



WAUKEGAN
PUBLIC
LIBRARY



Strategic Plan 2024-2027

VISION:

gather. discover. grow.

MISSION:

We support our community by connecting everyone to information, materials, and experiences that foster a love of reading, learning, and exploration.

STRATEGIC DIRECTION 1:

VIBRANT COMMUNITY ENGAGEMENT AND RESPONSIVE SERVICES

Goal 1.1: Evolve Outreach Services & Expand Collaborative Partnerships

- Partnership Plan
- Engage Old & New Partners
- Expand Mobile Services

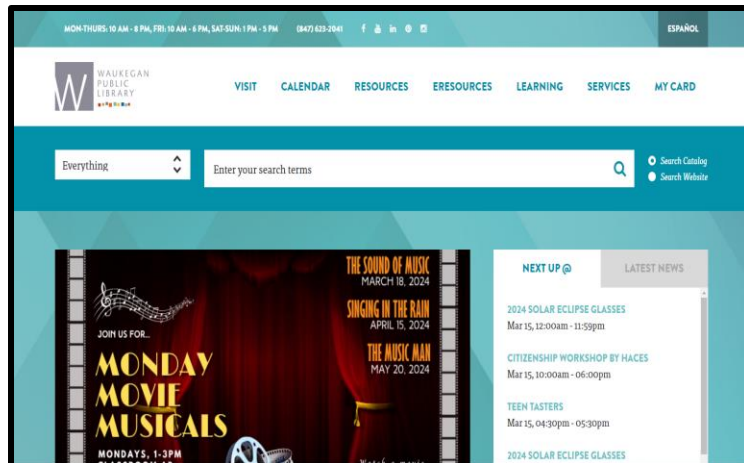


STRATEGIC DIRECTION 1:

VIBRANT COMMUNITY ENGAGEMENT AND RESPONSIVE SERVICES

Goal 1.2: Enhance Communications

- Evaluation Guidelines
- Creative Marketing Strategies
- Library Website
- Readers' Advisory

