

Public Hearing

Submitted for: County Library/Administration

## Assistant County Administrator (Todd Bonlarron)

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2025	2026	2027	2028	2029
Capital Expenditures	4,730,000	4,730,000	4,966,500	5,214,825	0
Operating Costs	87,890,883	85,225,272	89,486,536	93,960,862	0
External Revenues	(754,643)	(754,643)	(792,375)	(831,994)	0
Program Income (County)	277,874	10,229,903	10,741,398	11,278,468	0
In-Kind Match (County)	0	0	0	0	0
NET FISCAL IMPACT	92,144,114	99,430,532	104,402,059	109,622,162	0
# ADDITIONAL FTE POSITIONS (Cumulative)	0	0	0	0	0

Is Item Included in Current Budget? Yes ☒ No ☐

Budget Account No.: Fund 1180 Agency 320 ORG 3200 Object Various

Does this item include the use of Federal Funds: Yes ☐ No ☒

Does this item include the use of State Funds: Yes ☒ No ☐

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

Requested Department Budget for FY2026 is pending final approval and based on estimated expenditures and appropriations. The proposed FY2026 Budget is sufficient to cover the third year of the FY2024-2028 Strategic Plan.

C. Departmental Fiscal Review: Claudia Gray Hamilton  
(Claudia Gray Hamilton, Financial Analyst III)

III. REVIEW COMMENTS:

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

Janine 7/23/25  
OFMB MO 7/22

Brenda Jacobo 08/28/25  
Contract Dev. And Control 7/23/25

B. Legal Sufficiency:

Anne Jacobo 7/28/25  
Assistant County Attorney

C. Other Department Review:

\_\_\_\_\_  
Department Director

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

**Resolution 25-01**

**Library Advisory Board  
of the  
Palm Beach County Library System**

Whereas, the Library Advisory Board represents the Library to the Board of County Commissioners in matters pertaining to library service; and

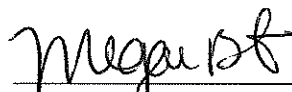
Whereas, our role is to provide policy, budget, and other recommendations to the Board of County Commissioners; and

Whereas, the purpose of the Library's strategic plan is to provide strategic guidance for the delivery of library services over the next three-year period; and

Whereas, Library staff has diligently researched and prepared the FY 2024-2028 Strategic Plan; and

Whereas, this Board has reviewed the Library's Strategic Plan and the Action Plan FY 2026, and supports its adoption;

NOW THEREFORE BE IT RESOLVED that the Library Advisory Board of the Palm Beach County Library System, meeting on July 14, 2025, voted to endorse the Palm Beach County Library System's Strategic Plan for FY 2024-2028 and Action Plan FY 2026.

  
\_\_\_\_\_  
Megan Bob, Chair

# STRATEGIC PLAN *FY 2024-2028* & ACTION PLAN *FY 2026*



**CONNECT**

**INSPIRE**

**ENRICH**





**Palm Beach County  
Board of County Commissioners**

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Sara Baxter, Vice Mayor  
Joel G. Flores  
Bobby Powell Jr.  
Maria Sachs  
Gregg K. Weiss  
Marci Woodward

**County Administrator**

Joseph Abruzzo

**Assistant County Administrator**

Todd J. Bonlarron

**Library Advisory Board**

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Linda Knox, Vice Chair  
Sherry Albury  
Abby Baker  
Dale Blanton  
Lainey Brooks  
Kathi Gundlach  
Annie Ifill  
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Julia Matthews  
Perri McDowell-Demps  
John McGovern  
Joseph Mindell  
Virginia Savietto  
Lisa Seymour



