

# Create Young Readers Early Literacy

Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen.

## ***Suggested Target Audiences***

- Children from birth to five
- Parents, caregivers, and service providers who work with children ages newborn to five

## ***Typical Services and Programs in Libraries That Select This as a Priority***

- Present regularly scheduled story programs divided by age of intended audience.
- Include interactive components such as singing, puppets, etc., in story programs.
- Present story programs in off-site locations such as day care centers, parks, hospitals, etc.
- Sponsor a "Born to Read" program.
- Participate in Dolly Parton's "Imagination Library" program (<http://www.imaginationlibrary.com>).
- Include a "Read to Me" component in the summer reading program, and other reading programs, with incentives for parents/caregivers and the children.
- Plan and present puppet shows.
- Develop theme packets that include books, tapes, toys, software, and games for parents and caregivers to use with their children.
- Provide "Books-to-Go" bags, each with a collection of related materials (concept books, bilingual reading kits, picture books about animals, etc.).
- Participate in blogs for new parents.
- Provide computers with appropriate programs for preschool children.
- Provide access to online e-books for preschool children.
- Provide classes, such as those outlined in Every Child Ready to Read @ your library, on early literacy for parents and caregivers.
- Produce podcasts or videocasts on early literacy for parents and caregivers.

## **Potential Partners**

- Community colleges that offer courses for preschool providers
- Day care providers
- Head Start operators
- Hospitals
- New parent groups
- Pediatricians
- Social service agencies

## **Policy Implications**

### ***Circulation***

- Age at which someone can get a library card
- Circulation limits by media type
- Institutional cards

### ***Community Presentations or Programs Offered at Nonlibrary Locations***

- Classification of staff who can deliver presentations or programs
- Use of volunteers
- Process that agency or organization must follow to request a presentation or program
- Minimum or maximum number of anticipated attendees
- Number of times a presentation or program will be given to the same group during a specified period of time

## **Critical Resources**

### ***Staff (Knowledge, Skills, and Abilities)***

- Staff are knowledgeable about early childhood development.
- Staff are knowledgeable about early literacy.
- Staff are knowledgeable about materials for preschool children.
- Staff can design and deliver effective programs for preschool children.
- Staff can teach parents and caregivers the skills needed to support early literacy.
- Staff can develop or assist in the development of a website appropriate for preschool children.
- Staff can establish partnerships with parents, child care providers, and others who serve children ages birth to five.
- Staff can record podcasts or digital videocasts and make them available to download.

### ***Collection (Print, Media, and Electronic Resources)***

- Board books
- Book/media kits
- Books and media on early literacy for parents and caregivers

- Concept books
- DVDs and CDs
- E-books for children
- Educational software to encourage vocabulary development and motor skills
- I-Can-Read books
- Picture books

#### ***Facilities (Space, Furniture, and Equipment)***

- Dedicated area for children ages newborn to five that is comfortable, safe, and appropriate for this age group as well as the adults with them
- Dedicated space for family use
- Space to provide preschool programs
- Family restrooms
- Family computer areas that support shared use of digital resources
- Appropriate shelving for preschool materials
- Child-friendly furniture and computer desks
- Listening and viewing stations
- Appropriate seating at computer workstations to encourage adults and young children to use the computer programs together

#### ***Technology (Hardware, Software, Networks, and Telecommunication)***

- Child-friendly computers

### ***Possible Measures***

#### ***Number of Users***

- Number and percent of preschoolers in the community who have a library card
- Number of preschoolers attending programs in the library
- Number of preschoolers attending programs at nonlibrary locations
- Number of preschool children participating in the “Read to Me” program
- Number of parents and caregivers trained in early literacy techniques
- Percent of people who indicate on a survey that they use the library on behalf of their preschool child or children.

#### ***Perceptions of Users***

- Percent of parents and caregivers surveyed who respond that:

The library plays an important role in helping children to develop a love of books, reading, and learning.

The library plays an important role in helping children enter school ready to learn to read, write, and listen.

The library’s services for preschoolers are very good or excellent.

