

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY

Meeting Date: September 10, 2019 [] 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 2020 through FY 2022.

Summary: This Plan represents the Library’s mission statement, goals and objectives, and strategic plan for FY 2020 through FY 2022. 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 \$1,057,153 in State Aid to Public Libraries during FY 2020. The Library Advisory Board endorsed this Plan with Resolution 19-01, dated July 8, 2019.

Highlights of the Plan for FY 2020 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;
- Offering 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 interact, including increasing the number of adults participating in literary, recreational, informative and performance-based activities. Countywide (AH)

Background and Policy Issues: 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 2020 Budget. From 2016-17, the Library System conducted an eighteen month strategic planning process to provide a major update to its long-range plan. This process involved community input, staff discussion groups, and analysis of local and national trends. A key shift in the plan was to concentrate on tracking outcomes in addition to outputs. Minor updates were made to the plan this fiscal year.

Attachments:

1. Library Advisory Board Resolution 19-01
2. Long-Range Plan

Recommended By: Douglas Crane (Douglas Crane) 8-13-19
Department Director Date

Approved By: Willy Blue 8/28/19
Assistant County Administrator Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Capital Expenditures	<u>4,144,385</u>	<u>4,351,604</u>	<u>4,569,184</u>	<u>0</u>	<u>0</u>
Operating Costs	<u>54,521,198</u>	<u>57,247,258</u>	<u>60,109,621</u>	<u>0</u>	<u>0</u>
External Revenues	<u>(1,057,153)</u>	<u>(1,110,011)</u>	<u>(1,165,512)</u>	<u>0</u>	<u>0</u>
Program Income (County)	<u>313,023</u>	<u>328,675</u>	<u>345,109</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>57,921,453</u>	<u>60,817,526</u>	<u>63,858,402</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 2020 is pending final approval and based on estimated expenditures and appropriations. The proposed FY 2020 Budget is sufficient to cover the first year of the FY2020-2022 Long Range Plan.

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

III. REVIEW COMMENTS:

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

[Signature] 8/20/19
 8/19 BR 8/19 OFMB

[Signature] 8/23/19
 Contract Dev. And Control 8/23/19 (u)

B. Legal Sufficiency:

Anne DeFord 8-26-19
 Assistant County Attorney

C. Other Department Review:

 Department Director

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

Resolution 19-01
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 2020-2022 Strategic and Long-Range Plan; and

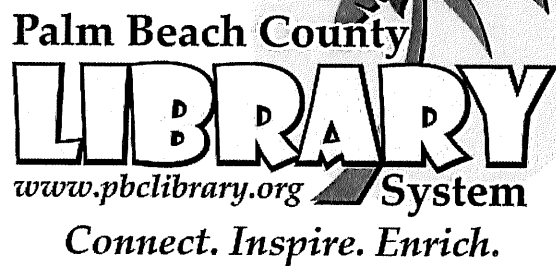
Whereas, this Board has reviewed the Library's Strategic and Long-Range Plan and supports its adoption;

NOW THEREFORE BE IT RESOLVED that the Library Advisory Board of the Palm Beach County Library System, meeting in regular session this 8th day of July 2019, voted to endorse the Palm Beach County Library System's Strategic and Long-Range Plan for FY 2020-2022.





Mary Kendall, Chair



Strategic and Long-Range Plan

FY 2020-2022

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

July 2019



Sept. 10, 2019

Attachment 2

3N1

Board of County Commissioners
Palm Beach County

MAYOR

Mack Bernard

VICE MAYOR

Dave Kerner

MEMBERS

Mary Lou Berger
Melissa McKinlay
Hal R. Valeche
Robert S. Weinroth
Gregg K. Weiss