## ACKNOWLEDGMENTS

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LIBRARY ADMINISTRATIVE STAFF & STRATEGIC PLANNING TEAM .....	25

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**CONNECT**

**INSPIRE**

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# INTRODUCTION



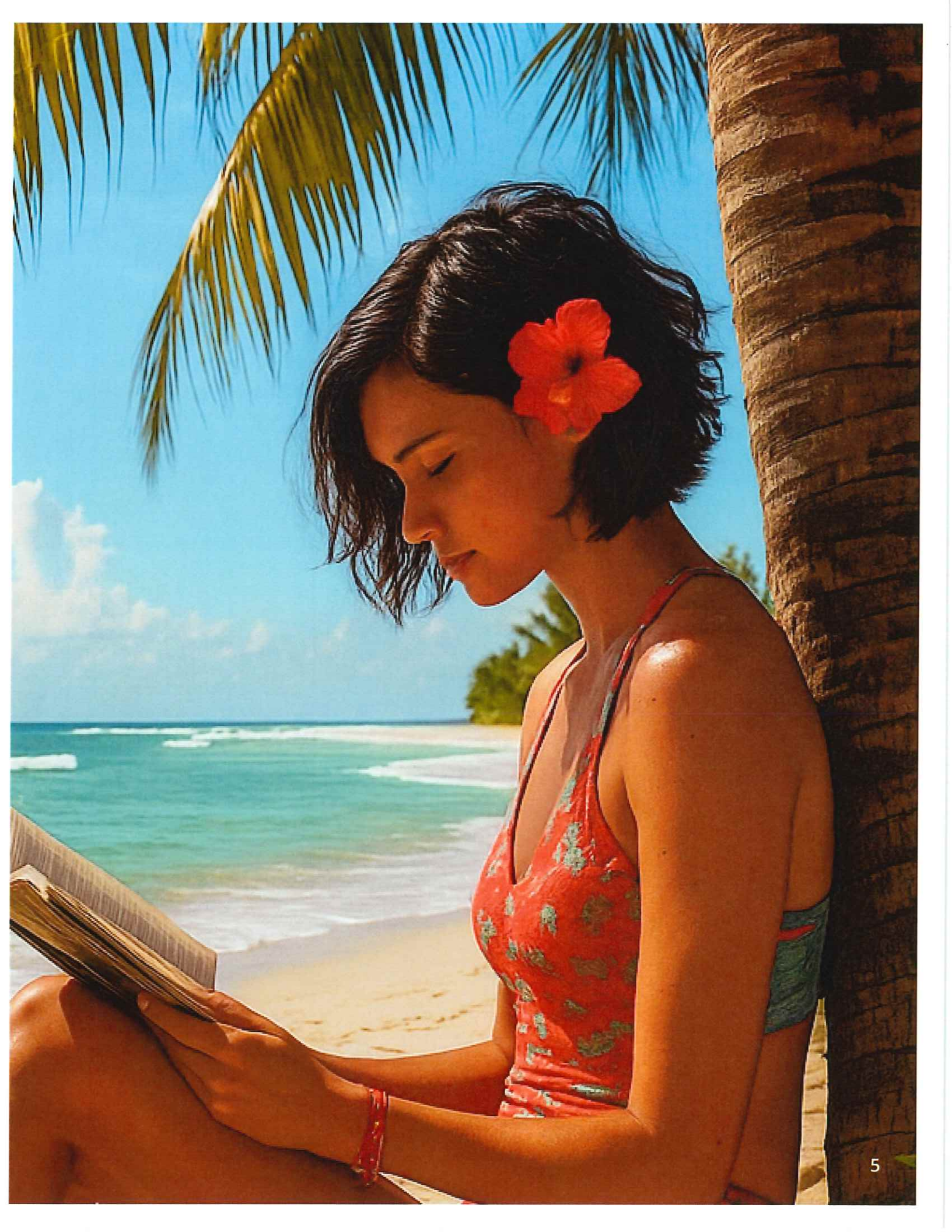
The Palm Beach County Library System has a vision to open minds to a world of unlimited possibilities. We strive to achieve this vision through our mission, which is the heart of our Strategic Plan and embraces the following three components: connect communities, inspire thought and enrich lives. The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

The purpose of the Palm Beach County Library System's Strategic Plan is to guide the delivery of services over the next five years (2024-2028). It outlines a vision of outstanding Library service for residents of the Palm Beach County Library District and addresses community needs and emerging trends to maximize the Library's impact throughout Palm Beach County. It also serves as a guide for the Library's future development as a cornerstone of a well-informed and educated community.

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

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





# BASIC INFORMATION ABOUT THE LIBRARY



*"We love the Library so much. It's an amazing resource for our community. Thank you so much for all you do to help, educate and inspire our city."*

## Member Quote

## LIBRARY DISTRICT

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

The District consists of the unincorporated area of Palm Beach County plus 24 municipalities. Reciprocal borrowing privileges are provided to residents of Boynton Beach, Delray Beach, Lake Park, Lantana, Lake Worth Beach, North Palm Beach, Palm Springs, Riviera Beach and West Palm Beach under the guidelines for receiving a State Aid to Public Libraries grant and through membership in the Library Cooperative of the Palm Beaches.

Borrowing privileges are also offered to any child residing in or attending school through grade 12 in Palm Beach County, to any employee of a licensed K-12 institution, to Palm Beach County employees, to employees of municipalities included in the Library District and the Library Cooperative of the Palm Beaches, and to residents of Hendry County.

