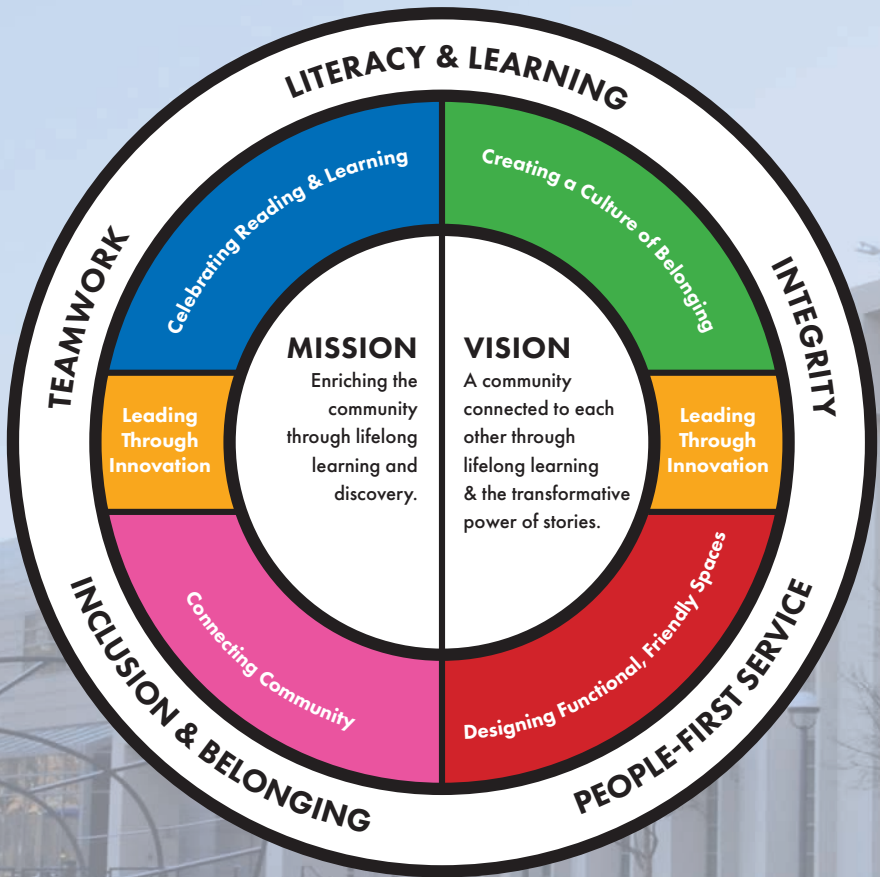


**Allen County
Public Library**

STRATEGIC PLAN

STATUS UPDATE DECEMBER 2024



The Library...
Allen County's Window to
Lifelong Learning and Discovery

On behalf of the library leadership and our hard-working teams, I am delighted to share the remarkable achievements we've made in the first year of our 2024-28 organizational strategic plan including:

Expansion of Services

We successfully launched new services and programs that have significantly increased our outreach and impact.

Staff Development

We implemented a new leadership program to enhance the skills and capabilities of our team members.

New Early Literacy Access

We opened two new StoryScape early learning spaces and launched Dolly Parton's Imagination Library for children ages birth - 5 years.

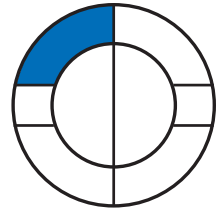
These successes would not have been possible without the unwavering dedication of our staff, Board of Trustees, ACPL Foundation, and Friends of the Library. As we look ahead to 2025 and beyond, we are committed to pursuing our remaining goals with enthusiasm and determination.



Susan P. Baier
Executive Director, ACPL

A handwritten signature in black ink that reads "Susan P. Baier". The signature is written in a cursive style.

CELEBRATING READING & LEARNING



Through books, hands-on learning, technology, and valuing different perspectives, we celebrate individual and collective stories.

