

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	<u>2025</u>	<u>2026</u>	<u>2027</u>	<u>2028</u>	<u>2029</u>
Capital Expenditures	<u>4,330,000</u>	<u>4,546,500</u>	<u>4,773,825</u>	<u>5,012,516</u>	<u>0</u>
Operating Costs	<u>80,351,872</u>	<u>84,369,466</u>	<u>88,587,939</u>	<u>93,017,336</u>	<u>0</u>
External Revenues	<u>(754,643)</u>	<u>(792,375)</u>	<u>(831,994)</u>	<u>(873,594)</u>	<u>0</u>
Program Income (County)	<u>8,216,885</u>	<u>8,627,729</u>	<u>9,059,116</u>	<u>9,512,071</u>	<u>0</u>
In-Kind Match (County)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
NET FISCAL IMPACT	<u>92,144,114</u>	<u>96,751,320</u>	<u>101,588,886</u>	<u>106,668,330</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

Does this item include the use of Federal Funds? Yes No X

Does this item include the use of State Funds? Yes X No

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

Requested Department Budget for FY2025 is pending final approval and based on estimated expenditures and appropriations. The proposed FY2025 Budget is sufficient to cover the second year of the FY2024-2028 Strategic 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:

Lisa Mante 7/30/2024
OFMB MP 7/29

Trudie Macklin 8/2/24
Contract Dev/And Control
8/1/24

B. Legal Sufficiency:

Anne Helgert 8/7/24
Assistant County Attorney

C. Other Department Review:

Department Director

This summary is not to be used as a basis for payment.

Resolution 24-01

**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 strategic 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 2024-2028 Strategic Plan; and

Whereas, this Board has reviewed the Library's Strategic Plan and the Action Plan FY 2025, and supports its adoption;

NOW THEREFORE BE IT RESOLVED that the Library Advisory Board of the Palm Beach County Library System, meeting on July 8, 2024, voted to endorse the Palm Beach County Library System's Strategic Plan for FY 2024-2028 and Action Plan FY 2025.



Gloria Kelly, Chair

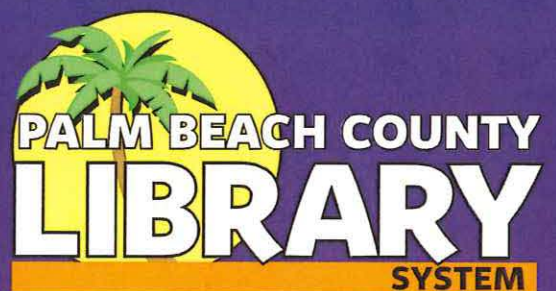
STRATEGIC PLAN *FY 2024-2028* & ACTION PLAN *FY 2025*



CONNECT

INSPIRE

ENRICH





**Palm Beach County
Board of County Commissioners**

Maria Sachs, Mayor
 Maria G. Marino, Vice Mayor
 Michael A. Barnett
 Sara Baxter
 Mack Bernard
 Gregg K. Weiss
 Marci Woodward

County Administrator

Verdenia C. Baker

Assistant County Administrator

Todd Bonlarron

Library Advisory Board

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 Megan Bob, Vice Chair
 Sherry Albury
 Abby Baker
 Dale Blanton
 Ron Giddons
 Linda Knox
 Sam Manuele
 Julia Matthews
 Perri McDowell-Demps
 Joseph Mindell
 Cathe North
 Virginia Savietto
 Lisa Seymour



ACKNOWLEDGEMENTS

BOARD OF COUNTY COMMISSIONERS.....	2
LIBRARY ADVISORY BOARD	2
LIBRARY ADMINISTRATIVE STAFF & STRATEGIC PLANNING TEAM	25

TABLE OF CONTENTS

INTRODUCTION	4
BASIC INFORMATION ABOUT THE LIBRARY.....	6
DIVERSITY, EQUITY & INCLUSION	12
VISION, MISSION & VALUES.....	13
STRATEGIC PLAN FY2024-FY2028.....	14
ACTION PLAN: FY2025	20
MAP OF LIBRARY LOCATIONS	26
CITIES IN THE LIBRARY DISTRICT	27

CONNECT



INSPIRE



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INTRODUCTION



The Palm Beach County Library System has a vision to open minds to a world of unlimited possibilities. We strive to achieve this vision through our mission, which is the heart of our Strategic Plan and embraces the following three components: connect communities, inspire thought and enrich lives. The Library will achieve these components through goals, objectives and activities. This Plan sets guidelines for accomplishing our mission and communicates our commitment to providing excellence in Library service.

The purpose of the Palm Beach County Library System's Strategic Plan is to guide the delivery of services over the next five years. It outlines a vision of outstanding Library service for residents of the Palm Beach County Library District and addresses community needs and emerging trends to maximize the Library's impact throughout Palm Beach County. It also serves as a guide for the Library's future development as a cornerstone of a well-informed and educated community.

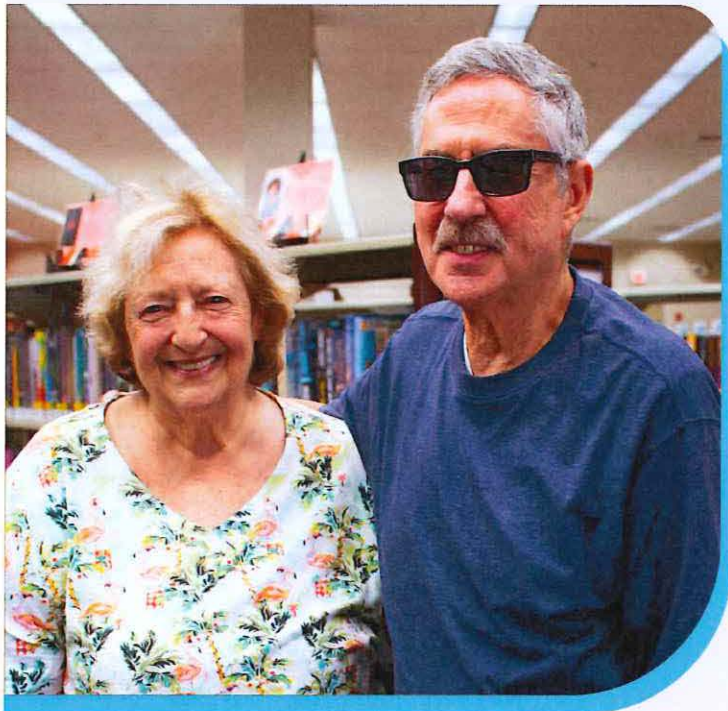
Library staff have updated the Strategic Plan to reflect recent changes in the community, including those brought about by the COVID-19 pandemic, the public's demand for electronic resources, access to evolving technology and population growth. Our community is becoming more complex and diverse. While continuing to meet the needs of those who seek traditional services in traditional formats, the Library also recognizes the demand for new technology, and for the Library to take a more active role in serving as a bridge to connect Library members with the community services they require to lead fulfilling lives. The combination of material formats and services offered will be determined by community needs, return on investment (ROI) and availability of funding.

