2025 Q3 Rocks Summary

Glenview Public Library

Connect: Enhance access to resources and services

Goal
Identify and reduce barriers for non-users and new residents

3-Year Targets
- 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.

✓ Analyze student library card data to identify usage patterns and gaps and develop strategies to increase engagement where needed. (Material Services Director)

Summary:
Material Services compiled a report analyzing library card data for children in Glenview with library cards, children with cards through school registration, broken down between GBS and grade school, unincorporated cards, and cards in the Triangle. The analysis shows that out of 8,166 school-age cards, 6,636 are valid and 1,530 are expired. Of the valid cards, 31% (2,026) show no lifetime circulation activity. Engagement is notably stronger among K–8 students, where 24% of cards are unused, compared to 43% among high school students. Additionally, 2,503 valid cards were issued through school registration, indicating strong outreach but potential to convert more of these accounts into active use. Findings suggest opportunities to focus engagement strategies on reactivating expired accounts, increasing high school participation, and strengthening follow-up for school registration cardholders.

✓ Begin targeted research and share findings to better understand the needs of key underrepresented groups, including District 34 Title I students, parents of children with 504 plans, older adults living in senior living facilities, activity directors at senior living facilities, and fathers who do not currently use the library. (Deputy Director of Library Services)

Summary:

Staff conducted focus groups with District 34 parents of kids with disabilities. Parents shared that sensory and behavioral challenges make traditional library settings difficult, citing a lack of calming or sensory-friendly areas, limited engaging spaces for ages 7–12, and occasional negative reactions from other patrons. They suggested adding designated sensory or inclusive spaces, inclusive signage, programs for older kids, parent social opportunities, and possible partnerships with NSSRA.

Staff also conducted a focus group with District 34 parents new to the United States. Participants shared that while their children (ages 7–14) are familiar with the library, the parents themselves rarely use its resources due to limited evening and weekend hours, busy family schedules, and difficulties navigating the website and booking systems. They expressed interest in library services but noted that program times often conflict with other commitments, and childcare barriers make visits challenging. Parents suggested extending hours, simplifying online tools, offering more accessible programming, and providing adult education, language classes, and childcare options. They view the library as a vital, welcoming part of the community, though parking and high program demand were noted challenges.

Staff surveyed senior living facilities and older adult patrons. Surveys sent to 11 facilities yielded six positive responses, with appreciation for library engagement and interest in future programs such as aging and diet presentations, robotic pet demonstrations, and storytime visits; book donations were especially valued. Nineteen older adult patrons also completed surveys, expressing preferences for print, large print, DVDs, and CDs, and suggesting improvements such as more large print signage, reinstating the Western large print section, programs on yoga balance and technology, a more accessible print station, and a garage book return.

Staff have decided to postpone targeted research with the father group to allow more time to analyze data from Library IQ.

✓ Library staff will provide direct outreach to D34 and D225 teachers, both in person and through electronic communication, to promote the benefits and opportunities available through their library cards in order to boost engagement. (Deputy Director of Library Services)

Summary:

K–8 Youth Services Librarian met with librarians from all K–2 and 3–5 schools in District 34 to present the many ways teachers can benefit from using their library cards. Additional outreach efforts included creating an infographic (shared in district-wide communications before the school year) that highlighted library card benefits for educators, hand-delivering new teacher library cards along with a welcome gift, emailing school librarians a message with clickable links to share with staff, and meeting with English Language educators to promote the Educator webpage and offer a department tour.

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 Targets
- 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.

☐ Present a report on the findings from collection analysis reports (Deputy Director of Library Services)

Summary:
Ongoing. The report will move to Q4, so the library has a year's worth of data to analyze.

☐ Continue to work with book vendors to streamline processing and improve efficiency (Material Services Director)

Summary:
While staff were researching book vendor options, it was announced that Baker & Taylor will cease operations by the end of the year. In response, staff are continuing to explore alternative vendors, including Amazon's newly launched library services, to identify reliable and sustainable options for future material purchasing.

✓ Oversee lobby and play space construction projects while implementing operational adjustments to minimize disruptions to library services throughout the process. (Deputy Director of Operations)

Summary:
Construction began in September and is proceeding with very few disruptions. Staff are completing assigned construction-related tasks and are being updated on a regular basis.