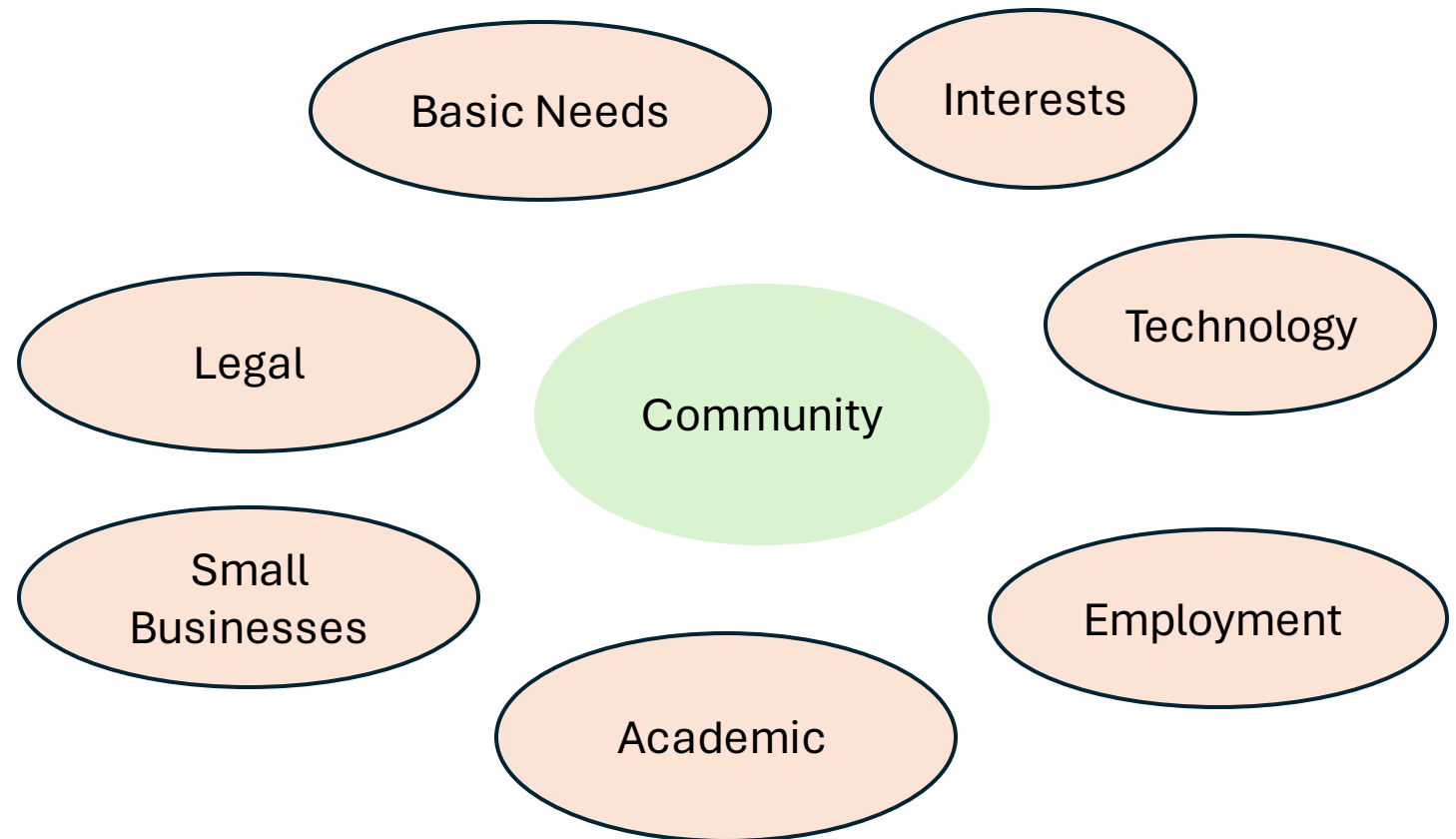


STRATEGIC DIRECTION 1:

VIBRANT COMMUNITY ENGAGEMENT AND RESPONSIVE SERVICES

Goal 1.3: Cultivate inclusive services and programs representative of our diverse community

- School Outreach Events
- Data Collection
- Community Based Programming



STRATEGIC DIRECTION 1:

VIBRANT COMMUNITY ENGAGEMENT AND RESPONSIVE SERVICES

Goal 1.3: Cultivate inclusive services and programs representative of our diverse community