To make this plan a reality, the Library System relies on continuing support and active collaboration through ongoing consultation with Library stakeholders. By redefining our strategic priorities to better meet community needs through our mission, we hope to ensure that Library services remain a fundamental and valuable resource for the residents of Palm Beach County.





BASIC INFORMATION ABOUT THE LIBRARY



"Safe space for kids to learn and great resource for adults to access wide range of great literature to blossom fruitful minds aspiring to make positive and meaningful impacts on our local community."

Member Quote

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.

"I can't imagine my life without the library. It provides resources that might not otherwise be available to people ..."

Member Quote

LIBRARY DISTRICT

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.

The District consists of the unincorporated area of Palm Beach County plus 24 municipalities. 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, to any employee of a licensed K-12 institution, to Palm Beach County employees, to employees of municipalities included in the Library District and the Library Cooperative of the Palm Beaches, and to residents of Hendry County.

COMMUNITY DEMOGRAPHICS



Library District Population

2024 - 1,013,648 *estimated*

2000 - 731,460

39%

Increase in
2024 over 2000

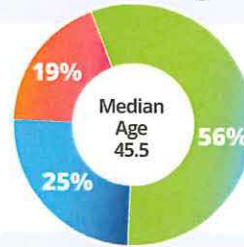
Information below is according to 2022 American Community Survey:
<https://censusreporter.org/profiles/05000US12099-palm-beach-county-fl>
 For Population by Race & Ethnicity: 2020 Decennial Census:
<https://www.census.gov/programs-surveys/decennial-census/decade/2020/2020-census-main.html>



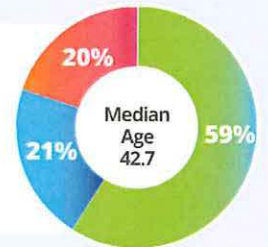
2022 Population by Age

- Under 18
- 18 to 64
- 65 and over

Palm Beach County

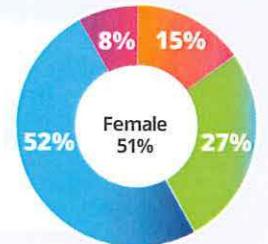
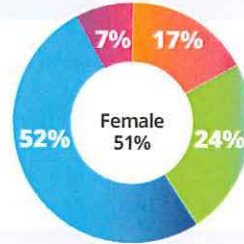


Florida



2022 Population by Race & Ethnicity

- Black/African American
- Hispanic
- White
- Other



2022 Education

- No degree
- High School
- Some College
- Bachelor's
- Post-grad



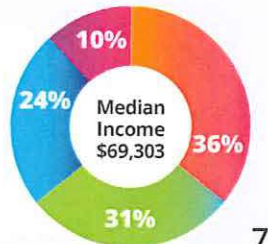
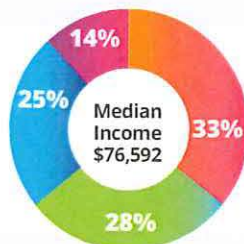
2022 Language Spoken at Home

- English
- Spanish
- Other



2022 Income per 2.5 Person Household

- Under \$50K
- \$50K - \$100K
- \$100K - \$200K
- Over \$200K



BASIC INFORMATION ABOUT THE LIBRARY



DEPARTMENT OVERVIEW

Library service is provided through the Main Library, 17 branches, a bookmobile, a logistical support center, Talking Books for the Blind, Books-by-Mail, the Adult Literacy Project and outreach to child care facilities. The Library provides access to holdings of over 1.8 million physical and electronic items. We also offer expanding access to online resources and internet access as well as educational and recreational activities and events for children, teens and adults at all Library locations. The Library is a major distributor of Palm Tran passes in the County.

CHILDREN'S SERVICES & ACTIVITIES

Primary services include storytimes and other children's activities to develop reading, listening and critical thinking skills; family literacy workshops for adults to promote the use of library and reading readiness resources with children; outreach programs to children and staff in child care facilities; a summer reading program; and tours and workshops for school groups to engage with the Library and its resources.



MEMBER SERVICES

We provide free access to all library holdings in a variety of formats: books, DVDs, streaming videos, digital magazines, e-books, downloadable audiobooks and music. Primary services include providing the type and quantity of materials that meet public expectations, registering new borrowers, offering voter registration, reserving materials for borrowers and circulating special items such as birding backpacks, civics and citizenship kits and mobile hotspots. In FY2023, the Library lent over 8.4 million items.

COMMUNITY ENRICHMENT

We provide access to the online catalog and other electronic resources as well as information about services and activities through the Library's website; deliver small business development and job search assistance; reach out to the community through literacy tutoring to adult nonreaders and other services; partner with the School District to provide summer lunches and snacks to children; and offer informational, cultural and literature-based activities and events for adults.

RESEARCH SERVICES

We provide timely, accurate and useful information to people of all ages in their pursuit of job-related, educational and personal interests. Primary services include answering information inquiries from on-site, telephone, email, text and chat; providing research assistance by recommending and expanding information sources and strategies; instructing Library members in the use of electronic resources; providing referrals for information and requested materials located in other agencies or libraries; and developing collection materials and resource guides for a variety of subjects and interests. The Library's community research service strengthens local government and community agencies by providing information and document delivery for policy formulation and program management. In FY2023, the Library answered nearly 886,000 research questions.

