provide access to research services in person, by telephone, and online to achieve 1% more transactions than in FY2021.

**Goal #5**

**Provide a welcoming environment to spark creativity, stimulate thoughtful conversation and encourage collaboration.**

- Objective 5.1 Work with Pop Up Media Lab branch coordinators to provide public classes and instruction to support digital learning and technology training by offering 5% more digital media activities than in FY2021.
- Objective 5.2 The User Experience Team will research and implement at least two service innovations to maintain a positive member experience, virtually and at all 17 library locations.
- Objective 5.3 Identify and implement a minimum of two technological solutions/enhancements that can be supported by available software/hardware as indicated by feedback collected from the public and staff.

**ENRICH LIVES**

**Goal #6**                      **Design family learning opportunities to improve a child's ability to achieve academically.**

Objective 6.1                      A target number of 5% more children than in FY2021, ages 0-17, will attend a Library story time or multimedia class.

Objective 6.2                      By August 15, 2023, 2% more Little Learners, children, teens, and adults than in FY2021 will be exposed to reading over the summer by registering for the Summer Reading Program.

**Goal #7**                      **Offer activities that allow the community to learn and interact.**

Objective 7.1                      A target audience of 5% more adults than in FY2021 will participate in literary, recreational, informative and performance-based library activities.

Objective 7.2                      Subject specialist librarians (Health/Wellness, Business/Finance/Consumer Information/Employment, Government Research, and Multicultural Outreach) will develop a series of activities based on a theme/focus that is relevant to current community needs.

Objective 7.3                      Offer 5% more group and individual technology classes attracting at least 5% more people than in FY2021.



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CHAPTER 2000-405

House Bill No. 971

An act relating to Palm Beach County; providing for codification of special laws regarding special districts pursuant to Chapter 189, Florida Statutes, relating to the Palm Beach County Library District, a dependent special taxing district in Palm Beach County; amending, codifying, and repealing chapters 67-1869, 76-460, and 86-431, Laws of Florida; ratifying and confirming the creation and establishment of the Palm Beach County Library District; providing definitions; providing for a library advisory board; providing operating rules and procedures; providing for budget and reports; providing for contractual service; providing for title of library to be in county; providing for receipt of gifts and bequests; providing for taxation and contracts; providing for a county library fund; providing an effective date.

Be It Enacted by the Legislature of the State of Florida:

Section 1. Pursuant to chapter 189, Florida Statutes, this act constitutes the codification of all special acts relating to the Palm Beach County Library District. It is the intent of the Legislature in enacting this law to provide a single, comprehensive special act charter for the district, including all current legislative authority granted to the district by its several legislative enactments.

Section 2. Chapter 67-1869, Laws of Florida, chapter 76-460, Laws of Florida, and chapter 86-431, Laws of Florida, relating to the Palm Beach County Library District, are codified, reenacted, amended, and repealed as herein provided.

Section 3. The Palm Beach County Library District is re-created and reenacted to read:

Section 1. Short title.—This act shall be known and may be cited as the “Palm Beach County Library District Act.”

Section 2. Palm Beach County Library District Charter.—It is the intent of this act to create a Palm Beach County Library District for which the governing body will be the Board of County Commissioners of Palm Beach County, for the purpose of establishing, operating, and maintaining a free public library or providing for contractual library services for the benefit and use of the residents of Palm Beach County, who are taxed for such library or library service. This taxing district shall be subject to chapter 120, Florida Statutes, as it pertains to the Florida Administrative Procedure Act, when applicable.

A. Definitions.—As used in this chapter, the following words and terms shall have the following meanings, unless some other meaning is clearly indicated:

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CODING: Words ~~stricken~~ are deletions; words underlined are additions.

(1) “Library advisory board” shall refer to a board of citizens, which shall represent the board of county commissioners in matters pertaining to county free public libraries or free public library service. This shall include, but not be limited to, matters of policy, budgeting, and employment of the head librarian.

(2) “Commission” shall mean the Board of County Commissioners of Palm Beach County.

(3) “Contractual library service” shall refer to the library service provided by the county to its residents by means of a contractual arrangement.

(4) “District” shall refer to the Palm Beach County Library District which shall include all taxable property within the county not already taxed for library purposes by a municipality.

(5) “Palm Beach County Library System” or “library system” shall refer to the entity created by the district to provide free public library services.

B. Organization for administration of the library system.—The responsibility for operating and maintaining the library system shall be delegated to a head librarian, qualified according to standards established by the library advisory board.