### ***User Outcomes***

- Number and percent of parents and caregivers who read to their children at least twice as often than they had before attending library training programs
- Number and percent of parents and caregivers who bring their preschool children to the library at least twice as often as they had before attending library training programs
- Number and percent of specified parents and caregivers who foster a love of reading in their children

### ***Units of Service Delivered***

- Number of presentations made by library staff at preschools, day care centers, etc.
- Circulation of materials for preschool children (see "Collection" above)
- Number of deposit collections circulated to preschools, day care centers, hospitals, etc.
- Number of preschool programs presented in the library
- Number of preschool programs presented in nonlibrary locations
- Number of hits on the library's early literacy web page
- Number of hits on the library's website designed for preschool children

# Satisfy Curiosity Lifelong Learning

Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

## ***Suggested Target Audiences***

- Seniors
- Adults
- Teens
- Children

## ***Typical Services and Programs in Libraries That Select This as a Priority***

- Provide programs on a variety of topics of interest to various age groups in the community (cooking, quilting, Civil War, travel, animation, dinosaurs, etc.).
- Work with local organizations to cosponsor demonstrations on topics of interest to various age groups.
- Display items created by local residents or items from personal collections.
- Mount rotating exhibits from museums and organizations such as local museums, National Endowment for the Humanities, Library of Congress, National Aeronautics and Space Administration, etc.
- Provide access to adult education courses through distance learning or video-on-demand.
- Develop and maintain a "Satisfy Your Curiosity" web page with links to topics of interest to various age groups in the community.
- Sponsor "Let's Talk about It" programs.
- Collaborate with the local Humanities Council to present programs.
- Create and support wikis or blogs in areas of special interest to local residents.
- Develop electronic pathfinders to help people find information on topics of interest to them.

## ***Potential Partners***

- Clubs and organizations
- Community colleges and universities
- County extension service
- Humanities Council
- Library of Congress
- Museums
- National Aeronautics and Space Administration
- National Endowment for the Humanities
- Parks and recreation department
- Senior centers
- Teen centers

## ***Policy Implications***

### ***Circulation***

- Circulation limits by subject

### ***Exhibits and Displays***

- Criteria for inclusion of items in library displays

### ***Gifts and Donations***

- Restrictions on donations of cash, equipment, materials, etc.

### ***Programs in the Library***

- Cosponsorship of programs

## ***Critical Resources***

### ***Staff (Knowledge, Skills, and Abilities)***

- Staff is knowledgeable about print and electronic resources.
- Staff can create electronic pathfinders.
- Staff can plan and present programs on a variety of lifelong learning topics.
- Staff can plan and make presentations to community groups.
- Staff can manage a blog and wikis.
- Staff can plan and mount exhibits.

### ***Collection (Print, Media, and Electronic Resources)***

- Antiques and collectibles
- Architecture

- Art
- Biography and autobiography
- Computers
- Cooking
- Crafts and hobbies
- Games
- Gardening
- History
- House and home
- Music
- Nature
- Performing arts
- Pets
- Philosophy
- Photography
- Psychology
- Religion
- Science
- Self-help
- Social science
- Sports and recreation
- Technology
- Transportation
- True crime

***Facilities (Space, Furniture, and Equipment)***

- Small-group meeting rooms
- Display shelving to merchandize selected portions of the collections
- Secure display space for rotating collections
- Comfortable seating

***Technology (Hardware, Software, Networks, and Telecommunication)***

- Computers configured to allow downloading of licensed digital content to personal storage devices (PDA, MP3 player, Flash drive, etc.)
- Blog and wiki software
- Software to manage program registration and reminders

***Possible Measures***

***Number of Users***

- Number of people who indicate on a survey that they use the library for lifelong learning

### ***Perceptions of Users***

- Percent of users surveyed who respond that:

The library's collection of materials for lifelong interest purposes is very good or excellent.

The information assistance they receive when looking for information or asking about a topic of personal interest is very good or excellent.

### ***User Outcomes***

- Number and percent of specified users who learn a new skill as a result of attending one or more library programs
- Number and percent of specified users who meet a personal learning goal
- Number and percent of specified users who learn about a topic of personal interest

### ***Units of Service Delivered***

- Circulation of adult nonfiction
- Circulation of adult nonfiction in targeted subject areas
- Number of programs and demonstrations presented
- Number of exhibits presented

# Stimulate Imagination

## Reading, Viewing, and Listening for Pleasure

Residents who want materials to enhance their leisure time will find what they want when and where they want them and will have the help they need to make choices from among the options.