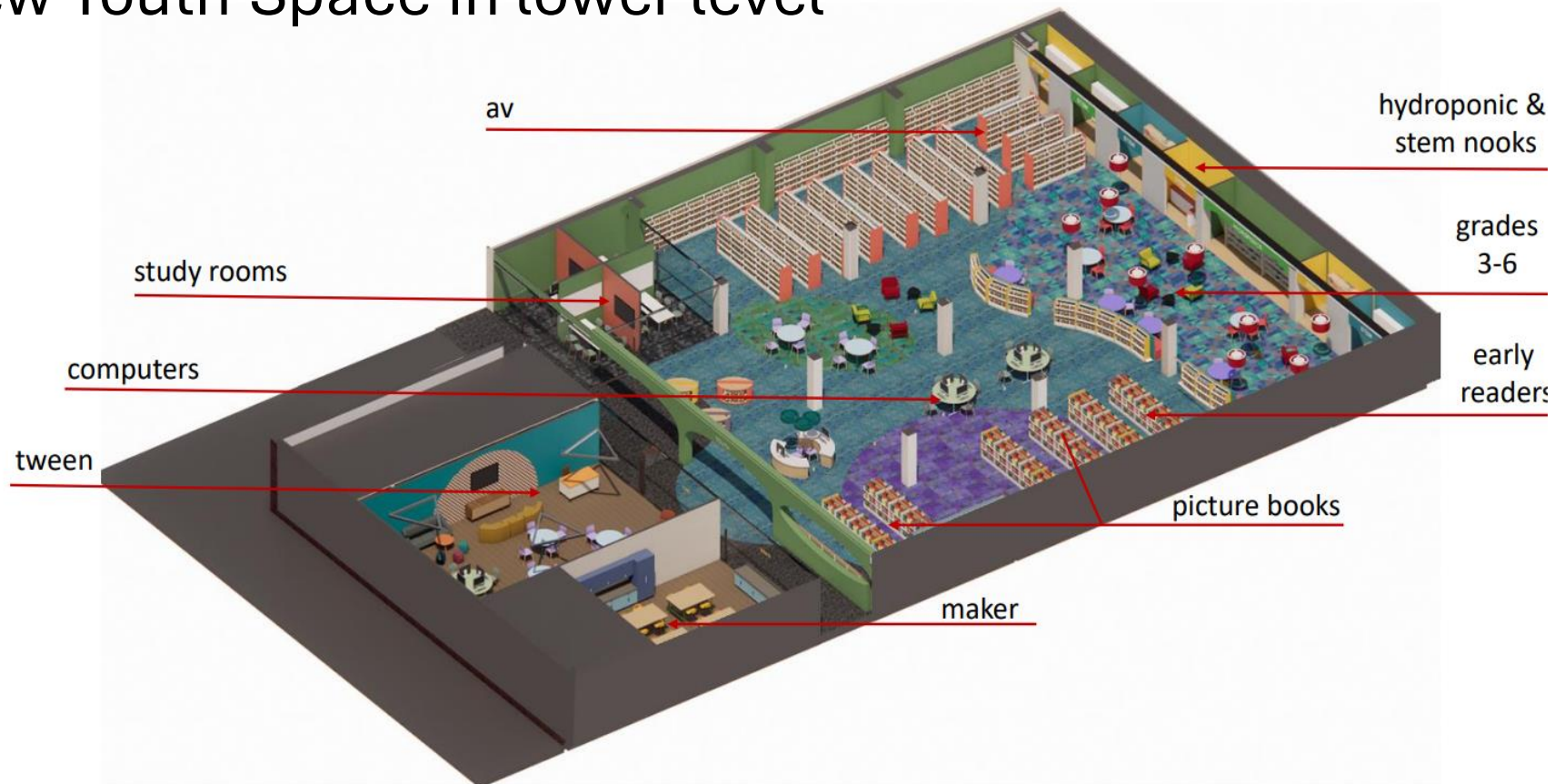
- Diversity, Equity, and Inclusion
- Bilingual Reading Programs
- Engagement and Participation
- Supportive Community Programming



STRATEGIC DIRECTION 2: ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.1 Prioritize Long-term and Large-scale Facility Needs

- New Youth Space in lower level



STRATEGIC DIRECTION 2: ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.1 Prioritize Long-term and Large-scale Facility Needs



STRATEGIC DIRECTION 2: ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

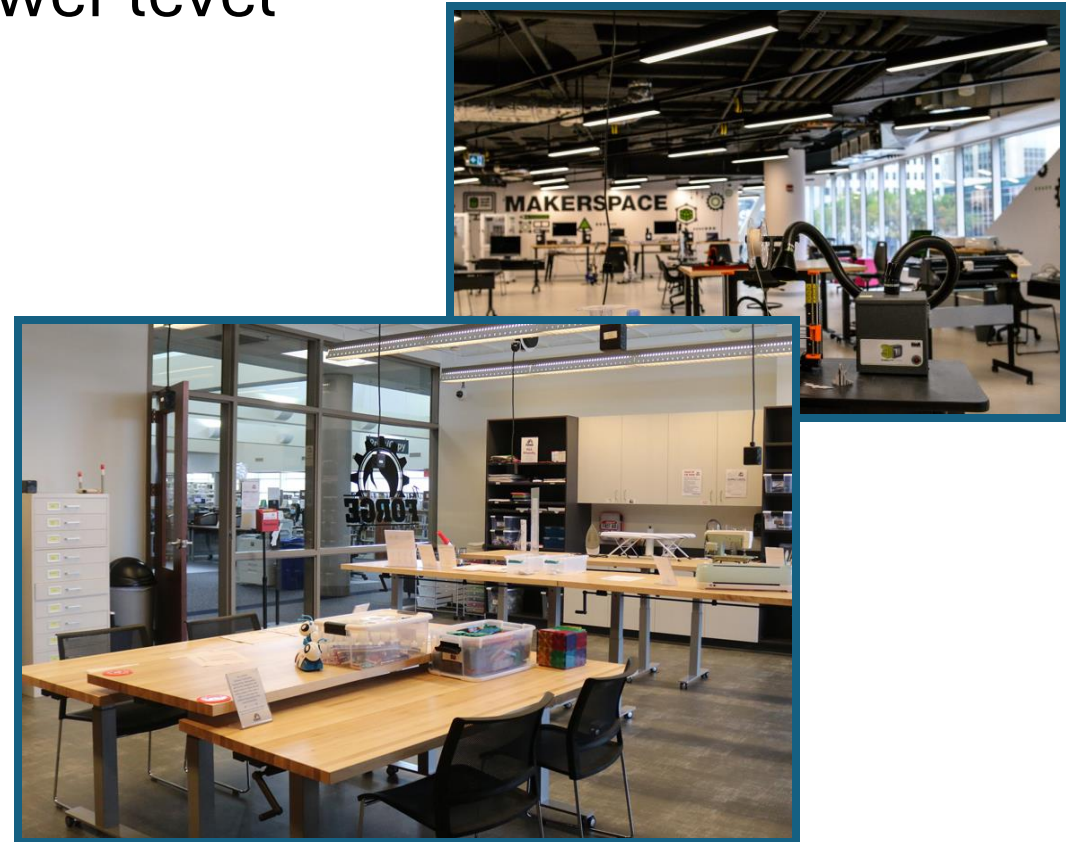
Goal 2.1 Prioritize Long-term and Large-scale Facility Needs



