



# Hernando County Public Library System

## *Annual Plan of Service 2023-2024*

### *Goal 1 – Maintain a Knowledgeable, Creative and Engaged Staff*

#### **Provide Staff Training**

- Provide ongoing training on technology, collection resources, communication skills, and customer service
- Provide for and encourage staff to participate in training opportunities through local multi-type library cooperatives, professional organizations, local training organizations, and state and national library conferences
- Provide “Staff Development Day” for all staff to interact and learn as a team and provide essential core training

#### **Supervisory and Team Development**

- Work with staff to set new supervisory expectations and develop their supervisory and coaching abilities
- Examine the roles of support staff and look for ways their education and experience can be better utilized by the library thereby creating more vesting in day-to-day library operations

### *Goal 2 – Library Facilities*

#### **Master Plan**

- Maximize use of major maintenance funds
- Plan, create and maintain safe, inviting, accessible, and effective facilities
- Ensure the building, sidewalks and parking areas are maintained and cleaned as needed

### *Goal 3 - Offer Exceptional Customer Service*

#### **Seek Customer Input**

- Seek customer input through surveys, comment cards, social media, email, and purchase suggestions
- Collect and evaluate surveys at events and classes to enhance, expand, and improve the quality of existing events and classes

**Improve User Experience and Design**

- Create inviting displays to showcase library materials and resources
- Continue to create a safe and welcoming physical environment in which to utilize library services

## *Goal 4 – Grow Early Learning Initiatives*

**Focus on STEAM education**

- Continue to improve juvenile technology and materials
- Continue to add youth STEAM kits for checkout
- Youth Services staff will provide STEAM related classes and workshops, to include coding and robotics

**Expand Early Literacy Initiatives**

- Continue offering Baby Story Times at multiple branches and virtual
- Explore technological resources to bring early learning programming to more members of the community by utilizing and offering virtual options
- Continue story times in non-traditional locations outside of the library setting and offering virtual programming as an alternative

## *Goal 5 – Expand Artistic and Cultural Offerings*

- Provide opportunities for art appreciation, exploration, and hands-on creation (sewing, painting, crafting, and other creative classes)
- Offer author talks, readings, and speakers from the Arts and Humanities field
- Partner with local residents and organizations to bring artistic and cultural experiences to the library
- Provide multi-generational programming and classes for families to enjoy together

## *Goal 6 – Enhance Awareness of the Library and its Resources through Community Outreach*

- Prepare in-house flyers and brochures for various services, classes, workshops or events
- Promote classes, workshops and events through advertising with the local newspapers, press releases, and library website
- Explore the possibility of adding more robust features to the library calendar to promote library events
- In addition to the Library Facebook page use the County Government Facebook page to promote Library events

## *Goal 7 – Increase Strategic Partnerships in the Community*

- Improve relationships and work partnerships with local organizations such as United Way and Hernando County Arts Council, as well as with local businesses, local schools, Chamber of Commerce, ACCESS Florida, Health Department and Pasco Hernando Early Learning Coalition
- Further develop partnership with Hernando County School District to ensure all students and teachers are aware of the Public Library resources available to them which include school visits and school field trips
- Expand distribution of library promotional materials and increase awareness of library services through partnerships

## *Goal 8 – Create Collections and Services to Support Community Priorities and Needs*

### **Focus on Collection**

- Bi-annual cleanup of our database for cataloged records in the ILS (integrated library system) to offer easier lookup of materials to the public and staff
- Continue to keep the catalog up-to-date by removing records for lost items
- Evaluate and reshape the collections to meet the changing demands of the community
- Expand materials in digital format and evaluate annually for value, use and effectiveness

### **Focus on Community Needs**

- Provide information about programs, services, and activities of other community agencies to inform citizens of all Hernando County has to offer
- Supply residents with information and resources to be informed citizens
- Access collection processes and procedures to ensure library materials are made available to the public in a timely manner

## *Goal 9 – Annual Budget*

- Review expenses and seek ways to reduce or streamline processes
- Maintain continued support from the Friends of the Library, if possible
- Pursue additional funding sources (donations, grants, fund raising, etc.)
- Provide funding for promotional and marketing tool/materials

## *Goal 10 – Connect*

- Utilize library services and resources by sharing with other county departments
- Library staff will provide information and services to new employees through the Human Resources New Employee Orientation
- Create an *Introduction to Library Services* course for NeoGov in the future