### ***Suggested Target Audiences***

- Adults
- Teens
- Children

### ***Typical Services and Programs in Libraries That Select This as a Priority***

- Provide readers' advisory services to assist users to locate materials of interest.
- Display new materials in a prominent location.
- Allow users to place holds on materials online.
- Mail items on hold to users when they become available.
- Provide an online reading club.
- Provide listening and viewing stations to allow users to preview materials.
- Present a summer reading program for children.
- Present a teen reading program in the summer.
- Present several adult reading programs throughout the year.
- Coordinate a "One Book, One City" program.
- Ensure that users receive reserved items within thirty days of placing the hold.
- Host gaming tournaments.
- Develop and maintain a readers' advisory web page.
- Make user-contributed book reviews easily accessible.
- Provide downloadable books, music, and videos for circulation.
- Present programs on new books and particular genres and sponsor author visits.

### ***Potential Partners***

- Authors (local, regional, state, and national)
- Book clubs

- Book stores
- Comic book and gaming stores
- Gaming groups
- Music stores
- Newspaper book and media reviewers
- Senior centers
- Teen centers
- Theaters

## ***Policy Implications***

### ***Circulation***

- Circulation limits by subject
- Circulation limits by format
- Loan periods by format

### ***Gifts and Donations***

- Restrictions on donations of cash, equipment, materials, etc.

### ***Information Service***

- Time limits on use of listening and viewing stations

### ***Programs in the Library***

- Cosponsorship of programs

## ***Critical Resources***

### ***Staff (Knowledge, Skills, and Abilities)***

- Staff is knowledgeable about classic and current fiction.
- Staff is knowledgeable about genre fiction.
- Staff is knowledgeable about classic and current music.
- Staff is knowledgeable about classic and current films.
- Staff is knowledgeable about games and graphic novels.
- Staff can provide reader/viewer/listener advisory services to users looking for recommendations.
- Staff can plan and present programs.

### ***Collection (Print, Media, and Electronic)***

- Action and adventure films
- Animated films

- Best sellers, new books, and new media
- Christian fiction
- Classic books, films, and music
- Comedy films
- Country and bluegrass music
- Drama
- Fantasy books and films
- Foreign films
- Games (electronic)
- General fiction
- Graphic novels
- Hip-hop music
- Historical fiction
- Horror fictions and films
- Jazz music
- Latin music
- Metal music
- Musical films
- Mystery
- New Age music
- Poetry
- Pop music
- Reggae music
- Religious music
- Rhythm and blues music
- Rock music
- Romance books and films
- Science fiction films
- Short stories
- Sound tracks
- Street/urban literature
- Suspense and thriller books and films
- Western books and films

***Facilities (Space, Furniture, and Equipment)***

- Meeting space
- Display shelving to merchandize selected portions of the collections
- Space to display new books and media
- Appropriate shelving for media
- Ergonomic workstations and seating
- Listening and viewing stations
- Identifiable readers' advisory services station or roving personnel

**Technology (Hardware, Software, Networks,  
and Telecommunication)**

- Computers configured to allow downloading of licensed digital content to personal storage devices (PDA, MP3 player, Flash drive, etc.)

**Possible Measures**

**Number of Users**

- Number of people who indicate on a survey that they use the library to find something to read, view, or listen to for pleasure

**Perceptions of Users**

- Percent of users surveyed who respond that:
  - They find something to read, view, or listen to for pleasure.
  - The collection of materials to enhance their leisure time is very good or excellent.
  - The assistance they receive from staff when requesting help to locate an item to read, view, or listen to for pleasure is very good or excellent.
  - The items they place on reserve are available in a timely manner.

**User Outcomes**

- Number and percent of specified users who increased their enjoyment of reading
- Number and percent of specified users who discussed a book with a stranger, person of a different ethnicity, or person of a different age for the first time
- Number and percent of specified users who read and enjoyed a book by a new author or on a new topic for the first time
- Number and percent of specified users who experience an alternative world

**Units of Service Delivered**

- Circulation of:
  - New books
  - CDs
  - DVDs
- Turnover of items in the new book collection
- Average number of days between placing an item on reserve and notification that the item is available for pickup

# Connect to the Online World

## Public Internet Access

Residents will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.

### ***Suggested Target Audiences***

- Adults
- Teens
- Children

### ***Typical Services and Programs in Libraries That Select This as a Priority***

- Provide public access computers and printers.
- Provide high-speed access to the Internet.
- Provide wireless access to the Internet.