INCREASE FOCUS ON EARLY LITERACY

- ✓ *Dolly Parton's Imagination Library launched in July, and is fully funded through 2026. More than 2,000 0-5 year olds were registered in the first three weeks.*

EXPAND EDUCATION-RELATED PROGRAMS AND INFRASTRUCTURE

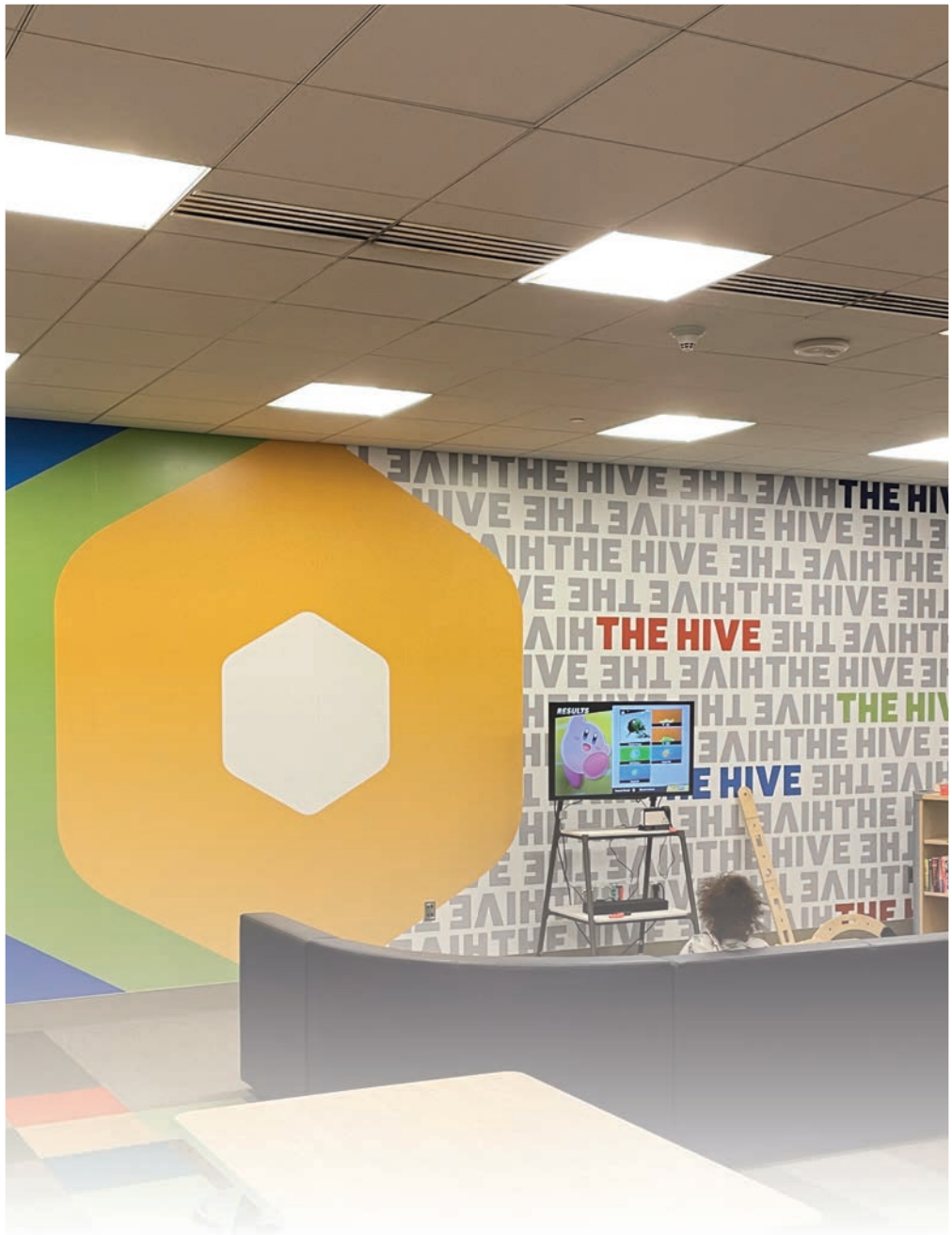
- ✓ *The Studios at the Library launched with renovation at Main, expanded open hours at Hessen Cassel, Pontiac, and Shawnee and new branding, programming, and equipment system-wide. A generous grant from the Don Wood Foundation contributed to the project.*

