Collection Needs Assessment

Peter Krauss, Student 1, Student 2, Student 3, & Student 4

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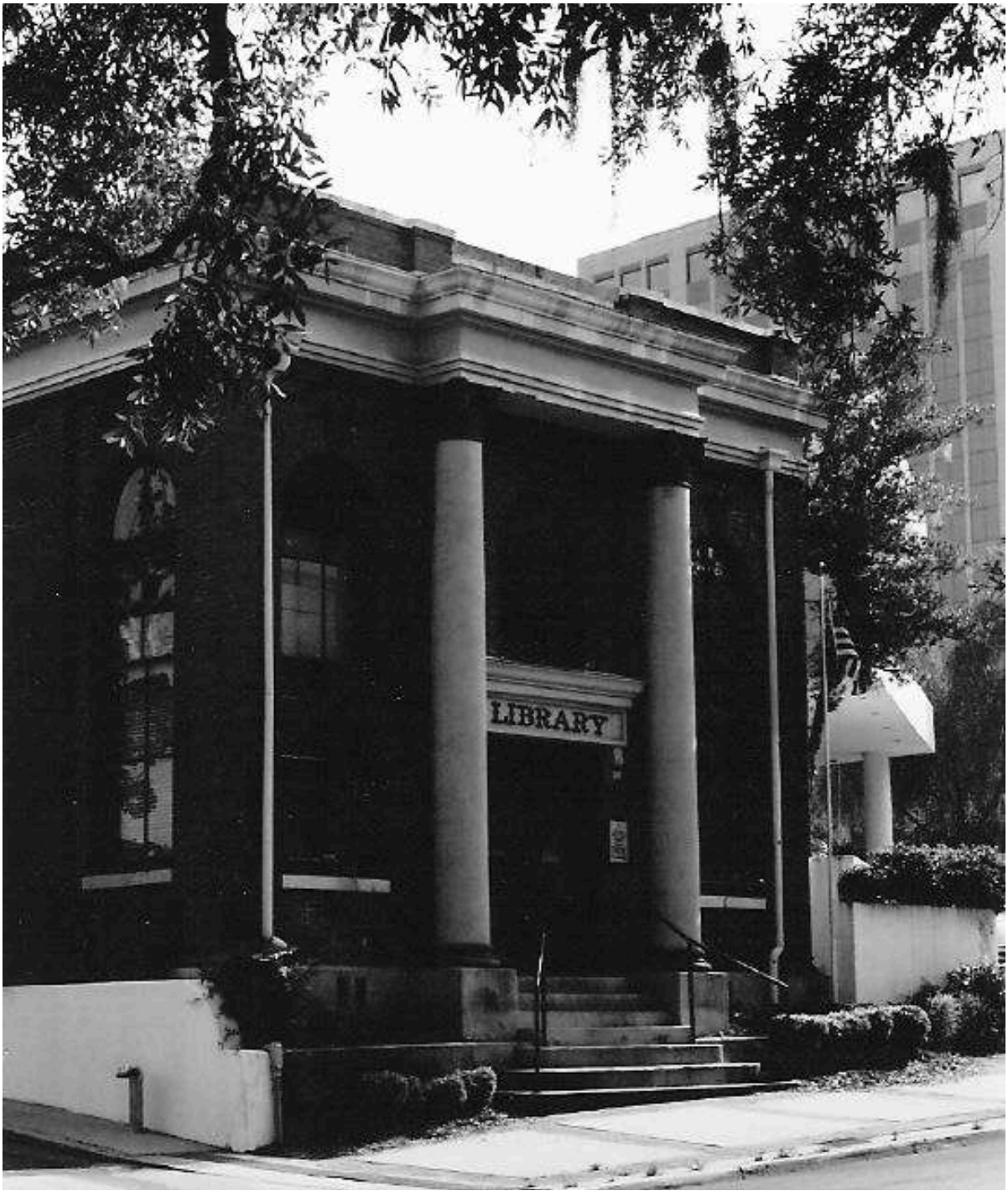
LIS 6511: Collection Development & Maintenance

Dr. Natalie Taylor

October 18, 2026

COLLECTION NEEDS ASSESSMENT

Florida Town County Library System



Prepared by The FTCLS Collection Needs Assessment Committee

October 2026

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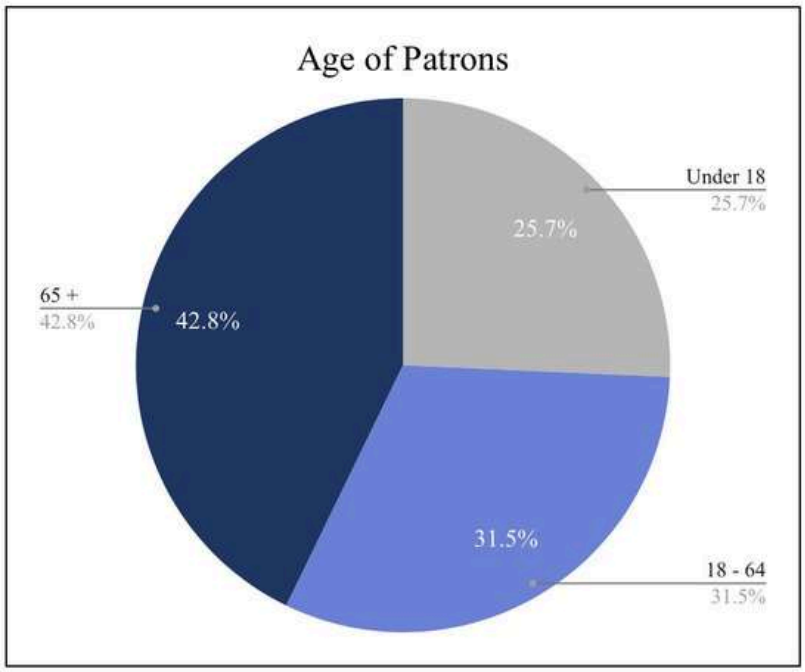
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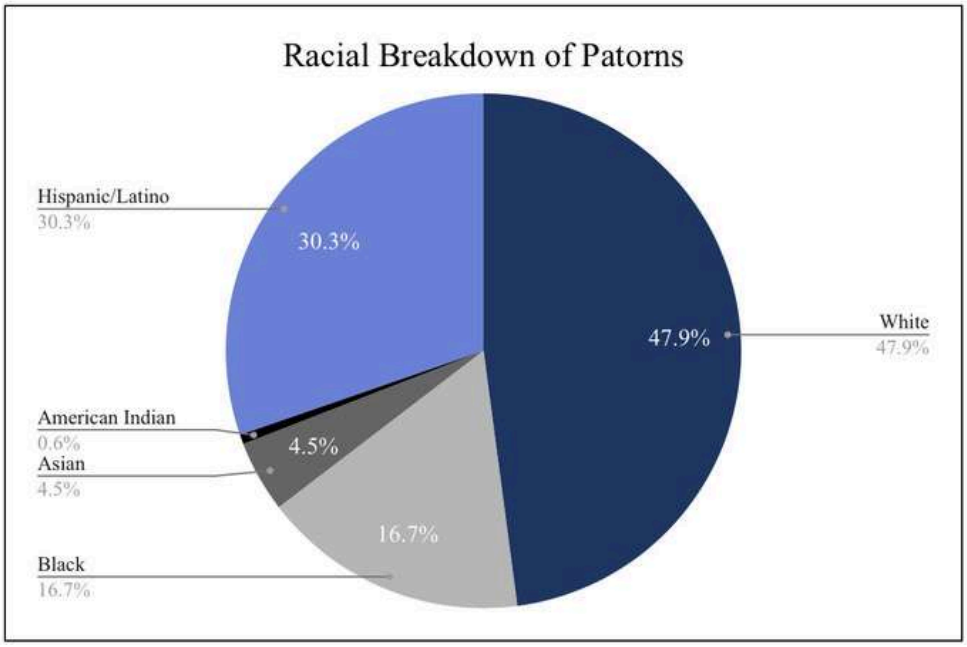
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DEMOGRAPHIC OVERVIEW

Florida Town County Library serves an estimated 350,000 residents, approximately 146,000 of whom hold active library cards (U.S. Census Bureau, n.d.; Florida Town County Library, 2026). The patron population reflects considerable diversity across age groups and racial and ethnic backgrounds, with roughly 16% living below the poverty line. To meet these patrons' needs, the library employs 21 full-time librarians and 67 additional staff members.





COLLECTION OVERVIEW

The Florida Town County Library collection supports reading, lifelong learning, recreation, workforce development, and access to reliable information. The library offers standard and large-print materials, audiobooks, DVDs, periodicals, e-books, downloadable audiobooks, and 32 research and learning databases.

