

**DOWNERS GROVE PUBLIC LIBRARY  
STRATEGIC PLAN 2017-2020  
ANNUAL REVIEW**

<u>Action</u>	<u>Point Person</u>	<u>Target Date</u>	<u>Progress Report</u>	<u>Date Completed</u>
Create policy and procedures for shelter resident cards	Circulation Manager	Sep-17	This initiative was rolled out for the PADS 2017-2018 season. We feel that the Restricted Use Library card was an excellent start and look forward to increasing use of this program with the start of the 2018-2019 season in October 2018.	Oct-17
Create a Service Excellence Team to support and improve upon our stellar service	Circulation Manager	Dec-17	Team has been created, meets regularly, and has implemented library-wide initiatives. Staff Customer Service Handbook under development. Team continues to meet and assess customer service.	Dec-17
Provide In-Service Day customer service training on working with diverse populations	Assistant Library Director	Jan-18	Catherine Popowits presented at annual in service on 1/15/18	Jan-18
Provide support for book clubs through book club kits	Adult & Teen Services Manager	Jun-18	Book Club Bags launched in January 2018. Staff continue to update and add additional bags based on popularity of titles.	Jan-18
Create cross-departmental Innovation Team	Assistant Library Director	Jun-18	Created cross-departmental Innovation Team (met 4/8/18) and are moving forward with researching the practical implementation of several projects. We meet again late June to discuss action plans.	Apr-18
Implement a 1,000 Books Before Kindergarten initiative	Childrens Services Manager	Jun-18	Completed.	Jan-18
Create a process for teens to get a library card without a parent present	Circulation Manager	Jun-18	The restricted use library card offers teens who visit the library without a parent to register for a card.	Nov-17
Investigate noise abatement solutions for Circulation Services workroom and Teen Central	Facilities Manager	Jun-18	Quotes for noise canceling machines obtained 4/18 but cannot be completed within this years budget. Used cubicle system installed in Circulation Workroom has made significant progress in that area.	Jun-18
Review ADA accessibility of Forest Avenue parking lot	Facilities Manager	Jun-18	Working with Public Works Director Naniel Newlon on designating additional handicapped parking spaces on Forest Ave. Ramp from parking lot to sidewalk on Forest Ave. will not be addressed at this time.	Jun-18
Explore dedicated staffing for the Media Lab	IT Manager	Jun-18	Ed Bromiel hired as Media Lab Coordinator	Jan-18
Assess and address staffing needs	Library Director	Jun-18	Staffing evaluation completed in July 2017. Reorganization in September 2017. Evaluation of open positions ongoing. Updated staffing evaluation July 2018 for 2019 budget process.	Sep-17
Partner with local organizations to offer four additional civic engagement programs per year	Adult Program Coordinator	Oct-18	Planning in progress. Adult Program Coordinator is identifying local groups/speakers and putting together a poll to survey patrons on what they'd like to see us do. Suggestion for an Informed Voter Corner and programming to inform voters of basic resources leading up to the election under investigation.	

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Investigate allocation of outreach tasks and duties	Assistant Library Director	Dec-18	Created cross-departmental Outreach Team (met 3/1/18 & 6/5/18). Moving forward with two library-wide initiatives: Service Fair and Organization of the month.	
Create library-wide training program for supervisors	Assistant Library Director	Dec-18	Wrote content for Person In Charge Manual, completed 6/2018. Currently setting up PITS Training for In charge staff and library-wide In Charge training. Updated Employee Evaluation form, used in 2018 performance evaluations. Currently making edits as proposed by Management Team for FY19. Created an Onboarding Checklist which is used by Managers/Supervisors when onboarding new employees.	
Create a circulating collection of STEM materials	Childrens Services Manager	Dec-18	Content has been selected. Materials are being purchased and created. On track for a December 2018 completion.	
Explore creating a "Rack at the Tracks" for commuters	Circulation Manager	Dec-18	Rack at the Track installed at Main Street Metra Station June 2018. Worked with Village on this initiative.	Jun-18
Consider moving or removing security gates	Circulation Manager/Facilities Manager	Dec-18	The security gates were removed and a new, overhead, people counter was installed.	Mar-18
Begin Downers Grove organizations roundtable to make connections and share information	Community Engagement Coordinator	Dec-18	Communications Coordinator attending local government communications officers networking meetings.	
Complete updating restrooms	Facilities Manager	Dec-18	In 2018 construction project.	
Create a Media Lab service plan	IT Manager	Dec-18	Completed update of policy, working on service plan.	
Explore use of online tutorials about how to use resources and services	IT Manager / Adult & Teen Services Manager	Dec-18	Adult & Teen Services Manager is working with IT to identify Niche Academy online tutorials that would be useful for staff and patrons. New online training for service to homeless available.	
Update Policy Manual	Library Director	Dec-18	Bylaws, General, and Collection Management policies updated. Process ongoing.	
Request that the Village designate additional handicap parking spaces on Curtiss Street	Library Director	Dec-18	Working with Public Works Director Naniel Newlon on designating additional handicapped parking spaces on Forest Ave.	
Cross-train staff to maximize staffing resources	Management Team	Dec-18	Access Services staff serve as backup shelvers for Circulation; Cheryl Pawlak, Christine Lees, Amanda Klenk, Lizzie Matkowski, and Joy Matteson trained to cover the Kids	
Create and implement a Communications Plan, concentrated on strategic focus areas	Communications Coordinator	Dec-18	Drafts of Communications and Marketing Plans under development	
Explore alternatives to make entrances accessible from handicap parking spaces in snow	Facilities Manager	Dec-18	Public Works working with outside contractor to ensure maximum accessibility and preserving access to sidewalk from handicapped parking spaces.	Jan-18
Partner with local hospitals to provide early literacy information to parents of new babies	Childrens Services Manager	Dec-19	Started initial research.	
Update established early childhood programming to more visibly incorporate early literacy skills development	Childrens Services Manager	Dec-19	Working on timeline in conjunction with staff training.	

