Addendum:
Strategic Plan Suggested Initiatives and Outcomes

STRATEGIC FOCUS

Programs and Services

Suggested Initiatives:

- Better setup and configure the existing teen space
- Enhance teen engagement and services by evaluating changes in teen department structure and providing more frequent/ constructive activities for them
- Upgrade and better define the tween space within the children's area
- Implement more maker/ STEM creativity programs both inside and outside of the building
- Increase efforts around all types of literacy (technology, civic, financial, media)
- Provide more creative and elevated programs
- Increase all ages/multi-age programming (crafting, life skills, hobbies) and bring kids, teens, adults, empty-nesters, and childfree adults together
- Expand non-traditional materials borrowing (Anything Emporium)
- Increase digital materials/ eBook budgets
- Explore ways to expand food, drink, and "café like" options at the library

More Specific Outcomes:

- Increased community visits, usage, and satisfaction with the library
- Extended visits to the library
- Increased use of physical spaces & digital resources
- Increased community support for the Downers Grove Public Library (DGPL)
- Teens acknowledge the library as an important part of their social and educational ecosystem
- Increased number and duration of teen and tween visits to the library
- Enhanced library facilities that positively impact more community members by connecting them to resources, technology, and services
- Community members experience a larger array of library services and resources on each visit
- Increased inclusion of historically, intentionally, and traditionally marginalized people groups (HITMPG) voices in programming and consultation of the Equity Advisory Team on choice points
- Increased engagement in programming and outreach, leveraging past success and outcomes of programming, to develop new programs and services, such as Community Conversations

STRATEGIC FOCUS

Access

Suggested Initiatives:

- Improve the facility's physical accessibility (with a focus on the mobility-limited access to the parking lot side of the building)
- Look to create sensory, calming, and nursing spaces
- Improve services and signage to create a more welcoming library for non-English speakers
- Explore parking expansions or parking improvement strategies (e.g., EV chargers) in partnership with the Village
- Expand access to services for youth, through new library card initiatives
- Increase programs for the underserved at PADS and other sites
- Explore options for improving transportation options to the library, likely through partnerships
- Evaluate options for increased security in the building
- Establish clear expectations and guidelines for respectful behavior through a Code of Conduct and Statement of Service for patrons and staff that are easily accessible in the building and online
- Create a method for capturing the data in physical space for equitable and accessible use of library services and resources, arts and culture, and programming to establish a baseline for evaluation and benchmarking
- Inform our community about our commitment to the privacy and confidentiality of patron information
- Continue to make anti-hate statements according to our existing framework to ensure HITMPGs feel seen and valued

More Specific Outcomes:

- Engaged and positively impacted underserved community members
- Increased use of library resources
- Expanded user base of underserved community members
- Increased and expanded access for those community members who don't live or work within walking distance of the building
- Improved access (goal: 100% access) for children under 18 to library services and materials through the expanded Cards for Kids legislation
- Improved physical access to the building's north entrance, especially for those with mobility limitations or difficulties
- Physical space is allocated for equitable and accessible use of library services and resources, arts and culture, and programming

STRATEGIC FOCUS

Turn Outward

Suggested Initiatives:

- Explore options around a South branch or other satellite services
- Expand offsite programs
- Provide more pop-up programs at events
- Investigate the placement of additional pickup lockers or other satellite materials locations around the community
- Develop a new resident services and outreach program
- Increase senior services and outreach
- Explore an offsite makerspace, perhaps in the southern portion of the Village
- Increase partnerships to expand programs and increase outreach effectiveness and connections
- Increase staff training and community awareness related to affordable housing/shelter shortage and how it impacts library usage
- Expand home delivery services
- Create an equity, diversity, and inclusion (EDI) glossary to establish a common and shared language in collaboration with community members and partners
- Invite community organizations to utilize and implement tools that the library has created, including the EDI Decision-Making Tool and EDI glossary
- Lead an annual EDI Institute Day in collaboration with other area libraries to offer training for our community
- Actively seek to increase our relationships with HITMPG publishers, vendors, and partners
- Partner with other area libraries and organizations that have alignment in EDI and anti-racism work to further the goals and missions of each

STRATEGIC FOCUS

Turn Outward Continued...

