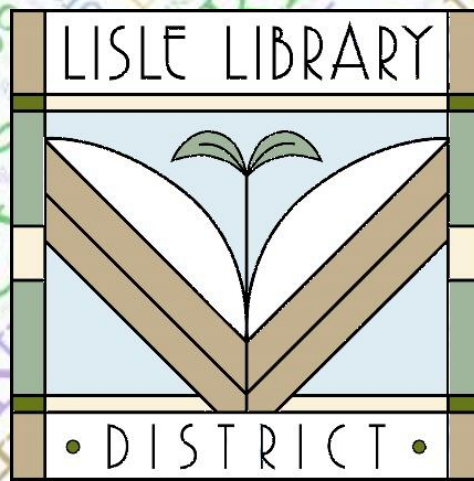


LISLE LIBRARY DISTRICT (LLD)  
2019-2022  
STRATEGIC PLAN



ENRICH | EDUCATE | EMPOWER

## **PRESIDENT'S LETTER**

Residents, Friends, and Staff of the Lisle Library District,

The Board of Trustees of the Lisle Library District is very pleased to present the Lisle Library District Strategic Plan for 2019-2022. This Strategic Plan exemplifies the District's dedication to continuous improvement.

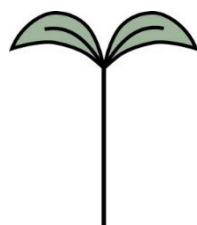
The Board and Staff are committed to the Library's Vision and Mission. The objectives outlined in the Strategic Plan will guide the Library's development in the next few years and further the Mission of the Library to enhance "the cultural, social, and life-long educational development of the community."

This Strategic Plan will prepare the Lisle Library District for the ever present changes in technology and services that patrons expect while maintaining the first-class customer service for which the Lisle Library District is known.

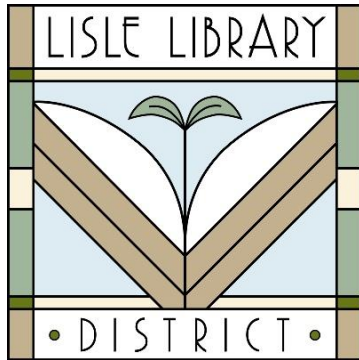
Thank you to the Board of Trustees, the Strategic Planning Committee, Director Weinstein, and the residents for all your input during the recent Community Engagement Project. It took everyone's input to make this strategic planning process a success.

Jay Fisher

President, LLD Board of Trustees



## EXECUTIVE SUMMARY



A strategic plan helps an organization plan its future. In January of 2018, the Lisle Library District (LLD) Board President appointed the LLD Strategic Planning Committee (SPC). The Committee included all LLD Trustees and key staff.

The SPC has produced a plan that is focused on access, diversity, improved Library experiences, and fiscal responsibility. The SPC envisions this Plan to advance the LLD forward for the next three years. The SPC utilized community input, key research, and innovative ideas to direct development.

The 2019-2022 LLD Strategic Plan was adopted by the Board of Trustees on November 14, 2018.

### LLD Vision | Mission

**Vision:** Our vision is to enrich, educate, and empower the residents of the Lisle Library District.

**Mission:** The Lisle Library District is committed to enhancing the cultural, social, and lifelong educational development of the community.

### SPC Members

Jay Fisher | President  
Thomas Hummel | Vice President  
Longry Wang | Treasurer  
Marjorie Bartelli | Secretary  
Richard Flint | Trustee  
Liz Sullivan | Trustee  
Emily Swistak | Trustee

Tatiana Weinstein | Director (ex-officio)  
Beth McQuillan | Assistant Director (ex-officio)  
Will Savage | Youth Services Director  
Elizabeth Hopkins | Adult Services Director

### SPC Process

#### 2011-2016

The last LLD Strategic Plan was a five year plan that spanned 2011-2016. During this time, the LLD acknowledged that the Library's facility had some deficiencies and needs, so a Facilities Steering Committee (FSC) was formed in 2012 to address upcoming facility projects (retired in 2016). The FSC used the 2011-2016 LLD Strategic Plan as its foundational document to guide discussions. Though technically expired, the LLD continued to recognize the Plan's important concepts and goals until a new plan was in place.

#### 2017

In 2017, the LLD experienced a membership shift on the Board as well as a leadership shift with a new Director. These changes fostered discussions regarding a new strategic plan for the Library. Also in 2017, the LLD completed a comprehensive Community Engagement Project where the LLD hired a consultant to facilitate focus groups, community forums, and a District-wide community survey concentrating on service, collection, and facility needs. There were four focus groups with a total of 29 stakeholders, two community forums with a total of 70 participants, and 737 completed surveys. The results of this project are available on the LLD's website: [lislelibrary.org](http://lislelibrary.org).