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Offer tours of the library art collection, virtually and in-person	Graphics & Display Coordinator	Mar-19	Staff Artist provided tours to Foundation Directors and Trustees, updated art information on website.	Apr-18
Expand services to seniors and senior centers to address their unmet needs	Adult & Teen Services Manager	Jun-19	Exploring ways to expand services to patrons in assisted living facilities and home services patrons, including rotating collections and expanding community partnerships.	
Create a series of programs for residents to discuss local issues, including a mechanism to identify topics	Adult Program Coordinator	Jun-19	Survey of possible topics pending.	
Develop relationships with key partners to support arts and culture	Adult Program Coordinator / Community Engagement	Jun-19	Identifying potential partners and evaluating current partnerships.	
Train all Children's Services staff on Every Child Ready to Read and early literacy research	Childrens Services Manager	Jun-19	Working on timeline with training beginning in Fall 2018.	
Create opportunities to connect homeschool families to resources	Childrens Services Manager	Dec-19	Added Consumer Affairs Online Homeschool Program reviews to website February 2018.	
Explore Human Library concept including different topics and community members	Circulation Manager	Dec-19	Pending.	
Investigate the effects of eliminating fines	Circulation Manager	Dec-19	Reserached via SWAN Circulation Advisory Committee. Consensus is very little need to remove fines due to the implementation of auto-renewal and subsequent reduction of overdue fines.	
Work with SWAN to implement an online library card application process	Circulation Manager	Dec-19	SWAN has been working with SirsiDynix about the possibility of online library card applications. However, this appears to be very low priority for SirsiDynix.	
Investigate a Village-wide information clearinghouse for volunteer opportunities and assistance needs	Community Engagement Coordinator	Dec-19	Not yet begun.	
Provide additional outdoor seating	Facilities Manager	Dec-19	Two picnic tables were installed on the east side of the Curtiss St. entrance.	May-18
Develop an array of digital literacy classes and curricula	IT Manager	Dec-19	Currently offer social media classes and are looking to expand to different platforms (e.g. Instagram). Evaluating online sources such as digitallearn.org and Niche Academy.	
Work with stakeholder organizations to identify potential solutions to parking issues and advocate	Library Director	Dec-19	Initial communications with DGEDC and Village regarding long-term plans for parking in downtown	
Create a diversity strategy for recruiting that reflects the community	Library Director	Dec-19	Attended Recruiting and Retaining Diverse Staff workshop.	
Offer early literacy education for parents	Childrens Services Manager	Jun-20	Started new partnership with Teen Parent Connection to provide early literacy information to parents in their support group during monthly visits (February 2018).	
Partner with other organizations on their lifelong learning initiatives	Community Engagement Coordinator	Dec-20	Not yet begun.	

