Community stakeholders and partners, diverse and 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, magazines, etc.), digital collections (streaming music/movies, databases, e- books).

**Vision:** To empower every voice in our community.

**Mission:** We share the information, services, and opportunities that fulfill Oak Park’s aspirations.

**INPUTS**

- **CORE SERVICES**
  - Circulation (patron accounts, materials checkouts, check-ins, downloads, ILLs, holds)
  - Items in collection, turnover
  - Average return to shelf time
  - Library cards issued
  - Digital accounts, conversions
  - Active cardholders, households
  - New cardholder registration
  - Net Promoter Score
  - Meeting/study room reservations

- **COMMUNICATIONS**
  - External media coverage
  - Third-party site reviews
  - Unique opipl.org users
  - Savannah open and click rates
  - Google AdWords conversion rate

- **OPERATIONS**
  - Facilities requests made, completed
  - Approved capital and MFP projects completed
  - $ money budgeted, spent
  - Expenditure reports provided

- **HUMAN RESOURCES**
  - Engagement opportunities and attendees
  - Position postings, applicants, hires
  - Staff, hours, retention
  - Applicant diversity, staff diversity
  - Staff satisfaction, engagement, well-being
  - $ pay equity
  - Volunteers, hours, retention

**OUTPUTS**

- **ENGAGEMENT**
  - Community meetings attended
  - Programming events and attendees
  - Program surveys completed, satisfaction
  - Participants in SRP, 1000 Books
  - # and types of reference interactions, 1:1 tutorials, Learning Labs, Special Collections research contacts
  - Public technology use (computers, printers, copiers, Creative Studio)
  - Will sessions
  - Book Bike visits, outreach visits, pop-ups
  - Home deliveries, resource deliveries

- **SOCIAL SERVICES & PUBLIC SAFETY**
  - Incidents reported, resolved
  - Patron service referrals, follow-ups
  - Mental health assessments (Rush)
  - Community partnerships

- **COMMUNICATIONS**
  - Media coverage
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**ACTIVITIES**

- **LEARNING**
  - Core Values: Access, Education, Intellectual Freedom, Knowledge, Literacy, Opportunity, Privacy
  - 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

- **ENGAGEMENT**
  - Core Values: Civic Responsibility, Collaboration, Compassion, Diversity, Empathy, Gathering, Inclusion, Participation
  - 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

- **SOCIAL SERVICES & PUBLIC SAFETY**
  - Incidents reported, resolved
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**IMPACT**

- **ENGAGEMENT**
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**EQUITY & ANTI-RACISM**

- **LEARNING**
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  - 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

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**STEWARDSHIP**

- **LEARNING**
  - Core Values: Accountability, Health, Preservation, Safety, Sustainability, Transparency
  - 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

- **ENGAGEMENT**
  - Core Values: Civic Responsibility, Collaboration, Compassion, Diversity, Empathy, Gathering, Inclusion, Participation
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