

Frankfort Public Library District
Strategic Plan Quarterly Assessment
September 2023-December 2023

Highlight of Completed Progress this Quarter



Experience & Access: Implementation of new programs targeting community members with memory degeneration.

Community members with Alzheimer's, dementia, and other memory degenerative illnesses (along with their caregivers) were identified as a population currently underserved by the Library. Adult Services has developed targeted programming for this population, including programs specifically for caregivers and programs designed to help older adults stay mentally fit through memory care exercises. Additionally, we have partnered with a Girl Scout working on her Gold Award service project to design Memory Care Kits, which will be circulated at the Library. (A.2, A.3, E.2) [Staff will continue to assess the popularity and effectiveness of these new programs and materials, and will make adjustments based on patron feedback and statistics.](#)



Experience & Access: Reimagining of youth program into Little Sensory Hour.

Redeveloping Little Social Hour into Little Sensory Hour opened the program up to a wider age range of children. The focus was shifted to helping children develop focus techniques and challenge some sensory aversions. Attendees for this program are both neurodivergent and neurotypical, and the response from parents has been quite positive. (A.2, A.3, E.2) [Staff will respond to parent and child feedback, and refine the program to meet the needs of our community.](#)



Experience: Create and develop library experiences which align with community interest.

Staff have continued to develop new programs to align with changing community interest. Youth Services debuted a program series called Holiday Happenings, which develops programs around a wide breadth of cultural holidays. Adult Services hosted the Illinois Secretary of State Mobile Unit in November 2023. 41 people were able to access services for REAL ID, driver's license, or state ID. Additional programs like Life-Sized Candyland, Tween Art Club, Homeschool Hangout, StarLab, Staying Mentally Fit, and the Puzzle Speed Challenge engaged patrons with the Library in new and unique ways. Adult Services secured an IL Road Scholars Grant, which was primarily based on how the Scholars programs supported the Library's Strategic Plan. The Library hosted a community quilt project, where community members crafted and donated squares of a quilt, which enhanced community connection. [Staff will continue to assess programs and experiences to continue to create and develop new offerings to meet community interest.](#) (E.1, E.2)



Communication: Create and deepen partnerships with local organizations to enhance the Library's presence in the community.

The Library participated in the Frankfort Police Department's Trunk or Treat event this fall. The Library also attended a long-range plan brainstorming session at the Frankfort Square Park District, where potential partnership opportunities were

discussed. The Education Specialist continued on her goal to visit every elementary school in the District and develop relationships with the staff at the local schools. The Outreach Librarian made a visit to a local homeowner's association to present available Library resources and services. [The Education Specialist will reach out to local high schools to share what databases and resources are available for their use. We will continue to seek out opportunities for collaboration with other community organizations.](#) (C.2)



Communication: Utilize all communication tools to improve engagement and promote Library services and programs.

The Library established a TikTok account to highlight collections and programs. [Staff will continue to develop content for this new platform and monitor its success as a communication tool.](#) (C.1)



Space & Access: Study room protocols were evaluated and modified to respond to community need.

Following requests from the community and observations from Staff, the Library piloted new study room procedures that allowed for limited study room advanced registration. Additionally, new protocols were developed to respond to space requirements for virtually proctored standardized testing. [Staff will continue to monitor study room usage and suggest amendments to study room protocols and procedures as needed.](#) (S.1)



Space: Make intentional and meaningful changes that align with Library and community need.

Following the development of the Facility Assessment, the Board and Administration establish capital priorities for the next several fiscal years. One building project highlight was the replacement of the brick courtyard wall with a new fence. The previous wall was no longer stable, and the courtyard had to be temporarily closed until the wall could be removed and replaced. When the courtyard was reopened, new courtyard furniture was purchased with grant funding, to increase the amount of outdoor available seating for patrons.

Several additional maintenance projects were completed this quarter, including replacing the building's sealant, which will assist in sustainability and long-term building health, resealing the parking lot, and tuckpointing maintenance. The Board has developed a building project funding working proposal for meeting building needs. A preventative maintenance checklist was also developed. [The Board and Administration will utilize data from the budget, capital priorities, and facility assessment to address building maintenance projects as they fit the Library's needs and budget.](#) (S.1)

Selected In Progress Items



Access & Space: Utilize e-rate funding for affordable implementation of faster, more stable internet.

We signed an e-rate contract for internet with Comcast, which will allow us to move from copper to fiber internet and increase our speeds and stability, without dramatically increasing internet costs. This connects to our Space goal of making meaningful changes for our patrons, and our Access goal of meeting community needs. The new contract begins in July 2024, and the new lines have already been partially run and installed by Comcast.



Experience & Access: Create a cyclical assessment to evaluate Library resources and services.

A new program survey was developed to assess patron response to programs currently being offered and things that could be offered in the future. The new survey will be rolled out as part of the new website. Administration has also been analyzing collection use data to assess current material circulation length, item limit, and renewal rules, as well as the effectiveness of fines on material returns. Changes are being made to make sure more of the collection is available to the public more often. [Looking ahead, staff will analyze data to see how we can develop and supplement resources offered to continue to meet the needs of the community.](#)



Communication & Accessibility: Work with a website design company to create a modern, user-friendly, and fully ADA compliant website.

This project continues to be in progress, as we work with website company CyberOptik to revise the website before it goes live in early 2024.

Selected Up Next Items



Communication: Develop a comprehensive marketing plan.

We are currently investigating potential costs to hire a marketing consultant to evaluate our marketing efforts.



Space & Access: Evaluate the current placement of the Adult Services Desk.

Staff are evaluating the current Adult Services Desk placement, in order to hopefully address problems of patrons of all ages walking behind the desk into staff space. Additionally, the current placement leads to computer cords becoming accidentally dislodged from power and data ports. Potential solutions include changing the desk placement, or replacing the desk, which was originally the Circulation Desk. Additionally, staff will evaluate ways to be more sustainable in procedures, giveaways, etc., to increase the Library's overall sustainability.