

INPUTS

Community members, stakeholders, and partners; diverse and well-trained staff (full-time and part-time), volunteers, and 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 online resources (ebooks, audiobooks, streaming music/movies, databases, etc.)

ACTIVITIES

PUBLIC SERVICES & PROGRAMS

Circulation (patron accounts, materials checkouts, check-ins, holds); reference and information; readers advisory; tutorials and Learning Labs; space reservations; public technology access; in-person and virtual educational and entertainment programming for children, teens, and adults; in-person and virtual community outreach and engagement

COLLECTIONS

Selection, acquisition, and cataloging of physical and digital materials; interlibrary loan; Special Collections and local history

TECHNOLOGY

Acquisition, maintenance, and repair of public technology (computers, printers, copiers, etc.); maintenance of internet/WiFi

FACILITIES

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

SOCIAL SERVICES & PUBLIC SAFETY

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

ANTI-RACISM

Equity audits of policies, plans, and procedures; staff trainings and learning events; staff affinity groups and intersectional gatherings; community partnership development; conference attendance; community programming

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

FINANCE & HUMAN RESOURCES

Compensation and benefits administration; hiring and onboarding; performance development; learning and talent development; workplace well-being; budget preparation, management, and reporting

OUTPUTS

PUBLIC SERVICES & PROGRAMS

# patron visits	# program surveys completed, satisfaction
# library cards issued	# participants in SRP, 1000 Books
# digital accounts, conversions	# reference interactions, 1:1 tutorials, Learning Labs
# active cardholders, households	# Book Bike visits, outreach visits, pop-ups
% new cardholder retention	# home deliveries, resource deliveries
# Net Promoter Score	
# meeting/study room reservations	
# programs/events and attendees	

COLLECTIONS

# item checkouts, check-ins, downloads, ILLs, holds	% items checked out
# items in collection, turnover	# average return to shelf time
	# Special Collections research contacts

TECHNOLOGY

public technology use (computers, printers, copiers, Creative Studio)
WiFi sessions

FACILITIES

facilities requests made, completed
approved capital and MFP projects completed

SOCIAL SERVICES & PUBLIC SAFETY

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

ANTI-RACISM

# policies, plans, procedures audited	# community meetings, events, conferences attended
# staff trainings, learning events	# presentations, speaking engagements offered
# staff affinity groups, intersectional gatherings	# patron/community surveys
% staff satisfaction, engagement, well-being	# community-led/-supported programs
# community partnerships	

COMMUNICATIONS

# external media coverage	% email open and click rates
# third-party site reviews	% Google AdWords conversion rate
# social media reach, engagement	# print calendars distributed
# oppl.org unique users	

FINANCE & HUMAN RESOURCES

# position postings, applicants, hires	# learning/engagement opportunities and attendees
# staff, hours, retention	\$ pay equity
% applicant diversity, staff diversity	\$ money budgeted, spent
% staff satisfaction, engagement, well-being	# expenditure reports provided

IMPACT

A commitment to

EQUITY & ANTI-RACISM

informs all of our work:

ENGAGEMENT

Core Values:

Civic Responsibility, Collaboration, Compassion, Empathy, Gathering, 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; Improved service to Spanish-speaking and Latine patrons and new immigrants; Improved service to disabled patrons and awareness of the experiences of people with disabilities; Improved access to public health and social service resources for vulnerable patrons

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 and sustained racial/ethnic diversity among library staff at all grade levels; Greater library staff diversity in the areas of ability, age, gender, sexual identity, etc.; Expanded career development opportunities for library staff; Increased awareness of the roles and paths to library positions and others in the community; 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 public engagement with early and adult literacy resources; Increased literacy and education opportunities for adult patrons; Improved literacy skills and attitudes among adult patrons; Expanded access to educational support for teens

We empower community members with the tools, knowledge, and support they need to reach their full potential.

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 digital learning opportunities for patrons; Expanded personal and career development opportunities for teens

STEWARDSHIP

Core Values:

Accountability, Affordability, Health, Preservation, Safety, Sustainability, Transparency

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

Outcomes: 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 staff and 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; Improved technological competencies among library staff; Increased public engagement with library collections, programs, and exhibits

We prioritize sustainability.

Outcomes: Expanded environmentally-friendly practices in library operations; Greater financial sustainability in library operations; Increased diversification of revenue sources to generate funds for future library programming; Greater efficiency in maintenance processes for library infrastructure; Greater staff engagement with library data for decision-making and storytelling

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

Outcomes: Enhanced opportunities for staff relationship-building; Enhanced offerings for staff benefits; Increased transparency, awareness, and clarity in library decision-making for staff; Improved staff mental and physical health

ANTI-RACISM

Core Values:

Accessibility, Courage, Empowerment, Impact, Innovation, Representation, Social Justice

We create and implement library policies that promote equitable outcomes for our staff and the public.

Outcomes: Improved and more equitable community and staff experience of the library’s policies, procedures, and spaces; Integration of restorative practices in library communication, engagement, and conflict resolution strategies with patrons and staff; Improved library understanding of and engagement with community members of diverse backgrounds, identities, and circumstances

We prioritize relationship-building and meaningful collaboration in our efforts to advance anti-racism.

Outcomes: Increased and diversified library-community stakeholder relationships; Expanded partnerships and resource streams for supporting returning citizens; Increased opportunities for patrons to actively contribute to the library’s work; Increased and sustained opportunities for internal collaboration and relationship-building among library staff across and within different service areas, grade levels, and demographic groups; Increased awareness of and knowledge about restorative practices among library and community peers and stakeholders