

Frankfort Public Library District  
Strategic Plan Quarterly Assessment  
January 2024—March 2024

## Highlight of Completed Progress this Quarter



**Experience & Access: Create cyclical assessment to evaluate Library resources and services.**

A new survey to assess program interest and efficacy was rolled out as part of the new website. Additionally, following analysis of collection use data, circulation rules were assessed and changed in order to fill holds faster and meet community demand. Staff will continue to analyze data and patron feedback to implement changes to Library programs, resources, and procedures to meet community need and demand. Staff will also create both handout flyers and signage to promote usage of the program evaluation survey. (E.2)



**Communication & Accessibility: Rolled out our new modern, user-friendly, and fully ADA compliant website.**

The new website went live in the first quarter of 2024. The website was developed to be ADA compliant and will have ongoing maintenance and support from CyberOptik. The timing was ideal, as there is increased interest in ensuring that government websites are fully ADA compliant. Department Heads will collect feedback from staff and library users to assess the ease of use and effectiveness of the new website, so that adjustments and refinements can be made. (C1. A1.)



**Space: Make intentional and meaningful changes that align with Library and community need.**

Several additional maintenance projects were completed this quarter, including updating the East End Restroom ceilings, which was a request from patrons. A roof safety hatch was installed to make maintaining the roof safer. Additionally, new light switches were installed on public area lights, which increases staff safety and minimizes damaging electrical breakers from overuse. The Board and Administration continues to utilize data from the budget, capital priorities, and facility assessment to address building maintenance projects as they fit the Library's needs and budget. (S.1)



**Access: Reduce barriers to access for community members.**

In February, the Library hosted a Food for Fines program for the first time in five years. Community members were able to reduce or eliminate their overdue fines by donating non-perishable food items. In addition to helping patrons reduce their financial barriers of access to the Library, the Library collected over 100 items for the Frankfort Township Food Pantry. Staff will continue to identify potential barriers to access to Library services for community members and develop initiatives to reduce or eliminate them. (A.1)



**Experience: Create and develop library experiences which align with community interest.**

Staff have continued to develop new programs to align with changing community interest. This quarter, the Library held a Puzzle Speed Challenge, where 29 participants on 8 teams competed to solve a puzzle. This program was very highly received and a second annual event is already in the works. Youth Services hosted their annual Leprechaun Traps event, which brought out over 140 attendees to build fun and creative traps with a variety of supplies. Adult Services brought Wits Workout to the Library, which is a brain health resource tool developed by the University of Illinois. The goals of Wits Workout is to provide purposeful opportunities for older adults to engage intellectually, and to increase their socialization through ongoing group participation. Based on feedback, the Library is doubling the number of Wits Workout sessions per month. [Staff will continue to assess programs and experiences to continue to create and develop new offerings to meet community interest.](#) (E.1, E.2)



**Experience: Implement events and programs that promote community togetherness.**

This quarter the Library hosted an Earth Awareness Fair to bring together organizations and individuals to showcase and encourage Earth stewardship, resilience, sustainability, and community. In addition to being an educational and entertaining event for community members, this event supported the Library's goals to generate partnerships between local organizations and increase sustainability in the Library and beyond. The Library also hosted a campaign to teach community members to crochet granny squares, which were stitched together to create a community blanket. Staff were overwhelmed by the response, and over 200 squares were made and donated, which was enough to create two full blankets. The story of the community afghan project also brought the community together, going viral and being shared as far as North Carolina. The Facebook post collected over 750 likes and 40 shares. The Library's vision is to be the heart of our communities, and events like these stitch the community together. [Staff are hoping to make both the Earth Awareness Fair and the blanket project a recurring event. Staff will continue to implement events and programs which promote community togetherness.](#) (E.1, E1.2, C.2, S.2)

## Selected In Progress Items



**Experience: Improve staff training and onboarding to enhance internal and external customer service.**

Administration has been investigating best practices to improve staff onboarding experience, in order to set up new staff members for success. This quarter, the Head of Circulation completed a new Circulation training manual, which improves consistency in training and in customer services. The Library Board Policy and Personnel Committee is in the process of completing a full review and revision of the Employee Handbook, which will be more user friendly, accurate, and comprehensive. Staff members with unique job responsibilities are being asked to create In Case of Emergency documents, which allow other staff members to more smoothly fill in during unanticipated emergency or absences. All of these initiatives are in service to the Library's ongoing commitment to customer service, staff experience, and staff development. (E.1)



**Access: Provide Library resources that engage and retain active library users through all stages of life.**

The Library is developing a trial collection of items to serve as a starter circulating Library of Things. This collection will contain items that are useful but often one-use or limited use, such as a water leak detector or car engine fault code reader. The intention is to continue to increase this collection to incorporate a variety of items that fill different needs and appeal to community members of various ages and interests, such as an assistive device for reading text or a metal detector. The Library has developed circulation rules and is working on determining processing and procedures for this collection. Staff will monitor feedback from patrons and document changes that could be made to the collection to ensure that it meets the needs of the Library and community.



**Space & Access: Evaluate the current placement of the Adult Services Desk.**

Once staff began to investigate the possibility of replacing the Adult Services Desk, in part to create better flow of traffic and because the desk is showing signs of aging, it became clear that the project would be more expensive and complicated than expected, due in part to power and data placement. Based on the funding and complexity, it was decided that this project could not be part of the FY2025 budget. Staff will continue to investigate replacements and funding opportunities for the Adult Services Desk, and this will be reconsidered for the FY2026 budget.



**Space: Optimize Library procedures to foster environmental sustainability & stewardship.**

In addition to hosting the Earth Awareness Fair this quarter, the Library's cleaning service was asked to revise their procedures for emptying waste baskets to ensure more recycled materials were being properly recycled. The Library also hosted a number of drives on behalf of charitable organizations, which were focused on reusing items, such as shoes and coats. Looking ahead to the coming quarter, the Library is going to be replacing inefficient halogen parking lot lights with more efficient LED lights. Library staff are discussing hosting a "Clean Out Your Backpack Drive." This drive would encourage students cleaning out their backpacks to donate any extra school supplies, such as index cards or white-out. Those items would then be made available for students during the Library's busy finals season, as a way to reuse items and reduce waste.

## Selected Up Next Items



**Experience: Implement events and programs that promote community togetherness.**

Looking ahead to the summer, the Library will be implementing our annual summer reading program, which will hopefully bring families in the community together to read. The Library will also be out and about in the community at events like the Community Showcase, Fridays on the Green, and the Bluegrass Festival.



**Experience/Access: Develop Memory Care Kits.**

The Library is working with a Girl Scout on a service project to bring circulating memory care kits to the Library. Memory care has been identified as an important issue for the community, so the Library wishes to supply more resources.



**Access: Make material organization changes to make the collection more browsable.**

Adult Services plans on assessing if a collection dedicated to memory care could be given a separate location in the nonfiction area, and how that would affect circulation of those materials. Youth Services is working on reorganizing the youth biographies, in order to make them more browsable for the average library youth, by the category or profession of the subject, such as actor or president.



**Access: Evaluate the Library's database offerings.**

The State of Illinois is going to be providing certain databases to all libraries state-wide for free. In light of their selections, the Library will evaluate the databases we currently offer to eliminate redundancy and maximize the database budget to meet the Library community's database needs and interests.