

# WNPL Strategic Plan Initiatives

## March 2017 Quarterly Progress Report



### Strategic Themes

1. WNPL must continuously innovate in order to thrive and to deliver to the community what it wants and needs.
2. WNPL is committed to providing the highest level of service to our constantly evolving and diverse community.
3. We will take WNPL out to the community.

Project	Owner	Priority	Departments Impacted	Status / Timeline / Assessment	Strategic Theme	Funding Source
Create a fundraising board with a nominating committee	Ryan Livergood	High	Admin	Target completion date: 1 <sup>st</sup> quarter, 2017 Status: Recruitment in final stages Assessment: Formation of WNPLD Development Council completed	<b>(1)</b> Fundraising/ revenue	N/A
Establish projects with amounts for fundraising priorities	Ryan Livergood	High	Admin	Target completion date: 3rd quarter, 2017 Assessment: Executive Director reviews with WNPLD Development Council and Management Team		
Benchmark the current giving and set realistic giving goals for the next three years	Ryan Livergood	High	Admin	Target completion date: 3rd quarter, 2017 Assessment: Benchmark document completed by Development Council and Executive Director, Council sets goals for the next three years		
Revamp the memorial and tribute giving program and include the dedication of books in the collection	Ryan Livergood	Medium	Admin	Target completion date: 3rd quarter 2017 Assessment: Procedures are established for these programs; brochure explaining these programs is available for the public		
Create a planned giving	Ryan	Medium	Admin	Target completion date: 4th quarter 2017		

program	Livergood			Assessment: Planning giving program is created and brochure explaining program is available for the public		
Research alternative revenue options	Ryan Livergood	Medium	Admin	Target completion date: ongoing Status: Informal discussions with members of the Management Team have taken place. Formal discussion will be done in April at a Management Team meeting Assessment: Executive Director examines and discusses viability of alternative revenue options quarterly with Management Team		
Data-driven planning: make better use of data to plan programs and services; redesign program evaluation form	Noreen Reese	High	Admin, Adult Services, Youth Services	Target completion date: 2nd quarter 2017; Ongoing Status: In progress Assessment: Annual review during budget process; redesign of program evaluation form completed and approved by the Deputy Director and Executive Director	<b>(1)</b> Organizational development	
Outcome-based assessment: conduct a trial of Project Outcome in Youth Services Department followed by an evaluation of its effectiveness and its applicability to the entire library	Diana Sills	High	Youth Services	Target Completion Date: 2nd quarter, 2017 Status: In progress, set to review trial results with Head of Youth Services in April Assessment: Head of Youth Services presents project report to Management Team with recommendations		
Succession planning and staff retention: cultivate leaders from within by identifying potential leaders and giving those individuals an opportunity to grow and to develop skills; examine reasons for staff turnover and develop a strategy for retaining staff	Ryan Livergood	High	All	Target Completion Date: ongoing; 2nd quarter, 2017 Status: Initial conversations with Management Team, will discuss more in-depth in May Assessment: completion of succession plan by Executive Director in collaboration with the Management Team; completion and analysis of staff engagement survey		
Staff development : invest in staff by encouraging and providing opportunities for staff development (e.g.,	Ryan Livergood	High	All	Target Completion Date: ongoing Status: In progress, managers are focusing on how to provide these opportunities with staff while staying within the means of the budget		

