

Notice is hereby given that the following Committees of the Library Board will meet in the First Floor Meeting Room of the Park Ridge Public Library

20 S. Prospect Avenue, Park Ridge, IL On the date and time below

All meetings are open to the public according to the provisions of the Illinois Open Meetings Act. For additional information, or to request accommodations, please contact Library Administration.

LIBRARY COMMITTEE AGENDAS BOARD OF TRUSTEES Tuesday, December 10, 2024 All committees are committees-of-the-whole unless noted

PUBLIC COMMENT ON NON-AGENDA ITEMS

BUDGET & FINANCE - Rusk, Chair

- 1. Approve Minutes of October 8, 2024
- 2. Year-end budget transfers
- 3. Other

PERSONNEL - De Frank & Hanba, Co-Chairs

- 1. Approve Minutes of October 8, 2024
- 2. Generative Artificial Intelligence (AI) in the Workplace Policy
- 3. Other

PLANNING & OPERATIONS - Kiem & Renaldi, Co-Chairs

- 1. Approve Minutes of November 12, 2024
- 2. Task calendar review and update
- 3. Display case purchase approval
- 4. Strategic Planning Subcommittee Report and recommendation

RESOURCES - Thiagarajan, Chair

- 1. Approve Minutes of November 12, 2024
- 2. Per Capita Grant Application approval
- 3. Other

NO MEETINGS: BUILDINGS & GROUNDS, COMMUNICATIONS & DEVELOPMENT, NOMINATING

MINUTES PARK RIDGE PUBLIC LIBRARY

20 S. Prospect Avenue, Park Ridge, IL 60068
Budget and Finance Committee of the Whole Meeting of the Board of Trustees
Held in the first floor meeting room at the Library
October 8, 2024 at 7:00 p.m.

ROLL CALL

Trustees Present:

Anita De Frank, Michael Donahue, Alexandrea Hanba, Josh Kiem, Danielle Powers,

Theresa Renaldi, Gregg Rusk, David Somheil, Deepika Thiagarajan

Others Present: Joanna Bertucci, Library Director; Angela Berger, John Priala, and Joan Wrenn, Library

Staff

BUDGET & FINANCE

Treasurer Rusk called the meeting to order at 8:13 p.m.

APPROVE MINUTES

Trustee Hanba made a

MOTION: to approve the minutes of September 10, 2024

President Thiagarajan seconded the motion.

Roll Call Vote: Yes: De Frank, Donahue, Hanba, Kiem, Powers, Renaldi, Rusk, Somheil, Thiagarajan

Motion passed

APPROVE FY25 BUDGET

Treasurer Rusk directed the Committee's attention to pages 23 – 35 of the packet which include an updated budget memo and the related summary and detail budgets for FY25. He further noted that all Operating Budget amounts are the same as what were presented at the September COW meeting. Updates to the budget memo appear in red and relate primarily to proposed increases in the Capital Budget. Trustee Rusk noted that he found the spreadsheets on pgs. 34 and 35 particularly helpful as they show the impact on forecasted fund balances under the 100% budget spend assumption vs the historical budget spending rate of 91%. Also noted was that at year end FY24, a Fund Balance of 11 months of operating expenses is predicted.

Treasurer Rusk made a

MOTION: to approve the FY25 Budget in the amount of \$5,428,700

President Thiagarajan seconded the motion.

Roll Call Vote: Yes: De Frank, Donahue, Hanba, Kiem, Powers, Renaldi, Rusk, Somheil, Thiagarajan

Motion passed

OTHER

None

Meeting adjourned at 8:26 p.m.



Memo Date: December 5, 2024

From: Joanna Bertucci, Library Director

Joan Wrenn, Finance/HR Manager

Meeting Date: December 10, 2024
Subject: Budget Transfer

Requested: Approval

Request:

Transfer funds in Administration budget to accommodate Data Processing expenses through the end of the year.

TRANSFER FROM:			
BUDGET LINE	BUDGET LINE DESCRIPTION	AMO	UNT
201-5011-952000	Admin-Materials	(\$9	9,500)
	TOTAL	(\$9	9,500)
TRANSFER TO:			
BUDGET LINE	BUDGET LINE DESCRIPTION	AMO	UNT
201-5011-931700	Admin-Library Data Processing	\$ 9	9,500
	TOTAL	\$ 9	9,500

ORG	OBJ	ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	AVAILABLE BUDGET	%USED
2015011	952000	MATERIAL	31,500	17,000*	16,786.48	213.52	98.76%
2015011	931700	LIB DATA PROC SV	177,000	191,500*	180,361.34	11,138.66	94.18%
				* 5,000 TRANSFERRED 11.2024			

Recommended Motion:

Approve the FY24 Operating Budget Transfer from Administration-Materials \$9,500, to Administration-Data Processing Services in order to fulfill the End of Year expenses of an additional \$9,500.

MINUTES PARK RIDGE PUBLIC LIBRARY

20 S. Prospect Avenue, Park Ridge, IL 60068
Personnel Committee of the Whole Meeting of the Board of Trustees
Held in the First Floor Meeting Room of the Library
October 8, 2024 at 7:00 p.m.

Committee Co-Chair De Frank opened the Personnel Committee meeting at 8:26 p.m.

ROLL CALL

Trustees Present: Anita De Frank, Co-Chair; Michael Donahue, Alexandrea Hanba, Co-Chair; Josh Kiem,

Danielle Powers, Theresa Renaldi, Gregg Rusk, David Somheil, Deepika Thiagarajan

Others Present: Joanna Bertucci, Library Director; Angela Berger, John Priala and Joan Wrenn, Library

staff

APPROVAL OF MINUTES

President Thiagarajan made a

MOTION: to approve the minutes of August 13, 2024

Trustee Powers seconded the motion.

Roll Call vote: Yes: De Frank, Donahue, Hanba, Kiem, Powers, Renaldi, Rusk, Somheil, Thiagarajan

Motion passed

LIBRARY DIRECTOR ANNUAL REVIEW

Secretary De Frank reviewed the timeline on page 37 of the packet for Director Bertucci's annual review. She stated that review forms will be distributed later in the week to all trustees for their input.

OTHER

None

Meeting adjourned at 8:29 p.m.



Return to Agenda



Memo Date: December 1, 2024

From: Joanna Bertucci, Library Director

Joan Wrenn, Finance/HR Manager

Meeting Type: Personnel Committee of the Whole

Meeting Date: December 10, 2024
Action Requested: Review and Discussion
Subject: Al in the Workplace policy

Background:

Many libraries have enacted AI in the workplace policies to establish clear guidelines for the ethical and effective use of AI tools by staff. To inform our approach, staff reviewed sample policy documents from HR Source as well as policies from other libraries that have implemented such guidelines. Personnel Committee Co-chairs De Frank and Hanba, are in alignment with the recommended policy.

As AI technology continues to evolve, having a dedicated policy ensures that Library core values—such as privacy, transparency, and accessibility—are upheld in all AI-related decisions and actions. By adopting this policy, the Library joins a broader movement in the field that promotes responsible innovation, helping staff understand appropriate applications of AI in serving patrons, streamlining processes, and safeguarding sensitive information.

If approved, our January 2025 Staff In-Service will feature a presentation on responsible and ethical AI use in the workplace and in service to patrons, and all staff will receive a copy of the policy at that time.

Recommendation:

Approve the Generative Artificial Intelligence (AI) in the Workplace policy.

16. Generative Artificial Intelligence (AI) in the workplace

 The Park Ridge Public Library recognizes that Generative Artificial Intelligence (AI) holds tremendous potential for library staff and patrons. The Library also recognizes that AI is evolving quickly, and its use should be explored ethically and transparently. The purpose of this policy is to provide employees with guidelines for the use of AI tools.

16.1 Compliance with Related Policies

- Other library policies, practices and procedures may affect or relate to an employee's use of AI tools and must continue to be followed. These include but are not limited to the following:
 - Standards of Service Excellence
 - Standards of Processes and Procedures
 - Equal Employment Opportunities
 - Technology
 - Anti-Harassment
 - Social Media

16.2 Ethical Use

- Al technologies must not be used to create content that is inappropriate, discriminatory, or otherwise harmful to others or the Library.
 - Employees will not use patron data, staff personal information or trade secrets when developing resources using AI.
 - Employees will respect and uphold copyright and fair use laws and guidelines when developing resources using AI.
 - Employees will review all Al generated sources for errors, bias, and limitations before publishing as official communications.
 - Employees will adhere to best practices, communicating with civility, when engaging with AI.
 - Employees should log into AI tools with their organization-provided email address. Employees should have no expectation of privacy when using AI tools in the workplace. Employees should allow the AI tool to track their prompt history. Prompt history should not be deleted or tampered with. The Library retains the right to monitor all employee use of AI tools.
 - All should not be used to replace human decision-making in sensitive areas, such as employment decisions, disciplinary actions, or legal compliance.

16.3 Practical Uses of Al

- Acceptable uses include:
 - Workflow management to automate routine tasks or simplify tedious work, including but not limited to drafting internal and external communications and presentations.
 - Information retrieval and management to use AI as a federated search tool to help patrons and library staff find information and resources more efficiently.
 - Training and education to create personalized learning plans for patrons, helping them develop skills in areas such as literacy, technology, and research.
 - General knowledge to submit questions meant to enhance your understanding on a work related topic.
 - Should employees have another use for which AI may be valuable, employees should submit their requests to their manager, who will consult the Library Director, and receive permission in writing.

16.4 Training

 The Library will provide training opportunities and resources to help employees understand AI tools and their obligations under this Policy.

16.5 Policy review and updates

 This policy will be reviewed annually, or as needed, to ensure it remains relevant and effective as AI technology evolves. Updates will be communicated to all employees.

16.6 Anti retaliation and noncompliance

- Employees who know of an actual or potential violation of this Policy should immediately report such violation to their Manager. This includes the following:
 - Use of an Al tool for a task or project that is not authorized by this Policy.
 - Use of an AI tool that poses an identified, unaddressed security risk or contains any material defects or malicious code.
 - Use of an AI tool that violates any other employer policy.
- The Library prohibits any form of discipline, reprisal, intimidation, or retaliation for any good faith reporting of a violation of this Policy.
- Employees who do not comply with the Generative Artificial Intelligence Policy are subject to disciplinary action up to and including termination of employment.

Adopted: XXX

MINUTES PARK RIDGE PUBLIC LIBRARY

20 S. Prospect Avenue, Park Ridge, IL 60068
Planning and Operations Committee of the Whole Meeting of the
Board of Trustees Held in the First Floor Meeting Room at the Library
November 12, 2024 at 7:00 p.m.

