

## 01 Building

Provide a safe, comfortable, and updated building

1. Continue sustaining funds internally and externally to begin FY2025 Roof Replacement.
2. Continue researching the sustainment of funds for lower-level restroom bathroom updates.
3. Establish a Library Retention Plan by FY2024 end.
4. Enhance Building Security through staff training and technology updates.

## 02 Collection

Develop and sustain a diverse collection of materials.

1. Begin developing a Collection Development Plan to better meet community-influenced material selection, and data-driven collection retention.
2. Research how the Library can offer digital materials currently offered on streaming platforms. (i.e Amazon Prime, Apple +, Disney +, etc.)
3. Enhance material selection for Adult Literacy, ESL, and Graphic Novel collections.

## 03 Awareness

Foster community awareness of the Library's value in the services it provides.

1. Begin development of a Marketing Plan that focuses on establishing partnership building guidelines, strategic goal focused, increases community & library engagement, addressing community needs of all ages, branding guidelines, and reiterates Library Mission and Values.
2. Increase social media and print presence to better represent Library brand and draw awareness to programs and services.
3. Explore new community partnerships in and around South Holland, IL to increase new low-cost events and opportunity exploration.
  - a. Research local organizations to better access community needs.
  - b. Encourage new and increased off site outreach and programming.
4. Grow community partnerships with South Suburban College and South Holland Business Association
  - a. Revisit, review, and evaluate changes needed to Business Library Card Policy.
  - b. Promote Library tourism through focused outreach and value-driven partnership.
5. Grow community partnerships with School Districts 150, 151, 205 and Private
  - a. Revisit, review, and evaluate changes needed to Teacher Card Policy
  - b. Formulate Intergovernmental Agreements with above School Districts
6. Grow engagement between library and school professionals to increase library tourism and outreach presence.
7. Create a user survey to engage and learn community needs in the following areas: by age, technology skill interest, cultural (language), programming, and services rendered.

## 04 Technology

Provide state-of-the-art technologies, connectivity, and skills training.

1. Begin circulation of In-Building use laptops and/or tablets.
2. Upgrade and increase technology and awareness offerings. (Hot Spots, PA System)
3. Update and consolidate the Library Technology and Social Media Policy into 1 document and include emerging technologies.
4. Update Library website to:
  - a. meet new current ADA requirements
  - b. include a Room Booking Feature
  - c. Resource page for every age group
  - d. Make new materials easily accessible in the Aspen SWAN Catalog
5. Improve Library network security, speed and reliability
6. Evaluate technology needs to promote success at Outreach events.

## 05 Programs & Services

Offer dynamic and relevant programming and services.

1. Program - Continue the library's mental health and wellness initiatives.
2. Program - Revisit community charitable offerings to re-engage community participation.
3. Program - Actively work to establish patronage for those 18+ and up.
4. Service - Increase the utilization of digital resources and promotion to library patrons.
5. Service - Increase resources for non-English speaking residents (ESL) of all ages.
6. Service - Increase Career Building assistance and skill building throughout the community.
7. Service - Increase assistance and resources for immigrant and migrant communities.