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Upgrade lighting in public areas	Facilities Manager	Dec-20	LED lights were installed in the Cafe and gallery areas at the North and South Entrances. LED light panels were installed in the Kids Room and Meeting Room. Options for retro-fit kits are being reviewed for additional areas. Upper level public areas included in 2018 construction project.	
Preserve and protect the art collection	Library Director	Dec-20	Pending.	
Each staff member attends one customer service training session (other than In-Service Day)	Management Team	Annual	Access Services Team watched recorded videos: 1) Detect, Diffuse, and Delight Difficult Patrons (3/27/18), 2) Dealing with Potentially Difficult Patrons (3/27/18). Each Circulation team member will have completed a webinar or in-person program by July 2018. Adult & Teen Services staff will have completed a webinar or in person training by October 2018. Most staff watched "Dealing with Angry Customer Behaviors" webinar in the spring. New subscription to online training on service to homeless patrons available in July 2018.	
Investigate tools available to ensure most up-to-date are being used	Adult & Teen Services Manager	Annual	Scheduled for Fall 2018/Winter 2019 with an evaluation of available tools in Baker & Taylor Titlesource 360 that are currently underutilized.	
Continue developing, digitizing, and preserving Local History collection	Adult & Teen Services Manager	Annual	Adult & Teen Services Librarian Kira Riddle has been working on preserving the library's archival collection. Staff have been exploring new ways to make our obituary index accessible and usable for staff and patrons.	
Support small business-focused learning opportunities	Adult & Teen Services Manager	Annual	Adult & Teen Services Librarians Fred LeBaron and Joy Matteson are working on partnering with local businesses to brainstorm programming that isn't solely library generated, but framed from needs within the Downers Grove business community. Joy attends monthly Women in Business meetings. We're also working with SCORE currently with monthly roundtables. The goal is for Joy and Fred to focus on more outreach and out of the building type events to increase library visibility to our business community, and then develop programming based on the needs known through the one-to-one relationships we build with the business owners here.	
Connect people to resources that develop job skills	Adult & Teen Services Manager	Annual	Planning a series of job assistance workshops with the People's Resource Center to start in Fall 2018.	
Coordinate ESL and adult literacy services with local agencies	Adult & Teen Services Manager	Annual	Met with School and Tutors on Wheels representatives in the spring to discuss support through collection development, providing space, and raising staff awareness of resources.	

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Evaluate current digital resources	Adult & Teen Services Manager	Annual	In conjunction with relevant staff, Adult & Teen Services Manager conducts ongoing evaluation of digital resources as part of renewal process and as new products become available, including marketing needs and staff training. ATS Manager and staff collect usage statistics for current digital resources throughout the year.	
Provide gallery space and performance opportunities to showcase artistic and cultural creations	Adult Program Coordinator / Graphics & Display Coordinator	Annual	Adult & Teen Services Manager attended information session on creative content creation and sharing website and software available through RAILS. Graphics & Display Coordinator working with Teen Services Coordinator on creating interactive art space and additional gallery and display opportunities in Teen Central.	
Support community organizations in finding volunteers	Adult Program Coordinator / Programming Team	Annual	Adult Program Coordinator Karen Bonarek and Programming Team are planning a community organization fair to help match local organizations with volunteers and people seeking their services.	
Utilize SWAN reports to inform decision making	Assistant Library Director	Annual	Simplified and made improvements to annual statistics retention, (IPLAR, Village, PLDS) per department, especially Circulation.	
Continue to use and report on How Did We Do? forms	Assistant Library Director	Annual	Created new storage and retrieval method to track How Did We Do? Feedback: 1) cards and e-submissions are scanned into folder on P; 2) Emails are sent to employees and managers when mentioned specifically by name; 3) All responses are tracked on Excel spreadsheet in a logical and thorough manner.	
Review effects of online booking of meeting spaces	Executive Assistant	Annual	Management Team will review policy prior to Library Services Policy update	
Solicit local vendors to respond to bids and request for proposals, as practical	Facilities Manager	Annual	Hayes Mechanical and Urban Elevator awarded service contracts.	Apr-18
Provide comfortable, durable, and functional furniture that supports use of technology	Facilities Manager	Annual	New chairs and computer desks were added in December of 2018. Ongoing.	Dec-18
Evaluate ADA accessibility throughout the building	Facilities Manager	Annual	Ongoing. Currently we are not in violation of ADA, but improvements could be made.	
Explore and offer technology equipment for check out	IT Manager	Annual	Added five additional cameras. Will be adding cassette to MP3 converter and film (35mm) scanner in late 2018. Investigating offering laptop kits (Chromebooks) for out-of-library use by end of year.	
Evaluate website content and effectiveness	IT Manager / Communications Coordinator	Annual	Website update budgeted for 2019	

