



ECKHART
PUBLIC
LIBRARY

Strategic Plan 2019-2021

Adopted by the Eckhart Public Library
Board of Trustees
December 10, 2018

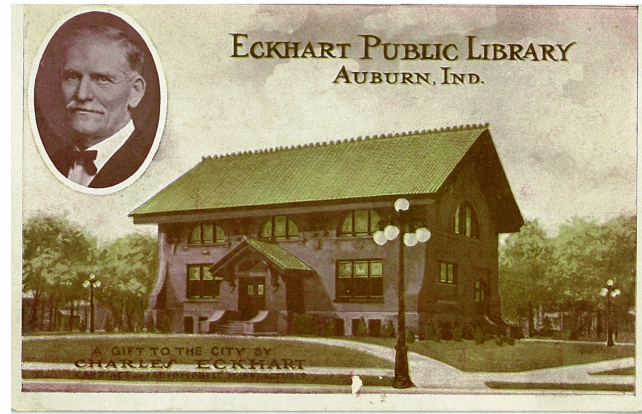
Eckhart Public Library Strategic Plan Contents

- History of Eckhart Public Library
- Vision & Mission
- Community Needs & Goals
- Evaluation Process
- Financial Sustainability
- Technology Equipment Replacement Schedule
- Professional Development Strategy
- Community Partners
- The Future of Eckhart Public Library



History of Eckhart Public Library

Eckhart Public Library aims to honor the past while looking toward the future. Gifted to the community of Auburn in 1910 by industrialist Charles Eckhart, the library still operates out of Mr. Eckhart's original building. That building is on the National Register of Historic Places. Expansions have been woven into the surrounding neighborhood - strengthening and revitalizing downtown Auburn. The library campus includes the Willennar Genealogy



Center, opened in 2002, which aims to preserve DeKalb County's heritage and serve genealogy efforts; a LEED-certified Administrative Annex, opened in 2008, to house some library operations; and a Teen Library, open in 2008, which serves community youth in grades 6-12.

On July 2, 2017, a devastating fire damaged the historic Main Library building. Heat, smoke, and water completely ruined the library's collection of books and materials and the interior of the building. Eckhart Public Library is in the midst of a \$12 million campaign to restore and renovate the Main Library, replace books and materials, repair historic paintings, complete major repairs and maintenance across the library campus, and build an endowment to secure future repairs and maintenance.

Vision & Mission

Vision: Eckhart Public Library will be progressive and proactive in serving our community's evolving needs.

Mission: Eckhart Public Library provides access to diverse information and opportunities for creativity and discovery at all stages of life.

Community Needs & Goals

This strategic plan is based on national research, practices from other libraries, and in-depth local feedback, including:

- A community survey.
- Additional feedback from the Friends of the Eckhart Public Library Board.
- Verbal and written input from the Eckhart Public Library staff.
- Assessment of facilities, services, technology, & operations.

Internal/Operational Goals & Strategies

- Deepen engagement
 - Strengthen feedback mechanisms and responsive loops at all staff levels
 - Restructure and improve volunteer services program
 - Formalize mentorship program for staff
- Enhance library use
 - Reopen renovated Main Library building
 - Complete capital projects around library campus
 - Add additional makerspace opportunities

Patron Relations Goals & Strategies

- Provide a welcoming campus
 - Continue customer-service and professionalism training
 - Continue cross-training across teams
 - Formalize feedback mechanisms for library patrons to respond to services and programs
 - Streamline new card process
- Break down barriers to access
 - Evaluate current fines and fees structure
 - Evaluate hours and days of operation around the library campus
 - Evaluate and expand Eckhart Mobile Outreach Service
 - Expand access by creative inclusion of unserved, underserved, and vulnerable populations
 - Formalize feedback mechanisms for library patrons to share barriers to access
- Improve communication with the public
 - Promote greater awareness of existing and new services in a comprehensive and responsive way
 - Deepen public understanding and awareness of library funding mechanisms

- Perform ongoing evaluation and improvement of website appearance, functionality, and content
 - Publish strategic plan on website
 - Create annual report to share data, anecdotes, and achievements
- Deepen and broaden engagement with diverse community
 - Evaluate demographic gaps in patron base
 - Reach out to specific demographics
 - Encourage staff engagement and community service
 - Connect programming with other community initiatives

Evaluation Process

Eckhart Public Library's vision is to be progressive and proactive in serving our community's evolving needs. Eckhart Public Library staff will engage in the following strategies to listen, learn, and proactively respond to feedback.

