

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY

Meeting Date: September 18, 2018 [] Consent [X] Regular
[] Ordinance [] Public Hearing

Department:
Submitted By: County Library/Administration
Submitted For: County Library/Administration

I. EXECUTIVE BRIEF

Motion & Title: Staff recommends motion to approve: The County Library's Strategic and Long-Range Plan for FY 2019 through FY 2021.

Summary: This Plan represents the Library's mission statement, goals and objectives, and strategic plan for FY 2019 through FY 2021. This process of strategic planning is done in conjunction with the State's requirements for libraries receiving State Aid funds and with the County's budget process. The Library anticipates receipt of \$1,007,630 in State Aid to Public Libraries during FY 2019. The Library Advisory Board has endorsed this Plan with Resolution 18-01, dated July 9, 2018.

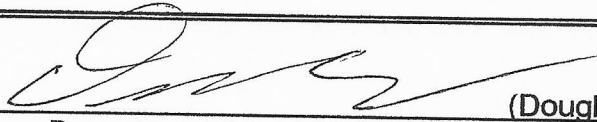
Highlights of the Plan for FY 2019 include:


- Providing 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;
- Enhancing the role of the library in the community through community research opportunities with non-profit and government agencies in Palm Beach County;
- Increasing the offering of public technology instructional activities to meet the digital literacy needs of adults and children;
- Continuing emphasis on children's classes and activities and on family learning opportunities; serving summer lunches and snacks at multiple library locations;
- Providing activities that allow the community to learn and develop new skills, including increasing the number of adults participating in literary, recreational, informative and performance-based activities. Countywide (AH)

Background and Justification: The development of a long-range plan and its approval by the Board of County Commissioners, as the governing body, is a State requirement for all libraries, which are awarded funds under the State Aid to Libraries Program. The purpose of the County Library's plan is to provide strategic guidance for the delivery of library services over the next three years. It is based on goals set in the FY 2019 Budget. From 2016-17, the Library System conducted an eighteen month strategic planning process to update its long-range plan. This process involved community input, staff discussion groups, and analysis of local and national trends. A key shift was to concentrate on tracking outcomes in addition to outputs.

Attachments:

1. Library Advisory Board Resolution 18-01
2. Long-Range Plan

Recommended By:  (Douglas Crane) 8-31-18
Department Director Date

Approved By:  9/12/18
Assistant County Administrator Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Capital Expenditures	<u>4,034,080</u>	<u>4,235,784</u>	<u>4,447,573</u>	<u>0</u>	<u>0</u>
Operating Costs	<u>50,696,159</u>	<u>53,230,967</u>	<u>55,892,515</u>	<u>0</u>	<u>0</u>
External Revenues	<u>(1,225,015)</u>	<u>(1,007,630)</u>	<u>(1,058,012)</u>	<u>0</u>	<u>0</u>
Program Income (County)	<u>1,136,474</u>	<u>914,662</u>	<u>960,396</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>
NET FISCAL IMPACT	<u>54,641,698</u>	<u>57,373,783</u>	<u>60,242,472</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 2019 is pending final approval and based on estimated expenditures and appropriations. The proposed FY 2019 Budget is sufficient to cover the first year of the FY2019-2021 Long Range Plan. The information for FY 2020 does not take into account the potential fiscal impact of increased homestead exemption.

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:

Robert Bauer 9/16/18
 ASD 9/15 OFMB 9/16

Scott DeWitt
 Contract Dev. And Control.
 9/7/18 FW

B. Legal Sufficiency:

Anne Adelman 9/11/18
 Assistant County Attorney

C. Other Department Review:

 Department Director

Resolution 18-01

**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 2019-2021 Strategic and Long-Range Plan; and

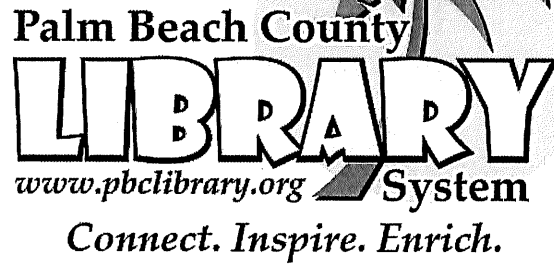
Whereas, this Board has reviewed the Library's Strategic and Long-Range Plan and supports its adoption;

NOW THEREFORE BE IT RESOLVED that the Library Advisory Board of the Palm Beach County Library System, meeting in regular session this 9th day of July 2018, voted to endorse the Palm Beach County Library System's Strategic and Long-Range Plan for FY 2019-2021.





