

**LeRoy Collins Leon County Public Library System
Annual Plan of Service
FY 2008 – 2009**

Strategic Direction I: Inspire and Nurture a Love of Reading

- Offer story time programs designed to meet specific developmental needs: Baby Time for infants, toddlers and their caregivers; Story Time for preschoolers; Family Story Time for children of all ages
- Provide these programs on a coordinated, continuous schedule throughout the library system
- Select and display materials for parents, caregivers and children to borrow after programs
- Continue to use *Every Child Ready to Read* techniques
- Continue to develop displays of books and other materials that appeal to older children and teens
- Continue to provide a variety of intergenerational programs
- Develop and circulate beach bag kits for adults and families to borrow for vacations
- Research and develop summer reading lists; publish by Memorial Day
- Continue book clubs for children, teens and adults
- Increase awareness of and participation in Florida Library Youth Program (summer reading program) through promotions to schools and summer camps
- Expand reading-related information and content on library web site

Strategic Direction II: Develop and Support Our Community

- Ensure that library facilities are comfortable, easy to use, neutral public spaces for reading and study, meeting and interacting with others, and participating in forums and programs
- Continue to plan, build and develop branch libraries
- Rearrange floor space to accommodate today's collections and services, including combining of Tech Media and Reference Services at main library
- Continue to develop and maintain collections to specifically meet the needs and interests of Leon County citizens; include materials by local authors as appropriate
- Successfully host The Big Read, a one book-one community program, in partnership with local organizations and the general public (Spring 2009)
- Host first community Book Fair in partnership with Downtown Improvement Authority, Tallahassee Chamber of Commerce, other new partners

Strategic Direction III: Living a Life of Learning

- Provide patrons a variety of learning opportunities, e.g. instruction in use of new media formats and programs of local interest
- Establish or continue book discussion groups for traditional students and home schoolers
- Promote the library card as a basic school supply for K-12 students
- Create timely, relevant materials displays for library users of all ages
- Offer assistance with development of schools' summer reading lists
- Continue to provide adult learners with educational opportunities to improve their basic literacy levels, English-speaking abilities and family literacy skills
- Develop flexible training modules and volunteer opportunities to meet diverse needs of both literacy volunteers and adult learners
- Increase participation and learner persistence in literacy programs

Strategic Direction IV: Valued as the Community's Powerhouse of Information

- Be more relevant to library customers: implement technologies to improve services and engage patrons, such as blogging and customer-written book reviews
- Create a broader web presence by expanding library's web site: add staff-created content, more popular databases, and increasing the usefulness of the library catalog
- Increase relevance to local businesses via collection-building and programs
- Ensure consistent service system-wide; review, revise and publish policies, procedures, processes, and provide training for staffs
- Establish and launch a "Never Send a Patron Away Empty-Handed" campaign to encourage staff to use existing resources to their fullest
- Launch new logo for library system
- Pursue options for payment of fines online
- Share mediated book comments on web site
- Provide staff development activities, such as cross training; audio- and web-conferencing; database training; customer service workshop; and introductions to new resources
- Continue participation in the statewide collaborative *Ask a Librarian* service
- Continue to develop a robust collection which meets a wide variety of interests in the community
- Stay abreast of changes in formats; adjust purchasing as needed to reflect trends
- Purchase for *anticipated* reserve requests and expedite patron access to materials
- Reconsider cataloging of music
- Every employee champions the library; they share information and promote library services in business, social and recreational settings