## 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.

*"The Palm Beach County Library System is fantastic. I have lived in other locations and none of them compare to Palm Beach County. The collection is extensive; access to CloudLibrary is excellent and the programs offered are outstanding and especially during Covid! The only suggestion I can really offer is keep up the good work, and thank you so much."*

## Member Quote

# COMMUNITY DEMOGRAPHICS



## Library District Population

2025 - 1,016,450 *estimated*

2000 - 731,460

**39%**

**Increase in  
2025 over 2000**

Information below is according to 2023 American Community Survey:  
<https://censusreporter.org/profiles/05000US12099-palm-beach-county-fl>

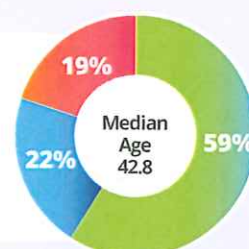
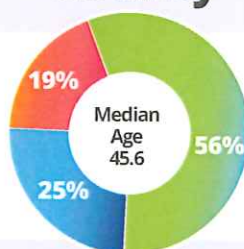
### Palm Beach County

### Florida



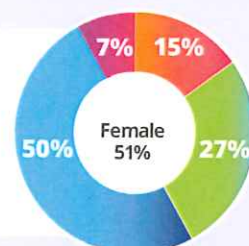
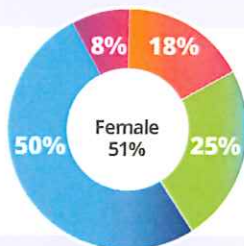
#### 2023 Population by Age

- Under 18
- 18 to 64
- 65 and over



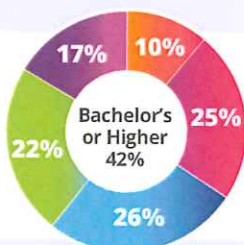
#### 2023 Population by Race & Ethnicity

- Black/African American
- Hispanic
- White
- Other



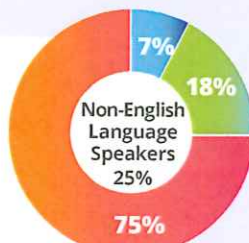
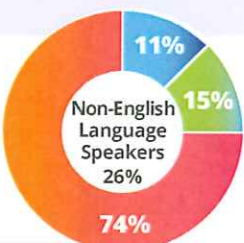
#### 2023 Education

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



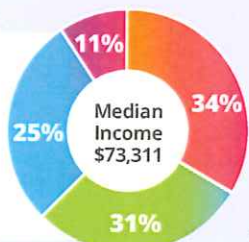
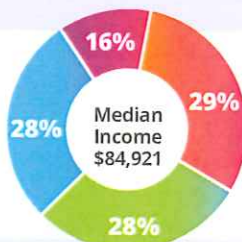
#### 2023 Language Spoken at Home

- English
- Spanish
- Other



#### 2023 Income per Household

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



# BASIC INFORMATION ABOUT THE LIBRARY



## DEPARTMENT OVERVIEW

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

## CHILDREN'S SERVICES & ACTIVITIES

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



## MEMBER SERVICES

We provide free access to all Library holdings in a variety of formats: books, DVDs, streaming videos, digital magazines, e-books, downloadable audiobooks and music. Primary services include providing the type and quantity of materials that meet public expectations, registering new borrowers, offering voter registration, reserving materials for borrowers and circulating special items such as birding backpacks, civics and citizenship kits and mobile hotspots. In FY2024, the Library lent over 8.5 million items.

## COMMUNITY ENRICHMENT

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

## RESEARCH SERVICES

We provide timely, accurate and useful information to people of all ages in their pursuit of job-related, educational and personal interests. Primary services include answering information inquiries from on-site, telephone, email, text and chat; providing research assistance by recommending information sources and strategies; instructing Library members in the use of electronic resources; providing referrals for information and requested materials located in other agencies or libraries; and developing collection materials and resource guides for a variety of subjects and interests. The Library's community research service strengthens local government and community agencies by providing information and document delivery for policy formulation and program management. In FY2024, the Library answered nearly 873,000 research questions.

*We went in to get new Library cards and had the pleasure of meeting Valerie. She was so warm and friendly and explained everything so clearly. What a wonderful way to start our weekend! Kudos to you for having great personnel.*

**Member Quote**

# BASIC INFORMATION ABOUT THE LIBRARY

## STAFF

The FY2025 staffing complement consists of 524.5 FTE (full-time equivalent) employees. These figures represent 469 permanent merit positions, of which 144 are librarians and 123 temporary positions. These figures include the positions for the Hypoluxo Branch, which is expected to open in FY2028.



## FACILITIES

Multiple Library branches serve as early voting locations and polling places during elections. As required by law, all locations distribute and collect Florida voter registration applications, which are date stamped by Library staff before being forwarded to the Supervisor of Elections.

As the buildings that were completed during the Library Expansion Program II age, increased building maintenance costs can be expected. Moving forward, the Library must fund ongoing small capital projects to ensure that the facilities remain safe, attractive and well-maintained.



