

**AGENDA - COMMITTEE OF THE WHOLE MEETING
GLENCOE PUBLIC LIBRARY BOARD OF TRUSTEES
WEDNESDAY, MARCH 15, 2023 - 6:00 PM
HAMMOND ROOM
320 PARK AVE.
GLENCOE, IL 60022**

The Glencoe Public Library is subject to the requirements of the Americans with Disabilities Act of 1990. Individuals with disabilities who plan to attend any meetings of the Library Board, and who require certain accommodations in order to allow them to observe and/or participate in this meeting; or who have questions regarding the accessibility of these meetings or the facility are requested to contact Andrew Kim, Executive Director, at (847) 835-5056 promptly to allow the Library to make reasonable accommodations for those persons.

- 1) CALL TO ORDER - 6:00 p.m.
- 2) ROLL CALL
- 3) ADDITIONS TO THE AGENDA
- 4) PUBLIC COMMENT
- 5) NEW BUSINESS
 - a. Discussion of the strategic planning draft documents
- 6) ADJOURNMENT

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GLENCOE PUBLIC LIBRARY

2023 to 2027

High-Level Strategic Plan

Adopted: _____ 2023

Mission-Vision-Values

MISSION

lorem.

VISION

ipsum.

VALUES

Ipsum: lorem.

Glendale Public Library Strategic Overview

Area

Focus

Top Potential Initiatives

Outcome



Elevated Facilities & the Funding to Support Them

Take purposeful action in improving the library facility and getting the financial support to ensure it can meet the current and future needs of the community

- Hire architect/planner to develop a building space plan
- More study room & multi-purpose space(s)
- Full ADA access & improve noise separation
- Increase fundraising and est. capital campaign
- Create a true teen space
- Improve parking accessibility
- Rethink shelving approaches
- Develop a facility maintenance plan
- Improve signage & eval adding a café-like area

A library facility that serves the community better today and tomorrow



Organizational Development and Staff Support

Invest more in the staff to increase efficiency and improve staff job satisfaction in order to better meet current and future community needs

- Make staff compensation more competitive with the immediate area
- Rethink part-time staff policies
- Cross-train staff to increase skills
- Look at organizational balancing and increase staff development efforts

A happier and more effective staff, better positioned to support the community



Enhanced Services & Resources

Elevate the Library's physical and digital resources to further align with the community's shifting needs and interests

- Increase self-service options
- Expand digital resources and improve access to digital materials
- Hold more bigger events and programs
- Elevate adult programming
- Offer more technology help and training classes

Robust resources and programs optimized for the community's needs



Expanded Outreach & Community Awareness

Expand outreach efforts and partnerships and increase awareness, usage, appreciation, and financial support of the Library

- Expand outreach services
- Increase local partnerships
- Expand partnerships & resource sharing with other libraries
- Increase investments and efforts in marketing
 - Raise awareness of why change is necessary
- Leadership & Trustee training & awareness

A community more connected to and aware of what the Library offers

Elevated Facilities & the Funding to Support Them



Take purposeful action in improving the library facility and getting the financial support to ensure it can meet the current and future needs of the community.

- Seek to significantly upgrade the Library’s facility indoors and out, to better align the spaces to evolving community needs, capitalize on the downtown location, and improve the staff’s ability to serve the community.
- Identify and prioritize facility needs and work with design professionals to develop options for addressing those needs.
- Emphasis should be on ensuring the entire facility is ADA accessible, increasing study and meeting rooms, and improving how well the building supports users and staff.

Outcomes:

- The enhanced library facility better connects more users to resources, technology, and services, positively impacting their lives.
- Resident satisfaction with the Library’s spaces improves and it is a source of even greater community pride.
- Users experience a broader array of library services and resources on each visit, and many stay longer when they visit.
- The needs of neuro-divergent patrons or those with physical limitations are better met by the Library’s facility.
- Teen usage of the Library is increased due to a dedicated teen area.
- The Library offers more creative and collaborative opportunities and expanded meeting and study spaces.
- Patrons attest to the library building being a key cornerstone of the community’s infrastructure.
- Appropriately designed workspaces improve staff collaboration and productivity resulting in greater efficiency and staff satisfaction.

Possible Potential Initiatives:

- Hire architect/planner to develop a building space plan
 - More study rooms & increased multi-purpose space(s)
 - Improve noise separation and audio aesthetics of the building
 - Make the library 100% ADA accessible and easy to use for residents with physical limitations
 - Evaluate Friends’ space
 - Have a dedicated teen space in the Library
 - Improve parking accessibility and staff parking
 - Rethink shelving approaches
 - Improve space aesthetics
- Hire architect/planner to develop a building space plan (continued)
 - Better signage for wayfinding and improved usability
 - Evaluate the need for a café-like area
 - Increase the number and quality of flexible, comfy spaces
 - Improve library seating (more options, more comfortable seats)
 - Improve book drop-off options
- Increase fundraising and initiate capital campaign to support needed improvements
 - Start a Foundation to support the facility improvements
- Seek referendum support for the facility improvements
- Develop a facility maintenance plan

Invest more in the staff to increase efficiency and improve staff job satisfaction in order to better meet current and future community needs.

