

# GLENVIEW PUBLIC LIBRARY BOARD OF TRUSTEES STRATEGIC PLANNING COMMITTEE

## MEETING MINUTES

April 24, 2024, 4:00 PM  
Glenview Public Library  
Conference Room

### **Board Members Present:**

Carol Schmitt, Jeff Rowitz, Kathy Vega

### **Board Member Absent:**

Ruth Rosenblum

### **Staff Members Present:**

Lindsey Dorfman - Executive Library Director, Teri Room - Deputy Director, Jean Sanders – Director of Operations, Christine Klimusko – Business & Finance Director, Hilary Gabel - Communications Director, Emily Baker – Administrative Assistant, Jill Lorenzen – Patron Services Librarian

### **1. CALL TO ORDER AND ROLL CALL**

Committee Chair Vega called the meeting to order at 4:00 p.m. and the roll was called.

### **2. UNFINISHED BUSINESS**

None.

### **3. NEW BUSINESS**

#### **a. Review and Discussion: Updated Mission, Vision, and Values Statement**

Executive Library Director Dorfman presented revised mission and vision statements. Both statements are shorter and more succinct.

Committee Chair Vega would like to present the Mission, Vision, Value and Culture statements to the Board of Trustees as part of the cohesive Strategic Plan. The Committee suggested editing the values and culture statements that Library Director Dorfman will incorporate.

b. Review and Discussion: 2025-2027 Strategic Plan Timeline

The Committee reviewed the strategic plan timeline. The new Strategic Plan will be a three-year plan. The 2024 Community Survey will be available May 10<sup>th</sup> and conclude on July 7<sup>th</sup>. The summer edition of *The Spark* will include a QR code for easy access to the survey. Executive Library Director Dorfman's letter to the community will focus on the survey and will encourage community participation. A staff engagement survey will run concurrently with community survey from June 15<sup>th</sup> through July 15<sup>th</sup>.

The survey results will be shared with the Strategic Planning Committee by July 19<sup>th</sup> and the committee will meet on July 23<sup>rd</sup> to review the survey results and prepare the Focus Areas, Goals and KPIs for the Strategic Plan. A second meeting is tentatively scheduled for August 8<sup>th</sup>, should a second meeting be necessary.

Once the Committee has determined the focus areas, goals, and KPIs, Library Director Dorfman will work with the Leadership Team and staff to determine the objectives and Communications will design the plan's layout. The Strategic Planning Committee will review and approve the plan in October with Board approval in November. The plan will be presented to staff at the November/December Town Hall.

c. Review and Discussion: KPI Report

A draft of performance indicator metrics, which will focus on three major areas – engagement, visibility, and access - was shared with the Committee. These metrics are those that the Library currently uses as a baseline. The Committee agreed that the KPI's should be established at the beginning of the Strategic Planning process as opposed to tracking metrics against prior years. For this year and the baseline of the plan. Patron Services Librarian Lorenzen shared the KPI results for 2021, 2023 and 2024.

d. Review and Discussion: Community Engagement Survey

Patron Services Library Jill Lorenzen walked the Committee through the 2024 Community Survey. The Committee suggested edits that will be incorporated into the final draft of the survey.

e. Discussion: Other Feedback Gathering Opportunities

Executive Library Director Dorfman would like to conduct a capacity survey that would go out to staff and the Trustees. This would be an anonymous survey, hosted by Libraries First, and would be able to compare GPL responses to other libraries. The cost will be approximately \$2,000. The Committee approved moving forward with the capacity survey.

An abridged version of the survey will be sent to the Library Community partners in May, with a request to respond by the end of May.

**4. OTHER**

None.

**5. PUBLIC COMMENTS**

None.

**6. ADJOURNMENT**

There being no additional business to be brought before the committee, Committee Chair Vega requested a motion to adjourn.

**MOTION:** Moved by Trustee Schmitt, seconded by Trustee Vega, to adjourn.

Voice vote.

Ayes: 2; Nays: 0; Abstain: 1. Motion carried.

The meeting adjourned at 5:31 p.m.

Respectfully submitted,

Kathy Vega, Committee Chair  
Glenview Public Library Board of Trustees  
Strategic Planning Committee