

Fountaindale Public Library District



**Strategic Plan:
January 2014 to January 2019**

**December 2013
(Amended April 2018)
Bolingbrook, Illinois**



Table of Contents

Message from the Board President and Executive Director	3
Executive Summary	4
About Fountaindale Public Library District	5
Mission, Vision, and Planning Assumptions	8
Goals and Objectives	9
Appendix	
A: Board of Trustees	12
B: Strategic Planners	13



East side of third floor, Fountaindale Public Library



FOUNTAINDALE Public Library District

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Dear Reader,

Welcome to the Fountaindale Public Library District's Strategic Plan. Our plan was developed collaboratively through both a survey and focus groups that solicited and received feedback from all of the key stakeholders in our library – our Patrons, our Friends, our Community Leaders, our Staff, and our Board. We are grateful to all of the participants for their time, thoughtfulness, and energy in the development of our plan. We also owe a special thanks to the Strategic Planning Committee members without whom we would not have this plan.

Our Strategic Plan will be our guide for developing and delivering outstanding services for our community, and we thank you for taking the time to read it.

Kindest Regards,

Margaret J. "Peggy" Danhof
Board President

Paul Mills
Executive Director

BOARD OF TRUSTEES

Peggy Danhof
President

Robert Kalnicky
Vice President

Kathy Spindel
Treasurer

Gayle Grasse
Secretary

Thomas Gilligan
Trustee

Ruth Newell
Trustee

Steven Prodehl
Trustee

Executive Summary

Overview

In 2011, the Fountaindale Public Library District fulfilled a seven-year quest to expand the library space and the services offered by building, equipping, staffing, and opening a new library. After two years of settling into the new building, the library began a new journey initiated by a strategic planning process to refocus the library on a desired future direction over the next four years. The strategic planning process was guided by a three-person strategic planning committee (See Appendix B, Strategic Planners) and was conducted in three phases--Assess Current State, Develop Draft Strategic Plan, and Publish Strategic Plan.

Assess Current State

To develop an understanding of the current state of the library, data was collected by two methods during August 2013. The first collection method was a self-select electronic survey resulting in 420 respondents. The second method gathered information through ten focus group sessions representing seven stakeholder groups resulting in 165 contributors. The current state assessment identified the following key strategic challenges facing the Fountaindale Public Library District:

- Providing consistent, high-quality services during times of uncertain funding.
- Demonstrating the library's relevance and benefit to the community.
- Empowering the staff to meet patron high-tech and high-touch expectations.
- Integrating appropriate technologies into library services and products.
- Providing digital media within an environment of legal and economic constraints.

Develop Draft Strategic Plan

During October 2013, the strategic planners convened at the library to develop a Draft Fountaindale Public Library District Strategic Plan for the period January 2014 to December 2017. The planners drafted vision and mission statements, planning assumptions, and the goals and objectives.

Publish Strategic Plan

During November 2013, the strategic planners released the draft strategic plan for review and feedback by the community. Using this feedback, the planners improved the strategic plan and submitted the final version of the plan to the Board of Trustees for approval. The following strategic focus areas and goals represent the framework for the 22 objectives (pages 9 to 11) that serve as the roadmap for Fountaindale Public Library District over the next four years:

- Facilities: Maintain an attractive, safe, and high-functioning facility.
- Marketing: Foster community awareness of library services.
- Partnerships: Establish strong community partnerships.
- Services: Develop and deliver quality services.
- Staff: Engage and empower a patron-focused staff.

About Fountaindale Public Library District

Library History

The history of the Fountaindale Public Library District is strongly rooted in its citizens' desire for cultural improvement with civic pride and spirit necessary to make that desire a reality.

Fountaindale's origin goes back to 1967 when the communities of Bolingbrook and Romeoville were in the early stage of growth. Through the efforts of a small group of citizens, the Fountaindale Public Library District was officially formed in 1970 when the library opened in temporary space at Park View School in Romeoville. In a matter of three years the wishes of the citizens were realized.



Fountaindale Public Library entrance at night

The immediate challenge of the first elected Board of Trustees was to develop plans for library facilities in each community. The communities showed their continuing support for the library by approving a referendum in 1973 to construct two identical library facilities in each community.