- GPL will further invest in the staff through improved compensation and increased training and professional development to improve effectiveness, increase efficiency, and enhance staff job satisfaction to improve retention and position staff to better meet the current and future needs of the community.
- Rethink staffing policies that impact service effectiveness and staff satisfaction.

Outcomes:

- A happier and more effective staff better positioned to serve the community.
- Library will be seen as a friendly, welcoming place where library users see their service needs met.
- Service utilization and satisfaction across all categories increases and the user base expands to more residents.
- Overall library organization will better support day-to-day work, empower staff to do their best work, and enable the highest level of effectiveness for the Library.
- Staff will have the access to training, professional development, and resources they need to thrive as GPL team members.

Possible Potential Initiatives:

- Improve staff compensation
 - Salary benchmarking
 - Merit-based raises
 - Getting high-performing staff to pay midpoint
 - Pay library educators at salary equivalent to teachers
 - Pay equity with Village and schools
- Rethink part-time staff policies
 - Substitutes that can work in multiple departments
 - Offer benefits for part-time staff
 - Create part-time benefits position
 - Evaluate part-time hour limitations
- Cross-train staff
 - Improve documentation for procedures
 - Cross-department (universal) training
- Organizational balancing and development
 - Developmental task review
 - Job description review, organizational analysis, equitable job duties
 - Balancing work more evenly and staff responsibility assessment
 - Enlarge staff skill pool
 - Robust/ dedicated RA service (readers' advisory)
 - More interdepartmental work

Enhanced Services & Resources

Elevate the library's physical and digital resources to further align with the community's shifting needs and interests.

- Improve access and self-service options for physical and digital resources within the library's physical and digital framework.
- Expand and elevate programming in line with community needs and wants, including more adult programs and bigger events that help connect residents together.
- Increase technology offerings in terms of resources, help, and programs to support the digital literacy needs of the community and its residents.

Outcomes:

- Visits to the Library increase and those who come, stay longer and utilize more physical & digital resources.
- More residents are positively and consistently impacted by library services.
- Community attends and rates library programs as successful, impactful, and innovative.
- Resource utilization across all categories increases, and community satisfaction with resources is improved.
- Community has increased satisfaction (surveyed & anecdotal) and usage of library services.
- Increase/maintain high level of community members attesting that the Library helps make Glencoe a better place to live.

Possible Potential Initiatives:

- Increase self-service options
 - Self-check-out/ mobile check out
- Expand digital resources
 - Digital media services
 - Improve web and mobile access to digital materials
 - Seek to improve wait time for e-books
 - Increase databases and support tutorials
- More bigger events and programs
 - Larger programs to bring people in (trivia night, game night, mini golf, open house)
 - More regular engagement programs
- Elevate adult programming
 - Add book clubs, and clubs like knitting & puzzles linked with other resources
 - More intergenerational activities
 - Lessons to go with an expanded Library of Things
- More technology help and programs
 - One-on-one tech support (book an IT help time)
 - New technology programs
- Identify critical services
 - What services does our community need?
 - Identify the available community resources
- 7 • Consider consolidation of programming services into one department
 - Reduce/eliminate lesser used resources
 - Reallocate some of book budget to other needs

Expanded Outreach & Community Awareness

Expand outreach efforts and partnerships and increase awareness, usage, appreciation and financial support of the Library.

- Expand outreach efforts to connect more users to library services, with a focus on those residents with limited transportation or mobility.
- Increase awareness of the Library, its resources, programs, and services, across the community so the Library is seen as a central and indispensable part of the Glencoe community.
- Leverage engagement to increase volunteer and financial support from the community.

Outcomes:

- Overall awareness of library resources and services is increased, and it is better recognized as serving the entire village.
- More residents are positively and consistently impacted by Library services.
- Services are more easily accessed by users who cannot as easily access the current location.
- Service utilization across all categories increases and the user base expands to more residents.
- Increase in community engagement with the Library.
- Library is successful in holding fundraising events that generate buzz about the Library and result in donations.

Possible Potential Initiatives:

- Expand outreach services
 - Organized and expanded outreach
 - Schools seem reluctant to engage in outreach
 - Go where the people are, Little League and weekend sports
 - More staff with outreach focus
 - Increase outreach engagement.
 - Outreach community events
- Increase local partnerships
 - Partner with other Glencoe organizations/spaces
 - Use Takiff center for extra study spaces or historical society
 - Partnership with park district, village, schools
- Library partnerships and resource sharing
 - Share more resources with other libraries
 - Reciprocal “maker” privileges
 - Borrow makerspace from other libraries for intro program
- Increase investments and efforts in marketing
 - Work to improve and expand marketing efforts
 - Raise awareness of building issues
 - Make community aware of why change is necessary
 - Marketing in the community beyond the newsletter
 - Communicating value of library
 - More signage throughout the Village
 - More outdoor marketing in the summer to draw people into the library
- Trustee Training and Leadership Awareness
 - More ongoing Trustee & leaders training and education
 - Educational & awareness coordination with regional libraries