training, conferences)				Assessment: managers collect feedback from staff regarding staff development opportunities during annual review process; annually analyze the budget to ensure staff development is supported at adequate levels		
Long-range staffing plan: analyze the library's existing and future staffing needs to determine whether staffing is balanced across departments and if any changes or additions are needed	Ryan Livergood	High	All	Target Completion Date: ongoing Status: Discussions for FY2017-2018 occurring during the budget prep process Assessment: Management Team conducts annual planning session during budget preparation process		
Explore creating new volunteer opportunities or programs at WNPL	Noreen Reese	High	All	Target Completion Date: ongoing Status: In progress, initial discussions with all parties regarding how to create new opportunities. Ideas include an "adopt-a-shelf" program that potential volunteers find attractive Assessment: Executive Director will consult with Volunteer Coordinator and Management Team annually to discuss new volunteer opportunities; the Volunteer Coordinator will work with library departments to implement new volunteer opportunities and coordinate with the Head of Communications to promote these opportunities to the public	<b>(1)</b> Volunteer development	
Increase awareness of volunteer opportunities at WNPL	Noreen Reese	High	Admin	Target Completion Date: ongoing Status: We took advantage of the Village of Gurnee's Volunteer Fair in February and it appears with have attracted some new volunteers Assessment: review number of applications quarterly		
Conduct focus groups with Latinos, African-Americans, and residents with limited or no English	Ryan Livergood / Noreen Reese	Medium	Admin	Target Completion Date: 4th quarter, 2017 Assessment: review information collected at focus groups with Management Team and create recommendation in response to needs	<b>(2)</b> Engage under-represented and underserved groups	
Use community partnerships	Ryan	Medium	Admin	Target Completion Date: ongoing		

to reach out to Latinos, African-Americans, and residents with limited or no English	Livergood / Noreen Reese			Assessment: document and evaluate outreach to and feedback from groups (e.g., schools, churches, sororities, Latino Coalition)		
Conduct periodic walking tours for new residents	Diana Sills / Meg Schmaus	Medium	Youth Services, Circulation	Target Completion Date: 3rd quarter, 2017 Status: Youth Services staff does this informally on a regular basis, but implementing this project on a greater scale has been moved back to the 3 <sup>rd</sup> quarter of 2017 Assessment: Begin offering walking tours at the start of the next fiscal year; explore use of volunteers in this role	<b>(2)</b> Create new patron orientation experience	
Explore production of a virtual tour of the library	Jan Marsh	Medium	Admin	Target Completion Date: 1st quarter, 2017 Status: Initial research is complete Assessment: Management Team will make recommendation regarding the production of a virtual tour of the library		
Update our new resident kit, which includes a list of services we offer, a floorplan of the library, and a current newsletter, and distribute one every new cardholder	Jan Marsh / Meg Schmaus	Medium	Admin, Circulation	Target Completion Date: 3rd quarter, 2017 Assessment: New resident kits will be available for distribution to every new cardholder		
Provide users with more access to charging stations for electronic devices, starting with a portable charger pilot project	TBD	Medium	Circulation, IT & Facilities	Project Completion Date: 3rd quarter, 2017 Assessment: Review the portable charger pilot project in early 2018 to assess its effectiveness; if the pilot project is a failure, install more electrical outlets (budget permitting)	<b>(2)</b> Reimagine space, create innovative learning experiences	
Computer lab re-imagination: for a multi-use room, investigate adaptation of computer lab into more flexible user space, including addition of technologies/training space	Sandy Beda	High	Adult Services, Youth Services, IT & Facilities	Project Completion Date: 3rd quarter, 2018 (Done in phases, exploratory phase 1 <sup>st</sup> quarter of 2017) Assessment: Implement change to the computer lab to optimize its use		
Explore the possibility of	Ryan	Medium	Admin, Adult	Will be discussed in the 2 <sup>nd</sup> quarter and 4 <sup>th</sup> quarter	<b>(2)</b>	Unknown

