

# Strategic framework

Excerpted from  
FY 22/23 wrap-up: Strategic framework/responses and metrics  
Board of Library Trustees  
August 21, 2022

ACCESSIBLE ENDURING ORGANIZED VALUED  
SUSTAINABLE CONTEXTUAL LIFELONG NEARBY

WE'RE WORKING ON IT!

GLENDORA  
**PUBLIC LIBRARY**



*Click here to  
review the Strategic Plan vision on  
Facebook*

The background features a large, faint, circular seal of the City of Glendora. The seal contains the text "CITY OF GLENDORA" at the top and "INCORPORATED 1906" at the bottom. Inside the seal, there is a central torch with a flame, and various symbols representing industry, agriculture, and commerce. To the right of the seal is a stylized, dark blue graphic of a building with a sunburst or starburst pattern on its facade.

# Thank you to Glendora Public Library Friends Foundation

For specifics on projects receiving GPLFF support, see monthly Director & Division reports



Proximity:  
Bringing the world of  
ideas geographically  
closer



We're working on it.

**NEARBY.** The world of ideas needs to be where you are.

## Highlights for FY 2022-23

### Person-to-person connections on site

- Model train display (250 attendees)
- Glendora Unified School District's Kindergarten Information Night (100 attendees)
- City of Glendora Staff professional mixer (7 attendees)
- Glendora Historical Society meetings and programs (quarterly)
- Novel Idea book discussion group (bi-monthly)
- Badge Design Contest Art Exhibit (125 in-person attendees), galleries available virtually

# NEARBY. The world of ideas needs to be where you are.

## Highlights for FY 2022-23

### Person-to-person connections out in the field

- Glendora P.D.'s National Night Out (400 attendees)
- Movies in the Park (450 and 150 attendees)
- Holiday Stroll
- Glendora Christmas Parade
  - Fortune cookies with jokes to give the community a laugh during the holidays (500 cookies distributed)
- Stress management tips at La Fetra Center Health and Wellness Fair (150 attendees)
- Accessing Library resources using mobile devices at La Fetra Center's computer and Apple products classes
- Goddard Middle Schools Advancement through Individual Determination (AVID) classes (55 students)
- Earth Day (Library booth, over 850 attendees)
- Stanton Elementary School Open House, Family Reading Night, and Summer kickoff events
- Read Across America Day at Washington Elementary School (5 classes)
- Mayor's Prayer Breakfast (145 attendees)
- La Fetra Center's monthly book discussion group (10 participants)
- Tri-community Adult School Showcase (100 attendees)
- Glendora Community Coordinating Council presentation (45 attendees)

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## Highlights for FY 2022-23

### Connecting to expert speakers and thought leaders

- In person and virtually
- Wide range of topics
- 34 online speakers with 2,777 views

**NEARBY.** The world of ideas needs to be where you are.

## Highlights for FY 2022-23

### Connecting people with partners and possibilities

- City of Glendora Water Department - water conservation
- City of Glendora Transportation Division - updates to transportation plans
- Metro - Gold Line Updates
- Shepherd's Pantry – food and clothing resources
- Glendora Historical Society - summer activities
- Athens Services - information and display of new refuse bins
- Youth Symposium - children's and fostering resources (150 attendees)
- Service club meetings
  - election proposition updates
  - financial protection
  - mental health
  - Space in a Nutshell



**NEARBY. The world of ideas needs to be where you are.**

## **Highlights for FY 2022-23**

### **Connecting with resources 24/7**

- Real-time tutoring and homework help for students and skills building for adults expanded to 24/7 service, thanks to State support
- Over 100,000 new eBooks and eAudiobooks through a statewide program
- Online resources for job seekers available through the California State Library for 2 years
  - resume and interview skills
  - exploring new careers
  - test-taking preparation
  - earning new job certifications
  - connecting with others
  - navigating VA benefits
  - and learning new skills

**NEARBY.** The world of ideas needs to be where you are.

## Highlights for FY 2022-23

### Flexible and updated environment

- Updated self-service printing and scanning-Library Document Station installed Sept 2022; working on new promotional campaign with City's public information team (PIO)
- New public computers installed Sept 2022
- Warmer environment with boiler replacement May 2023
- Mobile elements: mobile service desk received July 2022; mobile shelving order finalized and submitted; anticipated delivery in fall 2023
- Structural Analysis of Library building; includes existing space utilization mapping, building code assessment. Final report anticipated end of July 2023
- Assisted with Public Works' application for Round 2 of the California State Library's Building Forward Library Facilities Improvement Program, supporting a possible \$8 million in slab work and maintenance repairs

