2025 Q2 Rocks Summary

Glenview Public Library

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.

✓ Evaluate student library card programs to determine impact and explore ways to boost engagement (Karen)

Summary:

Karen investigated the usage of student library cards and determined that out of 454 students living in the "Triangle" area, 221 District 34 students were issued library cards. Karen, along with Linda, Caitlin, Frani, met with Brian Engle to discuss the most effective way to communicate and distribute Glenview library cards to all children in "The Triangle." It was determined that District 34 will send a letter to families and teachers to explain the new card access initiative.

In addition, Karen and Jurga brainstormed strategies to increase student card usage with the Circulation staff. Ideas included:

- Create a year-round partnership with Glenview businesses to promote usage
- Check-in with a library card to participate in programs
- Introduce hourly checkout materials (e.g., charger cables) to boost engagement

- ✓ Use Library IQ community map and demographic data to identify areas of focus for community reach activities (Jean)

Summary:

Multiple meetings were held with a LibraryIQ representative to set up metrics tracking and address accuracy concerns related to circulation data in the platform. High-level demographic cohort overviews were previously shared with leadership. A more detailed demographic and mapping review with outreach teams is forthcoming.

- ✓ Identify target groups and conduct research to better understand and remove barriers to access (Linda)

Summary:

Staff from AS CE and YS CE team have **identified the following groups to conduct research with:**
- **D34 Title I families**
- **D34 parents of children with 504 and IEP plans**
- **Older adults living in senior living facilities (Avidor, the Vi, and Chesnut Square, etc.)**
- **Activity directors at senior living facilities about library services to support their work**
- **Fathers who don't utilize the library or only come for their children needs and not their own**

- ✓ Assess the effectiveness of the Library Card for Teachers and identify opportunities to increase usage (Karen)

Summary:

Karen, Linda, Caitlyn and Frani met with Brian Engle from School District #34 to strategize how to increase teacher library card usage. It was decided that Frani will meet directly with school librarians, teachers, and principals to communicate and promote this program.

Connect: Enhance access to resources and services

Goal
Maximize existing assets to better meet patron needs

3-Year Targets
- 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.

✓ Share plans for the Lobby and Play Space with the community (Hilary)

Summary:
A feature article was published in the Summer Spark newsletter, and a dedicated webpage was created to highlight upcoming space improvements. Poster-sized renderings of the Youth Services Play Space were created for display at the GPL Foundation's table during the Summer Kick-Off event and later displayed in the Youth Services area. As the projects unfold, we will share the plans on social media, in eNews, and in a press release.

✓ Finalize Play Space and Lobby designs and issue RFP (Jean)

Summary:
The Library Board approved the Play Space and lobby plans on June 12. RFP was issued on June 17 and the Board approved a contract for bid on July 17.

✓ Form a staff committee to discuss proposed changes to 2nd Floor study rooms and the Adult Collection (Jean)

Summary: The committee of AS staff has been formed.

☐ Analyze collection reports to guide purchasing and budgeting decisions (Linda)

Summary:

Ongoing. Kim is conducting a New York Times sample study with average hold waiting time, focusing on adult materials and their wait time using New York Times bestsellers.

Findings:

https://glenviewpl.sharepoint.com/:w:/s/Adult-Services/Ea93OWupQ-BMkQm69TCe_tgBNTuDaP1PxFEJOIFLnlu47Q?e=FHM1D7

- Hold times between ebooks and books is not vastly different.
- Non-fiction list seems to take longer that might be due to non-fiction taking longer to read.
- Hold times have been impacted by vendor issues.

☐ Work with book vendors to streamline processing and improve efficiency (Karen)

Summary:

Ongoing. To date, Karen worked with Ingram to develop a 3rd account for materials to receive added processing materials (Mylar or Kapco), streamlining the timeline to get materials into the patron's hands. She is also considering testing placing orders through Baker & Taylor to see timely delivery results.

✓ Create social media and website content to promote the joy of reading and discovery for kids (Linda)

Summary:

The Youth Services (YS) Collections Team developed themed booklists and displays featuring engaging, age-appropriate titles designed to appeal to both children and their caregivers. Themes included:

- Fiction/graphic novel hybrids
- Teen books suitable for middle school readers
- Age-appropriate horror titles
- "Recommended Reads from Your Favorite Teacher"

YS collaborated with the Communications team to expand these booklists into blog posts that provided additional guidance for caregivers. The blogs were promoted through social media and featured in a special Youth Services eNewsletter distributed during the Summer Reading program.

