

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY

Meeting Date: August 25, 2026	☒ [X] Consent	☐ [] Regular
	☐ [] Ordinance	☐ [] Public Hearing
Department:		
Submitted By:	<u>County Library/Administration</u>	
Submitted For:	<u>County Library/Administration</u>	

I. EXECUTIVE BRIEF

Motion & Title: Staff recommends a motion to approve: The County Library's Fiscal Year (FY) 2024 – FY 2028 Strategic Plan (Plan) and FY 2027 Action Plan.

Summary: This Plan represents the Library's mission statement, goals and objectives, and strategic plan for FY 2024 through FY 2028. This process of strategic planning is done in conjunction with the State's requirements for libraries receiving State Aid grant funds and with the County's budget process. The Board of County Commissioners approved the Strategic Plan at their meeting on August 22, 2023. Subsequently, they have approved the updated Action Plan on August 20, 2024 and August 19, 2025. This year, the Library Advisory Board approved the FY 2027 Action Plan with Resolution 26-01 dated July 13, 2026. The Plan for FY 2024 – FY 2028 underwent a complete revision in 2024 to address community needs by reflecting recent changes, including the public's demand for electronic resources, access to evolving technology, and population growth. While continuing to meet the needs of those who seek traditional services and resource formats, the Library also recognizes the demand for new technology. The Library will take an active role in serving as a bridge to connect Library members with the community services they require.

Highlights of the Action Plan for FY 2027 include:

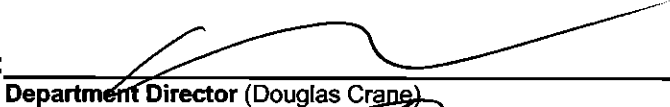
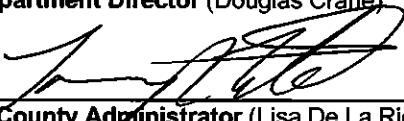
- Engaging our communities and partners by promoting and enhancing the role of the Library and offering services beyond the Library's walls;
- Providing free access to resources and services that reflect and engage Palm Beach County's diverse communities and people;
- Offering a diverse range of activities designed to enrich, stimulate and engage members from early literacy through adulthood;
- 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.

Countywide (AH)

Background and Justification: The development of a long-range plan and its approval by the Board of County Commissioners (BCC), as the governing body, is a State of Florida requirement for all libraries to be 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 a five (5)-year period. It is based on goals set in the FY 2027 Budget. From FY 2022-2023, the Library System conducted a 12-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.

Attachments:

1. Library Advisory Board Resolution 26-01
2. Library Strategic Plan

Recommended by:		7/16/26
	Department Director (Douglas Crane)	Date
Approved by:		7/31/26
	Deputy County Administrator (Lisa De La Rionda)	Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2026	2027	2028	2029	2030
Capital Expenditures	4,730,000	4,385,000	4,604,250	0	0
Operating Costs	93,257,786	85,568,405	89,846,825	0	0
External Revenues	(754,643)	(730,499)	(767,024)	0	0
Program Income (County)	2,197,388	16,846,304	17,688,619	0	0
In-Kind Match (County) 0.0	0	0	0		
NET FISCAL IMPACT	99,430,531	106,069,210	111,372,671	0	0
# ADDITIONAL FTE POSITIONS (Cumulative)	0	0	0	0	0

Is Item Included in Proposed Budget? Yes ☒ No ☐

Budget Account No.: Fund 1180 Agency 320 ORG Various 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 FY 2027 is pending final approval and based on estimated expenditures and appropriations. The proposed FY 2027 Budget is sufficient to cover the fourth year of the FY 2024-2028 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:

