Palm Beach County Library System Strategic Plan FY 2024-2028 & Action Plan FY 2026

Acknowledgments

Board of County Commissioners

Maria G. Marino, Mayor; Sara Baxter, Vice Mayor; Joel G. Flores; Bobby Powell Jr;. Maria Sachs; Gregg K. Weiss; Marci Woodward

County Administrator

Joseph Abruzzo

Chief Deputy County Administrator

Todd J. Bonlarron

Library Advisory Board

Megan Bob, Chair; Linda Knox, Vice Chair; Sherry Albury; Abby Baker; Dale Blanton; Lainey Brooks; Kathi Gundlach; Annie Ifill; Maria C. Martinez; Julia Matthews; Perri McDowell-Demps; John McGovern; Joseph Mindell; Virginia Savietto; Lisa Seymour

Strategic Planning Team

Aurora Arthay, Deputy Director; Jazmine Condes-Lopez, Volunteer Services Coordinator; Adam Davis, Director, System Services; Jessica Doyle, Librarian II, System Children's Services; Sandra Frens, Integrated Marketing and Communications Manager; Marianne Heard, Adult Literacy Project Coordinator; Alicia Garrow, Director, Library Finance & Facilities Division; Ronald Glass, Access Services Manager; James Larson, Intellectual Resources Manager; Lynlee Lebensart, Main Library Manager; Max McMillan, Librarian III, Information Technology; Lindsey McMullen, Community Engagement Manager; Elizabeth Prior, Director, Branch Services; Sarah Smedley, Talking Books Librarian; Chandra Thornton, Social Services Coordinator; Auralia Wellman, South Area Coordinator; Kristina Wernisch, Adult Activities Coordinator

Library Director

Douglas Crane

Introduction

The Palm Beach County Library System has a vision to open minds to a world of unlimited possibilities. We strive to achieve this vision through our mission, which is the heart of our Strategic Plan and embraces the following three components: connect communities, inspire thought and enrich lives. The Library will achieve these components through goals, objectives and activities. This Plan sets guidelines for accomplishing our mission and communicates our commitment to providing excellence in Library service. The purpose of the Palm Beach County Library System's Strategic Plan is to guide the delivery of services over a five year period (2024-2028). It outlines a vision of outstanding Library service for residents of the Palm Beach County Library District and addresses community needs and emerging trends to maximize the Library's impact throughout

Palm Beach County. It also serves as a guide for the Library's future development as a cornerstone of a wellinformed and educated community. Library staff have updated the Strategic Plan to reflect changes in the community, the public's increasing demand for electronic resources, access to evolving technology and population growth. Our community is becoming more complex and diverse. While continuing to meet the needs of those who seek traditional services in traditional formats, the Library also recognizes the demand for new technology, and for the Library to take a more active role in serving as a bridge to connect Library members with the community services they require to lead fulfilling lives. The combination of material formats and services offered will be determined by community needs, return on investment (ROI) and availability of funding. To make this plan a reality, the Library System relies on continuing support and active collaboration through ongoing consultation with Library stakeholders. By redefining our strategic priorities to better meet community needs through our mission, we hope to ensure that Library services remain a fundamental and valuable resource for the residents of Palm Beach County.

Basic Information about the Library

Structure

The Palm Beach County Library System (PBCLS) operates as a department of county government. The Board of County Commissioners is the Library's governing body and the Library Advisory Board represents the County Commission to the Library in matters pertaining to Library service and the means to meet objectives.

Library District

The Palm Beach County Library District was established by the passage of a Special Act of the Florida Legislature in 1967. This Act allowed the Board of County Commissioners to establish a library system and a dependent taxing district to support it. The district was to be made up of all areas of Palm Beach County not taxed by a municipality for library services. In 2000, the act was codified and revised to provide various options for capital funding. The District consists of the unincorporated area of Palm Beach County plus 24 municipalities. Reciprocal borrowing privileges are provided to residents of Boynton Beach, Delray Beach, Lake Park, Lantana, Lake Worth Beach, North Palm Beach, Palm Springs, Riviera Beach and West Palm Beach under the guidelines for receiving a State Aid to Public Libraries grant and through membership in the Library Cooperative of the Palm Beaches. Borrowing privileges are also offered to any child residing in or attending school through grade 12 in Palm Beach County, to any employee of a licensed K-12 institution, to Palm Beach County employees, to employees of municipalities included in the Library District and the Library Cooperative of the Palm Beaches and to residents of Hendry County.