EQUITABLE DIGITAL & TECHNOLOGY ACCESS TO RESOURCES FOR OUR COMMUNITY

- ✓ *Kanopy, a film and television streaming service, and on-demand access to The Wall Street Journal and New York Times were added to our digital resources.*
- ✓ *Additional WiFi hotspots, laptops, and WiFi projectors were added to the Library of Things.*

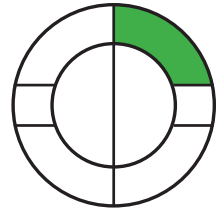
A BROAD AND DIVERSE COLLECTION THAT IS A POINT OF PRIDE IN OUR COMMUNITY

- ✓ *Collection features were incorporated across the website including promotions of the Community Album and book Showcases.*
- ✓ *Increased targeted media relations and strategic marketing promotions of e-books and the Seed Library.*



The Hive, a space for exploration and learning designed for grades 4-6, opened in the Children's Department at Main.

CREATING A CULTURE OF BELONGING



Through our team, collections, and services, everyone has a home at ACPL.

COLLECTIONS, SERVICES, AND SPACES REPRESENTING OUR COMMUNITY & REFLECTING ITS DIVERSITY IN CULTURES, ABILITIES, & LIVED EXPERIENCES

- ✓ *Created Bilingual Partnerships and Programs Specialist to better serve patrons who speak languages other than English.*
- ✓ *Featured staff-curated collection showcases of under represented authors, with acpl.info/recommended-reads.*

CONNECTED STAFF, WORKING AS A TEAM, WITH A GREATER SENSE OF BELONGING AT ACPL

- ✓ *Nectar award and rewards system deployed for staff acknowledgment.*
- ✓ *ACPL History project launched in collaboration with Human Resources and Special Collections teams to capture and preserves ACPL history and stories of impact.*

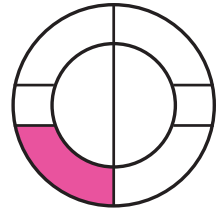
AN UPDATED AND CONSISTENT SERVICE MODEL AT ALL LOCATIONS TO BEST MEET THE NEEDS OF ALL PATRONS

- ✓ *Cross-departmental team developed a new service model plan focused on proactive and personalized service—through physical and virtual channels.*



Book recommendation showcases and cultural displays for monthly recognition, highlighting Black, Indigenous, female, underrepresented authors, and more!

CONNECTING COMMUNITY



Through collaborations with people and organizations, we strengthen our community and extend our reach.

A PROGRAM STRATEGY CENTERING AROUND COMMUNITY VOICES, TALENTS, AND NEEDS

- ✓ ACPL staff appointed to community boards, advisory groups, and coalitions including Rotary, Canterbury Community Advisory Board, Allen County Bicentennial Committee, and FW Sister Cities to grow ACPL's representation and focus on collective impact.

INCREASE COLLABORATION BETWEEN ACPL, THE FRIENDS OF ACPL, FRIENDS OF THE LINCOLN COLLECTION, AND THE ACPL FOUNDATION

- ✓ Relunched Gold Card campaign in April, adding 38 new gold card holders.
- ✓ Launched ACPL Store with licensed ACPL merchandise available for sale. A portion of the proceeds supports the Friends.
- ✓ Rolland Center Educational Outreach Coordinator hired, and has established community partnerships.
- ✓ Hosted A Night at the Library in partnership with The Literacy Alliance in May, and raised \$9,000 for the Friends and welcomed new members.