The meeting was called to order by Co-Chair Renaldi at 7:07 p.m.

ROLL CALL

Trustees Present: Michael Donahue, Alexandrea Hanba, Josh Kiem, Danielle Powers, Theresa Renaldi,

David Somheil, Deepika Thiagarajan

Trustees Absent: Anita De Frank, Gregg Rusk

Others Present: Joanna Bertucci, Library Director; Angela Berger, Joan Wrenn, Library staff

Louis Kaufman

APPROVAL OF MINUTES

President Thiagarajan made a

MOTION: to approve the minutes of October 8, 2024

Trustee Hanba seconded the motion.

Roll Call Vote: Yes: Donahue, Hanba, Kiem, Powers, Renaldi, Somheil, Thiagarajan

Absent: De Frank, Rusk

Motion passed

TASK CALENDAR REVIEW AND UPDATE

Director Bertucci reviewed tasks on the calendar for the month of November noting that all tasks scheduled are either completed or in progress. The City Council Workshop will be attended by Director Bertucci along with Trustee Somheil. Trustee Somheil noted that Treasurer Rusk has worked diligently to prepare schedules and data in preparation for the workshop. Also noted were the upcoming meetings and interviews scheduled for the Strategic Planning Subcommittee.

OVERSIGHT POLICY REVIEW

Director Bertucci noted that only the Public Participation and Comment at Board Meetings Policy was changed significantly, while the other policies being reviewed were primarily changes and clarification of policy language. Director Bertucci reviewed the proposed changes to the Public Participation Policy noting that the timeframe for individual comment was reduced from five minutes to three. Discussion among the Committee ensued with trustees suggesting changes to policy language and Director Bertucci stated that she would make the changes to the policy and bring it to the November 19, 2024 Board Meeting for approval under the New Business section of the agenda.

Vice President Renaldi made a

MOTION: to approve proposed changes to all policies presented except the Public Participation at Board

Meetings Policy

President Thiagarajan seconded the motion.

Roll Call Vote: Yes: Donahue, Hanba, Kiem, Powers, Renaldi, Somheil, Thiagarajan

Absent: De Frank, Rusk

Motion passed

MINUTES PARK RIDGE PUBLIC LIBRARY

20 S. Prospect Avenue, Park Ridge, IL 60068
Planning and Operations Committee of the Whole Meeting of the Board of Trustees
Held in the First Floor Meeting Room at the Library
November 12, 2024 at 7:00 p.m.

2025 DAYS CLOSED CALENDAR

Director Bertucci reviewed the proposed days closed, noting a planned staff training day on Friday, January 24, 2025 along with closures for the standard holidays observed by the Library.

Trustee Hanba made a

MOTION: to approve the 2025 Days Closed Calendar, as presented

Vice President Renaldi seconded the motion.

Roll Call Vote: Yes: Donahue, Hanba, Kiem, Powers, Renaldi, Somheil, Thiagarajan

Absent: De Frank, Rusk

Motion passed

STRATEGIC PLANNING SUBCOMMITTEE UPDATE DISCUSSION

Director Bertucci noted that the subcommittee will be meeting next week and will have a recommendation for the December 10, 2024 COW meeting. The subcommittee will be conducting interviews with the three firms selected as finalists prior to making a recommendation.

OTHER

None

Meeting closed at 7:28pm



Park Ridge Public Library

BOARD OF TRUSTEES - ANNUAL TASK CALENDAR FYs 24 & 25

DECEMBER 2024

- Approve Per Capita Grant request
- Policy review
- City Council Approves Budget & Levy
- Library Director annual review

JANUARY 2025

- Policy review
- Strategic Planning process begins

FEBRUARY 2025

- Budget carryforwards from FY24
- Statistical collection review and discussion

MARCH 2025

- Annual Library Certification due to State Library
- Receive FY Annual report (IPLAR)
- Policy review

APRIL 2025

- National Library Week
- Receive FY24 Annual report (Marketing)
- Cyber security presentation April Board Mtg.

MAY 2025

- Statement of Economic Interest due to Cook County
- FY24 audit field work
- Approve CCS and OCLC annual fees
- Semiannual closed session minutes review
- Policy review

JUNE 2025

- Nominating committee appointed
- Approve Non-resident library card resolution

JULY 2025

- B&F check-in/levy forecast
- Welcome new and reappointed trustees
- Election of officers
- Discuss FY26 budget goals and levy forecast
- Annual trustee and staff anti-harassment training

AUGUST 2025

- Approve FY26 salary plan
- Review budget assumptions for City-provided services
- New Trustee orientation
- Board committee chairs assigned
- FY24 Audit presentation
- Personnel Committee: Library Director Evaluation form

SEPTEMBER 2025

- Review FY26 draft budget
- Approve 2025 Levy request
- Recognize former Trustees

OCTOBER 2025

- National Friends of the Library week
- Approve FY26 Operating budget
- Per Capita Grant requirements assigned

NOVEMBER 2025

- City Council Budget Workshop
- Review Per Capita Grant requirements
- Approve 2026 Days Closed schedule
- Library Director annual review closed session
- Semiannual closed session minutes review
- Policy review

DECEMBER 2025

- Approve Per Capita Grant request
- City Council Approves Budget & Levy
- Library Director annual review

Updated: December 4, 2024



Memo Date: December 1, 2024

From: Joanna Bertucci, Library Director

John Priala, Facility Manager

Meeting Type: Planning & Operations Committee of the Whole

Meeting Date: December 10, 2024

Action Requested: For discussion and approval

Subject: Second Floor Lobby Reconfiguration Project

Background:

As part of our ongoing effort to enhance the functionality and aesthetics of the Library, we propose a reconfiguration of the Second Floor lobby space. If approved, this project will include two components and will be paid for from the Library's FY25 furniture budget, which includes Per Capita Grant funds requested for this project.

1. New Display Case: If approved, we plan to install a new custom display case to enhance visibility for community groups and nonprofits who use it monthly to promote their organizations. The case will be located on the wall adjacent to the Library Director's office, for optimal exposure.



After obtaining and reviewing three quotes, we recommend proceeding with Library Furniture International (LFI) for the design, fabrication, and installation of the new case. Although LFI's quote of \$17,585 is the highest, it includes customization to match existing trim, integrated tack board back panels, lighting, and storage cabinets. The price also covers fabrication, delivery, and installation at prevailing wage rates. This custom solution best meets the Library's need for functionality and aesthetic consistency.

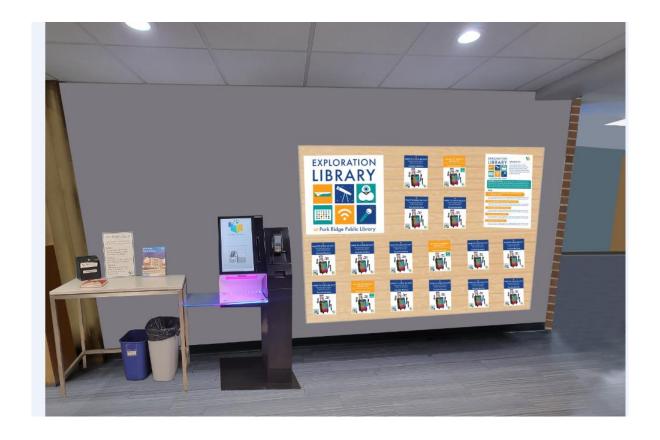


Vendor	Comments	Price
Displays2go	Lowest quality laminate; least custom; laminate back panel	\$4,546
Allen Display	Medium quality, better-quality laminate; laminate back panel	\$16,378
Library	Best quality: laminate and Formica; ability to customize trim and	\$17,585
Furniture	frame to match existing trim; tack board back panel	
International		

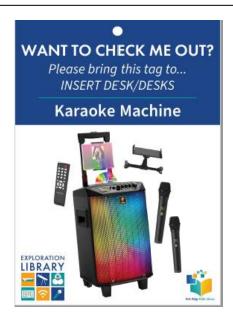
2. Slat wall: We plan to install a slat wall in place of the current display case to better showcase and promote our unique Exploration Library collection. This enhancement will improve the visibility and marketing of these offerings.

Adult Services Manager Laura Scott and I collaborated with Marketing team members Jen Healy and Kerstin Henke, who designed a logo and tags to market the collection and provide check-out instructions. The cost of the slat wall is estimated **not to exceed \$2,500**, and our in-house Maintenance team will handle this installation. The second floor lobby self-checkout station will also be relocated to this area.











Recommended Motion

Approval of a budget not to exceed \$20,100 for the Second Floor Lobby Reconfiguration project, including a custom display case purchased from Library Furniture International at a cost of \$17,585 and associated slat wall costs not to exceed \$2,500.

Factory: LFI Custom

LFI QT-4779 rev.1 Proposal For:

Library Furniture International 797 Glenn Ave Wheeling IL 60090

ph: 847-564-9497 fax: 847-564-9337

Park Ridge Library

Production Lead Time: 8-12 weeks

ITEM	QTY	MFG	CATALOG NO.	DESCRIPTION	UNIT NET	EXTENSION
Disp-1	3	LFI Cu	ıstom	Display Case	\$ 4,690.00	\$ 14,070.00
	3			Display Case Dimension: 36"w x 78"h x 14"d Locking 50"h x 1/4"thk. tempered glass doors. 3/8" tempered glass shelves. Add center back line boring holes 24"h locking laminate-faced doors w/ locks 4" Toekick LED (3) Puck lighting system, color temperature TBD PL-1 Standard finish TBD: Wilsonart of Formica HPL Fabric Tackboard back panel UP-1 UP-1 Guilford of Maine Fabric on 1/2" Homasote		9 0
				TOTAL FOB FACTORY		\$ 14,070.00
				INSTALLATION + FREIGHT * prevailing wage *		\$ 3,515.00
				TOTAL		\$ 17,585.00
				50% DEPOSIT		\$ 8,792.50

QUOTATION TERMS

* quotes are valid for 30 days from date at top of this page

- * quotes are based on stated quantities; any change in quantity may require re-quoting
- * prices include standard materials/finishes unless otherwise noted
- * customer is responsible for verifying all final details of quote including, but not limited to, size, color, finish, etc; if there are any questions on this quote, please contact LFI at 847-564-9497 to clarify details prior to accepting quote
- * Drawings, if applicable, will also require customer signature approval prior to the order entering production.
- * LFI assumes use of customer's dumpster for waste removal. If customer requests LFI to provide dumpster, additional costs will be billed to customer.