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## **Highlights for FY 2022-23**

### **Flexible and updated environment**

- **Safer space**
  - **Safety drills and evacuation plans**
  - **Updated fire alarm panel**
  - **Fencing installed to maintain access to exterior equipment rooms**
  - **Mold testing conducted (clear) and now scheduled annually**
  - **Fire extinguishers recharged**
- **Reliable wireless access with new Wi-Fi access points**
- **Comfortable seating in front of the Library with new bench honoring long-time Library supporter Penny Paulus, thanks to Public Works**

**NEARBY.** The world of ideas needs to be where you are.

## Highlights for FY 2022-23

### Joyous 50<sup>th</sup> @ 140 South Glendora celebrations

- Reconnecting with community members and staff
- Gaining a greater understanding of the role of the Library building
- Being reintroduced to the brick-and-mortar Library as a hub for information, entertainment, and connection
- Seeing the Library building as one component of a service package that also includes opportunities out in the community, at home, and online
  - Movie in the Park celebration
  - QR code scavenger hunt
  - Library main floor display



# Human Development: Participating in the world of ideas through all stages of life

A photograph of a woman with dark hair, wearing a brown patterned jacket, smiling warmly. She is surrounded by two young children with dark hair. The word "IDEAS" is written in large, yellow, sans-serif capital letters across the top of the image. Below the photograph, there is a light beige banner with the text "EVERY AGE NEEDS THEM" and "SO EVERY AGE CAN HAVE THEM". At the bottom of the banner is the Glendora Public Library logo, which consists of a stylized building icon and the text "Glendora PUBLIC LIBRARY". Below the logo is the text "We're working on it."/>

IDEAS

EVERY AGE NEEDS THEM  
SO EVERY AGE CAN HAVE THEM

Glendora  
PUBLIC LIBRARY

We're working on it.

**LIFELONG.** Every age needs ideas so every age can have them.

## Highlights for FY 2022-23

- Having reading habits and skills encouraged; practicing print awareness & motivation; interacting with stories & details; exploring plot, genre, & story sequencing
  - Fall In-N-Out Reading Program (446 participants)
  - Winter Discovery Challenge (623 participants)
  - *Big Nate* Reading Celebration (93 attendees)
  - Spring Discovery Challenge (204 participants)
  - Introduction to Dungeons and Dragons (5 participants)
  - Library Storytime programs (over 11,000 participants for the year)

**LIFELONG.** Every age needs ideas so every age can have them.

## Highlights for FY 2022-23

**Learning research strategies and resources, gaining confidence in schoolwork, honing critical thinking skills, developing skills in drawing representational figures, associating meanings with artwork**

- Homework Buddies program for elementary school students (help received 125 times)
- Craft activities (as part of Earth Day, Spring and Winter Discovery Challenges, and special programs)
- Science activities (as part of Summer Discovery Challenge)
- Gingerbread house decorating party (800 attendees)
- Badge design contest (121 entries)
- Family Egg Drop (34 participants)
- Bubble Lab (4 sessions)

**LIFELONG.** Every age needs ideas so every age can have them.

## Highlights for FY 2022-23

- **Developing teambuilding; gaining job interview, on-the-job training, customer service, and real-life experience; learning about leadership**
  - Battle of the Books
  - Summer Discovery Challenge (SDC) Volunteer program
  - Youth Advisory Board
  - Youth planning and delivering programs
  - Volunteers honored during Volunteer Appreciation Week
  - Graduating seniors who volunteered during the last years of high school recognized at the City Council Quarterly Recognition, including scholarships from GPL Friends Foundation.



**LIFELONG.** Every age needs ideas so every age can have them.

## Highlights for FY 2022-23

### And packaged as the Summer Discovery Challenge

- Developing or maintaining a reading habit
- Maintaining or improving reading skills during the summer
- Exploring and discovering the wider world, seeking out new places, ideas, experiences, and skills.
- Developing a greater sense of connection and involvement with the Glendora community by engaging with and participating in local activities.
  
- Summer Discovery Challenge 2023 came to an end on 29 July after an 8-week program
  - 1,731 onsite participants
  - 20,274 hours of reading
  - 4,264 activities completed



**Physiology:  
Access to the world of  
ideas for a physically and  
neurologically  
diverse community**

The world of ideas.



Everyone should be able  
to participate in it.



We're working on it.

