

**HIGHLIGHTS FROM THE BOARD OF LIBRARY TRUSTEES  
MEETING  
January 17, 2017**

**MEASURING CUSTOMER SATISFACTION**

We reported the findings resulting from a November 2016 customer services survey established to measure overall customer satisfaction. It included showing how customer satisfaction is currently measured, presented the project goals and baseline data, and outlined next steps to continue an ongoing dialogue and culture of assessment for continued customer service excellence. The staff committee will follow up on six areas identified for continual improvement, including parking availability, wait times for popular materials, kids programs (specifically storytimes), online catalog, noise levels and restroom cleanliness.

**RECOMMENDATION ON NORTHSIDE LIBRARY BRANCH**

For several years, staff studied the feasibility of opening a branch library location in the northern part of the village. A key aspect of this comprehensive study has been to identify the real costs of opening, furnishing, and operating such a facility. Though staff believes a library facility north of Palatine Road would be well used, and would enhance the overall library service to the village as a whole, it is our assessment that the ongoing costs would limit the possibility of future service enhancements to a degree that we do not recommend proceeding with opening a branch at this time. The board approved the motion, and President Smart read the following statement:

“To sum up this discussion and the work that has occurred over the past few years on this topic, we learned a great many things about areas of need throughout the village that we must move forward on finding ways to address. This process highlights why we are a 5-star library: 1) that we are continually on the lookout for ways to improve service and make the library meaningful and relevant for all of our residents; and 2) that we do our due diligence and consider all aspects of a project before moving forward. I am tremendously proud of this effort and want to thank both the staff and my fellow trustees for

all of the time that we have put into this study. In the end, it comes down to the fact that the ongoing cost of operating a branch in the spaces currently available in the village would be too great, particularly under the shadow of the uncertainty of the state budget. By not committing ourselves to these fixed, ongoing costs, we are in a better position to address the new needs that will surely arise as the demographics of our village continue to change.”

### **AMENDMENT OF AHML VISION, VALUES, AND PRIORITIES**

Following a review at the January 13 Strategic Planning Committee, the board approved revisions in AHML’s Vision (most recently reviewed in 2012), Values (most recently amended in 2013), and Priorities (most recently affirmed in 2014), along with new proposed amendments focusing on diversity and inclusion to cultivate an inclusive atmosphere in library services. The revised Vision and Values Statement is:

#### **OUR VISION**

The Arlington Heights Memorial Library strives to add value in our customers’ lives by:

- partnering with them to develop skills they need to succeed in all stages of their lives;
- helping local businesses and community agencies thrive;
- inspiring understanding by creating occasions for the exchange of ideas, cultural experiences, and discovery; and
- offering opportunities in Arlington Heights for gathering, learning, contemplating, creating, and finding inspiration.

Amended by the Board of Library Trustees – January 17, 2017

## OUR VALUES

We believe in:

- **Unparalleled Customer Service:** our best-in-class staff strives for continuous improvement by identifying and providing the services our residents and businesses need most.
- **Free and Equal Access:** all individuals have the right to choose for themselves what to read, hear, or view.
- **Diversity and Inclusion:** we cultivate an inclusive atmosphere, celebrate our diversity, and create an environment for the open exchange of differing ideas and points of view.
- **Fiscal Responsibility:** all decisions are weighed against the value added to the lives of our customers.
- **A Focus on Arlington Heights:** we are a part of the fabric of our community; all services are tailored to the unique needs of our residents and businesses.

Amended by the Board of Library Trustees – January 17, 2017

### UPCOMING MEETINGS

**Strategic Planning Committee:** Friday, February 10, 9:30 a.m. – Board Room

**Building Committee:** Monday, February 13, 9:30 a.m. – Board Room

**Board of Trustees:** Tuesday, February 21, 7:30 p.m. – Board Room