Member Quote

"The Palm Beach County Library System is fantastic. I have lived in other locations and none of them compare to Palm Beach County. The collection is extensive; access to CloudLibrary is excellent and the programs offered are outstanding and especially during Covid! The only suggestion I can really offer is keep up the good work, and thank you so much."

Member Quote

"We love the Library so much. It's an amazing resource for our community. Thank you so much for all you do to help, educate and inspire our city."

Community Demographics

Library District Population

Calendar Year 2025; Estimated Population 1,016,450.

Calendar Year 2000; Estimated Population 731,460.

Library District Population saw a 39% Increase in calendar year 2025 over calendar year 2000.

The following statistical information is according to 2023 American Community Survey:
https://censusreporter.org/profiles/05000US12099-palm-beach-county-fl

Population by Age in Calendar Year 2023

In Palm Beach County, 19% Under Age 18; 25% Age 65 and over; 56% Age18 to 63; Median age is 45.6

In Florida, 19% Under Age 18; 22% Age 65 and over; 59% Age 18 to 64; Median age is 42.8

Population by Race and Ethnicity in Calendar Year 2023

In Palm Beach County, 50% are White; 25% are Hispanic; 18% are Black/African American; 8% are Other; 51% of the population are Female

In Florida, 50% are White; 27% are Hispanic; 15% are Black/African American; 7% are Other; 51% of the population are Female

Education in Calendar Year 2023

In Palm Beach County, 42% have a bachelor's degree or higher; 26% have some college education; 25% have bachelor's degree; 22% have a high school diploma; 17% have a post-graduate degree; 10% do not have a degree

In Florida, 35% have a bachelor's degree or higher; 29% have some college education; 22% have bachelor's degree; 27% have a high school diploma; 13% have a post-graduate degree; 10% do not have a degree

Languages Spoken at Home in Calendar Year 2023

In Palm Beach County, 26% are Non-English Language Speakers; 74% Speak English; 15% Speak Spanish; 11% Speak other languages

In Florida, 25% are Non-English Language Speakers; 75% Speak English; 18% Speak Spanish; 7% Speak other languages

Income per Household in Calendar Year 2023

In Palm Beach County, $84,921is the median income; 29% have an income under $50,000; 28% have an income between $50,000 to $100,000; 28% have an income between $100,000 to $200,000; 16% have an income over $200,000

In Florida, $73,311 is the median income; 34% have an income under $50,000; 31% have an income between $50,000 to $100,000; 25% have an income between $100,000 to $200,000; 11% have an income over $200,000

Basic Information about the Library

Department Overview

Library service is provided through the Main Library, 17 branches, a bookmobile, a logistical support center, Talking Books for the Blind, Books-By-Mail, the Adult Literacy Project and outreach to childcare facilities. The Library provides access to holdings of nearly 1.8 million physical and electronic items. We also offer expanding access to online resources and internet access as well as educational and recreational activities and events for children, teens and adults at all Library locations. The Library is a major distributor of Palm Tran passes in the County.

Children's Services and Activities

Primary services include storytimes and other children's activities to develop reading, listening and critical thinking skills; family literacy workshops for adults to promote the use of Library and reading readiness resources with children; outreach programs to children and staff in child care facilities; a summer reading program; and tours and workshops for school groups to engage with the Library and its resources.

Member Services

We provide free access to all Library holdings in a variety of formats: books, DVDs, streaming videos, digital magazines, e-books, downloadable audiobooks and music. Primary services include providing the type and quantity of materials that meet public expectations, registering new borrowers, offering voter registration, reserving materials for borrowers and circulating special items such as birding backpacks, civics and citizenship kits and mobile hotspots. In FY2024, the Library lent over 8.5 million items.

Community Enrichment

We provide access to the online catalog and other electronic resources as well as information about services and activities through the Library's website; deliver small business development and job search assistance; reach out to the community through literacy tutoring to adult nonreaders and other services; partner with the School District to provide summer lunches and snacks to children; and offer informational, cultural and literature-based activities and events for adults.