[Signature] 7/27/2026
OFMB AH 7/27

[Signature] 7/27/26
Contract Dev. And Control ZG 7.27.26

B. Legal Sufficiency:

[Signature]
Assistant County Attorney

C. Other Department Review:

N/A
Department Director

Resolution 26-01

**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

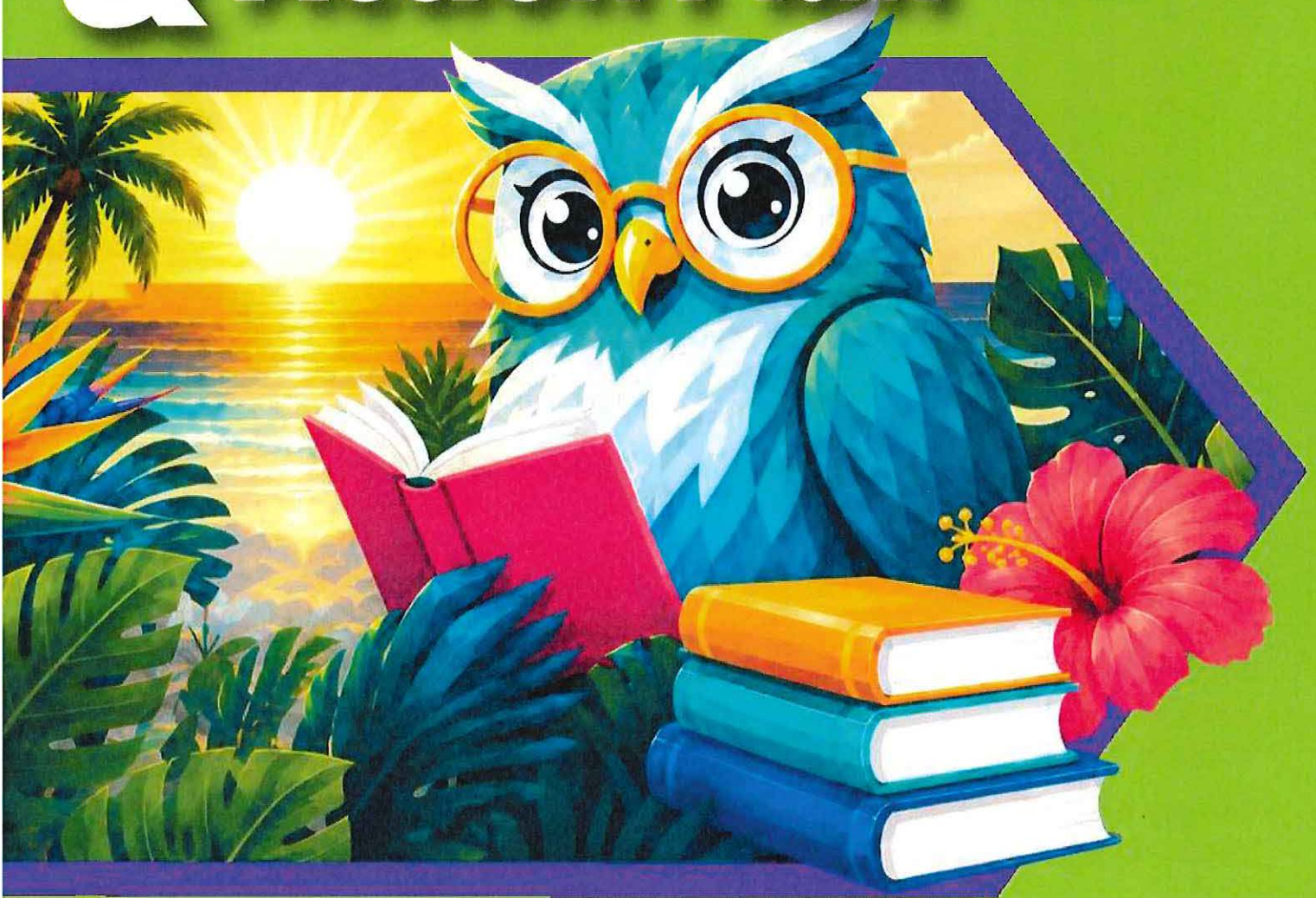
Whereas, Library staff has diligently researched and prepared the FY 2024-2028 Strategic Plan; and

Whereas, this Board has reviewed the Library's Strategic Plan and the Action Plan FY 2027, and supports its adoption;

NOW THEREFORE BE IT RESOLVED that the Library Advisory Board of the Palm Beach County Library System, meeting on July 13, 2026, voted to endorse the Palm Beach County Library System's Strategic Plan for FY 2024-2028 and Action Plan FY 2027.


Linda Knox, Chair

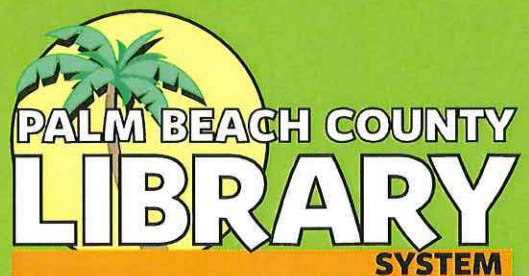
Strategic Plan *FY 2024-2028* & Action Plan *FY 2027*



CONNECT

INSPIRE

ENRICH





Board of County Commissioners

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

County Administrator

Joseph Abruzzo

Deputy County Administrator Overseeing Libraries

Lisa De La Rionda



Library Advisory Board

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 Joseph Mindell
 Lynn Redmond
 Virginia Savietto
 Dr. Anil Sharma