Key Information

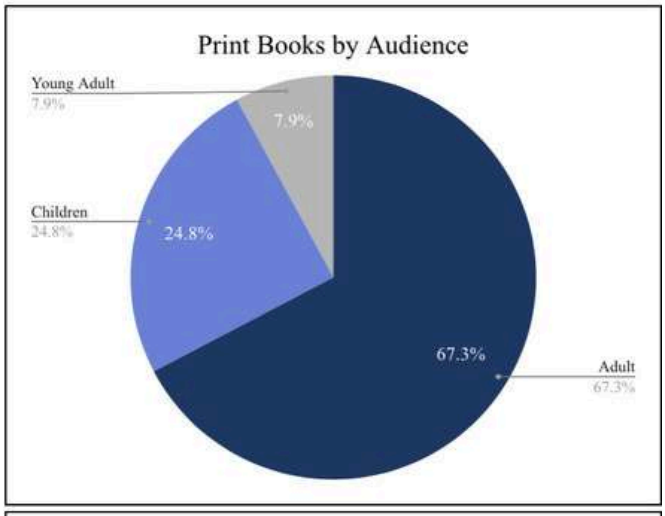
650,000
Print Books

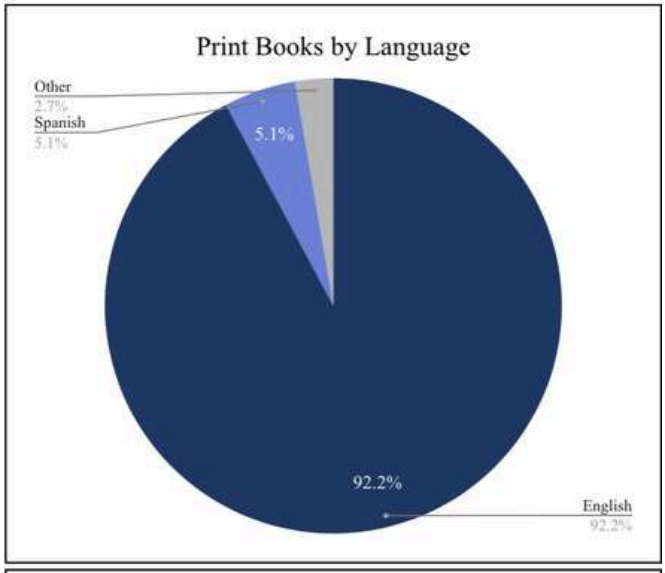
210,000
Digital Titles

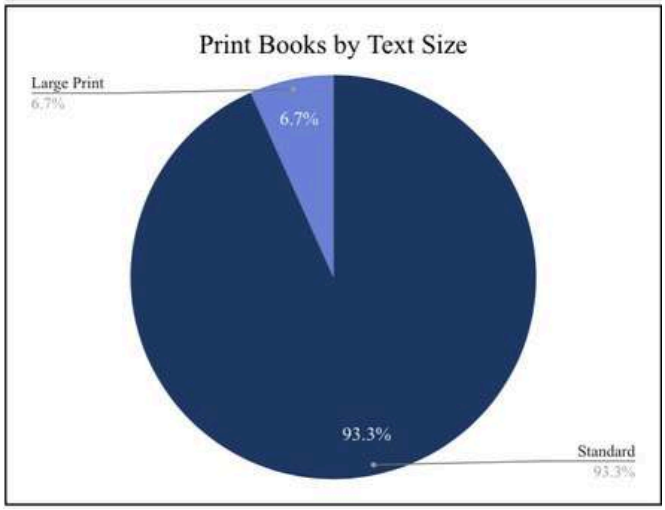
1,150,000
Annual Circulation

7.9
Circulation Per Cardholder

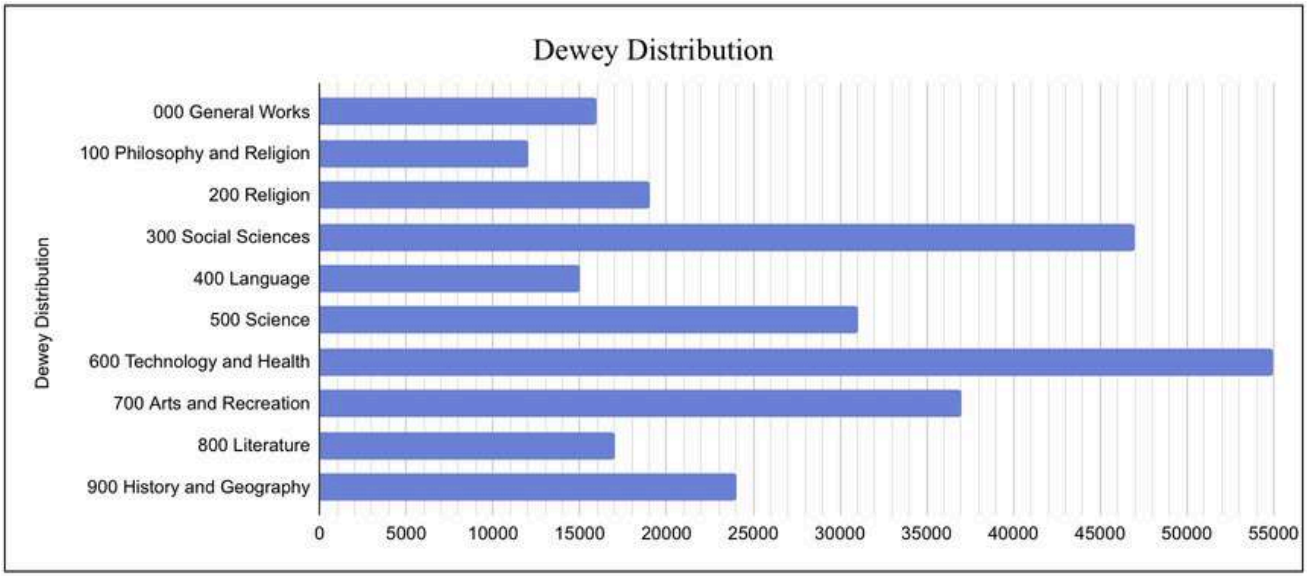
2013
Average Publication Year







COLLECTION OVERVIEW



Collection Breakdown

- Approximately 42% (273,000) of the print collection is nonfiction, and 58% (377,000) is fiction, including large-print titles.
- The average publication year is 2013. Technology, health, law, careers, finance, and travel will require regular evaluation, weeding, and replacement.
- The strongest areas of nonfiction subjects include technology and health, social sciences, arts and recreation, and science. These areas support needs related to employment, education, health, lifelong learning, technology, and government.
- Electronic and digital resources provide access to material outside the library for those who face transportation, mobility, or disability barriers.
- Language materials including Spanish and bilingual are around 5% for the physical collection, although the Hispanic and Latino community is approximately 30%.
- The physical collection for young adult materials is 8% and large print/accessible materials account for 7%, while patrons who are 65 and older make up 42.8% of the community and those younger than 18 make up one quarter.

INTERVIEWS

Two key stakeholders were identified and selected purposively to gather crucial information to assess the needs of the collection. First, a county commissioner that is familiar with planning and library funding. Secondly, an adult services and outreach librarian that is familiar with patron requests and potential barriers. Each informant agreed to schedule an interview at their place of employment for a total of 30-45 minutes. The individual semi-structured interview would follow the questions below and allow for follow up questions. Notes were collected based on their responses and were compared with the survey, focus group, and collection findings.

INTERVIEW 1 — Elizabeth Gilbert

County Commissioner, Florida Town Board of County Commissioners

KEY INFORMANT CRITERIA:

Elizabeth Gilbert was selected for the interview process as someone who directly works alongside the Director of Florida Town Public Library System to better the libraries for stakeholders and county residents. A native of Florida Town County, Ms. Gilbert has extensive experience working for and alongside county residents. She has been in her position for two election cycles, indicating her district supports her, and her impact has generally been positive for constituents. Her input and perspective will provide large-scale insight as to what the residents need most.

INTERVIEW QUESTIONS AND ANSWERS:

In the past five years, how have the demographics of Florida Town County changed? How do you foresee these changes impacting county budgets and expenditures?

Since 2021, we have seen a mass of new permanent residents from varying different backgrounds, the majority of which came from Northern states, but we're also seeing an increase in our native Spanish speaking populations. This has caused an overflow in previously developed areas such as Downtown and the Arts districts, so we've begun looking into areas closer to central Florida, to see if we can develop new neighborhoods and provide better accommodations for new residents.
As population size increases, so does revenue from property taxes. With new developments this often potentially incurs a small increase in millage rates, however we can still utilize new funding to expand already existing services, as well as potentially provide new services for residents.

INTERVIEWS

INTERVIEW 1 — Elizabeth Gilbert Continued

How do you see the increased revenue from higher property taxes potentially funding library services?

Expanding hours is something the board has discussed with the County Librarian. The current hours are limited, and don't often allow access for working families. We want to see more evening and weekend hours so that our residents can access services more conveniently, regardless of their circumstances.

As the county grows in population size, what do you foresee the growing needs for the community will be? How does our library system play a part in meeting those developing needs?

A lot of younger people in their late-20s and early 30s are moving here, so we anticipate more young families beginning to use county services, especially the libraries. We work closely with the school board, and we encourage the promotion of public libraries within our schools. We also intend to implement an "all access pass", modeled by other counties, in which all students within Florida Town County can use their student ID as a library card. Alongside the expanded hours, this will allow libraries to better serve the developing needs of the community.