As the County experiences increases in population and continued growth, the Library System will need to plan for additional Library expansion projects and renovations. The new Hypoluxo Branch is in the design stage and is projected to be completed in FY2028. Library staff are currently in the process of planning for a new Main Library.

## FINANCIAL SUPPORT

The Library's proposed budget for FY2026 is \$119,352,096. The majority of the budget is funded by ad valorem revenue raised through the County Library District. The Library also receives an annual Florida State Aid to Public Libraries grant.

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



# COMMUNITY FEEDBACK

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

## PHYSICAL LIBRARY STATISTICS

**55%** of Members feel  
more books will  
enhance the Library

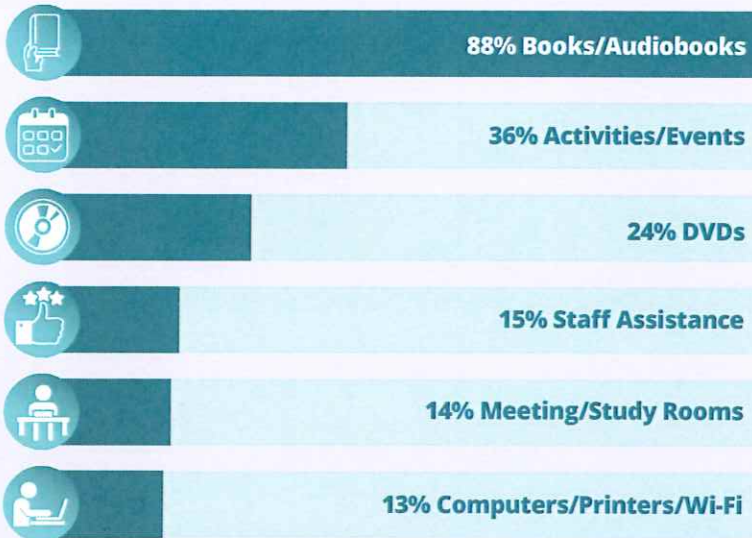


**Visit  
Frequency:**

**36%**  
Visit Weekly

**36%**  
Visit Monthly

### Main Reasons Members Visit



## VIRTUAL LIBRARY STATISTICS

**66%** of Members use  
virtual services

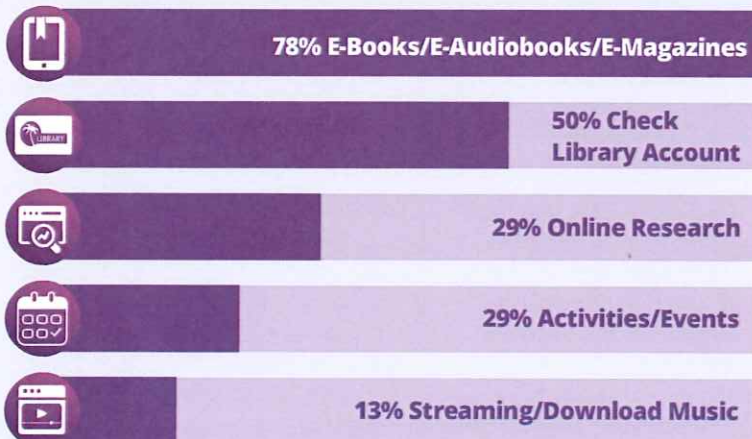


**Visit  
Frequency:**

**27%**  
Visit Daily

**27%**  
Visit Weekly

### Main Reasons Members Visit



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

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

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

*"My parents have English classes every Wednesday. Kathy is their English teacher she's supportive, encouraging and always makes the class so fun. My parents love her class so much!"*

**Member Quote**

*"I received my Books-By-Mail and I am very happy with this service that's available to me"*

**Member Quote**

# OUR GUIDING PRINCIPLES



## OUR VISION

Opening minds  
to a world of  
unlimited  
possibilities.

## OUR MISSION

Connect  
communities,  
inspire thought  
and enrich  
lives.



