

INPUTS

Community stakeholders and partners, well-trained staff (full-time and part-time), volunteers, interns, Board of Trustees, local government, funding (tax dollars, grants, donations), well-maintained buildings, furniture and equipment, IT infrastructure, physical collections (books, DVDs, CDs, etc.), digital collections (ebooks, audiobooks, online databases, etc.)

ACTIVITIES

CORE SERVICES

Circulation (patron accounts, materials checkouts, check-ins, holds); digital resources; reference and information; readers advisory; selection, acquisition, cataloging; interlibrary loan; public tech and internet/wifi; space reservations; educational and entertainment programming for children, teens, and adults; community outreach and engagement; Special Collections and local history

SOCIAL SERVICES & PUBLIC SAFETY

Community partnership development; patron need assessment and resource referral; incident reporting and management; building safety; emergency preparedness

COMMUNICATIONS

Promotion and storytelling; print materials (newsletters, *The Storyline*, brochures, flyers, bookmarks); digital communications (website and newsfeed, cardholder email campaigns, social media); digital advertising; monitoring external media coverage and third-party site reviews

OPERATIONS

Facilities management (tracking and execution of capital projects, maintenance activities); Master Facilities Plan; budget preparation, management, and reporting

HUMAN RESOURCES

Compensation and benefits administration; talent acquisition; performance development; learning and talent development; volunteer coordination; workplace well-being

OUTPUTS

CORE SERVICES

patron visits
 # item checkouts, check-ins, downloads, ILLs, holds
 # items in collection, turnover
 % items checked out
 # average return to shelf time
 # library cards issued
 # active cardholders, households
 % new cardholder retention
 # Net Promoter Score
 # meeting/study room reservations

program/events and attendees
 # participants in SRP, 1000 Books
 # program surveys completed
 # and types of reference interactions, 1:1 tutorials, Special Collections research contacts
 # computer sessions, wifi sessions
 # Book Bike visits, outreach visits, home deliveries, pop-ups
 # community meetings attended

SOCIAL SERVICES & PUBLIC SAFETY

incidents reported, resolved
 # patron service referrals, follow-ups
 # mental health assessments (Rush)
 # community partnerships
 # teen activities and participants

COMMUNICATIONS

external media coverage
 # third-party site reviews
 # social media reach, engagement
 # unique oppl.org users
 # unique SWAN app users
 % Savannah open and click rates
 % Google AdWords conversion rate

print materials distributed (calendars, brochures, postcards)
 # Burbio.com online calendar stats

OPERATIONS

facilities requests made, completed
 # approved capital and MFP projects completed
 \$ budgeted, spent
 # expenditure reports provided

HUMAN RESOURCES

learning opportunities and attendees
 # position postings, applicants, hires
 # staff, hours, retention
 % staff satisfaction, engagement
 # volunteers, hours, retention

IMPACT

ENGAGEMENT

We focus on inclusive engagement and service to diverse community groups.

Outcomes: Increased access to and engagement with diverse collections by patrons; Expanded patron access to and engagement with library services/resources in non-traditional spaces; Increased opportunities for patrons to actively contribute to the library's work; Improved patron satisfaction with library service

We facilitate connections among diverse audiences through shared community aspirations and experiences.

Outcomes: Increased and diversified library-community stakeholder relationships; Increased public engagement with library collections, programs, and exhibits

We lead the community in impactful civic engagement.

Outcomes: Improved civic engagement among patrons; Increased patron opportunities for and satisfaction with community conversations; Improved patron access to and use of community information resources

We attract and retain a library staff that reflects the diversity of our community.

Outcomes: Improved library staff diversity; Increased career development opportunities for library staff; Improved library employment brand

LEARNING

We build capacity for literacy and education.

Outcomes: Sustained access to free early literacy and K-12 learning opportunities for the community; Increased literacy and education opportunities for adult patrons; Increased public engagement with early and adult literacy resources; Improved literacy skills and attitudes among adult patrons; Expanded access to educational support for teens; Improved access to supported programming for disabled community members

We prepare people for continuously changing technology.

Outcomes: Improved technological competencies among library staff; Expanded digital learning opportunities for patrons; Improved patron awareness of online safety and data privacy

We improve people's lives through opportunities to create and to learn new skills.

Outcomes: Improved patron access to opportunities for creative expression and hands-on exploration; Sustained patron access to career/professional development and health/wellness resources; Expanded engagement opportunities for teens; Improved access to social service resources for vulnerable patrons

STEWARDSHIP

We invite everyone into library spaces that are welcoming, safe, and inspiring.

Outcomes: Greater equity in library's public policies, procedures, and spaces; Increased library capacity to provide welcoming public safety services; Increased community awareness of library public safety model and practices; Improved public spaces for library patrons and staff; Improved patron awareness about library data privacy and confidentiality

We provide broad, effective, and equitable access to resources.

Outcomes: Improved patron access to and satisfaction with physical and digital collections, online resources, and public technology

We prioritize sustainability.

Outcomes: Expanded environmentally-friendly practices in library operations; Greater financial sustainability in library operations; Greater efficiency in maintenance processes for library infrastructure; Greater staff engagement with library data for decision-making and storytelling

We support library staff to achieve happiness, well-being, and success.

Outcomes: Improved staff experiences related to peer and supervisory relationships; Expanded opportunities for staff social engagement; Increased access to benefits for staff; Increased transparency and inclusiveness in library decision-making for staff