STRATEGIC DIRECTION 2: ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.1 Prioritize Long-term and Large-scale Facility Needs

- New Teen and MakerSpace in lower level



STRATEGIC DIRECTION 2: ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.1 Prioritize Long-term and Large-scale Facility Needs

- Comprehensive Capital Assessment Plan
 - Mechanical equipment
 - Safety systems
 - Infrastructure
 - Technology
 - Construction/remodels



STRATEGIC DIRECTION 2: ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.1 Prioritize Long-term and Large-scale Facility Needs

- New space for Friends of the Library



STRATEGIC DIRECTION 2:

ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.1 Prioritize Long-term and Large-scale Facility Needs

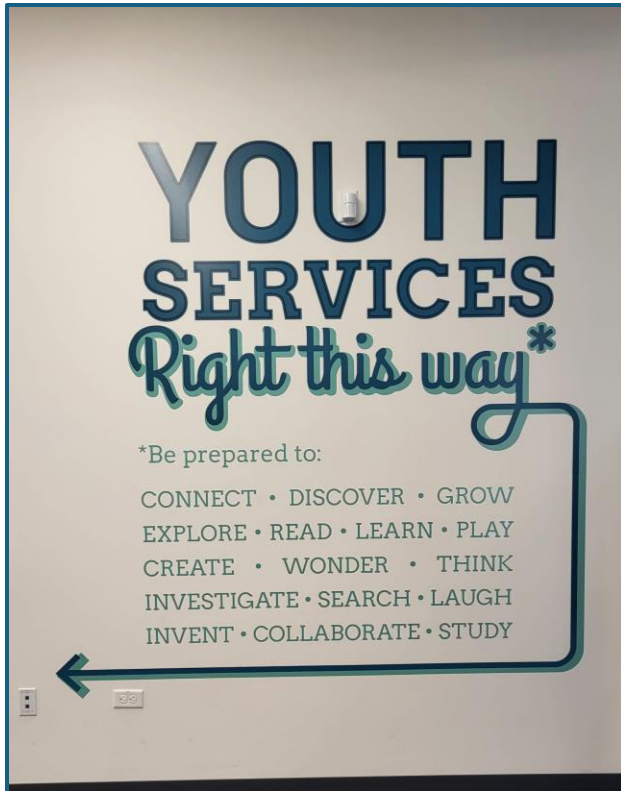
- ADA compliant bathrooms
- Flex seating, quiet areas, study rooms for adults
- LED lighting
- Kitchen Space for programs
- Reimagining the old office space on the main floor
 - Rentable space, genealogy room, small meeting room



STRATEGIC DIRECTION 2: ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.2 Maximize Library Access and Comfort for Users