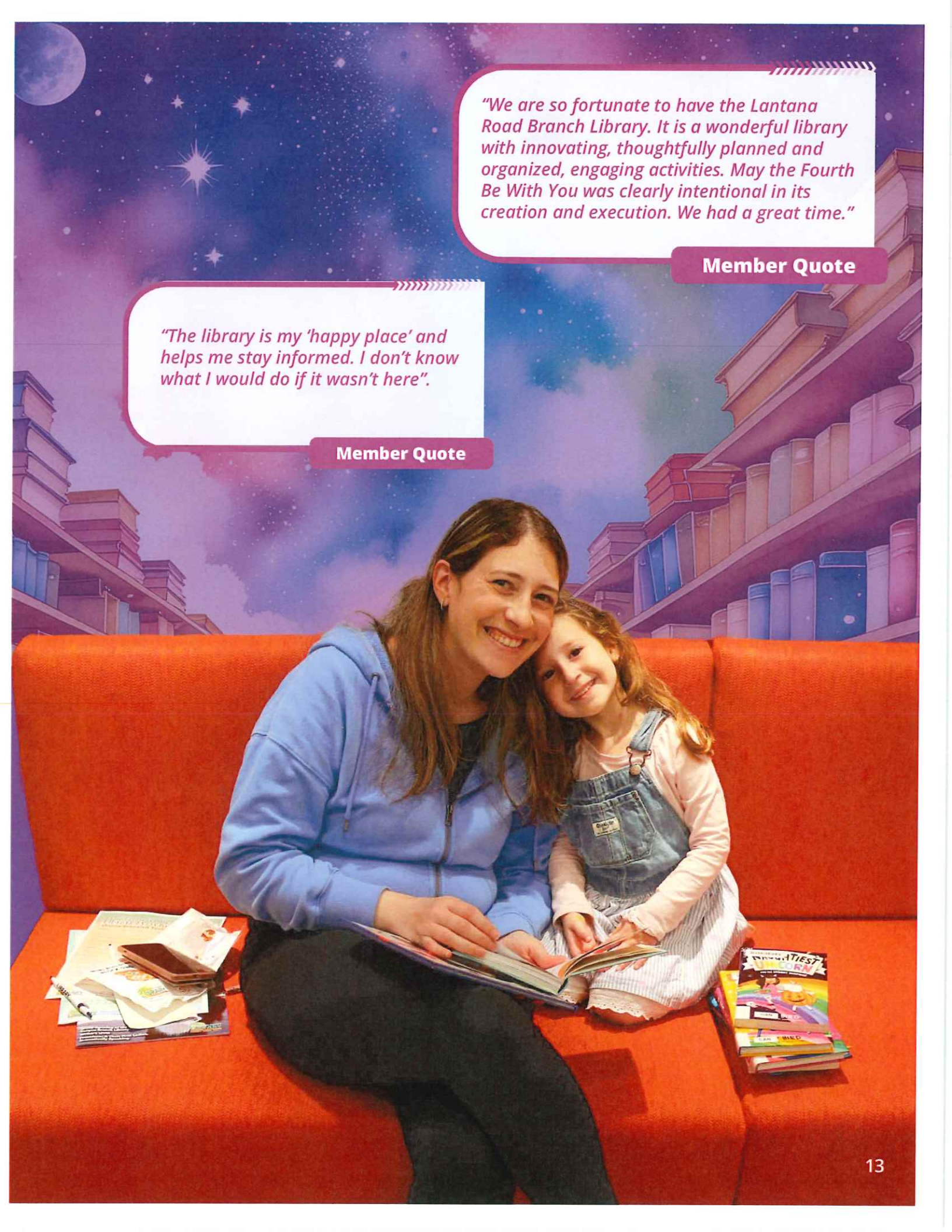
## OUR VALUES

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

**Community:** We build community, respond to needs and strive to reflect a wide range of perspectives in our staff, collections, activities and services.

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





*"We are so fortunate to have the Lantana Road Branch Library. It is a wonderful library with innovating, thoughtfully planned and organized, engaging activities. May the Fourth Be With You was clearly intentional in its creation and execution. We had a great time."*

**Member Quote**

*"The library is my 'happy place' and helps me stay informed. I don't know what I would do if it wasn't here".*

**Member Quote**

# STRATEGIC PRIORITY #1



## CONNECT COMMUNITIES

### Goals:

We will connect communities by:

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

### Strategies:

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

### Measuring success:

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



## STRATEGIC PRIORITY #2



### INSPIRE THOUGHT

#### Goals:

We will inspire thought by:

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

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

#### Strategies:

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

#### Measuring success:

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



# STRATEGIC PRIORITY #3



## ENRICH LIVES

### Goals:

We will enrich lives by:

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

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

### Strategies:

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

### Measuring success:

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

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

**Member Quote**



*"The research staff are outstanding. They can find books I am looking for and order them from InterLibrary Loan if they are not available here. They are tech experts and endlessly patient as they answer questions."*

**Member Quote**

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

**Member Quote**

# STRATEGIC PRIORITIES AND GOALS

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

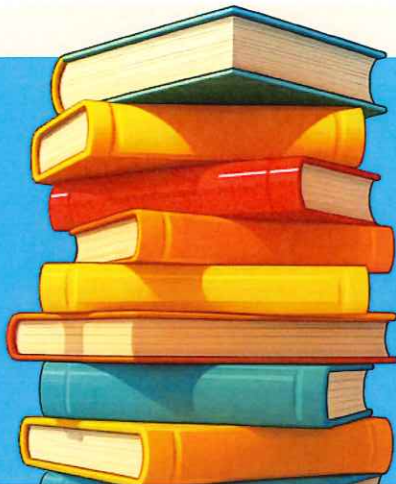


**Economic Development:** According to the Urban Libraries Council, the Palm Beach County Library System provided over \$23 million in value to entrepreneurs and businesses in FY2024. Residents and businesses alike benefit from the training, education, research services, physical space and technology and equipment available through the Library seven days a week.

