

# Lee County Library System

## Annual Plan, Oct 2023-Sept 2024



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### Goals and Tasks, FY2023-2024

Use technology to reach patrons, to improve workflow and staff productivity in innovative and purposeful ways, and to improve the customer and staff experience.

- Pursue a discovery layer for the Library's public access catalog to improve the customer experience
- Evaluate potential new self-service options.
- Implement online card registration and renewal.

Build on, improve, and create additional channels of communication with the public and staff.

- Develop Digital Sign strategy and expand use.
- Use patron comment cards to both promote use and satisfaction along with identifying areas for improvement.
- Explore development of flash surveys for library users. Determine methods to survey non-users.
- Create internal post-meeting surveys to get feedback from attendees to ensure usefulness and value.

Provide support, networking, and development opportunities for staff to improve engagement and satisfaction.

- Develop avenues for communication and information exchange between staff.
- Create and utilize working groups to expand input for system-wide decisions.
- Evaluate and update library system mentoring program.

Connect county departments and employees to library resources and services.

- Utilize employee communication tools to share library resources and services.
- Develop pilot program to provide reference service to county employees.
- Create an *Introduction to Library Services* course for NeoGov Learn.
- Participate in county events and meetings to promote library services.

Plan, create, and maintain safe, inviting, accessible, and effective library facilities.

- Maximize use of Major Maintenance funds.
- Develop communication tools and utilize existing tools to ensure all stakeholders (staff, patrons and community members) are informed of building projects and updates.
- Update and refine the Library Facilities Master Plan.
- Continue to improve emergency procedures and reporting for locations.