C. Library advisory board.—The commission shall appoint a citizens advisory board to represent them in administering the library system. The library advisory board shall select the head librarian, and make policy and budget decisions subject to the approval of the commission. The commission shall appoint the library advisory board to consist of at least seven (7) and not more than fifteen (15) citizens of the district, and establish qualifications and terms for membership. The library advisory board shall serve without pay, but may be reimbursed for actual expenses subject to the approval of the commission.

D. Operating rules and procedures.—The library advisory board may establish such rules, regulations, and procedures as are deemed necessary for the operation of the library system; provided, however, that no such rule, regulation, or procedure shall conflict with any law, statute, or regulation established by the Legislature of this state or the commission of the county.

E. Budgets; reports.—Budgets and reports shall be prepared and filed by the head librarian in accordance with instructions and regulations of the commission, but in no case shall the budget be filed later than July 1 of each year or the annual report later than January 1 for the preceding fiscal year.

F. Contractual library service.—In carrying out the provisions of this chapter, the commission may either acquire and provide for the maintenance and operation of a free public library for the county, or may provide free library service to the citizens of the county by entering into a contract therefor with any municipality or municipalities, or both, with any nonprofit library corporation or association in Palm Beach County owning a free public library, or with any other county or municipality in the state owning a free public library. Any municipality or any nonprofit library corporation



or association owning a free public library in Palm Beach County may enter into a contract with the county to receive services including, but not limited to, library materials and technical assistance from the library system upon such terms as may be agreed upon by the county and the governmental body of the library contracting therewith.

G. Title of library to be in the county.—The title and ownership of all land, buildings, facilities, equipment, and library materials constructed or acquired by or on behalf of the library library system shall be in Palm Beach County.

H. Gifts and bequests.—The commission is authorized to receive on behalf of the district any gift, bequest, or devise for the library system or for use in the county contractual library service.

I. Taxation and contracts.—

(1) In order to establish and maintain a free public library or to provide contractual library services, the commission may levy an annual tax, in the same manner and at the same time as other county taxes, upon all taxable property within the district, and may thereafter enter into a contract with any municipality in Palm Beach County to furnish free public library service upon terms to be agreed upon by the county and the governing body of the library contracting therewith.

(2) Any municipality owning or operating a public library, or any non-profit library corporation or association in Palm Beach County owning a free public library, may enter into a contract with the commission to furnish or receive any library service upon terms to be agreed upon by the parties thereto, or any municipality without a free public library may enter into a contract with the commission to receive library service upon the terms to be agreed upon by the county and the governing body of the municipality.

J. County library fund.—

(1) All funds of the district, whether derived from taxation or otherwise, shall constitute a separate fund to be known as the county library fund, and shall be expended only for library purposes. The expenses incurred by the library system shall be paid by warrants drawn by the commission, payable out of the county library fund. At the end of each fiscal year, all moneys unexpended in the county library fund shall be appropriated as part of this fund for the subsequent fiscal year.

(2) The commission shall not make expenditures in any year in excess of the amount available for library purposes.

(3) Library capital improvements may be funded by:

(a) A multi-year levy; or

(b) Bonds issued by the commission; or

(c) As part of the annual tax; or

(d) Any appropriate public funding source.

(4) The commission is hereby authorized to submit a referendum for library capital improvements to the voters of the district.

(5) Upon approval of a majority of the voters of the district voting, the commission shall levy the voter approved millage for the number of years likewise approved, or authorize the issuance of bonds and necessary millage for debt service.

(6) Library capital improvements may include:

(a) Acquisition of library sites.

(b) Acquisition, construction, or renovation of buildings.

(c) Acquisition of bookmobiles.

(d) Acquisition of initial furniture and equipment.

(e) Acquisition and processing of initial library material collections.

(7) If any municipality not a part of the district chooses to enter the district, that municipality must transfer resources currently being used to provide public library service and/or such other resources as would be required for the library system to provide to the residents of the entering municipality comparable library service to that provided throughout the district.

Section 4. The provisions of this act shall be liberally construed in order to carry out effectively the purposes of this act.

Section 5. It is declared to be the legislative intent that if any section, subsection, sentence, clause, or provision of this act is held invalid, the remainder of this act shall not be affected.

Section 6. Chapters 67-1869, 76-460, and 86-431, Laws of Florida, are repealed.

Section 7. This act shall take effect upon becoming a law.

Approved by the Governor May 22, 2000.

Filed in Office Secretary of State May 22, 2000.