The new libraries, which opened to the public in 1975, served the communities well for over thirty years. In 2004, during the long-range planning process, a Citizens Planning Committee strongly supported the need to expand the library, voicing a need for more space, more programs, more books, more technology and other related materials. In response, the Board of Trustees initiated a site survey, a telephone survey, a space-needs analysis and focus groups to assess the community's support of a new library in Bolingbrook and to determine if the present site could accommodate an expanded library. The results of these surveys demonstrated to the Board that the community was supportive of a new library, and the best location was the current library site. By 2005 the Board had contracted with Owners Services Group as the owner's representative and with Nagel Hartray as the architects. The project to build a new library was underway. The Board of Trustees voted in November 2007 to place a library funding referendum on the February 2008 primary election ballot. The election was held, and the referendum passed by a narrow margin when the absentee and provisional ballots were counted.

In August 2008, the Romeoville building was transferred to the then Des Plaines Valley Library District (now White Oak Public Library District) by court order. This action united most of the Village of Romeoville into one library district.

The ground breaking for the new Bolingbrook building was held in August 2009. Construction began when the site was cleared and temporary parking was installed. The new library opened on March 7, 2011. The old building was then demolished. This 114,000-square-foot building has become a focal point and cornerstone of the Bolingbrook community. Once again the residents expressed their needs and were rewarded with a modern building located within the Bolingbrook Village Campus area to serve the citizens for many decades to come.

The new building has received several awards since it opened. The American Institute of Architects presented the library with a citation of merit in the Distinguished Building Category, and the Brick Association presented the library with a Best in Class award for the Municipal/Government category. The library achieved LEED Gold Status for the building in 2012 as well. Additionally, the new building has been featured in several publications, and the library has also been honored by the Bolingbrook Chamber of Commerce with a Best of Bolingbrook Business Award in 2012.

Patron Profile

The Fountaindale Public Library District serves 67,683 patrons per the 2010 Census. The District's population is diverse and is forecast to continue to diversify. Approximately 83 percent of the population of the District is composed of families with children, and the District enjoys a high level of homeownership (77.2% in 2012). It is anticipated that the District's population will remain steady over the life of this Strategic Plan with anticipated growth being 1.5% over the next four years.



Services

The Fountaindale Public Library District provides a wide array of services to our community. We have a collection of over 350,000 items, access to a nationwide network of libraries, strong programming for all ages, and a high-tech audio-visual creative space.

Budget

The Fountaindale Public Library District operates on a budget of approximately \$7.9 million. The budget is available on the Fountaindale Public Library District web site. The overwhelming majority of the budget comes from local property taxes. Other sources of funding for the budget include fines and fees and grant funds from the State of Illinois.

Governance

The Fountaindale Public Library District Board of Trustees consists of seven members elected by library district residents. Each term is six years, and the Trustees serve without compensation. The Board of Trustees is the governing body of the library and bears fiduciary responsibility to its taxpayers.



*Back row, left to right: Robert Kalnicky, Ruth Newell, Thomas Gilligan, Kathy Spindel
Front row, left to right: Steven Prodehl, Peggy Danhof, Gayle Graske*

The Executive Director, who is hired by the Board, is responsible for the day-to-day management and operation of the library district.

Acknowledgement

We would like to thank the Strategic Planning Committee and all of the participants in our focus groups and in our survey for devoting their time and energy to make our library better and stronger. We would also like to thank Mr. Harry Christiansen of Christiansen Consulting, LLC, for his very capable and professional facilitation of this entire strategic planning process. The Fountaindale Public Library District Board of Trustees approved this plan.



Mission

The Fountaindale Public Library District inspires community through education, enrichment, and discovery.



Vision

Your exploration gateway.

Planning Assumptions

- Funding constraints will require the library to do more with less.
- Technological advances will impact library operations.
- Patron needs and expectations will increase.
- Legal and economic barriers will impede the library's ability to provide access to electronic resources.
- Patron access to electronic media will challenge the library in keeping the community engaged.
- The changing role of public libraries will impact the library's ability to convey its value to the community.



Goals and Objectives

Goal 1: Maintain an attractive, safe, and high-functioning facility.

