



Lake Worth Beach Public Library



ANNUAL PLAN OF SERVICE Fiscal Year 2021 - 2022

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REVIEW OF 2020-2021

EVENTS

FY 2021 Library continued with limited hours until July when we went on summer hours, Monday through Friday, 12:30 – 5:30. The late start allowed summer camps to schedule morning programs. Masks were not required for vaccinated persons, capacity limits and device limits were lifted.

The plan is to open after Labor Day with a Tuesday through Saturday, 11:30-5:30 schedule. The new spike in Covid cases has put the Library back on mask requirements and capacity and device limits as of July 28, 2021.

Library programming continues to be virtual. BiblioArte 2021 was cancelled. We have recorded over 150 video storytime programs which are widely viewed on Facebook and YouTube. We also recorded the 12 books of Christmas with the books being read by a variety of Leisure Services staff members. We plan to continue this program.

Our book pickup service suffered when the IT Department determined that the on-line catalog was a threat to City network security. The link to the on-line catalog was cut in June and to date has not been restored.

We celebrated National Library Week with a soft grand opening and 80th birthday party for the newly renovated Library. The Lake Worth Herald printed a special edition of the front 2 pages when the Library opened in 1941, and added 2 more pages showcasing our new look.

The FY2021 budget was \$455,715, an improvement of \$21,179 over FY2020. The Library PT Library Assistant position was upgraded to FT. The Library staff is currently 4 FT.

We were able to continue the building renovations this year. The exterior of the Library was painted. A new book drop replaced the 2 rusty ones. New exterior signs were installed. Blinds and a projection screen were added to the meeting room. The Florida Room had metal shelves removed and original wood shelves installed. The Florida collection was evaluated. The circulating Florida collection was moved to the front of the nonfiction area on the 2nd floor, with new signage.

The Library applied for 8 grants this year. 3 were ARPA grants; 2 DLIS grants (State Aid and LSTA Literacy City); a JAG grant; a DCA grant; and a grant from Healthier Lake Worth Beach. To date, 4 have received funding.

It has been a slow climb to rebuild Library use during this fiscal year.

GOALS AND OBJECTIVES 2020-2021

Goal #1

Intentionally gather and interpret user information to develop programs and services which meet the user's needs.

Objectives

1. Use circulation statistics to guide the purchase of Library materials. **DONE**
2. Use user counts and surveys to determine Library hours and services. **DONE**
3. Conduct interviews with users to gain insight into the user experience. **DONE**

Goal #2 Evaluate and adapt Library programs and services to accommodate the remote user.

Objectives

1. Expand the pool of Library users by providing services remotely. **DONE**
2. Expand the pool of Library program attendees by providing virtual programs. **DONE**
3. Examine the traditional "in building" activities to see which can take place on-line. **DONE**

Goal #3: Continue to Improve the User Experience through building renovations.

Objectives

1. Continue to work on bringing the library up to compliance for ADA specification listed in review: new interior ramp and widening the door in the family restroom.
2. Continue the library restoration and renovation project. Purchase new signage for the library. Purchase a screen for the new meeting room. **DONE**
3. Apply for a Library building and Construction Grant from the State Library.
THIS PROGRAM WAS NOT FUNDED BY THE STATE

MISSION STATEMENT

The mission of the Lake Worth Beach Public Library is to provide a beautiful facility, quality programming, a community-relevant collection of materials, and a variety of services so that the community may enjoy the benefits of literacy and an enriched quality of life.

CORE PROCESSES

In order to move from a mission statement to a plan of service, there are core processes which assist in converting an abstract idea into a concrete plan. The following is a list of core processes the Library will use to develop its mission.

Community Discovery

Explore what the community needs/wants/expects from the Library. Compile demographic, immigration, diversity, digital divide & literacy data Collect user experience feedback

Development of Services and Programs

Brainstorm what the Library has to offer our community. Consider unique ways to meet the needs of the community. Develop services for the remote user.

Develop services for the in-house user.

Develop services and programs which enhance the City's goals and plans.

Delivery of Services and Programs

Identify who will deliver Library services and programs. Set a time-frame for delivery of services and programs.

Design a marketing and publicity plan that connects people to the Library. Develop a plan for partner involvement.

Test and evaluate how well individual services and programs are meeting set goals.

Plan for Facility Support Projects

Choose location to provide services and programs.

Determine what activities, repairs, or changes must be made to the facility to support programs and services.

Develop a plan for scheduled maintenance of the facility and facility repair as needed.

Include Internal Support Efforts

Examine and document the cost of Library services and programs. Manage budget and finances to support Library services and programs.

Evaluate staff and develop a plan for staff education and training to support services and programs.

Prioritize services and programs which meet the City's goals and plans. Create ways to increase awareness of Library services and programs to City departments and staff members outside the Library.

USER SERVICES AND PROGRAMS

User Services and Programs are the reason the Library exists. Considerable effort must be exerted to develop, maintain, and evaluate these items.