INTERVIEW 2 — Hector Garcia

Adult Services and Outreach Librarian, Florida Town County Library

KEY INFORMANT CRITERIA:

Hector Garcia was selected as a key informant mainly because he works directly with adult patrons and community organizations throughout the county. His role includes providing reference services, programming, and promoting the library through outreach events. He has experience assisting with informational and recreational needs of older adults, Spanish speaking residents, job seekers, and those who have transportation issues visiting the library. His experience and input will provide valuable insight for the state of the current collection and where additional resources may be needed to support the community.

INTERVIEWS

INTERVIEW 2 — Hector Garcia — Continued

INTERVIEW QUESTIONS AND ANSWERS:

Which group or patrons seem to be underserved by the library's current collection?
Spanish speaking residents and older adults seem to be the most underserved. We have a large presence of these patrons, but our collection does not match their needs. Spanish language and bilingual materials only make up 5% or less of the collection while large print and accessible materials are only about 7%. They often complain about this.

Which parts of the current collection should be the highest priority for improvement?
I feel the library should focus more on building more on Spanish/bilingual materials, large print books, audiobooks, and high in demand digital titles. Non-fiction subjects such as health, technology, law, careers, finance, and travel should be revisited and updated often. These prove to be the most frequently requested subjects amongst our patrons.

How adequate are the library's digital resources for the community's needs?
E-books, audiobooks, and databases are quite valuable to our patrons, especially those who experience transportation, mobility, or disability barriers. I've noticed that patrons typically have to wait a long time to access popular digital titles, and many are unaware that we even have databases available to them. I feel we need to work more on promotion and instructions for our digital resources, as well as review usage and help reduce wait times for popular material.

What types of materials do patrons request most often?
Patrons typically request new fiction, mysteries, biographies, health related information, career materials, and books about personal finance. Older adults often request large print or audiobooks, while Spanish speaking patrons ask about adult fiction, children's books, health resources, and bilingual material.

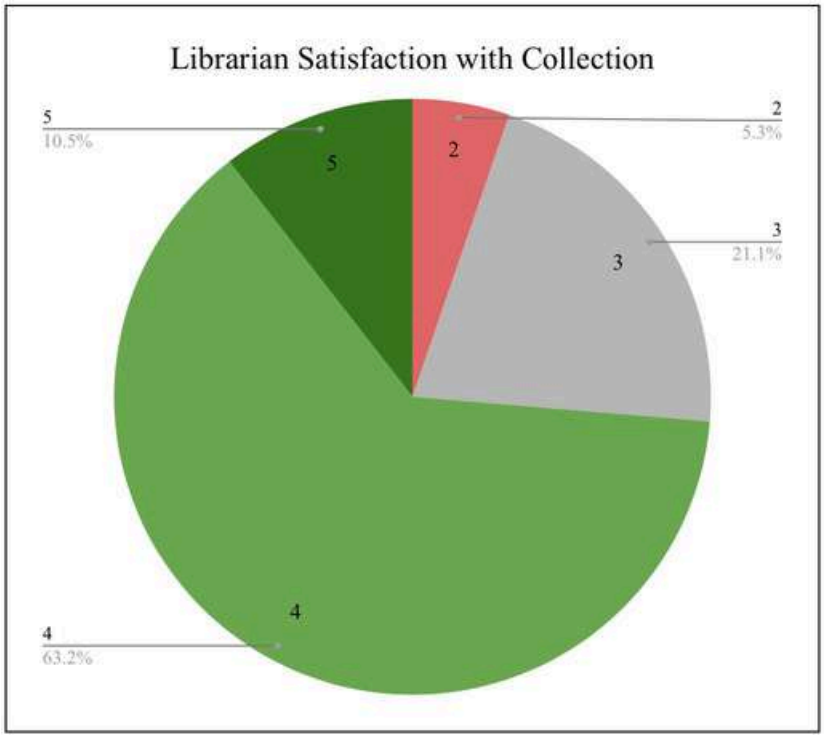
SURVEY ANALYSIS

Three surveys were administered to gauge satisfaction with the Florida Town County Library collection and to identify the materials respondents wanted to add the most (See appendices). There was a librarian survey (19 of the library's 21 full-time librarians), a staff survey (56 of its 67 additional staff members), and a patron survey (512 patrons surveyed as they entered the library). Satisfaction questions used a 5-point scale (1 being very dissatisfied, 5 being very satisfied). Then, for the final question, respondents circled 3 materials they would most like to see added, so counts total more than the number of respondents.

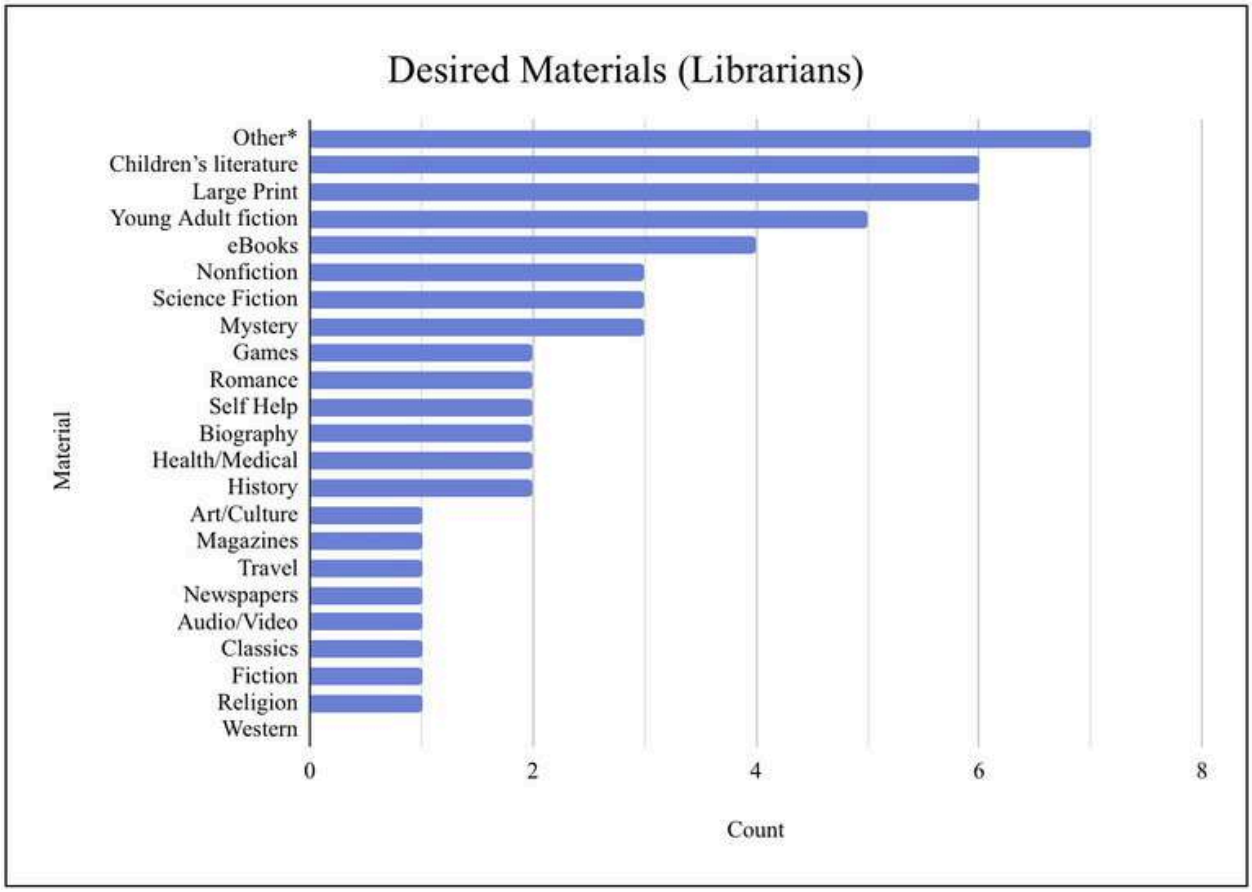
Librarian Survey Data Analysis

19 full-time librarians completed the survey.

Librarian Survey	Satisfaction Level (1 = very dissatisfied, 5 = very satisfied)				
Question	**1**	**2**	**3**	**4**	**5**
Q1 Collection overall	0	1	4	12	2
Q2 Most-requested materials	1	3	5	9	1
Q3 Children's literature	1	4	9	5	0
Q4 Large print	5	9	4	1	0
Q5 Fiction	0	0	1	12	6
Q6 Nonfiction	1	5	8	5	0



SURVEY ANALYSIS



Key findings

Librarians rated the collection overall a 3.79, and 14 of 19 (74%) were satisfied or very satisfied. Fiction scored highest (4.26), with 18 of 19 giving it a 4 or 5. Availability of the most-requested materials (3.32) and children's literature (2.95) fell in the middle. Nonfiction (2.84) was rated lower, with 7 of 19 dissatisfied. Large print was the weakest area (2.05), and 14 of 19 librarians (74%) rated it a 1 or 2. When asked what to add, librarians chose "Other" most often (7 respondents, 37%), followed by children's literature and large print (6 each, 32%), young adult fiction (5, 26%), and eBooks (4, 21%). When chosen, the write-in for the other option was most often for Spanish speaking/bilingual material.