**ACCESSIBLE.** The world of ideas: Everyone should be able to participate in it.

## Highlights for FY 2022-23

- **Children and families**
  - Learned and practiced early literacy skills in a calm, sensory-sensitive environment as part of Sensory Storytime (464 total visits through the year)
  - Through different storytimes:
    - Gained exposure to American Sign Language (ASL)
    - Gained exposure to Spanish language stories

**ACCESSIBLE.** The world of ideas: Everyone should be able to participate in it.

## Highlights for FY 2022-23

**Diverse customers have access to:**

- **A staff that has gained additional awareness of challenges faced by neurodiverse customers (in-house training activity)**
- **New keyboards to assist visually impaired customers and those with dyslexia**
- **Height adjustable tables for the self-service print release station and printers**



Preservation:  
Enduring methods for  
accessing the world of  
ideas and its products

IDEAS

OUTGROW THEIR  
PACKAGING



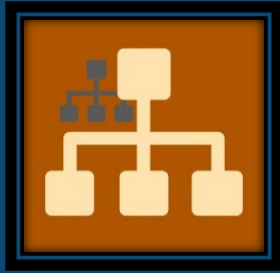
We're working on it.

**ENDURING.** Ideas shouldn't go extinct just because their containers do.

## Highlights for FY 2022-23

**Community historical materials will be easy to find and search**

- **Community Archive of materials including local newspapers published prior to 1928 and *The Glendoran Magazine***
  - **Digitization complete**
  - **Soft launch to take place at Flashback Event on 19 August, celebration in the fall**



# Organization: Providing order in a chaotic information world

The world of ideas  
just gets messier.



Who can possibly  
sort it all out?



We're working  
on it.

**ORGANIZED.** The world of ideas just gets messier. Who can possibly sort it all out?

## Highlights for FY 2022-23

**More expert help finding materials and making connections as the Library staff evolves**

- **Full-time Library Services Manager, Librarian II, and Senior Library Technician hired**
- **Recruitments continue**



**ORGANIZED.** The world of ideas just gets messier. Who can possibly sort it all out?

## Highlights for FY 2022-23

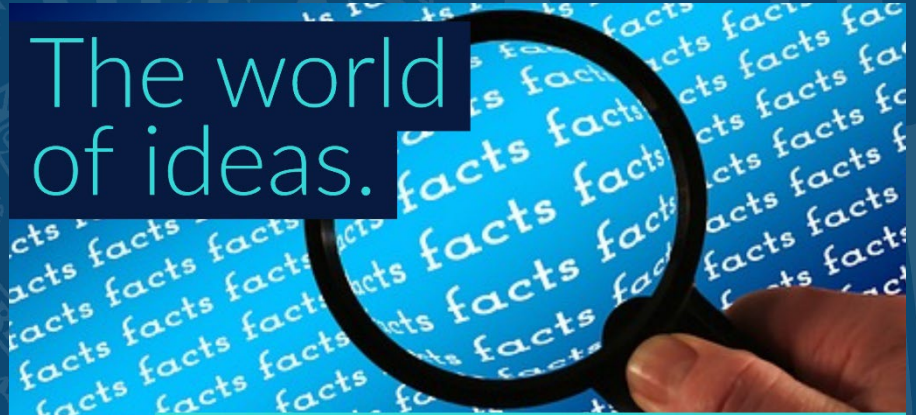
### More expert help finding materials and making connections as the Library staff learns

- About online catalog system enhancements that can help customers locate books of interest
  - Improved images and “related word” searching
  - Curated lists of topical materials such as World Holidays, Books to Make you Laugh, Celebrating Black History, and Improving your Time Management
  - Recommended reading lists were viewed 32,350 times
  - Customers viewed enhanced material such as read-alikes and series information 24,657 times
- How to use and possibly deploy the ActiveNet software for program reservations and room rentals



**Interpretation  
and Context:  
Greater understanding of  
accuracy, perception,  
and influence**

The world  
of ideas.



You deserve the whole story.



We're working on it.

**CONTEXTUAL. The world of ideas: You deserve the whole story.**

## **Highlights for FY 2022-23**

**The community has continued access to**

- “materials and information presenting all points of view on current and historical issues” \***
- help discovering all sides of topics**

**as expert staff continue curating a collection of physical and electronic materials.**

**\*[Library Bill of Rights | Advocacy, Legislation & Issues \(ala.org\)](https://www.ala.org/advocacy-legislation/issues/library-bill-of-rights)**

CONTEXTUAL. The world of ideas: You deserve the whole story.

