The library provides welcoming spaces, abundant resources, and exceptional services.

The BCLS 5-Year Action Plan FY25-FY29

BCLS promotes discovery, engagement and inspiration

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The following is the Brazoria County Library System's five-year action plan to better utilize and develop system resources to serve Brazoria County's growing population. The goals, tasks and activities included were shaped considering several factors. First and foremost, the action steps in this plan align with the mission and vision of the library system. The goals and principles set out in the BCLS Strategic Plan have also been an important guiding component of this plan, as has information gathered by staff during a series of community meetings held in all eleven partner cities.

The library's community meetings focused not on the library specifically, but instead on current concerns and future expectations held by the public for their particular communities. Each meeting provided unique input, but three key themes emerged across all conversations: a desire for improved communication within the community itself and with both the library and local government; concern that with the current level of growth and change community cohesion is diminishing, and worry that all aspects of community infrastructure cannot keep up with the current growth rate being experienced in Brazoria County.

Obviously, those concerns exceed the resources of the library, but within them, there are areas that the library can address and help improve. With this plan, the library hopes to work within those intersections to improve our services and our relevance to each community and the entire county.

❖ To reduce communication gaps, the library will develop consistent and reliable methods to share information across diverse populations.
  ➢ Improve staff cohesion and interoperability
    ▪ Strengthen and expand the curriculum on staff training modules
    ▪ Develop position-driven training checklists
    ▪ Revamp the virtual staff training module
    ▪ Provide funding for external training opportunities
  ➢ Improve internal communication avenues
    ▪ Create a staff newsletter
    ▪ Reinforce awareness of current avenues for communication and how they should be used
    ▪ Explore ways to allow all levels of staff to communicate up and down the chain of command insuring both transparency and consistency
  ➢ Improve channels for public communication
    ▪ Reinforce and refine communication channels with current patrons
    ▪ Investigate more effective methods of communicating with non-patrons
  ➢ Create a platform for community organizations to communicate with the public
    ▪ Investigate current tools for ability to disseminate partner information
    ▪ Determine how best to allow community organizations to access system tools
❖ To help alleviate feelings of disconnection, the library will work to foster a sense of belonging and inclusion.
  ➢ Create programming that provides opportunities for community involvement
  ➢ Remove barriers to library service
    ▪ Enact a fine-free library policy
    ▪ Audit all branches and digital presence for ADA compliance
  ➢ Improve the world language collection
    ▪ Evaluate the current collection
    ▪ Research reliable foreign language vendors

- Establish community advisory committees to identify popular native language authors
  - ➢ Strengthen partnerships with city and county departments
  - ➢ Provide opportunities for inter-branch and department interaction
  - ➢ Strengthen and expand partnerships with community organizations
- ❖ As our communities grow, the library will expand and adapt its resources to serve our burgeoning populations.
  - ➢ Centralize system-wide programming
    - Investigate resources needed to institute system-wide programs
    - Identify which programs will remain branch-control and which will fall to community engagement
    - Build the infrastructure needed to provide centralized programming, including reconfiguring the CE department and realigning funding
    - Create a centralized program advisory committee
  - ➢ Expand library services through the VIP program
    - Increase the hours offered at the current VIP location
    - Investigate adding VIP access at other branches (A, T, C)
  - ➢ Add nontraditional library services and locations
    - Investigate funding and potential partnerships to add alternate service points e.g. –
      - Pick-up lockers and library material vending machines
      - Mobile services/Pop-up library locations
    - Investigate funding and potential partnerships to add alternate locations in unserved and under-served communities.
  - ➢ Provide services to homebound patrons
    - Establish relationships with senior care facilities
    - Finalize arrangements with Actions and Brazosport Cares for homebound delivery