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



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



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

**Public Safety:** Library staff participate in the Palm Beach County Reentry Taskforce, attending meetings to collaborate with stakeholders dedicated to providing a pathway to success for individuals returning from incarceration to their communities. The Library provides reading materials and leads book discussions with incarcerated adults and teenagers as well as jail/prison staff at various Palm Beach County locations. Because limited access to a quality education has an effect on a person's likelihood to be incarcerated, the Palm Beach County Library System offers free tutoring.



**Substance Use & Behavior Disorders:** Individuals facing substance use and behavior disorders will be able to tend to the intellectual, occupational, emotional/social and financial dimensions of wellness through the plethora of resources offered at Library locations and on our website. Support is offered through the services provided by the Health & Wellness Librarian, Business Librarian and the Library Social Services Coordinator. Activities such as yoga, meditation, tai chi, book discussions and crafting are offered throughout the year.

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



**Goal # 1**

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

**Objective 1.1**

**We will strive to increase the number of new library cardholders to 38,613 (6% over FY2024) by forming new community partnerships to promote use of the library and its resources.**

**Activity 1.1.1:** Investigate partnering with the Palm Beach County School District to include messaging about PBCLS Library card eligibility through their digital signage, newsletters and website.

**Activity 1.1.2:** Purchase new voter lists quarterly from the Supervisor of Elections and offer library cards to the new voters residing in the Library District by sending out email blasts informing them about registering for library cards online.

**Activity 1.1.3:** Utilize multiple marketing outlets to encourage the use of library services, including encouraging online Library card registration through social media ads and Channel 20.

**Objective 1.2**

**We will provide a variety of volunteer opportunities for adults and teens to increase the number of volunteer hours worked to 43,109 (2% over FY2024).**

**Activity 1.2.1:** Annually review and update volunteer job descriptions to offer a range of positions that reflect the needs of the Library and community.

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

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

**Objective 1.3**

**We will promote the usage of Library resources and services at 253 (25% over FY2024) community outreach activities with the aim of reaching 22,173 (25% over FY2024) community members.**

**Activity 1.3.1:** Investigate and identify partnership opportunities with organizations throughout Palm Beach County to explore potential service collaborations.

**Activity 1.3.2:** Collaborate with other County departments and organize events at library branches to mutually benefit each other's missions by sharing resources.

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

**Goal # 2**

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

**Objective 2.1**

**We will provide access to physical and electronic resources to loan a minimum of 8,757,872 (3% over FY2024) items to reflect a circulation of 8.6 items per capita per year.**

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

**Activity 2.1.2:** Continue to drive circulation growth through a continuous evaluation of the comprehensive marketing plan for the collection.

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

**Objective 2.2**

**We will provide access to research services through a variety of methods to achieve a minimum of 881,495 (1% over FY2024) transactions.**

**Activity 2.2.1:** Specialist Librarians will review online research tools in their subject areas and make recommendations for free or additional resources as part of the Online Research Tool Selection Committee (ORTSC).

**Activity 2.2.2:** Conduct monthly research trainings and survey staff to evaluate their effectiveness and gather feedback for improvements.

**Activity 2.2.3:** Follow up with agencies using Community Research Service to ensure their questions are completely answered.

**Activity 2.2.4:** Demonstrate the value of the Library's business resources by publishing the results of the Urban Libraries Council's (ULC) Business Calculator.

**Objective 2.3**

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

**Activity 2.3.1:** Explore incorporating STEM/STEAM kits into MyTurn library of things software.

**Activity 2.3.2:** Expand current non-traditional collections, such as birding backpacks, STEM/STEAM kits, and similar, by adding one new theme per year to better meet the needs of the community.

**Activity 2.3.3:** Launch a year-round museum pass program and add additional venues throughout the year.

**Goal # 3**

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

**Objective 3.1**

**We will connect children and teens with opportunities that support their pursuit of knowledge and stimulates their curiosity by designing activities to attract 150,398 (2% over FY2024) children ages 0-17.**

**Activity 3.1.1:** Offer 5,515 early literacy and school age activities, design 831 activities to attract tweens and teens (ages 12-17) to the library and facilitate 64 public technology instructional activities geared towards children and teens (2% over FY2024).