"The library is a space for the community to visit no matter their social or economic status. Everyone deserves a safe space where they can learn anything their heart desire with the right tools at no cost."

Member Quote

BASIC INFORMATION ABOUT THE LIBRARY

STAFF

The FY2024 staffing complement consists of 520.800 FTE (full-time equivalent) employees. These figures represent 468 permanent, merit positions, of which 143 are librarians, and 121 temporary positions. These figures include the positions for the Canyon Branch, which is expected to open in FY2025.



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.

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 being built in the Canyon Town Center in western Boynton Beach and is projected to be completed in FY2025. Library staff are currently in the process of planning for a new Main Library and are in the concept phase for the new Hypoluxo Branch.

FINANCIAL SUPPORT

The Library's proposed budget for FY2025 is \$112,079,892. The majority of the budget is funded by ad valorem revenue raised through the County Library District. The Library also receives an annual Florida State Aid to Public Libraries grant.

As in the past, alternative revenue sources are sought to supplement ad valorem funding. The following revenue sources are sought on an ongoing basis: Universal Service Fund (E-Rate) discount program, Impact Fees, grant opportunities, Friends of the Library fundraising projects and the U.S. Passport processing program at the Main Library.



COMMUNITY FEEDBACK

Statistics below are from the Palm Beach County Library System 2023 Community Survey

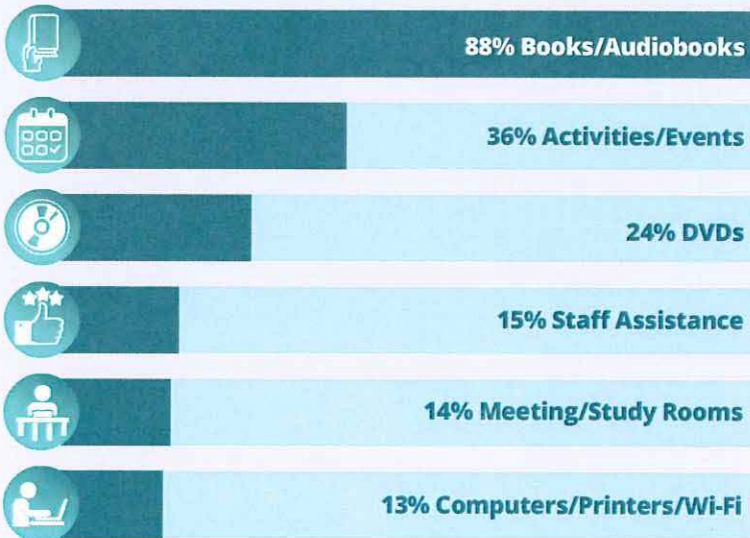
PHYSICAL LIBRARY STATISTICS

55% of Members feel more books will enhance the Library



Visit Frequency: **36%** Visit Weekly | **36%** Visit Monthly

Main Reasons Members Visit



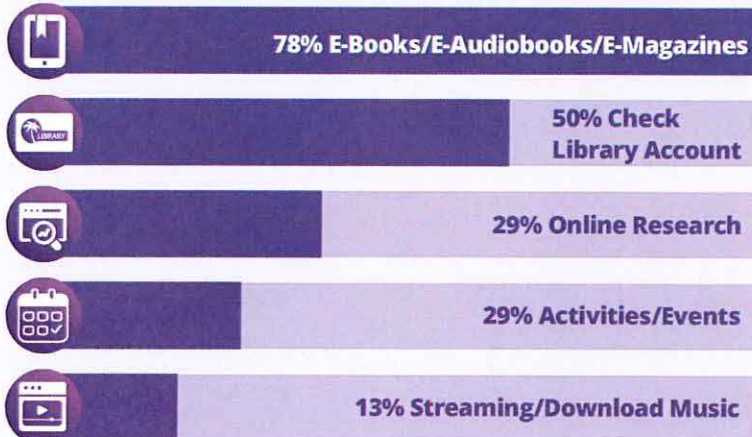
VIRTUAL LIBRARY STATISTICS

66% of Members use virtual services



Visit Frequency: **27%** Visit Daily | **27%** Visit Weekly

Main Reasons Members Visit



As a vital part of the strategic planning process, Library staff sought the input of the community. Community forums were held at Library locations across the County, both in-person and virtually, where residents gave their feedback concerning the community's needs and ways the Library can help meet those needs.

Additional feedback was obtained through staff forums, an in-house survey, a survey for non-users and from suggestions from children and teens. The information gained from this feedback serves as the basis for the FY2024 - FY2028 Strategic Plan.

This Plan was developed by Library staff with input from the Board of County Commissioners, the Library Advisory Board, the Friends of the Palm Beach County Library, County Administration, partnering organizations and Library users.

"Every visit to the library shows an enthusiastic and well diversified pool of users — All ages, sexes and races. A community asset."

Member Quote

"It provides a place to go that is safe, quiet and allows for different backgrounds to feel comfortable. We love our library!"

Member Quote

DIVERSITY, EQUITY AND INCLUSION



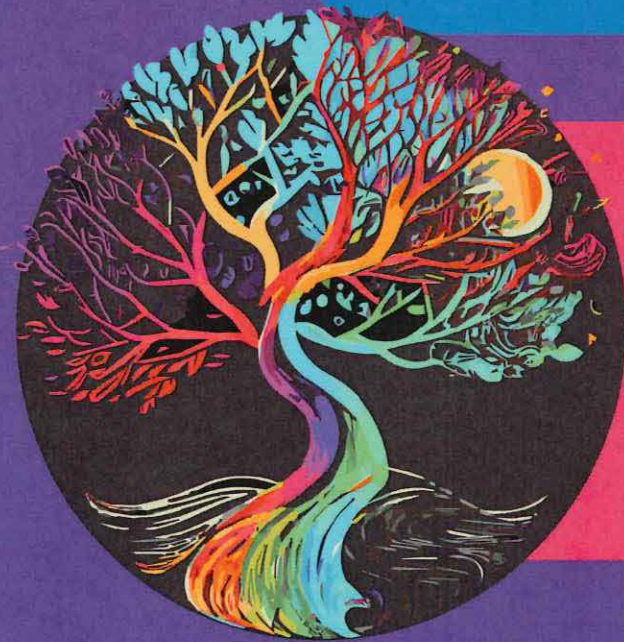
The Palm Beach County Library System is committed to achieving racial and social equity by contributing to a more just society in which all community members can realize their full potential. Our Library can help achieve true and sustained equity through an intentional, systemic and transformative Library-community partnership.