Factory: LFI Custom

Production Lead Time: 8-12 weeks

LFI QT-4779 rev.1 Proposal For:

Park Ridge Library

Date

TOTAL

\$

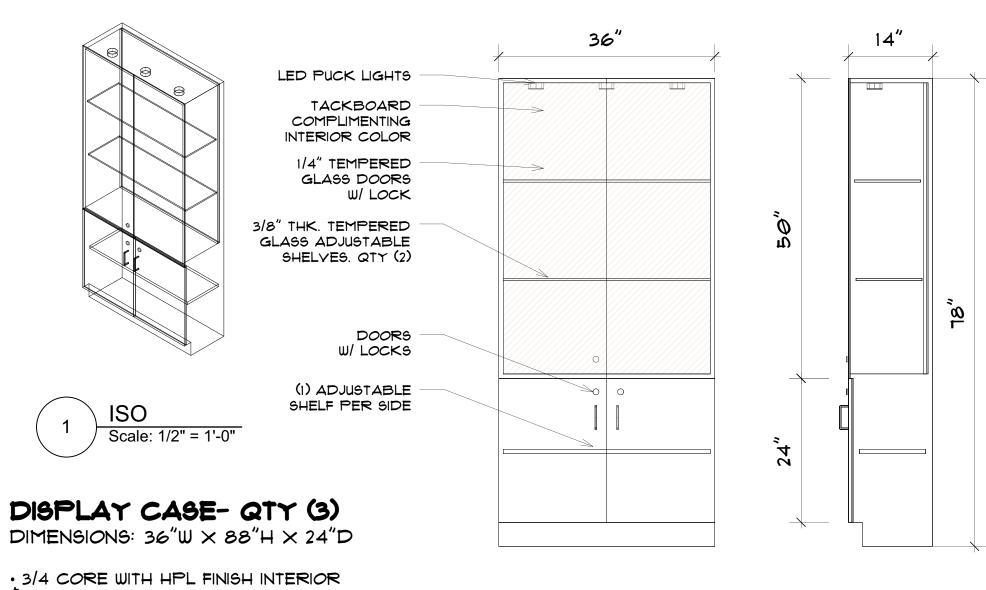
17,585.00

Library Furniture International 797 Glenn Ave Wheeling IL 60090 ph: 847-564-9497

ph: 847-564-9497 fax: 847-564-9337

ITEM QTY MFG CATALOG NO. DESCRIPTION **UNIT NET EXTENSION** PAYMENT TERMS 50% deposit; balance due upon substantial completion* * If a mutually agreed upon punchlist exists after substantial completion, customer may withhold the cost of said punchlist from payment of final invoice until resolved. * If a projected is delayed due to customer's site not being ready for installation, LFI reserves the right to assess a storage charge and invoice for product received at the installer's warehouse TO ACCEPT THIS QUOTE: * sign and date below as formal acknowledgement of the quote terms * please forward a deposit if one is required per the quote terms * please email the signed Quote to your Sales Manager or to Nora@libraryfurniture-intl.com and we will begin processing your order. * LFI will coordinate and schedule in-bound freight of your order. * By NOT contracting LFI for installation, then the client is responsible for handling all issues mentioned above. LFI will provide the name and tracking number of the freight carrier, however, the client is responsible for making freight claims. Factories and freight carriers will require digital photography of any damage related issues.

Signature



- \$ EXTERIOR.
- · LOCKS GRADE I MATTE BLACK UNO.
- · LED SYSTEM (3) PUCK TYP LIGHTS W/ CONTROLLER AND STANDARD PLUG.

ELEVATION Scale: 3/4" = 1'-0" **SECTION** Scale: 3/4" = 1'-0"



Memo Date: December 1, 2024

From: Joanna Bertucci, Library Director

Alex Hanba, Trustee Theresa Renaldi, Trustee David Somheil, Trustee

Meeting Type: Planning & Operations Committee of the Whole

Meeting Date: December 10, 2024

Action Requested: For discussion and approval

Subject: Strategic Planning Subcommittee Report and Recommendation

Background

The Park Ridge Public Library issued a Request for Proposal (RFP) for strategic planning services on September 23, 2024, with submissions due by October 25, 2024. The goal of this process is to develop a comprehensive strategic plan to guide the Library's development and operations over the next 3-5 years.

The Library received 10 proposals in response to the RFP, as listed below.

Firm	Location	Cost	
Christine Weber	Chicago, IL	\$	17,500
Libraries Thrive	Chagrin Falls, OH	\$	20,400
libraryIQ	Rockville, MD	\$	25,000
ReThinking Libraries	Sun Prairie, WI	\$	26,400
CO/Lab Capacity	Bainbridge Island, WA	\$	27,000
Fast Forward Libraries	Champaign, IL	\$	28,600
Library Strategies	St. Paul, MN	\$	28,800
MJ Gomez	Santa Cruz, CA	\$	30,000
Ivy Group	Charlottesville, VA	\$	32,015
Seeds of Change	Burlington, NC	\$	47,000

The Strategic Planning Subcommittee, which includes Trustees Hanba, Somheil, and Renaldi, met on November 6, 2024, to review and evaluate all submissions. The subcommittee narrowed the pool to three finalists, ReThinking Libraries, Fast Forward Libraries, and Library Strategies, who were interviewed on November 20, 2024. Following these interviews, references for the top two firms were checked by the Library Director.

Recommendation

Based on the evaluation process, the unanimous recommendation of the Strategic Planning Subcommittee is to award the contract to ReThinking Libraries (RTL) in the amount of \$26,400. RTL demonstrated exceptional qualifications, including:

- Extensive experience facilitating strategic planning for public libraries,
- Strong references confirming their ability to deliver impactful results,
- A proven methodology for gathering a wide variety of feedback, including the use of focus groups and surveys, ensuring comprehensive community and stakeholder engagement,
- Commitment from RTL to support clients during and after implementation



Additionally, my conversation with Su Reynders, Director of the Mount Prospect Public Library provided additional insight. Ms. Reynders praised RTL for providing a tailored approach, which avoided a "cookie-cutter" strategy and aligned with Mount Prospect's unique needs. The facilitation on the part of RTL was excellent, and the in-person sessions proved to be highly productive. A copy of Mount Prospect's plan is included in RTL's proposal. The shorter document is the public-facing piece, outlining big-picture goals, activities, and outcomes aligned with their three initiatives. The longer document serves as a detailed work plan for staff.

RTL's proposed timeline aligns with the Library's objectives, beginning work in January 2025 to ensure a robust and actionable plan is delivered.

Recommended Motion:

Approval to award the contract for strategic planning services to ReThinking Libraries in the amount of \$26,400.



Strategic Planning Proposal

Park Ridge Public Library



Table of Contents

<u>Cover Letter</u>	3
Executive Summary	4
<u>Our Organization</u>	5
<u>Our Team</u>	6
Our Experience	7
<u>References</u>	9
<u>Our Philosophy</u>	10
<u>Our Approach</u>	11
Work Plan	12
<u>Deliverables</u>	16
<u>Timeline</u>	17
<u>Budget</u>	18
Appendix - Resumes	20

October 25, 2024

Joanna Bertucci Library Director Park Ridge Public Library 20 S. Prospect Park Ridge, IL 60068

Joanna,

ReThinking Libraries is pleased to submit a proposal for consulting services to assist in developing a *Strategic Plan* for the Park Ridge Public Library (PRPL). We would welcome the opportunity to collaborate with your library. Our full-service team is well-positioned to help PRPL develop a plan through a process that seeks to elevate the voices and ideas of everyone in that community. Over the past several years, our team has developed a successful and efficient way to plan with libraries. Instead of strict adherence to a fixed methodology, we work with each client to tailor the planning tools and processes to best fit each library and its community. We focus on creating a strategic plan that allows the library to adapt and react to today's quickly shifting world and the varied needs of a diverse community.

Regardless of the overall methodology settled upon, our work typically includes the following activities:

- Collection and library usage data analysis.
- Direct input from a broad array of community members and stakeholders (users and non-users), staff, and board members with a focus on aspirational input over problem-focused input.
- Mapped demographic analysis.
- A comparison benchmark report (with multiple comparison cohorts including local, state, national, and aspirational).
- Discussion of best practices of future-ready libraries as a part of the stakeholder input process and strategic retreat.
- Review and refinement of library mission, vision, and values.

All findings are synthesized, and goals and strategies are collaboratively developed to guide Park Ridge Public Library successfully into the future. The final deliverable provides PRPL with a process to keep its strategic plan living, breathing, and updated throughout its lifetime.

This proposal is firm and irrevocable for 90 days. We look forward to the opportunity to respond to questions and further explain our process as needed. Please don't hesitate to contact us with any questions.

Best regards,

Janet Nelson

1218 McMahon Drive, Sun Prairie, WI 53590 608-444-1733 janet@rethinkinglibraries.org

Janet S. Helson

Executive Summary

The Park Ridge Public Library (PRPL) leadership has expressed interest in consulting services for the creation of its next strategic plan. ReThinking Libraries (RTL) is pleased to submit a proposal for partnering with PRPL on this important project. It is understood that PRPL is embarking on this process to develop a plan to guide decision-making over the next three to five years. It will define the role of the Library and governance by the Library Board of Trustees and will also serve as a framework for defining vision, goals, and creating a service plan. The plan will reflect the needs and realities of the Library, align with the overall needs of the Park Ridge community, and help elevate the role of the Library to a higher level of service.

This is intended to be a **highly collaborative process** with extensive input from library leadership, staff, Trustees, Friends of the Library, community leaders, and residents. Input will be gathered using various means as determined by the consultant and the Library Planning Team. It is intended to **engage both users and non-users of the Library**. We will collaborate to determine the best approach and balance between in-person and virtual engagement for the community. Every effort will be made to conduct this process in an inclusive manner allowing **broad and diverse participation** from across all segments of the community.

The RTL team views its role in this project as **facilitator and collaborator**. We don't make decisions for you; we help you make the best decisions about your Library's present and future. We will analyze information and offer professional recommendations based on observation, stakeholder feedback, demographics, and assessment of Park Ridge Public Library's existing services, facilities, and communities. We will also facilitate staff and board strategy planning meetings to help the team find the right strategic vision for your community's Library. RTL will work with the PRPL team, prior to the formation of the plan, to benchmark and evaluate library practices, staffing, efficiencies, etc. Once the plan has been created, RTL will also be available to PRPL to offer **best practices for measuring progress** as the plan is implemented.

