



The Flagler County Public Library

Annual Plan of Service: FY 20221 – 20232

Approved by the Flagler County Board of County Commissioners:

Signature and date

This is our Annual Plan of Service for Fiscal Year 20221-20232, which is based on the goals and objectives as set forth in the Flagler County Public Library's Three-Year Long Range Plan for Fiscal Years 2020-2023.

Long-Range Plan

The Long-Range Plan was created from information collected during the planning process. This process allowed library staff to develop an understanding of the strengths and weaknesses of the library system as well as the opportunities and threats presented by the environment in which the library system operates. The Annual Plan should be read and understood in conjunction with the Long-Range Plan currently in effect. Following is the vision and mission statement, which was predicated on the collective needs of a growing and diverse community.

Vision Statement:

The Flagler County Public Library is a platform on which the community can interact, create and learn.

Mission Statement:

The Flagler County Public Library provides a welcoming environment that encourages self-directed education; civic engagement; and instructive and enlightening experiences.

Goals for FY 20221 – 20232

Enrich the Quality of Life through Exceptional Customer Experiences
Ensure the Needed Planning Documents are Current
Enhance Awareness of the Library and its Resources through Community Outreach
Develop Creative and Educational Classes, Workshops and Events that are of Interest to all Ages
Improve and Expand Services to Enable Greater Access, Comfort and Functionality
Create Collections and Services to Support Community Priorities and Needs

Goal 1: Enrich the Quality of Life through Exceptional Customer Experiences

1.1 Provide Staff Training

- Provide staff/volunteers with on-going training in day-to-day operations of the library reinforcing customer service.
- [Develop specific literature and training processes for staff onboarding.](#)
- Continually recruit and train ~~additional~~ volunteers to assist in various departments.
- Ensure staff acting as passport agents complete the required annual online training and allow access to in-person training when available.
- Provide cross training opportunities to all staff to fill in as needed and where needed within the library system.
- Encourage staff to utilize all training opportunities through local multi-type library cooperatives, professional organizations, and State and National Library Conferences.
- [Train staff at all levels of the organization on topics of equity, diversity, and inclusion.](#)
- [As time permits, provide an annual "Staff Development Day" for all staff to interact and learn as a team.](#)

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1.2 Seek Customer Input

- Develop an annual library user survey to seek customer input and implement improvements.
- Provide feedback forms to all attendees at various classes, workshops, or events ~~in order to~~ improve and expand the quality of future programs.
- Review social media interactions for customer input and expand survey participation to social media.
- [Install a suggestion box in the Young Adult area to allow tweens and teens to give feedback on library improvements and programs.](#)

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1.3 Enhance and Improve Technology

- As budget allows and/or with alternative funding sources, evaluate cost and feasibility of upgrading Microsoft Office ~~to~~ [Microsoft Windows](#) on public access computers [and training laptops](#) to ~~the~~ newest version.
- Evaluate feasibility of adding Virtual Reality headsets as a teaching tool.
- Staff will work with the teen/tween users and provide a VR activity where they can create and construct their own personal VR viewer. Participants will learn about VR technology, QR codes as well as how to turn their cellphone into a VR screen.

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Goal 2: Ensure the Needed Planning Documents are Current

2.1 Review Current Plans and Make Appropriate Change

- Review, update and train staff on the Disaster Plan.
- Prepare the library Technology Plan for 2022-2025.
- Prepare the 202~~4~~3 Annual Plan of Service for State Aid.
- Review the 2020-2023 Long Range Plan and prepare the new 2023-2026 Long Range Plan for State Aid.

2.2 Update Operational Policies and Procedures

- Per the policy schedule, prepare revisions for review and present to Library Board for approval.
- Hold monthly Library Management Team Meetings and encourage staff suggestions for improvements to library operations that will enhance the customer experience.
- [Hold monthly Passport Team Meetings to keep staff apprised of updated procedures.](#)
- Evaluate modifying the Food for Fines Program to assist food banks at a time when donations are low.