COUNTY ADMINISTRATOR

Verdenia C. Baker

ASSISTANT COUNTY ADMINISTRATOR

Todd Bonlarron



Library Advisory Board

Palm Beach County Library System

CHAIR

Mary Kendall

VICE CHAIR

Erasmo Haibi

MEMBERS

Megan Bob

Miriam Bracero-Rosario

Alice Chambers

Dr. Ronald Giddens

Joseph Glucksman

Gloria Kelly

Linda Knox

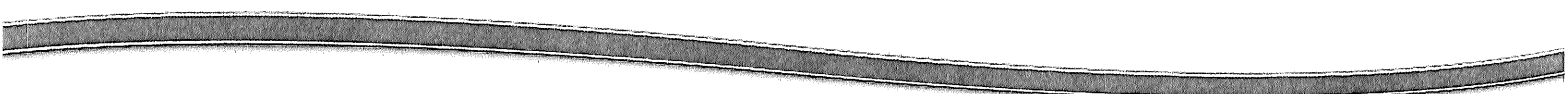
Salvatore (Sam) Manuele

Catherine North

Marilyn Parmet

Regis Wenham

Ellen Winikoff



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

Aurora Arthay, Assistant Director

Susan Bermann, Technical Services Division Head

Jayne Bosio, Government Research Services Librarian

Peter Bransche, Director, Library Information Technology Division

Pamela Bruner, Collection Development Coordinator

Adam Davis, Director, System Services

Marianne Estrada, Adult Literacy Project Coordinator

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

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

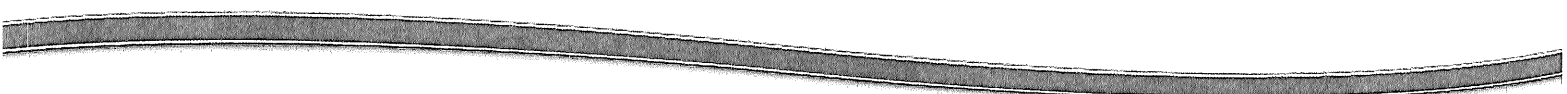
The purpose of the Palm Beach County Library System's Strategic and Long-Range Plan is to provide strategic guidance for the delivery of library services over the next three years. It outlines a vision of outstanding library service for residents of the Palm Beach County Library District.

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

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

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

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



Basic Information about the Library

STRUCTURE

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

LIBRARY DISTRICT

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

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

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

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

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

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

DEMOGRAPHICS

From 2000 to 2019, the population of the Library District grew from 731,460 to 953,369 (estimated), a 30% increase.

According to the U. S. Census Bureau, the 2017 estimate for Palm Beach County's Hispanic population was 21.3% of the total County population; the national figure is 17.6%. The 2017 estimate for Palm Beach County's Black/African American population is 18.5% of the total County population; the national figure is 12.7%.

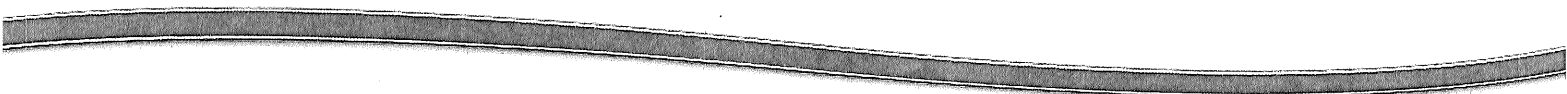
The median age for Palm Beach County is 44.4 years and the percentage of those 65 and over is 23.0%, compared to the national figures of 37.8 years and 14.9%, respectively.

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 2018, the Library lent over 7.8 million items and answered more than 1.6 million research questions.

COLLECTION

The Library provides access to holdings of over 1.92 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 2019 staffing complement consists of 480.300 FTE (full-time equivalent) employees. These figures represent 429 permanent, merit positions, of which 130 are Librarians, 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 2022.




FINANCIAL SUPPORT

The Library's proposed budget for Fiscal Year 2020 is \$67,760,570. As in the past, we continually seek alternative revenue sources to supplement ad valorem funding.

For example:

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

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

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

Executive Summary

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

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


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

As a result of continuing feedback from the community and staff, the Plan for FY2020-2022 has been streamlined and reorganized to increase its effectiveness and functionality.

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

- Connect Communities
- Inspire Thought
- Enrich Lives

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




Connect Communities

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

The Library will enhance the role of the library in the community by helping government and 501(c) 3 organizations with their research needs, by encouraging more visits to library locations and to the library’s website, and by improving the literacy skills of children through the ABC kit program.