Library Director

Douglas Crane

ACKNOWLEDGMENTS

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LIBRARY DIRECTOR.....	2
STRATEGIC PLANNING TEAM	25

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CONNECT

INSPIRE

ENRICH

INTRODUCTION

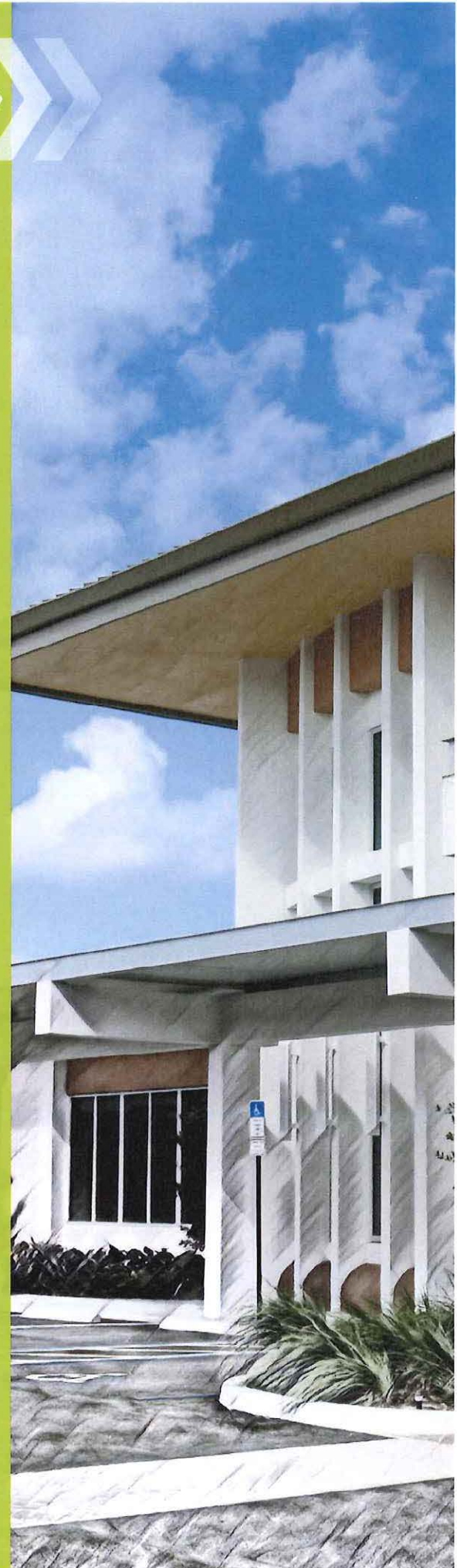
The Palm Beach County Library System has a vision to open minds to a world of unlimited possibilities. We strive to achieve this vision through our mission, which is the heart of our Strategic Plan and embraces the following three components: connect communities, inspire thought and enrich lives. The 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 a five year period (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.

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



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.



Member Quote

Absolutely LOVED the Bridgerton Tea! It was great fun and the library staff did an amazing job of putting it together. I really love the library and look forward to attending more programs and taking out more books. Thank you so much for the delightful Tea!



Member Quote

As a parent, I fully appreciate the time and effort that goes into creating the lessons for each week! We know we can look forward to something new and exciting every week. Thank you!



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.

COMMUNITY DEMOGRAPHICS



Library District Population

2026 - 1,031,549 *estimated*

2000 - 731,460

41%

**Increase in
2026 over 2000**

Information below is according to 2024 American Community Survey:
<https://censusreporter.org/profiles/05000US12099-palm-beach-county-fl>

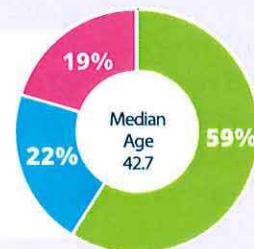
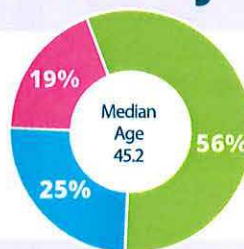
Palm Beach County

Florida



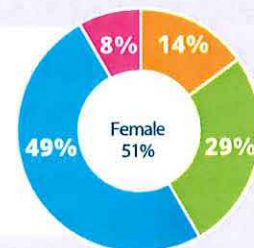
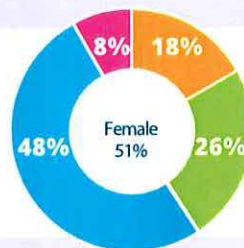
2024 Population by Age

- Under 18
- 18 to 64
- 65 and over



2024 Population by Race & Ethnicity

- Black/African American
- Hispanic
- White
- Other



2024 Education

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



2024 Language Spoken at Home

- English
- Spanish
- Other



2024 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 childcare 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 AND 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 FY2025, the Library lent over 8.8 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 FY2025, the Library answered over 941,000 research questions.

