2023 - 2027

Long-Range Plan of Service

**Indian River County
Library System**

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INTRODUCTION

MISSION STATEMENT

The mission of the Indian River County Library System is to provide the means by which people of all ages, interests, and circumstances may avail themselves of the recorded wisdom, experiences, and ideas of others. In support of this mission, library materials are assembled, organized, and made accessible to all. Opportunities for personal, educational, cultural, and recreational enrichment are offered. Collections of library materials, services, and programs are planned and developed to respond to individual and community needs. A trained and skilled staff and the latest technologies are employed to facilitate and enhance the use of resources of the library system. By committing themselves to excellence in all facets of the library system's services and operations, the library administration and staff reaffirm the democratic ideals upon which the American public library was founded.

PURPOSE

Public libraries, through their services and facilities, contribute to the quality of life in the communities they serve. A public library system committed to excellence will assist in enhancing the quality of life for all of the residents of Indian River County.

SERVICE PRINCIPLE

The users of the Indian River County Library System deserve the highest quality service possible to fulfill their educational, informational, cultural, and recreational needs. High quality library service is dependent upon the following factors: well-selected and well-maintained collections of library materials in adequate numbers to respond to user needs, the availability of qualified and enthusiastic personnel, convenient hours of service, inviting physical facilities accessible to all segments of the county, implementation of the latest technology, and the financial resources to meet library needs of the county residents.

The Indian River County Library System subscribes to the principles and statements included in the Library Bill of Rights and its interpretations and the Freedom to Read Statement, in the latest versions, as adopted by the American Library Association.

STANDARDS

The Indian River County Library System recognizes the importance of standards appropriate to public library service. Standards are developed by the American Library Association, the Florida Library Association, the State Library of Florida, and other similar organizations responsible for the development of standards. Unless otherwise excluded, such standards are used as guidelines for the library system.

INDIAN RIVER COUNTY MAIN LIBRARY

The two story 49,286 square foot Indian River County Main Library located in downtown Vero Beach serves as a reference center, independent learning center, popular materials library, preschooler's door to learning, formal education support center, and community information center. The Main Library is open seven days a week, barring holidays, with a total of 51 service hours in a typical week.

The Main Library has a lending collection of approximately 208,000 items and a non-lending collection of over 31,500 items. The collection includes materials in print, audio, video, microfilm, microfiche, and digital formats. Equipment available for public use includes: public computers, scanners, printers, copiers, microfilm/microfiche reader, low vision desktop magnifiers, 3D printer, STEM (Science, Technology, Engineering, and Mathematics) learning tools, multi-device charging station, and electric typewriters. Wireless internet access and mobile printing are also available. Patrons can also check-out Book Club in a Bag kits, Storytime in a Bag kits, Playaway Launchpads, and Vero Beach Museum of Art Passes. In addition, the library participates in interlibrary loan services, allowing patrons access to millions of books from all across Florida and the nation.

The Main Library has six study rooms, one group study room, one conference room, one meeting room with a thirty-seat capacity, and a two hundred seat capacity multimedia meeting room. Each of the six study rooms contain a public computer. The group study room, the conference room, and the thirty seat capacity meeting room each have mounted large screen televisions with sound bars for presentations using the in-house computer or a provided ClickShare device for laptops. Finally, the multimedia room provides users access to state-of-the-art presentation equipment.

Library programming is varied and on-going for adults, young adults, and children; with special event programming throughout the year. The Main Library also serves as an early voting site.

The Julian W. Lowenstein Archive Center & Genealogy Department on the second floor is a repository for many local collections. Staff and volunteers in the department work to preserve photographs and documents related to Indian River County's history, as well as assist patrons in their genealogy, local history, and Florida history research.

The main office for Literacy Services of Indian River County is located in the lobby of the Main Library. Also located in the lobby, The Friends of the Indian River County Library Gift Shop sells affordable gifts for all occasions, the proceeds of which are donated to the benefit of the library. The Vero Beach Art Club exhibits local artists' works throughout the year within the library.

The Indian River County Main Library shares a portion of its second floor with the Indian River County Law Library.