☐ Identify opportunities to increase parent engagement in existing library reading programs by using research on effective family reading practices and engagement strategies to guide program enhancements. (Deputy Director of Library Services)
Summary: Moved to Q1 of 2026 due to ongoing picture book reclassification project.
✓ Develop operational strategies for the new display units in Youth Services to support effective use, regular maintenance, and ongoing content refreshment. (Linda)
Summary: Youth Services Collections staff have developed labeling and cataloging systems for the Power Wall collections, along with procedures for their ongoing maintenance and periodic refresh.
☐ Categorize and re-catalog picture books to support the implementation of a face-out shelving system that improves discoverability and browsing for young readers. (Material Services Director and Deputy Director of Library Services)
Summary: In progress. Staff have established the new picture book categories and begun the relabeling process. With support from an LTA intern and a volunteer, approximately 1,700 of the 10,000 picture books have been relabeled to date.
☐ Develop a communications plan to help patrons understand how the library's eBook system works, highlighting key differences between digital and print collections. (Communications Director)
Summary: Moved to Q4.
✓ Work with the assigned team to begin planning for the second-floor study room project, including identifying needs, scope, and potential design considerations. (Deputy Director of Operations)
Summary: Studio GC and the Adult Services team have been meeting since August to develop a vision and scope of work for the project. Weekly Wednesday meetings are ongoing, with current efforts focused on finalizing the second-floor shelving plan. The detailed scope of work is expected to help keep the project on schedule once the shelving plan is complete.
✓ Curate and plan programming around the new YS Play Space (Deputy Director of Library Services)
Summary: A draft plan has been completed and sent to the Executive Library Director for approval. New supplemental play programs for the winter quarter—*Stay and Play* (ages 0–2), *Play Together* (ages 3–6), and *STEM Lab* (ages 6–8)—have been developed for implementation in January.

Connect: Enhance access to resources and services

Goal
Improve opportunities for professional development and growth

3-Year Targets
- 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.

✓ Utilize professional development data from Q2 to develop actionable steps that enhance staff access to relevant growth and learning opportunities. (Executive Library Director)

Summary:

During Q2, two reports were developed and analyzed to gain a clearer understanding of staff professional development needs and preferences: the *Staff Professional Development Goal List*, which outlined individual learning objectives across departments, and the *Staff Focus Groups*, which captured broad cultural and format preferences from nearly every department. Insights from both sources revealed that professional development must be personalized to each staff member's role, career stage, and individual goals. Staff expressed a strong preference for hands-on, in-person, and team-based learning experiences rather than passive webinar formats. There was balanced interest across technical skills, customer service, leadership, and wellness, along with a clear desire for more cross-department collaboration and awareness—areas currently underrepresented in formal goals. Staff also emphasized the importance of more frequent, library-wide professional development opportunities and a consistent training schedule. In response, next steps include creating a bimonthly manager training calendar, continuing to provide in-person learning opportunities at monthly Town Hall sessions, and implementing a Learning Management System (LMS) to enhance and organize ongoing training efforts. In addition, managers will continue to work individually with staff members on professional development goals as part of the annual evaluation conversations to ensure continued personalized professional development support.

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

✓ Expand the Early Open program to all community members, building on the District 34 pilot to provide a more comfortable, low-sensory library experience for children with neurodivergent needs. (Deputy Director of Library Services).

Summary:

The *Early Open Program* is open to all patrons and is advertised in the quarterly newsletter. In addition, the Library offered *Sensory-Friendly Movie Night* in Q3 that was well-attended.

☐ Establish a social club at select District 34 schools for Spanish-speaking students to promote literacy, build community, and support inclusive engagement through culturally relevant programming. (Deputy Director of Library Services)

Summary:
Moved to Q4 at the request of District 34.

✓ Create a nonfiction history book club in collaboration with the Glenview History Center and launch a "Coffee with the Curator" series to engage residents with Glenview's history and foster community connection. (Deputy Director of Library Services)

Summary:

Coffee with the Curator and the *Past Tense Book Club* launched in Q3.

✓ Write an article for the *Spark* highlighting the library's summer social connection programs, with the goal of increasing community awareness, encouraging participation, and demonstrating the library's role in fostering meaningful connections among residents. (Communications Director)

Summary:

The *"Meet Up @ GPL"* article was featured in the Winter *Spark* newsletter, showcasing the connections and friendships formed through the Library's summer social programs and promoting the upcoming social connection series.

✓ Launch a Mahjong club led by a community volunteer (Deputy Director of Library Services)

Summary:

Learn to Play Mahjong was offered in Q3 and a *Mahjong Club* was developed for Q4.

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

☐ Negotiate a budget-aligned plan with Dr. Robbins. (Executive Library Director)

Summary:

This could not be accomplished. The Library will move away from the Hero training platform and focus instead on the training opportunities available through the new Learning Management System (LMS).

✓ Compile and share a list of readily available cultural awareness resources for staff, supporting ongoing efforts to promote understanding and inclusivity while exploring long-term training options. (Executive Library Director)

Summary:

The new Learning Management System (LMS) includes cultural awareness webinars that will be assigned to staff in Q4, with follow-up discussions scheduled to take place during Town Hall meetings in January 2026.

✓ Identify and schedule two community partner presentations for the 2026 Town Halls to increase staff awareness of resources available to patrons through local organizations. (Executive Library Director)

Summary:

Representatives from District 34 presented during the September 2025 Town Hall session on identifying and effectively working with patrons on the autism spectrum. A presentation with Commissioner Scott Britton on County Resources will be scheduled for a town hall session in early 2026.