### ***Policy Implications***

#### ***Customer Service***

- Level of assistance provided

#### ***Fees and Fines***

- Fees for printing

#### ***Internet Use***

- Filtering
- Confidentiality
- Time limits for use of public access computers
- Use of library computers to access e-mail, discussion groups, games, etc.
- Downloading to personal storage devices from public access computers

- Use of public access computers by people without library cards
- Use of wireless Internet access by people without library cards

## **Critical Resources**

### ***Staff (Knowledge, Skills, and Abilities)***

- Staff are knowledgeable about navigating the Internet.
- Staff are knowledgeable about portable storage devices and the library policies that pertain to their use on public access computers.
- Staff can instruct people on how to log on to a computer and to the wireless network.
- Staff can keep Internet access and networks up and running.
- Staff can help people to set up and access e-mail accounts.
- Frontline staff can do basic hardware troubleshooting.
- Frontline staff can operate, add paper, and clear jams in public printers.
- Computer staff can maintain hardware, software, and the network.
- Staff can make people feel comfortable while using the library technology.

### ***Collection (Print, Media, and Electronic Resources)***

- Materials available for in-house use in the public computer area, including
  - How to use Internet browsers
  - How to use web search engines
  - How to use Adobe Acrobat, Media Player, etc.
  - How to use software programs available on the library's public access computers

### ***Facilities (Space, Furniture, and Equipment)***

- Electrical outlets that can be easily accessed for use with personal computers
- Workstations that are large enough for people to work comfortably
- Ergonomic workstations and chairs
- Good wire management
- Appropriate lighting

### ***Technology (Hardware, Software, Networks, and Telecommunication)***

- Adequate number of public access computers that are configured for speed and graphics
- Adequate number of printers
- Computers configured to allow downloading of licensed digital content to personal storage devices (PDA, MP3 player, Flash drive, etc.)
- Sufficient bandwidth to manage the Internet traffic
- Current software and operating systems on all public access computers

- PC reservation system
- Privacy screens on all public access computers
- Wireless network

## **Possible Measures**

### **Number of Users**

- Number of people who use library-provided computers to access the Internet
- Number of hits on library portal web pages
- Number of people who use the wireless connectivity provided by the library

### **Perceptions of Users**

- Percent of people who indicate on a survey that they use the library to access the Internet
- Percent of users surveyed who respond that:

The assistance they receive from staff when using the Internet is very good or excellent.

The library's Internet service is very good or excellent.

### **User Outcomes**

- Number and percent of specified users who increase their computer/technology skills
- Number and percent of specified users who access e-mail for personal, school, or work purposes
- Number and percent of specified users who use the Internet for personal, school, or work purposes

### **Units of Service Delivered**

- Percent of time the public access terminals are in use
- Average wait time to use a public access Internet terminal

# Visit a Comfortable Place

## Physical and Virtual Spaces

Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking.

### ***Suggested Target Audiences***

- Adults
- Teens
- Children
- Local organizations and clubs

### ***Typical Services and Programs in Libraries That Select This as a Priority***

- Provide meeting rooms for public use.
- Provide comfortable seating throughout the library.
- Provide a café for the public.
- Provide a gallery or exhibit space.
- Provide performance space.
- Provide a wide range of electronic gaming opportunities.
- Develop and maintain a library events web page.
- Provide a variety of blogs, wikis, and other opportunities for social networking.

### ***Potential Partners***

- City or county departments
- Clubs and organizations

### ***Policy Implications***

#### ***Customer Behavior***

- Expectations for customer behavior
- Food and drink in the library
- Process to address inappropriate behavior

### ***Exhibits and Displays***

- Criteria for inclusion of items in library exhibits and displays

### ***Intellectual Property Rights***

- Copyright
- Fair use

### ***Internet Use***

- Filtering
- Confidentiality
- Time limits for use of public access computers
- Use of library computers to play games
- Age restrictions on the use of public access computers for gaming or social networking
- Downloading to and uploading from personal storage devices on public access computers
- Use of public access computers by people without library cards
- Use of wireless Internet access by people without library cards

### ***Meeting Rooms***

- Use of meeting rooms by outside groups
- Use of meeting rooms after library hours
- Meeting room fees

### ***Programs in the Library***

- Cosponsorship of programs

### ***Social Networking***

- Types of social networking environments that are supported
- Criteria for participation in social networks (age, library card holder, etc.)
- Editorial control of social networks

## ***Critical Resources***

### ***Staff (Knowledge, Skills, and Abilities)***

- Staff are knowledgeable about a variety of electronic games.
- Staff are knowledgeable about copyright and fair use.
- Staff can create and maintain a warm, comfortable, and inviting environment in all of the public areas of the library's building or buildings.
- Staff can create easy-to-use library web pages that provide rich user experiences.
- Staff can mount exhibits and displays.