- Internal
 - Annual and mid-year reviews and goal-setting for each team and individual staff member, aligning with strategic plan
 - Cross-department and full-staff idea-generation and feedback sessions
 - Gathering of statistical and anecdotal data about use of library materials and services
- External
 - Development and regular use of standard program participant evaluation forms
 - Offer comment boxes that provide privacy to patrons
 - Implement website feedback form
 - Use of surveys in decision-making process
 - Periodic feedback sessions, such as Harwood Community Conversations and World Cafe Method sessions

Financial Sustainability

Without bonding or borrowing, Eckhart Public Library (EPL) successfully optimizes every opportunity to fulfill its mission. EPL is recognized for its sound financial stewardship and receives broad community support, including an active Friends group, a dedicated volunteer corps, and a newly formed foundation.

EPL is in the midst of a \$12 million capital campaign. The campaign builds upon the foundation of EPL's strategic plan and an extensive facilities assessment and financial analysis of its buildings and services. The campaign seeks to restore and renovate the historic main library after a July 2017 arson fire with a more accessible entrance; replace the collection of books and materials; repair historic paintings; expand and enhance public meeting rooms; complete other major repairs and maintenance across the library campus; and create a \$4.5 million endowment for future repairs and maintenance.

Just days prior to the fire, an extensive capital improvement assessment of every facility, including parking lots and sidewalks, around the library campus had been completed. This was done as a part of a five year financial evaluation that was taking place at the time. This evaluation addressed funding for needed capital improvements and identifying stable revenue streams to help sustain library services in the future.

Based on discussions and recommendations from the financial planning consultant, the board approved establishing a new endowment fund of \$4.5 million for the purpose of using the earned interest to pay for annual repair and maintenance expenditures and setting aside funds for emergencies. This will result in freeing up operating fund revenue so that it will be used for other priority expenditures, as identified in the 2019-2021 strategic plan. Historically, repair and maintenance expenditures have been paid from the general operating fund and donations were sought to pay for unexpected repairs and emergencies.

If expenditures grow faster than revenue, it may require reductions to expenditures unless revenues increase which could result through a more robust annual growth factor to the maximum levy or increased Local Income Tax (LIT) distribution. As well, with the newly formed foundation, additional gifts and grants will continue to grow the endowment resulting in greater financial stability and sustainability for Eckhart Public Library as it seeks to be proactive and progressive in serving its community.