Limitations

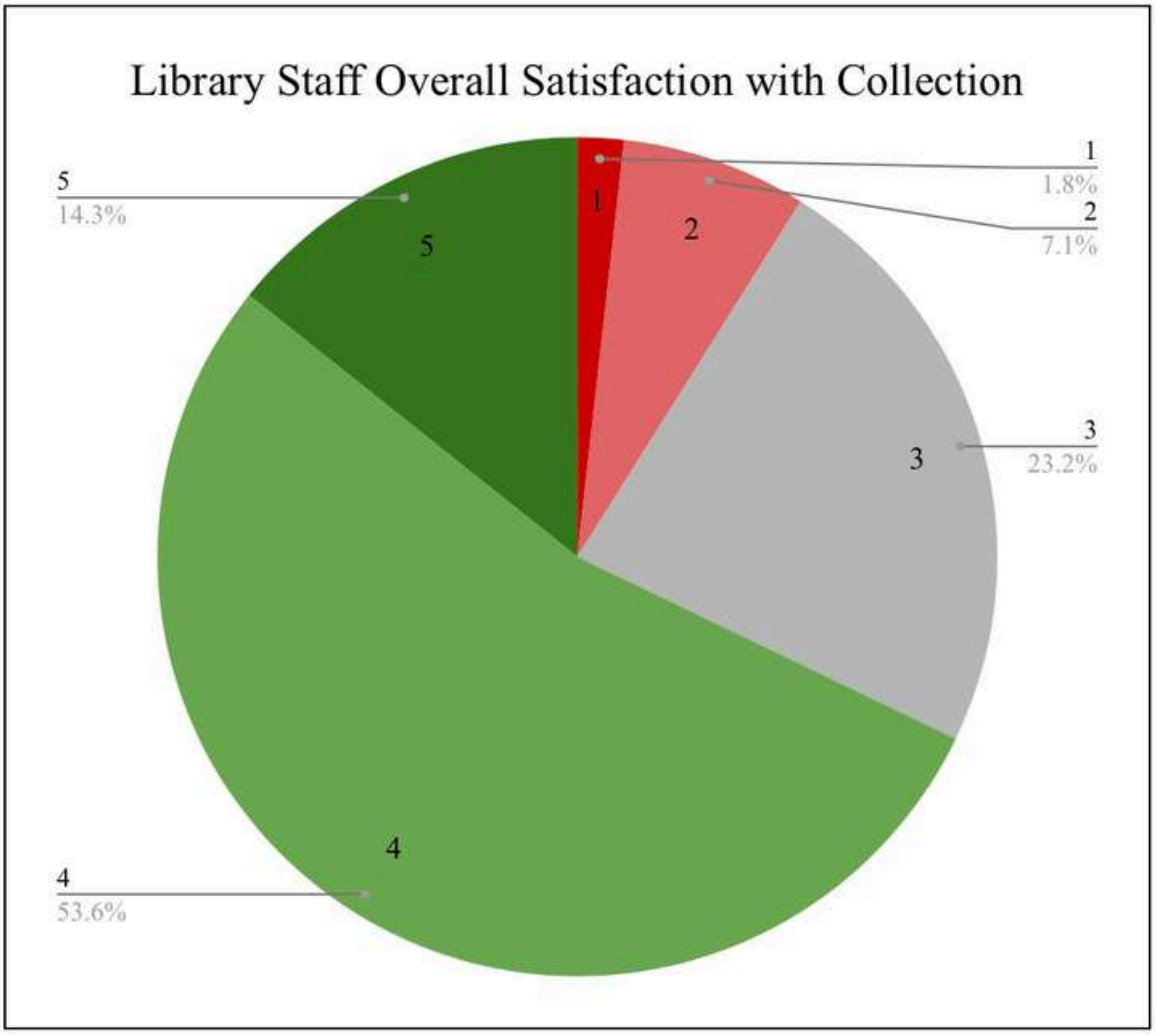
Nineteen of the library's 21 librarians responded, so the results reflect nearly the full librarian workforce, but responses were collected as an assigned duty and may be shaped by workplace dynamics. Librarians' professional familiarity with the collection may also differ from patrons' everyday experience.

SURVEY ANALYSIS

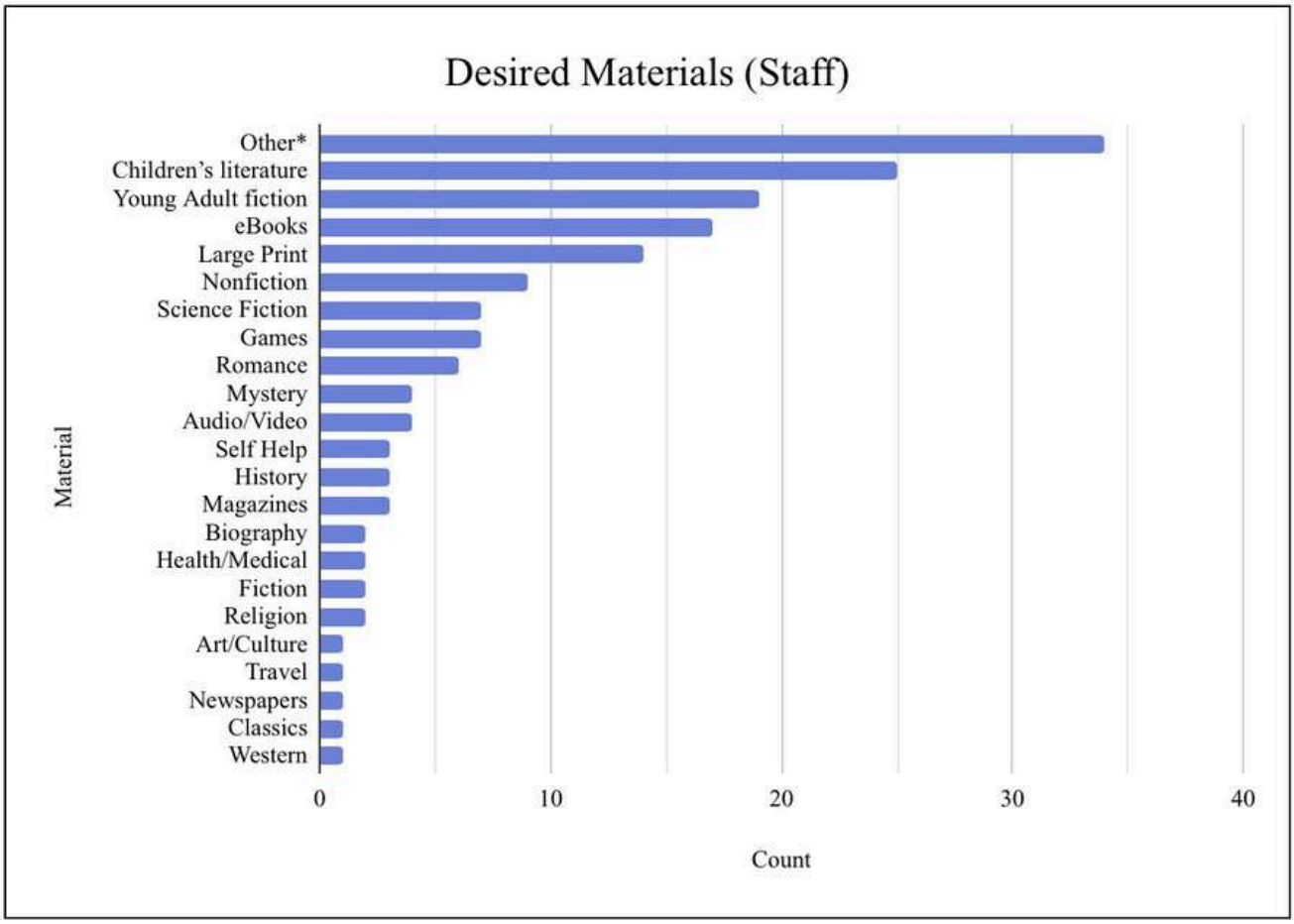
Library Staff Survey Data Analysis

56 library staff members completed the survey.

Library Staff Survey	Satisfaction Level (1 = very dissatisfied, 5 = very satisfied)				
Question	**1**	**2**	**3**	**4**	**5**
Q1 Collection overall	1	4	13	30	8
Q2 Most-requested materials	3	9	17	23	4
Q3 Children's literature	4	13	22	15	2
Q4 Large print	14	24	12	5	1
Q5 Fiction	0	2	8	31	15
Q6 Nonfiction	3	12	19	19	3



SURVEY ANALYSIS



Key findings

56 of the library's 67 additional staff responded. Staff rated the collection overall at 3.71, with fiction highest and large print lowest. Large print had the most low ratings: 38 of 56 staff gave it a 1 or 2. Children's literature was also weak. "Other" was the most common request (61%), followed by children's literature (45%), young adult fiction (34%), eBooks (30%), and large print (25%). Again, write ins for other mostly requested Spanish material. Staff, who work with patrons daily, placed more weight on youth materials and digital access than librarians did.