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. Immigrants and refugees will be welcomed through participation in the library’s citizenship-related classes and naturalization ceremonies. Activities and events for the blind and visually impaired, for the homebound, and for individuals with special needs will be developed and tailored for these specific audiences.

The Library will provide opportunities for community members and organizations to become involved with the Library by assisting the Friends of the Palm Beach County Library System with their fundraising efforts, by providing volunteer opportunities for adults and students, by seeking new for-profit and/or non-profit partnerships, and by maintaining library representation on community group, civic organization, governmental and non-profit boards and committees. A partnership with the School District of Palm Beach County will be maintained to serve lunches and snacks to children, ages 0-18, at multiple library locations during the summer months.



Inspire Thought

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

The Library will provide access to electronic content, online research tools and physical materials to meet the needs of the community. The collections will be maintained to ensure currency of materials and to meet the number of holdings per capita recommended by the *Florida Public Library Outcomes & Standards*. Research services offered by the Library will provide prompt and accurate information to all Palm Beach County residents in person, on the telephone, and electronically through email and live chat with a goal to increase the number of research transactions handled in FY2020.

Library staff will provide a welcoming environment to spark creativity, stimulate thoughtful conversation and encourage collaboration by establishing Pop Up Media Labs at 13 branch locations, by creating a clean, friendly and intuitive environment through evaluation and implementation of signage guidelines, and by identifying and implementing technological solutions as indicated by library member and staff feedback.

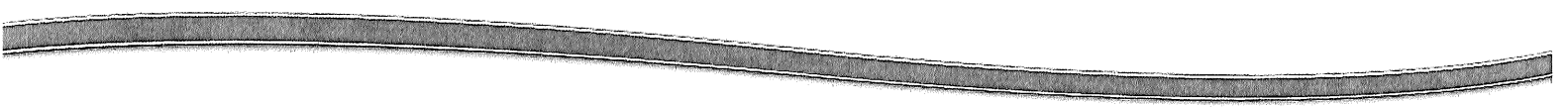


Enrich Lives

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

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

Library staff will offer activities that allow the community to learn and interact. Adult literacy instruction will provide one-on-one instruction taught by volunteer tutors, 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, and a variety of literary, recreational, informational, and performance-based activities will be offered to attract an increase in attendance.



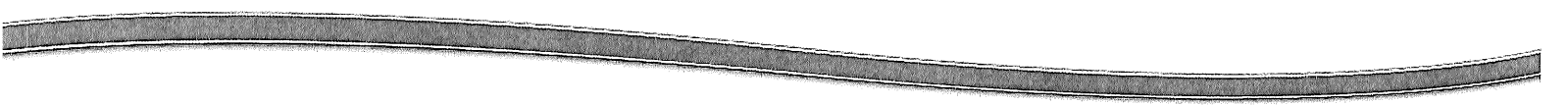
PALM BEACH COUNTY LIBRARY SYSTEM

VISION STATEMENT

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

MISSION STATEMENT

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



Palm Beach County Library System
Mission

MISSION: CONNECT COMMUNITIES

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

MISSION: INSPIRE THOUGHT

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

MISSION: ENRICH LIVES

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



CONNECT COMMUNITIES

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

Objective 1.1 **Ninety percent of responding 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 1.1.1 Market and promote library research services to government and 501(c) 3 agencies.

Activity 1.1.2 Increase staff interest and participation.

Objective 1.2 **Increase the number of new cardholders to 39,480 (2% over FY2018), attract 4,077,455 (1% over FY2018) annual visits to library locations, and attract 9,271,826 (-3% under FY2018) visits to the Library website.**

Activity 1.2.1 Update the Integrated Marketing Communications Plan to include the Strategic Plan's goals and objectives.

Activity 1.2.2 Promote library services utilizing social media and other free media opportunities.

Activity 1.2.3 Create promotional kits for staff to use at community outreach events to inform the public about library services.

Objective 1.3 **Increase the lending of ABC Kits to child care facilities to 2,569 (2% over FY2018) kits.**

Activity 1.3.1 Contact 50 eligible child care facilities not currently borrowing ABC kits.

Activity 1.3.2 Create or redesign ABC Kits.

