

## PER CAPITA GRANT ANSWERS FOR 2023 TO BE FILED IN DECEMBER 2022

### Chapter 1: Core Standards

The Rolling Meadows Library meets or exceeds many of the Core Standards. The Trustees conducted a search for and hired a new Executive Director after the retirement of the previous Executive Director. The search was conducted by the Board itself, with assistance from staff. The new Executive Director holds an Master of Science in Library and Information Science. The library appropriates money to major budget categories using the Illinois Public Library Annual Report statewide percentages analysis. In 2023, the Library will take at least the first step in a strategic planning process by conducting an assessment phase, to include: 1) building architectural and systems evaluation, 2) technology systems audit provided by IT professional consultancy, 3) conduct a community needs assessment using multiple methods, and will attempt to poll those who are not known to currently use the library.

### Chapter 2: Governance and Administration

The Rolling Meadows Library will assess and make major improvements to our document-management procedures and policies, and codify procedures for archiving documents for retention until they are identified for disposal in accordance with State law.

### Chapter 3: Personnel

The Rolling Meadows Library will conduct a salary market benchmarking study to ensure both internal equity and competitiveness of our overall compensation when compared to peer libraries. A professional analysis will be secured if financially feasible. Otherwise, the Library will consult with peers and the Library System for input. The Executive Director has prior experience in the salary benchmarking process at another library, and worked with a reputable consultancy on that project. Lessons learned from that experience will improve our chances of a successful benchmarking result.

### Chapter 4: Access

The Rolling Meadows Library has made a goal to secure an architecture firm to design new outdoor signs and serve as project manager for the installation. Our current signs do not sufficiently call attention to the building's purpose. Well lit signs that can be seen from a distance will be pursued. The Library will make use of our newly launched e-communications platform to send an e-newsletter and other promotional email blasts to reach patrons efficiently and ensure our patrons are aware of programs, materials, and services. Additionally, the Library will formulate specifications and identify intended outcomes of a potential 24/7 pickup lockers installation. Financial and practical aspects will be evaluated to assess feasibility. The Library will inquire with peer libraries who have installed such units to learn whether installing such units improved patron access.

### Chapter 5: Building Infrastructure and Maintenance

The Library will engage architectural and engineering professionals to conduct a full evaluation of the building's structural elements and systems in 2023 to formulate a reliable capital improvement plan for the next 5-10 years.

## Chapter 6: Safety

The Rolling Meadows Library will re-develop its emergency response guidelines and documentation to be current with the latest guidance from emergency response professionals. Key staff will be tasked with developing a plan to enhance their colleagues' understanding of procedures and methods to improve safety in diverse situations and emergencies.

## Chapter 7: Collection Management

As our catalog discovery portals do a more effective job of helping our patrons discover our e-book and other e-media holding, the Rolling Meadows Library is greatly expanding our efforts to provide easy access to those formats in on-demand and pay-per-use models which will significantly improve patrons' discovery and access of ever more titles, and in many instances without waiting in line in hold queues. Also in 2023, the Library will make a concerted effort to gather, analyze, and make planning decisions based on collection usage data to whatever extent necessary to understand patrons' use and non-use of offered materials. We will also launch our first "Library of Things" collection of materials, enabling access to streaming-media platforms, circulating mobile Wifi hotspots, and other "Things".

## Chapter 8: System Membership Responsibilities and Resource Sharing

The Rolling Meadows Library meets or exceeds many of the standards in this category. We comply with System reporting and certification requirements, and staff contribute to System networking and knowledge-sharing portals, and participate in System-negotiated group-pricing arrangements in the purchase of certain resources. The library generously shares its materials with other libraries via Interlibrary Loan transactions.

## Chapter 9: Public Services: Reference and Reader's Advisory Services

The Library will establish a new Winter Reading Program to promote the collections and the library itself, especially to those whose engagement with the Library waned during the height of COVID-related risks. Staff will continue to participate as members of the Adult Reading Round Table Steering Committee, the Rolling Meadows High School Summer Reads Committee, and other organizations to help hone our library craft and provide exceptional community engagement.

The Library will make substantial improvements in how our own patrons initiate Interlibrary Loan Borrowing requests for materials from other libraries. Previously, a request needed to be made either via phone or in person. In 2023 we will develop a web page dedicated to ILL information (including a patron-fillable ILL request form). The primary goal is to offer not only staff-mediated ILL requests, but patron-initiated ILL requests as well.

## Chapter 10: Programming

We will strive to increase library usership after the lull caused by COVID-19 closures and service reductions. Our outreach activities will include more streamlined methods to enroll new users. We will use our new website's Content Management System to enable more streamlined registration for library programs. The Library has formed a new staff-run Programming Committee going into 2023, which will foster collaboration and promote cohesion in our programming offerings. This will help us target programs to each and all age groups using the Library.

### Chapter 11: Youth/Young Adult Services

Library staff will set up an information booth/table at most family-oriented events of the City of Rolling Meadows, partnering with the City to help the community learn about the full range of public services available to the citizens of Rolling Meadows. We will use this advocacy to recruit new patrons and enhance the experiences of those who already make use of the library and its facilities.

### Chapter 12: Technology

The library will streamline end-user experiences by upgrading the library website and refining our mobile app's features. The library will consult with network management consultants to enhance network security and take steps to prevent malware and ransomware attacks, including educating staff on identifying common tricks used by malware creators to lure end-users into trusting hostile actors. The library will also implement an enterprise password-management platform to ensure security and reliability of access to all operational and business online accounts.

### Chapter 13: Marketing, Promotion, and Collaboration

The Library Board and Administration will conduct an annual library walk-through to ensure Trustees' understanding of capital improvements needs and increase understanding of how spaces are used to optimize services. This walk-through will also build a foundation of knowledge which future design planning will be based. The Trustees and staff will also visit other libraries to compare/contrast our current offerings and help to build a strategic plan for the next 3-5 years. The Library will survey patrons through various means to judge awareness of the library's programs and services. This will be done using multiple methods of inquiry, to be determined with the assistance of a planning consultant.

### Part II: Planned Use of Grant Funds

The Rolling Meadows Library will increase expenditures on pay-per-use and on-demand e-Media (e-books, e-audiobooks, e-video), which has been made more readily discoverable via our mobile app and through an upgrade to our discovery interface currently in implementation. It is anticipated that broader discovery of pay-per-use holdings numbering nearly 1 million newly-discoverable titles will cause significant increase in usage, which we are already beginning to see.

Grant funds will empower us to offer our nascent "Library of Things" collection, to include 1) circulating devices that enable access to streaming-media platforms, 2) circulating mobile Wifi hotspots, and, funds permitting, 3) in-house circulating laptop computers, which will enable patrons to make use of computers in locations of the Library beyond the computer labs.