Ronald Giddens, Chair



Strategic and Long-Range Plan

FY 2019-2021

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

July 2018



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of
Palm Beach County*

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***Library Administrative Staff,
Strategic Planning Team and Goal Leaders***

Aurora Arthay, Assistant Director
Susan Bermann, Technical Services Division Head
Jayne Bosio, Government Research Services Librarian
Pamela Bruner, Collection Development Coordinator
Peter Brandt, Director, Library Information Technology Division
Tom Cipullo, Technology Instruction Manager
Adam Davis, Director, System Services
Alicia Garrow, Director, Library Finance & Facilities Division
Robyn Hemond, System Children's Services Coordinator
Nicole Hughes, Integrated Marketing Communications Division Head
Chris Jankow, System Activities Coordinator
Lindsey McMullen, Community Engagement Manager
Kathleen Murphy, Adult Literacy Project Coordinator
Elizabeth Prior, Director, Branch Public Services
Wendy Stacy, Senior Secretary
Karen Stroly, North Area Coordinator
Eileen Taylor, Administrative Assistant

Library Director
Douglas Crane



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Introduction

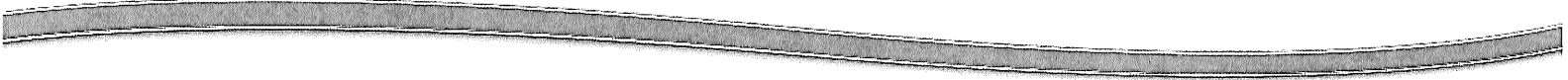
The purpose of the Palm Beach County Library System's Long-Range Plan is to provide strategic guidance for the delivery of library services over the next three years. It outlines a vision of outstanding library service for residents of the Palm Beach County Library District.

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 are striving 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 in order to increase the value to our members, while striving toward national benchmarks for services.

The Library System's mission is "to connect communities, inspire thought and enrich lives." The mix of formats and services 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, 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

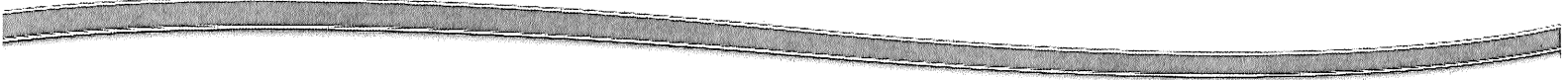
History: The Palm Beach County Library District was established by the passage of a Special Act of the Florida Legislature in 1967. This Act allowed the Board of County Commissioners to establish a library system and a dependent taxing district to support it. The district was to be made up of all areas 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 cities that do not tax their residents for library purposes. Reciprocal borrowing is provided to residents of Boynton Beach, Delray Beach, Lake Park, Lantana, Lake Worth, 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 2018, the population of the Library District grew from 731,460 to 942,259, a 29% increase.

According to the U. S. Census Bureau, the 2016 estimate for Palm Beach County's Hispanic population was 20.7% of the total County population; the national figure is 17.3%. The 2016 estimate for Palm Beach County's Black/African American population is 18.3% of the total County population; the national figure is 12.6%.

The median age for Palm Beach County is 44.3 years and the percentage of those 65 and over is 22.7%, compared to the national figures of 37.7 years and 14.5%, 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 2017, the Library lent over 8.2 million items and answered more than 1.7 million research questions.

COLLECTION

The Library provides access to holdings of over 1.96 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 2018 staffing complement consists of 475.300 FTE (full-time equivalent) employees. This number includes 127 FTE Librarians and 348.3 FTE support staff, including students. These figures represent 424 permanent, merit positions and 118 temporary positions.

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. A new 30,000-square-foot branch is planned to be built in the Canyon Town Center in western Boynton Beach and is projected to be completed in 2021.



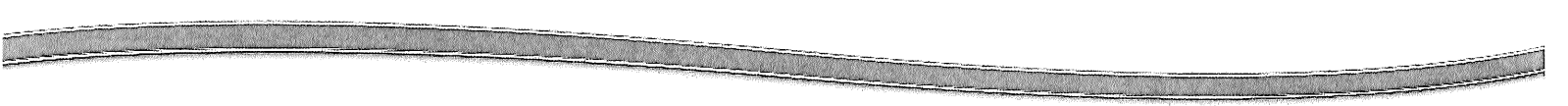
FINANCIAL SUPPORT

The Library's proposed budget for Fiscal Year 2019 is \$62,671,116. 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 fund raising projects to purchase special equipment for new and renovated branches
- 

Executive Summary

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

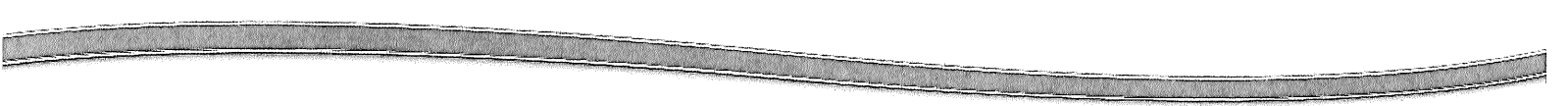
In 2017, library staff updated and modernized the Long-Range Plan to align it with the Library's Vision and Mission statements. This Plan addresses community needs and emerging trends to maximize the Library's impact throughout Palm Beach County. It serves as a guide for the Library's future development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

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 four goals which include enhancing the role of the library in the community, building partnerships to leverage Library/partner resources, promoting inclusivity and embracing diversity, and providing opportunities for individuals in the community to become involved with the Library.

The Library will strive to “connect communities” by building new deposit collections throughout the county, helping government and 501(c)3 organizations with their research needs, and improving the literacy skills of children through the ABC kit program.

