



Introduction

A comprehensive study of the needs in our community has resulted in a plan that is designed to strategically move the Fox River Valley Public Library District forward for the next three years. Integrating the vision of the Board of Trustees with input from our community, management team, and staff shaped the six goals that will guide library growth and staff activities.

Vision

The Fox River Valley Public Library District will be a dynamic community center guided by a welcoming, knowledgeable staff.

Mission Statement

Fox River Valley Public Library District provides equal opportunity for all to learn, explore, imagine, create, and connect in a welcoming environment.

Core Values

- Community and customer service
- Diversity
- Intellectual freedom
- Fiscal responsibility
- Transparent governance

District Priorities

- Encourage **innovation** and flexibility
- Foster an organizational culture of exceptional **customer service**
- Expand all **revenue** streams of the library
- Support **transparent** fiscal and fiduciary practices
- Promote **engagement** in the library across our diverse community
- Provide leadership in **technological** services and training

The strategic plan has been developed with consideration of

- The priorities and core values of the FRVPLD Board of Trustees
- FRVPLD's vision and mission
- Patron survey in November 2013, yielding 500 responses
- Patron comments solicited during February 2014 campaign
- Focus group with Friends of FRVPLD in February 2014
- Citizens Input Committee meeting in May 2014
- Stakeholder input from the municipalities and schools in our district
- Interviews with agencies working with children, the Latino community and low literate residents
- Local manufacturing and industrial councils
- Analysis of SWOT and visioning exercises with the board, management team, and the staff
- Community growth study by D300
- National studies of library usage and trends by the Pew Institute.



Overview

The strategic plan is structured to allow flexibility and adaptation to changes in the FRVPLD environment and the community it serves. The intent of the plan is to create a framework for innovation and internal change while maintaining customer satisfaction. The following goals broadly define the areas in which district efforts will be concentrated over the next three years.

Optimize collections to exceed patron expectations

Priorities: innovation, customer service, and engagement

Objectives

- Fulfill demand for popular materials by minimizing wait times
- Create passionate, young readers with relevant collections for children
- Satisfy the curiosity of adult learners and readers with relevant, current collections
- Organize and display materials to inspire browsing and serendipitous discovery

Enrich learning opportunities for all ages

Priorities: innovation, customer service, and engagement

Objectives

- Strengthen educational partnerships to support the needs of parents, students and adult learners
- Address developmental needs in programs designed for children
- Leverage partnerships with community organizations to increase program variety and engage non-users
- Offer collaborative learning spaces within library facilities to support tutoring and group experiences

Engage our diverse population

Priorities: customer service, engagement, and technology

Objectives

- Deliver collections/services/programs that target all demographic segments
- Enhance collections/services/programs that address the needs of multicultural residents
- Enhance collections/services/programs that address the needs of low income residents
- Enhance collections/services/programs that address the needs of low literacy residents

Employ technology to benefit residents and improve operations

Priorities: innovation, customer service, and technology

Objectives

- Provide technology classes that enable patrons to successfully navigate the digital world
- Provide knowledgeable, convenient point-of-service assistance to patrons using the library's digital services
- Integrate digital literacy and "maker" culture into learning experiences for all ages
- Leverage cost-effective technologies for increased efficiency of operation

Provide facilities that adequately meet service needs

Priorities: customer service, revenue, and transparency

Objectives

- Identify deficiencies of current facilities to meet current needs
- Analyze future needs and space requirements for services using a 20 year planning horizon
- Develop a master facilities plan to address deficiencies and accommodate future growth
- Convert vacant space in the Dundee Library building to library use
- Develop phased plan for implementation of master facilities plan



Exceed taxpayer expectations for efficient, transparent, ethical governance

Priorities: revenue, engagement, and transparency

Objectives

- Exceed standards for public disclosure through online publication of documents and statistics
- Build trust and community engagement through the use of continuous feedback mechanisms
- Develop and implement capital replacement schedule for current assets
- Increase revenue streams by seeking grants and maximizing investment returns
- Develop long range finance plan sufficient to sustain operations and accomplish master facilities plan
- Maintain clean annual audits with no exceptions

Passed October 14, 2014

Library Trustees

Marge Skold, President
Fred Lechuga, Vice President
Mark Biewald, Treasurer
Richard Corbett, Secretary
Phyllis Creighton
Brian Lindholm
Denise Sommerlot
Roxane Bennett, Library Director

Dundee Library

555 Barrington Ave. (Rt. 68)
East Dundee, IL 60118

Randall Oaks Library

500 N. Randall Road
West Dundee, IL 60118

Phone 847.428.3661

www.frvpld.info