Activity 1.3.3 Offer story time classes and literacy services to eligible child care providers.

Objective 1.4 **Increase Bookmobile usage by lending 41,983 (1% over FY2018) items.**

Activity 1.4.1 Provide bookmobile services to 35 or more regularly scheduled stops.

Activity 1.4.2 Attend one or more special events each quarter.

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

Objective 2.1 **Proactively recruit, support, and retain a diverse staff that reflect the demographics of those in the community.**

- Activity 2.1.1 Facilitate a minimum of two anti-bias trainings per fiscal year.
- Activity 2.1.2 Actively encourage staff to participate in activities that highlight their cultures.
- Objective 2.2 Prepare Palm Beach County System staff and volunteers to provide English Exchange activities.**
- Activity 2.2.1 Offer staff-led English Exchange series in 5 different branches.
- Activity 2.2.2 Present 285 English Exchange classes (1% over FY2018) with 3,462 hours (1% over FY2018) of instruction recorded at library branches.
- Objective 2.3 Lend 101,918 (1% over FY2018) multilingual materials and attract 9,305 (1% over FY2018) individuals to multilingual activities.**
- Activity 2.3.1 Offer 490 (1% over FY2018) multilingual activities.
- Activity 2.3.2 Convene one meeting quarterly with a cultural or linguistic group to assess their collection, service and activity needs.
- Objective 2.4 Welcome immigrants and refugees by assisting them to acclimate to their new country by attracting 212 (1% over FY2018) individuals to citizenship-related classes and naturalization ceremonies where immigrants and refugees become U. S. citizens.**
- Activity 2.4.1 Partner with local organizations that serve immigrants and refugees to provide orientations to library services.
- Activity 2.4.2 Host quarterly naturalization ceremonies.
- Activity 2.4.3 Promote citizenship-related and civics resources through classes and marketing.
- Activity 2.4.4 Host clinics to help immigrants apply for citizenship.
- Objective 2.5 Address the needs of people with disabilities and attract 2,200 (1% over FY2018) individuals with special needs and their caregivers to classes, workshops and other activities.**
- Activity 2.5.1 Offer 203 (1% over FY2018) activities for individuals with physical and cognitive disabilities and their caregivers.
- Activity 2.5.2 Provide quarterly training related to serving individuals with disabilities which is available to all Library System staff.
- Objective 2.6 Lend 18,885 (1% over FY2018) Books-by-Mail materials and attract 69 homebound individuals (1% over FY2018) to activities specifically tailored to their needs.**
- Activity 2.6.1 Host quarterly offsite Books-by-Mail registration drives.

- Activity 2.6.2 Develop plan to train Books-by-Mail members on eResources.
- Activity 2.6.3 Develop new ways to serve incarcerated residents of Palm Beach County.
- Goal #3** **Provide opportunities for community members and organizations to become involved with the Library.**
- Objective 3.1** **Assist the Friends of the Library with fundraising, book sales and donations.**
- Activity 3.1.1 Assist the Friends of the Library to increase used book sales in branches by \$10,000 by evaluating book sale areas, revising procedures, and implementing improvements.
- Activity 3.1.2 Assist in increasing individual Friends memberships to 499 members (5% over FY 2018) by promoting the benefits of being a member.
- Activity 3.1.3 Assist in increasing overall monetary donations to \$10,726 (2% over FY2018) by promoting the various types of donations and by suggesting unfunded library projects.
- Objective 3.2** **Provide volunteer opportunities for 395 (1% over FY2018) adults and 902 (1% over FY2018) students to assist with identified volunteer positions and the presentation of activities for all ages.**
- Activity 3.2.1 Update volunteer job descriptions and applications.
- Activity 3.2.2 Conduct staff facilitator training workshops.
- Activity 3.2.3 Recognize volunteer efforts by organizing appreciation events for all ages.
- Objective 3.3** **Increase library awareness and reach by seeking five new for-profit and/or non-profit partnerships and maintain representation on 25 community group, civic organization, governmental and non-profit boards and committees.**
- Activity 3.3.1 Update policies regarding collaborative partnerships, sponsorships, and library representation on boards and committees.
- Activity 3.3.2 Deploy systematic approach for seeking partnerships and tracking Library representation on boards and committees.
- Objective 3.4** **By August 15, 2020, partner with the school district to serve a minimum of 40,703 (1% over FY2018) lunches and snacks to children, ages 0-18, at multiple library locations.**
- Activity 3.4.1 Promote the summer lunch program through the library's website, fliers, and local publications.
- Activity 3.4.2 Incorporate story time classes and children's activities into lunch and snack times.