Research Services

We provide timely, accurate and useful information to people of all ages in their pursuit of job-related, educational and personal interests. Primary services include answering information inquiries from on-site, telephone, email, text and chat; providing research assistance by recommending information sources and strategies; instructing Library members in the use of electronic resources; providing referrals for information and requested materials located in other agencies or libraries; and developing collection materials and resource guides for a variety of subjects and interests. The Library's community research service strengthens local government and community agencies by providing information and document delivery for policy formulation and program management. In FY2024, the Library answered nearly 873,000 research questions.

Member Quote

"We went in to get new Library cards and had the pleasure of meeting Valerie. She was so warm and friendly and explained everything so clearly. What a wonderful way to start our weekend! Kudos to you for having great personnel."

Staff

The FY2025 staffing complement consists of 524.5 FTE (full-time equivalent) employees. These figures represent 469 permanent merit positions, of which 144 are librarians and 123 temporary positions. These figures include the positions for the Hypoluxo Branch, which is expected to open in FY2028.

Facilities

Multiple Library branches serve as early voting locations and polling places during elections. As required by law, all locations distribute and collect Florida voter registration applications, which are date stamped by Library staff before being forwarded to the Supervisor of Elections.

As the buildings that were completed during the Library Expansion Program II age, increased building maintenance costs can be expected. Moving forward, the Library must fund ongoing small capital projects to ensure that the facilities remain safe, attractive and well-maintained.

As the County experiences increases in population and continued growth, the Library System will need to plan for additional Library expansion projects and renovations. The new Hypoluxo Branch is in the design stage and is projected to be completed in FY2028. Library staff are currently in the process of planning for a new Main Library.

Financial Support

The Library's proposed budget for FY2026 is $119,352,096. The majority of the budget is funded by ad valorem revenue raised through the County Library District. The Library also receives an annual Florida State Aid to Public Libraries grant.

As in the past, alternative revenue sources are sought to supplement ad valorem funding. The following revenue sources are sought on an ongoing basis: Universal Service Fund (E-Rate) discount program, Impact Fees, grant opportunities, Friends of the Library fundraising projects and the U.S. Passport processing program at the Main Library.

Community Feedback

As a vital part of the strategic planning process, Library staff sought the input of the community. Community forums were held at Library locations across the County, both in-person and virtually, where residents gave their feedback concerning the community's needs and ways the Library can help meet those needs.

Additional feedback was obtained through staff forums, an in-house survey, a survey for non-users and from suggestions from children and teens. The information gained from this feedback serves as the basis for the FY2024 - FY2028 Strategic Plan.

This Plan was developed by Library staff with input from the Board of County Commissioners, the Library Advisory Board, the Friends of the Palm Beach County Library, County Administration, partnering organizations and Library users.

Statistics below are from the Palm Beach County Library System 2023 Community Survey

Physical Library Statistics

55% of Members feel more books will enhance the Library.

Physical Library Visit Frequency

36% of members visit the physical library locations both weekly and monthly.

Main Reasons Members Visit the Physical Locations

88% of members visit for the books and audio books.

36% of members visit for the activities and events.

24% of members visit for the DVDs.

15% of members visit for staff assistance.

14% of members visit for use of the meeting rooms and study rooms.

13% of members visit for use of the computers, printers and Wi-Fi.

Virtual Library Statistics

66% of Members use virtual services.

Virtual Library Visit Frequency

27% of members virtually visit the library both daily and weekly.

Main Reasons Members Visit the Library Virtually

78% of members access the e-books, e-audiobooks and e-magazines.

50% of members visit virtually to check their library account.

29% of members use the website to conduct online research.

29% of members use the website to learn about activities and events.

13% of members use the virtual services for streaming content and downloading music.

Member Quote

“My parents have English classes every Wednesday. Kathy is their English teacher she’s supportive, encouraging and always makes the class so fun. My parents love her class so much!”

Member Quote

“I received my Books-By-Mail and I am very happy with this service that’s available to me.”

Our Guiding Principles

Our Vision

Opening minds to a world of unlimited possibilities.

Our Mission

Connect communities, inspire thought and enrich lives.

Our Values

Service

We deliver outstanding service with kindness, integrity and respect.

Community

We build community, respond to needs and strive to reflect a wide range of perspectives in our staff, collections, activities and services.

Access

We provide free, confidential and unbiased access to information and ideas, and are committed to protecting intellectual freedom for all.