## 2018

February 21, 2018 marked the first of ten SPC meetings. The first meeting served as an introduction and review of the 2011-2016 LLD Strategic Plan, 2012-2016 LLD Facilities Steering Committee Report, 2016 Strategic Facility Plan (Engberg Anderson), and 2017 Community Engagement Project (Millennia Consulting).

Succeeding SPC meetings included reviewing other institutional plans, discussing areas of focus for a future plan, and sharing ideas about potential facility improvements and/or areas in the building or around the campus that need attention.

The SPC eventually narrowed the main areas of focus to four:

Advocacy/Outreach Awareness	Facility	Organizational Culture	Technology & Innovation
--------------------------------	----------	---------------------------	----------------------------

*-Additional information follows Executive Summary. Focus areas are shown in alphabetical order and are all of equal importance.*

While the SPC agreed upon four main areas for the three-year Plan, the Committee has also identified additional attributes that inspire and guide this Plan:

- Diversity
- Data Driven Decisions
- Partnerships
- Efficiencies
- Training
- Grant Writing
- Alternative Funding
- Lifelong Learning
- Fiscal Responsibility

The above attributes serve as drivers and/or motivators and shall contribute to the discussions, decisions, and implementation of all focus area initiatives and projects.

## Implementation

Strategically addressing the objectives outlined in this Plan will be a continual effort between the Library's Administration and the Board of Trustees. During the course of the 2019-2022 LLD Strategic Plan, the Director will apprise the Board of Plan initiatives and coordinate committee-related projects with the appropriate bodies.

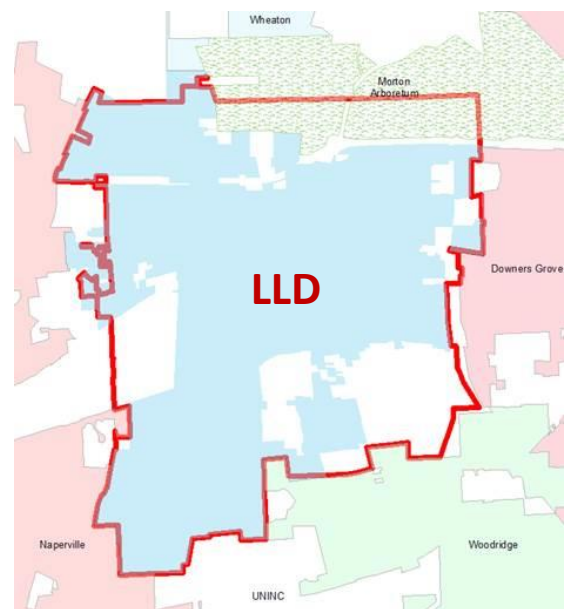
## Service Area

The Lisle Library District includes most of Lisle, including unincorporated areas of Lisle and Naperville.

- 2010 District population = 28,504
- 2017 Village of Lisle Special Census, District population = 29,535

All District residents are eligible for a Library card regardless of age. The Library facility and campus are open to the public during operating hours. Additional information about Library cards and District boundaries can be found at [lislelibrary.org](http://lislelibrary.org).

RED OUTLINE = Lisle Library District boundary  
BLUE SHAPE = Village of Lisle  
WHITE SHAPES = Unincorporated areas



Map provided by GIS Consultant via the Village of Lisle

## **FOCUS AREAS**

### **ADVOCACY | OUTREACH | AWARENESS**

Objective:

Proactively promote LLD services, resources, and programs via community engagement, intergovernmental efforts, and communications media.

Approach:

1. Develop marketing plan for services, resources, and programs.
  - a. Establish demographic profiles
  - b. Evaluate territory; District map and online platforms
  - c. Determine specific promotion activities and effective promotional tools
  - d. Effectively utilize LLD brand
2. Engage intergovernmental entities to partner in community awareness campaigns.
3. Explore and enhance social/digital and mass media Library advocacy opportunities.
4. Continue and improve staff outreach efforts to underserved and unexplored District areas.
5. Optimize and increase signage on campus and in community.
6. Provide effective training regarding new advocacy initiatives for staff and Trustees.

### **FACILITY**

Objective:

Provide a welcoming facility and campus that meets community needs, encourages utilization, and fosters an enriching environment.

Approach:

1. Update and enhance facility structure and exterior areas as identified by Strategic Planning Committee (SPC) to improve user experience (see Appendix A).
2. Utilize Universal Design (UD) concepts in projected LLD facility projects.
3. Commission professional assistance, when appropriate, to achieve SPC Facility objective.
4. Refer capital projects to LLD Physical Plant Committee to review expert advice and recommend steps to achieve SPC Facility objective.

