

LeRoy Collins Leon County Public Library System Annual Plan for Library Service, FY21

In the second year of the FY2020-2022 Long Range Plan, the Library will focus on implementing selected strategies to improve communication and accountability; support specific needs in the community; expand programming and exhibits; and improve the user experience.

Goal 1: Reimagine the library and its roles in the community

Through participative and inclusive processes, the library's new and continuing roles are determined, communicated and demonstrated to the community.

Strategies:

1.3 Annual plans are actionable and measurable activities are developed and shared with the community through a variety of communication and outreach strategies.

Action 1.3.a: Develop communication plan for annual and long-range plans as part of a Customer Experience plan.

Action 1.3.b: Implement communication plan for Library's annual goals using familiar methods (web site, newsletter) and at least one new method.

Action 1.3.c: Update Long Range Plan and Annual Plan for Library Service based upon feedback from the community.

Indicators of Success: Completion of new Customer Experience Plan by November 15 includes an appropriate section for communicating annual goals and progress. Implement plan using at least 3 communication methods. Citizens will be able to anticipate, experience and provide feedback on implemented goals. Feedback will be reviewed by Library Management Team and Library Advisory Board to update plans.

Goal 2: Help our community learn, grow and succeed

The library supports learning, creativity, discovery and success through programs, services and collaboration.

Strategies:

2.2 Provide resources, activities and facilities to support literacy, life skills and workforce development, and individual success.

Action 2.2.a: Working with the Leon County Sheriff's Office, provide public access to remote visiting kiosk for families of inmates at Leon County Jail.

Action 2.2.b: In conjunction with the jail visit program, develop a read aloud program to facilitate reading skills practice, enhance literacy and strengthen bonds between children and inmate parents.

Indicators of Success: Remote visit kiosk is available at one or more County libraries by January 31, 2021. Read aloud program is established with support from a partner agency and provides books to participating children for their personal libraries. At least 25% of inmates with children visiting via the kiosk participate in the read aloud program in the first year.

Action 2.2.c: Develop health literacy programs for teens, adults and seniors.

Action 2.2.d: Design and launch training on using telehealth services.

Indicators of Success: Health literacy programs will reach at least 200 people by June 30, 2021. Telehealth training developed and launched by December 1, 2020.

Action 2.2.e: Work to expand programming for teens to include life skills training and other resources to support their academic and social success.

Indicators of Success: 5% increase in overall teen engagement, with 80% of teens completing a post-program assessment indicating value of the programs.

Action 2.2.f: Libraries located in communities with high levels of food insecurity and/or illness related to poor nutrition will partner with local food banks, community garden organizers and other organizations to support healthy eating habits.

Indicators of Success: Total number of engagements; positively impact the eating habits of 30 Leon County households.

Action 2.2.g: Expand volunteering opportunities for all ages.

Action 2.2.h: Establish an internship program for college/university students.

Indicators of Success: Library establishes 20% more volunteer positions. Library's Volunteer Liaison works with VolunteerLeon to fill positions. Working with FAMU and FSU, at least two internships are established for Spring and/or Summer 2021.

Action 2.2.i: Establish a Library Social Worker position.

Indicators of Success: Position description established by October 30, 2020. Position advertised and filled when hiring freeze is lifted.

2.3 Support academic success by partnering with schools, providing guided homework help at libraries, and enriching youth with STEM and STEAM activities.

Action 2.3.a: Working with Leon County Schools (LCS), explore ways the Library may help support student success.

Action 2.3.b: Develop a volunteer-based homework help program that meets the needs of both students and volunteer tutors, considering COVID-19.

Indicators of Success: Library and LCS staffs meet to identify ways the Library may support students. High school and college students are recruited for a homework help tutoring program. 200 students are served by the Homework Help program.

Action 2.3.c: Pilot a kindergarten readiness series beginning summer FY 2021.

Indicators of Success: Kindergarten readiness series reaches 50 or more rising Kindergarteners and their parents/caregivers prior to the start of next school year (August 2021).

Action 2.3.d: Resume hands-on STEM programming for K-8 when in-person programming can safely resume.

Indicators of success: Library-owned mobile STEM Labs are shared between 4 or more locations on a regular schedule. STEM activity components of the Big Read, including robotic coding class by partner STEM4GIRLS, completed by May 2021.

2.4 Offer programming to foster and support creativity, self-expression and fun.

Action 2.4.a: Continue providing a wide range of programming by topic, audience and purpose.

Action 2.4.b: Pilot a program for children with autism to encourage self-expression.

Action 2.4.c: Partnering with a variety of local organizations, conduct The Big Read featuring *Lab Girl* by Hope Jahren in Spring 2021.

Indicators of Success: Programs attract targeted audiences and attendance increases 10% over previous year. Autism-appropriate programming launched in October 2020 and evaluated by participating parents and caregivers. Participation in The Big Read increases 5% over the 2020 Big Read.

Action 2.4.d: Develop a robust exhibition schedule at library locations.

Action 2.4.e: Update policy and procedures regarding library exhibitions to engage more artists and community members.

Indicators of Success: Exhibition policy and procedures updated by January 2021. Quantity and variety of exhibitors increases.

Goal 3: Improve the user experience

Create ways to make it more convenient and enjoyable to interact with the library.

Strategies:

3.2 Explore new methods of service delivery.

Action 3.2.a: Implement Radio Frequency Identification (RFID) technology

Action 3.2.b: Empower library users with fast, contact-free self-checkout kiosks and self-service holds pick-up areas.

Action 3.2.c: Reassign staff to public-facing positions and outreach opportunities as workloads shift with new technology.

Indicators of Success: All collections converted to RFID and new system is operational by December 31, 2020. Positive feedback from patrons via comment cards, web forms, etc.

Approved by the Board of County Commissioners
September 15, 2020