NORTH INDIAN RIVER COUNTY LIBRARY

The single story 25,445 square foot North Indian River County Library located in Sebastian serves as a popular materials library, independent learning center, and preschooler's door to learning. The North IRC Library is open six days a week, barring holidays, with a total of 50 service hours in a typical week.

The North IRC Library has a lending collection of approximately 102,000 items and a non-lending collection of over 600 items. The collection includes materials in print, audio, video, and digital formats. Equipment available for public use includes: public computers, scanners, printers, copiers, fax machine, low vision desktop magnifier, 3D printer, multi-device charging station, and an opaque overhead projector. Wireless internet access and mobile printing are also available. Patrons can also check-out Book Club in a Bag kits, Storytime in a Bag kits, Playaway Launchpads, and Vero Beach Museum of Art Passes. In addition, the library participates in interlibrary loan services, allowing patrons access to millions of books from all across Florida and the nation.

The North IRC Library has three study rooms, one conference room, and a two hundred seat capacity meeting room. Two additional study rooms and a large children's programming room are planned as part of the upcoming North IRC Library expansion project. The conference room has a mounted large screen television with sound bar for presentations using the in-house computer or a provided ClickShare device for laptops. Finally, the large meeting room provides users access to state-of-the-art presentation equipment.

The Makerspace at the North IRC Library provides access to tools and materials patrons may not have at home so that they can explore different science, technology, engineering, art, and mathematics concepts. Some examples of equipment found in the Makerspace include a Cricut, laser engraver, 3D printer, sewing machine, laminator, microscopes, button maker, keyboard, and audio and video recording equipment.

Library programming is varied and on-going for adults, young adults, and children; with special event programming throughout the year. Exhibits from local artists and craftsmen are displayed throughout the year in an enclosed glass display inside the library. The Sebastian River Art Club also exhibits local artists' works throughout the year. The North IRC Library also serves as a polling location.

BRACKETT LIBRARY AT IRSC

The two story 30,000 square foot Brackett Library located on the Mueller Campus of Indian River State College in Vero Beach is a full-service public library branch of the Indian River County Library System and a joint-use library with Indian River State College. The Brackett Library is open five days a week, barring holidays, with a total of 40 service hours in a typical week.

The Brackett Library has a lending collection of approximately 78,500 items and a non-lending collection of over 1,800 items. The collection includes materials in print, audio, and video formats. Equipment available for public use includes: public computers, scanners, printers, copiers, low vision desktop magnifier, STEM (Science, Technology, Engineering, and Mathematics) learning tools, and a multi-device charging station. Wireless internet access and mobile printing are also available. Patrons can also check-out Book Club in a Bag kits, Storytime in a Bag kits, Playaway Launchpads, and Vero Beach Museum of Art Passes. In addition, the library participates in interlibrary loan services, allowing patrons access to millions of books from all across Florida and the nation.

The Brackett Library has four study rooms, two group study rooms, a twenty-five-seat capacity conference room, and a seventy-five-seat capacity meeting room. The conference room has a mounted large screen television with sound bar for presentations using the in-house computer or a provided ClickShare device for laptops. The large meeting room has a SMART Board and other state-of-the-art presentation technology. In addition, the Link Library Lab on the second floor is a computer instruction lab, with a SMART Board and presentation equipment, available for both IRSC classes and public library programming.

The Old Vero Ice Age Site Committee Artifact and Bone exhibit located on the second floor of the Brackett Library consists of collections acquired from local collectors containing examples of ice age animals that roamed our area. Also located in the Brackett Library is a display case containing original items from the Laura (Riding) Jackson Foundation. The Laura (Riding) Jackson Historic Home is located next to the Brackett Library, with programming partnerships commonly occurring between the two organizations.

Library programming is varied and on-going for adults, young adults, and children; with special event programming throughout the year.

INDIAN RIVER COUNTY LAW LIBRARY
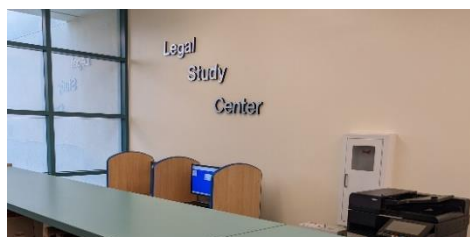
The Indian River County Law Library is located on the second floor of the Indian River County Main Library in downtown Vero Beach. The primary role of the Law Library is as a reference center for legal professionals and the general public.