## **ORGANIZATIONAL CULTURE**

### Objective:

Develop and maintain a strong, diverse, and professional organizational culture that reflects the vision, mission and values of the LLD.

### Approach:

1. Review and affirm LLD vision, mission and values.
2. Review/update/draft LLD policies at least quarterly in accordance with ILA standard guidelines; develop ethics policy for Trustees/Staff.
3. Foster professional environment.
  - a. Provide training, at least annually, that applies to LLD ethics policy
  - b. Advance cross training opportunities to improve patron services
4. Utilize authenticated research, analysis, and professional standards when developing policies, procedures, presentations, and projects.
5. Diversify alternative funding.
  - a. Pursue grant opportunities as available
  - b. Regenerate LLD Foundation relationship
  - c. Continue cultivating Friends (FLPLD) relationship
6. Increase community engagement via organized collaboration with local non-profits, units of government, and businesses.
7. Maintain qualified professional staff.

## **TECHNOLOGY & INNOVATION**

### Objective:

Implement and administer effective, efficient, and innovative technology throughout the facility and on campus.

### Approach:

1. Develop IT (Information Technology) Plan that includes:
  - a. Technology replacement schedule
  - b. Disaster recovery program
  - c. Updated IT infrastructure
  - d. Enhanced network and facility security
2. Adopt uniform IT hardware strategy; purchase and contract in accordance.
3. Reconfigure LLD server room; providing ease of access to servers, switches, appliances, and cabling.

*-TECHNOLOGY & INNOVATION continued...*

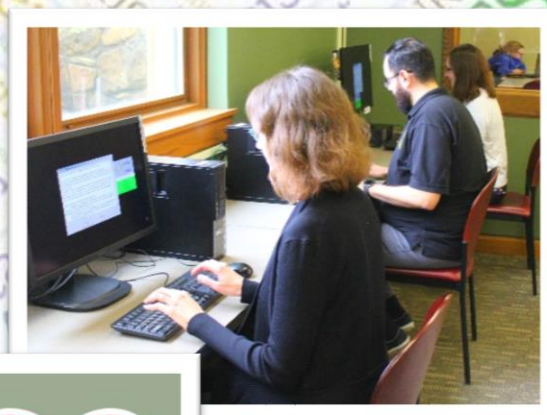
4. Optimize RFID components within facility.
  - a. Explore innovations to enhance user experience via automated check-out
  - b. Improve inventory operations
  - c. Provide additional security
  - d. Examine ways to streamline tasks through automation
5. Improve access to technology resources.
  - a. Enhance Library app; providing access to LLD databases, digital content platforms, and program registration
  - b. Expand technology education opportunities via public programming
  - c. Provide appropriate space for technology education opportunities



## Appendix A

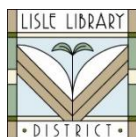
### FACILITY

1. Provide adequate restroom facilities on all floors, including inclusive/family bathroom options.
2. Equip facility with suitable group and individual study space.
3. Create a hospitable foyer experience.
4. Provide space for media, maker, and STEAM activities.
5. Reconfigure and update HVAC components in building.
6. Reconfigure and update IT infrastructure.
7. Develop circulation processes that eliminate redundancies and enhance user experience.
8. Provide adequate shelving/space to feature new and innovative formats while maintaining appropriate space for traditional formats.
9. Provide safe, vehicular drop-off.
10. Equip Youth Services Department with adequate programming space and clear sightlines.
11. Furnish electrical access to users in effective and appropriate locations.
12. Optimize RFID components within facility.
13. Provide adequate reading, study, meeting, collection, and programming space for high-school age patrons.
14. Offer patrons a food/drink vending option.
15. Effectively accentuate entrance to facility; highlight facility presence in community.
16. Monitor and maintain storm-water drainage system on property.
17. Offer patrons a selection of safe, welcoming, and inspirational outside areas to read, meet, and/or unwind.



## Contact

- Board and Staff contact information on the LLD website: [lislelibrary.org](http://lislelibrary.org) > about us > contact us
- Email the Board + Director: [directboard@lislelibrary.org](mailto:directboard@lislelibrary.org)
- Email the Board: [lldboard@lislelibrary.org](mailto:lldboard@lislelibrary.org)
- Email the Director: [tatiana@lislelibrary.org](mailto:tatiana@lislelibrary.org)



Lisle Library District  
 777 Front Street, Lisle, IL 60532  
 630-971-1675  
[lislelibrary.org](http://lislelibrary.org)