Partnerships will be built and maintained with the School District of Palm Beach County to support students, teachers, and parents/caregivers, and with higher education and adult education institutions to provide learning and educational activities. Young adults will be provided with resources and activities to prepare them for a meaningful career.

The Library will promote inclusivity and embrace diversity by striving to recruit and retain a diverse staff, by providing English language tutoring through English Exchange activities, and by developing foreign language collections to meet community needs. Activities and events for the blind and visually impaired, for the homebound, and for children with special needs will be developed and tailored for these specific audiences.

Community members wanting to become more involved with the Library can assist the Friends in their efforts to support and fund library projects or can volunteer to assist with the Library’s many activities, events and classes.



Inspire Thought

The Library “inspires thought” through three main goals, including providing access to technology to address the community’s digital literacy needs, providing the public with free access to library materials in a variety of formats, both for borrowing and for research, and providing a welcoming environment and collaborative process.

Technology instructional activities will be planned and presented for all ages. Library users will be surveyed to determine their satisfaction levels with current Library technology and staff will identify solutions to improve the efficiency of the Library’s catalog. Staff will increase the use of CreationStation resources by promoting and encouraging use of the current resources in the branches.

Electronic content, including e-books, e-audiobooks, e-music, e-magazines and e-movies, continues to be popular and its use is targeted to increase by 1% over FY2017. The Library expects to maintain the FY2017 number of physical items loaned to Library members. Use of online research tools is targeted for a 1% increase over FY2017. Staff will achieve these goals by providing catalog access to electronic resource collections, developing an acquisitions strategy for online research tools, and promoting library services through the website and social media.

The goal of research services is to help people of all ages find information which meets their diverse personal, educational, and professional needs. Research services offered by the Library provide prompt and accurate information to all Palm Beach County residents in person, on the telephone, and electronically through email and live chat. The FY2019 objective is to increase the number of research transactions handled by 1% over FY2017.

The quality of information provided will be ensured by research services staff training and development.

Enrich Lives

The Library “enriches lives” by providing educational opportunities to learn and grow for all ages. Our goals for this mission are to design family learning opportunities to improve children’s abilities to achieve academically, to provide a Summer Reading Program for all ages, to offer opportunities for adults to improve their basic literacy skills, and to design events and activities that will allow the community to learn and develop new skills.

One of our goals is to 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 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. The FY2019 objective is to increase attendance at children’s activities and classes by 2% over FY2017.

By the end of FY2019, 80% of the adult literacy students surveyed will indicate that they have applied newly acquired skills learned through the Library to achieve specific goals. Business/financial, employment, and health-related activities will be offered with the objective of improving the attendees’ understanding of the topic and/or their skill level. A variety of literary, recreational, informational, and performance-based activities will be offered to attract an increase in attendance by 2% over FY2017.


PALM BEACH COUNTY LIBRARY SYSTEM

VISION STATEMENT

**Opening Minds to a World of
Unlimited Possibilities Through
Education, Technology, and Growth**

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 building partnerships, and by promoting inclusivity and embracing diversity in all that we do.

MISSION: INSPIRE THOUGHT

We inspire thought by providing the public with free access to technology and library materials and resources, in a variety of formats, to meet the community's borrowing and research needs.

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** **Ninety percent of organizational contacts for deposit collections will indicate that the service provided had a positive impact on the communities served.**
- Activity 1.1.1 Implement deposit collection criteria, evaluation tool, application, and agreement.
- Activity 1.1.2 Maintain current deposit collections and build new deposit collections in 75 locations throughout Palm Beach County.
- Objective 1.2** **Ninety percent of government and 501(c)3 agencies who request research report that the Library's services helped to complete a grant, save money, develop policies/procedures, or provide assistance with a service or project.**
- Activity 1.2.1 Implement evaluation tool.
- Activity 1.2.2 Maintain and develop community research opportunities with 15 501(c)3 non-profit and government agencies in Palm Beach County.
- Objective 1.3** **Increase the number of cardholders to 587,997 (1% over projected FY2018), attract 4,325,581 (1% over FY2017) annual visits to library locations, and attract 9,868,849 (1% over FY2017) visits to the Library website.**
- Activity 1.3.1 Update the Integrated Marketing Communications Plan to include the Strategic Plan's goals and objectives.
- Activity 1.3.2 Promote library services on the library's website, social media and through distribution of *Happenings* to external audiences.
- Objective 1.4** **Ninety percent of child care facilities that use the ABC Kit service will report that tools provided help them to improve literacy and learning skills and prepare their clients for school.**
- Activity 1.4.1 Implement ABC Kit evaluation tool.
- Activity 1.4.2 Increase the number of ABC Kits loaned to child care facilities to 2,765 (1% over FY2017) kits.
- Activity 1.4.3 Offer literacy services to 50 child care providers.
- Objective 1.5** **Increase Bookmobile cardholders to 4,700 and lend 45,384 (1% over FY2017) items.**
- Activity 1.5.1 Provide bookmobile service to 35 or more regularly scheduled stops, reaching seniors, adults, and children who live more than three miles from a branch library or are recognized as underserved communities.

