

## Seminole County Public Library Annual Plan of Service 2023/24

**Our Mission:** Enriching Lives, Engaging Minds, Empowering Community

**Our Vision:** We will invent the library of tomorrow by creating outstanding library services and library environments today.

**Our Values:** We are guided by  
Respect for our customers and for each other  
Belief in the transformational power of reading and learning  
Access for all and the freedom to read  
Belief that anything is possible with creativity, and optimism

### Library Services

The Seminole County Public Library System provides free library services with the ultimate purpose of making educational and informational resources available to the public, and to offer programming which promotes literacy and life-long learning.

The Library provides the following services:

- Administration and supervision of five Library Branches.
- Procurement and access to materials in varied formats, such as print, media, and electronic resources.
- Public programming which promotes emergent literacy, information fluency, and life-long learning.
- Long-range Planning, Capital Improvement Planning and annual budget development and management.

### GOALS/OBJECTIVES/OUTCOMES

Goal #1 – To pursue implementation of the Library's Long-range Master Plan. To identify and address ongoing and future growth in demand, based on needs for the entire county, with specific focus on youth, underserved communities, and neighborhoods.

- Objective #1a: The Library and the county will prepare a funding study to determine the costs to open and run a new branch or a larger replacement branch, based on the adopted Long-range Master Plan.
- Objective #1 b: To sustain quality library service by budgeting funding to address shortfalls in current service, created by growth, to redress a backlog of facilities maintenance issues, and plan for long term financial sustainability.

Goal #2 – To explore and implement methods to improve access to the library services and facilities for county residents.

- Objective #2a: The Library will implement processes to automate the verification for online library card registrations, and for library card renewals.
- Objective #2b: The Library will explore options to improve email and text communication systems between the Library and our customers.
- Objective #2c: The Library will renovate two branches to improve ADA access for the public restrooms.

Goal #3 – To become an experience-library by creating collaborative spaces and services that encourage active learning.

- Objective #3a: The Library will increase by 5% STEM programs for county residents of all ages.
- Objective #3b: The Library will increase the number of literacy programs for school age children offered during school breaks by 50%.

Goal #4 – To evaluate, identify, and promote facility and operational changes to remove barriers to services.

- Objective #4a: Increase funding for digital content by 50% to improve access to e-books and e-audio books.
- Objective #4b: The Library will explore opportunities to create access to library materials in disadvantaged communities.
- Objective #4c: The Library will seek quotes and request funding for a project to utilize Radio Frequency ID to improve the self-checkout experience for our customers, to automate check-in, to enable a thorough inventory method for the collections and to add security for library materials.
- Objective #4d: The Library will develop opportunities to connect with our community organizations through embedded librarians, to promote library services and remove barriers to service.