- Staff can manage galleries, performance spaces, and meeting rooms.
- Staff can create and maintain wikis and blogs.

***Collection (Print, Media, and Electronic Resources)***

- Games (electronic)

***Facilities (Space, Furniture, and Equipment)***

- Meeting rooms of various sizes
- Space for people to collaborate on projects
- Comfortable seating in busy and quiet areas
- Ergonomic workstations and chairs
- Accessible electrical outlets for personal computers
- Good wire management
- Café
- Gallery space
- Exhibit space
- Performance space

***Technology (Hardware, Software, Networks, and Telecommunication)***

- Adequate number of public access computers that are configured for speed and graphics
- Sufficient bandwidth to manage the Internet traffic
- Wireless network
- Software to manage reservations for meeting rooms, galleries, and performance spaces

***Possible Measures***

***Number of Users***

- Number of people who have library cards
- Number of people who attend programs in the library
- Number of people who attend exhibits in the library
- Number of community organizations that hold meetings or events in the library
- Number of people participating in library-sponsored blogs or wikis
- Library door-count

***Perceptions of Users***

- Percent of people who indicate on a survey that they used the library as a comfortable public or virtual space

- Percent of organizations surveyed who indicate that:  
The library meeting rooms and other public spaces meet their needs.
- Percent of people surveyed who indicate that:  
The library is a safe place to visit.  
The library is a welcoming, attractive, and comfortable place to visit.  
The library website is easy or very easy to use.

***User Outcomes***

- Number and percent of specified users who broaden their social network
- Number and percent of specified users who expand their worldview through cross-cultural experiences
- Number and percent of specified users who increase their sense of community

***Units of Service Delivered***

- Number of public service hours per week
- Number of library visits or library attendance
- Library visits per capita
- Number of shows mounted in the gallery

# Be an Informed Citizen Local, National, and World Affairs

Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, state, and national levels, and to fully participate in community decision making.

## ***Suggested Target Audiences***

- Adults
- Teens
- New voters

## ***Typical Services and Programs in Libraries That Select This as a Priority***

- Provide information on issues of public policy.
- Convene meetings to provide an opportunity for people to discuss community issues.
- Convene meetings to provide an opportunity for people to discuss national and international issues.
- Develop and maintain a web page with links to local, state, and federal information resources.
- Host regularly scheduled open discussions with elected officials (local, state, and federal) and make the discussions available as podcasts or downloadable digital videos.
- Provide paper and electronic copies of local information such as annual reports from city agencies, environmental reports, revised population estimates from the city planning office, and the minutes of city council meetings.
- Participate in blogs that focus on local issues.
- Present programs in partnership with local and national organizations that promote democracy and civic involvement.
- Operate a community TV station and broadcast community meetings.
- Provide tax forms and volunteer tax advisers.
- Register voters or provide voter registration forms.

## **Potential Partners**

- AARP tax advisors
- Board of elections
- Chamber of commerce
- City council
- County commission
- League of Women Voters
- Other city or county departments

## **Policy Implications**

### **Meeting Rooms**

- Use of meeting rooms by outside groups
- Use of meeting rooms for partisan events
- Use of meeting rooms for issue-based programs
- Use of meeting rooms after library hours
- Meeting room fees

### **Programs in the Library**

- Cosponsorship of programs

### **Web Page**

- Criteria for linking to sites sponsored by advocacy groups

## **Critical Resources**

### **Staff (Knowledge, Skills, and Abilities)**

- Staff are knowledgeable about local government structures and elected and appointed officials.
- Staff are knowledgeable about issues of local concern.
- Staff are knowledgeable about resources that provide information about local, state, national, and international public policy issues.
- Staff can facilitate meetings.
- Staff can establish partnerships with local and national organizations that promote civic engagement.
- Staff can record podcasts or digital videocasts and make them available to download.