**Activity 3.1.2:** Review pilot tutoring program and investigate possible expansion.

**Activity 3.1.3:** Explore online platforms to increase our virtual reach.

**Objective 3.2**

**We will engage adults in lifelong learning through educational, cultural and social experiences by targeting an audience of 72,700 (5% over FY2024) adults to participate in activities.**

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

**Activity 3.2.2:** Offer 1,495 (3% over FY2024) group and individual technology instruction classes to 3,804 (3% over FY2024) adults to improve skills and increase digital literacy.

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

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

**Objective 3.3**

**We will address the needs of people with disabilities and will attract 4,454 (5% over FY2024) individuals with special needs and their caregivers to classes, workshops and other activities.**

**Activity 3.3.1:** Offer 470 (5% over FY2024) activities for individuals with physical and cognitive disabilities and their caregivers.

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

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

## Goal # 4

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

**Objective 4.1**

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

**Activity 4.1.1:** Work with Technology Training Librarian to ensure that digital media labs meet community needs, equipment and software are maintained, and staff training standards are established.

**Activity 4.1.2:** Evaluate and update ILS to optimize online presence/user experience including retiring outdated Enterprise online catalog, improving email and SMS notifications in multiple languages, and adding automatic library card renewal.

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

**Objective 4.2**

**We will apply user experience design principles to create accessible, welcoming environments resulting in 2,625,596 (1% over FY2024) visits to physical library locations.**

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

**Activity 4.2.2:** Determine peak usage periods and evaluate staffing levels, activities and services across the Library System; recommend allocation of resources in order to provide optimal, sustainable public service.

**Activity 4.2.3:** Implement a training program for staff on member experience standards based on the Library's mission, vision and values.

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

**Objective 4.3**

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

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

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

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

## Goal # 5

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

**Objective 5.1**

The Library Social Services Coordinator will connect Library members with social services.

**Activity 5.1.1:** Increase usage of Main Library's Community Services kiosk.

**Activity 5.1.2:** Develop a trauma-informed and culturally responsive environment that matches community needs.

**Activity 5.1.3:** Use measurement tool in conjunction with one-on-one consultations to improve services.

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

**Objective 5.2**

We will facilitate 11,606 (3% over FY2024) instructional hours to empower English Language learners to advance toward their goals.

**Activity 5.2.1:** Thirty percent of students will attain a personal goal and/or complete a skill book level.

**Activity 5.2.2:** Expand financial literacy classes to four library locations to give students the tools to manage their finances effectively to achieve their goals and secure their future.

**Activity 5.2.3.:** Provide citizenship study group classes to 40 students with 10 students becoming naturalized.

**Objective 5.3**

We will reduce food insecurity by providing 44,483 (10% over FY2024) meals and snacks to children and families.

**Activity 5.3.1:** Explore new collaborations to combat hunger and continue/expand upon summer lunches, afterschool snacks and weekend meals.

**Activity 5.3.2:** Strengthen community partnerships to provide SNAP assistance in our libraries, with a goal of serving 2,020 members (1% increase over FY24).

**Activity 5.3.3:** Check out 808 seed packets (1% over FY24) and explore expansion of the seed library to other branches.