Member Quote

“We are so fortunate to have the Lantana Road Branch Library. It is a wonderful library with innovating, thoughtfully planned and organized, engaging activities. May the Fourth Be With You was clearly intentional in its creation and execution. We had a great time.”

Member Quote

“The library is my ‘happy place’ and helps me stay informed. I don’t know what I would do if it wasn’t here.”

Strategic Priorities and Goals

Strategic Priority #1

Connect Communities

Goals

We will connect communities by:

Engaging our communities and partners by promoting and enhancing the role of the Library and offering services beyond the Library’s walls.

Strategies

- Form new community partnerships to promote use of the Library and its resources.
- Provide a variety of volunteer opportunities for adults and teens.
- Promote the usage of Library resources and services through community outreach activities.

Measuring success

New Library cardholders, volunteer hours and community outreach activities and attendance.

Strategic Priority #2

Inspire Thought

Goals

We will inspire thought by:

Providing free access to resources and services that reflect and engage Palm Beach County’s diverse communities and people.

Offering a diverse range of activities designed to enrich, stimulate and engage members from early literacy through adulthood.

Strategies

- Provide access to physical and electronic resources as well as research services through a variety of methods.
- Analyze the community's collection needs and evaluate new lending opportunities.
- Design activities to connect children and teens with opportunities that support their pursuit of knowledge and stimulates their curiosity.
- Engage adults in lifelong learning through educational, cultural and social experiences.
- Address the needs of people with disabilities through classes, workshops and other activities.

Measuring success

Items circulated, circulated items per capita, research transactions, survey results and activity attendance.

Strategic Priority #3

Enrich Lives

Goals

We will enrich lives by:

Providing a welcoming environment, both physically and virtually, to spark creativity, stimulate thoughtful conversation and encourage collaboration.

Serving as a bridge for community members to access social services.

Strategies

- Implement new technologies based on community needs and feedback.
- Apply user experience design principles to create accessible, welcoming environments.
- Evaluate physical spaces to identify and implement improvements to ensure that our spaces are inviting, comfortable, clean and safe and meet the needs of a growing community.
- Connect members with social services.
- Empower English language learners to advance toward their goals by facilitating learning opportunities.
- Reduce food insecurity by providing meals and snacks to children and families.

Measuring success

Technology implementation, Library visits, capital projects plan, literacy/English language instructional hours and meals served.

Member Quote

"Keeps me from being isolated at home alone since I'm retired and disabled. I go there to read, for book discussions, meet the authors, and other activities. And [I] can't afford to buy books, [so] get them for free from the Library. I also renewed my food stamps with a caseworker at the Library."

Member Quote

"The research staff are outstanding. They can find books I am looking for and order them from InterLibrary Loan if they are not available here. They are tech experts and endlessly patient as they answer questions."

Member Quote

"My public Library is absolutely vital to keeping up with cultural, social, political, local and international thoughts and ideas. I honestly don't think I could survive without my Library."

Strategic Priorities and Goals Continued

Palm Beach County Library System Strategic Alignment With Board of County Commissioner Priorities

Economic Development

According to the Urban Libraries Council, the Palm Beach County Library System provided over $23 million in value to entrepreneurs and businesses in FY2024. Residents and businesses alike benefit from the training, education, research services, physical space and technology and equipment available through the Library seven days a week.

Housing Development

Palm Beach County government is dedicated to ensuring access to safe, suitable and affordable housing for all Palm Beach County residents through the development and implementation of targeted programs that address their housing needs. The Library contributes to this strategic priority by providing a plethora of informational resources and workshops to educate residents about available assistance programs, housing rights and the home buying process. Computer technology and Wi-Fi also add to the public's ability to access social services and other housing resources.

Environmental Protection

Libraries exemplify "reuse" in the motto, "Reduce, Reuse, Recycle" by serving as a hub for the community to share resources such as books, DVDs, audiobooks and electronic materials. As the Palm Beach County Library System moves towards meeting the ever-increasing community need to offer electronic materials, we are able to reduce the number of physical materials purchased. Additionally, as materials are de-accessioned from the collection, many are sent to a third party vendor to sell, thus further reusing physical materials purchased and raising funds to purchase new materials.

