

	A	B	C	D	E	F	G
1	Strategic Focus	Initiative	Project(s)	Action Steps	Project Metrics/Outcomes	Last Year's Action Step	Notes/Comments
2	Access	Improve digital and physical accessibility to library resources	Comply with ADA Title II on accessibility of all digital content	Create staff training regarding updates to ADA Title II	Method for training staff is completed		Future steps: Staff use training to implement ADA Title II compliance in existing and future digital resources
3	Access	Improve digital and physical accessibility to library resources	Comply with ADA Title II on accessibility of all digital content	Train staff on implementation process	Staff trained on making all new and existing digital content ADA accessible		
4	Access	Improve digital and physical accessibility to library resources	Comply with ADA Title II on accessibility of all digital content	Work with website developer to update library website's compliance regarding structure and design	Structure of website is compliant with ADA Title II		
5	Access	Increase partnerships to expand programs and increase outreach effectiveness and connections	Evaluate existing partnerships for growth opportunities	Analyze information gathered in 2024 and define an action step for Q4	Report on existing partnerships is presented to the Library Director	Aggregate information about existing partnerships.	Consider partners that are run by or specifically provide services for HITMPG community members. *Note: this deadline has changed to accommodate the Summer Reading Club project
6	Access	Increase partnerships to expand programs and increase outreach effectiveness and connections	Evaluate existing partnerships for growth opportunities	Define which partners have growth potential and identify ways to move forward with increasing engagement	Report on partnerships that have growth potential, identify initiatives to strengthen those partnerships, and report to Library Director.	Evaluate and assess current partnership effectiveness utilizing the Guidelines for Partnerships	*Note: this deadline has changed to accommodate the Summer Reading Club project
7	Access	Increase staff investment and provide opportunities to promote the library profession to HITMPG communities through paid internships, mentorship, job shadowing, cross-training, and scholarships	Evaluate staff needs and interests in intership, mentorship, job shadowing, and cross-training opportunities	Develop survey to gauge staff interest and availability	An implementable plan for Mentor-Mentee/Coaching relationships		
8	Access	Increase use of library resources	Identify areas of the physical collection where we have an electronic resource counterpart for that topic	Create a shelf talker for electronic resources identified to compliment the physical collection	Shelf talkers will be clear and visible to prominently highlight electronic resources that pertain to sections of the physical collection		
9	Access	Increase use of library resources	Identify areas where an update to call numbers can increase the browsability of a collection	Work with selectors in ATS and Kids Room to identify projects and map out a plan of action for moving forward	A preliminary list of projects will be created and prioritized based on community need and staff availability.		
10	Access	Increase use of library resources	Identify areas where an update to call numbers can increase the browsability of a collection	Complete one project from the list of collection recategorization projects created in Q1	The changes to the call numbers should be visible in the digital catalog and the physical shelves.		
11	Access	Increase use of library resources	Identify materials for a new teen graphic novel collection	Work with Access Services to develop a new teen graphic novel collection	Graphic novels for grades 7-12 will be accessible through the digital catalog and physical shelves in Teen Central.		
12	Programs and Services	Expand offsite programs	Expand Summer Reading Club prize pick-up in South Downers Grove	Look for prize pick-up location beyond District 58 schools	New Summer Reading Club prize pick-up is offered in at least one more South Downers Grove locations	Reestablish Prize pick up at schools	

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13	Programs and Services	Expand the diversity of DGPL staff to be a better reflection of the community	Explore best practices for surveying/determining initial staff composition for benchmarking purposes	Create and distribute a survey to staff	Staff survey results	Reach out to HR Source and other libraries to discuss what tools they used to determine staff composition and how they incorporated that into benchmarking	
14	Programs and Services	Expand the diversity of DGPL staff to be a better reflection of the community	Investigate creating an internship program to support HITMPGs considering a career in libraries	If proposal is accepted by Library Director: Work on funding for a Summer 2026 start	Funding and Board approval is secured and program can move forward into pilot year	A proposal and curriculum is presented to the Library Director	Future Action Steps: Developing Job Description/Ad; Begin Recruitment efforts
15	Programs and Services	Increase efforts around all types of literacy (technology, civic, financial, media)	Expand civic engagement programming	Explore civic engagement programs beyond voting information	Civic engagement programs are offered at least 4 times per year	Explore additional programs and services on civic engagement and voter information	
