

WNPL Short-Range Strategic Plan Progress Report

Guide to highlights: Green = Complete, Blue = Partially Complete, Yellow = In Progress and/or Not Started

Action Plan

- 1) WNPL must continuously **adapt** and **innovate** in order to thrive and to deliver to the community what it wants and needs, especially as these wants and needs have changed as a result of the COVID-19 pandemic.
 - a. Address staffing challenges
 - i. Objective: Develop a plan by the fourth quarter of 2022 addressing the changes we need to make to better attract diverse staff and retain existing staff, which will include an examination of compensation (including minimum wage compliance), position hours, and benefits offered.
 - b. Develop a plan of action for a swift response to a resurgence of COVID
 - i. Objective: revise our current COVID-19 increase response plan to reflect the latest information and guidance from the CDC, IDPH, and the Lake County Health Department by the fourth quarter of 2021.
 - c. Successfully implement processes that will improve our efficiency.
 - i. Objective: Successfully implement Office 365 by the first quarter of 2022.
 - ii. Objective: Successfully implement an automated purchase order system by the first quarter of 2022.
- 2) WNPL is committed to providing the highest level of service to our constantly evolving and diverse community. We will commit time and resources to better **engage** our community to ensure we are fully meeting the needs of our entire community.
 - a. Complete the hiring and recruitment of a Community Engagement Manager
 - i. Objective: Hire a new Community Engagement Manager by the fourth quarter of 2021
 - b. Work with the Community Engagement Manager to develop a strategy for how to better engage both our diverse community and collaborate with our staff on how to more effectively serve our community

- i. Objective: Have a strategy developed by the third quarter of 2022.
 - c. Collaborate and connect with partner organizations both to help us better engage our community and help us address the stress and mental health issues in our community
 - i. Objective: Establish a system to formalize and document our relationships with partner organizations in our community by the third quarter of 2022, including the person at WNPL responsible for maintaining each relationship.
 - d. Establish a committee to begin planning for our 50th anniversary celebration in 2023, which will involve a series of events that will better engage our community.
 - i. Objective: Establish the 50th anniversary celebration committee by the first quarter of 2022, and develop a roadmap for a year's worth of activities to celebrate this major milestone.
- 3) **“Work smarter, not harder”** has been one of our mantras for years now, and we can only amplify this focus if we want to be able to provide the high level of service that our community expects with the resources we have.
 - a. Develop a formal system for recognizing staff members who exemplify this organizational value
 - i. Objective: Create and implement formal recognition system by the second quarter of 2022.
 - b. Identify the communication channels staff use internally and clearly establish protocols/best practices for using these channels
 - i. Objective: Create a subcommittee to examine organizational communication and formalize communication protocols/best practices with staff by the second quarter of 2022.
 - c. Create universal signage for use within library
 - i. Objective: Utilizing the existing signage audit, identify and create universal signage by the fourth quarter of 2022.