Technology Equipment Replacement Schedule

Computer Name	Operating System	Device Type	Model	2017 Q1	5 year mark
STAFF-GENSUP	Windows 7 Pro	Desktop	Custom Build	2009	2014
PUB-GENSCAN	Windows 7 Pro	Desktop	NA	2009	2014
PUB-GEN2	Windows 7 Pro	Desktop	NA	2009	2014
STAFF-LIBSERV	Windows 7 Pro	Desktop	Custom Build	2009	2014
STAFF-D-503	Windows 7 Pro	Desktop	4000 Pro SFF PC	2009	2014
EPLPS04	Windows Server 2012 R2	Server	ProLiant DL180 G6	2011	2016
STAFF-L-505	Windows 7 Pro	Laptop		2011	2016
STAFF-D-502	Windows 7 Pro	Desktop		2014	2019
STAFF-L-502	Windows 7 Pro	Laptop	ProBook 4530s	2014	2019
EPLPS01	Windows Server 2012 R2	Server	ProLiant DL380 G9	2014	2019
EPLPS02	Windows Server 2012 R2	Server	ProLiant DL380 G9	2014	2019
PUB-TEENLAP1N	Windows 7 Pro	Laptop	ProBook 4530s	2011 Q1	2016
STAFF-L-503	Windows 7 Pro	Laptop	ProBook 4530s	2011 Q1	2016
MOBILELAB07	Windows 7 Pro	Laptop	ProBook 4530s	2011 Q1	2016
PUB-TEENLAP4N	Windows 7 Pro	Laptop	ProBook 4530s	2011 Q1	2016
PUB-TEENLAP6N	Windows 7 Pro	Laptop	ProBook 4530s	2011 Q1	2016
MOBILELAB10	Windows 7 Pro	Laptop	ProBook 4530s	2011 Q1	2016
STAFF-D-505	Windows 7 Pro	Desktop	OptiPlex 390	2011 Q3	2016
STAFF-KIDTLC1	Windows 7 Pro	Desktop	OptiPlex 390	2011 Q3	2016
STAFF-D-504	Windows 7 Pro	Desktop	OptiPlex 390	2011 Q3	2016
STAFF-DIGITALCN	Windows 7 Pro	Desktop	Generic	2011 Q3	2016
STAFF-GENTLC1	Windows 7 Pro	Desktop	OptiPlex 390	2011 Q3	2016
STAFF-D-501	Windows 7 Pro	Desktop	Optiplex 390	2011 Q3	2016
PUB-TEEN01	Windows 7 Pro	Desktop	EliteDesk 800 G1 SFF	2014 Q1	2019
PUB-TEEN02	Windows 7 Pro	Desktop	EliteDesk 800 G1 SFF	2014 Q1	2019
PUB-TEEN03	Windows 7 Pro	Desktop	EliteDesk 800 G1	2014 Q1	2019
PUB-TEEN04	Windows 7 Pro	Desktop	EliteDesk 800 G1 SFF	2014 Q1	2019
PUB-TEEN05	Windows 7 Pro	Desktop	EliteDesk 800 G1 SFF	2014 Q1	2019
PUB-TEEN06	Windows 7 Pro	Desktop	EliteDesk 800 G1 SFF	2014 Q1	2019
ECW021501	Windows 7 Pro	Desktop	ProDesk 600 G1	2014 Q1	2019
GENLAPTOP-HP	Windows 7 Pro	Laptop	ProBook 4530s	2014 Q4	2019
TEEN-OPAC	Windows 8	OPAC	ASUS All-in-One	2014 Q4	2019
CHILDRENSPAC	Windows 8	OPAC	ASUS All-in-One	2014 Q4	2019