## Highlights for FY 2022-23

Community members explore the whole story through expert speakers:

- *Franchise: The Golden Arches in Black America*
- *Range: Why Generalists Triumph in a Specialized World*
- *Covered with Night: A Story of Murder, Justice, and Indigenous Justice in Early America*

**CONTEXTUAL. The world of ideas: You deserve the whole story.**

## **Highlights for FY 2022-23**

**Community members and City departments have more accurate and fact-checked information with research conducted by Library staff:**

- Great Trivia Challenge questions
- Cahuilla Band of Indians location and history
- Local Glendora historical questions



# Protection and Availability: Securing the blessings of cognitive property

Ideas have value.



Who gets  
to share in it?



We're working  
on it.

# VALUED. Ideas have value. Who gets to share in it?

## Highlights for FY 2022-23

- **Glendora Library customers will have a better-informed staff regarding the use of public spaces, with Risk Management training and the sharing of best practices.**
- **Community's right to intellectual freedom was celebrated**
  - Board of Library Trustees reviewed American Library Association's Freedom to Read statement as part of the updated the Policy on Collection Development
  - 24 April, posted to social media in honor of Freedom to Read Day
  - Library visitors gained awareness of available City information through signage as part of Freedom of Information Day.



# Sustainability: Addressing limited material and energy resources

Ideas need resources.



Where will they all  
come from?



We're working  
on it.



**SUSTAINABLE.** Ideas need resources. Where will they all come from?

## Highlights for FY 2022-23

- **The community**
  - **has current access to information**
  - **expends fewer traditional material resources than with monthly/quarterly/annual print copies through electronic resources that are updated automatically**

**SUSTAINABLE.** Ideas need resources. Where will they all come from?

## **Highlights for FY 2022-23**

- **Citywide 2023-2025 Adopted Strategic Plan, April 2023**
  - **Maintain financial stability and sustainability**
    - **Continue developing affiliation between the City and Glendora Public Library Friends Foundation**
      - **Implement the elements of the Memorandum of Understanding between the Public Library Friends and the City, including technology transition**

**SUSTAINABLE.** Ideas need resources. Where will they all come from?

## **Highlights for FY 2022-23**

**Withdrawn Library materials are recycled:**

- **and given new homes through the Book Loft**
- **or picked up by a recycler for processing**

**A special thank you to GPLFF!**

# Administration: Clearing the way



## ADMINISTRATION: Clearing the way.

### Highlights for FY 2022-23

- **New GPL Friends Foundation support in the amount of \$428,222 awarded for FY23**
- **\$199,956 in requests submitted for FY24**

ACCESSIBLE ENDURING ORGANIZED VALUED  
SUSTAINABLE CONTEXTUAL LIFELONG NEARBY

**Touching all  
community opportunities**

ACCESSIBLE ENDURING ORGANIZED VALUED  
SUSTAINABLE CONTEXTUAL LIFELONG NEARBY

## Highlights for FY 2022-23

### Modernizing public services

- Worked with City to migrate Library's Integrated Library System (ILS) to the vendor's cloud-hosted services
  - Completed 13 past upgrades in one shot

ACCESSIBLE ENDURING ORGANIZED VALUED  
SUSTAINABLE CONTEXTUAL LIFELONG NEARBY

## Highlights for FY 2022-23

### Effectively organizing and compensating staff

- Library Department Classification and Compensation Review
  - On Citywide strategic plan for FY22 and FY23; includes:
    - Moving away from adult/youth/front lines/support and toward program/project management;
    - Comparison of existing and envisioned job descriptions;
    - Benchmarking against other agencies;
    - Benchmarking against other employees with similar education and experience requirements;
    - Meeting and conferring with employee groups;
    - City Council Approval
  - Classification portion: All position description questionnaires completed



ACCESSIBLE ENDURING ORGANIZED VALUED  
SUSTAINABLE CONTEXTUAL LIFELONG NEARBY

## Highlights for FY 2022-23

- Citywide 2023-2025 Adopted Strategic Plan, April 2023
  - Enhance and modernize the organization
    - Support and implement short and long-term continued access to the world of ideas as facilities for the Library are assessed and modernized
      - Complete Library structural assessment
      - Determine long and short-term impacts of necessary building changes
      - Identify funding opportunities for capital and services necessary to continue Library services in a variety of ways
      - Identify opportunities for services to be modified, as needed, to sure access to the world of ideas and both virtual and physical materials

ACCESSIBLE ENDURING ORGANIZED VALUED  
SUSTAINABLE CONTEXTUAL LIFELONG NEARBY

## Highlights for FY 2022-23

- **Citywide 2023-2025 Adopted Strategic Plan, April 2023**
  - **Enhance community engagement and presence**
    - **For the Library, support connections to information and other human services, guiding services and partnership development, through Library and partner conducted surveys**
      - **Determine what information should be surveyed periodically and what should be situational.**

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