

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, 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 and onlines resources (ebooks, audiobooks, streaming music/movies, databases, etc.)

IMPACT

A commitment to

EQUITY & ANTI-RACISM

informs all of our work:

ACTIVITIES

OUTPUTS

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; in-person and virtual educational and entertainment programming for children, teens, and adults; in-person and virtual 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 and public health preparedness

COMMUNICATIONS

Promotion and storytelling; print materials (newsletters, The Storyline, brochures, flyers, bookmarks, calendars); 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

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
- # digital accounts, conversions # active cardholders, households
- % new cardholder retention
- # Net Promoter Score
- # meeting/study room reservations # home deliveries, resource deliveries

- # community meetings attended
- # programs/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)
- # wifi sessions
- # Book Bike visits, outreach visits, pop-ups

SOCIAL SERVICES & PUBLIC SAFETY

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

COMMUNICATIONS

- # external media coverage
- # third-party site reviews # social media reach, engagement
- # unique oppl.org users
- % Savannah open and click rates
- % Google AdWords conversion rate
- # print materials distributed (calendars, brochures, postcards) # Burbio.com online calendar stats

unique SWAN app users

OPERATIONS

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

HUMAN RESOURCES

- # learning/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

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

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

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

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

Core Values:

Accountability, Affordability, 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

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