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Support the Friends of the Library and Foundation in their fundraising activities	Library Director	Annual	Current work for FOL includes: collecting and storing donations and withdrawals for FOL book sale in October; creating a new membership form for the FOL, utilizing new logo; securing funds from Amazon Smile. Foundation Board of Directors reconstituted, committee structure set, and working toward fundraising event in 2019.	
Develop and maintain a Long-Range Budget Plan	Library Director	Annual	Financial Management Plan completed in 2018. Annual update process begun with Capital Needs Assessment Report projects and cost updates.	
Implement the recommendations of the Facilities Assessment	Library Director	Annual	Capital Needs Assessment annual project list maintained and included in budget.	
Conduct management team brainstorming sessions	Library Director	Annual	Discuss ideas regularly at Management Team meetings and assign to committees or departments for follow up as needed.	
Actively seek opportunities for group purchasing, new tools, lower-cost vendors, etc.	Management Team	Annual	Access Services outsourced processing of all hardcovers through B&T (1/2018). Adult & Teen Services is researching Biblioboard service with RAILS discount, explored alternatives to two current databases in 2017-18.	
Regularly investigate grant opportunities available	Management Team	Annual	Discuss regularly at Management Team meetings and follow up as needed.	
Submit at least one conference program proposal or have at least one staff member included in a conference proposal per year	Management Team	Annual	Circulation Manager Christine Lees will present at the SWANX annual meeting on "Serving Those Experiencing Homelessness: Strategies for Library Staff" in August 2018. Children's Outreach Coordinator Erin Linsenmeyer and Teen Services Coordinator Lynette Pitrak submitted to present at PLA 2018 and ALSC 2018, but were not selected. Erin presented at ABOS conference 2017. Adult & Teen Services Librarian Amanda Klenk presented on Adult Books for Teens at a LACONI RASS event on Teen Readers Advisory in November 2017. Julie Milavec will present at ILA annual conference in October.	
Actively participate in RAILS, SWAN, and other local professional organizations' committees and advisory groups	Management Team	Annual	Jen Fredericks: RAILS Technical Services QM; Assistant Director's QM; SWAN Cataloger's Advisory/Users Group; Technical Services LACONI section; RE-CHARGE; Christine Lees: President Elect SLUI; Sharon Hrycewicz and Joy Matteson serves on SWAN DUX committee; Lizzie Matkowski serves on the ReCharge committee. Julie Milavec: SWAN Executive Board, LIRA Executive Board.	

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Offer continuing education opportunities for all staff	Management Team	Annual	Training lab booked for seven sessions throughout the year of Circulation staff to attend webinars. Kids Room staff each have a goal of taking a professional development webinar during 2018 on their yearly evaluation. Adult & Teen Services Staff have a goal of taking one or more professional development training sessions during 2018 on their yearly evaluation.	
Expand use of staff expertise for in-house training	Management Team	Annual	Technology Trainer Annie Jaglieski met with our Acting Supervisors team to train on reports, 5/2018.	
Expand professional skills using cross-departmental teams	Management Team	Annual	Service Excellence, Innovation, Programming & Outreach teams created and meeting regularly.	
Use surveys to gather feedback	Management Team	Annual	Conducted DVD survey genre survey for patrons to gather feedback on how collection is used/browsed (5/2018). Planning survey of patrons to gather feedback on local and civic issues of interest for programming (7/2018). Utilizing former Information Desk for regular surveys, voter registration, etc.	
Record issues to identify focus areas for Service Excellence Team	Management Team	Annual	2018 goals include: Employee Appreciation Program (began 3/2018); Team-Building Day (TBD)	
Seek feedback from target populations	Management Team	Annual	Conducted DVD survey genre survey for patrons to gather feedback on how collection is used/browsed (5/2018). Kids Room Summer Reading Club survey has been reworked, will be put out in July 2018.	
Provide regular patron service training for all staff in equity, diversity, and inclusion	Management Team	Annual	January 2018 in-service day	
Incorporate inclusive practices into library services	Management Team	Annual	Weekly volunteer partnership with Giant Steps from 1/2018-5/2018). Sensory Sensitive Sundays started 6/2018. Children's Outreach Coordinator Erin Linsenmeyer attended Autism Forum conference in May 2018. Kids room and Adult & Teen Services staff starting programming with Little Friends' vocational group beginning August 2018.	

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Support participation in professional committees on the state and national level	Management Team	Annual	American Library Association or Illinois Library Association membership available to professional staff. Jen Fredericks: Member ILA & ALA; All Children's librarians and Children's Manager are ALA and ALSC members. Children's Reference & Technology Coordinator Sharon Hrycewicz is ILA member and is currently serving on the ILA 2018 Conference Committee. Adult & Teen Services Manager Lizzie Matkowski is a member of ReCharge committee, ALA, and ILA. All Adult & Teen Services Librarians and assistants will be registered as members of the Adult Reading Roundtable in fall 2018. Adult & Teen Services Librarians Amanda Klenk & Kira Riddle are members of ALA and PLA. Amanda Klenk will be registered for YALSA.	
Offer timely programs, resources, and services	Management Team / Programming Team	Annual	Ongoing.	
Explore programs to connect residents to diverse cultures and languages	Programming Team	Annual	Go Global program for preschoolers started in Summer 2017- focuses on introducing countries and their culture. Kids Room held its first spanish language based program in June 2018.	
Explore programs and resources to support literacy in areas such as health, finance, and life skills	Programming Team	Annual	Money Smart Week (4/21-4/28 2018); Summer Reading Clubs; investigating Life Skills 101 series.	