In addition to the law books and print resources in the Law Library collection, the Legal Study Center's dedicated computer provides access to the WestLaw Online Legal Research database. The study carrel and copier allow for reading of and copying from this non-circulating reference collection. Additional reference resources from the Law Library include: Gale Legal Forms database, annual audio CD editions of the Survey of Florida Law course from the Florida Bar's Continuing Legal Education series, and pre-printed packets of the most commonly used legal forms.

GIFFORD LIBRARY

The 1,513 square foot Gifford Library is located within the Gifford Youth Achievement Center in Vero Beach. The library provides print materials, internet access, and children's programs to the students and community members in the area of the GYAC. The Gifford Library has a collection of approximately 8,000 items. Equipment

available for public use includes: public computers, scanner, and printer. In addition to books, patrons can check-out hold items received from other County libraries, Playaway Launchpads, and Vero Beach Museum of Art Passes.

The Gifford Youth Achievement Center is a 38,000 square foot facility that, in addition to a County operated library, is equipped with classrooms, computer labs, an indoor gym, and an outdoor patio. The Center provides varied and numerous programs for all ages in the Gifford Community. The facility is located next to the Gifford Aquatic Center in the Victor Hart Sr. Community Enhancement Complex.

MARIAN FELL LIBRARY

The 940 square foot Marian Fell Library located in Fellsmere provides books, internet access, and children's programs to the Fellsmere community. The Marian Fell Library has a collection of approximately 2,800 items. Equipment available for public use includes: public computers, scanner, and printer. In addition to books,

patrons can check-out hold items received from other County libraries and Vero Beach Museum of Art Passes.

The Marian Fell Library was built in 1915 and is listed in the National Register of Historic Places. The library is named after Marian Fell, the daughter of Edward Nelson Fell, the founder of Fellsmere. An agreement between Indian River County and the City of Fellsmere brought County library services to the Marian Fell Library beginning January 2019.

VENDING LIBRARY AT THE IG CENTER

The self-service Vending Library is located within the Indian River County Intergenerational Recreation Center in Vero Beach. This state-of-the-art machine allows for the delivery of library materials to the South County area. Current print and media items are offered for browsing selection and holds pick-up is made convenient for area residents.

GOALS, OBJECTIVES, AND ACTIVITIES

GOAL #1

Maintain and enhance library collections and online resources.

OBJECTIVE #1

Increase patron satisfaction with physical materials and digital collections so that over 90% of library survey respondents would rate the collection as good or excellent. Over 96% of respondents to the most recent Indian River County Library System Survey rated borrowing materials as important or very important, while the collection was rated good or excellent by over 89% of respondents.

ACTIVITIES:

- Develop collections to provide current, high-demand, and informative items to patrons of all ages.
- Expand eBook and downloadable audio collections.
- Continuously evaluate existing collections for condition, outdated or inaccurate information, and popularity; and weed or replace as appropriate.
- Regularly assess collections in order to identify gaps.
- Continue the Friends of the Library's book and DVD lease plans for multiple copies of popular, bestselling and well-reviewed titles.
- Purchase additional digital copies of titles as needed to reduce holds ratios in Overdrive.
- Monitor trends and look for opportunities to establish and expand a "library of things" collection.
- Create themed library displays to promote the circulation of quality titles in a variety of genres and on diverse topics.
- Continue offering digital collections of audiobooks, comics, eBooks, movies, music, and television through Hoopla; and assess the value of adding additional library streaming services.
- Seek out partnerships to provide experience based nontraditional library borrowing programs, such as our Vero Beach Museum of Art Passes.
- Build and maintain comprehensive reference, Florida history, local history, and genealogy collections.
- Continue to digitize local archival information and photographs, and explore grant opportunities to expand such digitization projects.
- Create an easily accessible online form for materials suggestions and recommendations from patrons.

GOAL #2

Establish the library as a center of lifelong learning and personal enrichment in the community.

OBJECTIVE #2

Provide lifelong learning opportunities and educational, cultural, and recreational programs for all ages.