BASIC INFORMATION ABOUT THE LIBRARY



STAFF

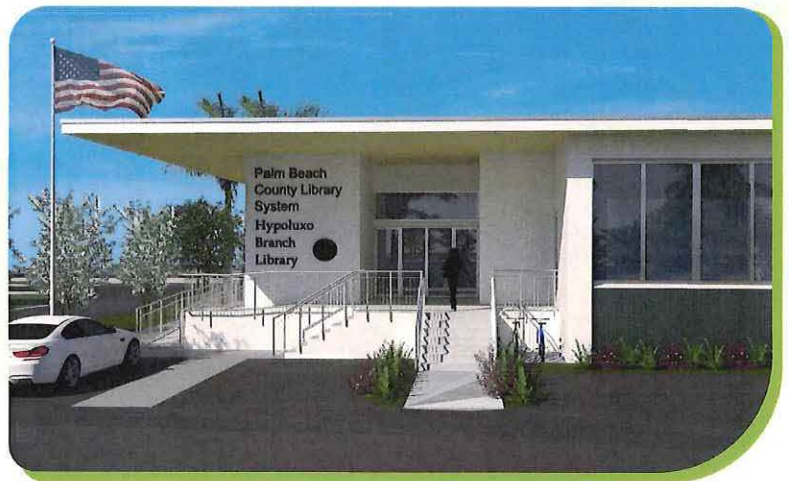
The FY2026 staffing complement consists of 529.5 FTE (full-time equivalent) employees. These figures represent 472 positions, of which 144 are librarians and 127 temporary positions. These figures include the positions for the Hypoluxo Branch, which is expected to open in FY2028.

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 FY2027 is \$130,861,290. 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

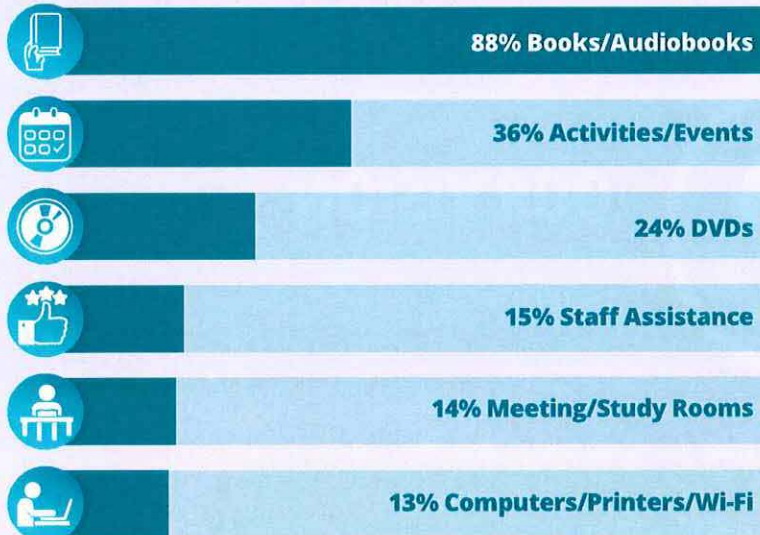


Visit Frequency:

36%
Visit Weekly

36%
Visit Monthly

Main Reasons Members Visit



VIRTUAL LIBRARY STATISTICS

66% of Members use virtual services

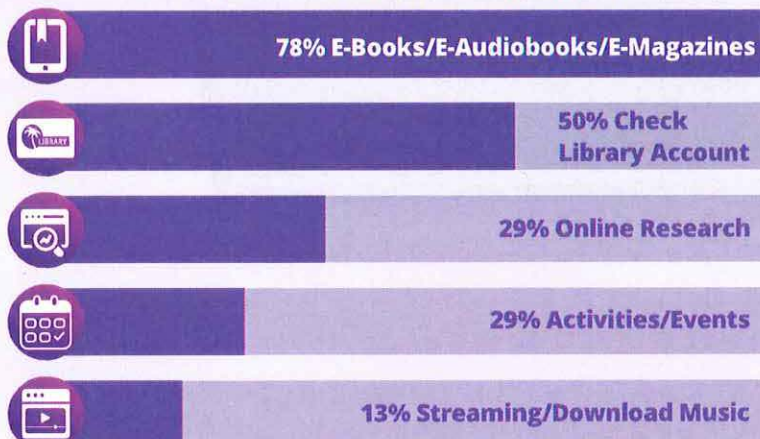


Visit Frequency:

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.



Member Quote

Ms. Sharon in the children's area looked up a book that I wanted to read, went out to the YA Section, found the book and charged it out for me. Her attitude throughout the process was professional yet friendly. I worked as a circulation supervisor in the Broward County Library system for 20 years and I don't recall any librarian who could match Ms Sharon's attitude and demeanor.