Limitations

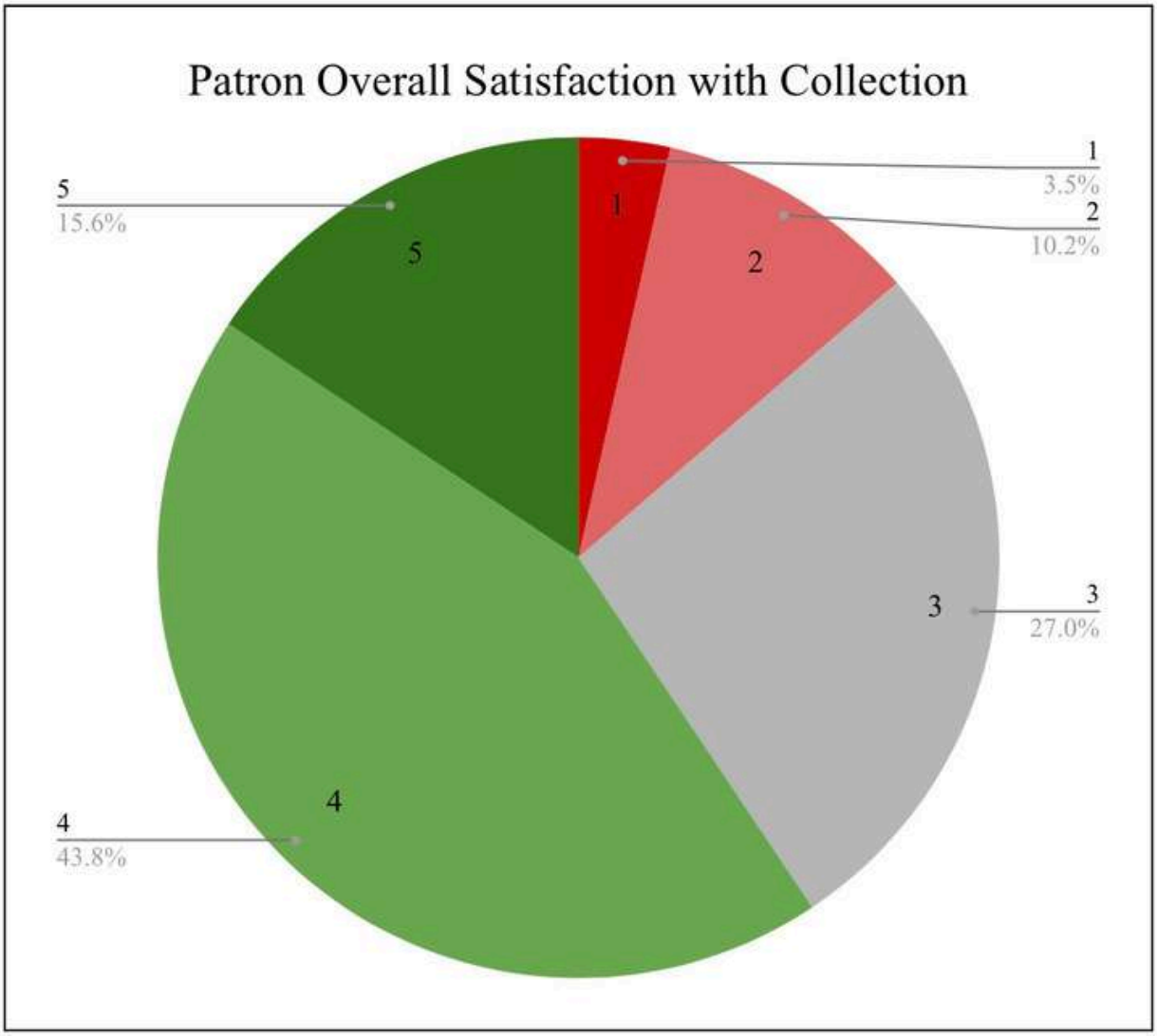
Responses were collected as an assigned duty, and staff roles vary in how closely they work with the collection, so familiarity may differ between respondents.

SURVEY ANALYSIS

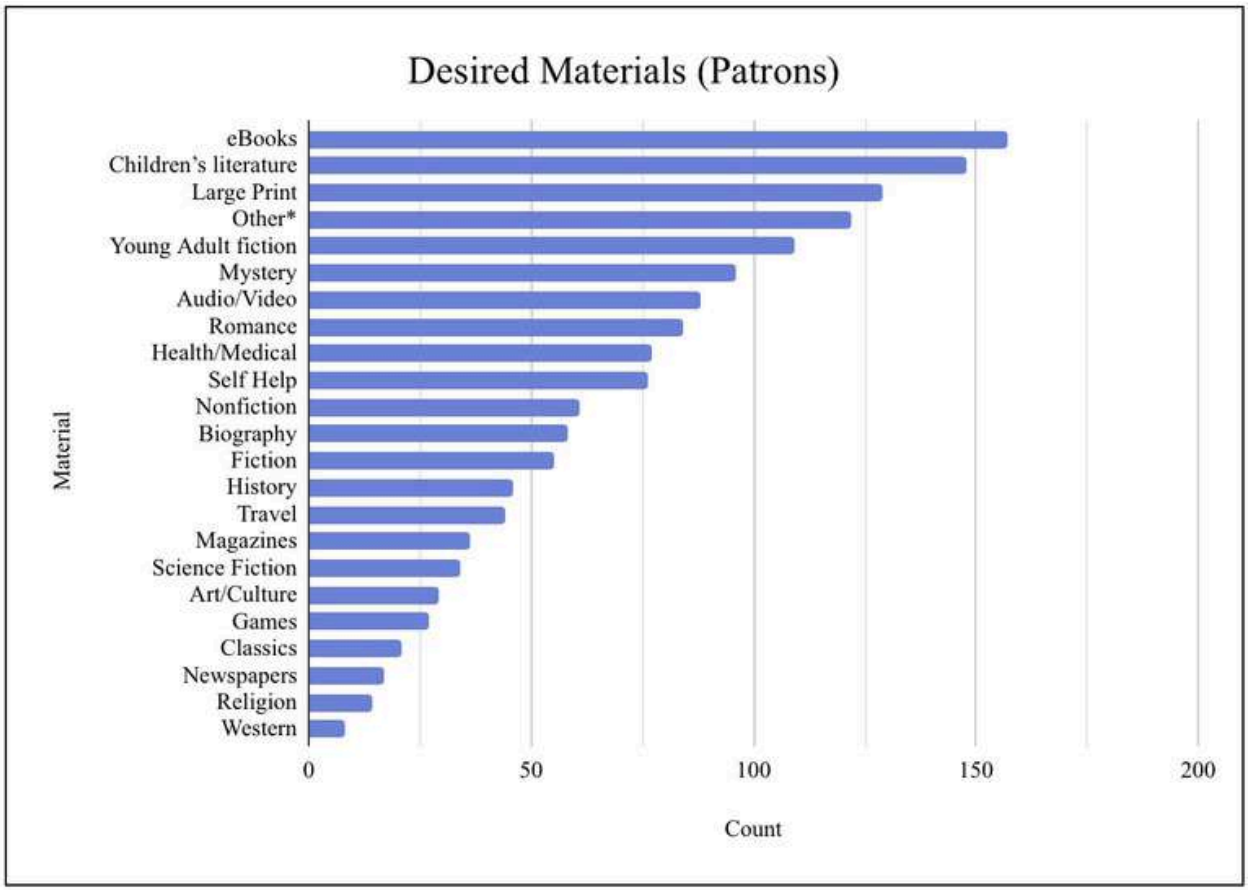
Patron Survey Data Analysis

512 patrons completed the survey.

Patron Survey	Satisfaction Level (1 = very dissatisfied, 5 = very satisfied)				
Question	**1**	**2**	**3**	**4**	**5**
Q1 Collection overall	18	52	138	224	80
Q2 Availibility of Books	25	61	121	229	76
Q3 Availability of other materials	41	94	148	177	52



SURVEY ANALYSIS



Key findings

512 patrons responded. They rated the collection overall at 3.58 and the availability of books at 3.53. The availability of other materials was lower, and it had the most 1 and 2 ratings (135 of 512). The top requests were eBooks (31%), children's literature (29%), and large print (25%). Of the 122 that chose "Other," 116 (95%) wrote in Spanish and bilingual material.

Limitations

Patrons were surveyed as they entered the library, so the sample is a convenience sample of current users. It excludes non-users and probably under-represents patrons with transportation or mobility barriers. 512 respondents is a small share of the roughly 146,000 cardholders. Children and Spanish-speaking patrons may be under-represented if they were not specifically surveyed.

SURVEY ANALYSIS

Cross-Group Comparison

All three groups rated the collection overall as moderately positive, and the ratings fell slightly as the group moved away from the collection (librarians 3.79, staff 3.71, patrons 3.58). Librarians and staff agreed closely on shared questions, and data shows that fiction is the strongest area; children's literature is in the middle, and large print was the weakest. Children's literature and large print appeared among the top requests for all three groups. Patrons ranked eBooks first, while librarians ranked them fifth, which suggests patrons feel the digital wait times more than those who work in the library. "Other" ranked first for librarians and staff, and almost every librarian write-in requested Spanish and bilingual materials. Overall, the surveys point to the same priorities as the interviews, focus groups, and collection data: large print and accessible materials, youth materials, digital resources, and Spanish-language and bilingual materials.