ACTIVITIES:

- Continue providing Career Online High School for adults.
- Provide technology training and access to the internet and online resources.
- Add LinkedIn Learning online courses to library resources.
- Provide weekly story time programs for babies, toddlers, preschoolers, and grade school children.
- Provide special event programming throughout the year for children, teens, and adults.
- Expand adult instruction curriculum to meet the changing needs of the community.
- Offer access to book clubs, writing groups, film experiences, live music, and art.
- Evaluate technology trends and explore how the library can best work to bridge the digital divide.
- Design and implement outreach services for the community to increase use of library resources and reach underserved populations.
- Connect patrons to educational, career, health, legal, and government services.
- Create a marketing plan to raise public awareness of the library's resources and services.

GOAL #3

Develop and maintain a knowledgeable, positive, customer service-oriented staff.

OBJECTIVE #3

Provide professional development opportunities, training, and clear procedure guidelines so that library staff can perform their duties with the highest level of service to the community. Over 95% of respondents to the most recent Indian River County Library System Survey rated our customer service as good or excellent, and one of the most common answers to what is valued most about the library was the staff.

ACTIVITIES:

- Take advantage of opportunities to expand staff expertise through training and resources offered by the Florida Library Association, Tampa Bay Library Consortium, the Florida Department of State Division of Library and Information Services, and others.

- Recruit and retain exceptional staff.
- Standardize new employee orientation process and training.
- Evaluate library policies and procedures and update as needed.
- Update and expand disaster and emergency preparedness plan.

GOAL #4

Provide safe and welcoming spaces to meet, interact, read, and study.

OBJECTIVE #4

Have all libraries be considered community gathering spaces by residents, and have our buildings be multiple use destinations for our community that meet the needs of all age groups.

ACTIVITIES:

- Provide study and meeting room spaces.
- Provide comfortable seating and tables for work and study.
- Continue to repurpose spaces as our collection needs change.
- Evaluate updating and replacing internal and external signage.
- Replace and modernize furniture as needed.
- Expand hours of operation at the Fellsmere Library.
- Complete the expansion of the North IRC Library.
- Replace sliding doors at the Main Library and North IRC Library.
- Replace exterior fire doors and door frames at the Main Library.
- Renovate public bathrooms at the Main Library and North IRC Library.
- Add needed capital improvements to the Capital Improvements Element each year.
- Plan for creating a request for proposal (RFP) for a new Indian River County Library Master Facilities Plan after the current plan expires in 2025.
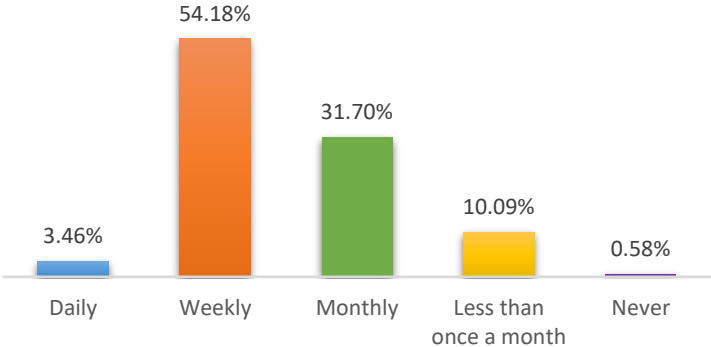
LIBRARY SURVEY