OUR GUIDING PRINCIPLES



OUR MISSION

Connect communities, inspire thought and enrich lives.



OUR VISION

Opening minds to a world of unlimited possibilities.



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.

“

Member Quote

I really love the format of the storytime, including the mix of stories and music and especially appreciate the additional playtime afterward. It's such a great opportunity for the babies to explore and socialize ... I'm incredibly grateful for this program. It's been a meaningful experience for my son and has also given me the chance to meet other moms in the community and start forming friendships.

”

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Member Quote

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.

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Member Quote

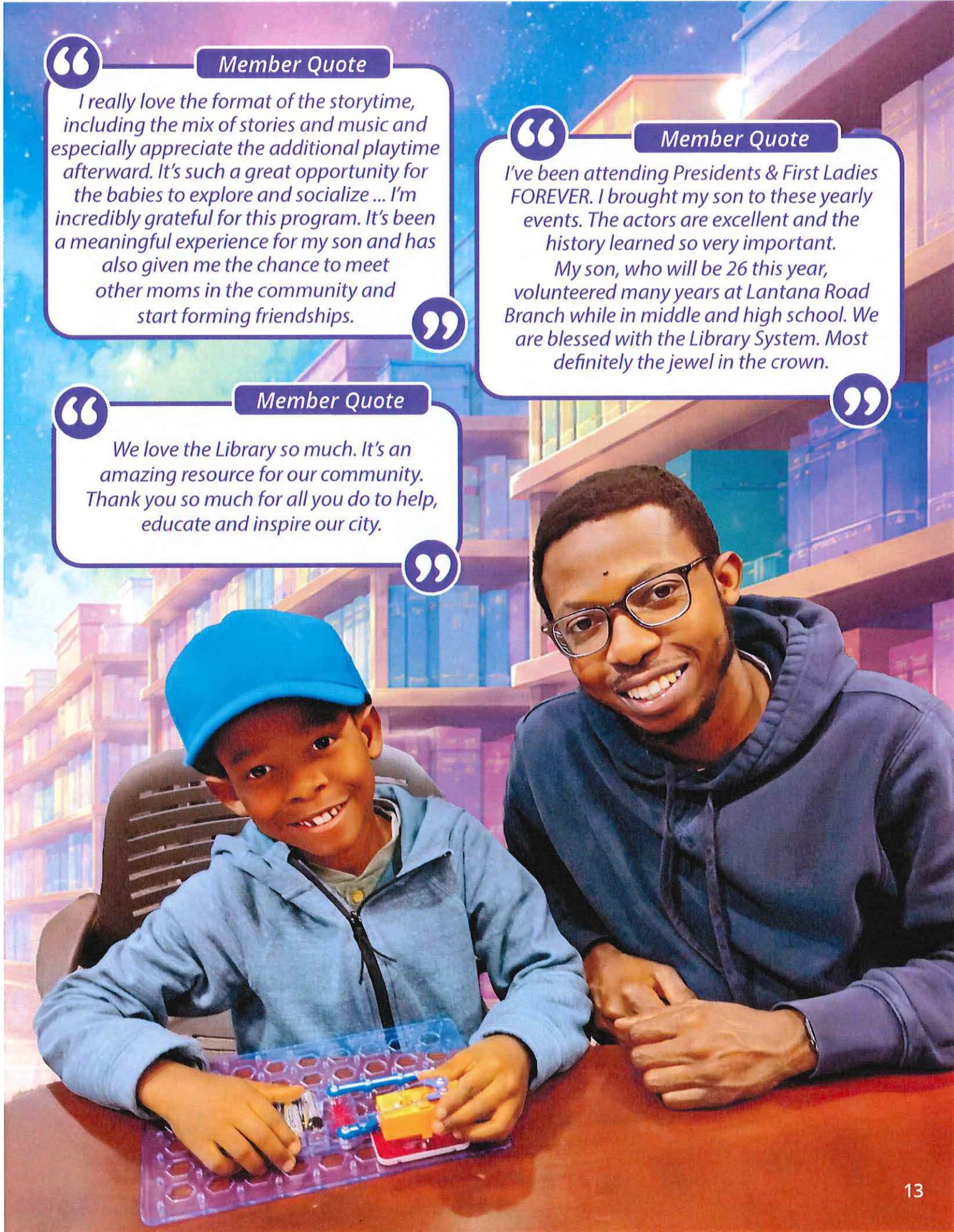
I've been attending Presidents & First Ladies FOREVER. I brought my son to these yearly events. The actors are excellent and the history learned so very important.

My son, who will be 26 this year, volunteered many years at Lantana Road Branch while in middle and high school. We are blessed with the Library System. Most definitely the jewel in the crown.

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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.