Computer Name	Operating System	Device Type	Model	2017 Q1	5 year mark
STAFF-D-506	Windows 7 Pro	Desktop	4000 Pro SFF PC	2016 Q3	2021
STAFF-DIR	Windows 7 Pro	Desktop		2017 Q1	2022
PUB-GEN02	Windows 7 Pro	Desktop		2017 Q1	2022
PUB-GEN01	Windows 7 Pro	Desktop		2017 Q1	2022
SURFACE4	Windows 10 Pro	Surface	Surface 7	2017 Q2	2022
EPLW160303	Windows 10 Pro	Surface	Surface 7	2017 Q2	2022
EPLW160302	Windows 10 Pro	Surface	Surface 7	2017 Q2	2022
DESKTOP-U3B2VR0	Windows 10 Pro	Surface	Surface 7	2017 Q2	2022
SURFACE6	Windows 10 Pro	Surface	Surface 7	2017 Q2	2022
PUB-TEMPLT02	Windows 7 Pro	Laptop	ProBook 430 G1	2017 Q4	2022
PUB-TEMPLT04	Windows 7 Pro	Laptop	ProBook 430 G1	2017 Q4	2022
PUB-TEMPLT06	Windows 7 Pro	Laptop	Probook 430 G1	2017 Q4	2022
PUB-TEMPLT01	Windows 7 Pro	Laptop	Probook 430 G1	2017 Q4	2022
PUB-TEMP04	Windows 10 Pro	Desktop	ProDesk 600 G3	2017 Q4	2022
PUB-TEMPLT05	Windows 7 Pro	Laptop	ProBook 430 G1	2017 Q4	2022
PUB-TEMP02	Windows 10 Pro	Desktop	ProDesk 600 G3	2017 Q4	2022
PUB-TEMP03	Windows 10 Pro	Desktop	ProDesk 600 G3	2017 Q4	2022
PUB-TEMP01	Windows 10 Pro	Desktop	ProDesk 600 G3	2017 Q4	2022
PUB-TEMP05	Windows 10 Pro	Desktop	ProDesk 600 G3	2017 Q4	2022
STAFF-L-504	Windows 7 Pro	Laptop	ProBook 430 G1	2017 Q4	2022
STAFF-TEMP01	Windows 10 Pro	Desktop	ProDesk 600 G3	2017 Q4	2022
STAFF-D-401	Windows 10 Pro	Desktop	ProDesk 600 G3	2017 Q4	2022
STAFF-D-601	Windows 10 pro	Desktop	ProDesk 600 G3	2017 Q4	2022
PUB-GENVS1	Windows 10 Pro	Desktop		2017 Q4	2022
STAFF-TEMPUS01	Windows 7 Pro	Desktop		2017 Q4	2022
PUB-GENDL01	Windows 10 Pro	Desktop		2018 Q1	2023
PUB-GENDL02	Windows 10 Pro	Desktop		2018 Q1	2023
SURFACE7	Windows 10 Pro	Surface	Surface 7	2018 Q2	2023
Buffalo Terrastation	Network Attached Storage		TS5810DN3204	2018 Q3	2023
Buffalo Terrastation	Network Attached Storage		TS5810DN3204	2018 Q3	2023
STAFF-L-501	Windows 10 Pro	Laptop	ThinkPad E580	2018 Q3	2023
STAFF-L-401	Windows 10 Pro	Laptop	ThinkPad E580	2018 Q3	2023
STAFF-L-502r	Windows 10 Pro	Laptop	ThinkPad E580	2018 Q3	2023

Computer Name	Operating System	Device Type	Model	2017 Q1	5 year mark
STAFF-L-503r	Windows 10 Pro	Laptop	ThinkPad E580	2018 Q3	2023
	Windows 10 Pro	Laptop	ThinkPad E580	2018 Q3	2023
	Windows 10 Pro	Laptop	ThinkPad E580	2018 Q3	2023
	Windows 10 Pro	Laptop	ThinkPad E580	2018 Q3	2023
	Windows 10 Pro	Laptop	ThinkPad E580	2018 Q3	2023
STAFF-L-101	Windows 10 pro	Laptop	ThinkPad E580	2018 Q4	2023
STAFF-L-601	Windows 10 pro	Laptop	ThinkPad E580	2018 Q4	2023
	Windows 10 Pro	Laptop	ThinkPad E581	2018 Q4	2023
	Windows 10 Pro	Laptop	ThinkPad E582	2018 Q4	2023
	Windows 10 Pro	Laptop	ThinkPad E583	2018 Q4	2023
	Windows 10 Pro	Laptop	ThinkPad E584	2018 Q4	2023
	Windows 10 Pro	Laptop	ThinkPad E585	2018 Q4	2023
	Windows 10 Pro	Laptop	ThinkPad E586	2018 Q4	2023
	Windows 10 Pro	Laptop	ThinkPad E587	2018 Q4	2023
	Windows 10 Pro	Laptop	ThinkPad E588	2018 Q4	2023
	Windows 10 Pro	Laptop	ThinkPad E589	2018 Q4	2023
	Windows 10 Pro	Laptop	ThinkPad E590	2018 Q4	2023

Professional Development Strategy

Eckhart Public Library staff members are encouraged to pursue continual education and professional development. The Management Team works to prioritize educational opportunities for library staff to continue their library education through in-person trainings, conferences, workshops, webinars, and participation in other professional activities relating to their roles at

Eckhart Public Library. Staff members are expected to report back on these trainings to their managers and to the staff at large, and to take leadership roles in implementing programs and services that come out of these trainings.