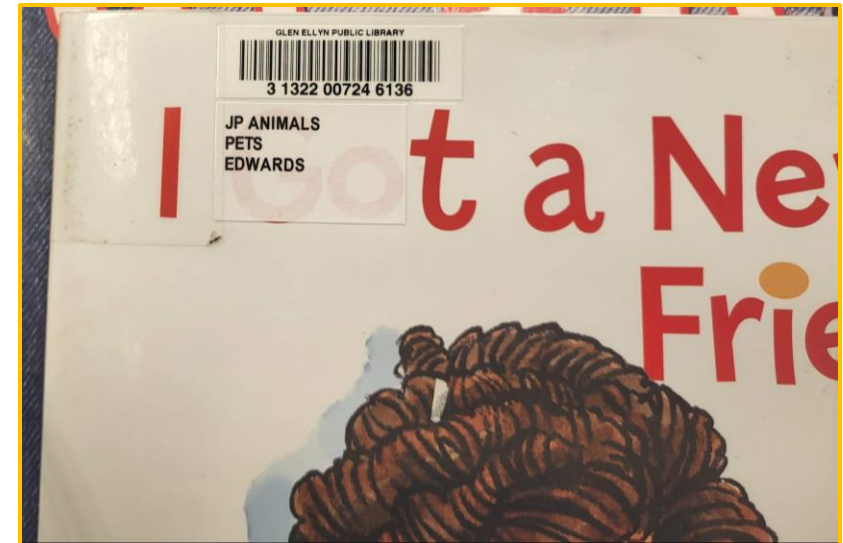
- Signage
 - Welcoming
 - Informative
 - Bilingual



STRATEGIC DIRECTION 2: ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.2 Maximize Library Access and Comfort for Users

- Picture book shelving
 - Face out
 - Books separated by chosen topics



STRATEGIC DIRECTION 2: ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.2 Maximize Library Access and Comfort for Users



- Enhance library spaces with more comfortable seating and seating options

STRATEGIC DIRECTION 2: ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.2 Maximize Library Access and Comfort for Users



- Wheelchairs and walkers available for use in the library near the entrance.
- Rolling baskets for patrons to collect lots of items for checkout!



STRATEGIC DIRECTION 2: ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.2 Maximize Library Access and Comfort for Users

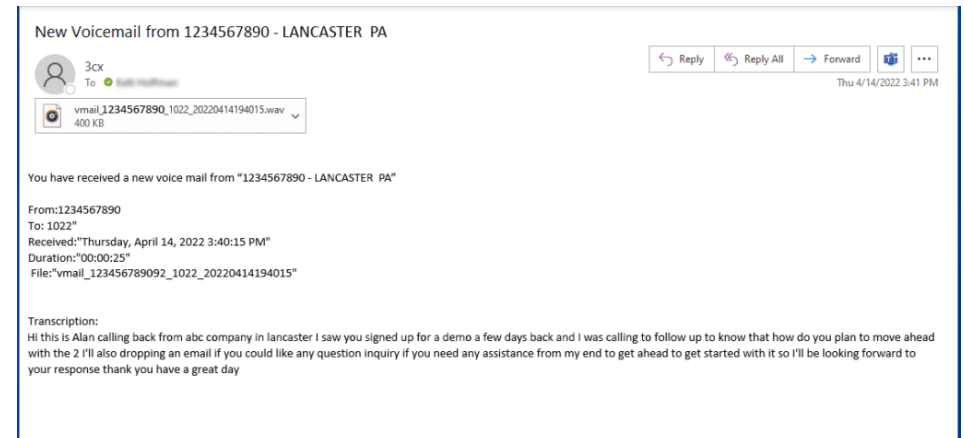


- Telehealth Kiosk
 - Safe, private virtual medical care
 - Opportunity for partnerships with Rosalind Franklin and other agencies.