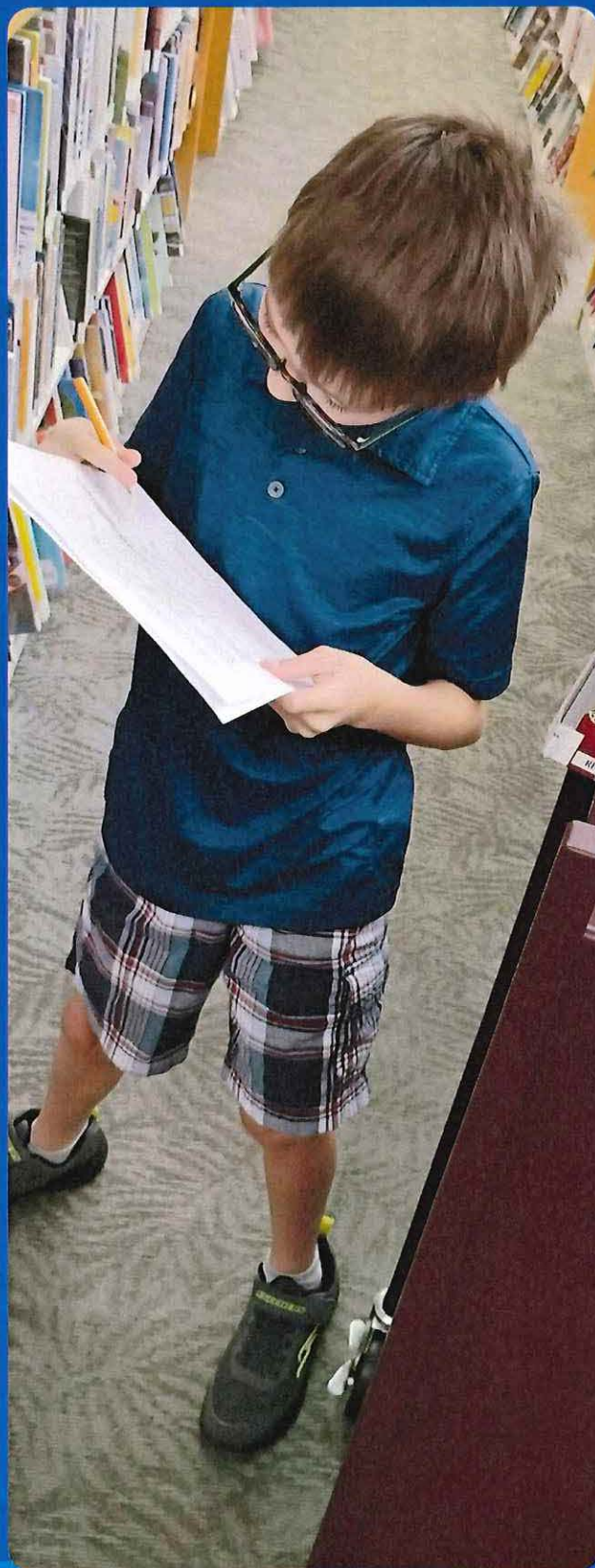
Offering a diverse range of activities designed to enrich, stimulate and engage members from early literacy through adulthood.

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.



Member Quote

I left with 43 books on a variety of subjects including tigers and a construction equipment. I went in overwhelmed and I came out feeling great. Kayo even helped me check the books out and bring them on a cart to my car. I've been to your library many times, but she went above and beyond. As a result, I've decided to make a \$500 donation from a family fund to the children's section at the Gardens Branch in honor of Kayo.



“

Member Quote

This group of Librarians had put together, decorated and played the part of some of our favorite fictional characters on a fictional moon and made it believably fun for people and kids of all ages. It's a great way to reassure us that reading can take you many places and our imaginations can help us see them. BRAVO! I attended many of the events that this library holds for the public and am always in awe. I recommend these events for all as they are entertaining and a wonderful way to spend time with family, friends and others in the community.

”

“

Member Quote

Tom, at the Reference Desk, has been helpful on many occasions. Today he found an article on a topic that was very important to research I am working on that I had been unable to locate and had just about given up looking for. I cannot thank him enough for his professionalism and dedication to helping patrons!

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STRATEGIC PRIORITIES AND GOALS

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



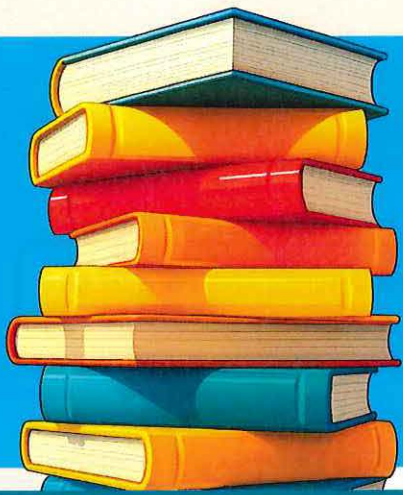
Economic Development: According to the Urban Libraries Council, the Palm Beach County Library System provided over \$26 million in value to entrepreneurs and businesses in FY2025. Residents and businesses alike benefit from the training, education, research services, physical space and technology and 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.