Infrastructure

The Palm Beach County Library System is comprised of 18 publicly accessible locations; 15 of which are open seven days a week, three of which are open six days a week, and an Annex where many essential Library operations take place. Many communities throughout the County's Library District are visited by the Bookmobile, which makes 30 hours' worth of stops every two weeks. The Library plays an important role in connecting communities through the County's digital infrastructure, including a robust web management system and also by offering free Wi-Fi and computer hardware/software in all Library locations, Wi-Fi in our parking lots 24/7 and through the lending of mobile Wi-Fi hotspots.

Public Safety

Library staff participate in the Palm Beach County Reentry Taskforce, attending meetings to collaborate with stakeholders dedicated to providing a pathway to success for individuals returning from incarceration to their communities. The Library provides reading materials and leads book discussions with incarcerated adults and teenagers as well as jail/prison staff at various Palm Beach County locations. Because limited access to a quality education has an effect on a person's likelihood to be incarcerated, the Palm Beach County Library System offers free tutoring.

Substance Use & Behavior Disorders

Individuals facing substance use and behavior disorders will be able to tend to the intellectual, occupational, emotional/social and financial dimensions of wellness through the plethora of resources offered at Library locations and on our website. Support is offered through the services provided by the Health & Wellness Librarian, Business Librarian and the Library Social Services Coordinator. Activities such as yoga, meditation, tai chi, book discussions and crafting are offered throughout the year.

Unsheltered Residents

Libraries are a refuge for residents of all walks of life and provide a comfortable, safe environment conducive to learning for those seeking respite from the elements. The Palm Beach County Library System partners with governmental agencies and community organizations such as the Community Services Department, Palm Beach County School District and the Palm Beach County Food Bank to provide direct social services to unsheltered individuals.

FY 2026 Action Plan

Mission: Connect Communities

Goal #1

We engage our communities and partners by promoting and enhancing the role of the library and offering services beyond the library's walls.

Objective 1.1

We will strive to increase the number of new library cardholders to 38,613 (6% over FY2024) by forming new community partnerships to promote use of the library and its resources.

Activity 1.1.1

Investigate partnering with the Palm Beach County School District to include messaging about PBCLS Library card eligibility through their digital signage, newsletters and website.

Activity 1.1.2

Purchase new voter lists quarterly from the Supervisor of Elections and offer library cards to the new voters residing in the Library District by sending out email blasts informing them about registering for library cards online.

Activity 1.1.3

Utilize multiple marketing outlets to encourage the use of library services, including encouraging online Library card registration through social media ads and Channel 20.

Objective 1.2

We will provide a variety of volunteer opportunities for adults and teens to increase the number of volunteer hours worked to 43,109 (2% over FY2024).

Activity 1.2.1

Annually review and update volunteer job descriptions to offer a range of positions that reflect the needs of the Library and community.

Activity 1.2.2

Conduct volunteer facilitator and staff training workshops to encourage volunteer recruitment and retention.

Activity 1.2.3

Volunteer Coordinator or designee will attend a minimum of four volunteer recruitment events.

Objective 1.3

We will promote the usage of Library resources and services at 253 (25% over FY2024) community outreach activities with the aim of reaching 22,173 (25% over FY2024) community members.

Activity 1.3.1

Investigate and identify partnership opportunities with organizations throughout Palm Beach County to explore potential service collaborations.

Activity 1.3.2

Collaborate with other County departments and organize events at library branches to mutually benefit each other's missions by sharing resources.

Activity 1.3.3

Offer Bookmobile public service to communities based on distance from a branch library to people with limited transportation options and at seven special events each year.

FY 2026 Action Plan

Mission: Inspire Thought

Goal #2

We provide free access to resources and services that reflect and engage Palm Beach County's diverse communities and residents.

Objective 2.1

We will provide access to physical and electronic resources to loan a minimum of 8,757,872 (3% over FY2024) items to reflect a circulation of 8.6 items per capita per year.

Activity 2.1.1

Add collections in additional languages based on community needs and feedback.

Activity 2.1.2

Continue to drive circulation growth through a continuous evaluation of the comprehensive marketing plan for the collection.

Activity 2.1.3

Visit, consult with, and evaluate branch collections to ensure selections meet community needs.

Objective 2.2

We will provide access to research services through a variety of methods to achieve a minimum of 881,495 (1% over FY2024) transactions.

Activity 2.2.1

Specialist Librarians will review online research tools in their subject areas and make recommendations for free or additional resources as part of the Online Research Tool Selection Committee (ORTSC).