(From the Urban Libraries Council Statement on Race and Social Equity)



OUR VISION

Opening minds
to a world of
unlimited
possibilities.



OUR MISSION

Connect
communities,
inspire thought
and enrich
lives.

OUR VALUES

Service: We deliver outstanding service with kindness, integrity and respect.

Community: We build community, respond to needs and strive to reflect diversity in our staff, collections, activities and services.

Access: We provide free, confidential and equitable access to information and ideas, and are committed to protecting intellectual freedom for all.



STRATEGIC PRIORITY #1



CONNECT COMMUNITIES

Goals:

We will connect communities by:

Engaging our communities and partners by promoting and enhancing the role of the Library and offering services beyond the Library's walls.

Strategies:

- Form new community partnerships to promote use of the Library and its resources.
- Provide a variety of volunteer opportunities for adults and teens.
- Promote the usage of Library resources and services through community outreach activities.

Measuring success:

New Library cardholders, volunteer hours and community outreach activities/attendance.



STRATEGIC PRIORITY #2



INSPIRE THOUGHT

Goals:

We will inspire thought by:

Providing free access to resources and services that reflect and engage Palm Beach County's diverse communities and people.

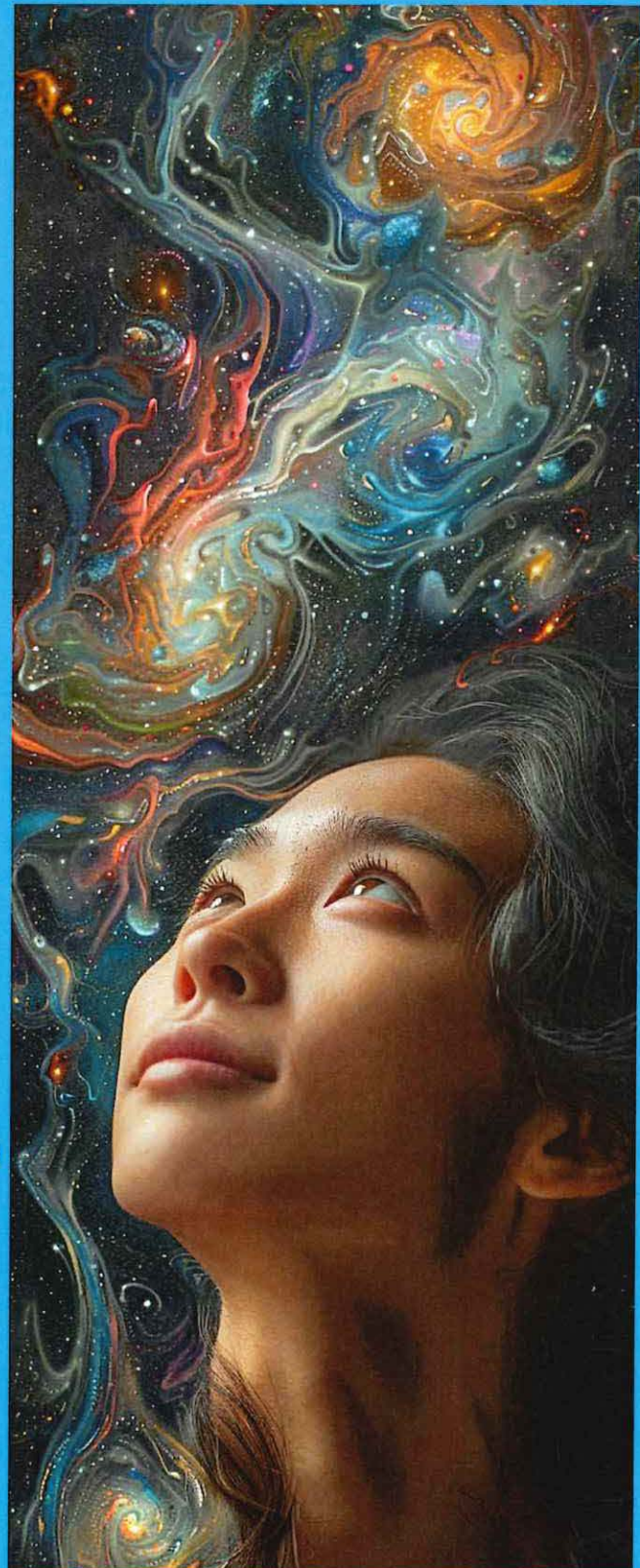
Offering a diverse range of activities designed to enrich, stimulate and engage members from early literacy through adulthood.

Strategies:

- Provide access to physical and electronic resources as well as research services through a variety of methods.
- Analyze the community's collection needs and evaluate new lending opportunities.
- Design activities to connect children and teens with opportunities that support their pursuit of knowledge and stimulates their curiosity.
- Engage adults in lifelong learning through educational, cultural and social experiences.
- Address the needs of people with disabilities through classes, workshops and other activities.

Measuring success:

Items circulated, circulated items per capita, research transactions, survey results and activity attendance.



STRATEGIC PRIORITY #3



ENRICH LIVES

Goals:

We will enrich lives by:

Providing a welcoming environment, both physically and virtually, to spark creativity, stimulate thoughtful conversation and encourage collaboration.