adding interactive displays, experiences, and space	Livergood		Services, Circulation, IT & Facilities, Youth Services	of FY 2016-2017; Status: Management Team has some ideas but we are in the process of assessing their feasibility from a cost point of view during the current budget process Assessment: Executive Director will consult with Management Team twice a year to discuss the feasibility of additional interactive displays and spaces	Reimagine library space and create innovative learning experiences	
Complete an audit of signage across building and property to ensure that service area labeling is also user friendly (e.g., Despite the new mural, staff continues to be asked, "Where is the Youth Services department?")	Jan Marsh	Medium	Admin	Project Completion Date: 1st quarter, 2017 Status: Internal study is complete Assessment: Conduct an internal study of our signage; use the study to develop user-friendly signage/labeling and test the new signage with the public; create visual cues using paint, carpet, signage, etc.	<b>(2)</b> Increase brand awareness	
Establish user-friendly terminology that can be clearly communicated (e.g., Is it the circulation desk or checkout desk?)	TBD	Medium	All	Project Completion Date: 3rd quarter 2017 Assessment: Conduct an internal study of the terminology commonly used by WNPL; use the study to develop user-friendly terminology and test the new terminology with the public		
Develop branding guidelines and communicate to staff	Jan Marsh	Medium	Admin	Project Completion Date: 2nd quarter 2017 Assessment: create a style guide including graphics guidelines		
Add remote book drop in the densely populated western part of the district	Noreen Reese	High	Admin, IT & Facilities, Circulation	Project Completion Date: 3rd quarter, 2016 Status: Complete	<b>(3)</b> Increase awareness and engagement	
Analyze the cost and staffing needs of establishing a WNPL "Pop-up library"	TDB	Medium	TDB	Project Completion Date: 1st quarter, 2018 Assessment: Completed analysis of "Pop-up library" and recommendation for action		
Work with our community partners to explore the possibility of community wi-fi spots	TDB	Medium	TDB	Project Completion Date: 1st quarter, 2018 Assessment: Complete analysis of this project and a recommendation for action		

Conduct non-user surveys at community locations (e.g., Jewel-Osco, FitNation, Hunt Club Community Center)	Ryan Livergood	High	Admin	Project Completion Date: ongoing Assessment: Engage non-users twice a year at locations throughout the community and implement their feedback to attract new users in a cost-effective manner	<b>(3)</b> Engage nonusers	
Explore the possibility of adding new signage or other promotional opportunities throughout the library district	Ryan Livergood	Medium	Admin	Project Completion Date: ongoing Assessment: Executive Director will consult with Management Team twice a year to discuss the new signage and other promotional opportunities throughout the library district		
Explore the feasibility of hosting intergovernmental roundtables to discuss community issues and foster intergovernmental sharing	Ryan Livergood	Medium	Admin	Project Completion Date: 1st quarter, 2017 Status: Complete, consensus is that our existing quarterly dinner meetings foster intergovernmental sharing Assessment: Contact intergovernmental partners to gauge their interest in this project; if interest is adequate, annually host intergovernmental roundtable events	<b>(3)</b> Enhance Partnerships	
Explore the feasibility of collaborating with schools to launch an experimental trial hotspot lending program	Ryan Livergood	High	Admin, IT & Facilities	Project Completion Date: TBD. Status: Will meet again with District 56 regarding their hotspot lending program once more data has been collected to help inform our next step forward with this project. Assessment: Complete analysis of this project and a recommendation for action		
Partner with local schools to ensure every student has a library card through efforts such as library card sign-up during school registration and library cards being included on school supply lists	Ryan Livergood	High	Admin, IT & Facilities	Project Completion Date: 3rd quarter, 2017 Status: On schedule to launch a trial library card sign-up program with District 56 over the summer; District 50 is very eager to work with us on this after our trial with District 50 Assessment: Annually review percentage of students in each school district we serve to assess how well we are doing getting students registered with library cards; annually review the percentage of active student library card users		
Conduct public awareness campaign to position WNPL in	Jan Marsh	Medium	Admin	Project Completion Date: 3rd quarter, 2017 Assessment: During quarterly engagement of non-	<b>(3)</b> Coordinate	

the minds of residents as the destination for transformation (align with themes such as Libraries Transform and #MTJB – more than just books)				users, ask both self-identified library users and non-users if they had heard or were aware of our public awareness campaign	Advocacy efforts	
Recruit, train, and deploy patron ambassadors to spread library messages (through word of mouth, social media, etc.)	Jan Marsh	Medium	Admin	Project Completion Date: 3rd quarter, 2017 Status: Implementation of this project has been delayed and the complete date has been pushed back Assessment: The Head of Communications working in conjunction with the Volunteer Coordinator will have completed the recruiting, training, and deployment of the first class of patron ambassadors		
Collaborate with existing partners and local businesses to mount a major library card sign-up drive and increase users	TDB	High	All	Project Completion Date: 3rd quarter, 2017 Assessment: Analyze the number of new users versus the number of current users when the campaign started		

03/14/2017 shared/management team/strategic planning process/2017/strategic plan initiatives progress report March 2017