Activity 3.4.3

Promote library services and encourage library card registrations during summer lunch programs at all branch locations.

INSPIRE THOUGHT**Goal #4**

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

Objective 4.1 Provide access to online research tools to achieve a minimum of 211,191 (1% increase over FY2018) sessions per year.

Activity 4.1.1 Provide access to a minimum of five online research tools for children, ages 0-17, and their caregivers.

Activity 4.1.2 Evaluate current and prospective subscriptions for online research tools.

Activity 4.1.3 Produce marketing materials and employ strategies for promoting new and existing online research tools.

Objective 4.2 Provide access to electronic content, including e-books, e-audiobooks, e-music, e-magazines, and e-movies to achieve 1,431,296 (12% over FY2018) sessions per year.

Activity 4.2.1 Evaluate current and prospective e-materials subscriptions and collections.

Activity 4.2.2 Produce marketing materials and employ strategies for promoting new and existing e-materials.

Objective 4.3 Maintain the materials collection, including both physical and electronic materials, at 2.0 holdings per capita as recommended by the *Florida Library Associations' Florida Public Library Outcomes & Standards* for populations above 25,000 people.

Activity 4.3.1 Replace 5% of the physical collection each year to ensure that materials are current and in good condition.

Activity 4.3.2 Increase the active materials holdings, including both physical and electronic materials, to meet or exceed 1,932,738 (1% over FY18) items.

Objective 4.4 Provide access to physical materials, including books, DVDs, audiobooks, and music CDs, to loan a minimum of 9,391,504 (20% over FY2018) items per year, including materials loaned through the Bookmobile, Books by Mail and Talking Books Services.

Activity 4.4.1 Evaluate branch collections and adjust selections to meet community needs.

Activity 4.4.2 Create onsite teams to develop strategies for increasing lending opportunities in branches.

- Activity 4.4.3 Produce marketing materials and employ strategies for promoting new and existing materials and collections.
- Objective 4.5 Provide access to research services in person, by telephone, and online to achieve a minimum of 1,666,620 (maintain FY2018) transactions.**
- Activity 4.5.1 Evaluate and address research needs of library users.
- Activity 4.5.2 Develop training opportunities for staff.
- Activity 4.5.3 Increase awareness of in-house research services.
- Goal #5 Provide a welcoming environment to spark creativity, stimulate thoughtful conversation and encourage collaboration.**
- Objective 5.1 As an extension of the CreationStation, establish 13 Pop Up Media Labs at branch locations by July 2020.**
- Activity 5.1.1 Evaluate and review existing CreationStation resources and related technology for use at branch media labs.
- Activity 5.1.2 Train branch staff members on use of CreationStation/Pop Up Media Lab resources.
- Objective 5.2 Create and maintain a clean, friendly, and intuitive library environment in all 17 branch locations by evaluating and implementing signage guidelines by September 30, 2020.**
- Activity 5.2.1 Update the Library's Visual Standards Manual and define guidelines for creating and posting signs in public areas.
- Activity 5.2.2 Conduct a signage audit at each branch location and apply guidelines from the Visual Standards Manual and User Experience Design principles to ensure a consistent user experience at all library locations.
- Objective 5.3 Identify and implement a minimum of two technological solutions/enhancements that can be supported by available software/hardware as indicated by feedback collected from the public and staff.**
- Activity 5.3.1 Conduct an annual public survey to determine and implement technological solutions where feasible and appropriate.
- Activity 5.3.2 Conduct an annual staff survey to determine and implement technological solutions where feasible and appropriate.
- Activity 5.3.3 Deploy Macintosh devices at branches due to feedback from the FY2018 public survey.