The Indian River County Library System conducted a library survey in the Spring of 2022. We provided the survey both online and in paper form at the libraries. The survey was conducted over a two-month period and received 356 responses. Below are the results.
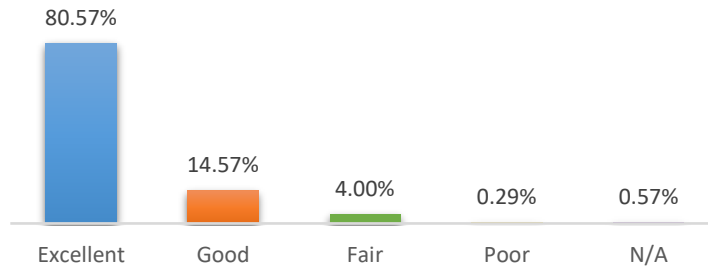
Do you have a library card?
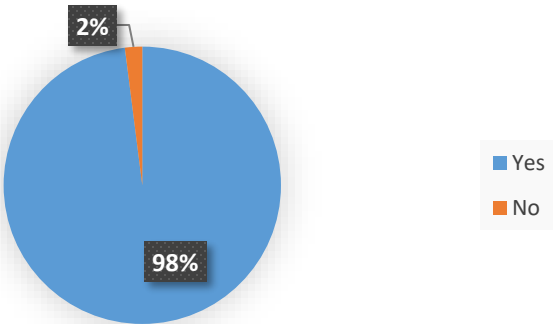
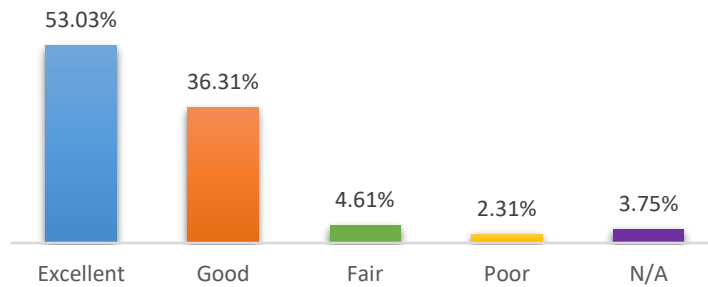On average, how often do you visit the library?

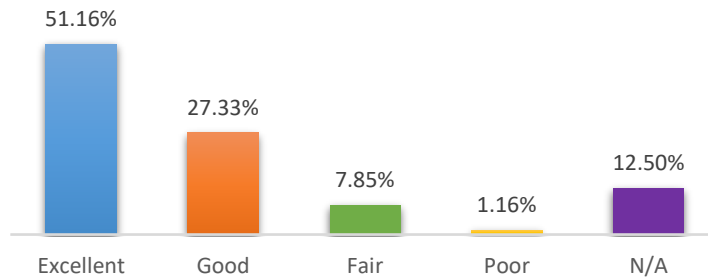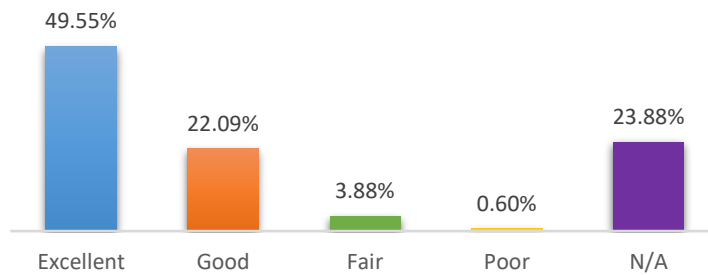How would you rate each of the following library services?

Customer Service

80.57%	14.57%	4.00%	0.29%	0.57%
Excellent	Good	Fair	Poor	N/A

Collection

53.03%	36.31%	4.61%	2.31%	3.75%
Excellent	Good	Fair	Poor	N/A

Online Services

51.16%	27.33%	7.85%	1.16%	12.50%
Excellent	Good	Fair	Poor	N/A

Interlibrary Loan

49.55%	22.09%	3.88%	0.60%	23.88%
Excellent	Good	Fair	Poor	N/A

Programs

Excellent	Good	Fair	Poor	N/A
30.06%	22.09%	5.21%	1.23%	41.41%
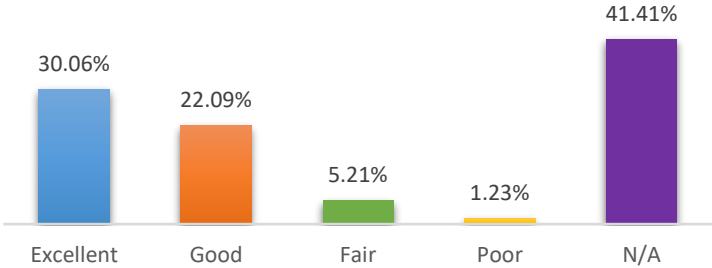
Computers, Printers, and Copiers