Activity 2.2.2

Conduct monthly research trainings and survey staff to evaluate their effectiveness and gather feedback for improvements.

Activity 2.2.3

Follow up with agencies using Community Research Service to ensure their questions are completely answered.

Activity 2.2.4

Demonstrate the value of the Library's business resources by publishing the results of the Urban Libraries Council's (ULC) Business Calculator.

Objective 2.3

We will conduct an annual analysis of the community's collection needs and evaluate options for new and upcoming lending opportunities.

Activity 2.3.1

Explore incorporating STEM/STEAM kits into MyTurn library of things software.

Activity 2.3.2

Expand current non-traditional collections, such as birding backpacks, STEM/STEAM kits, and similar, by adding one new theme per year to better meet the needs of the community.

Activity 2.3.3

Launch a year-round museum pass program and add additional venues throughout the year.

FY 2026 Action Plan

Mission: Inspire Thought

Goal #3

We inspire thought by offering a diverse range of activities designed to enrich, stimulate and engage members from early literacy through adulthood.

Objective 3.1

We will connect children and teens with opportunities that support their pursuit of knowledge and stimulates their curiosity by designing activities to attract 150,398 (2% over FY2024) children ages 0-17.

Activity 3.1.1

Offer 5,515 early literacy and school age activities, design 831 activities to attract tweens and teens (ages 12-17) to the library and facilitate 64 public technology instructional activities geared towards children and teens (2% over FY2024).

Activity 3.1.2

Review pilot tutoring program and investigate possible expansion.

Activity 3.1.3

Explore online platforms to increase our virtual reach.

Objective 3.2

We will engage adults in lifelong learning through educational, cultural and social experiences by targeting an audience of 72,700 (5% over FY2024) adults to participate in activities.

Activity 3.2.1

Maintain collaboration between subject specialists, partnership organizations and branch staff to offer classes and activities showcasing their subject areas.

Activity 3.2.2

Offer 1,495 (3% over FY2024) group and individual technology instruction classes to 3,804 (3% over FY2024) adults to improve skills and increase digital literacy.

Activity 3.2.3

Expand access by offering more activities on nights and weekends.

Activity 3.2.4

Accommodate interests by providing a variety of intellectual and educational activities.

Objective 3.3

We will address the needs of people with disabilities and will attract 4,454 (5% over FY2024) individuals with special needs and their caregivers to classes, workshops and other activities.

Activity 3.3.1

Offer 470 (5% over FY2024) activities for individuals with physical and cognitive disabilities and their caregivers.

Activity 3.3.2

Organize an event that offers people with disabilities employment opportunities with various agencies in the community.

Activity 3.3.3

Offer a Books-by-Mail and Talking Books outreach program to each branch library for the opportunity to increase memberships and activities attendance.

FY 2026 Action Plan

Mission: Enrich Lives

Goal #4

We provide a welcoming environment, both physically and virtually, to spark creativity, stimulate thoughtful conversation and encourage collaboration.

Objective 4.1

We will implement a minimum of two new technologies for public use per year based on community needs and feedback.

Activity 4.1.1

Work with Technology Training Librarian to ensure that digital media labs meet community needs, equipment and software are maintained, and staff training standards are established.

Activity 4.1.2

Evaluate and update ILS to optimize online presence/user experience including retiring outdated Enterprise online catalog, improving email and SMS notifications in multiple languages, and adding automatic library card renewal.

Activity 4.1.3

Conduct an annual public survey and an annual staff survey to determine technology needs and implement technological solutions where feasible and appropriate.

Objective 4.2

We will apply user experience design principles to create accessible, welcoming environments resulting in 2,625,596 (1% over FY2024) visits to physical library locations.

Activity 4.2.1

Continue to conduct ongoing survey of staff to determine language skills and maintain plan to use these skills for translation needs and in assisting library members.

Activity 4.2.2

Determine peak usage periods and evaluate staffing levels, activities and services across the Library System; recommend allocation of resources in order to provide optimal, sustainable public service.

Activity 4.2.3

Implement a training program for staff on member experience standards based on the Library's mission, vision and values.

Activity 4.2.4

Conduct an annual public survey to gauge overall library satisfaction and to assist in determining community needs.