**GLENCOE
PUBLIC
LIBRARY**

Proposed Mission, Vision, Values Options

February 24, 2023

Facilitated by
Rob Cullin & Janet Nelson



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Engage | Envision | Evolve

Revised MISSION Options

- Enriching the lives of all patrons by providing lifelong learning, acting as a center of community life, and supporting intellectual freedom. (Modification to Existing)
- Inspiring connections as a community partner for learning, discovery, and enrichment.
- Connecting the community to a welcoming environment, resources inspiring life-long learning, and the opportunity for intellectual freedom.
- Glencoe Public Library opens minds by fostering community connections, inspiring discovery, and encouraging intellectual freedom.
- Providing community connections that enrich lives, inspiring life-long learning, enable discovery.

Revised VISION Options

Our vision is,

- A vital community resource for making discoveries and building connections.
- A library that is a vital community resource for enlivening learning and encouraging collaboration.
- A community center that is accessible to all, fosters collaboration, and offers universal learning resources.
- Your first stop for information, discovery, and connections
- An empowered community where the library is the center of knowledge, collaboration, and discovery.
- A center for constructive debate, community involvement, and life-long learning.

Glencoe Public Library, IL

Values



Glencoe Public Library values:

- **Welcoming:** Helpful, friendly staff inviting all into a safe and encouraging environment..
- **Community Focus:** Commitment to a deep understanding of community needs resulting in personalized experiences.
- **Accessibility:** Ensuring literacy opportunities, increased awareness, and effective partnerships both inside and outside the Library.
- **Knowledge:** Offering a variety of perspectives and exposure to new ideas allowing all to learn and grow.
- **Adaptability:** Remaining flexible, resilient, and responsive to changing needs.
- **Inclusivity:** Providing resources and opportunities in a way that participants feel valued and respected. (this value may be optional as it seems like it is covered in several other values)

Reference

GPL Values



Current Values

None found

Retreat Results

Welcoming/Inviting/Approachable (20 votes) Helpful/Friendly (13 votes)

(emphasize as a library—more modern approach, warm greeting walking in, know community, inclusivity, safe space-welcome to “be”, those who are different feel welcome coming in)

Community-oriented/~~Customer-focused~~ (17 votes) Relationships/Team-oriented/Connections (9 votes) (relationships, give and take, use for clubs/tutors/education of community, talk to other community organizations, part of the community)

Safe/Security (15 votes) (?-not sure this is a value, internal feeling, maybe inclusive-different, can send kids into the library, physical safety, Covid protocols, stay current with protocols, ask any question/explore topics—ability to share-safe from judgement, intellectual freedom, physical and emotional safety)

Accessible (13 votes) (inclusive-able to access resources, 24-hour lockers, virtual programs, beach branch-go to patrons, partially aspirational-ie: parking, communicating, physically accessible-ADA-neurodiversity)

Knowledgeable/Professional (10 votes) (can help with inquiries-books/tech/services, perspectives-open to new and exposure to different things, can help even if don't know—evaluate info and find the best answer, treat with respect, educate)

Responsive/Flexible/Adaptable/Dynamic/Continuous Improvement (9 votes) (learning what's changing and how it impacts things, Covid response, resilient, community oriented, patron focused)

Inclusive (8 votes) (visually demonstrate)

- Open minds to things people don't think about-Discovery

CURRENT MISSION

Our mission is to enrich the lives of Glencoe residents by providing the library materials and services needed to meet their informational and recreational interests; to act as a responsive resource for independent, lifelong learning; to encourage use of the library by patrons of all ages as a vital center of community life; and to support the principles of intellectual freedom.

Reaction to the Mission

- What are your first impressions of the statement?
 - Kind of long
 - A lot of ingredients
 - Don't like says Glencoe residents-all patrons
 - Supporting intellectual freedom-value
- What are the things that you like?
 - Center of community life
 - Support intellectual freedom
 - Enriching the lives
- What do you think could be improved?
 - Capture notion of connecting staff to the community
 - Welcoming atmosphere, knowledge, support
 - Connecting with human beings
 - Your community partner for learning, discovery and enrichment.
 - Like the word vibrant or vital—changing impressions, evolving
 - Like Cheers—“everyone knows your name”
 - “It's not cheating if it's the Library”
 - A piece of “knowing you”—right-sized friendliness

CURRENT VISION

The Glencoe Public Library fosters access to learning, self-enrichment, and discovery for its patrons.

Thoughts for the Vision

- What would happen to residents of Glencoe if the Mission was completely fulfilled?
 - Every Glencoe resident has their informational needs met
 - Measure beyond access
 - Its patrons is limiting
 - Provide something valuable for everyone in the community--universality
- What would be a desirable outcome?
- What things are unique to Glencoe?
 - Inclusion
 - Library top of mind-more 1st stop rather than last
 - Need something about connections—not so individuals
 - Vital community resource for making discoveries and building connections.