

## **Brevard County Libraries FY 2021 Plan**

- 1. Long Range Plan Goal: The Brevard County Libraries staff will uniformly provide courteous and efficient service to the public and strive to adhere to the standards and accountability set forth in this plan.**

### **FY 2021 Objectives:**

- 1.1 Continue to refine operations for public service and maintain operational flexibility during and after the pandemic.
- 1.2 Continue to improve accessibility in inclusivity of library services to all, including patrons with disabilities.
- 1.3 Increase diversity training for all staff, to foster an inclusive, welcoming environment for employees and patrons.
- 1.4 Continue to train staff in *Americans with Disabilities Act, section 508* compliance.
- 1.5 All new employees will complete Brevard County's "Mandatory Training for Development of New Employees" classes.
- 1.6 All new supervisors will be enrolled in Brevard County's Employee Development Program.
- 1.7 Directors will attend management development programs.
- 1.8 Provide Staff development through mentoring to support succession planning.
- 1.9 Continue to provide training for all library staff on CarlX system and all new modules.
- 1.10 Continue to design and provide access to continuing education opportunities in order to meet annual training requirements.
- 1.11 Continue to use *SharePoint* as a central location for training and other resources.
- 1.12 Continue to offer staff access to training webinars from the State Library, WebJunction, NEFLIN and other similar resources.

- 1.13 Continue to use the County's employee recognition program to honor our outstanding employees.
- 1.14 Continue to develop and improve electronic meeting capabilities for managers and supervisors.
- 1.15 Explore ways the Library's Makerspace and its team can support the creation of digital programming across the library system.

**2. Long Range Plan Goal: Increase access and availability of current topics and popular materials in the Brevard County Libraries.**

**FY 2021 Objectives:**

- 2.1 Review existing media formats.
- 2.2 Increase *Automatically Yours* bestseller lists book purchases.
- 2.3 Increase *Automatically Yours* popular authors program in a Large Print format.
- 2.4 Replace Stellar Seller program with a leased book floating collection of popular materials to better satisfy patron demand and reduce costs.
- 2.5 Streamline load periods to three weeks for nearly all items.
- 2.6 Study the feasibility and advisability of eliminating late fines for books and other materials for children.

**3. Long Range Plan Goal: Explore opportunities to better manage existing resources.**

**FY 2021 Objectives:**

- 3.1 Continue to use Lean Six Sigma to identify and implement improvements to library services.
- 3.2 Continue to offer our patrons online bill pay and to improve this service.
- 3.3 Continue cross training staff to increase service availability at all service points.
- 3.4 Review staffing model to ensure the library's capability to fulfill the ever-evolving needs of the community.

3.5 Maintain our ongoing community partnerships and explore new partnership opportunities.

**4. Long Range Plan Goal: Increase access to electronic media through technology.**

**FY 2021 Objectives:**

- 4.1 Continue to provide access to electronic databases for public use.
- 4.2 Monitor Wi-Fi coverage and overall bandwidth usage at libraries, and extend Wi-Fi to library parking lots.
- 4.3 Continue to expand the eBook and audiobook collection on *OverDrive*.
- 4.4 Implement and evaluate digital streaming of video content via Hoopla.
- 4.5 Test and develop browser-based staff client.

**5. Long Range Plan Goal: Increase Public Awareness of Library Services.**

**FY 2021 Objectives:**

- 5.1 Increase use of social media to publicize library services and activities.
- 5.2 Develop digital programming.
- 5.3 Implement new Mobile Library service.
- 5.4 Continue to review and update the library website.

As approved by the Library Board on September 16, 2020.