Objective 4.3

We will continually evaluate our physical spaces to identify and implement improvements to ensure that our spaces are inviting, comfortable, clean and safe and meet the needs of our growing community.

Activity 4.3.1

Continue to implement a capital project plan to renovate all library branches to include fiscal planning, design and construction.

Activity 4.3.2

Develop a plan for the new Main Library/Annex facility, including funding and building functionality.

Activity 4.3.3

Develop a foundation for the Library System to support the capital program and ongoing operations.

FY 2026 Action Plan

Mission: Enrich Lives

Goal #5

We will serve as a bridge for community members to access social services.

Objective 5.1

The Library Social Services Coordinator will connect Library members with social services.

Activity 5.1.1

Increase usage of Main Library's Community Services kiosk.

Activity 5.1.2

Develop a trauma-informed and culturally responsive environment that matches community needs.

Activity 5.1.3

Use measurement tool in conjunction with one-on-one consultations to improve services.

Activity 5.1.4

Offer four office hours per week to individuals seeking access to social services in the community.

Objective 5.2

We will facilitate 11,606 (3% over FY2024) instructional hours to empower English Language learners to advance toward their goals.

Activity 5.2.1

Thirty percent of students will attain a personal goal and/or complete a skill book level.

Activity 5.2.2

Expand financial literacy classes to four library locations to give students the tools to manage their finances effectively to achieve their goals and secure their future.

Activity 5.2.3

Provide citizenship study group classes to 40 students with 10 students becoming naturalized.

Objective 5.3

We will reduce food insecurity by providing 44,483 (10% over FY2024) meals and snacks to children and families.

Activity 5.3.1

Explore new collaborations to combat hunger and continue/expand upon summer lunches, afterschool snacks and weekend meals.

Activity 5.3.2

Strengthen community partnerships to provide SNAP assistance in our libraries, with a goal of serving 2,020 members (1% increase over FY24).

Activity 5.3.3

Check out 808 seed packets (1% over FY24) and explore expansion of the seed library to other branches.

Library Locations

Main Library

3650 Summit Boulevard, West Palm Beach 33406

Phone: 561-233-2600

Hours: Mon - Thu, 9:00 am - 9:00 pm; Fri, 9:00 am - 6:00 pm; Sat, 9:00 am - 5:00 pm; Sun, Noon - 5:00 pm

Acreage Branch

15801 Orange Boulevard, Loxahatchee 33470

Phone: 561-681-4100

Hours: Mon - Thu, 10:00 am - 9:00 pm; Fri, 10:00 am - 6:00 pm; Sat, 10:00 am - 5:00 pm; Sun, Noon - 5:00 pm

Belle Glade Branch

725 NW 4th Street, Belle Glade 33430

Phone: 561-996-3453

Hours: Mon - Wed, 9:00 am - 8:00 pm; Thu - Sat, 9:00 am - 5:00 pm

Canyon Branch

8915 Senator Joe Abruzzo Avenue, Boynton Beach, 33472

Phone: 561-903-3700

Hours: Mon - Thu, 10:00 am - 9:00 pm; Fri, 10:00 am - 6:00 pm; Sat, 10:00 am - 5:00 pm; Sun, Noon - 5:00 pm

Clarence E. Anthony Branch

375 SW 2nd Avenue, South Bay 3349

Phone: 561-992-8393

Hours: Mon & Wed, 11:00 am - 7:00 pm; Tue, Thu - Sat, 9:00 am - 5:00 pm

Gardens Branch

11303 Campus Drive, Palm Beach Gardens 33410

Phone: 561-626-6133

Hours: Mon - Thu, 10:00 am - 9:00 pm; Fri, 10:00 am - 6:00 pm; Sat, 10:00 am - 5:00 pm; Sun, Noon - 5:00 pm

Glades Road Branch

20701 95th Avenue South, Boca Raton 33434

Phone: 561-482-4554

Hours: Mon - Thu, 10:00 am - 8:00 pm; Fri, 10:00 am - 6:00 pm; Sat, 10:00 am - 5:00 pm; Sun, Noon - 5:00 pm

Greenacres Branch

3750 Jog Road, Greenacres 33467

Phone: 561-641-9100

Hours: Mon - Thu, 10:00 am - 8:00 pm Fri, 10:00 am - 6:00 pm Sat, 10:00 am - 5:00 pm Sun, Noon - 5:00 pm