16	Programs and Services	Increase efforts around all types of literacy (technology, civic, financial, media)	Offer literacy programming by maximizing use of our electronic database subscriptions	Identify research database vendors who offer educational programs and map out a plan of offering one literacy program per quarter	Information literacy programs using our electronic database vendors are offered at least 4 times per year	Investigate potential presenters and topics	
17	Programs and Services	Improve digital and physical accessibility to library resources	Investigate ADA training and certification	Obtain ADA coordinator training and certification.	A plan to address accessibility concerns and a timeline for implementation		
18	Programs and Services	Improve explanation of staff benefits/resources	Create onboarding training on staff benefits	Create an explanation of benefits specifically for part-time staff	All new staff will receive consistent and updated information on staff benefits within their first 30 days		
19	Programs and Services	Improve explanation of staff benefits/resources	Create onboarding training on staff benefits	Make all of the most current benefits information available to staff	All new staff will receive consistent and updated information on staff benefits within their first 30 days	Create benefits training path and resource list that will be accessible to all staff	
20	Programs and Services	Increase partnerships to expand programs and increase outreach effectiveness and connections	Reach out to groups identified in 2024's Kids Room outreach initiatives report	Create an outreach initiative focused on home-based daycares	Initiative begins in Fall 2025	Evaluate Outreach	
21	Programs and Services	Increase partnerships to expand programs and increase outreach effectiveness and connections	Reach out to groups identified in 2024's Kids Room outreach initiatives report	Create a Homeschool "Fair" Program	1-2 Fair programs would be presented in 2025	Evaluate Outreach	"Fairs" mean History Fairs, Art Fairs, Science Fairs, etc. Open to all to participate in, library can provide guidelines, space, and judging
22	Programs and Services	Increased community visits, usage, and satisfaction with the library: Create Library Users from Birth	Focus on creating programs, services, and initiatives for new parents and newborns	Research and create a plan with marketing, program, and service options	Plan is created and budget needs are included for FY 2026		
23	Programs and Services	Investigate the placement of additional pickup lockers or other satellite materials locations around the community	Explore options for placement and procedures of new pickup lockers in off-site location	Continue planning placement and installation of offsite lockers	Recommendations for placement and procedures for additional pickup lockers in offsite locations is presented	Reach out to DG Village, District 99 & 58, to explore community partnership for remote pick-up lockers	
24	Turn Inward	Create an EDI glossary to establish a common and shared language in collaboration with community members and partners	Create an EDI glossary for internal library use	Identify terminology for DGPL glossary and craft definitions that contextualize these concepts within the library	An EDI glossary for internal library use is created	Review and aggregate EDI glossaries available and in use	

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25	Turn Inward	Audit library policies, procedures, and communications strategies using a team that includes HITMPG staff members	Audit Policy Manual with EDI lens	Complete audit of the Policy Manual	The updated Policy Manual is approved by the Board of Library Trustees	Update Library Services Policy	
26	Turn Inward	Enhance library facilities that positively impact more community members by connecting them to resources, technology, and services	Explore options for faster and more stable internet access	Move to different Internet service providers when Comcast Business contract/promotional deals end	Recommendation for alternatives to internet service provider is presented	Research alternatives to the library's current internet service provider, Comcast	
27	Turn Inward	Enhance library facilities that positively impact more community members by connecting them to resources, technology, and services	Improve technology in meeting spaces (e.g. study and conference rooms)	Implement upgrades to AV system in Meeting Room	Proposal for upgrades to technology in meeting spaces is presented	Explore upgrades to A/V equipment (TVs, projectors, etc.) and virtual meeting devices	
28	Turn Inward	Examine building/space to consider physical accessibility, teens, makerspace, calming/nursing/meditation, inclusive spaces (see full initiatives in Addendum)	Building/Space Assessment	Begin the financial planning for option selected in 2024	Building/space assessment presented to the Board of Library Trustees	Product Architecture meets with Management Team and Board to review preliminary concepts	Product Architecture scheduled to present to the Board in April
29	Turn Inward	Expand non-traditional materials borrowing (Anything Emporium)	Increase holdings of circulating technology (hotspots, laptops, etc.)	Research additional vendors to provide more devices	Offer more equipment.		