Goal 3: Enhance Awareness of the Library and its Resources through Community Outreach

3.1 Promote Library Services

- Prepare in-house flyers and brochures for various services, classes, workshops or events.
- Promote classes, workshops and events through advertising with the local radio station, in local newspapers, press releases, and on the library website.
- Collaborate with the Friends of the Library to send informational flyers for library programs to members.
- Explore the possibility of adding a more robust calendar with features that would create a platform to manage and promote library events in a variety of categories including location and type of event.
- In addition to the Library Facebook page use the County Government Facebook page to promote Library events.
- Explore using new Social Media options to promote Library events and services. (i.e. Instagram, Twitter, Nextdoor and LinkedIn)

3.2 Outreach to Local Agencies

- Staff will continue to work with local learning centers, youth centers and senior centers to establish needed literacy classes.
- [Continue to expand our outreach programs to ensure we are reaching customers who do not have library access or who have traditionally been underserved.](#)
- [The library will continue to host Spring Fling, an event that highlights community partners and showcases their services to the public.](#)
- Staff will continue to meet with local schools, churches, and organizations to build the attendance of Teen Advisory Board for the youth to become library influencers in program development.
- Youth Services staff will [continue to](#) work with local school media specialists to identify outreach events in which the library could participate.
- Staff will collaborate with the Senior Services Department Manager to provide needed services for the senior population.
- [Research the feasibility of creating educator packets to support local teacher lesson plans.](#)

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Goal 4: Develop Creative and Educational Classes, Workshops and Events that are of Interest to all Ages.

4.1 Continue to Host Movie Showings

- Staff will host movie matinees to encourage all-ages library engagement through the selection of Box Office hits, educational documentaries, and book-to-movie screenings.
- ~~Staff will~~ [Look into the possibility of hosting](#) regular outdoor movie showings at night using specialized outdoor equipment.

4.2 Continue Early Literacy Initiatives

- Collaborate with local homeschool groups to encourage use of library facilities through cooperative collection development and programming.
- [Continue to H](#)host monthly multigenerational Family Builder Lab programs that incorporate play engineering systems (e.g. Lego, Strawbees, Brainflakes and Zoob Builderz, etc.); participants acquire the ability for abstract thought/symbolic representation and an understanding of rules – all of which are fundamental for linguistic processing.
- [Create educational packages to assist parents in choosing books at an appropriate reading level for their child.](#)
- ~~Recondition Discovery Kits in the Children’s Department to provide educational resources for sensitive topics (e.g. death, divorce, etc.) and more popular stories.~~
- [Create Flagler Fit Kits. The library will purchase sports equipment and pair it with a book on that particular sport. The kit will also include a list of different parks in the area where they can play that specific sport.](#)
- [Continue providing story classes and baby classes to help build listening skills through creative play and a foundation for subsequent reading and writing. These activities help expand vocabularies and stimulate brain development.](#)
- [Offer a story time for children on the spectrum or who have A.D.D. and provide an inclusive space that caters to the needs of these children.](#)
- Youth Services staff will provide STEM-related classes and workshops, to include coding and robotics.
- Continue monthly Boy’s and Girl’s Book Clubs to foster literary discussion and promote socialization around reading.
- ~~Continue bi-monthly Storywalk@ displays and raffles to encourage early literacy and outdoor activity.~~
- Staff will continue to collaborate with the Flagler Humane Society to provide monthly PAWS to Read classes for beginning readers.

4.3 Provide Engaging and Innovative Programs for Tweens and Teens

- ~~Present~~[Continue to offer](#) a Dungeons and Dragons / Tabletop game night. Teens will have the opportunity to learn how to play new games while learning about math, probability, and risk assessment in a fun creative space.
- ~~Teens/tween will learn how to develop, create, edit and post TicTok videos. This will help bring attention to the library through social media while also allowing outside patrons to participate.~~

- ~~The Creator Club will be based on providing programs that are skill based. Sewing, button making and technology will be provided to help tweens and teens bridge the gap between school and the library.~~
- Offer a Creator Club program that will focus on teaching children sewing basics and learning how to use and maintain a sewing machine.