**PALM BEACH COUNTY LIBRARY SYSTEM**

**(LIBRARY DISTRICT)**

**The Palm Beach County Library Taxing District consists of the county's unincorporated area and the following municipalities:**

**Atlantis**

**Belle Glade**

**Briny Breezes**

**Cloud Lake**

**Glen Ridge**

**Greenacres**

**Haverhill**

**Hypoluxo**

**Juno Beach**

**Jupiter**

**Jupiter Inlet Colony**

**Lake Clarke Shores**

**Loxahatchee Groves**

**Mangonia Park**

**Ocean Ridge**

**Pahokee**

**Palm Beach Gardens**

**Palm Beach Shores**

**Royal Palm Beach**

**South Bay**

**South Palm Beach**

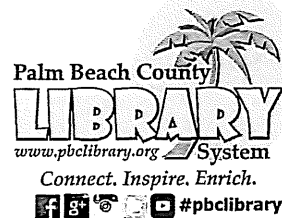
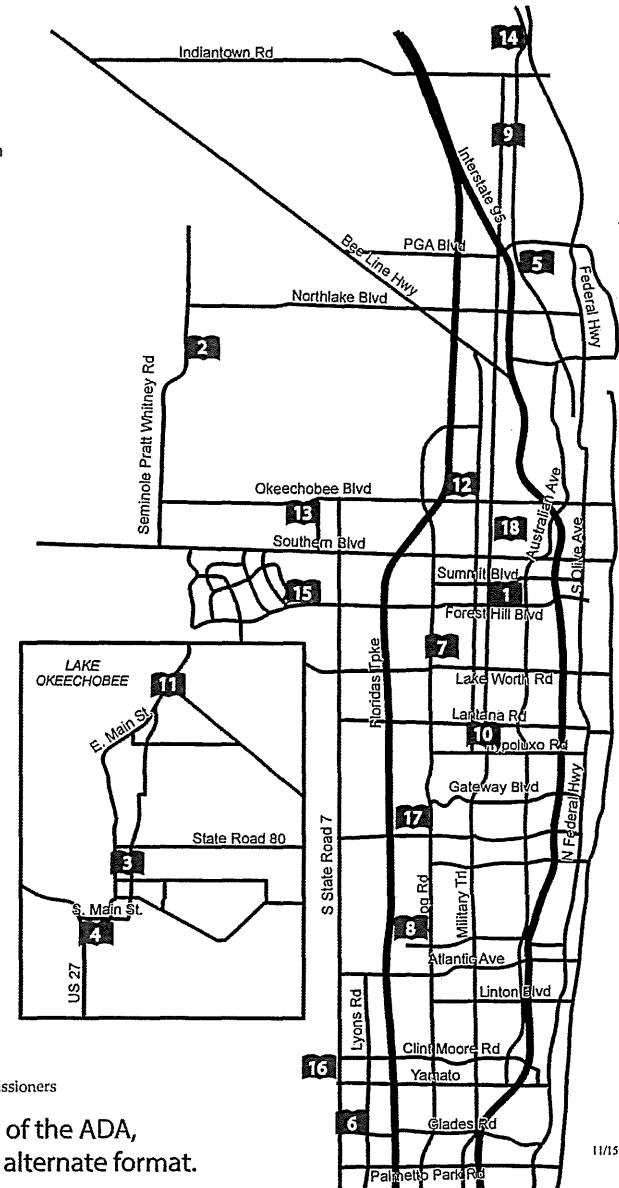
**Tequesta**

