Vision: To empower every voice in our community.
Mission: We share the information, services, and opportunities that fulfill Oak Park’s aspirations.

**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, online resources, social media, digital communications, community partnerships.

**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 partnerships; well-trained staff (full-time and part-time), volunteers, interns;
- Buildings, furniture and equipment, IT infrastructure, physical collections (books, DVDs, CDs, etc.), brochures, flyers, bookmarks; digital communications (website and newsfeed, cardholder email campaigns, social media);
- Digital advertising; monitoring external media coverage and third-party site reviews.

**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**
- Program/events and attendees;
- Participants in SRP, 1000 Books,
- Program surveys completed,
- and types of reference interactions, 1,1 tutorials,
- Special Collections research contacts.

**SOCIAL SERVICES & PUBLIC SAFETY**
- Incidents reported, resolved;
- Patron service referrals, follow-ups;
- Mental health assessments (Rush);
- Community partnerships;
- Teen activities and participants;
- External media coverage;
- Third-party site reviews;
- Social media reach engagement;
- Unique opl.org users;
- Unique SWAN app users;
- Savannah open and click rates;
- Google AdWords conversion rate.

**COMMUNICATIONS**
- 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.

**IMPRINT**

**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.

**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.

**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 providing 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.

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