Excellent	Good	Fair	Poor	N/A
36.64%	23.42%	5.71%	1.20%	33.03%

Internet Access and Wi-Fi

Excellent	Good	Fair	Poor	N/A
40.61%	22.12%	3.03%	0.61%	33.64%

Facilities

Excellent	Good	Fair	Poor	N/A
58.48%	31.87%	5.26%	1.46%	2.92%

Hours of Operation

Excellent	Good	Fair	Poor	N/A
52.60%	35.55%	9.54%	2.02%	0.29%
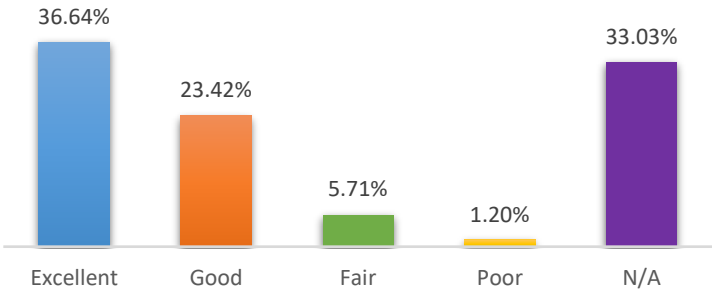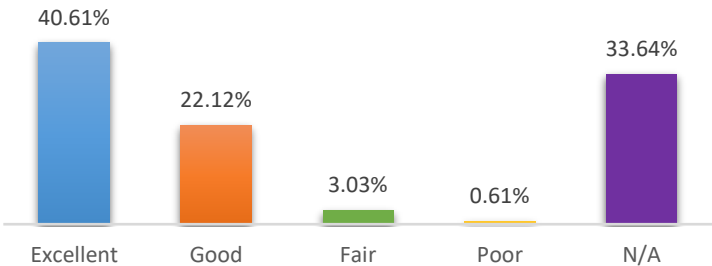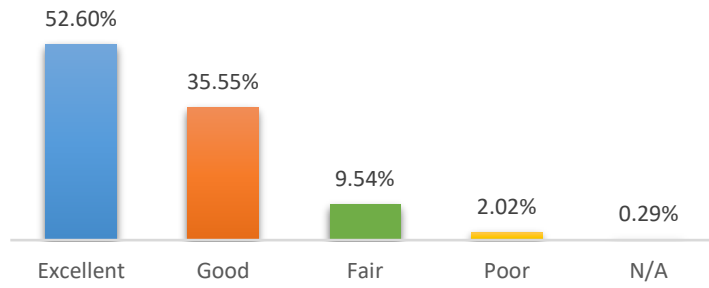
Overall, how would you rate the library?

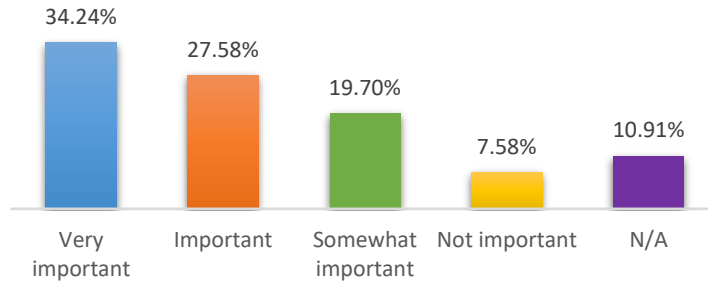| Excellent	Good	Fair	Poor	N/A
69.54%	24.71%	4.02%	1.15%	0.57%
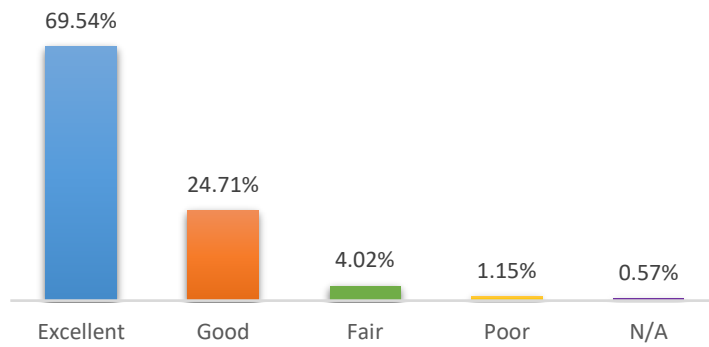
How important is each of the following library services to you?