## **Library Strategic Planning Team**

Aurora Arthay, Deputy Director

Jazmine Condes-Lopez, Volunteer Services Coordinator

Adam Davis, Director, System Services

Jessica Doyle, Librarian II, System Children's Services

Sandra Frens, Integrated Marketing and Communications Manager

Marianne Heard, Adult Literacy Project Coordinator

Alicia Garrow, Director, Library Finance & Facilities Division

Ronald Glass, Access Services Manager

James Larson, Intellectual Resources Manager

Lynlee Lebensart, Main Library Manager

Max McMillan, Librarian III, Information Technology

Lindsey McMullen, Community Engagement Manager

Elizabeth Prior, Director, Branch Services

Sarah Smedley, Talking Books Librarian

Chandra Thornton, Social Services Coordinator

Auralia Wellman, South Area Coordinator

Kristina Wernisch, Adult Activities Coordinator

### **Library Director**

Douglas Crane

# LIBRARY LOCATIONS



- 1. Main Library**  
3650 Summit Boulevard  
West Palm Beach 33406  
Phone: 561-233-2600  
*Mon - Thu, 9:00 am - 9:00 pm*  
*Fri, 9:00 am - 6:00 pm*  
*Sat, 9:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*
- 2. Acreage Branch**  
15801 Orange Boulevard  
Loxahatchee 33470  
Phone: 561-681-4100  
*Mon - Thu, 10:00 am - 9:00 pm*  
*Fri, 10:00 am - 6:00 pm*  
*Sat, 10:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*
- 3. Belle Glade Branch**  
725 NW 4th Street  
Belle Glade 33430  
Phone: 561-996-3453  
*Mon - Wed, 9:00 am - 8:00 pm*  
*Thu - Sat, 9:00 am - 5:00 pm*
- 4. Canyon Branch**  
8915 Senator Joe Abruzzo Ave  
Boynton Beach, Florida 33472  
Phone: 561-903-3700  
*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*
- 5. Clarence E. Anthony Branch**  
375 SW 2nd Avenue  
South Bay 33493  
Phone: 561-992-8393  
*Mon & Wed, 11:00 am - 7:00 pm*  
*Tue, Thu - Sat, 9:00 am - 5:00 pm*
- 6. Gardens Branch**  
11303 Campus Drive  
Palm Beach Gardens 33410  
Phone: 561-626-6133  
*Mon - Thu, 10:00 am - 9:00 pm*  
*Fri, 10:00 am - 6:00 pm*  
*Sat, 10:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*
- 7. Glades Road Branch**  
20701 95th Avenue South  
Boca Raton 33434  
Phone: 561-482-4554  
*Mon - Thu, 10:00 am - 8:00 pm*  
*Fri, 10:00 am - 6:00 pm*  
*Sat, 10:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*
- 8. Greenacres Branch**  
3750 Jog Road  
Greenacres 33467  
Phone: 561-641-9100  
*Mon - Thu, 10:00 am - 8:00 pm*  
*Fri, 10:00 am - 6:00 pm*  
*Sat, 10:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*
- 9. Hagen Ranch Road Branch**  
14350 Hagen Ranch Road  
Delray Beach 33446  
Phone: 561-894-7500  
*Mon - Thu, 9:00 am - 8:00 pm*  
*Fri, 9:00 am - 6:00 pm*  
*Sat, 9:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*  
**Adult Literacy**  
Phone: 561-894-7510  
*By Appointment Only*
- 10. Jupiter Branch**  
705 Military Trail  
Jupiter 33458  
Phone: 561-744-2301  
*Mon - Thu, 9:00 am - 8:00 pm*  
*Fri, 9:00 am - 6:00 pm*  
*Sat, 9:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*
- 11. Lantana Road Branch**  
4020 Lantana Road  
Lake Worth 33462  
Phone: 561-304-4500  
*Mon - Thu, 10:00 am - 9:00 pm*  
*Fri, 10:00 am - 6:00 pm*  
*Sat, 10:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*
- 12. Loula V. York Branch**  
525 Bacom Point Road  
Pahokee 33476  
Phone: 561-924-5928  
*Mon & Wed, 11:00 am - 7:00 pm*  
*Tue, Thu - Sat, 9:00 am - 5:00 pm*
- 13. Okeechobee Boulevard Branch**  
5689 Okeechobee Boulevard  
West Palm Beach 33417  
Phone: 561-233-1880  
*Mon - Thu, 10:00 am - 8:00 pm*  
*Fri, 10:00 am - 6:00 pm*  
*Sat, 10:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*
- 14. Royal Palm Beach Branch**  
500 Civic Center Way  
Royal Palm Beach 33411  
Phone: 561-790-6030  
*Mon - Thu, 9:00 am - 8:00 pm*  
*Fri, 9:00 am - 6:00 pm*  
*Sat, 9:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*
- 15. Tequesta Branch**  
461 Old Dixie Highway North  
Tequesta 33469  
Phone: 561-746-5970  
*Mon - Wed, 10:00 am - 8:00 pm*  
*Thu - Sat, 10:00 am - 5:00 pm*
- 16. Wellington Branch**  
1951 Royal Fern Drive  
Wellington 33414  
Phone: 561-790-6070  
*Mon - Thu, 10:00 am - 9:00 pm*  
*Fri, 10:00 am - 6:00 pm*  
*Sat, 10:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*
- 17. West Boca Branch**  
18685 State Road 7  
Boca Raton 33498  
Phone: 561-470-1600  
*Mon - Thu, 10:00 am - 9:00 pm*  
*Fri, 10:00 am - 6:00 pm*  
*Sat, 10:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*
- 18. West Boynton Branch**  
9451 Jog Road  
Boynton Beach 33437  
Phone: 561-734-5556  
*Mon - Thu, 10:00 am - 9:00 pm*  
*Fri, 10:00 am - 6:00 pm*  
*Sat, 10:00 am - 5:00 pm*  
*Sun, Noon - 5:00 pm*

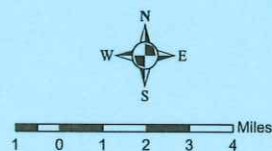
## Outreach Services

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



The Palm Beach County Library District is a special taxing district that provides Library services to unincorporated areas of the County and the following municipalities:

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





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## **Palm Beach County Library System**

3650 Summit Boulevard  
West Palm Beach, FL 33406

Revised July 2025