FOCUS GROUP & ANALYSIS

The focus group for the Florida Town county library consists of community partners and organizations the library works with. These stakeholders included community leaders, city employees from surrounding cities, and county commissioners.

The meetings for these focus groups were held at locations around the community and at the Florida Town County Library. The focus groups consisted of 25 participants with 3 different focus group sessions and 7-9 participants at each session. Lily Puttle was the administrator of the focus group questions.
The focus groups lasted approximately 2 hours and have been formatted to produce discussions on several topics.

The most common themes were:

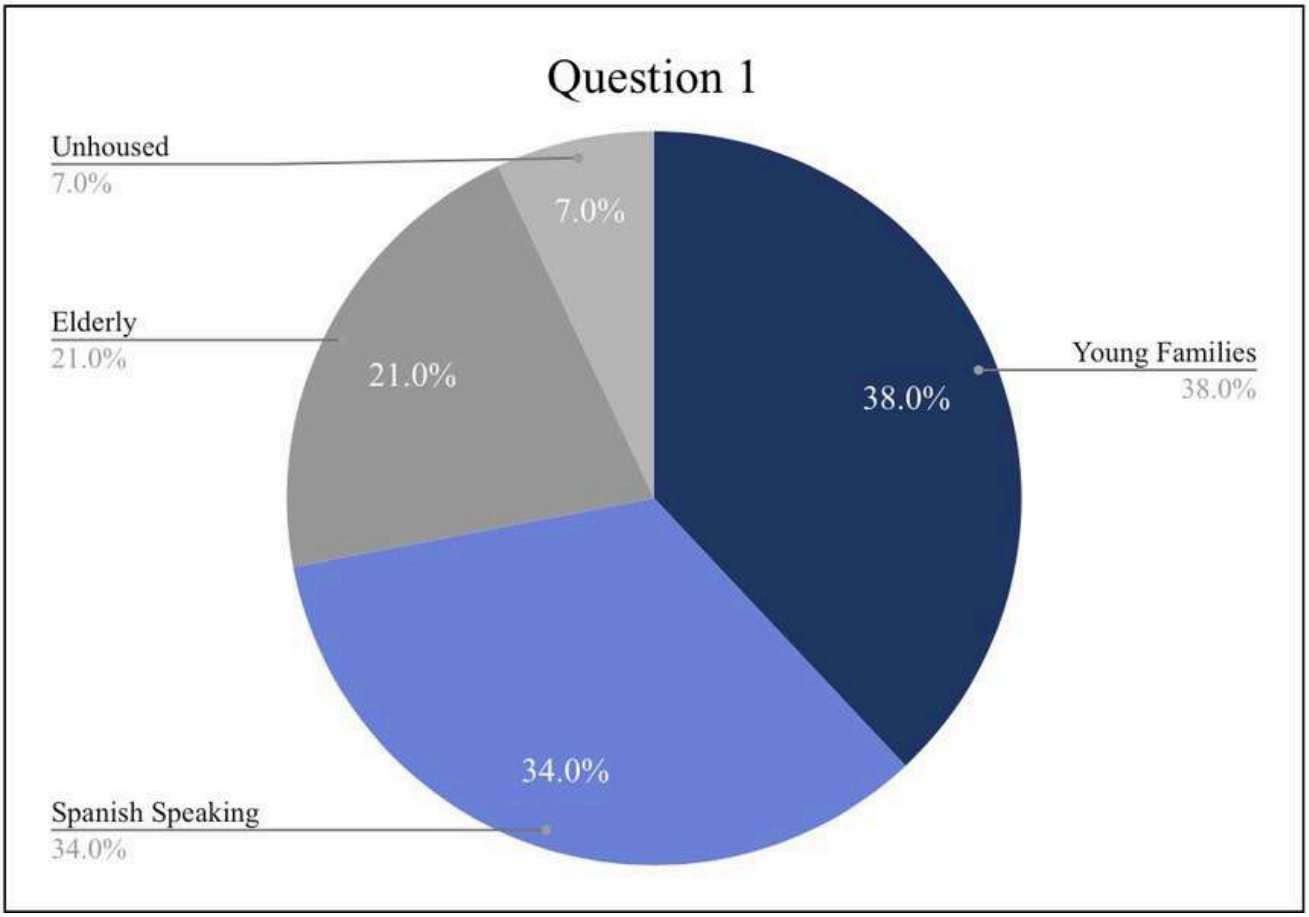
- Growing Population of young families
- Spanish speaking community
- The low material count of large print material, audiobooks, and e-resources through (Libby).
- Summer Learning programs development

Local organizations that took part in the focus groups included:

- Veterans Affairs
- Homeschool Advocate
- Florida Town University
- Local schools
- Local City officials from towns around Florida Town
- Welfare office
- Department of Children and Families

FOCUS GROUP & ANALYSIS

Q1. What population do you think is the fastest growing population in our community?

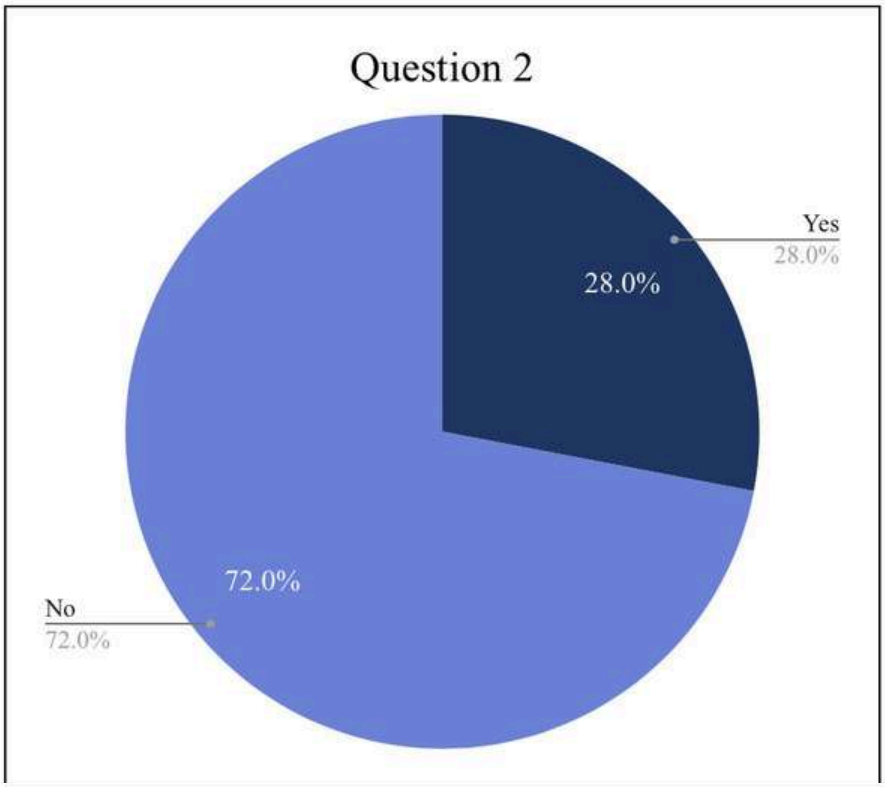


The results of which population in the community is exceeding in growth is:
Young Families are the fastest growing community at around 38% of growth.
The Spanish speaking community is not far behind with about 34% of growth.
The Elderly community is follows at 21% of growth.
The unhoused community is the least growing with 7%. With these results, it helps us see what will need to be added to the collection and programming.

FOCUS GROUP & ANALYSIS

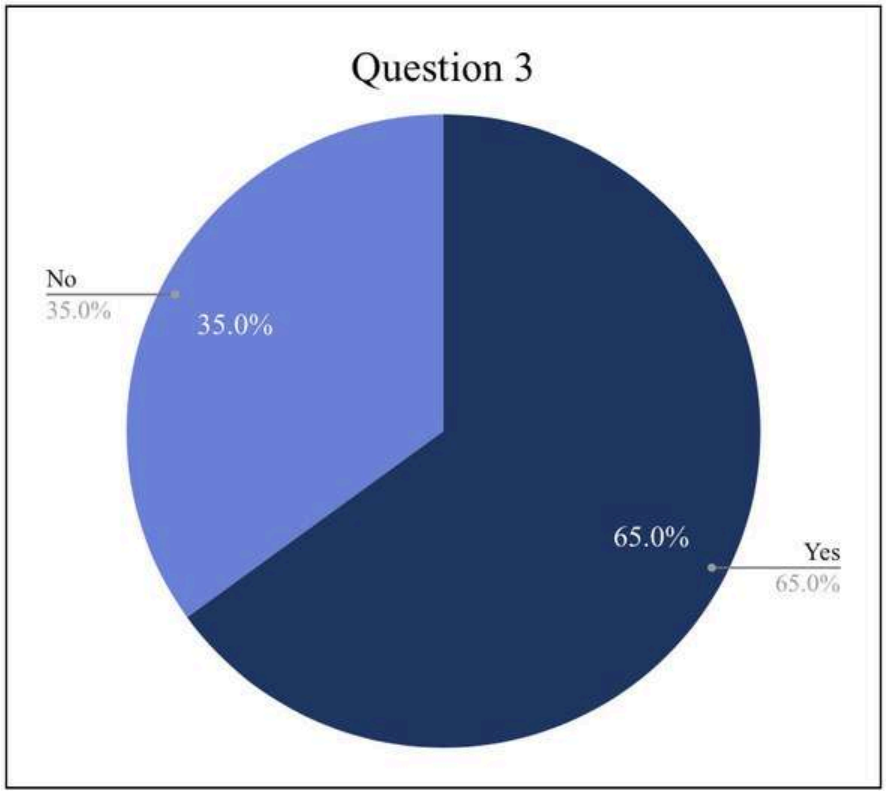
Q2. Do you think the Florida Town County Library meets the needs of the fastest growing community?