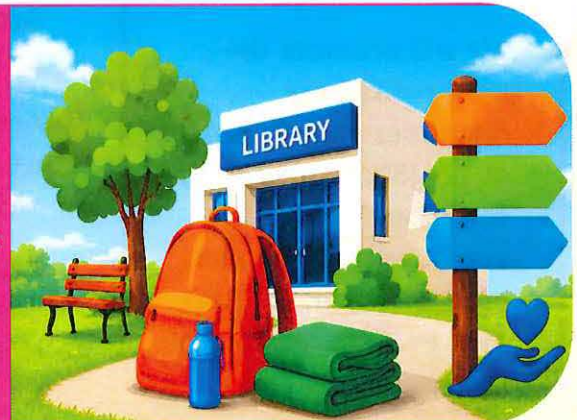
Infrastructure: The Palm Beach County Library System is comprised of 18 publicly accessible locations; 15 of which are open seven days a week, three of which are open six days a week and an Annex where many essential Library operations take place. Many communities throughout the County's Library District 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 42,152 (2% over FY2025) by forming new community partnerships to promote use of the library and its resources.

Activity 1.1.1: Collaborate with the Palm Beach County School District to include messaging about PBCLS Library card eligibility through their messaging outlets.

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. Investigate creating a direct mail piece targeting new voters in the Library District.

Activity 1.1.3: Utilize multiple marketing outlets to highlight library services, encouraging the public to sign-up for library cards both in-person and online.

Objective 1.2

We will provide a variety of volunteer opportunities for adults and teens to increase the number of volunteer hours worked to 51,710 (2% over FY2025).

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 231 (5% over FY2025) community outreach activities with the aim of reaching 41,146 (5% over FY2025) community members.

Activity 1.3.1: Cultivate strategic partnerships with local non-profits to maximize mission impact through shared resources

Activity 1.3.2: Work with County departments and government agencies to host library events that optimize resource allocation and address community needs.

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 fifteen 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 9,096,307 (3% over FY2025) items to reflect a circulation of 8.8 items per capita per year.

Activity 2.1.1: Enhance accessibility of catalog data for both staff and the public, improve user experience by making materials more findable, and ensure long-term sustainability by staying abreast of changes within industry standards.

Activity 2.1.2: Library members and staff will increase their skills and knowledge, as demonstrated by the number of courses completed with our Online Research Tools.

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 950,884 (1% over FY2025) transactions.

Activity 2.2.1: Provide system-wide research staff training on a monthly basis to increase the effectiveness of research, references, and resources for library members.

Activity 2.2.2: Community Research, Health & Wellness, and Business Specialists will promote and expand outreach to community and government agencies to provide specialized research services.

Activity 2.2.3: Demonstrate the value of the Library's business resources by publishing the results of the Urban Libraries Council's (ULC) Business Calculator.

Activity 2.2.4: Provide all staff with a stock phrase they can use, or modify, at the end of each informational event/activity to promote research services.

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: Review and evaluate My Turn library of things software to potentially expand service and add new types of materials.

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: Maintain the Explorer's 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 178,075 (1% over FY2025) children ages 0-17.

Activity 3.1.1: Offer 6,759 early literacy and school age activities, design 754 activities to attract tweens and teens (ages 12-17) to the library and facilitate 73 public technology instructional activities geared towards children and teens (1% over FY2025).

Activity 3.1.2: Evaluate and modify in-house tutoring program.

Activity 3.1.3: Offer virtual reading challenges throughout the year.

Activity 3.1.4: System Children's Services staff will visit 9 branches across all three regions this year to evaluate and/or host events, and identify staff challenges and training needs.

Objective 3.2

We will engage adults in lifelong learning through educational, cultural and social experiences by targeting an audience of 72,545 (3% over FY2025) 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 1,653 (2% over FY2025) group and individual technology instruction classes to 4,180 (2% over FY2025) 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 4,596 (5% over FY2025) individuals with special needs and their caregivers to classes, workshops and other activities.

Activity 3.3.1: Offer 448 (5% over FY2025) activities for individuals with physical and cognitive disabilities and their caregivers.

Activity 3.3.2: Offer a Books-by-Mail and Talking Books outreach program to each branch library for the opportunity to increase memberships and activities attendance.

Activity 3.3.3: Collaborate with a community partner to organize a tactile art exhibit.