### **Collection (Print, Media, and Electronic Resources)**

- Constitutional law
- Current events
- Environmental issues

- Globalization
- Grassroots organizing
- Local, state, and national government
- Municipal finance
- Political ideologies
- Political process
- Politics
- Public administration
- Public policy issues

***Facility (Space, Furniture, and Equipment)***

- Meeting space
- Equipment to record podcasts/videocasts

***Technology (Hardware, Software, Networks, and Telecommunication)***

- Public access computers, audio headsets, and printers

***Possible Measures***

***Number of Users***

- Number of people attending programs on topics related to local, national, and world affairs
- Percent of people who indicate on a survey that they use the library to become an informed citizen

***User Perceptions***

- Percent of users surveyed who respond that:

The library's collection of materials on local, national, and world affairs is very good or excellent.

The information assistance they receive from staff when looking for information or asking a reference question is very good or excellent.

***User Outcomes***

- Number and percent of specified participants who become more actively involved as citizens
- Number and percent of specified participants who gain a sense of community

***Units of Service Delivered***

- Circulation of materials in subject areas associated with local, national, and world affairs

- Number of programs offered on topics related to local, national, and world affairs
- Number of hits on the library's "Be an Informed Citizen" web page
- Number of podcasts/videocasts recorded and the number of times each was downloaded

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# Understand How to Find, Evaluate, and Use Information Information Fluency

Residents will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate, and effectively use information to meet their needs.

## ***Suggested Target Audiences***

- Seniors
- Adults
- Teens
- Children

## ***Typical Services and Programs in Libraries That Select This as a Priority***

- Provide basic, intermediate, and advanced classes on how to use the Internet and proprietary databases.
- Offer classes on new technologies and web trends as they happen.
- Sponsor or cosponsor hands-on classes on various software applications (Word, Access, etc.).
- Present a regular series of short programs that focus on using both print and electronic resources to find information on a variety of topics.
- Create online tutorials to help users navigate library technology and the Web.
- Partner with local middle and high schools to provide programs to ensure that teens know how to find, evaluate, and use information.
- Partner with local senior centers to provide programs to ensure that seniors know how to find, evaluate, and use information.
- Take advantage of “teaching moments” when helping users to find information.

## ***Potential Partners***

- Community colleges, technical schools, vocational schools, and universities
- Computer clubs

- Public and private schools
- Senior centers
- Teen centers

## ***Policy Implications***

### ***Fees and Fines***

- Fees for training

### ***Intellectual Property Rights***

- Copyright
- Fair use

### ***Programs in the Library***

- Cosponsorship of programs

## ***Critical Resources***

### ***Staff (Knowledge, Skills, and Abilities)***

- Staff are knowledgeable about technology trends and new products.
- Staff are knowledgeable about the software applications they are expected to teach.
- Staff are knowledgeable about adult education and training design.
- Staff are knowledgeable about copyright and fair use.
- Staff can find and evaluate information.
- Staff can design effective training materials.
- Staff can teach people in class settings and provide one-on-one training.

### ***Collection (Print, Media, and Electronic Resources)***

- Circulating software manuals
- Online tutorials

### ***Facilities (Space, Furniture, and Equipment)***

- Computer lab
- Mobile computer lab
- Data projector

### ***Technology (Hardware, Software, Networks, and Telecommunication)***

- Portable wireless computer lab
- Wireless network

- Multiple computers dedicated to training
- Variety of software applications for training and subsequent use

## **Possible Measures**

### **Number of Users**

- Number of people who attend an information literacy class
- Number of people who receive one-on-one information literacy assistance
- Number of people who access computer-based training modules
- Number of people who indicate on a survey that they use the library to learn how to find, evaluate, and use information

### **Perceptions of Users**

- Percent of users surveyed who respond that:  
     The training session sponsored or cosponsored by the library is very good or excellent.  
     The assistance they receive from staff is very good or excellent.

### **User Outcomes**

- Number and percent of specified users who know how to learn to find information in the library catalog, reference books, online databases, or the Internet
- Number and percent of specified users who learn to use a computer to meet their personal needs
- Number and percent of specified users who know how to learn to use software applications such as word processing or a spreadsheet
- Number and percent of specified users who create and manage an e-mail account
- Number and percent of specified users who create and maintain a website
- Number and percent of specified students who use library resources to write a research paper
- Number and percent of specified users who know how to evaluate information found on a website

### **Units of Service Delivered**

- Number of information literacy classes offered
- Number of computer training classes offered
- Number of programs cosponsored with middle and high schools
- Number of programs cosponsored with senior centers