Hagen Ranch Road Branch

14350 Hagen Ranch Road, Delray Beach 33446

Phone: 561-894-7500

Hours: Mon - Thu, 9:00 am - 8:00 pm; Fri, 9:00 am - 6:00 pm; Sat, 9:00 am - 5:00 pm; Sun, Noon - 5:00 pm

Jupiter Branch

705 Military Trail, Jupiter 33458

Phone: 561-744-2301

Hours: Mon - Thu, 9:00 am - 8:00 pm; Fri, 9:00 am - 6:00 pm; Sat, 9:00 am - 5:00 pm; Sun, Noon - 5:00 pm

Lantana Road Branch

4020 Lantana Road, Lake Worth 33462

Phone: 561-304-4500

Hours: Mon – Thu, 10:00 am - 9:00 pm; Fri, 10:00 am - 6:00 pm; Sat, 10:00 am - 5:00 pm; Sun, Noon - 5:00 pm

Loula V. York Branch

525 Bacom Point Road, Pahokee 33476

Phone: 561-924-5928

Hours: Mon & Wed, 11:00 am - 7:00 pm; Tue, Thu - Sat, 9:00 am - 5:00 pm

Okeechobee Boulevard Branch

5689 Okeechobee Boulevard, West Palm Beach 33417

Phone: 561-233-1880

Hours: Mon - Thu, 10:00 am - 8:00 pm; Fri, 10:00 am - 6:00 pm; Sat, 10:00 am - 5:00 pm; Sun: Noon - 5:00 pm

Royal Palm Beach Branch

500 Civic Center Way, Royal Palm Beach 33411

Phone: 561-790-6030

Hours: Mon - Thu, 9:00 am - 8:00 pm; Fri, 9:00 am - 6:00 pm; Sat, 9:00 am - 5:00 pm; Sun, Noon - 5:00 pm

Tequesta Branch

461 Old Dixie Highway North, Tequesta 33469

Phone: 561-746-5970

Hours: Mon - Wed, 10:00 am - 8:00 pm; Thu - Sat, 10:00 am - 5:00 pm

Wellington Branch

1951 Royal Fern Drive, Wellington 33414

Phone: 561-790-6070

Hours: Mon - Thu, 10:00 am - 9:00 pm; Fri, 10:00 am - 6:00 pm; Sat, 10:00 am - 5:00 pm; Sun, Noon - 5:00 pm

West Boca Branch

18685 State Road 7, Boca Raton 33498

Phone: 561-470-1600

Hours: Mon - Thu, 10:00 am - 9:00 pm; Fri, 10:00 am - 6:00 pm; Sat, 10:00 am - 5:00 pm; Sun, Noon - 5:00 pm

West Boynton Branch

9451 Jog Road, Boynton Beach 33437

Phone: 561-734-5556

Hours: Mon - Thu, 10:00 am - 9:00 pm; Fri, 10:00 am - 6:00 pm; Sat, 10:00 am - 5:00 pm; Sun, Noon - 5:00 pm

Adult Literacy By Appointment Only

Phone: 561-894-7510

Outreach Services By Appointment Only

Talking Books

Phone: 561-649-5486

Books-By-Mail

Phone: 561-649-5482

The Palm Beach County Library District

The Palm Beach County Library District is a special taxing district that provides Library services to unincorporated areas of the County and the following municipalities:

Atlantis, Belle Glade, Briny Breezes, Cloud Lake, Glen Ridge, Greenacres, Haverhill, Hypoluxo, Juno Beach, Jupiter, Jupiter Inlet Colony, Lake Clarke Shores, Loxahatchee Groves, Mangonia Park, Ocean Ridge, Pahokee, Palm Beach Gardens, Palm Beach Shores, Royal Palm Beach, South Bay, South Palm Beach, Tequesta (Palm Beach County residents), Wellington, Westlake

Palm Beach County Library System

Connect. Inspire. Enrich.

Facebook

facebook.com/pbclibrary

Instagram

instagram.com/pbclibrary

X

x.com/pbclibrary

LinkedIn

linkedin.com/company/palm-beach-county-library-system

Threads

threads.com/@pbclibrary

#pbclibrary

Palm Beach County Library System

3650 Summit Boulevard , West Palm Beach, FL 33406

Revised July 2025