- Activity 1.5.2 Implement revised policies and procedures for Bookmobile services.
- Objective 1.6 Attract 28,000 (maintain projected FY2018) community members to library activities at offsite locations in the form of book discussions, workshops and classes, and speaking engagements.**
- Activity 1.6.1 Seek opportunities for offsite activities by contacting schools, community book discussion groups, clubs and HOAs.
- Activity 1.6.2 Present 1000 library activities at offsite locations.
- Goal #2 Build partnerships that best leverage Library and partner resources.**
- Objective 2.1 Increase library awareness and reach by maintaining a presence on 15 community group, civic organization, governmental and non-profit boards and committees, and by seeking five for-profit and/or nonprofit partnerships.**
- Activity 2.1.1 Update policies regarding collaborative partnerships and sponsorships, and deploy systematic approach to ensure the advancement of the Library’s vision, mission, and strategic plan.
- Activity 2.1.2 Define parameters and process of serving on community, civic, government, and non-profit organizational boards and committees.
- Objective 2.2 Support the Palm Beach County School District and other local educational entities by entering into, or maintaining, five, or more, business partnerships and Memorandums of Understanding (MOUs).**
- Activity 2.2.1 Promote library services and collections at 175 speaking engagements for school staff, students and their caregivers. “Schools” include the School District, charter schools, private schools, pre-schools, and other educational institutions.
- Activity 2.2.2 Develop method to implement business partnerships and Memorandums of Understanding (MOUs) with the School District and other entities.
- Objective 2.3 Partner with presenters representing Palm Beach County higher education and adult education institutions to provide learning and educational opportunities for 303 (1% over projected FY2018) members of the public.**
- Activity 2.3.1 Offer 26 (1% over projected FY2018) learning and educational activities presented by representatives of higher education and adult education institutions.
- Activity 2.3.2 Seek presenters representing higher education and adult education institutions to augment library activities, such as book discussion groups, film showings, and panel discussions.
- Objective 2.4 Provide 66 (1% over projected FY2018) activities with a targeted attendance of 985 (1% over projected FY2018) high school students and young adults**

with the aim of preparing them for a meaningful career with a sustainable wage.

Activity 2.4.1 Provide students with access to college preparation information through print and digital material and offer 56 (1% over projected FY2018) workshops to assist with using the Library's resources to further their education.

Activity 2.4.2 Present 10 (maintain FY2018) classes/workshops and provide access to resources that prepare young adults for adulthood.

Goal #3

Promote inclusivity and embrace diversity in collections, services, activities, and spaces

Objective 3.1 Proactively recruit, support, and retain a diverse staff that reflect the demographics of those in the community.

Activity 3.1.1 Perform annual assessment of library staffing based on ethnicity, gender, language proficiency, and veteran status.

Activity 3.1.2 Seek ways to attract diverse applicants during the recruitment process, including posting employment opportunities with the American Library Association's ethnic caucuses and including multilingual abilities as a preference on position announcements.

Objective 3.2 Provide one-on-one English language tutoring to 50 adults and prepare Palm Beach County Library System staff and volunteers to provide English Exchange activities.

Activity 3.2.1 Offer training and ongoing support to select staff members and volunteers to facilitate English Exchange activities.

Activity 3.2.2 Research statistical information to identify emergent and under-resourced communities.

Activity 3.2.3 Support the work of Library Literacy Friends, Inc. to find and train volunteer tutors.

Activity 3.2.4 Execute Letter of Agreement with School District.

Objective 3.3 Lend 115,477 (1% over projected FY2018) multilingual materials and attract 8,280 (1% over projected FY2018) individuals to multilingual activities.

Activity 3.3.1 Offer 481 (1% over projected FY2018) multilingual activities throughout the Library System.

Activity 3.3.2 Evaluate the community's foreign language needs and develop collections as needed.

Objective 3.4 **Welcome immigrants and refugees by assisting them to acclimate to their new country by attracting 130 (8% over FY2017) individuals to citizenship-related classes and by hosting naturalization ceremonies where immigrants and refugees become U. S. citizens.**

Activity 3.4.1 Partner with local organizations that serve immigrants and refugees to provide orientations to library services.

Activity 3.4.2 Host quarterly naturalization ceremonies.

Activity 3.4.3 Promote citizenship-related and civics resources through classes and marketing.

Activity 3.4.4 Host clinics to help immigrants apply for citizenship.

Objective 3.5 **Address the needs of people with disabilities and attract 4,200 individuals with special needs and their caregivers to classes, workshops and other activities.**

Activity 3.5.1 Provide 100 activities for children, teens, and adults with physical and cognitive disabilities and their caregivers.

Activity 3.5.2 Facilitate 7 telephone book discussion groups for visually impaired, blind, and homebound individuals.

Activity 3.5.3 Lend 101,673 (1% over FY2017) digital books to Talking Books members.