4.4 Offer Classes, Workshops and Events that are open to all ages

- The Youth Services Department will plan various classes, workshops, and events that will be open to all ages in order to bridge the generational gap and provide a collaborative environment.
- Continue to host educational and entertaining Summer Reading Workshops and Events for all ages.
- Library staff will present multigenerational programming through virtual content and in-person activities that focuses on combining pop-culture with literacy.
- Look into the feasibility of developing “life skills” programming focused on job training, unemployment, filing taxes, health care and wellness to be presented by local business professionals/organizations.
- Explore the idea of a monthly coffee hour program providing opportunities for customers to interact with one another, communicate with staff, and enjoy coffee/refreshments.
- Library staff will offer monthly virtual storytimes for customers that are unable to make it to scheduled in-person storytimes.
- ~~Library staff will plan and present library mystery whodunit programs to promote reading comprehension and critical thinking.~~
- ~~Library staff will present a multigenerational program known as “Library-Con” to provide information and expose the world of anime/manga, comics, Star Wars, and TV production to library customers of all ages.~~
- Library staff will present a book fair, showcasing local authors and their works.

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4.5 Expand Adult Literacy Initiatives, Classes, Workshops and Events

- Continue to utilize the mobile laptop lab to provide instructional classes/workshops on various topics to promote digital literacy.
- Continue collaborating with the Flagler County Extension Master Gardeners to provide monthly plant clinics.
- Engage the adult population to increase participation in the Adult Summer Reading Program through hosting additional events and movies to support the theme.
- Continue collaborating with various local organizations to provide educational and informational events to the community (e.g. Constitution Day partnership with the Sons of the American Revolution).
- Continue to provide literacy classes for seniors and collaborate with the County Senior Services Department and other local organizations such as Elder Source.
- Collaborate with the Florida Division of Library and Information Services to provide local residents with scholarships through our Career-Online High School, in order to attain a High School Diploma with a career certificate.

Goal 5: Improve and Expand Services to Enable Greater Access, Comfort and Functionality

5.1 Improve Physical Facility and Library Property

- Continue to evaluate the safety and security of the library system properties.
- Complete the design phase of the new Southern Library.
- Evaluate feasibility of providing food/drink vending services in the Library.
- Provide new comfortable seating throughout the Library as budget allows, or with alternative funding sources.

5.2 Evaluate Services and Implement Improvements

- As budget allows and/or with alternative funding sources, Grant funds, evaluate and research possibilities and best practices for homebound delivery services.
- Design an interior map to assist customers with material locations.
- [Develop a virtual tour of the library to be posted on the library website and social media.](#)
- [Evaluate Apply for available NEFLIN Innovation Grant funding to purchase a the-use-of kiosks/pod designed to provide a solution for residents who need privacy and high-speed internet access for telehealth visits, job interviews, legal appointments, therapy sessions, immigration support and other personal/business meetings, and more.](#)

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5.3 Evaluate the use of Social Media for Publicity

- Continue to promote the library Facebook page to increase followers.
- Pursue access to additional social media venues, such as YouTube and Instagram, for library information [in order to](#) connect with our digital natives, Generation Z.

5.4 Create a Safe/Clean Environment for Customers

- Promote library safety and cleanliness policies and procedures through signage, social media, and customer interactions.
- Continue to provide programming for an online environment when not practical to meet in person.
- Ensure the building and the sidewalks are maintained and cleaned as needed.

Goal 6: Create Collections to Support Community Priorities and Needs

6.1 Focus on the Collection

- Develop new and expand current collections to educate and enlighten.
- Continue to expand the virtual resources [collections which](#) include E-Books, E-Audio Books, Streaming Media, and access to online periodicals and newspapers.
- Evaluate the need to add Blu-rays to the collection.
- Review statistics and customer suggestions to improve collection and resources.
- [Continue to](#) consolidate the catalog by removing records for lost and missing items.
- [Replace outdated AACR2 MARC records with updated RDA MARC records.](#)

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- Continue to systematically cull items from the collection to make the best use of space, to provide current accurate information and to provide quality library materials.

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