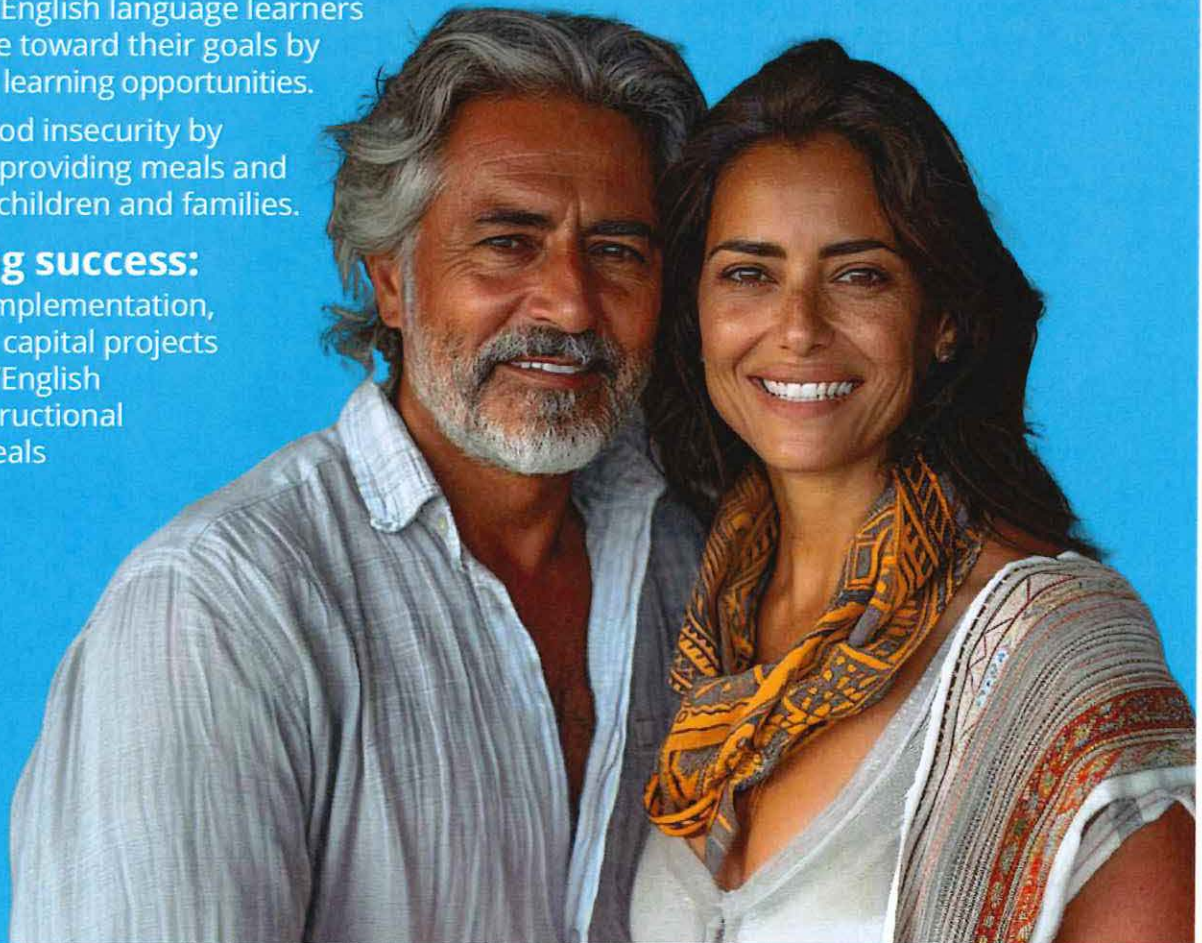
Serving as a bridge for community members to access social services.

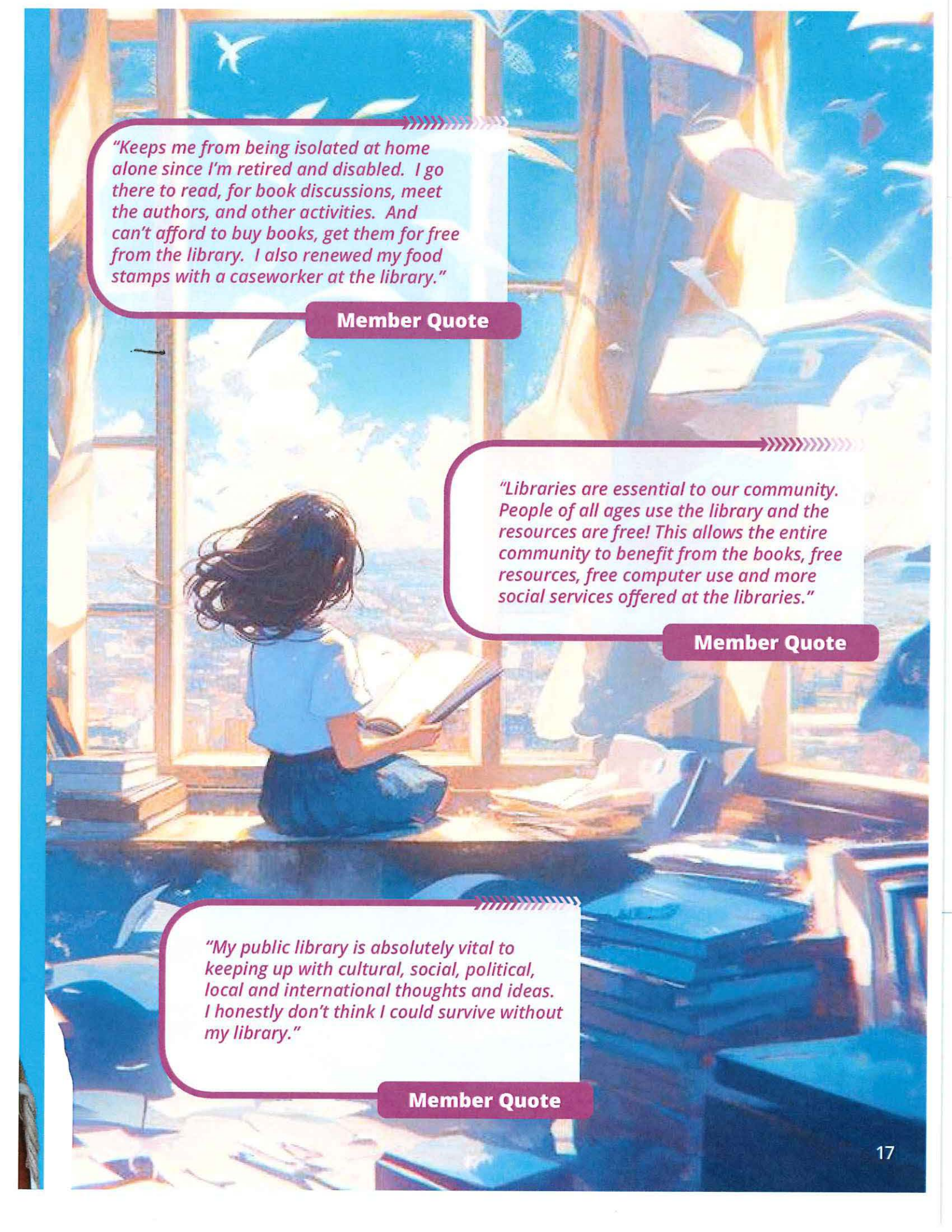
Strategies:

