



# Strategic Plan Report

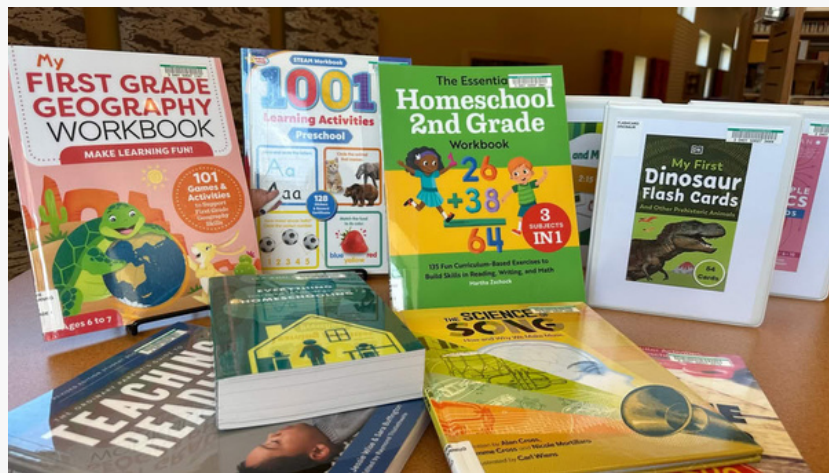
September 2022–September 2023

Learn about how patrons flow through and engage with the building to inform updates to wayfinding signage.

- Created new reporting showcasing our most popular self-check stations and display locations to determine patron “hotspots” and traffic flow.
- Hired ThirdWay Branders to conduct a space audit identifying areas where we can improve our spaces and collection discovery.
- Updated all endcap, media and wayfinding signage to improve navigation and collection discovery.
- Developed a new, interactive Google tour with Midwest Pano so visitors can explore our building and learn more about our collection, resources and services.

## Continue to develop opportunities to showcase and cross-promote library collections and resources.

- Launched new Home Learning Collection to provide additional resources to homeschooling families and to supplement at-home learning.
- Created new collection displays throughout the building to encourage additional learning opportunities that coincide with library events, world news, holidays and celebrations.
- Added new collection discovery resources on our website, including book recommendations for children and adults, personalized reading recommendations and carousels showcasing new items for all ages.
- Developed bookmarks identifying and promoting materials recommended by our staff.



## Expand collections with high growth potential and adjust other collection areas to respond to community needs.



- Launched new Book Club Kits collection to make it easier for book clubs to obtain popular materials in a variety of formats.
- Expanded Tech to Go! collection by adding Bluetooth speakers, DVD and CD external drives and portable DVD players to help patrons access hard-to-find hardware for aging media types.



## Continue to create programs that encourage learning, connecting and creating.

- Created three new winter reading challenges for adults, teens and children. In their first year, the challenges finished with 163 adults, 37 teens and 91 children.
- Hosted 'Scopes in the City, a telescope observation program, in partnership with Adler Planetarium, which drew more than 200 attendees.
- Expanded programming that celebrates diversity, including Hispanic Heritage Month, Black History Month, Diwali and more.
- Developed monthly senior social events for adults ages 55 and older, which continues to be very popular each month.
- Began programming for middle school students at Furqaan Academy.
- Launched Start-Up Academy for Kids, in collaboration with Bolingbrook Bank & Trust, to support local child entrepreneurs by teaching the basics of starting their own business.



## Identify and remove barriers to access and explore additional services to increase community engagement.

- Expanded Home Delivery Service to new parents during their child's first year of life.
- Added new Bookmobile stops at Springs at Lily Cache Creek Apartments and Riverstone Apartments South.
- Created an additional monthly community storytime at Chick-fil-A.
- Began providing monthly programs for seniors at Capital Care.
- Decreased the price of faxing by 50% per page.
- Redesigned our website to better comply with ADA requirements and to make accessing information easier.
- Removed the 3% credit card fee for visitors renewing license plate stickers.
- Added a Ford Transit Connect Van to provide additional home delivery service and programming offerings.

## Explore additional ways to connect the community to services and resources outside of the library.



- Applied for and received an American Rescue Plan Act grant from Will County to install new holds pickup lockers at the library and around the community.
- Participated in several community events to bring library services and information to the community.