Borrowing Materials

Very important	Important	Somewhat important	Not important	N/A
86.27%	9.85%	2.09%	0.60%	1.19%

Reference

Very important	Important	Somewhat important	Not important	N/A
34.24%	27.58%	19.70%	7.58%	10.91%

Programs

Very important	Important	Somewhat important	Not important	N/A
24.00%	23.08%	16.62%	13.54%	22.77%

Computers, Printers, Copiers

Very important	Important	Somewhat important	Not important	N/A
29.97%	19.27%	18.04%	13.46%	19.27%
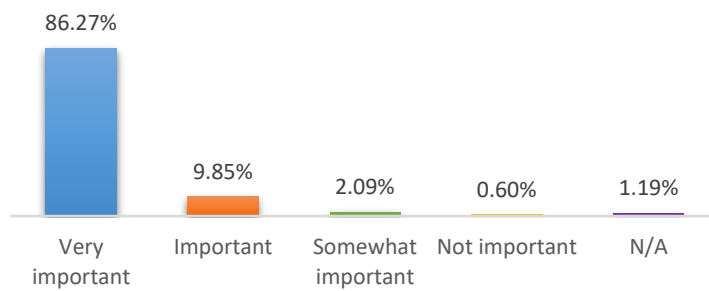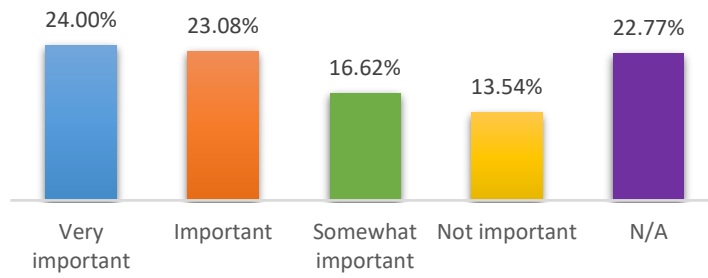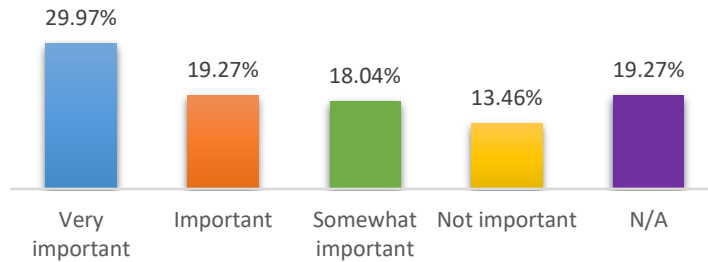
Help Using Computers, Printers, Etc.

Very important	Important	Somewhat important	Not important	N/A
25.99%	19.27%	16.82%	18.04%	19.88%
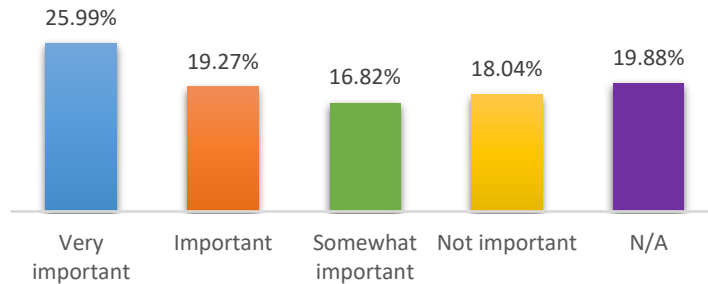
Study Rooms/Reading Areas