ENRICH LIVES

- Goal #6** **Design family learning opportunities to improve a child's ability to achieve academically.**
- Objective 6.1** **A target number of 214,188 (maintain FY2018) children, ages 0-17, will attend a Library story time or multimedia class.**
- Activity 6.1.1 Offer 7,442 (maintain FY2018) early literacy and school age activities.
- Activity 6.1.2 Offer 560 (maintain FY2018) activities to attract tweens and teens, ages 12-17, to the library.
- Objective 6.2** **By August 15, 2020, 13,824 (1% over FY2018) Little Learners, children, teens, and adults will be exposed to reading over the summer by registering for the Summer Reading Program.**
- Activity 6.2.1 Assemble a committee to plan various aspects of the program.
- Activity 6.2.2 Promote the 2020 Summer Reading Program through the Library's website, social media, fliers, and local publications.
- Goal #7** **Offer activities that allow the community to learn and interact.**
- Objective 7.1** **A target audience of 46,283 (1% over FY2018) adults will participate in literary, recreational, informative and performance-based library activities.**
- Activity 7.1.1 Partner with representatives from area cultural and educational institutions to provide a variety of learning opportunities.
- Activity 7.1.2 Coordinate reading-related activities in the form of book discussions, author talks, and literary lectures.
- Activity 7.1.3 Provide opportunities for public dialog and deliberation on relevant local, national, and global matters.
- Activity 7.1.4 Offer classes resulting in a finished creative work or encouraging the development of creative skills.
- Objective 7.2** **Ninety percent of respondents to surveys related to health/wellness, business/finance, consumer information, and employment readiness activities report a positive personal outcome related to their learning.**
- Activity 7.2.1 Redesign current evaluation tools.
- Activity 7.2.2 Work with public services staff on administering and reporting evaluation tools.
- Activity 7.2.3 Distribute follow up questionnaires to participating library members.

- Objective 7.3** **Offer 3,886 (maintain FY2018) group and individual technology classes attracting at least 12,202 people (1% over FY2018).**
- Activity 7.3.1 Offer 882 group workshops per year with 4,627 people in attendance (1% over FY2018).
- Activity 7.3.2 Provide 2,796 individual instruction sessions per year with 4,022 people in attendance (maintain FY2018).
- Activity 7.3.3 Develop, plan, and present 208 (1% over FY2018) public technology instructional activities for children and teens, with a target audience of 3,553 participants (1% over FY 2018)
- Activity 7.3.4 All library staff will participate in two technology instruction classes per year to ensure that they are fully equipped to assist the community with its technology needs.
- Objective 7.4** **Increase the number of adult literacy instructional hours provided to 6,768 (1% over FY2018) adults by providing one-on-one instruction taught by volunteer tutors to individual adults which will result in an improvement of overall literacy skills.**
- Activity 7.4.1 Provide 150 individuals with one-on-one instruction taught by 125 volunteer literacy tutors.
- Activity 7.4.2 Use evaluation tools to determine improvement of students' literacy skills.

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 responding 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 1.2 Increase the number of new cardholders by 2% over FY2019, attract 1% more annual visits to library locations than in FY2019, and attract 1% more visits to the Library website than in FY2019.
- Objective 1.3 Increase the lending of ABC Kits to child care facilities by 2% over FY2019.
- Objective 1.4 Increase Bookmobile usage by lending 1% more items than in FY2019.

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

- Objective 2.1 Proactively recruit, support, and retain a diverse staff that reflect the demographics of those in the community.
- Objective 2.2 Support Palm Beach County Library System staff and volunteers to provide English Exchange activities.
- Objective 2.3 Lend 1% more multilingual materials and attract 1% more individuals to multilingual activities than in FY2019.
- Objective 2.4 Welcome immigrants and refugees by assisting them to acclimate to their new country by attracting 1% more individuals to citizenship-related classes and naturalization ceremonies where immigrants and refugees become U. S. citizens than in FY2019.
- Objective 2.5 Address the needs of people with disabilities and attract 1% more individuals with special needs and their caregivers to classes, workshops and other activities than in FY2019.
- Objective 2.6 Lend 1% more Books-by-Mail materials and attract 1% more homebound individuals to activities specifically tailored to their needs than in FY2019.