Facilities	Objectives
	1.1: Beginning July 2014, implement an annual assessment and improvement plan for key building functions.
	1.2: By July 2015, improve functionality of drive-through.
	1.3: By December 2015, ensure reliability of bookmobile and outreach services.
	1.4: Beginning July 2016, implement an annual assessment and improvement plan for key technologies and equipment.
	1.5: By May 2016, make recommendation on future infrastructure of Outreach Services.
	1.6: By December 2018, create a disaster recovery plan.
	1.7: By December 2018, update facility, fixture, and equipment replacement plan.

Goal 2: Foster community awareness of library services.**Marketing****Objectives**

- 2.1:** By March 2014, establish a process for community dialogue.
- 2.2:** Beginning January 2015, annually evaluate and implement the most effective methods to communicate with the community.
- 2.3:** Beginning July 2015, strengthen participation in major community outreach events.
- 2.4:** Starting in January 2016, enhance the community's understanding of the value of the library.
- 2.5:** Beginning April 2018, plan and implement a new branding campaign to enhance the community's knowledge of the library's services and celebrate the library's 50th anniversary.

Goal 3: Establish strong community partnerships.

Partnerships	<p style="text-align: center;">Objectives</p> <p>3.1: Beginning January 2014, board members and select library staff will maintain their high level of involvement with state and national library-related organizations.</p> <p>3.2: Beginning July 2014, annually develop new and enhance current partnerships with local businesses and entities.</p> <p>3.3: By July 2015, begin a phased implementation of a library volunteer program.</p> <p>3.4: By July 2017, investigate feasibility of developing a library foundation and, if appropriate, establish a foundation.</p>
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Goal 4: Develop and deliver quality library services.**Services****Objectives**

- 4.1:** Beginning July 2014, continually improve patron access to e-resources.
- 4.2:** Beginning July 2014, ensure collections and services match patron interests.
- 4.3:** Beginning January 2015, annually review and improve language services.
- 4.4:** By January 2015, implement a continual process improvement program for services.
- 4.5:** By June 2017, establish a self-publication service.
- 4.6:** By December 2018, create a space utilization report.
- 4.7:** By December 2018, determine the feasibility of becoming a passport acceptance center.

Goal 5: Engage and empower a patron-focused staff.

Staff	Objectives
	5.1: Beginning July 2014, continue to ensure the library remains a premier place to work.
	5.2: By December 2016, implement an improved staff performance evaluation process.
	5.3: By July 2015, enhance the patron-focused culture.
	5.4: By June 2018, implement a technology training program.
	5.5: By December 2018, conduct a staffing analysis and develop a staffing plan.

Appendix A: Board of Trustees

<u>Term Expires</u>	<u>Name/Address</u>	<u>Office Title</u>
2019	Margaret J. (Peggy) Danhof 650 Feather Sound Drive Bolingbrook, IL 60440	Board President
2015	Thomas Gilligan 610 Cochise Circle Bolingbrook, IL 60440	Trustee
2015	Gayle Graske 128 Springhill Drive Bolingbrook, IL 60440	Board Secretary
2017	Robert Kalnicky 1453 Somerfield Drive Bolingbrook, IL 60490	Board Vice President
2017	Ruth Newell 380 Ingleside Drive Bolingbrook, IL 60490	Trustee
2015	Steven Prodehl 349 Marian Court Bolingbrook, IL 60440	Trustee
2019	Kathy Spindel 445 N. Ashbury Avenue Bolingbrook, IL 60440	Board Treasurer

Appendix B: Strategic Planners

<u>Name</u>	<u>Affiliation</u>
* Gayle Graske	Secretary, Board of Trustees
* Robert Kalnicky	Vice President, Board of Trustees
* Paul Mills	Executive Director, Fountaindale Public Library
Jan Rieser	President, Friends of the Fountaindale Public Library
Kathy Schmidt	Building & Technical Services Coordinator, Fountaindale Public Library
Catherine Yanikoski	Deputy Director, Fountaindale Public Library
* Strategic Planning Committee	

Amendment History

June 24, 2014

Objectives 1.1 (language), 1.3 (language), 1.4 (language), 3.2 (language), and 3.3 (date).

September 23, 2014

Objective 5.2 (date).

February 18, 2016

Objective 1.5 (NEW), Objective 2.4 (date).

April 19, 2018

Objective 1.6 (NEW), Objective 1.7 (NEW), Objective 2.5 (NEW), Objective 4.6 (NEW), Objective 4.7 (NEW), Objective 5.5 (DATE).

Point of Contact

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