✓ Partner with Total Link to improve the inclusivity of library program descriptions, using their expertise to guide language development. (Deputy Director of Library Services)

Summary:

Instead of partnering with Total Link, the Library collaborated with District 225 and the Superintendent of Special Education to guide the Community Engagement teams in developing programs for individuals with special needs.

✓ Create internal guidelines for human-centric, inclusive language to support staff in writing program descriptions that are welcoming and accessible to all. (Communications Director)

Summary:

The human-centric communication guidelines were developed and will be shared with staff in Q4.

✓ Explore the development of an AI-powered tool or chatbot that can assist staff in generating inclusive program descriptions based on established guidelines. (Innovation and Technology Director)

Summary:

The AI-powered chatbot tool for staff to use when writing Human-Centric program descriptions has been developed and will be shared with staff in Q4.

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.

✓ Establish an IT Liaison Group to improve communication between IT, Adult Services, and Youth Services by facilitating regular dialogue, sharing needs, and identifying support opportunities. (Innovation and Technology Director)

Summary:
The IT Liaison Group has been formed and meets monthly.

✓ Analyze focus group findings with the Leadership Team to identify cultural and operational opportunities that will strengthen interdepartmental collaboration and build organizational trust. (Lindsey)

Summary:
Staff defined interdepartmental collaboration as multiple departments working together toward shared goals, emphasizing that effective communication, visibility, and mutual understanding are key. Successful collaborations, such as Summer Reading and MLK Day events, thrive when all departments are involved early, communication is consistent, and participation feels inclusive. Challenges include communication breakdowns, siloed workflows, differing work styles, and limited visibility into other departments' activities. Trust is strengthened through informal connections, kindness, shared tools, and cross-training, but weakened by blame, unclear communication, and poorly managed rollouts. The Leadership Team will use these findings to develop an operational procedure that all departments will implement moving forward when starting new projects that will impact other areas of the Library.

✓ Develop an all-staff survey to assess staff satisfaction, using the results to track year-over-year progress and inform ongoing improvement efforts. (Deputy Director of Operations)

Summary:
A draft of the staff survey has been written and is under review.

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

✓ Compete environmental scan of Library programing and learning opportunities related to AI and use that information to create an AI programming plan. (Deputy Director of Library Services)

Summary:

Library staff produced a podcast centered on AI and offered the *AI or IRL* program for middle school students.

✓ Establish procedures to track technology-focused programs and services, both online and in person, using consistent tagging and categorization to support adaptability and analysis. (Deputy Director of Operations)

Summary:

Library staff created a new tag in BiblioEvents to identify technology-focused programs and are actively reviewing and monitoring blogs, book lists, and web content to highlight AI- and technology-related resources.

✓ Create a process or procedure for AI tool approval. (Innovation and Technology Director)

Summary:

IT created a Beta SharePoint list for tracking AI tool approvals.

✓ Draft and submit an AI policy to the Board for approval to establish guidelines for the Library's use and support of artificial intelligence technologies. (Executive Library Director)

Summary:

AI policy has been drafted and is waiting for approval.

Inform: Address the evolving information needs of the community

Goal
Raise awareness of resources, structures, and systems available to our community

3-Year Targets
- 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.

✓ Using the resource referral lists compiled by Adult Services based on staff-identified gaps, assemble a workgroup to create a resource referral webpage. (Communications Director and Deputy Director of Library Services)

Summary:
The workgroup met to discuss the purpose of the web page, categories for resources, and narrowing down the existing list to focus on local organizations. The resource referral page will be built in Q4.

✓ Promote Spanish-language resources at D34 outreach events strengthen connections with Spanish-speaking families. (Deputy Director of Library Services)

Summary:
Youth Services staff met with the GBS Communications Director and the Assistant Superintendent of Multilingual Instruction to highlight the Library's Spanish-language webpage and explore opportunities for promoting it to Spanish-speaking families.

☐ Implement bathroom signage featuring social service information to increase community resource awareness. (Communications Director and Deputy Director of Library Services)

Summary:
Moved to Q4. Staff will decide which resources to include on the signage once the Community Resources webpage content is finalized.

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.

☐ Design an improved SharePoint framework—guided by staff feedback and usage insights—to strengthen internal communication and enhance access to important information. (Executive Library Director)

Summary:
Ongoing. Research on best practices and systems that have proven successful at other libraries is currently underway. This work aims to identify the key elements that contribute to an effective SharePoint communication framework.

✓ Analyze focus group findings with the Leadership Team to identify strategies for enhancing internal communication with the aim of keeping staff aligned in their work. (Executive Library Director)

Summary:
Results from the staff communication survey and feedback gathered during the staff town hall meetings were compiled into a comprehensive report. The findings indicated that the in-person Fast Fives were not an effective communication method. As a result, they have been replaced with a daily Fast Five email to ensure consistent and accessible information sharing. Additionally, the Executive Library Director now sends a weekly update email to enhance organization-wide communication.