Glenview Public Library

2025 Q1 Rocks

Connect: Enhance access to resources and services

Goal	3-Year Targets
Identify and reduce barriers for non-users and new residents	• Increase the number of households in Glenview with a library card to 70% • Increase active library card users by 10% • Conduct at least 5 community research activities annually to gather feedback on barriers to access

2025 Targets

- Increase library card ownership among Glenview households to 66%.
- Boost the percentage of active library card users by 2%.
- Conduct at least five community research activities.

Q1 Rocks

- ✓ Define "households in Glenview" and establish the equation used to calculate the percentage of households with library cards. (MS)

- ✓ Develop a menu of community research activities. (LS, COM, OPS)

- ✓ Implement Library IQ to enhance data-driven decision-making. (OPS)

Connect: Enhance access to resources and services

Goal	3-Year Targets
Maximize existing assets to better meet patron needs	• Reduce average hold times on new and popular materials • Increase circulation by 15% for the whole collection • Achieve 65% very satisfied ratings on the community survey by July 2027 • Execute on space improvement plans to increase building visits by 5%

2025 Target
- Decrease hold times for new and popular materials.
- Increase overall circulation by 2%.
- Complete the Lobby Project.
- Complete the Play Space Project.
- Prepare the Second Floor Study Room Project for construction.

Q1 Rocks
- ✓ Establish a method to calculate hold times for new and popular print and eBooks. (LS & MS)

- ✓ Implement Library IQ to optimize collection management and decision-making. (OPS)

- ✓ Determine the best ordering practices to ensure timely delivery of new materials to patrons. (LS & MS)

- ✓ Finalize the Youth Services collection move to accommodate the new Play Space layout. (LS, MS & OPS)

- ✓ Develop a construction timeline for the Play Space, lobby, and Second Floor projects. (LS & OPS)

Connect: Enhance access to resources and services

Goal	3-Year Targets
Improve opportunities for professional development and growth	• Increase employee satisfaction levels for professional growth opportunities in the Library Capacity Survey by June 2027 • Conduct annual staff check-ins to monitor progress on professional development

2025 Targets

- Provide every staff member an opportunity to share ideas on professional development.
- Collaborate with each staff member to identify a personalized professional development activity.

Q1 Rocks

- ✓ Incorporate a professional development discussion into performance evaluations. (DIR)

- ❑ Utilize performance evaluation discussions to guide each staff member in setting and accomplishing a professional development goal. (Supervisors)

- ✓ Create a process to conduct focus groups to gather insights on professional development and schedule sessions for early Q2. (OPS)

Engage: Cultivate opportunities for social connections

Goal
Increase opportunities for people of varying abilities, ages, and backgrounds to build community

3-Year Targets
- Develop at least 5 new initiatives annually that center on social connections and relationship building among diverse groups
- Achieve a year-over-year increase in attendance at social connection programs

2025 Targets
- Develop five new initiatives focused on fostering social connections and building relationships among diverse groups.
- Establish a baseline for attendance at social connection programs and track growth over time

Q1 Rocks
- ✓ Define the criteria for social connection programs. (LS)

- ✓ Establish methods to track and measure the success of social connection programs. (LS & OPS)

- ✓ Develop and present key messaging strategies for social connection programs. (COM)

- ✓ Introduce and implement a puzzle table as an engagement initiative. (MS)

Engage: Cultivate opportunities for social connections

Goal	3-Year Targets
Promote a sense of belonging and support for all	• Educate 100% of staff on community needs and cultural awareness • Implement 3 or more patron accessibility initiatives annually that make the library a more welcoming place for diverse users

2025 Target

- Introduce and launch Hero Training for staff.
- Implement three new accessibility initiatives.
- Host at least two community groups as presenters at staff town halls.

Q1 Rocks

- ❑ Negotiate a budget-aligned plan with Dr. Robbins. (DIR)

- ✓ Develop and present street banner design concepts featuring inclusive messaging to leadership. (COM)

- ✓ Launch the "Early Open" initiative for D34 families of children who are neurodiverse or have developmental or physical disabilities. (LS)

Engage: Cultivate opportunities for social connections

Goal	3-Year Targets
Work at all levels to improve interdepartmental collaboration, trust, and support	- Increase employee satisfaction levels on interdepartmental collaboration in the Library Capacity Survey - Conduct annual interdepartmental check-ins to gather feedback on cooperation, trust, and support

2025 Targets

- Administer an annual interdepartmental survey to identify areas for growth and improvement.

Q1 Rocks

- ✓ Create a process to conduct a focus group to identify interdepartmental growth opportunities and organize for early Q2. (OPS)

Inform: Address the evolving information needs of the community

Goal	3-Year Targets
Provide tools to help navigate the changing landscape of information and technology	• Achieve year-over-year increases in engagement with content and services related to emerging technologies and information literacy

2025 Target
- Establish a baseline and monitor growth in engagement with programs and services focused on emerging technologies and information literacy.
- Achieve an increase over FY 2024 of programs provided.

Q1 Rocks
- ✓ Form a library workgroup (IT& LS)

- ❑ Define emerging technologies and information literacy as related to library content and services (LS & IT)

Inform: Address the evolving information needs of the community

Goal	3-Year Targets
Raise awareness of resources, structures, and systems available to our community	- Develop at least 5 new opportunities to share community information with patrons - Track and increase online and in-person resource referrals

2025 Targets

- Create at least one new opportunity to expand knowledge of community resources, services, or programs.
- Develop a system to track both online and in-person resource referrals.

Q1 Rocks

- ✓ Define "in-person" and "online" resource referrals to ensure clear tracking and reporting. (LS)

- ✓ Engage in discussions with public service staff to identify resource and support gaps needed by patrons but not currently offered by the Library. (MS & LS)

Inform: Address the evolving information needs of the community

Goal	3-Year Targets
Improve communication to keep staff informed and aligned in their work	• Evaluate the effectiveness of current internal communication channels and implement new or improved processes based on staff feedback to achieve an increase in employee satisfaction levels in the Library Capacity Survey

2025 Targets

- Assess the effectiveness of existing internal communication channels.
- Develop and document a new framework for GLEN.

Q1 Rocks

✓ Document and define all existing internal communication channels. (ADMIN)

✓ Conduct a staff survey to identify the organizational information they need and how they currently access it. (OPS)