30	Turn Inward	Implement more maker/STEM creativity programs both inside and outside of the building	Investigate best practices for a Makerspace	Begin implementation of recommendations from 2024 report	Present recommendations for Makery equipment and programming	Conduct field trips to makerspaces and research equipment and policies	
31	Turn Inward	Offer and require continuing education for all staff members and the Trustees	Develop a training pathway for staff and Trustee onboarding and ongoing training, including EDI training	Draft a training pathway for both onboarding and annual training	All new staff and Trustees will receive onboarding training within their first 90 days, EDI training within their first 6 months, and ongoing additional training annually	Review existing training with the teams	All new staff and Trustees will receive onboarding training within their first 90 days, EDI training within their first 6 months, and ongoing additional training annually
32	Turn Outward	Inform our community about our commitment to the privacy and confidentiality of patron information	Develop script for staff to communicate to patrons about commitment to privacy and confidentiality of patron information	Train staff on speaking points and script to be shared with new cardholders at time of registration.	Onboarding training includes use of script on privacy and confidentiality of patron information	Contact area libraries for samples of their scripts	HR Manager will send out a copy of policy for staff review and signature annually to all staff beginning Q4 2024
33	Turn Outward	Inform our community about our commitment to the privacy and confidentiality of patron information	Expand information in marketing materials to inform patrons about commitment to privacy and confidentiality of patron information	Create informational campaign about patron privacy	New patrons receive at least two items with patron privacy information within 6 months of getting a library card	Add sections about patron privacy to the welcome packet and new cardholder email campaign	To coordinate with Federal Privacy Council's Data Privacy Week
34	Turn Outward	Enhance teen engagement and services by evaluating changes in teen department structure and providing more frequent/ constructive activities for them	Transition Teen Services into a defined entity beyond a single staff member	Create a Teen Services philosophy of service	Library staff working on teen services have a cohesive vision of how to deliver teen services		
35	Turn Outward	Enhance teen engagement and services by evaluating changes in teen department structure and providing more frequent/ constructive activities for them	Transition Teen Services into a defined entity beyond a single staff member	Review and update procedures for the Teen Desk	Library staff working on teen services have clearly defined procedures for responsibilities and tasks while working at the Teen Desk.		

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36	Turn Outward	Enhance teen engagement and services by evaluating changes in teen department structure and providing more frequent/ constructive activities for them	Transition Teen Services into a defined entity beyond a single staff member	Review and update the Teen Services Manual	Library staff serving teens have a thorough manual to refer to for all facets of teen services.		
37	Turn Outward	Enhance teen engagement and services by evaluating changes in teen department structure and providing more frequent/ constructive activities for them	Using teen feedback, identify potential mini programs to have on hand that can be quickly set up in Teen Central	Create a pop-up activity roster to respond to unanticipated times of extremely high usage in Teen Central	Teens have more opportunities for engagement, including during peak times in Teen Central	Create a Teen Advisory Group	Teen feedback is obtained and volunteer opportunities are offered each quarter
38	Turn Outward	Enhance teen engagement and services by evaluating changes in teen department structure and providing more frequent/ constructive activities for them	Using teen feedback, identify potential passive activities to add in Teen Central	Map out a schedule to rotate additional passive activities in Teen Central	More passive activities are offered to engage teens and are rotated on a regular schedule	Start engagement initiatives, including expansion of teen volunteer opportunities	
39	Turn Outward	Improve services and signage to create a more welcoming library for non-English speakers	Create standards and guidelines for signage and promotional materials	Propose standards and guidelines	Standards/guidelines created and shared with Board of Library Trustees	Identify languages for signage, services, and collections	Standards/guidelines created and shared with Board of Library Trustees
40	Turn Outward	Increase senior services and outreach	Explore marketing campaign for and expansion of home delivery services	Implement phase 1 of expansion of home delivery services plan	Identified potential for expanded home delivery services and a marketing campaign is proposed	Review capacity and need for expansion	
41	Turn Outward	Improve services and signage to create a more welcoming library for non-English speakers	Implement standards and guidelines for signage and promotional materials	Complete signage audit to identify which signs are prioritized for translation	Standards/guidelines created and shared with Board of Library Trustees	Identify languages for signage, services, and collections	Standards/guidelines created and shared with Board of Library Trustees
42	Turn Outward	Increase partnerships to expand programs and increase outreach effectiveness and connections	Evaluate existing outreach initiatives	Explore addition of general outreach programs to senior centers and/or at community based events in alternate outreach months	Report on existing outreach initiatives is presented to Library Director	Review summer community outreach partnerships	Partner with other area libraries and organizations that have alignment in EDI and anti-racism work to further the goals and missions of each