The Strategic Planning Team members will actively participate in the creation of the *Strategic Plan*, so they are fully invested in the process and the final product. It is essential all involved have a clear vision of what needs to be done based on the in-depth assessment of the existing situation, the consideration of new and emerging trends in library services, and an understanding of local realities and sensibilities. Included will be **training on processes allowing for the ongoing evaluation of progress** toward the established goals and the understanding and confidence to develop new strategies as the plan evolves.

Our Organization

Our team is passionate about understanding what it takes to be a successful and thriving future-ready library. As a national library consulting firm working with small rural libraries, large urban libraries, and everything in between, we find our clients are interested in transforming their organizations. We help them engage their communities, envision the possibilities, and evolve to meet their needs for years to come. For over 20 years, the RTL team has been involved in numerous facilities projects, strategic plans, building programs, feasibility studies, community assessments, technology assessments, and other consulting work with hundreds of libraries across the United States.

In addition to our work with clients, we constantly evaluate library best practices and the impact of emerging trends on the library ecosystem. Numerous consulting and speaking engagements have allowed us to work with and train hundreds of library staff members across the U.S. and abroad.

Rob Cullin and Janet Nelson joined forces to establish ReThinking Libraries (RTL) in 2020 by acquiring Kimberly Bolan & Associates (KBA). KBA was a successful national library consulting company started in 2004 by Rob and his then partner, Kimberly Bolan, MLS. The original company was based outside of Indianapolis, IN but today, Rob is in Fort Collins, CO, and Janet is just outside of Madison, WI.

Our holistic approach helps libraries survive and thrive in an environment of constant change, including **shifting demographics**, **newer and better technologies**, **increasing real and virtual competition**, and often, a somewhat uncertain **financial outlook**. We also assist libraries with understanding and implementing successful future-ready services and spaces, increasing the efficiency of operations such as circulation and information services, incorporating and managing technology, streamlining behind-the-scenes activities, improving web-based access, and more.

Our Team



Rob Cullin Managing Principal

508 Villanova Court Fort Collins, CO 80525 Phone: 317-509-3268

Email: rob@rethinkinglibraries.org

Rob Cullin's involvement with RTL/KBA began in 2005 when he and Kim Bolan co-authored Technology Made Simple (ALA Editions, 2006) and began presenting together across the United States. Since then, Rob has been involved in hundreds of strategic and facility planning projects. Through his previous work as President and Co-Founder of Evanced Solutions, LLC (later acquired by Demco, Inc.) he was involved with thousands of libraries in the USA, Canada, and Australia. With broad experiences reaching beyond libraries, Rob has direct specialties in strategic planning, community engagement, complex data and demographic analysis, service, and organizational design. He was a Library Journal "Mover & Shaker" in 2008.



Janet Nelson
Principal/Senior Consultant

1218 McMahon Drive Sun Prairie, WI 53590 Phone: 608-444-1733

Email: janet@rethinkinglibraries.org

Janet Nelson has nearly 25 years of experience working with libraries, Her focus has always been on helping librarians and library staff better serve their communities. She began working with Rob on library consulting in 2019 and has been involved in numerous strategic and facility plans since then. Prior to consulting, she spent 17 years with Demco, Inc., starting as a Furniture Product Manager. She moved into various strategic roles during her tenure and began collaborating with Kimberly Bolan in 2006 which evolved into larger projects and shared speaking engagements. Other roles included collaborating with industry and library leaders/staff to better understand the immediate and future needs of libraries. Her specific areas of expertise include strategic planning, marketing strategy, research and development, and space planning.

For this project, RTL's team will be led by Janet though Rob will be actively involved throughout the project. Together Rob and Janet will be responsible for coordinating all onsite and offsite work, managing the project communications and timelines, and coordinating all deliverables.

Our Experience

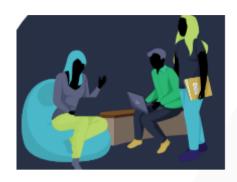


Strategic Planning is one of the primary services offered by RTL and Rob and Janet have collectively led over 65 public library strategic plans in the past 8 years.. Our services are differentiated by our custom approach, adapted to the needs of each client. The process evolves throughout the course of the project to achieve the best results. Our approach can be very basic for libraries new to strategic planning or quite advanced for those pushing for more cutting-edge approaches to library service.

The team has been involved in strategic planning for a multitude of organizations since 1996. Our work has been with libraries, library associations, non-profit organizations, and small and large for-profit businesses. We have been facilitators, analysts, executives, team leaders, and team members in plan development. Since 2014 alone, RTL team members have worked with over 125 different library organizations; conducted over 1,500 community/stakeholder engagement sessions with over 12,000 attendees; and conducted over 115 online surveys with over 50,000 participants. We do not just plan community engagement with our clients, we help them successfully engage community members and staff in the process.

Throughout these experiences, as well as Rob and Janet's previous business experiences, they have worked with a variety of planning methodologies, approaches, and styles. This variety has enabled them to utilize many different approaches in addressing planning for various types of organizations, communities, and organizational cultures.

Our Experience



For all our clients, we work to determine the approach and methodologies to provide each library with the best results and fit within their allotted budgets. **Underlined projects below have hyperlinks to sample reports.**

Here is a sampling of the recent Strategic Plans and Community Assessments facilitated:

- Westminster Public Library (CO) (2024-present) Strategic Planning
- Eaton Public Library (CO) (2024) Community Needs Assessment
- Pikes Peak Library District (CO) (2023-present) Facilities Master Planning
- St. Clair County Library System (MI) (2023-2024) Strategic Planning
- Summit Free Public Library (NJ) (2024-present) Strategic Planning
- Indian Prairie Public Library (IL) (2024-present) Strategic Planning
- Mount Clemens Public Library (MI) (2023-2024) Strategic Planning
- Fox River Valley Public Library (IL) (2023-2024) Strategic Planning
- Troy Public Library (MI) (2023-present) Strategic & Facilities Planning
- Downers Grove Public Library (IL) (2023) Strategic Planning
- Novi Public Library (MI) (2023) <u>Strategic Planning</u>
- Cecil County Public Library (MD) (2023) Strategic Planning
- Mary Riley Styles Public Library (VA) (2022-2023) –Strategic Planning
- Mount Prospect Public Library (IL) (2021-2022) <u>Strategic Planning</u>
- Sun Prairie Public Library (WI) (2022) <u>Strategic Planning</u>
- Sterling Heights Public Library (MI) (2022) Strategic Planning
- Pike County Public Library (IN) (2017 & 2022) Strategic Planning x 2
- Fulton County Public Library (IN) (2021 & 2023-present) Strategic and Facility Planning
- Adrian District Library (MI) (2020-2021) Strategic Planning and Facility Planning
- Saline District Library (MI) (2020-2021) Strategic Planning
- Catawba County Library System (NC) (2019-2020) Strategic and Facilities Planning
- Jennings County Public Library (IN) (2016 & 2021) Strategic Planning x 2



Su Reynders, Executive Director

Mt. Prospect Public Library (IL)

sreynders@mppl.org (847) 590-3220

Project: Beginning in December 2021 and finishing in June 2022, we facilitated and collaboratively developed MPPL's newest strategic plan using all our standard planning services. In addition to our typical services, a Spanish survey and facilitation of a multi-lingual community session were included. We conducted a virtual staff workshop that was attended by over 120 staff members. MPPL had one of our most successful survey campaigns with over 2,000 completed surveys by the community.

Julie Milavec, Executive Director

Downers Grove Public Library (IL)

jmilavec@dglibrary.org (630) 960-1200

Project: This initiative was to facilitate a 3-5-year Strategic Plan. The project utilized all our standard planning services. The survey results for DGPL were very high for a community of this size. One of our charges was to incorporate their DEI Plan into the strategic planning process. The engagement sessions were well attended by the community.

Laura Birmingham, Executive Director

Indian Prairie Public Library (IL)

(630) 884-8010 laurab@ippl.info

Project: Beginning in January 2024 and nearly complete, we facilitated and collaboratively developed IPPL's newest strategic plan using all our standard planning services. IPPL had a very successful survey and community engagement effort. This library had recently undergone a renovation, so they were working to understand how to best use their resources in a highly utilized building that now includes additional services.



rtl@rethinkinglibraries.org



317-509-3268



www.rethinkinglibraries.org

Our Philosophy

RTL believes that every community is different, which means every library is different. What works in one community may not work in another (even nearby) community. Our approach to library planning and assessment is based on collaboration, open communication, and showing stakeholders "the possibilities" for their library. It is also about identifying what stakeholders and members of the community want and need from their library in terms of services and spaces.

Understanding the community and the Library is at the center of our process.

At a core level, RTL is not married to a single philosophy or methodology of strategic planning. A variety of different approaches and toolsets can help any organization arrive at a solid plan. Throughout our professional work, we have been exposed to and worked with many philosophies, processes, and tools and, if selected, we will work with your team to determine what tools and methodologies best fit your community and your library.

That being said, RTL does have two overriding philosophies driving our vision for successful and dynamic strategic planning for future-ready libraries:

- **Robust community input** from library users, non-users, community leaders, staff, and board members based on aspirational discussions instead of problem-focused dialogue. Though we don't formally call this Appreciative Inquiry, many of the premises and approaches are similar.
- A final plan that is dynamic and easy to "live." The plan must maintain a certain level
 of flexibility, while being measurable, and still address the shifting landscape facing
 the Library.

Our methodology centers on the previously mentioned philosophies and helps organizations build both a strategic framework and a more strategic-minded culture.

Two-Tier Planning Approach

Our base and most typical approach, preferred by most clients, is to develop a two-tier plan. The **high-level plan** is more general and outlines the focus areas, goals, desired outcomes, and impacts of the plan. It acts as the "strategic lighthouse" for the coming three to five years. This high-level plan is typically four to seven pages long and includes the Library Mission, Vision, and Values along with summarized and more detailed breakdowns of the high-level plan into each strategic focus area.

Once this plan is finalized, RTL will work in collaboration with the library leadership and staff to develop a separate **annual action plan**. The action plan is guided by the high-level plan and focuses on the details and tactics needed to implement the first 12 months of the plan. This is where specific tasks, who is responsible, what is being measured, what success looks like, timelines, budget impacts, etc. are developed. Action plan development for the next 12 months is repeated annually and RTL is available to help, or the Library may proceed on its own, whichever best fits its needs.

A big strength of this process is its **inherent design around feedback**. As you live the plan, the process helps you constantly evaluate your Library against what is planned and, when necessary, allows for changes and adjustments to be made. No plan can predict the future. The best plan and process accepts this fact and builds evolution into the process, while still maintaining a discipline holding to the higher mission and vision of the Library and the community.