EXPAND ADVOCACY TO ELECTED OFFICIALS

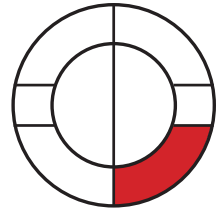
- ✓ Quarterly managers reports sent to elected officials throughout the year.
- ✓ Elected officials invited to library events including Rolland Lectures, Audio Reading Service Volunteer Luncheon, A Night at the Library, and New Haven Storytime.
- ✓ Launched "Open Book with Susan Baier" an Access Fort Wayne-produced television show that features local elected officials and leaders.
- ✓ Tour in November to showcase solar roof project.



"I am grateful for all the programs given at the ACPL ... their summertime activities are wonderful. ACPL, keep up the good works!"

- ACPL Patron

DESIGNING FUNCTIONAL, FRIENDLY SPACES



Through accessible, intuitive, and easy to navigate physical and virtual spaces, our patrons discover all we have to offer.

DESIGN, BUILD, AND MAINTAIN WELCOMING AND USER-FRIENDLY SPACES AND FACILITIES

- ✓ *Expanded ACPL's Facilities Planning and Design Guidelines.*
- ✓ *Conducted renovation of vacant space at Main to move Maker Lab and create new space for The Studio at the Library. On track for opening Q1 2025.*
- ✓ *Expanded maker access to mini labs at Hessen Cassel, Pontiac, and Shawnee.*

IMPROVE SIGNAGE TO IMPROVE COMMUNICATION WITH AND WAYFINDING FOR PATRONS AT ALL LOCATIONS

- ✓ *Developed Signage and Wayfinding Plan to apply to all locations.*

CONTINUALLY ADVANCE OUR PATRONS' ONLINE EXPERIENCE THROUGH THE ACPL'S WEBSITE, MOBILE APP, AND OTHER TECHNOLOGIES AS APPROPRIATE

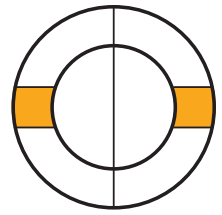
- ✓ *Spanish and Burmese translations completed in the ACPL Mobile App.*
- ✓ *Secured County Council approval for Phase One bond of Facilities Master Plan. Learn more at youracpl.org.*



“Yay! Love to see some additional use for this space”

- ACPL patron on the addition of cafe-style seating in the Great Hall of the Main Library

LEADING THROUGH INNOVATION



Through sustainable innovation and improvement,
we thrive as a library and as a community.

STREAMLINE PATRON ACCESS TO INFORMATION AND SERVICES

- ✓ Rolled out *LX Starter*, *Savannah*, *MarketWatch*, *MessageBee* SMS texting to enhance the patron experience with automated and just-in-time communication strategies.
- ✓ 24-7 holds lockers installed in February at Dupont. Expanded in December due to high demand.