STRATEGIC DIRECTION 2:

ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.3 Invest in Innovative Technology



- VOIP Telephone System
 - Money saving
 - Work from anywhere
 - Advanced features

STRATEGIC DIRECTION 2:

ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.3 Invest in Innovative Technology



CATALOG

[Catalog Home](#) [Library Info](#) [Search](#) [My Account](#) [Help](#)

DISPLAYING 1 OF 1



2007

Title: Greg Heffley's journal
Author: Kinney, Jeff, author.
Format: Book
Publisher, Date: New York : Amulet Books, 2007.
©2007
Description: 217 pages : illustrations ; 22 cm.
Summary: Greg records his sixth grade experiences in a middle school where he and his best friend, Rowley, undersized weaklings amid boys who need to shave twice daily, hope just to survive, but when Rowley grows more popular, Greg must take drastic measures to save their friendship.
Audience: 950L Lexile
Series: Diary of a wimpy kid ; 1
Kinney, Jeff. Diary of a wimpy kid (Series) ; 1.
Subjects: Heffley, Greg -- Juvenile fiction.
Middle school students -- Juvenile fiction.
Middle schools -- Juvenile fiction.
Friendship -- Juvenile fiction.
Schools -- Juvenile fiction.
Diaries -- Juvenile fiction.
Genre: Humorous fiction.
Diary fiction.
Novels.
School fiction.
Reading Level: Accelerated Reader/Renaissance Learning MG 5.2 3.0
ISBN 9780810993136

[Click here to see items from all branches...](#)

- Transition to CCS consortium
 - Robust catalog
 - Can search 30+ libraries for items
 - One comprehensive patron database
 - Increases convenience and access for patrons

STRATEGIC DIRECTION 2:

ACCESSIBLE SPACES AND MODERNIZED LIBRARY FACILITIES

Goal 2.3 Invest in Innovative Technology



- Translation tablets
 - Can help staff with foreign language speakers and deaf/mute patrons
 - Is available in many different languages
 - Can be used out of library in different scenarios
 - Can be used at every service desk

STRATEGIC DIRECTION 3: A STRONG AND SUSTAINABLE ORGANIZATION

Goal 3.1 Optimize Organizational Culture

- Evaluate Staffing and Departmental Needs
- Organize offices and service desks for efficient workflow
- Support staff growth and development
 - Shadowing/mentor initiative and cross training
 - Staff Committees
 - Website Redesign, Wayfinding, Accessibility and Green Team are new this year!
- Develop shared cultural values statement



STRATEGIC DIRECTION 3: A STRONG AND SUSTAINABLE ORGANIZATION

Goal 3.1 Optimize Organizational Culture

- Patrons are valued and well-served
 - Customer service and hospitality-focused staff training
 - Develop patron appreciation and recognition initiatives
 - Give patrons something to smile about and remember
- Regularly solicit feedback from patrons
 - Interactive message boards
 - Pre- and post-program chats
 - Question of the day at Customer Service Desk
 - Comment cards and suggestions boxes



STRATEGIC DIRECTION 3: A STRONG AND SUSTAINABLE ORGANIZATION

Goal 3.2 Grow Board Engagement

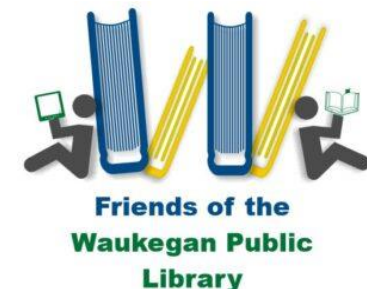
- Recruit and retain engaged and knowledgeable trustees
 - Action photos of trustees in library, how we use the library (books, programs, etc.), Socials engagement, clear, easy application, monthly share out at COW
- Equip board members with meaningful training opportunities
 - Identify mix of virtual/in person opportunities, speaker in a retreat for more engagement, partner with nearby boards, buddy system, aligning expectations with goals of trustees
- Strengthen connections between board and staff
 - Staff participation, align to policy or events, staff event attendance
- Strengthen connections between board and community
 - Build informal relationships at “unoffice hours”



STRATEGIC DIRECTION 3: A STRONG AND SUSTAINABLE ORGANIZATION

Goal 3.3 Ensure Sustainable Funding

- Library budget
 - Build relationship with new banking partners
 - Realize increased interest income from managing investments
 - Staff support – tuition support and conference
 - Improve monitoring of supply inventory and contract renewals
- Waukegan Public Library Foundation
 - Grow membership
 - Annual Fundraiser
 - Develop efficient and effective options for staff support
- Friends of the Waukegan Public Library
 - Grow membership
 - Book sales – ongoing in-house, biannual, Amazon
 - Develop other biannual or quarterly events



Questions? Comments?

**The Library is here for you and your feedback
and ideas are always welcome.
Thank you!**