Highlights of our final 2017-2020 Strategic Plan goals and objectives as of the end of 2019:

**GOAL 1: OPTIMIZE MATERIALS, PROGRAMS AND SERVICE**

**OBJ A:** Increase total materials circulations by 1% each year. Baseline is 569,196 in FY1516.
- Total 528,296 in FY1617 (7% decrease)
- Total 527,510 in FY1718 (0% change year-over-year)
- Total 632,447 in FY1819 (19% increase from previous, 11% increase from baseline)

**OBJ B:** Increase average program attendance by 5% each year. Baseline is 19 in FY1516.
- Avg is 19 in FY1617 (6% increase from previous year)
- Avg is 23 in FY1718 (21% increase from previous year)
- Avg is 27 in FY1819 (17% increase from previous year, 42% increase from baseline)

**OBJ C:** Optimize service to the public by implementing improved services.
- **Greeter position** at DL started 6/1/2018
- **Dedicated staff answering phones** at DL started 6/1/2018
- Successful rollout of **Polaris online catalog** 12/31/2018
- Successful implementation of **self-service payments** via Comprise 10/31/19
- **Cash flow analysis** presented annually. **Cost savings** tabulated monthly.

**OBJ D:** Optimize service to internal customers.
- All staff receive annual **customer service training**
- All PICs (Person In Charge) receive **safety training** twice per year

**GOAL 2: ENRICH LEARNING OPPORTUNITIES FOR ALL AGES**

**OBJ A:** Increase partnerships with D300 and other educational organizations.
- **Invited every D300 student** in our District to participate in SRC
- **Partnered with D300 school library staff** to ensure the range of FRVPLD materials and services are utilized
- **Hosted every D300 2nd grade class** in our District for Library instruction

**OBJ B:** Offer programs and services for patrons with special needs
- **Expanded collection** to patrons with special needs
- **Offered eight programs** to patrons with special needs
- **Conducted staff training** on working with patrons with special needs

**OBJ C:** Incorporate Wahoo Woods in programs and services
- **Books, DVDs, and kits** in support of Wahoo Woods began circulating
- **Programs** in support of Wahoo Woods run for adults and children

**OBJ D:** Increase partnerships with community organizations
- **Developed SRC sponsorship program**
- Conducted **free summer lunches**, utilizing volunteers from community organizations
- Held **20+ programs conducted by community organizations**
- Held **10+ programs at outside organizations**
GOAL 3: ENGAGE, LISTEN, AND RESPOND TO OUR DIVERSE POPULATION

OBJ A: Survey our diverse population
- Monthly customer satisfaction scores are part of Director’s goals.
- District demographics were analyzed and FY1819 budget included additional funds for language collections: kids Spanish collection added at RO in 2018
- District future planning survey was conducted in English and Spanish

OBJ B: Evaluate fine structure to engage economically disadvantaged and disaffected patrons
- Board voted to eliminate late fees for overdue materials effective 1/1/2020

OBJ C: Deliver collections / services / programs that target all demographic segments
- Held 2018 & 2019 All Staff diversity training
- Exceeded goal of 20% of DL staff being bilingual Spanish – English (25% as of 12/2019).

GOAL 4: EXPAND ACCESS TO TECHNOLOGY

OBJ A: Provide classes that expand patron tech knowledge
- Conducted 10+ new courses to expand patron tech knowledge
- Recorded 3 technology courses for repeat viewing online

OBJ B: Develop non-traditional collections that expand patron access to technology
- Four times as many laptops, iPads, tablets became available for checkout. 3 became 12.
- Three times as many hotspots became available for checkout. 10 became 30.

OBJ C: Expand library services to deliver expanded access to technology
- Implemented online map to identify library service areas
- Acquired VR equipment & offered many programs in support of new technology
- Began online library card registration

GOAL 5: PROVIDE FACILITIES THAT MEET SERVICE NEEDS

OBJ A: Identify deficiencies of current facilities to meet current needs
- District future planning survey was conducted

OBJ B: Correct deficiencies of current facilities to meet current needs
- Architect and Construction Manager are engaged in current planning process
- Improved patron access to technology by adding Corner 68
- Improved patron experience at DL programs by implementing built-in projector and speakers
- Improved staff efficiency by implementing less distracting workspaces

OBJ C: Analyze future needs and space requirements for services using a 5-year planning horizon
- Investigating several options for future expansion with goal of spring 2021 ballot question for construction bonds only