23.10% 19.76% 19.45% 15.50% 22.19%

| Very important | Important | Somewhat important | Not important | N/A |

Internet Access and Wi-Fi

39.44% 22.98% 11.49% 9.32% 16.77%

| Very important | Important | Somewhat important | Not important | N/A |

Interlibrary Loan

47.68% 21.67% 11.46% 3.72% 15.48%

| Very important | Important | Somewhat important | Not important | N/A |

Online Services

65.15% 19.39% 6.67% 0.91% 7.88%
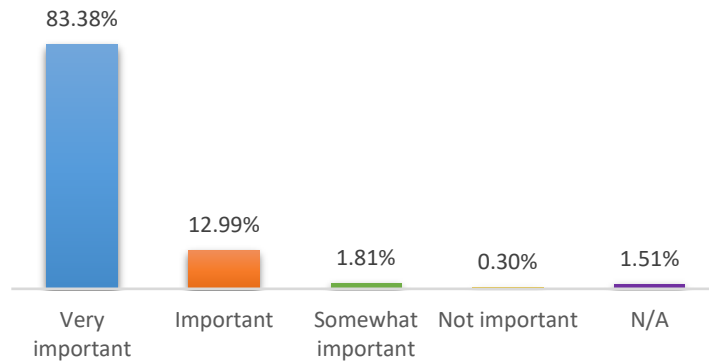
| Very important | Important | Somewhat important | Not important | N/A |
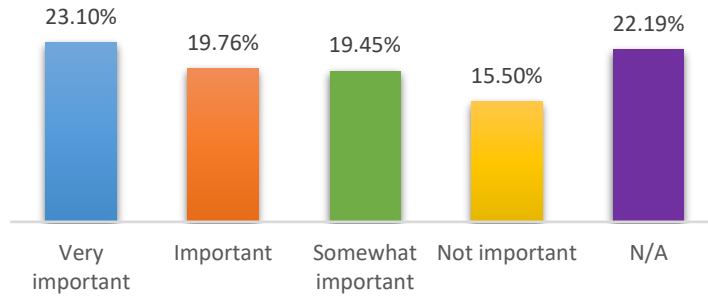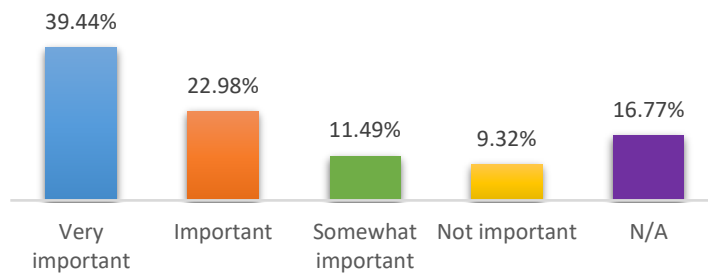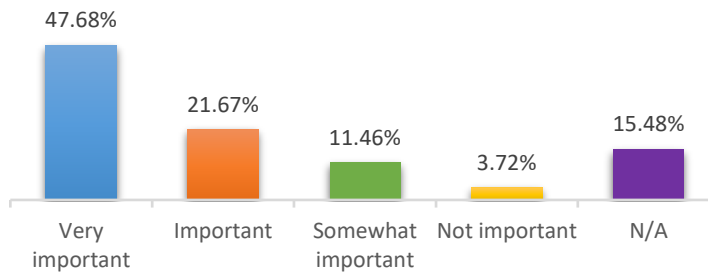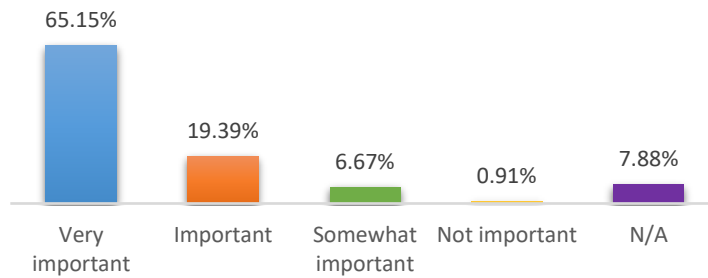
Overall, how important is the library to you and your family?

What do you value most about the library?

> The greatest number of answers to this question were comments related to the books, access, and staff. The top twenty frequency word cloud below was created from these answers.

How could the library or its services be improved, if at all?

> The majority of answers to this question related to expansion of services. Patrons want more: more books, more eBooks, more audiobooks, more hours, more services, more classes, and more DVD's. Comments were overall positive, with a number of respondents commenting the library is "doing a great job" or is great as is.