✓ Work with current response team to come up with a plan to regularly unitize interest in current events or to connect patrons with library materials (Linda)

Summary:

The Current Response Team was assembled and a plan was developed to use Teams to respond to current events. Since then, several blog posts and book lists have been created to respond to hot topics including Book Boyfriend theme, Lollapalooza music list, global warming and floods in Texas.

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.

✓ Conduct and report findings from staff focus groups on professional development needs (Jean)

Summary:
Four focus groups were conducted, and participant comments were organized into summary categories. The findings were compiled into a report for the Leadership Team to review.

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

Summary:
All staff have set professional development goals as part of the employee evaluation process.

✓ Collect data from staff-driven professional development conversations to identify trends (Lindsey)

Summary: Data has been collected.

Engage: Cultivate opportunities for social connections

Goal	3-Year Targets
Increase opportunities for people of varying abilities, ages, and backgrounds to build community	- 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

✓ Host a knitting club and at least two additional Social Connection programs (Linda)

Summary:
AS has hosted Knitting Club, Speed Friending 7/8, Ted Conversations 6/11, 7/24, Basic Genealogy Club
YS has hosted Read and Relax (drop-in social reading program) and Creator's Corner in Q2.

✓ Document summer social connection programs for a future Spark article (Hilary)

Summary: Program documentation has been completed.

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

✓ Launch an inclusive marketing campaign (Hilary)

Summary:
The campaign "You Belong at GPL" is underway. New street pole banners have been designed and installed. Communications is continuing the campaign in Q3 with new lobby artwork, bookmarks, and a social media campaign.

✓ Launch a Spanish-language webpage (Hilary)

Summary: [En espanol](#) page has been launched!

✓ Present a vocational program for high school students with disabilities (Linda)

Summary: Completed.

✓ Partner with District 34 to deliver a family-focused program (Linda)

Summary:
Three Title 1 family programs with District 34 took place over the summer, including at Library and at the Grove.

✓ Invite a community partner to a town hall to share their work and foster dialogue (Lindsey)

Summary:
Two community partners have been invited to present to staff:
- District 34 on working with autistic patrons (Sept)
- Cook County Commissioner Britton on county resources (TBD)

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.

✓ Conduct and report findings from focus groups to identify cross-departmental collaboration opportunities (Jean)

Summary:
Four focus groups were conducted, and participant comments were organized into summary categories. The findings were compiled into a report for the Leadership Team to review.

Inform: Address the evolving information needs of the community

Goal
Provide tools to help navigate the changing landscape of information and technology

3-Year Targets
- 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

✓ Determine 2024 baseline counts for emerging technology and information programs (Jean)

Summary: Completed. Baseline counts have been made for 2024.

✓ With committee input define emerging technology (Linda)

Definitions:

Emerging Technology: New or rapidly evolving innovations in technology with potentially significant social or economic impact on our community.

Information Literacy: The ability to sort through all the facts, opinions, and data around us to understand which parts are reliable and important. It is having the tools to think critically about the information we consume.

✓ Do an environmental scan of Library programming and learning opportunities related to AI and to be used to create an AI programming plan (Linda)

Summary:

An environmental scan of Emerging Technology and Information Literacy offerings has been completed and is being used to develop the programming plan for the year.

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.

☐ Develop two resource referral lists based on staff-identified gaps (Linda)

Update:

6/25 This target was reassigned to Adult Services in June. Adult Services has shared this list they are working on curating. Community Resources List.docx More work on this will need to happen in Q3.

✓ Assess potential impacts of federal program cuts (e.g., Social Security) on patrons and explore how the Library can respond (Lindsey)

Summary:

A review of local Social Security office closures found no closures in our area. An article on the potential impact of IMLS funding cuts was published in the Winter *Spark*, with additional details shared in a blog post on our website.

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.

✓ Share updates on the progress of the former SharePoint team (Allen)

Summary:

Rich Sedivy presented the findings of the former SharePoint Team to Leadership.

✓ Review and present results of the staff communication survey to identify improvement initiatives (Jean)

Summary:

60 staff members responded to the communication survey. The findings were compiled into a report and shared with the Leadership Team.