EXPAND ACCESS TO THE ROLLAND CENTER AND THE LINCOLN FINANCIAL FOUNDATION COLLECTION

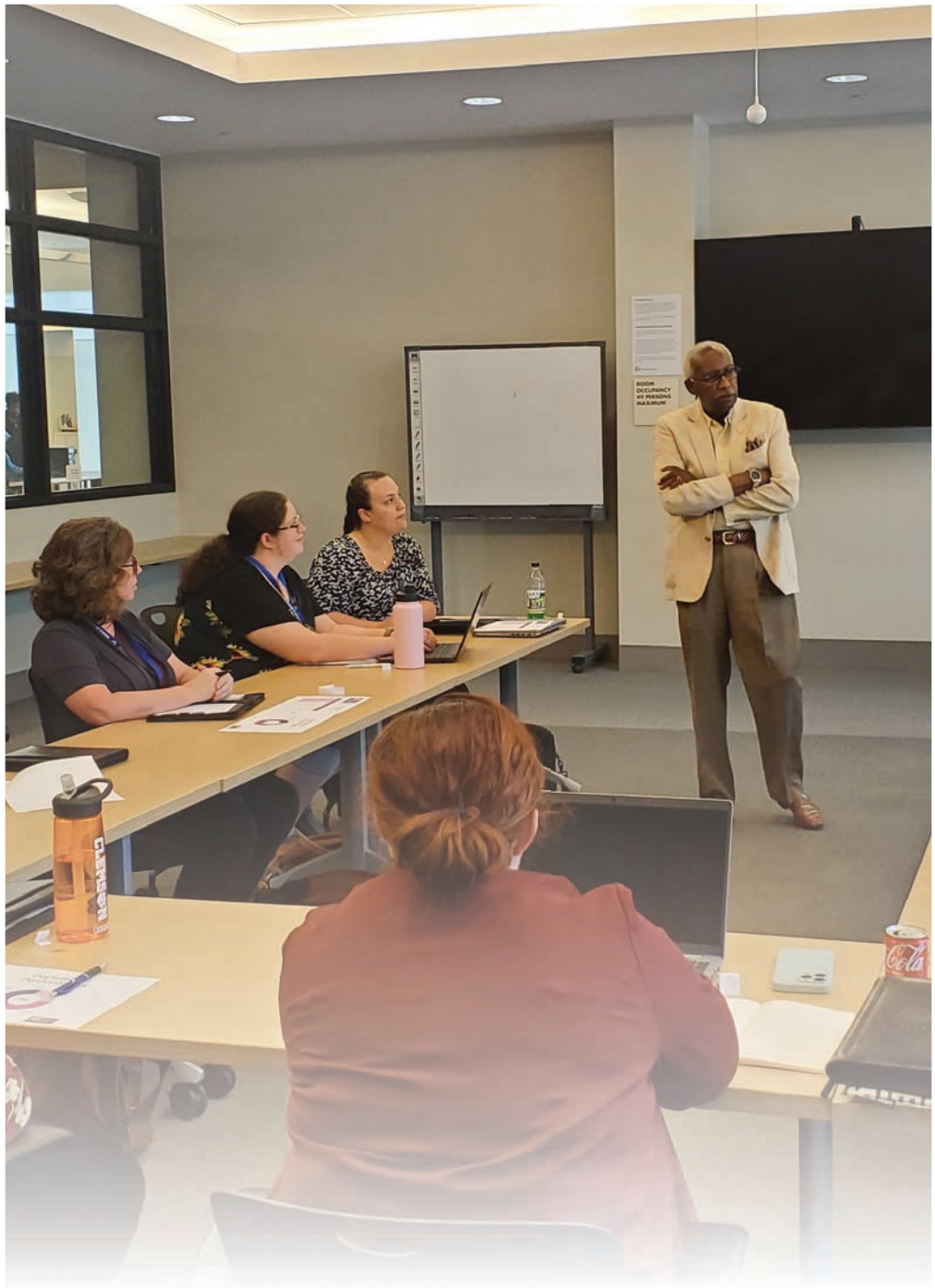
- ✓ Rolland Center Educational Outreach Coordinator provided classroom content for educators through self-grading and plug-n-play classroom content.
- ✓ Launched new Rolland Center and Educational Resources websites.

INCREASE STAFF SUPPORT AND DEVELOPMENT

- ✓ Launched and conducted two Leadership Cohorts to identify, support, and empower current and prospective leaders within the organization.

INCREASE SYSTEM-WIDE EFFICIENCIES VIA UP-TO-DATE TECHNOLOGY SOLUTIONS

- ✓ Reviewed and refined the purchasing process for ACPL technologies.
- ✓ Expanded the use of secure cloud-based products and services including Microsoft 365, Paycom, and FreshService.
- ✓ Updated to a cloud-based Computerized Maintenance Management System.



**ACPL Leadership Cohort meeting
September 2024**

MORE TO COME

Take a look at what's coming in 2025!