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

- Objective 3.1 Assist the Friends of the Library with fundraising, book sales and donations.

- Objective 3.2 Provide volunteer opportunities for 1% more adults and 1% more students to assist with identified volunteer positions and the presentation of activities for all ages than in FY2019.

- Objective 3.3 Increase library awareness and reach by seeking five new for-profit and/or non-profit partnerships and maintain representation on 25 community group, civic organization, governmental and non-profit boards and committees.

- Objective 3.4 By August 15, 2021, partner with the school district to serve a minimum of 1% more lunches and snacks to children, ages 0-18, at multiple library locations than in FY2019.

INSPIRE THOUGHT**Goal #4**

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

- Objective 4.1 Provide access to online research tools to achieve a minimum of 1% more sessions than in FY2019.
- Objective 4.2 Provide access to electronic content, including e-books, e-audiobooks, e-music, e-magazines, and e-movies to achieve 5% more sessions than in FY2019.
- Objective 4.3 Maintain the materials collection, including both physical and electronic materials, at 2.0 holdings per capita as recommended by the *Florida Library Associations' Florida Public Library Outcomes & Standards* for populations above 25,000 people.
- Objective 4.4 Provide access to physical materials, including books, DVDs, audiobooks, and music CDs, to loan a minimum of 1% more items, including materials loaned through the Bookmobile, Books by Mail and Talking Books Services, than in FY2019.
- Objective 4.5 Provide access to research services in person, by telephone, and online to achieve 1% more transactions than in FY2019.

Goal #5

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

- Objective 5.1 Facilitate access to digital resources by presenting 120 combined multimedia technology classes in the Main Library Creation Station and with the Pop Up Media Labs at branch locations.
- Objective 5.2 Create and maintain a clean, friendly, and intuitive library environment in branch locations by identifying and implementing improvements to physical spaces by using user experience design principles.
- Objective 5.3 Identify and implement a minimum of two technological solutions/enhancements that can be supported by available software/hardware as indicated by feedback collected from the public and staff.

ENRICH LIVES

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

Objective 6.1 A target number of 1% more children than in FY2019, ages 0-17, will attend a Library story time or multimedia class.

Objective 6.2 By August 15, 2021, 1% more Little Learners, children, teens, and adults than in FY2019 will be exposed to reading over the summer by registering for the Summer Reading Program.

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

Objective 7.1 A target audience of 2% more adults than in FY2019 will participate in literary, recreational, informative and performance-based library activities.

Objective 7.2 Ninety percent of respondents to surveys related to health/wellness, business/finance, consumer information, and employment readiness activities report a positive personal outcome related to their learning.

Objective 7.3 Offer 1% more group and individual technology classes attracting at least 1% more people than in FY2019.

Objective 7.4 Increase the number of adult literacy instructional hours provided to 1% more adults than in FY2019 by providing one-on-one instruction taught by volunteer tutors to individual adults which will result in an improvement of overall literacy skills.

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

Goal #5

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

- Objective 5.1 Facilitate access to digital resources by presenting 1% more combined multimedia technology classes in the Main Library Creation Station and with the Pop Up Media Labs at branch locations than in FY2021.
- Objective 5.2 Create and maintain a clean, friendly, and intuitive library environment in branch locations by identifying and implementing improvements to physical spaces by using user experience design principles.
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Objective 7.4 Increase the number of adult literacy instructional hours provided to 1% more adults than in FY2020 by providing one-on-one instruction taught by volunteer tutors to individual adults which will result in an improvement of overall literacy skills.

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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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

I. Taxation and contracts.—

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

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

J. County library fund.—

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

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

(3) Library capital improvements may be funded by:

(a) A multi-year levy; or

(b) Bonds issued by the commission; or

(c) As part of the annual tax; or

- (d) Any appropriate public funding source.
- (4) The commission is hereby authorized to submit a referendum for library capital improvements to the voters of the district.
- (5) Upon approval of a majority of the voters of the district voting, the commission shall levy the voter approved millage for the number of years likewise approved, or authorize the issuance of bonds and necessary millage for debt service.
- (6) Library capital improvements may include:
- (a) Acquisition of library sites.
- (b) Acquisition, construction, or renovation of buildings.
- (c) Acquisition of bookmobiles.
- (d) Acquisition of initial furniture and equipment.
- (e) Acquisition and processing of initial library material collections.
- (7) If any municipality not a part of the district chooses to enter the district, that municipality must transfer resources currently being used to provide public library service and/or such other resources as would be required for the library system to provide to the residents of the entering municipality comparable library service to that provided throughout the district.