Regardless of the process and tools chosen for your project, RTL's overall goal for strategic planning is to encourage our clients to think and innovate. We are interested in motivating libraries to move to the next level. We want our clients to end up with a concise plan they can live and breathe, not just file with their state agency and/or stick in a drawer. Our role is not to develop the "consultants' plan" or the "staff and board's plan" for PRPL. Rather, our responsibility is to help PRPL educate its public, generate ideas and solutions, and develop a plan that reflects its community members and the future.

Work Plan

ReThinking Libraries takes a holistic view of planning. We incorporate library usage data, local demographic information, multiple forms of community input, and benchmarking data to develop a plan seeking to understand history but focusing on future aspirations. Our expertise in community engagement is a strength, and we help libraries maximize community participation during the input phase. Since we work nationally, we are adept at navigating the requirements of different library governance structures and are familiar with the wide variety of funding models characteristic of public libraries. We are well-versed in the trends impacting today's libraries and have practical experience that can be applied to a variety of different situations to tailor the trends to your library's needs.

As part of a typical strategic planning process, RTL will:

Engage

- 1. **Conduct a kick-off meeting** to establish a timeline, discuss the process, and define initial elements such as PRPL Strategic Planning Team introductions, library data requirements, community engagement methods, etc. The timeline will become more detailed as expectations are more clearly defined, and schedules are developed. This step is typically virtual. Depending upon scope, time of year, and library resource availability, plans typically take 4-7 months to complete.
- 2. **Gather, review, and analyze data and information** working with the Strategic Planning Team. The Benchmarks, Demographics, Collection Analysis, and Technology Assessments are all started and often completed during this stage, leaving room for learning along the way to drive adjustments in these assessments and the process. We will need assistance from library staff to gather past reports and complete a couple of informational surveys. Rob leads most of our datagathering efforts.
- 3. **Gather and analyze stakeholder input** from the community (users and non-users), staff, board members, etc. via community stakeholder discussion sessions, surveys, and intercept activities. Working with the PRPL Marketing team is essential in promoting both the community discussion sessions and the surveys through multiple channels.
 - a. Our typical approach for a library of PRPL's size involves conducting about 8-10 stakeholder sessions.
 - i. RTL staff have extensive experience conducting bilingual sessions with non-English speaking residents. If these sessions are needed, our team member, Ivonne Smith, was born in Mexico, is fluent in Spanish, and has helped us conduct these bilingual sessions in the past or we can utilize local resources provided by the Library. We are open to conducting sessions in other languages as well, but we cannot provide a translator from our staff.

Work Plan, continued

b. The format of sessions is generally as follows but will be tailored to your specific needs. These descriptions provide a sense of the scope of community input we strive to achieve.

- i. Engagement Sessions: 8-10 Total (Staff (1-2), Board (1 including Director), groups of targeted representative members of the public who are personally invited), and one open community session.
- ii. The targeted sessions may be specific invited groups (e.g., parents, seniors, educators, or community leaders) whereas the open forum is more general and available to anyone in the community interested in participating.
- iii. This phase centers around showing people the possibilities for their library and gathering aspirational input. For every client, RTL develops a custom conversation-enabling presentation that fosters conversations about your community and library.
- iv. With RTL you always get at least one of our Principals (Rob or Janet) leading your engagement sessions. There will also be a second RTL associate present taking notes and further supporting the sessions or if not available audio recordings will be made and transcribed after the session.
- v. Library leadership team and marketing staff will be key players in the community invitations and promotion of these sessions.
- c. RTL can work with the Strategic Planning Team to develop and conduct a general web-based convenience survey for the public. We work with our clients to promote and advertise the survey broadly, targeting users and non-users.
 - i. RTL does not recommend spending extra library funds to conduct full scientific-level studies. RTL has been involved in projects that made this investment and they did not get fundamentally better or more useful results than with a convenience survey approach. Our approach uses survey tools to get a good understanding of the community's view though certainly skewed a bit toward library user perspectives.
 - ii. A paper version of the survey is also provided (copies supplied by the Library) for distribution to those community members who prefer that format. Typically, library staff or volunteers then enter these completed surveys, but RTL can provide this service for an additional fee.
 - iii. A Spanish version of the survey, in both paper and online format, can be provided and is included as an option in the fee. If additional versions are needed in other languages, they can also be provided for an additional fee.
 - iv. Janet leads all our survey work in-house, including design, launch support, and analysis.
 - v. Library marketing staff will be key players in the promotion of the survey.

Work Plan, continued

Envision

- 4. **Develop and deliver the "Findings Book"** from the data and research gathered and distribute it to participants about one week before the Strategic Retreat. This book has all information gathered and analyzed during the process. Summaries and key takeaways, in addition to full data sets, are included or linked from the book. Typically, this PDF document ranges from 80 to 180 pages. The size is largely driven by the number of surveys completed and the feedback gathered at the engagement sessions. The RTL team will collaborate to compile this Findings Book.
- 5. Facilitate a Strategic Planning Retreat to define the plan. This is typically a 6-to 7-hour long strategy session (can be split over two days) with 15 to 25 people including, but not limited to, staff (both supervisory and non-supervisory), board members, community leaders, and general community members. During the Retreat, we will distill the input gathered (concentrated in the Findings Book) and discuss it, along with best practices for future-ready public libraries. Through a series of small group and larger group exercises, the session will surface top issues and strategic opportunities, ultimately leading to the final plan. PRPL's current mission, vision, and values will be reviewed and refined or developed to relate to the key strategies. The group will work to discover:
- PRPL's identity (What is PRPL now? What does PRPL want to be?)
- The key ingredients and focus of PRPL strategies
- PRPL's Mission, Vision, and Core Values

Both Rob and Janet will be present at the retreat and may bring additional team members along as deemed necessary or beneficial to the client.

6. **Develop a high-level 4-7-page Strategic Plan** as a direct result of the Retreat. This initial deliverable is the "strategic lighthouse" library leadership and staff can live, breathe, and easily refer to on a day-to-day basis. RTL can present this plan to the Board and/or community at the appropriate time if desired.



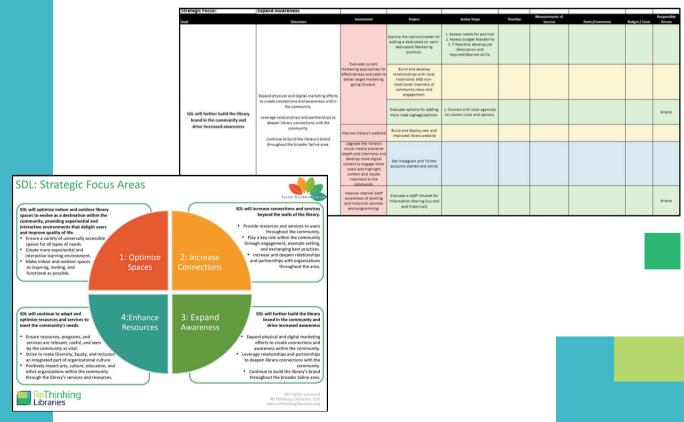


Work Plan, continued

Evolve

- 7. Assist the Library Planning Team with the creation of a detailed Action Plan. This document is developed for a 12-month timeframe each year and focuses on the details behind the four to seven-page plan (action steps, tactics, milestones, resources, budget/funding, etc.). Due to the operational level decisions that are being made at this stage, it is developed primarily by library leadership and staff with kickoff and ongoing assistance from RTL based on what the library team needs, but the approach can be modified if desired.
- 8. **Follow Up.** RTL is available to the Library for additional follow-up and advice on issues connected with the strategic plan or its implementation, or anything related to library operations that RTL can reasonably support. We are also available to support subsequent Annual Action Plan development as the library needs.

We work collaboratively, and our experience has shown that the involvement of library leadership, staff, Board, Friends, and the community encourages ownership and creates a plan that is better understood and more easily acted upon. Since it is nearly impossible to predict the future three to five years in advance, we have found the Annual Action Plan to be much more productive in guiding the library at the detailed task level.



Deliverables

RTL's deliverables will/can include:

- A detailed community analysis including demographics and mapping of key social indicators/measurements.
- · Organizational and community assessments.
- A multi-cohort comparison benchmark analysis of primary library metrics: local, state, national, and aspirational cohort groups.
- Collection utilization analysis (turnover and relative use).
- Compiled notes from stakeholder sessions, online survey, etc.,
 which will include key priorities and goals emerging from these inputs and summaries where appropriate.
- Outputs from Strategic Retreat include analysis, ideation, and voting exercises.
- A 4-7-page high-level Strategic Plan focusing on the top 3-6 priority focus areas defined at the retreat and refined mission, vision, and values.
- The final plan adapted to our 12-month Action Plan template and assistance with the development of a detailed Action Plan addressing the details necessary for successfully executing the plan, including actions, timeline, resources, budget, etc. Most of the work on the 12-month plan is done by the library staff but with the assistance and guidance of RTL.

Project Timeline

This is a possible timeline that RTL can support. We will work with PRPL to determine the best approach and timeline meeting the needs and balancing the best results in terms of community engagement, activities, and deadlines. We generally recommend community engagement from September - November or mid-January - May but will discuss what is best for your Library. Staff and Board sessions can occur any time of the year.

Kickoff **January** 2025 January -Data Gathering and Analysis **April 2025** Community Engagement/ Stakeholder Planning January -**Machr 2025** and Promotion February -Internal Stakeholder Engagement Sessions (Virtual **April 2025** or Onsite) **March 2025** Survey launch April - May Community Engagement/ Stakeholder Sessions 2025 (Onsite plus Virtual) May - June Synthesis: Delivery of Findings Book, and Strategic 2025 Retreat June - July Draft High-level Plan Development & Delivery to Library 2025 July - August Final Plan Delivered to the Library Director and Approved 2025 August 2025 12-month Detailed Action Plan Development

Training, Support, and Assistance delivered following the Retreat with ongoing support and assistance until the 12-month Action Plan is complete.