- Implement new technologies based on community needs and feedback.
- Apply user experience design principles to create accessible, welcoming environments.
- Evaluate physical spaces to identify and implement improvements to ensure that our spaces are inviting, comfortable, clean and safe and meet the needs of a growing community.
- Hire a social services coordinator.
- Empower English language learners to advance toward their goals by facilitating learning opportunities.
- Reduce food insecurity by providing providing meals and snacks to children and families.

Measuring success:

Technology implementation, Library visits, capital projects plan, literacy/English language instructional hours and meals served.



An illustration of a library interior. A person with long dark hair, wearing a light blue shirt and a dark skirt, is sitting on the floor, reading a book. They are positioned in front of a large window that looks out onto a cityscape under a bright blue sky with white clouds and birds. The room is filled with stacks of books, a computer monitor, and other library equipment. The lighting is warm and bright, suggesting a sunny day.

"Keeps me from being isolated at home alone since I'm retired and disabled. I go there to read, for book discussions, meet the authors, and other activities. And can't afford to buy books, get them for free from the library. I also renewed my food stamps with a caseworker at the library."

Member Quote

"Libraries are essential to our community. People of all ages use the library and the resources are free! This allows the entire community to benefit from the books, free resources, free computer use and more social services offered at the libraries."

Member Quote

"My public library is absolutely vital to keeping up with cultural, social, political, local and international thoughts and ideas. I honestly don't think I could survive without my library."

Member Quote

STRATEGIC PRIORITIES AND GOALS

Palm Beach County Library System Strategic Alignment With Board of County Commissioner Priorities

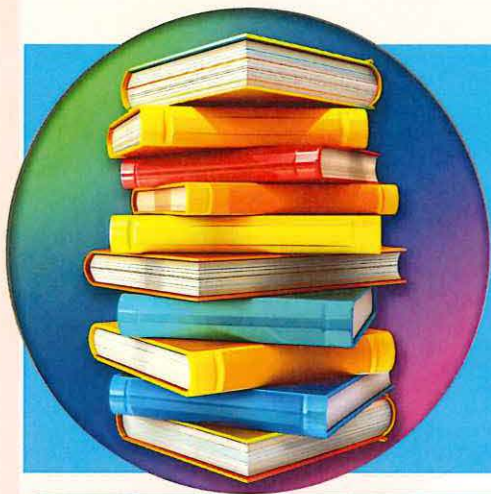


Economic Development: According to the EveryLibrary Institute, working in conjunction with the Syracuse University School of Information Studies, preliminary data shows that for every dollar spent on the Palm Beach County Library System, \$3.52 of value is generated. Residents and businesses alike benefit from the training, education, research services, physical space and technology and equipment available through the Library seven days a week.

Housing Development: Palm Beach County government is dedicated to ensuring access to safe, suitable and affordable housing for all Palm Beach County residents through the development and implementation of targeted programs that address their housing needs. The Library contributes to this strategic priority by providing a plethora of informational resources and workshops to educate residents about available assistance programs, housing rights, and the home buying process. Computer technology and WiFi also add to the public's ability to access social services and other housing resources.



Environmental Protection: Libraries exemplify "reuse" in the motto, "Reduce, reuse, recycle" by serving as a hub for the community to share resources such as books, DVDs, audiobooks and music CDs. As the Palm Beach County Library System moves towards meeting the ever-increasing community need to offer electronic materials, we are able to reduce the number of physical materials purchased. Additionally, as materials are deaccessioned from the collection, many are sent to a third party vendor to sell, thus further reusing physical materials purchased and raising funds to purchase new materials.



Infrastructure: The Palm Beach County Library System is comprised of 18 publicly accessible locations; 15 of which are open seven days a week, 3 of which are open six days a week, and an Annex where many essential library operations take place. Many communities throughout the County's Library District are visited by the Bookmobile, which makes 30 hours' worth of stops every two weeks. The Library plays an important role in connecting communities through the County's digital infrastructure, including a robust web management system and also by offering free Wi-Fi and computer hardware/software in all Library locations, Wi-Fi in our parking lots 24/7 and through the lending of mobile Wi-Fi hotspots.

Public Safety: Library staff participate in the Palm Beach County Reentry Taskforce, attending meetings to collaborate with stakeholders dedicated to providing a pathway to success for individuals returning from incarceration to their communities. The Library has a history of working with various Palm Beach County jails and prisons to offer free materials to inmates as well as workshops on how a Library card can lead to a successful transition. Because limited access to a quality education has an effect on a person's likelihood to be incarcerated, the Palm Beach County Library System offers free online tutoring through its website as well as a thriving summer reading program to combat the "summer reading slide."