Objective 3.6 **Lend 19,955 (1% over FY2017) Books-by-Mail materials and attract 35 homebound individuals to activities specifically tailored to their needs.**

Activity 3.6.1 Visit 10 senior living facilities, senior centers, and/or health fairs to register new Books-by-Mail members.

Activity 3.6.2 Host bi-monthly telephone book discussion groups.

Goal #4 **Provide opportunities for community members to become involved with the Library.**

Objective 4.1 **Assist the Friends of the Library in their efforts to support three unfunded library projects.**

Activity 4.1.1 Assist the Friends of the Library with fundraising, book sales and donations.

Activity 4.1.2 Identify and propose three Library projects suitable for Friends of the Library funding.

Objective 4.2 **Provide volunteer opportunities for 288 (2% over FY17) adults and 1204 (2% over FY2017) students to assist with identified volunteer positions and the presentation of activities for all ages.**

Activity 4.2.1 Update volunteer job descriptions, applications, and conduct facilitator training workshops to encourage more volunteer recruitment and retention.

Activity 4.2.2

Update policies, procedures and database for presenters and performers to recognize those that are volunteering to provide activities free of charge.

INSPIRE THOUGHT

- Goal #5** **Provide access to technology, services, and activities designed to meet the digital literacy needs of the citizens of Palm Beach County.**
- Objective 5.1** **Seventy-five percent of survey respondents will indicate an overall satisfaction with technology resources offered by the library.**
- Activity 5.1.1 Conduct technology needs assessment to collect feedback on current hardware, software, and training by users of library resources to determine satisfaction level.
- Activity 5.1.2 Collect and analyze monthly laptop borrowing data from the laptop pilot program; expand program to other branches as demand warrants.
- Activity 5.1.3 Research and recommend new technology resources for the library, including resources that can be checked out by members and used at home.
- Objective 5.2** **Plan and facilitate 3,061 (2% over FY2017) adult public technology instruction activities, including group and individual instruction, to reach at least 8,581 people (2% over FY2017).**
- Activity 5.2.1 Offer 612 group workshops per year with 6,132 people in attendance.
- Activity 5.2.2 Provide 2,449 individual instruction sessions per year.
- Objective 5.3** **Strive to meet the digital literacy needs of children and teens through technology instructional activities with a target audience of 765 participants.**
- Activity 5.3.1 Develop, plan, and present 75 public technology instructional activities for children and teens.
- Activity 5.3.2 Meet bi-annually with Children and Teens staff to review activities and survey feedback to ensure that the needs of the community are met.
- Objective 5.4** **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.**
- Activity 5.4.1 Compile list of technology training opportunities and make available to staff.
- Activity 5.4.2 Track completed staff attendance at technology-related classes and workshops.
- Objective 5.5** **Identify and implement a minimum of two technological solutions to improve the efficiency and usability of the integrated library management system.**

Activity 5.5.1 Evaluate, acquire, and implement enhancements to the Web Catalog that will allow for the display of useful information such as, book summary, about the author, look inside, series, reviews, and related titles.

Activity 5.5.2 Evaluate, acquire and implement enhancements to the My Account section of the Web Catalog that will allow members to manage material borrowed from the library as well as from third-party vendors, such as Overdrive and Hoopla, through a single interface.

Goal #6 **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 6.1 **Provide access to online research tools to achieve a minimum of 153,283 (1% increase over FY2017) sessions per year.**

Activity 6.1.1 Evaluate current and prospective subscriptions for online research tools.

Activity 6.1.2 Develop acquisition strategy for new and existing subscriptions for online research tools.

Activity 6.1.3 Produce marketing materials for new databases and online services.

Objective 6.2 **Provide access to electronic content, including e-books, e-audiobooks, e-music, e-magazines, and e-movies to achieve 1,241,603 (1% over FY2017) sessions per year.**

Activity 6.2.1 Evaluate current and prospective e-material subscriptions and collections.

Activity 6.2.2 Download supplied vendor files of title records to provide catalog access to electronic resource collections.

Activity 6.2.3 Utilize Bookletter widgets on the Library's website and social media to promote electronic content.

Objective 6.3 **Maintain the materials collection to exceed 2.0 holdings per capita to achieve the Florida Library Association's essential quality of service level standard for libraries serving 750,001 or more people.**

Activity 6.3.1 Taking into consideration community needs, select library materials based on demand using Evidence Based Stock Management, including using inventory and loan statistics.

Activity 6.3.2 Replace at least 5% of the physical collection each year to ensure currency of materials to meet Florida Library Association standard.