Ongoing Support/Assistance as needed with developing subsequent 12-month Action Plans

Proposed Budget Time & Material Option

	A
Work Area / Deliverable	Typical Costs
Hourly Rates	 \$150/hour for Principals (Rob and Janet) (Normally \$170/hour) \$120/hour for Translation/Multi-lingual Facilitation (Normally \$140/hour) \$100/hour for Assistants or Notetakers (Normally \$120/hour)
Overall Project Management / Virtual Kickoff Meeting/ (Required)	\$2,900
Data Gathering and Analysis: Demographics, Multi-cohort benchmark analysis, Collection turnover analysis (Required)	\$3,500 - \$4,200
Staff and Community Focus Group Facilitation (Required but adjustable)	\$3,500 - \$4,900 depending on the number and structure of the engagement sessions (higher end would include multi-lingual sessions)
Online Survey Design, Deployment, and Analysis (Recommended)	\$4,200 - \$5,750 for English version (online and print) +\$750 per additional language translation online only OR, +\$1,200 both print and online/lang.
Strategic Retreat, includes all prep, data packet compilation, and virtual or onsite time (Required)	\$5,500 ideally done onsite during a single visit (6-7 hours total split over no more than 2 days)
3-5 Year High-Level Plan Development (Recommended)	\$1,650 includes presentation to the board/leadership
12-Month Action Plan Development Assistance (Recommended)	\$600 - \$1,650
Total Likely Range depending on options: (required and recommended elements only)	\$21,850 -\$26,550 plus expenses
Expected Expenses: All travel is at cost. At least 2 onsite visits are expected. Minimal supplies or photocopying if needed, would be billed at cost.	\$1,600 - \$1,900 total expected range

Proposed Budget Fixed Fee Option

This option gives PRPL more predictable costs, but less flexibility in terms of scope of activities. It is limited to the following scope and onsite visits:

- 1 kick-off meeting and data gathering (via Zoom virtual meeting)
- Online survey development, hosting, and management provided by RTL but with promotion and advertising driven by the Library, printable version provided by RTL but printed and distributed by the Library (web and print in English version only)
- Data Analysis Options: general demographics and mapping, multi-cohort comparison benchmarks, collection utilization analysis by collection segment/genre
- Stakeholder sessions are capped at 10 sessions total (no more than 4 in any one day. Most sessions are conducted in person. Staff sessions and sometimes board sessions are done virtually but at the client's discretion. All sessions are in English only.
- 1 full day onsite for Stakeholder Retreat (~7hrs)
- RTL primary driver of High-level Strategic Plan with library leadership in support
- Virtual Strategic Plan presentation to the board
- Virtual 12-month Action Plan kick-off meeting with staff
 - Library Staff primary execution of Action Plan development with RTL in close support
- All other meetings and work are to be completed remotely or via web/video conference, unless RTL, at their discretion, chooses to be onsite.

Costs: \$24,500 + expenses capped at \$1,900

IF PRPL would like a fixed fee option for this project but with a different scope, options, or approach we'd be happy to work on a mutually agreeable scope of services and provide a fixed fee option for that as well.

Billing:

- For Time and Material Option, billing is done monthly as incurred. Detailed invoices are provided with all expended time and incurred expenses listed with receipts.
- For the fixed price option, billing is handled in four phases.
 - Phase 1: 25% -- Billed after initial kickoff meeting.
 - Phase 2: 25% -- Billed after start of stakeholder engagement sessions and/or survey.
 - Phase 3: 25% -- Billed after the strategic retreat.
 - Phase 4: 25% -- Billed after the delivery of the High-Level Plan to the Library
- For both options, the expenses will be billed monthly as they occur.
 - Travel expenses will be billed at cost.
 - Any other miscellaneous (printing, shipping, etc.) expenses will be billed at cost but will be minimal and not typical with our projects.

Appendix

Resumes



Contact

Phone 317-509-3268

Email rob@rethinkinglibraries.org

Address
Fort Collins, CO

Education

B.S. Electrical Engineering Technology

Purdue University, West Lafayette, IN and Indianapolis, IN

GE Six Sigma – Green Belt Certified

Expertise

- Community Engagement
- Strategic Planning
- Library Facility Assessment
- Library Facility Planning
- Data and Demographic Analysis
- Organizational Design

Honors and Awards

2008 Library Journal Movers and Shakers Award

Rob Cullin Managing Principal



Rob's consulting work kicked off when he co-authored Technology Made Simple and began writing and presenting across the USA. Prior to starting ReThinking Libraries, LLC with Janet Nelson in 2020, Rob helped establish Kimberly Bolan & Associates in November 2004

Experience

2004 - present (2004 -2019 dba as Kimberly Bolan and Associates, LLC) ReThinking Libraries I Fort Collins, CO

Managing Principal / Library Evolutionist

Rob has been involved in all of RTL's strategic plans and most of the strategic planning work completed by KBA. He has also completed a number of facilities projects under both organizations. Through his work as the Co-Founder of Evanced Solutions LLC and later at Demco, Inc., he has been involved with thousands of libraries around the world. With a broad set of experiences reaching even beyond libraries,

Select Relevant Project Experience

Eaton Public Library (CO) – Community Needs Assessment (2024-ongoing)

Pikes Peak Library District (CO) - Facilities Master Plan (2023-2024)

Manatee County Public Library (FL) – Strategic Planning (2024)

St. Clair County Library System (MI) – Strategic Planning (2024-ongoing)

Indian Prairie Public Library (IL) – Strategic Planning (2024-ongoing)

Novi Public Library (MI) – Strategic Planning (2023)

Downers Grove Public Library (IL) – Strategic Planning (2023)

Cecil County Public Library (MD) – Strategic Planning (2023)

Troy Public Library (MI) – Strategic Planning (2023-ongoing)

Mary Riley Styles Public Library (VA) – Strategic Planning (2022-2023), Facility Planning (2017-2019)

Mount Prospect Public Library (IL) – Strategic Planning (2021-2022)

Jennings County Library (IN) – Ongoing work: Planning & Design, Strategic Plans, Org. Develop. (2014-2023)

Tuscaloosa Public Library (AL) – Strategic and Facilities Planning, Feasibility Study (2021-Present)

Newburgh-Chandler Public Library (IN) – Strategic Planning (2021-2022)

Saratoga Springs Public Library (NY) – Strategic Planning (2020-2021)

West Haven Library (CT) –Strategic Planning and Efficiency Study (2020-2021)

Adrian District Library (MI) – Strategic Planning and Facility Planning (2020-2021)

Catawba County Public Library (NC) – Strategic and Facilities Planning (2019-2020)

2002 - 2014

Evanced Solutions, LLC | Indianapolis, Indiana

President and Co-Founder/Vice President (as part of Demco, Inc., Madison, WI)

Publications

Technology Made Simple, Chicago: ALA, 2007.

"Web, Library, and Teen Services 2.0," Young Adult Library Services, Winter 2007.

"Technology Planning: The Big Picture for Small Libraries," WebJunction, Nov. 20, 2006).



Contact

Phone 608-444-1733

Address Sun Prairie, WI

Education

M.S. Home Economics: Clothing (Design & Manufacturing) University of Wisconsin-Stout, Menomonie, WI

B.A. Fashion Merchandising / **Business Administration** University of Wisconsin-Stevens Point, Stevens Point, WI

Expertise

- · Community Engagement
- Library Facility Assessment
- Library Facility Planning
- Research and Development

Janet Nelson ReThinking Libraries

Managing Principal



Engage | Envision | Evolve

Janet's career in the library industry began in 1999 as a Furniture Product Manager with Demco, Inc. During her time there, she worked in a variety of roles but always with a focus on providing libraries across the US with the products and services to best serve their communities. In addition to her furniture/project experience, Janet has been involved in market research, strategic planning, and customer engagement, all focused on more thoroughly understanding and serving library needs.

Experience

2019 - present (initially dba as Kimberly Bolan and Associates, LLC) ReThinking Libraries | Sun Prairie, WI

Principal / Senior Consultant

Janet co-founded ReThinking Libraries, LLC with Rob Cullin in 2020 and has been involved in all of RTL's strategic plans and facilities projects since the company's inception. Janet began collaborating with Kimberly Bolan & Associates, LLC on design projects in 2006, starting with teen spaces. That evolved into more comprehensive library projects, speaking engagements, and co-authoring articles on library trends

Select Relevant Project Experience

Eaton Public Library (CO) – Strategic Planning (2024-ongoing)

Pikes Peak Library District (CO) – Facilities Master Plan (2023-2024)

Manatee County Public Library (FL) - Strategic Planning (2024)

St. Clair County Library System (MI) – Strategic Planning (2024-ongoing)

Indian Prairie Public Library (IL) – Strategic Planning (2024-ongoing)

Cromaine Library (MI) – Strategic Planning (2023)

Novi Public Library (MI) - Strategic Planning (2023)

Downers Grove Public Library (IL) – Strategic Planning (2023) Cecil County Public Library (MD) – Strategic Planning (2023)

Glencoe Public Library (IL) - Strategic Planning (2023)

Mary Riley Styles Public Library (VA) – Strategic Planning (2022-2023)

Mount Prospect Public Library (IL) – Strategic Planning (2021-2022)

Sun Prairie Public Library (WI) – Strategic Planning (2022)

Tuscaloosa Public Library (AL) -Ongoing work: Strategic and Facilities Planning, Feasibility Study (2021-Present)

Durham Public Library (CT) - Strategic Planning (2022)

Jennings County Public Library (IN) -- Strategic Planning (2022-2023)

Fulton County Public Library (IN) – Strategic Planning (2021-2022)

Newburgh-Chandler Public Library (IN) – Strategic Planning (2021-2022)

Saratoga Springs Public Library (NY) – Strategic Planning (2020-2021)

Adrian District Library (MI) – Strategic Planning and Facility Planning (2020-2022)

Saline District Library (MI) – Strategic Planning (2019-2021)

1999 - 2016

Demco, Inc., | Madison, WI

Director, Library Engagement and Solutions

- Collaborated on a content strategy that included the creation of the Ideas + Inspiration website, webinars, and relevant information and articles.
- Developed What's Next? a customer forum of influential librarians, to explore future needs.
- · Co-led start-up of Demco Interiors from feasibility studies to a fully operational business unit

Publications

"Just for Them", Library Journal's Library by Design, May 2010

Demco Ideas & Inspiration Blog Posts and Webinars, 2012 - 2016

Demco Interiors Blog. 2012 - 2016



Initiative

Goal

Activities

Outcome



User Focused Spaces

Provide inviting, comfortable, modern, and accessible spaces that meet a variety of patron needs

- Develop and implement a facility Master Plan (Main Library)
- Improve and expand the South Branch facility
- Implement intuitive wayfinding
- Create a new easy-to-navigate, simplified website
- Install engaging materials and resources displays

The community perceives the spaces are attractively and effectively supporting the needs of all users



Community Focused Services & Awareness Expand awareness and use of the library and its physical and virtual services

- Provide convenient community services at the library
- Create fixed and mobile satellite service locations
- Expand off-site programming and outreach
- Improve and expand adult programming
- Adjust library facility availability to meet community needs
- Create and implement a comprehensive marketing plan
- Develop and implement library card campaigns
- Create readily available evergreen service materials

The library is considered an important, relevant, and convenient community resource



Increase use of and satisfaction with the library's materials and resources

- Expand access to materials through resource sharing
- Allocate funds to electronic materials to meet demand
- Create a dedicated collection for in-library browsing
- Provide up to date technology and circulating resources
- Expand digital media and makerspace tools and resources

Patrons are satisfied with quality materials and resources that are obtainable quickly and conveniently





is cultivating community connections, mission inspiring learning, and enriching lives.



is a connected community with opportunities for exploration and growth.