**Wellington**

**Westlake**

# Library Locations

1. **Main Library**  
3650 Summit Blvd.  
West Palm Beach 33406  
Phone: 561-233-2600  
Mon-Thu, 9:00 am - 9:00 pm  
Fri, 9:00 am - 6:00 pm  
Sat, 9:00 am - 5:00 pm  
Sun, Noon - 5:00 pm
2. **Acreage Branch**  
15801 Orange Blvd.  
Loxahatchee 33470  
Phone: 561-681-4100  
Mon-Thu, 10:00 am - 9:00 pm  
Fri, 10:00 am - 6:00 pm  
Sat, 10:00 am - 5:00 pm  
Sun, Noon - 5:00 pm
3. **Belle Glade Branch**  
725 NW 4th Street  
Belle Glade 33430  
Phone: 561-996-3453  
Mon-Wed, 10:00 am - 8:00 pm  
Thu-Sat, 10:00 am - 5:00 pm
4. **Clarence E. Anthony Branch**  
375 S.W. 2nd Avenue  
South Bay 33439  
Phone: 561-992-8393  
Mon & Wed, 11:00 am - 7:00 pm  
Tue, Thu-Sat, 9:00 am - 5:00 pm
5. **Gardens Branch**  
11303 Campus Drive  
Palm Beach Gardens 33410  
Phone: 561-626-6133  
Mon-Thu, 10:00 am - 9:00 pm  
Fri, 10:00 am - 6:00 pm  
Sat, 10:00 am - 5:00 pm  
Sun, Noon - 5:00 pm
6. **Glades Road Branch**  
20701 95th Avenue South  
Boca Raton 33434  
Phone: 561-482-4554  
Mon-Wed, 10:00 am - 8:00 pm  
Thu-Fri, 10:00 am - 6:00 pm  
Sat, 10:00 am - 5:00 pm
7. **Greenacres Branch**  
3750 Jog Road, Greenacres 33467  
Phone: 561-641-9100  
Mon-Tue, 10:00 am - 8:00 pm  
Wed-Fri, 10:00 am - 6:00 pm  
Sat, 10:00 am - 5:00 pm
8. **Hagen Ranch Road Branch**  
14350 Hagen Ranch Road  
Delray Beach 33446  
Phone: 561-894-7500  
Mon-Wed, 9:00 am - 8:00 pm  
Thu-Fri, 9:00 am - 6:00 pm  
Sat, 9:00 am - 5:00 pm  
Sun, Noon - 5:00 pm  
Adult Literacy  
Phone: 561-894-7510  
By Appointment Only
9. **Jupiter Branch**  
705 Military Trail, Jupiter 33458  
Phone: 561-744-2301  
Mon-Thu, 9:00 am - 8:00 pm  
Fri, 9:00 am - 6:00 pm  
Sat, 9:00 am - 5:00 pm  
Sun, Noon - 5:00 pm
10. **Lantana Road Branch**  
4020 Lantana Road  
Lake Worth 33462  
Phone: 561-304-4500  
Mon-Thu, 10:00 am - 9:00 pm  
Fri, 10:00 am - 6:00 pm  
Sat, 10:00 am - 5:00 pm  
Sun, Noon - 5:00 pm
11. **Loula V. York Branch**  
525 Bacom Point Road  
Pahokee 33476  
Phone: 561-924-5928  
Mon & Wed, 11:00 am - 7:00 pm  
Tue, Thu-Sat, 9:00 am - 5:00 pm
12. **Okeechobee Boulevard Branch**  
5689 Okeechobee Blvd.  
West Palm Beach 33417  
Phone: 561-233-1880  
Mon-Wed, 10:00 am - 8:00 pm  
Thu-Fri, 10:00 am - 6:00 pm  
Sat, 10:00 am - 5:00 pm
13. **Royal Palm Beach Branch**  
500 Civic Center Way  
Royal Palm Beach 33411  
Phone: 561-790-6030  
Mon-Wed, 9:00 am - 8:00 pm  
Thu-Fri, 9:00 am - 6:00 pm  
Sat, 9:00 am - 5:00 pm
14. **Tequesta Branch**  
461 Old Dixie Highway North  
Tequesta 33469  
Phone: 561-746-5970  
Mon-Wed, 10:00 am - 8:00 pm  
Thu-Sat, 10:00 am - 5:00 pm
15. **Wellington Branch**  
1951 Royal Fern Drive  
Wellington 33414  
Phone: 561-790-6070  
Mon-Thu, 10:00 am - 9:00 pm  
Fri, 10:00 am - 6:00 pm  
Sat, 10:00 am - 5:00 pm  
Sun, Noon - 5:00 pm
16. **West Boca Branch**  
18685 State Road 7  
Boca Raton 33498  
Phone: 561-470-1600  
Mon-Thu, 10:00 am - 9:00 pm  
Fri, 10:00 am - 6:00 pm  
Sat, 10:00 am - 5:00 pm  
Sun, Noon-5:00 pm
17. **West Boynton Branch**  
9451 Jog Road  
Boynton Beach 33437  
Phone: 561-734-5556  
Mon-Thu, 10:00 am - 9:00 pm  
Fri, 10:00 am - 6:00 pm  
Sat, 10:00 am - 5:00 pm  
Sun, Noon - 5:00 pm
18. **Outreach Services**  
Talking Books: 561-649-5486  
By Appointment Only



Palm Beach County Board of County Commissioners

In accordance with the provisions of the ADA,  
this document may be requested in an alternate format.