StoryScapes at more locations

Launch of
1000 Books before
Kindergarten early
literacy campaign

Community-wide
"Big Read" initiative

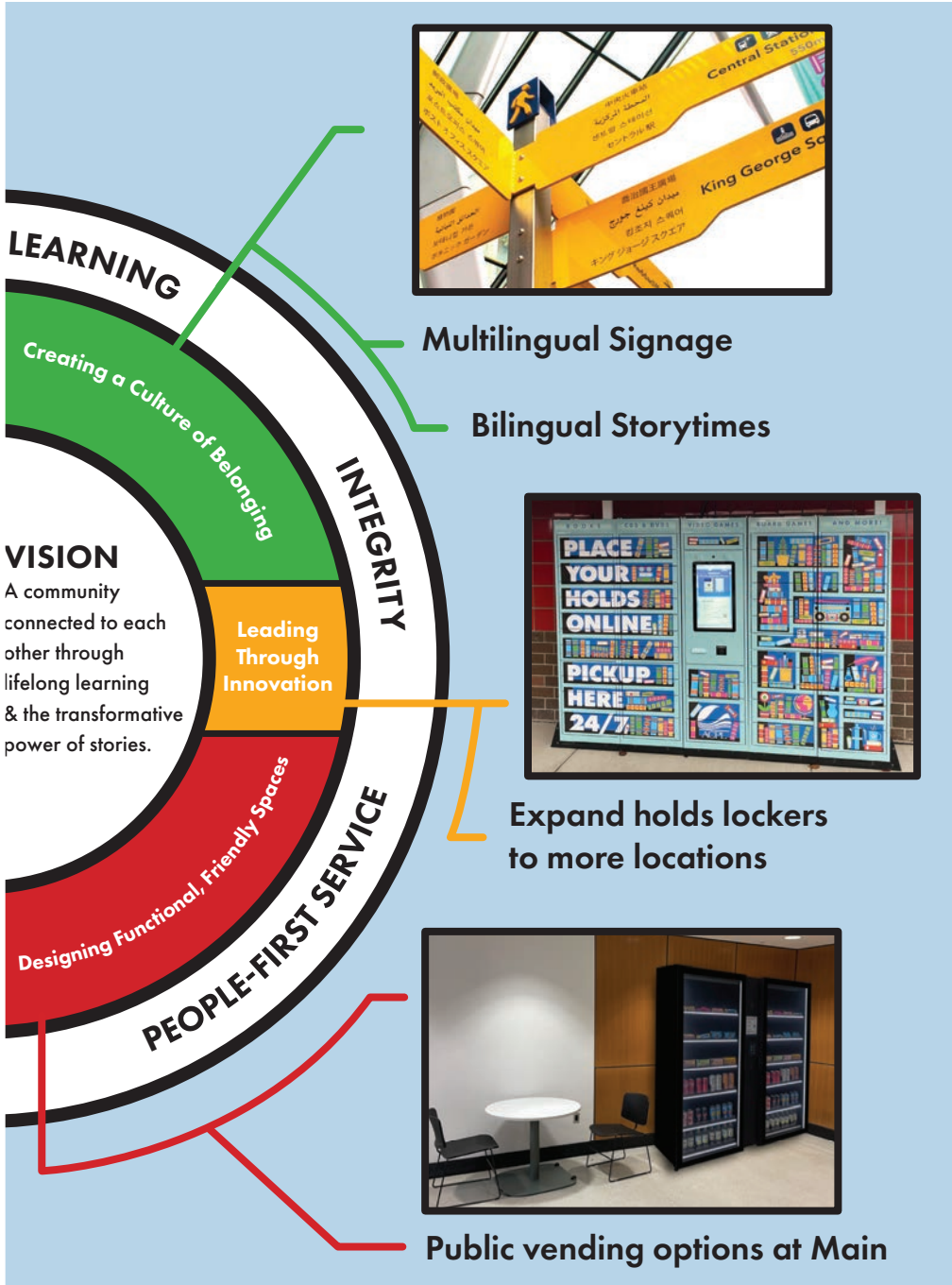


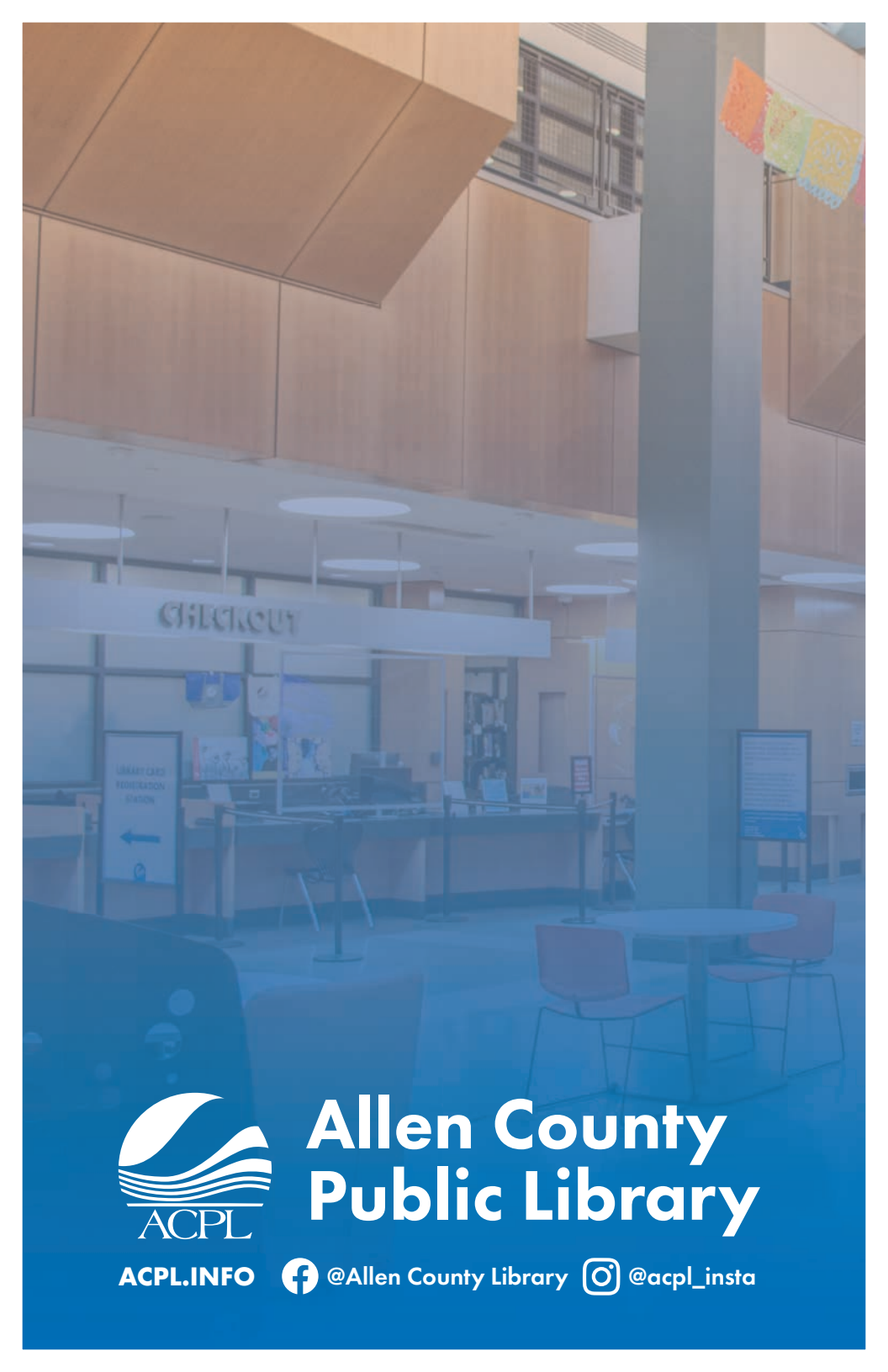
Deeper integration with Title 1 events,
school curricula, and school libraries

Genealogy programming at neighborhood branches



To see the full plan, scan the code or visit acpl.info/strategic-plan.





Allen County Public Library

ACPL.INFO



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