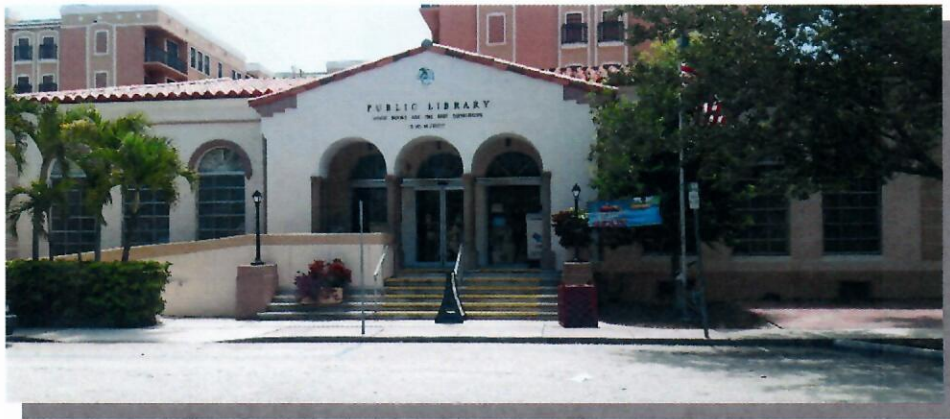




Lake Worth Beach Public Library



ANNUAL PLAN OF SERVICE **Fiscal Year 2020 - 2021**

ANNUAL PLAN OF SERVICE

Fiscal Year 2020 - 2021

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REVIEW OF 2019-2020

EVENTS

FY2020 began with the Library losing 2.5 positions. The staff went from 6FTE to 3.5 FTE.

The Library's approved budget for FY2020 was \$434,536 down \$103,300 from the \$537,836 which had been spent in FY2019.

The Library entered into a contract with Brodart to lease McNaughton books and purchase all other books preprocessed. We contracted with the Cloud library for greater ebook access.

The Library moved full speed ahead into its restoration and renovation project. The plan was to restore our 1941 building's beauty while repurposing it for the future.

The Library was closed for December and January for painting, floor resurfacing, and relocation of materials and services. We had a soft reopening in mid-February with a major grand reopening planned for National Library week in April.

Then came COVID. The Library closed on March 13 and remained closed until September 21. Because I am in a risk category, I was required to work from home. Other staff members were permitted to come in the Library on a split schedule. Staff time was used to catalog the many books in our backlog, weed the collection, and preparing curbside pickup orders.

As soon as the Library closed, we moved as many programs and services as we could to the City's website. Library cards were issued on-line, library card holders could reserve books for curbside pickup and of course access our e-books on the Cloud Library. We began producing Storytime At Home Videos and making Storytime To Go bags for curbside pickup (each bag contained a book and an activity).

While the Library was closed, the entire children's area was moved to the front of the Library and our entire Non-fiction collection was moved to the second floor.

While the Library was closed, the public access computer area was dismantled. Desktops were replaced with Laptops which operate on the Library's WIFI allowing devices to be used throughout the Library.

The Library opened on 9/21 with limited hours, 10-12 and 2-4 Monday through Friday. The Library is thoroughly disinfected midday and at the end of the day.

GOALS AND OBJECTIVES 2019-2020

Goal #1: Improve the User Experience

Objectives

1. Bring library up to compliance for ADA specifications listed in review. Which includes new interior ramps, external ramp and remodeling of handicapped restrooms.
2. Work with the building maintenance department to paint interior and exterior of the library. (last time 15 years) **INTERIOR DONE**

Goal #2: Improve collection management of library print and media collections.

Objectives:

1. Explore opportunities to increase library's access to acquire additional e-resources.
DONE
2. Continue to work with vendors to explore preprocessing of library materials.

DONE

Mission Statement

The mission of the Lake Worth Beach Public Library is to provide a beautiful facility, quality programming, 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.
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.

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:

Relocate book drops.

Obtain Library signage.

Purchase screen for meeting room.

Install projector in meeting room.

Investigate removing meeting room ceiling.

Widen door in family restroom.

Install ramp from meeting room to YA area.

Renovate Florida Room.

Inspect Florida Room book collection.

Evaluate Library Art Collection.

Strip floors in public restrooms.

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 Library

Mayor's Committee on Literacy in Lake Worth Beach

Lake Worth Little Free Library Project

Lake Worth Historical Museum

Lake Worth CRA

Library Cooperative of the Palm Beaches

Bridges of Lake Worth and Highland

Healthier Lake Worth

Headstart

Rotary Club of Lake Worth

Literacy Coalition of Palm Beach County

School District of Palm Beach County

Florida Library Association

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.
2. Use user counts and surveys to determine Library hours and services.
3. Conduct interviews with users to gain insight into the user experience.

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

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.
3. Apply for a Library building and Construction Grant from the State Library.

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 2020-2021.

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 time period October 1, 2018 through June 30, 2021:

- 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)