More Specific Outcomes:

- Improved access for community members who cannot easily access the library
- Increased community awareness of library resources and services throughout all of Downers Grove
- More community members are positively and consistently impacted by library services directly and through the library's support of other community organizations
- Increased community support for DGPL, strengthening the partnerships and resources of the library
- Increased awareness of how the library contributes to making Downers Grove a great place to live
- A network for HITMPGs is cultivated from community and professional library partnerships
- Power is shared and allyship is built with HITMPGs
- Partnerships are formed with local government agencies and other organizations to discuss, develop, implement and commit to EDI policies, ordinances, and/or laws
- Equitable practices are advocated for in the library field and library legislation in the American Library Association and the Illinois Library Association
- Community members are provided opportunities to gain an understanding of racial trauma and trauma-informed communities, and provide services through this lens (for example, mental health first aid training)

STRATEGIC FOCUS

Turn Inward

Suggested Initiatives:

- Increase staff investment (training, compensation, benefits, mental health support, family support, etc.), e.g., parental leave
- Improve explanation of staff benefits/resources
- Expand the diversity of DGPL staff to be a better reflection of the community
- Look for avenues to expand funding/support beyond the current base to support increased staff and library services investments
- Offer tuition reimbursement for all levels of education, not just advanced degrees, (i.e., Master's of Library Science (MLIS))
- Compensate staff with differential pay for specialized skills such as using their second language for translation, etc.
- Offer and require continuing education for all staff members and the Trustees
- Develop onboarding training cohorts for new staff members and the Trustees
- Offer team-building activities for staff members and the Trustees
- Offer support for additional affinity groups
- Invite the Downers Grove Public Library Foundation to participate in EDI training offered to Trustees and staff
- Create a method for capturing the current data in areas including staffing, vendors, vacation time, and programs to establish a baseline for evaluation and benchmarking
- Include professional values and equity in its Statement of Service
- Allot equitable benefits and vacation time
- Recognize equivalent experience in job descriptions to allow for upward mobility and hiring of staff without an MLIS degree
- Audit library policies, procedures, and communications strategies using a team that includes HITMPG staff members
- Utilize the EDI Decision-Making Tool and consult the Equity Advisory Team for guidance regarding decisions
- Explore staffing needs to support effective implementation of EDI goals, objectives, and ongoing work
- Provide opportunities to promote the library profession to HITMPG communities through paid internships, mentorship, job shadowing, cross-training, and scholarships
- Attract, retain, and provide opportunities for promotion of HITMPG staff at all levels

STRATEGIC FOCUS

Turn Inward Continued...

More Specific Outcomes:

- Increased retention of employees across all job levels
- Increased opportunities for career growth within the library
- Increased staff job satisfaction and improved overall health of the organizational culture, supporting and respecting all identities and providing all staff with what they need to drive success for themselves and DGPL
- Increased staff awareness of benefits and resources available
- Assured staff access to training, professional development, and resources they need to thrive as DGPL team members
- Staff have awareness of the historical context of racism, their own implicit biases, and how these inform their interactions and decisions
- Affinity groups of HITMPGs have continued support to cultivate an environment in which staff may share their authentic selves
- Staff have the skills to act as allies and intervene when they hear or see racist and/or hateful behavior, such as microaggressions in customer service situations and from other staff
- Staff and Trustees are able to articulate and embody the purpose of the library's EDI work, including: the framework for anti-hate statements, shared definitions of racism, and the overarching goals of the equity strategic plan both internally and externally
- The traditional hierarchy of library positions is eliminated to support the value of non-MLIS voices in library work
- The library models best practices as a library employer through equitable pay and benefits for all staff, including compensating HITMPGs fairly for the unique skill sets that are integral to their identities (i.e., Spanish-speaking staff translating documents)
- Staff are provided opportunities to gain an understanding of racial trauma and trauma-informed communities, and provide services through this lens (for example, mental health first aid training)