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

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

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

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

Approved by the Governor May 22, 2000.

Filed in Office Secretary of State May 22, 2000.

PALM BEACH COUNTY LIBRARY SYSTEM

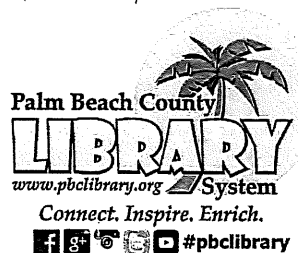
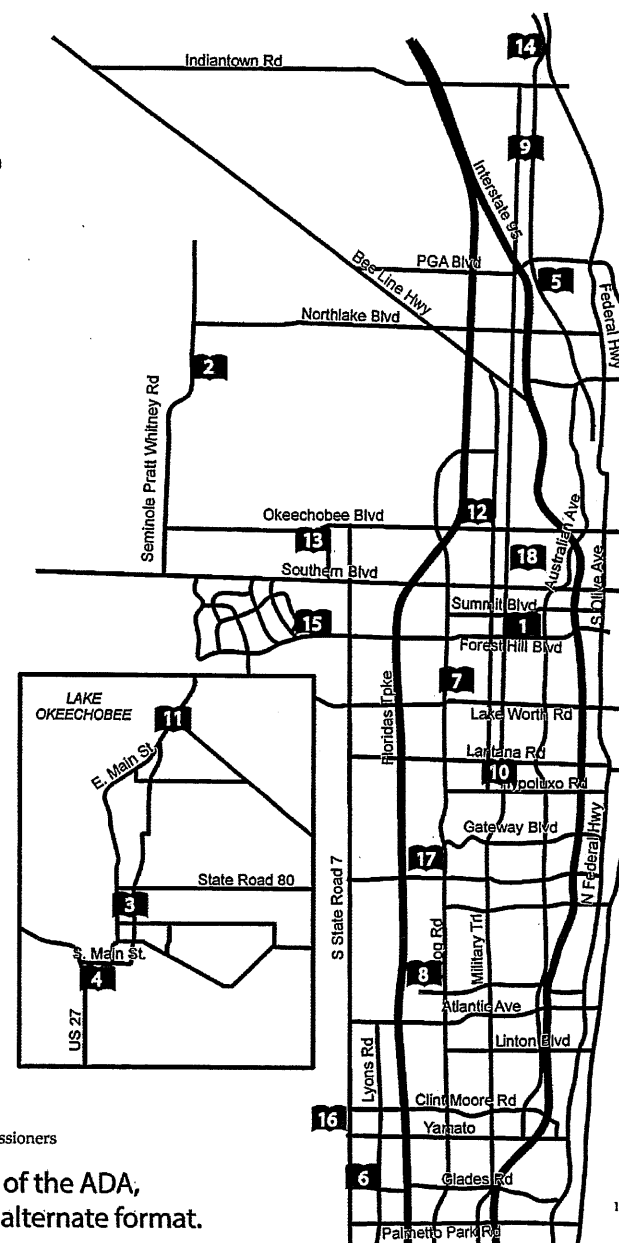
(LIBRARY DISTRICT)

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

Atlantis
Belle Glade
Briny Breezes
Cloud Lake
Glen Ridge
Greenacres
Haverhill
Hypoluxo
Juno Beach
Jupiter
Jupiter Inlet Colony
Lake Clarke Shores
Loxahatchee Groves
Mangonia Park
Ocean Ridge
Pahokee
Palm Beach Gardens
Palm Beach Shores
Royal Palm Beach
South Bay
South Palm Beach
Tequesta
Wellington
Westlake

Library Locations

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




 Palm Beach County Board of County Commissioners

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