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 three new technologies for public use per year based on community needs and feedback.

Activity 4.1.1: Evaluate and enhance the IT infrastructure to better meet public needs by improving access, reliability and user experience, to include upgrading public computer software to ensure up-to-date, secure and efficient use, enhancing public printing services for ease of use and accessibility, and installing cellular boosters to improve connectivity within library spaces.

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 2,710,894 (1% over FY2025) visits to physical library locations.

Activity 4.2.1: 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 4.2.2: Implement a training program for staff on member experience standards based on the Library's mission, vision and values.

Activity 4.2.3: 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: Establish designated social services office hours and implement staff trainings and workshops that empower employees to better connect community members with available resources and support programs.

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 12,688 (3% over FY2025) 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: Provide Citizenship Study Group classes to 50 students with 12 students becoming naturalized.

Activity 5.2.3.: Provide four social activities for students to practice English conversation skills.

Objective 5.3

We will reduce food insecurity by providing 53,220 (5% over FY2025) 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 FY2025).

Activity 5.3.3: Attract 1,900 attendees to agricultural education, sustainability, and gardening activities.

Strategic Planning Team

Aurora Arthay - Deputy Director
Sarah Brown - Main Library Manager
Sheldon Burke - Library Data Analyst
Jazmine Condes-Lopez - Volunteer Services Coordinator
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
Nafisah Hamed - Adult Activities Coordinator
Robyn Hemond - System Children's Services Coordinator
James Larson - Director - Intellectual Resources
Lynlee Lebensart - Director - System Services
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 - Assistant Branch Manager, Acreage Branch

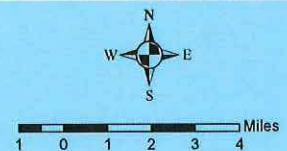
LIBRARY LOCATIONS

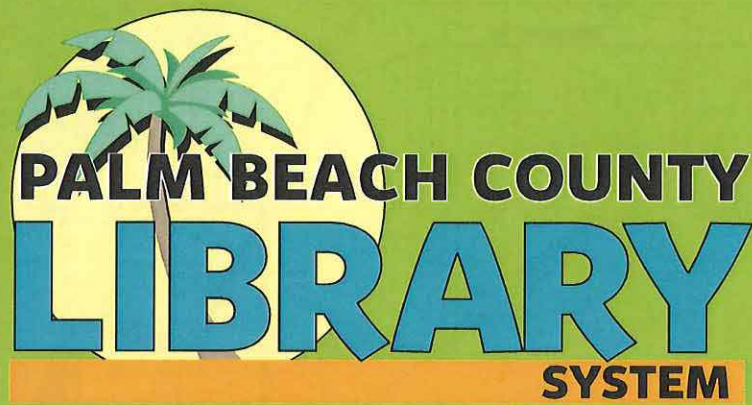
1. **Main Library**
3650 Summit Boulevard
West Palm Beach 33406
Phone: 561-233-2600
Mon - Thu, 9:00 am - 9:00 pm
Fri, 9:00 am - 6:00 pm
Sat, 9:00 am - 5:00 pm
Sun, 12:00 pm - 5:00 pm
2. **Acreage Branch**
15801 Orange Boulevard
Loxahatchee 33470
Phone: 561-681-4100
Mon - Thu, 10:00 am - 9:00 pm
Fri, 10:00 am - 6:00 pm
Sat, 10:00 am - 5:00 pm
Sun, 12:00 pm - 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
Sun, 12:00 pm - 5:00 pm
4. **Canyon Branch**
8915 Senator Joe Abruzzo Avenue
Boynton Beach 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, 12:00 pm - 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, 12:00 pm - 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, 12:00 pm - 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, 12:00 pm - 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, 12:00 pm - 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, 12:00 pm - 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, 12:00 pm - 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, 12:00 pm - 5:00 pm
Outreach Services
Talking Books: 561-649-5486
Books-By-Mail: 561-649-5482
By Appointment Only
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, 12:00 pm - 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, 12:00 pm - 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, 12:00 pm - 5:00 pm
18. **West Boynton Branch**
9451 Jog Road
Boynton Beach 33437
Phone: 561-734-5556
Mon - Thu, 9:00 am - 8:00 pm
Fri, 9:00 am - 6:00 pm
Sat, 9:00 am - 5:00 pm
Sun, 12:00 pm - 5:00 pm
19. **Library-to-Go: Westgate Recreation Center**
3691 Oswego Avenue
West Palm Beach 33409
Mon - Tue, 9:00 am - 7:30 pm
Wed - Fri, 9:00 am - 9:00 pm
Sat, 9:00 am - 6:00 pm
Sun, 10:00 am - 7:00 pm



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

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