The results for meeting the needs of young families are no. Out of 25 respondents 18 said no we are not meeting the needs of young families while 7 responded with yes, we are meeting the needs of young families. We will be working to implement more programs and materials for young families.



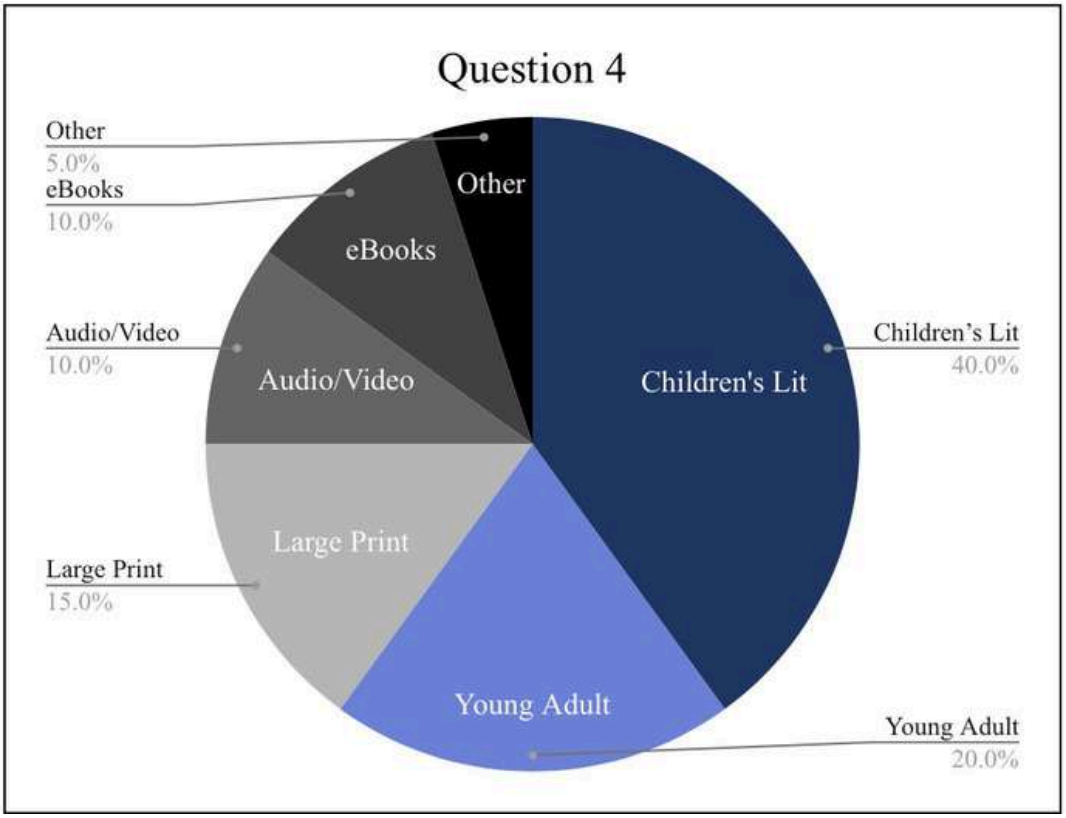
Q3. Do you think the Florida Town County Library offers adequate technology resources?

The results for our library providing enough technology resources; the answer seems to be yes with 65% and no at 35%. We will continue to look at technology resources and add new and improved technology to keep up with the needs of the community.

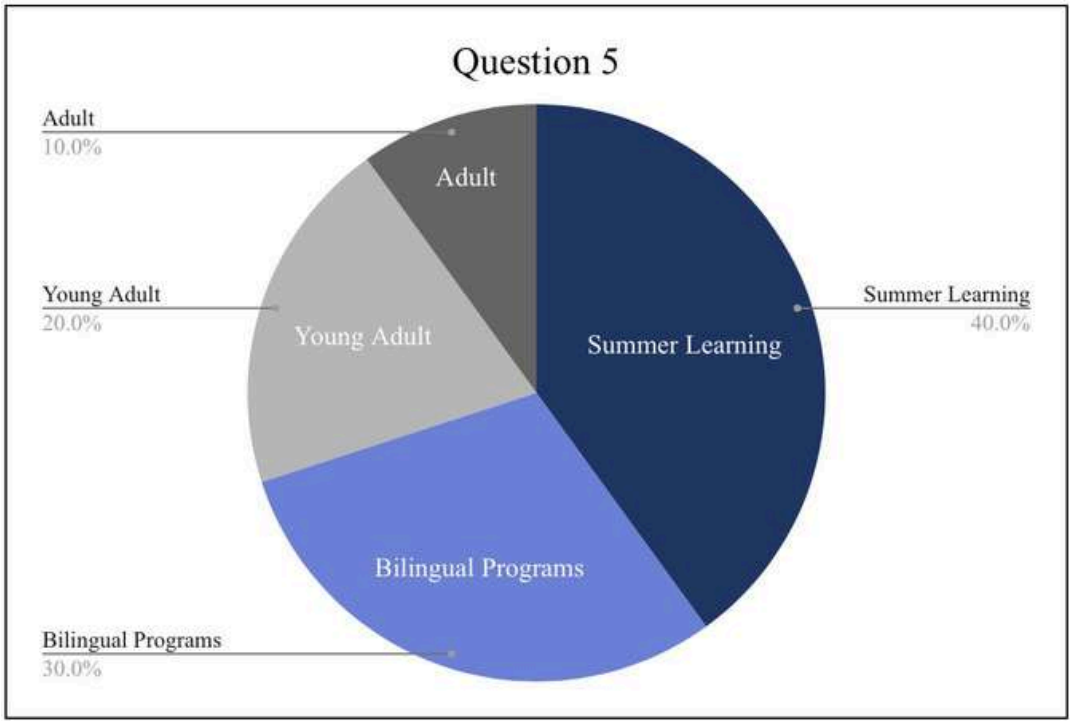


FOCUS GROUP & ANALYSIS

Q4. What materials do you think the Florida Town County Library is in need of replenishing?

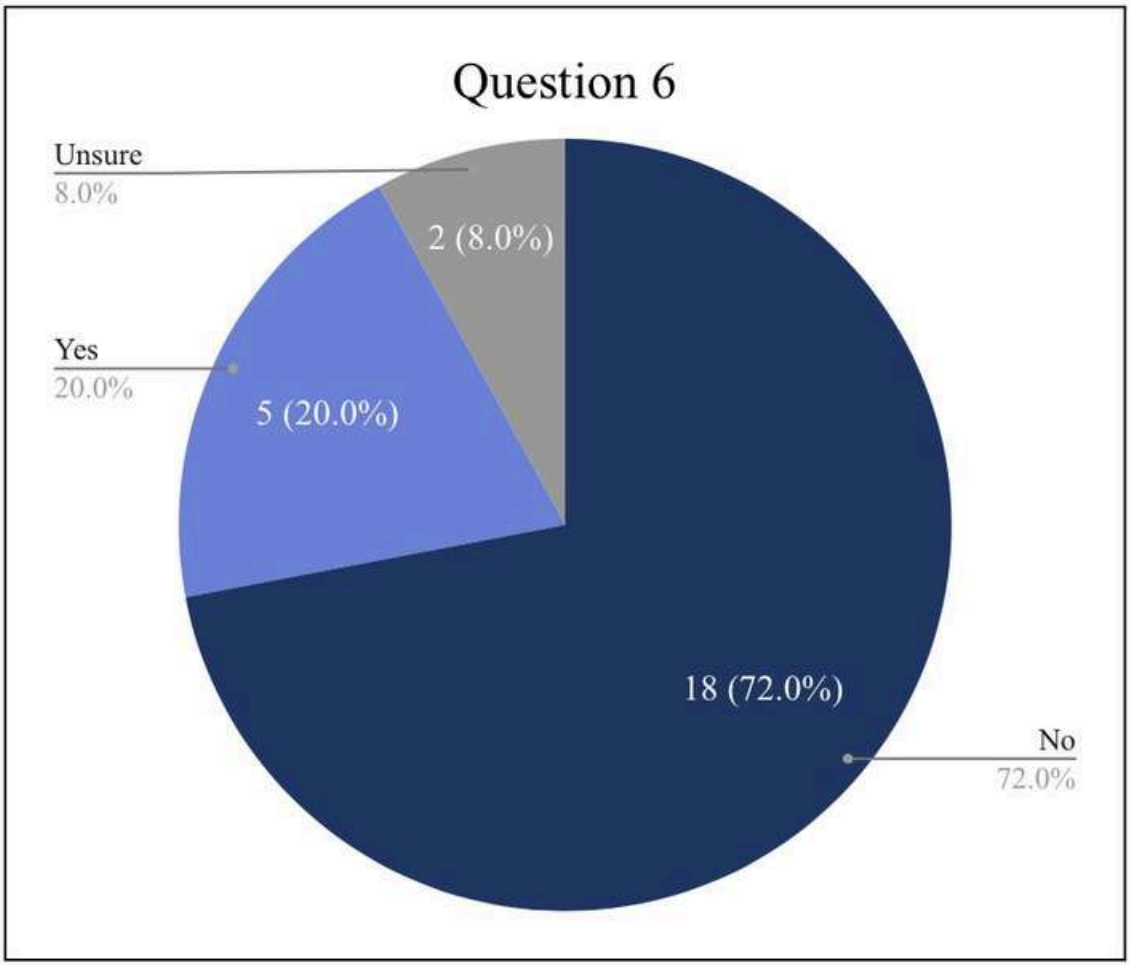


Q5. What programs would you like to see that are not already being offered at your local Florida town county library?