Community focus. Providing relevant services and fostering community connections.

Adaptability. Being nimble and flexible to creatively meet changing needs.

Inclusivity. Supporting and valuing the diverse needs of all.

Welcoming environment. Creating an inviting, safe, and easy to use environment.

Accessibility. Ensuring easy access to materials and services whenever and wherever needed.

Learning. Encouraging an ongoing pursuit of knowledge and discovery that enriches lives.



Strategic Plan

July 2022 – June 2025

Approved by the MPPL Board of Trustees June 16, 2022

Introduction

Strategic planning is the systematic process of envisioning a desired future and translating that vision into broadly defined goals and a sequence of steps to achieve them.

Over the past two years, there have been changes in the world at large due to the global pandemic that have made it essential for the Mount Prospect Public Library (MPPL) to seriously evaluate if the needs of the community are being met. This strategic plan is meant to be used as a roadmap for meaningful change. The ultimate goal of this process was to hear directly from the community how the library can best serve them.

Background

The library last completed a strategic plan in 2019. That plan, effective from 2019 through 2023, was a hybrid strategic and operational plan created primarily by staff. In March 2020, when the pandemic emerged, the plan was put on hiatus. In 2021, the Board of Trustees approved a set of short-term goals designed to address the current environment. In late 2021 the Board approved a new strategic planning timeline and agreed to separate the strategic plan from the operational plan.

ReThinking Libraries, a professional strategic planning consulting firm, was hired to coordinate and facilitate the activities. The planning process was kicked off in January 2022 and the final plan was officially approved by the library board in June 2022. This plan will be effective from July 2022 through June 2025.

Approach to Planning

To ensure a thorough and positive planning experience, the library engaged in a collaborative, indepth data gathering process with the community, library board, and library staff. These activities included:

- All-community, staff, and trustee survey (over 2,000 received)
- Strategic Retreat (11 staff, 4 trustees, 4 community members)
- Staff and Board input sessions (6 sessions, 120 attendees)
- Community input sessions (12 sessions, 165 attendees)
- Mount Prospect demographic data and maps
- Key library related results from the Village of Mount Prospect 2020 survey
- Library benchmark analysis
- Collection utilization analysis

See the supplemental "Findings Book" for a comprehensive overview of the input received during the strategic planning process.

Mission Statement

A mission statement answers the question, "Why do we exist?" The library's current mission statement was reviewed during input sessions, and a new statement was written based on feedback.

Cultivating community connections, inspiring learning, and enriching lives.

Vision Statement

A vision statement answers the question, "What do we want to achieve?" The library's current vision statement was reviewed during input sessions, and a new statement was written based on feedback

• A connected community with opportunities for exploration and growth.

Values

Values define the culture and character of the library, and answers the question, "How do we behave?" The library's current values were reviewed during input sessions, and new values were written based on feedback.

- Community focus. Providing relevant services and fostering community connections.
- Adaptability. Being nimble and flexible to creatively meet changing needs.
- Inclusivity. Supporting and valuing the diverse needs of all.
- Welcoming. Creating an inviting, safe, and easy to use environment.
- Accessibility. Ensuring easy access to materials and services whenever and wherever needed.
- Learning. Encouraging an ongoing pursuit of knowledge and discovery that enriches lives.

Initiatives, Goals, Activities

The strategic initiatives, goals, and activities are the outcome of the data-gathering process and comprise the core of the strategic plan. They answer the questions, "What are our priorities and how are we going to address them?"

Strategic Initiatives

The strategic initiatives guide our actions in allocating financial resources and staff time. They do not eliminate efforts in other areas, but they receive the most focused attention of all the activities we undertake for the next three years.

- A. User Focused Spaces
- B. Community Focused Services and Awareness
- C. Improved and More Available Materials and Resources

Goals

Goals are designed to focus on what the community receives and not on the resources the library needs to deliver the service.

Activities

Activities are meant to illustrate possible actions the library will complete in order to meet the goals of the plan. They are not intended to be absolute, but rather realistic suggestions that reflect the current environment. As the environment changes, and more information is discovered during the research phase of each activity, changes are possible. The aim of the activities is to meet the identified goals.

Strategic Initiative A: User Focused Spaces

Goal A1: Provide residents with user-focused, comfortable, and inviting spaces that prioritize usage based on community needs and are furnished with modern, comfortable, and accessible furniture and fixtures

Activities:

- A. Contract with an architect to create a facility Master Plan for the Main Library.
- B. Identify implementation timeline and funding of the facility Master Plan for the Main Library.
- C. Collaborate with the Village of Mount Prospect to expand, improve, or relocate the Community Connections Center that houses South Branch and Human Services.
- D. Evaluate the partnership with the Village and Human Services to define the benefits and requirements of sharing the Community Connections Center space.
- E. Identify expanded services and resources necessary to occupy an expanded, improved, or relocated South Branch.
- F. Identify and implement short-term improvements to the South Branch space, including minor space reutilization and improved furniture and fixtures.

Goal A2: Enable patrons to intuitively find their way through library spaces with excellent wayfinding and signage at all locations.

Activities:

- A. Conduct a signage audit in conjunction with Goal A1 and implement recommendations as appropriate at all locations.
- B. Create a new patron-focused website with simplified navigation and standardized naming conventions.

Goal A3: Provide eye-catching and interesting displays throughout all locations to enable unexpected and organic discovery of materials and resources by patrons.

Activities:

A. Conduct a display and shelving audit in conjunction with Goal A1 and implement recommendations as appropriate.

Strategic Initiative B: Community Focused Services and Awareness

Goal B1: Provide convenient, non-traditional services that add value to the library's contributions to the community.

Activities:

A. Evaluate providing passports and/or license plate stickers.

Goal B2: Offer a wide variety of interesting adult programs that appeals to a range of audiences.

Activities:

A. Evaluate current adult programming and incorporate new ideas from the strategic planning results.

Mount Prospect Public Library Strategic Plan 2022-2025

B. Increase the coordination of adult programs across MPPL departments, including South Branch.

Goal B3: Meet patrons where they are and further embed library services and outreach within the community.

Activities:

- A. Evaluate the feasibility of installing kiosks, vending machines, or other self-service systems within the community.
- B. Investigate purchasing an outreach vehicle, such as a bookmobile or van, including what services could be provided "on the road."
- C. Identify and evaluate added outreach visits and/or programming to senior homes, multifamily dwelling units, churches, and other spaces where the community congregates.

Goal B4: Provide in-house library services at times that are convenient for patrons and utilize staff resources during the most popular times.

Activities:

- A. Evaluate library hours at all locations and adjust to meet community needs.
- B. Review the list of closed days and adjust to address new or changed state or federal holidays.

Goal B5: Patrons will be aware of library offerings through a variety of channels, tailored to meet community needs.

Activities:

- A. Develop standardized, evergreen service offering materials in a variety of mediums that are suitable for new residents, new cardholder orientation, outreach events, etc.
- B. Create library card campaigns that target a variety of audiences and remove barriers to library sign up and use.
- C. Assess current communication efforts and identify a strategy to create and implement a marketing plan that is targeted and curated to best distribute information to the community.

Strategic Initiative C: Improved and More Available Materials and Resources

Goal C1: Patrons will find the materials they want, when they want, for reading, viewing, and listening for pleasure and knowledge.

Activities:

- A. Evaluate joining a resource-sharing consortium or group and make a formal recommendation to the Board that includes an implementation timeline and funding solutions.
- B. Increase the budget allocation for electronic materials with the intent to reduce wait times for popular materials.
- C. Establish a non-holdable collection consisting of popular materials, targeted to the browsing patron.

Goal C2: A variety of practical, fun, and up to date technology and other resources will be available to patrons to use at the library and check out to use remotely.

Activities:

- A. Conduct public technology audit to identify opportunities for improvement, ensuring that public technology is comprehensive, up to date, and easy to use.
- B. Increase number and type of circulating resources (i.e. Library of Things).
- C. Create a limited Digital Media Lab at the Main library that includes some makerspace elements.
- D. Evaluate opportunities to provide dedicated space for technology and makerspace resources at all locations.

Organizational Competencies

Even the best-run libraries may have room for improvement in certain operational areas, and these issues can make it difficult to provide services regardless of the library's priorities. Organizational competencies are what the library must do in order to improve the ability to provide the desired services articulated in the goals and are meant to increase the library's effectiveness and efficiency. In this plan, the impact of the pandemic on staff resources is addressed.

A. Marketing/Public Relations/Communications/Graphic Design

- Clarify the objective of the department and clearly identify the purpose and desired outcomes. Collaborate with other library departments to identify priorities and best practices in order to maximize patron awareness.
- 2. Conduct a departmental assessment, including divisions of responsibility and workload.
- 3. Evaluate staffing and resources and adjust to meet the identified needs of the library, including revising processes and procedures as necessary.

B. Public Services

1. As the majority of this plan includes additions, improvements, and increases to public services, each public service department will conduct an assessment to identify what existing offerings need to be adjusted, shifted, or reduced to accommodate the new and improved services. During the assessment, staff will identify services that are no longer adding value. These services will be ended gently, understanding that they may be brought back in the future as needed. This assessment should include an evaluation of current staffing and budget resources.

Evaluation Process

This plan is designed to be flexible and responsive to changes in the economic, demographic or sociopolitical climate. The strategic initiatives and goals are broad enough to allow for necessary modifications to the activities that are carried out. Library management will work closely with the Board of Trustees prior to finalizing and implementing activities over the next three years. Progress will be reported at each regular library board meeting.

MINUTES PARK RIDGE PUBLIC LIBRARY

20 S. Prospect Avenue, Park Ridge, IL 60068
Resources Committee of the Whole Meeting of the Board of Trustees
Held in the First Floor Meeting Room of the Library
November 12, 2024 at 7:00 p.m.

President Thiagarajan called the meeting to order at 7:29 p.m.