- Objective 6.4** Provide access to physical materials, including books, DVDs, audiobooks, and music CDs, to loan a minimum of 7,048,842 (maintain FY2017 level) items per year, including materials loaned through the Bookmobile, Books by Mail and Talking Books Services.
- Activity 6.4.1 Catalog and process a minimum of 198,077 new library items (maintain FY2017 level) to provide a new and up to date collection of physical materials available for loan.
- Activity 6.4.2 Create a staff committee to plan and develop promotional activities to connect people to books, music and films in order to increase the number of items borrowed.
- Objective 6.5** Provide access to research services in person, by telephone, and online to achieve a minimum of 1,765,569 (1% over FY2017) transactions.
- Activity 6.5.1 Provide six training workshops for staff to better utilize new and existing research resources.
- Activity 6.5.2 Increase awareness of research services through promotional activities, displays and marketing.
- Goal #7** *Spark creativity and stimulate thoughtful conversation by providing a welcoming environment and collaborative process.*
- Objective 7.1** Facilitate access to multimedia technology by increasing use of the CreationStation to 1,300 users (5% over FY2017) and by increasing attendance at workshops using CreationStation resources to 187 (5% over FY2017) attendees.
- Activity 7.1.1 Evaluate and review usage of existing CreationStation resources and related technology.
- Activity 7.1.2 Identify funding sources to expand CreationStation resources to additional branches.
- Objective 7.2** Evaluate the use of interior branch spaces and collections to increase usage and/or user satisfaction.
- Activity 7.2.1 Review usage of current spaces and collections, and/or user satisfaction with library spaces and collections.
- Activity 7.2.2 Supply each location with evaluation tools to assess current spaces and collections; modify as necessary.
- Objective 7.3** Eighty percent of library members and guests, when surveyed, will indicate satisfaction with their library experience.

Activity 7.3.1 Evaluate current methods for the public to provide feedback and implement improvements.

Activity 7.3.2 Establish standard practices for the public to provide feedback to shape library service.

ENRICH LIVES

Goal #8 **Design family learning opportunities to improve a child’s ability to achieve academically.**

Objective 8.1 **A target number of 213,516 (2% over FY2017) children, ages 0-17, will attend a Library story time or multimedia class.**

Activity 8.1.1 Offer 6,500 early literacy and school age activities.

Activity 8.1.2 Offer 480 activities to attract tweens and teens, ages 12-17, to the library.

Objective 8.2 **Provide access to online resources for children, ages 0-17, and their caregivers, including five databases, with one reporting at least a 90% satisfaction rate.**

Activity 8.2.1 Offer and evaluate databases for children, ages 0-17, including Live Homework Help, ABC Mouse, NoveList K-8, Kids InfoBits and World Almanac for Kids.

Activity 8.2.2 Evaluate the content of the Kids, Teens, and Parents webpages.

Goal #9 **Provide a Summer Reading Program to people of all ages.**

Objective 9.1 **By August 15, 2019, 14,430 (1% over FY2017) Little Learners, children, teens, and adults will be exposed to reading over the summer by registering for the Summer Reading Program.**

Activity 9.1.1 Promote the 2019 Summer Reading Program through the library’s website, fliers, and local publications.

Activity 9.1.2 Recruit 500 teen volunteers to assist with the 2019 Summer Reading Program.

Objective 9.2 **By August 15, 2019, a minimum of 42,242 (51% over FY2017) lunches and snacks, will be served to children, ages 0-18, at multiple library locations.**

Activity 9.2.1 Promote the summer lunch program through the library’s website, fliers, and local publications.

Activity 9.2.2 Incorporate story time classes and children’s activities, including promotion of library services, into lunch and snack times.

Goal #10 **Offer opportunities for adults to improve basic literacy skills for success in everyday life.**

Objective 10.1 **Increase the number of adult literacy instructional hours provided to 9,482 (2% over FY2017) by providing one-on-one instruction taught by volunteer tutors to individual adults which will result in an improvement of overall literacy skills.**

Activity 10.1.1 Provide 150 unique adults with one-to-one instruction taught by 125 volunteer literacy tutors.

Activity 10.1.2 Offer quarterly Tutor Roundtables.

Activity 10.1.3 Use evaluation tools to determine levels of student progression.

Objective 10.2 Eighty percent of adult literacy students surveyed will indicate that they applied newly acquired skills to achieve specific goals.

Activity 10.2.1 Design a Learner Progress Survey to determine levels of success.

Goal #11 *Design activities that allow the community to learn and develop new skills.*

Objective 11.1 Eighty-five percent of adults will respond favorably when surveyed about the opportunities to improve knowledge of business and financial concepts following participation in a library business related class.

Activity 11.1.1 Partner with local agencies to offer 74 system-wide classes on business and financial concepts.

Activity 11.1.2 Design an evaluation tool to determine the participants' levels of confidence in the knowledge/skills learned.

Objective 11.2 Eighty-five percent of adults surveyed will indicate an improvement in their employment readiness skills after attending an employment-related class, workshop or event in the library.

Activity 11.2.1 Partner with local agencies to develop an annual curriculum.

Activity 11.2.2 Present 12 employment-related classes and workshops.

Activity 11.2.3 Use evaluation tools to determine levels of participant confidence in the knowledge/skills gained through the classes and workshops they attended.

Objective 11.3 Eighty-five percent of adults will respond favorably when surveyed about improved knowledge of health information following participation in a library health-related class.

Activity 11.3.1 Provide 24 health and medical research classes and workshops through the Consumer Health Information service, and those offered by partnering with local agencies.

Activity 11.3.2 Design an evaluation tool to determine the class participants' levels of confidence in the knowledge they learned through the classes/workshops they attended.

