

ANNUAL PLAN OF SERVICE 2023

Brevard County Library System

Mission Statement of the Brevard County Libraries (BCL)

Brevard County Libraries enable people of all ages to improve their quality of life by providing information and enrichment through traditional resources and new technology

**Begin Your Story
Create Your Future
Learn With Us**

Deliver Quality Guest Experiences

- Ensure staff inclusion in County training opportunities
- Develop monthly expectations for feedback cards by location
- Support continued ADA access at library locations
- Engage in the RFP process to provide systems that allow real-time mobile device self-checkout.
- Develop guidelines for consistency in cataloging collections across locations

Engage with our Community

- Continue to work with community partners.
- Develop a method to track and share main contacts to coordinate efforts with community partners
- Continue to support social media and evaluate effectiveness and opportunities
- Provide planned consistent children's programming across the system

Provide Learning and Discovery Spaces

- Expand basic computer learning opportunities for the public
- Provide classes and/or learning (e-learning) opportunities for purchased databases and online resources such as e-books, language learning, and finances. Promote these resources on the staff Niche Academy site and for the general public via the website

Ensure Accountability

- Maintain, accomplish and track measured portions of the CIP
- Track repairs and maintenance by category to identify possible trends
- Identify opportunities to minimize duplication across the system and explore ways to save resources/time encourage staff participation in this process

Explore Innovative Possibilities

- Explore grant opportunities – apply for at least two grants
- Explore additional opportunities for STEM and STEAM programming
- Encourage trend watching beyond Libraries, encourage the establishment of a team to talk about trends, inclusive of a wide variety of staff, to rotate through conversations
- Continue to identify new technology and offerings for library guests that are innovative *and can bring value to the community*