ROLL CALL

Trustees Present: Deepika Thiagarajan, Chair; Michael Donahue, Alexandrea Hanba, Josh Kiem, Danielle

Powers; Theresa Renaldi, David Somheil

Trustees Absent: Anita De Frank, Gregg Rusk

Others Present: Joanna Bertucci, Library Director; Angela Berger, Joan Wrenn, Library staff

Louis Kaufman

APPROVAL OF MINUTES

Trustee Hanba made a

MOTION: to approve the minutes of May 14, 2024

Vice President Renaldi seconded the motion.

Roll Call Vote: Yes: Donahue, Hanba, Kiem, Powers, Renaldi, Somheil, Thiagarajan

Absent: De Frank, Rusk

Motion passed

PER CAPITA GRANT REQUIREMENTS DISCUSSION

In preparation for applying for the 2025 Illinois Per Capita Grant, the application requires that the Library Director and Board review the entirety of *Serving our Public 4.0: Standards for Illinois Public Libraries*. President Thiagarajan assigned chapters for review to each trustee. Once reviewed, each trustee brought their findings for discussion to tonight's meeting.

Chapter 1: Core Standards – No questions or concerns regarding the Library's compliance with this standard

Chapter 2: Governance and Administration – This chapter was reviewed noting that all items on the chapter's checklist are either in place or are on the Board's future task list.

Chapter 3: Personnel – Secretary De Frank reviewed this chapter and the related check list, noting that all check list items are in place. President Thiagarajan read Secretary De Frank's comments in her absence.

Chapter 4: Access – Trustee Donahue reviewed this chapter, noting that although the PRPL's space is considered mathematically inadequate for a community the size of Park Ridge, it still provides adequate access to the community.

Chapter 5: Building Infrastructure and Maintenance – Review of this chapter noted the ongoing and upcoming projects and that the building overall is in good condition.

Chapter 6: Safety – President Thiagarajan reviewed this chapter, noting planning for unexpected building closures. She concluded that the building meets all safety requirements.

Chapter 7: Collection Management – Review of this chapter, noted that the Library has a current and updated Collection Management policy to guide collection development. Also noted is that all required aspects of collection acquisition and management are in place at the Library.

Chapter 8: System Member Responsibilities and Resource Sharing – Review of this chapter indicated compliance with checklist items.

Chapter 9: Public Services: Reference and Readers' Advisory Services – Review of this chapter noted that infrastructure is in place to provide these services. No deficiencies were noted.

Chapter 10: Programming – Review of this chapter noting that programming presented meets the diverse needs of the community, incorporating new philosophies and best practices. She further noted additional strides in this area with the addition of Low Sensory programming hours.

MINUTES PARK RIDGE PUBLIC LIBRARY

20 S. Prospect Avenue, Park Ridge, IL 60068
Resources Committee of the Whole Meeting of the Board of Trustees
Held in the First Floor Meeting Room of the Library
November 12, 2024 at 7:00 p.m.

Chapter 11: Youth/Young Adult Services – Compliance with standards was noted. Also noted was the reestablishment of the Teen Advisory Board which continues to provide guidance and direction to teen programs and spaces.

Chapter 12: Technology – Review of this chapter noting that the Library meets standards in this area. Also noted were recently completed projects to improve technology and plans to replace patron and staff computers in 2025. Also noted was implementation of the Library's new website which addresses ADA compliance lacking in the prior website.

Chapter 13: Marketing, Promotion and Collaboration – Review of this chapter noting that all checklist items are in place.

Director Bertucci noted that the next step in this process will be presentation of the Per Capita Grant Application for approval at the December Board meeting.

OTHER

None

Meeting closed at 7:44 pm

Trustee Powers made a

MOTION: to adjourn the meeting Vice President Renaldi seconded the motion

Voice Vote: All in favor

Motion passed

Meeting adjourned at 7:45 p.m.



Memorandum

Memo Date: November 26, 2024

From: Joanna Bertucci, Library Director

Meeting Type: Resources Committee of the Whole Meeting

Meeting Date: December 10, 2024

Action Requested: For approval

Subject: FY25 Per Capita grant application

Background

The Illinois State Library's annual Public Library Per Capita Grant application requires review of library services and standards. A complete review by the Library Director and Board of Trustees of *Serving our Public 4.0 Standards for Illinois Public Libraries* is required for the January 2025 submission. At the November 12, 2024 Committee of the Whole Meeting, Resources Committee Chair Thiagarajan led the Board in a discussion of the standards.

At this time, I am respectfully putting forth the FY25 Per Capita grant application for Board approval at the December 17, 2024 Regular Board Meeting.

Recommended Action:

Approve the FY25 Per Capita Grant application



ALEXI GIANNOULIAS · Secretary of State & State Librarian

Illinois State Library, Gwendolyn Brooks Building 300 S. Second St., Springfield, IL 62701-1796

ilsos.gov

Illinois State Library

ILLINOIS PUBLIC LIBRARY PER CAPITA AND EQUALIZATION AID GRANT APPLICATION

As required by The Illinois Library System Act (23 III. Adm. Code 3030.200 (a)(2)(I) and (J)), to be eligible for funding, the applying public library shall have completed the Illinois Public Library Annual Report (IPLAR) and the annual certification process to confirm eligibility for grants administered by the Illinois State Library.

The Library Board of Trustees agrees to expend the funds received for the purposes outlined in the application as approved by the Illinois State Library, and as stipulated by the Illinois Library Systems Act (75 ILCS 10/8 and 10/8.1) and Illinois State Library Grant Programs (23 Ill. Adm. Code 3035.115 and 3035.135).

The Library Board of Trustees affirms that all grant funds received as a result of this application shall be used to provide public library service to its community by supplementing the library's regular budget and that it will not reduce, nor cause to have reduced, the public library's levy in the current or next fiscal year.

The Library Board of Trustees agrees that the Illinois State Library or its designee shall have the right to examine any of the records directly related to this grant.

egal Name of Library:			
ibrary's Control Number:	Branch Nun	mber: Today's Date:	
Contact information of the	e person completing this grant ap	oplication:	
Preparer's Name:	(First Name)	(Last Name)	
Preparer's Title:		·	
Preparer's Phone N	Number:		
Preparer's Email A	ddress:		

By checking this box, I certify: 1) that I have the authority to submit this application on behalf of the Library Board of Trustees, and 2) that the statements herein are true, complete and accurate to the best of my knowledge. The Library Board of Trustees is aware that any false, fictitious or fraudulent statements or claims may be subject to civil, criminal or administrative penalties.

Changes in the population count for the eligible service area must be documented and supporting information that details the increase or decrease shall be submitted electronically with this application. Documentation must include one of the following:

- A U.S. Census certification (e.g., correction or special census) that has been filed with the Office of the Secretary of State Index Department prior to submission of the application.
- For population changes, annexations or disconnects that are typically not documented by the U.S. Census, the library
 must submit appropriate and substantial supporting information, including a certified population count. Examples include, but are not limited to: legal documentation from an appropriate municipal corporate authority or a library district's referenda questions and certified results.

If the population has not changed, no additional documentation is necessary.
Service Area Population
Part I. Review of Serving Our Public 4.0: Standards for Illinois Public Libraries (© Illinois Library Association, 2019)
To be eligible for a per capita grant, a public library shall show that it will either meet or show progress toward meeting the Illinois library standards as most recently adopted by the Illinois Library Association (75 ILCS 10/8.1).
A grant applicant with below standard performance levels must raise or improve its performance levels in relation to the standards according to the objectives, time frames and priorities the library shall state in the application and which are consistent with the terms of the plan of service of the system of which it is a member. (23 ILAC 3035.115)
The Library Director and the Board of Trustees shall review the entirety of Serving Our Public 4.0: Standards for Illinois Public Libraries. To complete this application, refer to the checklist at the conclusion of each chapter.
Chapter 1: Core Standards
Explain the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all Core Standards, please indicate. (150 word limit)

Chapter 2: Governance and Administration Explain the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Governance and Administration checklist, please indicate. (150 word limit)

Chapter 3: Personnel
Explain the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Personnel checklist, please indicate. (150 word limit)
Page 3

Chapter 4: Access Explain the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Access checklist, please indicate. (150 word limit) **Chapter 5: Building Infrastructure and Maintenance Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels

where the chapter's standards are not met or the library is making progress toward meeting those standards. If the librar meets all components of the Building Infrastructure and Maintenance checklists, please indicate. (150 word limit)							

Chapter 6: Safety Explain the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Safety checklist, please indicate. (150 word limit) **Chapter 7: Collection Management Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Collection Management checklist, please indicate. (150 word limit)

Chapter 8: System Member Responsibilities and Resource Sharing

where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the System Membership Responsibilities and Resource Sharing checklist, please indicate. (150 word limit)
Chapter 9: Public Services: Reference and Reader's Advisory Services
Explain the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library
meets all components of the Reference Service checklist and the Reader's Advisory Service checklist, please indicate. (150 word limit)
meets all components of the Reference Service checklist and the Reader's Advisory Service checklist, please indicate. (150
meets all components of the Reference Service checklist and the Reader's Advisory Service checklist, please indicate. (150
meets all components of the Reference Service checklist and the Reader's Advisory Service checklist, please indicate. (150
meets all components of the Reference Service checklist and the Reader's Advisory Service checklist, please indicate. (150
meets all components of the Reference Service checklist and the Reader's Advisory Service checklist, please indicate. (150
meets all components of the Reference Service checklist and the Reader's Advisory Service checklist, please indicate. (150

Explain the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels

Chapter 10: Programming Explain the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Programming checklist, please indicate. (150 word limit) **Chapter 11: Youth/Young Adult Services Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Youth/Young Adult Services checklist, please indicate. (150 word limit)

Chapter 12: Technology

Explain the objectives and priorities to be undertaken during the ensuing year to improve the library's performance level where the chapter's standards are not met or the library is making progress toward meeting those standards. If the librar meets all components of the Technology checklist, please indicate. (150 word limit)
Chapter 13: Marketing, Promotion and Collaboration
Explain the objectives and priorities to be undertaken during the ensuing year to improve the library's performance level where the chapter's standards are not met or the library is making progress toward meeting those standards. If the librar meets all components of the Marketing, Promotion and Collaboration checklist, please indicate. (150 word limit)

Part II: Planned Use of Grant Funds

Describe objectives and priorities for use of grant monies to meet or improve performance levels in relation to the standards in <i>Serving Our Public 4.0: Standards for Illinois Public Libraries</i> (23 ILAC 3035.115). Use general categories in identifying actual planned expenditures. Do NOT include monetary figures or specific brands.							