Objective 11.4 A target audience of 49,738 (2% over FY2017) adults will participate in

literary, recreational, informative and performance-based library activities.

Activity 11.4.1 Facilitate a variety of literary, recreational, informative, and performance-based activities.

Activity 11.4.2 Provide training and resources to assist in the development of successful activities.

CONNECT COMMUNITIES

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

- Objective 1.1 Ninety percent of organizational contacts for deposit collections will indicate that the service provided had a positive impact on the communities served.
- Objective 1.2 Ninety percent of government and 501(c)3 agencies who request research report that the Library's services helped to complete a grant, save money, develop policies/procedures, or provide assistance with a service or project.
- Objective 1.3 Increase the number of cardholders by 1%, attract 1% more annual visits to library locations, and attract 1% more visits to the Library website than in FY2018.
- Objective 1.4 Ninety percent of child care facilities that use the ABC Kit service will report that tools provided help them to improve literacy and learning skills and prepare their clients for school.
- Objective 1.5 Increase Bookmobile cardholders by 1% over FY2018 and lend 1% more items than in FY2018.
- Objective 1.6 Attract 2% more community members to library activities at offsite locations in the form of book discussions, workshops and classes, and speaking engagements than in FY2018.

Goal #2 **Build partnerships that best leverage Library and partner resources.**

- Objective 2.1 Increase library awareness and reach by maintaining a presence on 15 community group, civic organization, governmental and non-profit boards and committees and by seeking for-profit and/or nonprofit partnerships.
- Objective 2.2 Support the Palm Beach County School District and other local educational entities by entering into, or maintaining five, or more, business partnerships and Memorandums of Understanding (MOUs).
- Objective 2.3 Partner with presenters representing Palm Beach County higher education and adult education institutions to provide learning and educational opportunities for 1% more members of the public than in FY2018.
- Objective 2.4 Provide 1% more activities which will reach an audience of 1% more high school students and young adults than in FY2018, with the aim of preparing them for a meaningful career with a sustainable wage.

Goal #3 **Promote inclusivity and embrace diversity in collections, services, activities, and spaces**

- Objective 3.1 Proactively recruit, support, and retain a diverse staff that reflect the demographics of those of the community.
- Objective 3.2 Provide one-on-one English language tutoring to 1% more adults and present 1% more hours of English Exchange activities than in FY2018.
- Objective 3.3 Lend 1% more multilingual materials and attract 1% more individuals to multilingual activities than in FY2018.
- Objective 3.4 Welcome immigrants and refugees by assisting them to acclimate to their new country by attracting 5% more individuals than in FY2018 to citizenship-related classes and hosting naturalization ceremonies where immigrants and refugees become U. S. citizens.
- Objective 3.5 Address the needs of people with disabilities and attract 5% more individuals with special needs and their caregivers to classes, workshops and other activities.
- Objective 3.6 Lend 1% more Books-by-Mail materials and attract 1% more homebound individuals than in FY2018 to activities specifically tailored to their needs.

Goal #4 **Provide opportunities for community members to become involved with the Library.**

- Objective 4.1 Assist the Friends of the Library in their efforts to support three unfunded library projects.
- Objective 4.2 Provide volunteer opportunities for 2% more adults and 2% more students than in FY2018 to assist with identified volunteer positions and the presentation of activities for all ages.

INSPIRE THOUGHT

Goal #5 **Provide access to technology, services, and activities designed to meet the digital literacy needs of the citizens of Palm Beach County.**

- Objective 5.1 Eighty percent of survey respondents will indicate an overall satisfaction with technology resources offered by the library.
- Objective 5.2 Plan and facilitate a minimum of 2% more adult public technology instruction activities, including group and individual instruction, to reach at least 2% more people than in FY2018.
- Objective 5.3 Strive to meet the digital literacy needs of children and teens through technology instructional activities with a target audience of 2% more participants than in FY2018.
- Objective 5.4 All library staff will participate in two technology instruction activities per year to ensure that staff is fully equipped to assist the community with its technology needs.
- Objective 5.5 Identify and implement a minimum of two technological solutions to improve the efficiency and usability of the integrated library management system.

Goal #6 **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 6.1 Provide access to online research tools to achieve 1% more sessions than in FY2018.
- Objective 6.2 Provide access to electronic content, including e-books, e-audiobooks, e-music, e-magazines, and e-movies to achieve 1% more sessions than in FY2018.
- Objective 6.3 Maintain the materials collection to exceed 2.0 holdings per capita to achieve the Florida Library Association’s essential quality of service level standard for libraries serving 750,001 or more people.
- Objective 6.4 Provide access to physical materials, including books, DVDs, audiobooks, and music CDs, to loan 1% more items than in FY2018, including materials loaned through the Bookmobile, Books by Mail and Talking Books Services.
- Objective 6.5 Provide access to research services in person, by telephone, and online to achieve 1% more transactions than in FY2018.

Goal #7 **Spark creativity and stimulate thoughtful conversation by providing a welcoming environment and collaborative process.**

- Objective 7.1 Facilitate access to multimedia technology by increasing use of the CreationStation by 1% over FY2018 and by increasing attendance at workshops

using CreationStation resources by 5% over FY2018.