Substance Use & Behavior Disorders: Individuals facing substance use and behavior disorders will be able to tend to the intellectual, occupational, emotional/social and financial dimensions of wellness through the plethora of resources offered at Library locations and on our website. While the Library hosts many events related to Mental Health Month in May, activities such as yoga, meditation, tai chi and crafting are offered virtually and in-person throughout the year. Additionally, the Library's electronic and physical collections are filled with resources specific to substance use and behavior disorders, including self-help and wellness-related materials.

Unsheltered Residents: Libraries are a refuge for residents of all walks of life and provide a comfortable, safe environment conducive to learning for those seeking respite from the elements. The Palm Beach County Library System partners with governmental agencies and community organizations such as the Community Services Department, Palm Beach County School District, and the Palm Beach County Food Bank to provide direct social services to unsheltered individuals.



Goal # 1

We engage our communities and partners by promoting and enhancing the role of the library and offering services beyond the library's walls.

Objective 1.1

We will strive to increase the number of new library cardholders to 35,814 (2% over FY2023) by forming new community partnerships to promote use of the library and its resources.

Activity 1.1.1: Partner with the Palm Beach County School District to offer library cards to all students.

Activity 1.1.2: Purchase new voter lists quarterly from the Supervisor of Elections and offer library cards to the new voters residing in the Library District.

Activity 1.1.3: Utilize multiple marketing outlets to encourage the use of library services.

Objective 1.2

We will provide a variety of volunteer opportunities for adults and teens to increase the number of volunteer hours worked to 38,653 (2% over FY2023).

Activity 1.2.1: Update volunteer job descriptions to offer a range of positions that reflect the needs of the Library.

Activity 1.2.2: Conduct facilitator training workshops to encourage volunteer recruitment and retention.

Activity 1.2.3: Volunteer Coordinator or designee will attend a minimum of four volunteer recruitment events.

Objective 1.3

We will promote the usage of Library resources and services at 218 (5% over FY2023) community outreach activities with the aim of reaching 16,130 (10% over FY2023) community members.

Activity 1.3.1: Collaborate with local transportation agencies to promote the Library's electronic collections and to explore other potential service collaborations.

Activity 1.3.2: Collaborate with other County departments and local agencies to mutually benefit each other's missions by sharing resources.

Activity 1.3.3: Offer Bookmobile public service to communities based on distance from a branch library to people with limited transportation options and at six special events each year.



Goal # 2

We provide free access to resources and services that reflect and engage Palm Beach County's diverse communities and residents.

Objective 2.1

We will provide access to physical and electronic resources to loan a minimum of 8,893,666 (5% over FY2023) items to reflect a circulation of 8.7 items per capita per year.

Activity 2.1.1: Add collections in additional languages based on community needs and feedback.

Activity 2.1.2: Develop and implement a comprehensive marketing plan to promote the increased usage of the collection and digital resources.

Activity 2.1.3: Visit, consult with, and evaluate branch collections to ensure selections meet community needs.

Objective 2.2

We will provide access to research services through a variety of methods to achieve a minimum of 894,828 (1% over FY2023) transactions.

Activity 2.2.1: Assess state-wide covered Ask a Librarian hours and adjust state-wide schedule to provide better coverage.

Activity 2.2.2: Develop online research tools training, including a variety of database tutorials, and make available on Niche Academy.

Activity 2.2.3: Survey virtual and in-person Library users on current research services and solicit feedback on future community needs.

Objective 2.3

We will conduct an annual analysis of the community's collection needs and evaluate options for new and upcoming lending opportunities.

Activity 2.3.1: Review policies and procedures to create and maintain non-traditional collections.

Activity 2.3.2: Maintain current non-traditional collections, such as birding backpacks, STEM/STEAM kits, and similar, to better meet the needs of the community.

Activity 2.3.3: Explore options for a year-round museum pass program.

Goal # 3

We inspire thought by offering a diverse range of activities designed to enrich, stimulate and engage members from early literacy through adulthood.

Objective 3.1

We will connect children and teens with opportunities that support their pursuit of knowledge and stimulates their curiosity by designing activities to attract 141,507 (5% over FY2023) children ages 0-17.

Activity 3.1.1: Offer 5,639 early literacy and school age activities, design 741 activities to attract tweens and teens (ages 12-17) to the library and facilitate 125 public technology instructional activities geared towards children and teens (5% over FY2023).

Activity 3.1.2: Review pilot tutoring program and investigate additional funding for current program expansion.

Activity 3.1.3: Build a library of virtual activities and promote opportunities for members to participate in activities remotely.

Objective 3.2

We will engage adults in lifelong learning through educational, cultural and social experiences by targeting an audience of 59,682 (10% over FY2023) adults to participate in activities.

Activity 3.2.1: Maintain collaboration between subject specialists, partnership organizations and branch staff to offer classes and activities showcasing their subject areas.

Activity 3.2.2: Offer 1,529 (5% over FY2023) group and individual technology instruction classes to 3,520 (5% over FY2023) adults to improve skills and increase digital literacy.

Activity 3.2.3: Expand access by offering more activities on nights and weekends.

Activity 3.2.4: Accommodate interests by providing a variety of intellectual and educational activities.

Objective 3.3

We will address the needs of people with disabilities and will attract 4,242 (5% over FY2023) individuals with special needs and their caregivers to classes, workshops and other activities.

Activity 3.3.1: Offer 448 (5% over FY2023) activities for individuals with physical and cognitive disabilities and their caregivers.

Activity 3.3.2: Organize an event that offers people with disabilities employment opportunities with various agencies in the community.

Activity 3.3.3: Offer a Books-by-Mail and Talking Books outreach program to each branch library for the opportunity to increase memberships and activities attendance.

Goal # 4

We provide a welcoming environment, both physically and virtually, to spark creativity, stimulate thoughtful conversation and encourage collaboration.

Objective 4.1

We will implement a minimum of two new technologies for public use per year based on community needs and feedback.

Activity 4.1.1: Maintain software and hardware to ensure that the digital media labs meet community needs and work with branch location coordinators to train staff and update resources.

Activity 4.1.2: Upgrade self-checkout system and provide orientation and training on its use and features for staff and the public.