FOCUS GROUP & ANALYSIS

Q6. Do you believe the library is meeting the needs of the community through partnerships and outreach? If not, how do you propose the library meets these needs?



For those who believe the library is not meeting the needs of the community through partnerships and outreach, proposals included more school outreach, community outreach, and a monthly newsletter.

Key Findings

Young families were perceived to be the highest growing community. The need of our community: programs for summer learning and bilingual programming. Additional collections for large print material, audiobooks, and e-resources (through Libby).

RESULTS

From the data collected, we can determine the following needs for the Florida Town County Public Library System:

The interviews with Commissioner Gilbert and Librarian Garcia provided great insight as to current needs, as well as developing needs with county population growth. The following collection needs have been assessed based on their input:

Provided the growing population of young families, the existing population of native Spanish speakers, and the low material count of large print/accessible materials, the following collections will be increased:

- Youth and Young Adult materials, such as (but not limited to) graphic novels, teen materials, and materials relevant to parenting and families.
- The Spanish collections will be increased across all branch locations. Branches who directly serve more native Spanish speakers will see a larger increase in Spanish materials.
- Large print materials, audiobooks, and e-resources through a dedicated service (Libby) will be enhanced, providing our senior and disabled populations more resources to select from. A digital Libby guide will be provided through the county databases for branch managers to print and hand out.

Current adult (English) fiction collections will continue to develop and weed at their current rate.

Focus group data suggests similar development for librarians, especially regarding an increase in materials for young families, Spanish speaking residents, and ensuring technology resources (in-house and e-resources) are increased.

Juvenile and Young Adult materials currently account for only 33% of all physical materials for the system. From staff and patron survey results, staff intend to increase this to at least 50%, with Juvenile materials accounting for at least 30%, and Young Adult materials accounting for at least 20% of the entire collection.

The collection currently contains around 8% of materials that are in Spanish or non-English languages. Because of the growing Spanish speaking populations, a large portion of collection growth within the Juvenile and Young Adult sections will include Spanish language materials for their respective age groups. Additionally, Spanish language materials within the regular adult fiction and non-fiction collections will see an increase in purchasing to better serve the diverse communities within Florida Town County.

RESULTS

Across all age groups, the non-fiction collection will be reviewed annually to ensure materials are up-to-date, accurate, and relevant. Any science, testing (SAT, GED, etc.) or medical-related materials will be weeded on a quarterly basis to ensure all resources are valid and relevant for patrons' usage. Materials in the listed categories should not be published more than five years prior to assessment.

Given the disparity between growing populations of elderly patrons, and the small collection of Large Print materials, this collection will grow to be at least 20% of the adult collection to ensure access for all demographics. CD Audio Books will also see a minor increase, accounting for 5-10% of the collection.

The collection development team will expand e-resources and work with an eBooks/eAudio Books vendor to expand access for patrons who may have difficulty accessing physical branches. Additionally, staff will provide a language-learning service for patrons. All guides relevant to library materials (physical or digital) should be provided in Spanish, in addition to the existing English guides.

Summer Learning Programs will be developed for all branches; all branches will develop stronger Spanish language and bilingual programming. Hiring staff should be mindful of prospective applicants who are bilingual, encouraging their application, and hiring to better serve the needs of residents.

The programming team will work on developing more senior-focused programming, such as, but not limited to, chair yoga, Tai Chi, Mahjong, and beginner line dancing to serve the needs of elderly populations within the county. Branches that serve a larger demographic of seniors will see more programming for seniors.

Spanish language and bilingual programming will see an increase as well, with events such as, but not limited to, 40 Carrots, Musical Motion, financial literacy (SPA), and ESL courses.

Collection development team will assess quarterly online and physical resources and databases, adjusting access as funding provides, and as user needs change and develop over time.

RESULTS

Priority ranking (subject to change):

- Spanish language materials for all age groups
- Juvenile collection
- Large Print, eBooks, and other accessible materials
- Young Adult collection

Follow-up:

The following data, results, and needs assessment will be presented to the County Librarian and the Board of County Commissioners. Following their respective reviews, collection development decisions will be made accordingly.

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APPENDICES

1. Librarian Survey

2. Library Staff Survey

3. Patron Survey

Appendix 1: Librarian Survey

Survey Purpose

The purpose of this survey is to gain feedback from the Librarians of Florida Town County Library on the quality of the library's collection. This survey will be given to the Librarians as part of their duties as assigned. The results of this survey will be used to improve upon the collection of the library.

Survey

Please circle a score from 1-5, where 1 is very dissatisfied, 2 is dissatisfied, 3 is neutral, 4 is satisfied, and 5 is very satisfied, for the following questions.

1. **How would you rate Florida Town County Library's collection overall?**
   1 2 3 4 5
2. **How would you rate the availability of the materials that are most often requested by patrons?**
   1 2 3 4 5
3. **How would you rate the availability of children's literature?**
   1 2 3 4 5
4. **How would you rate the availability of large print materials?**
   1 2 3 4 5
5. **How would you rate the fiction collection?**
   1 2 3 4 5
6. **How would you rate the nonfiction collection?**
   1 2 3 4 5
7. **Please circle up to 3 responses for the following question: What materials would you most like to see added to the collection?**

Young Adult fiction	Art/Culture	Games	Children's literature	Magazines
Romance	Travel	eBooks	Nonfiction	Science Fiction
Newspapers	Audio/Video	Self Help	Mystery	Classics
Fiction	Biography	Health/Medical	Western	Religion
History	Large Print	Other*		

*If one of your responses was Other, please specify what you would like to see added to the collection below:

_____

_____

Appendix 2: Staff Survey

Survey Purpose

The purpose of this survey is to gain feedback from the Staff of Florida Town County Library on the quality of the library's collection. This survey will be given to the Staff as part of their duties as assigned. The results of this survey will be used to improve upon the collection of the library.

Survey

Please circle a score from 1-5, where 1 is very dissatisfied, 2 is dissatisfied, 3 is neutral, 4 is satisfied, and 5 is very satisfied, for the following questions.

1. **How would you rate Florida Town County Library's collection overall?**
   1 2 3 4 5
2. **How would you rate the availability of the materials that are most often requested by patrons?**
   1 2 3 4 5
3. **How would you rate the availability of children's literature?**
   1 2 3 4 5
4. **How would you rate the availability of large print materials?**
   1 2 3 4 5
5. **How would you rate the fiction collection?**
   1 2 3 4 5
6. **How would you rate the nonfiction collection?**
   1 2 3 4 5
7. **Please circle up to 3 responses for the following question: What materials would you most like to see added to the collection?**

Young Adult fiction	Art/Culture	Games	Children's literature	Magazines
Romance	Travel	eBooks	Nonfiction	Science Fiction
Newspapers	Audio/Video	Self Help	Mystery	Classics
Fiction	Biography	Health/Medical	Western	Religion
History	Large Print	Other*		

*If one of your responses was Other, please specify what you would like to see added to the collection below:

_____

_____

Appendix 3: Patron Survey

Survey Purpose

The purpose of this survey is to gain feedback from the Patrons of Florida Town County Library on the quality of the library's collection. This survey will be given to the Patrons as they enter the library. The results of this survey will be used to improve upon the collection of the library.

Survey

Please circle a score from 1-5, where 1 is very dissatisfied, 2 is dissatisfied, 3 is neutral, 4 is satisfied, and 5 is very satisfied, for the following questions.

1. **How would you rate Florida Town County Library's collection overall?**
   1 2 3 4 5
2. **How would you rate the availability of the books you want to read?**
   1 2 3 4 5
3. **How would you rate the availability of the other materials you come to the library for?**
   1 2 3 4 5

Please circle up to 3 responses for the following question: What materials would you most like to see added to the Library?

Young Adult fiction	Art/Culture	Games	Children's literature	Magazines
Romance	Travel	eBooks	Nonfiction	Science Fiction
Newspapers	Audio/Video	Self Help	Mystery	Classics
Fiction	Biography	Health/Medical	Western	Religion
History	Large Print	Other*		

*If one of your responses was Other, please specify what you would like to see added to the collection below:

_____

_____