Objective 7.2 Evaluate the use of interior branch spaces and collections to increase usage and/or user satisfaction.

Objective 7.3 Eighty-five percent of library members and guests, when surveyed, will indicate satisfaction with their library experience.

ENRICH LIVES

Goal #8 **Design family learning opportunities to improve a child's ability to achieve academically.**

Objective 8.1 One percent more children, ages 0-17, will attend a Library story time or multimedia class than in FY2018.

Objective 8.2 Provide access to online resources for children, ages 0-17, and their caregivers, including five databases, with one reporting at least a 90% satisfaction rate.

Goal #9 **Provide a Summer Reading Program to people of all ages.**

Objective 9.1 By August 15, 2020, 1% more Little Learners, children, teens, and adults than in FY2018 will be exposed to reading over the summer by registering for the Summer Reading Program.

Objective 9.2 By August 15, 2020, a minimum of 1% more lunches and snacks will be served to children, ages 0-18, at multiple library locations than in FY2018.

Goal #10 **Offer opportunities for adults to improve basic literacy skills for success in everyday life.**

Objective 10.1 Increase the number of adult literacy instructional hours provided by 1% over FY2018 by providing one-on-one instruction taught by literacy tutors to individual adults which will result in an improvement of their reading skills.

Objective 10.2 Eighty-five percent of adult literacy students surveyed will indicate that they applied newly acquired skills to achieve specific goals.

Goal #11 **Design activities that allow the community to learn and develop new skills.**

Objective 11.1 Eighty-five percent of adults will respond favorably when surveyed about the opportunities to improve knowledge of business and financial concepts following participation in a library business-related class.

Objective 11.2 Eighty-five percent of adults surveyed will indicate an improvement in their employment readiness skills after attending at least one employment-related class, workshop or event in the library.

Objective 11.3 Eighty-five percent of adults will respond favorably when surveyed about improved knowledge of health information following participation in a library health-related class.

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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:

(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

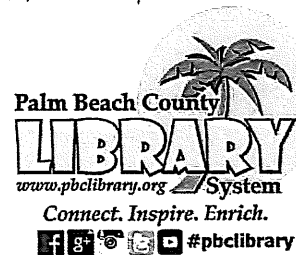
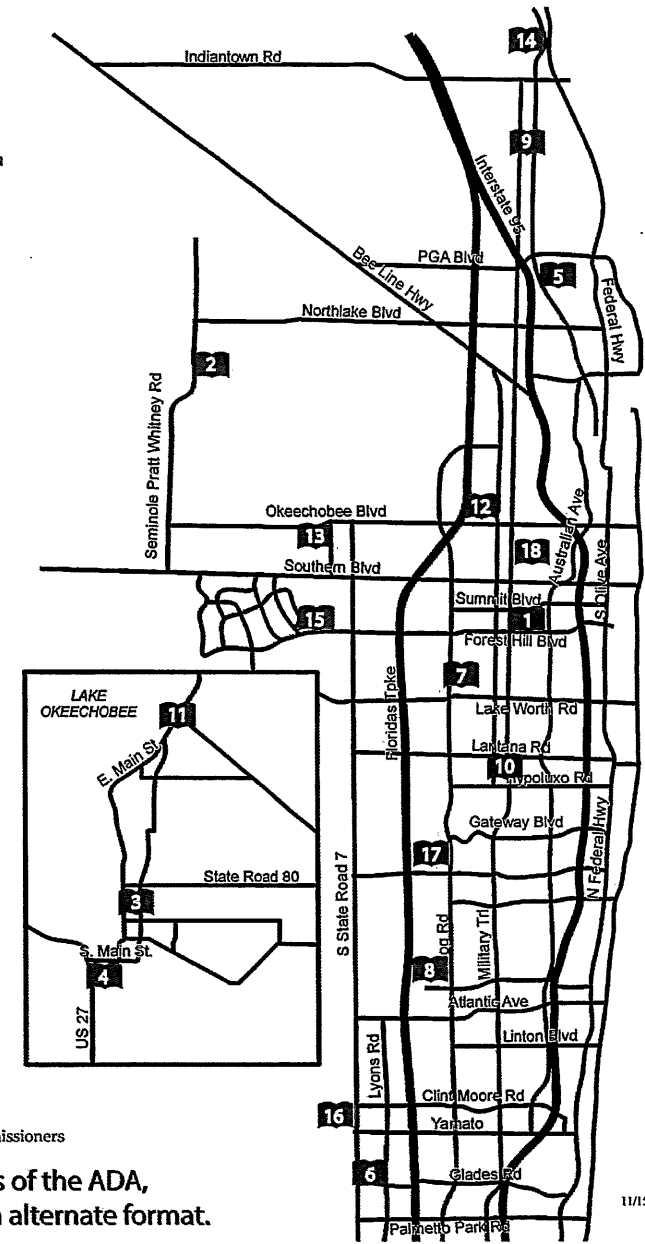
(LIBRARY DISTRICT)

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 33493
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 33455
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.