Activity 4.1.3: Conduct an annual public survey and an annual staff survey to determine technology needs and implement technological solutions where feasible and appropriate.

Objective 4.2

We will apply user experience design principles to create accessible, welcoming environments resulting in 2,748,636 (1% over FY2023) visits to physical library locations.

Activity 4.2.1: Conduct ongoing survey of staff to determine language skills and plan to use these skills for translation needs and in assisting library members.

Activity 4.2.2: Evaluate peak usage periods, staffing levels, activities and services across the Library System in order to provide optimal, sustainable public service.

Activity 4.2.3: Finalize development of customer service standards based on the Library's mission, vision and values and implement a training program for staff on these standards.

Activity 4.2.4: Conduct an annual public survey to gauge overall library satisfaction and to assist in determining community needs.

Objective 4.3

We will continually evaluate our physical spaces to identify and implement improvements to ensure that our spaces are inviting, comfortable, clean and safe and meet the needs of our growing community.

Activity 4.3.1: Implement a capital project plan to renovate all library branches to include fiscal planning, design and construction.

Activity 4.3.2: Develop a plan for the new Main Library/Annex facility, including funding and building functionality.

Activity 4.3.3: Develop a foundation for the Library System to support the capital program and ongoing operations.

Goal # 5

We will serve as a bridge for community members to access social services.

Objective 5.1

We will hire a social services coordinator.

Activity 5.1.1: Collaborate with two County departments and two community agencies to provide direct social services to the public at library locations.

Activity 5.1.2: Develop a trauma-informed and culturally responsive customer service model that matches community needs.

Activity 5.1.3: Create and implement a measurement tool for the social services coordinator to use in conjunction with one-on-one consultations and improve services based on evaluation.

Activity 5.1.4: Offer four office hours per week to individuals seeking access to social services in the community.

Objective 5.2

We will facilitate 9,867 (5% over FY2023) instructional hours to empower English Language learners to advance toward their goals.

Activity 5.2.1: Offer 10 activities related to naturalization preparation into the Adult Literacy Project.

Activity 5.2.2: Collaborate with Business Outreach Services Librarian and Library Social Services Coordinator to pilot a financial literacy program of service for English Language Learners.

Objective 5.3

We will reduce food insecurity by providing 21,545 (10% over FY2023) meals and snacks to children and families.

Activity 5.3.1: Explore collaborative efforts outside of summer lunches, afterschool snacks and weekend meals to combat hunger in our community.

Activity 5.3.2: Attract 1,900 attendees to agricultural education, sustainability and gardening activities.

Activity 5.3.3: Check out 800 seed packets and explore expansion of the seed library to other branches.

Library Strategic Planning Team

Aurora Arthay, Deputy Director
Jazmine Condes-Lopez, Volunteer Services Coordinator
Adam Davis, Director, System Services
Jessica Doyle, Librarian II, System Children's Services
Sandra Frens, Integrated Marketing and Communications Manager
Marianne Heard, Adult Literacy Project Coordinator
Alicia Garrow, Director, Library Finance & Facilities Division
Ronald Glass, Access Services Manager
Robyn Hemond, System Children's Services Coordinator
James Larson, Intellectual Resources Manager
Henrik Laursen, Jupiter Branch Manager
Lynlee Lebensart, Main Library Manager
Max McMillan, Librarian III, Information Technology
Lindsey McMullen, Community Engagement Manager
Elizabeth Prior, Director, Branch Services
Sarah Smedley, Talking Books Librarian
Chandra Thornton, Social Services Coordinator
Auralia Wellman, South Area Coordinator
Kristina Wernisch, Adult Activities Coordinator

Library Director

Douglas Crane

LIBRARY LOCATIONS



1. Main Library

3650 Summit Boulevard
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 Boulevard
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, 9:00 am - 8:00 pm
Thu - Sat, 9:00 am - 5:00 pm

4. Canyon Branch

8915 Senator Joe Abruzzo Ave
Boynton Beach, Florida 33472
COMING SOON!

5. Clarence E. Anthony Branch

375 SW 2nd Avenue
South Bay 33493
Phone: 561-992-8393
Mon & Wed, 11:00 am - 7:00 pm
Tue, Thu - Sat, 9:00 am - 5:00 pm

6. 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

7. Glades Road Branch

20701 95th Avenue South
Boca Raton 33434
Phone: 561-482-4554
Mon - Thu, 10:00 am - 8:00 pm
Fri, 10:00 am - 6:00 pm
Sat, 10:00 am - 5:00 pm
Sun, Noon - 5:00 pm

8. Greenacres Branch

3750 Jog Road
Greenacres 33467
Phone: 561-641-9100
Mon - Thu, 10:00 am - 8:00 pm
Fri, 10:00 am - 6:00 pm
Sat, 10:00 am - 5:00 pm
Sun, Noon - 5:00 pm

9. Hagen Ranch Road Branch

14350 Hagen Ranch Road
Delray Beach 33446
Phone: 561-894-7500
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

Adult Literacy

Phone: 561-894-7510
By Appointment Only

10. 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

11. 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

12. 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

13. Okeechobee Boulevard Branch

5689 Okeechobee Boulevard
West Palm Beach 33417
Phone: 561-233-1880
Mon - Thu, 10:00 am - 8:00 pm
Fri, 10:00 am - 6:00 pm
Sat, 10:00 am - 5:00 pm

Sun, Noon - 5:00 pm

14. Royal Palm Beach Branch

500 Civic Center Way
Royal Palm Beach 33411
Phone: 561-790-6030
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

15. 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

16. 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

17. 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

18. 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

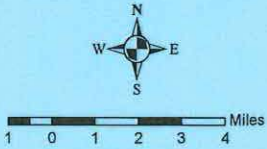
Outreach Services

Talking Books: 561-649-5486
Books-By-Mail: 561-649-5482
By Appointment Only



The Palm Beach County Library District is a special taxing district that provides library services to unincorporated areas of the County 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 (Palm Beach County residents)
- Wellington
- Westlake





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Palm Beach County Library System

3650 Summit Boulevard
West Palm Beach, FL 33406

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