

**Frankfort Public Library District
Strategic Plan Quarterly Assessment
April 2024—June 2024**

Highlight of Completed Progress this Quarter



Experience: Implement events and programs that promote community togetherness.

In June, the Library kicked off the 2024 Summer Reading Program, “Adventure Begins at the Library.” This program is open to community members of all ages, and is the highlight of summer for many families. This year, Youth Services handed out vinyl stickers for children signing up, and in addition to stickers for students in school districts 161 and 157c, the Library offered stickers for students who are homeschooled or attend private school. In May, the Library hosted an Illinois Road Scholar who shared information about the National Parks, including some very local to Frankfort. This program encouraged library visitors to enjoy all the natural resources included in our community. The Total Solar Eclipse in April was an event that everyone in the community anticipated. The Library handed out over 1500 pairs of eclipse glasses, many directly to community members, but some we also shared with other local organizations, such as Trinity Services, South Suburban Special Recreation Association, the Village of Frankfort, and the Frankfort Police Department. In addition to live-streaming NASA coverage, eclipse activities were offered for patrons who attended the Eclipse Viewing Party. Looking ahead, the Library is partnering with the Village of Frankfort for some spooky programs in October that will be fun for community members of all ages. [Staff will continue to implement events and programs which promote community togetherness.](#) (E.1, E1.2, C.2, S.2)



Communication: Create and deepen partnerships with local organizations to enhance the Library’s presence in the community.

In the lead up to summer, the Library increased school outreach to promote the summer reading program, ultimately speaking with over 1000 students in May. Over the summer months, the Library worked with School District 161 to develop an intergovernmental agreement that would allow SD161 educators to obtain library cards for classroom use. The goal is to implement the new educator cards for the 2024-2025 school year. If the partnership goes well, the hope is that it will inspire additional intergovernmental agreements with other area schools. The Library also was out and about in the community this summer. In addition to attending the Community Showcase, where Library staff interacted with over 1015 visitors, the Library also pulled other area organizations into our very popular Fridays on the Green programs with a Coasting with a Cop and Moving with the Mayor themed story and activity program. In May, the Library hosted a Mobile DMV Unit in partnership with the Secretary of State’s Office. This was extremely popular, and we will be offering it again to get services in the hands of our community members. This summer, the Library also served as a collection location for a School Supply Drive for the Crisis Center of South Suburbia. [Staff continue to seek out opportunities to both partner with other area organizations, and find outreach opportunities in the community, outside of traditional Library spaces.](#) (C.2)



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

Several maintenance projects were completed this quarter, including repairing and adding new safety rails to the Library's loading dock, maintenance on the Library's plumbing lines and the parking lot. The Library is also working with an engineer to plan the replacement of HVAC equipment that has reached the end of its useful life. Additionally, the Library upgraded its internet service from old copper lines to fiber lines, which should increase speed and stability. The use of e-rate funds is keeping the cost of the internet change flat. [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)



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

In June, the Library Board of Trustees approved a new version of the Library's Employee Handbook. The new handbook was the result of eight months of review and revision by the Policy and Personnel Committee, to make the Handbook clearer and more user friendly. Administration discussions on ways to improve staff training and onboarding have recently included integrating additional safety training into onboarding, such as information about the Library's AED and the availability of emergency naloxone. In May, staff attended CPR training, and the Library is working on implementing annual offerings of CPR training for staff through the Fire Department. Safety training will also be a topic of discussion at the Library's annual Staff Day in the fall. All staff members, except Library Pages, have a quarterly hourly continuing education goal. This goal can be met through attending workshops or trainings, reading articles or watching training videos, or by attending webinars. Some of the webinars that staff attended this quarter covered topics including cybersecurity, media literacy in the age of AI, task management, collection development, public speaking, sustainability, utilizing Lab equipment, and ADA website accessibility. [Library administration will continue to evaluate and refine staff training and onboarding, based on available best practices.](#) (E.1)



Access: Provide Library resources that engage and retain active library users through all stages of life (Database Offerings).

Following the launch of the new Statewide library databases, the Library evaluated the databases we offer in order to eliminate redundancy and maximize the database budget to meet the Library community's database needs and interests. Since the State package included some databases the Library previously paid for, resources were able to be reallocated. Some new database and online platforms were added, and a portion of the database budget may be available to be reallocated towards additional ebook resources. [As the State adjusts their database offerings on a regular basis, the Library will monitor to ensure that we are offering the resources that best serve our community. Staff are also evaluating how to better promote and organize the databases on the website to better advertise them.](#)

Selected In Progress Items



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

The Library worked with Will County Green to become a drop-off site for a new rechargeable battery recycling program. The aspiration is that upcoming legal changes may allow for this program to be expanded to include single-use batteries in the recycling program, as well. The Library is waiting on word from Will County Green and the Illinois EPA on if this expansion will go into effect in early 2025.



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 completed a project 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. Additional reorganization projects were put on pause during the busy summer months, and during staff changes in the Technical Services Department.



Experience/Access: Expand Memory Care Support

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. The kits are on track to be launched in the fall of 2024. Staff have also been investigating ways to expand resources and programming for members of the community experiencing memory care issues, including taking trainings on specific ways libraries can help.



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.

Selected Up Next Items



Access: Web Accessibility

With the release of new Web Accessibility Standards, the Library is evaluating our current website and online presence, and also evaluating the procedures staff use when adding new content online. Training and the development of new procedures will be required to make the Library's online presence accessible for all.



Access: Identifying Unserved and Underserved Populations

The Library is examining ways to evaluate who is currently utilizing the Library, in order to identify unserved and underserved populations and expand Library services and resources for all.



Space: Create a Welcoming Environment

The Library will evaluate existing space usage and how sound moves throughout the Library, in order to provide a more inviting and productive environment for staff and visitors.