Eckhart Public Library holds monthly staff meetings that include an educational or training component. In addition, the Board of Trustees authorizes several staff training days each year for staff to attend trainings on the library campus or in the region.

Community Partners

Eckhart Public Library continues to create new relationships to better serve the needs of our community, whether by seeking new partners, enhancing current partnerships, or responding to requests from potential partners. Throughout the strategic planning process, additional potential partners have been identified by staff members. Current partners include, but are not limited to:

<h2>Business Community</h2> <p>Downtown Auburn Business Association Auburn Main Street Jeremiah's Fresh Food Hub Mad Anthony's Deli at 6th & Main Kroger Walmart Distribution Lyn-Maree's Metal Technologies Big Red Byler Lane Winery Taylor Rental Kim's Korner Music & More Cranberry Cottage Italian Grille Betz Nursing Home Smith Farms Manor Auburn Village</p>	<h2>Local Experts</h2> <p>Barb Morrow Lynn Rowe Reed John Bry Lee Sauer Greg Vick Jim Pickett Rachel Roberts Nina Bennett</p>	<h2>Nonprofits</h2> <p>DeKalb Health DeKalb Community Foundation United Way Dekko Foundation James Foundation PBS 39 Science Central Domestic Violence Task Force Therapy Dogs International Moose Family Center Lion's Club Elks Lodge DeKalb Horseman's Association Auburn Community Orchestra Auburn Community Band YMCA Boy Scouts Girl Scouts 4-H ACD Automobile Museum ACD Festival Auburn Garden Club Before5 DeKalb Genealogy Society Daughters of the American Revolution Santa Claus Historical Society Heimach Center</p>
<h2>Religious Organizations</h2> <p>Auburn First United Methodist Church Auburn Presbyterian Church County Line Church of God St. Mark's Lutheran Church</p>		
<h2>Government</h2> <p>Auburn Parks Department Auburn Essential Services Auburn Police Department Auburn Fire Department Garrett Public Library Waterloo Public Library Butler Public Library WIC Mayor's Office Street Department</p>	<h2>Library Organizations</h2> <p>Friends of Eckhart Public Library Eckhart Library Foundation Indiana Library Federation Indiana State Library Evergreen Indiana Libraries Serving Communities (LSC) Northeast Indiana Digital Library (NIDL) Northern Indiana Computer Consortium for Libraries (NICCL)</p>	<h2>Schools</h2> <p>DeKalb Central Schools Methodist School of Early Learning TLC Preschool Lakewood Park Christian School</p> <p><i>This list is a living document, and is not exhaustive. It will continue to grow as EPL continues to build new and stronger partnerships!</i></p>

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The Future of Eckhart Public Library

Eckhart Public Library is a library **for every citizen** ... yesterday, today, and tomorrow.

We honor our past, and we look forward to the future. For Eckhart Public Library, that means honoring Charles Eckhart's legacy by restoring the library's historic 1910 side and providing careful conservatorship of the library fountain. It means maintaining our campus buildings and making decisions about future group with as much information and input as possible. It means building our endowment: to free up operating dollars in the future for valued programs and services, and to respect the generosity of the generations in our community who have supported the library.



The library's \$12 million capital campaign is just the beginning of a bright future for Eckhart Public Library. For Every Citizen: A Capital Campaign for Eckhart Public Library will help us restore and renovate our historic main library, and with a strong, community-focused strategic plan in place to help guide us, we will strengthen our presence in the community and position the library for enduring success.