Library Collection of Materials

The Library's collection of materials is our major service to the community. Whenever possible the Library will purchase preprocessed materials, in sufficient numbers and in a timely manner to meet patron demand according to circulation statistics. The Library collects materials in a variety of formats including Large Print, audio, DVD, and e- book. Spanish and bilingual materials will be collected on demand. Adult, Young Adult, and Children's collections will be maintained with materials that are damaged or outdated being removed systematically

Materials Circulation

Provide efficient, customer-friendly service to allow patrons to check out and reserve materials in-house or on-line.
Provide self-check-out station for patrons in-house.
Issue library cards in-house and on-line.
Maintain on-line access to the Library Collection.
Currently, circulating wireless devices is being considered.

Information Services

Provide information to patrons request by phone, in person, and on-line.
Track information requests to determine if programs can be developed that meet the information needs.
Provide wireless devices to patrons for use within the Library, including laptops and e-readers.

Library Programs

Provide programs in person (as permitted) and virtually inside the library and in various locations for a variety of age groups.
Pre-school programs will be targeted towards developing important literacy skills and teaching parents the importance of reading.
Provide a quality Summer Reading Program in person (as permitted) and virtually.
Provide adult programs of community interest in person (as permitted) and virtually.
Provide community-wide events promoting literacy and reading.
Coordinate with cooperating agencies to develop literacy related programs off-site.

Business Services

Provide machines for patrons to make copies, print, scan, and fax for a fee.
Wireless and remote printing services are also available.
Currently, fee-based notary, passport, and shredding services are being considered.

INTERNAL SUPPORT ACTIVITIES

Internal support is essential in order for Library Services and Programs to operate at the highest level of quality or efficiency.

Activities:

Direct the operation of library to fulfill the goals of Commission and City Manager Continue to evaluate library policies and procedures to improve operations.

Gather data and analyze it to more effectively plan user services and library operations.

Use circulation statistics to guide collection development and management.

Develop and implement services and programs that accommodate the remote user.

Plan relevant staff training and educational opportunities.

Empower staff to creatively contribute ideas to improve operations by holding regular staff meetings.

Perform annual evaluations to advise staff and receive input from them.

Seek cost-effective ways to improve services and programs.

Investigate new technologies that expand or enhance library service to patrons.

Partner with other City departments (IT, Finance, Leisure) to improve operations.

COOPERATIVE INITIATIVES

Lend library and literacy knowledge and expertise to support other City Departments, local non-profits, and area agencies. Join professional organizations to maintain professional contacts and awareness.

Groups include:

City of Lake Worth Beach Library Advisory Board

Friends of the Lake Worth Beach Library

Lake Worth Little Free Library Project

Lake Worth Historical Museum Lake Worth

CRA

Library Cooperative of the Palm Beaches

Adopt a Family Lake Worth

Bridges of Lake Worth and Highland

Healthier Lake Worth Beach

Headstart

For the Children

Guatemalan Mayan Center

Farmworkers Council

Rotary Club of Lake Worth

Literacy Coalition of Palm Beach County

School District of Palm Beach County

Southeast Florida Library Information Network (SEFLIN)

Florida Library Association

Public Library Association

American Library Association

FACILITY SUPPORT PROJECTS

Continue the Library renovation and restoration project. Prioritize projects, get cost estimates, create project time line. Seek grants to fund projects.

Projects:

Remodel meeting room ceiling.

Widen door in family restroom.

Install ramp from meeting room to YA area.

Renovate Florida Room.

Evaluate Library Art Collection.

Strip floors in public restrooms.

GOALS AND OBJECTIVES 2021-2022

Goal #1 Increase literacy in the Lake Worth Beach community.

Objectives

1. Implement the Literacy City campaign.
2. Pursue additional staff to develop and implement literacy programs in the community.

Goal #2 Strengthen the position of the Library in the community.

Objectives

1. Expand and solidify community partnerships.
2. Develop and distribute printed and media PR pieces. Edit and bring up to date current library brochures and social media postings.

Goal #3: Continue to Improve the User Experience through building renovations.

Objectives

1. Continue to work on bringing the library up to compliance for ADA specification listed in review: new interior ramp and widening the door in the family restroom.
2. Continue the library restoration and renovation project.

FLORIDA DEPARTMENT OF STATE
DIVISION OF LIBRARY AND INFORMATION SERVICES
STATE AID TO LIBRARIES GRANT APPLICATION
Adoption of Annual Plan of Service

The City of Lake Worth Beach, governing body for the Lake Worth Beach Public Library hereby approves and adopts the Lake Worth Beach Public Library Annual Plan of Service, Fiscal Year 2021-2022.

Signature

Chair, Library Governing Body

Date

Name (Typed)

FLORIDA DEPARTMENT OF STATE
DIVISION OF LIBRARY AND INFORMATION SERVICES
STATE AID TO LIBRARIES GRANT APPLICATION

Certification of Hours, Free Library Service and Access to Materials

The City of Lake Worth Beach, governing body for the Lake Worth Beach Public Library hereby certifies that the following statements are true for the entire period October 1, 2021 through September 30, 2022:

- Provides free library service, including loaning materials available for circulation free of charge and providing reference and information services free of charge;
- Provides access to materials, information and services for all residents of the area served; and
- Has at least one library, branch library or member library open 40 hours or more each week (excluding holidays; between Sunday through Saturday, on a schedule determined by the library system).

Signature

Chair, Library Governing Body

Date

Name (Typed)

