



Formal interaction and passive user engagement

e.g. an author's talk

INSTRUCTION | Presentation/Performance



Formal interaction and active user engagement

e.g. an instructor-led course on computer skills

INSTRUCTION | Program



Selecting, ordering, and receiving materials for library collections by purchase, exchange, or gift, which may include budgeting and negotiating with outside agencies (i.e. publishers, vendors) to obtain resources. May also include procuring software or hardware for the purposes of storing and/or retrieving information or enabling the act of experiencing, manipulating, or otherwise interacting with an information resource.

CONTENT | Acquisition



Informal interaction with an individual or group of individuals; the provision of expert advice or reference services to individuals, units, or organizations.

e.g. homework help, site visits

INSTRUCTION | Consultation/Drop-in/Referral



Effort that extends the life or useful life of a collection, the individual items or entities included in a collection, or a structure, building, or site by reducing the likelihood or speed of deterioration.

e.g. integrated pest management, re-housing items

CONTENT | Preservation



Design or production of an information tool or resource. Includes digitization or the process of converting data to digital format for processing by a computer.

e.g. digital objects, curricula.

CONTENT | Creation



*Provision of a library's resources and collections through the circulation of materials (general circulation, reserves).
May also refer to the physical or electronic delivery of documents from a library collection to the residence or place of business of a library user, upon request.*

CONTENT | Lending



Apply standardized descriptive information and/or apply such information in a standardized format to items or groups of items in a collection for purposes of intellectual control, organization, and retrieval.

CONTENT | Description



Acquiring or leasing facilities; purchasing equipment/supplies, hardware/software, or other materials (not content) that support general library infrastructure.

PROCUREMENT |



*Retrospective: Research effort that involves historical assessments of the condition of a project, program, service, operation, resource and/or user group.
e.g. project evaluation*

*Prospective: Research effort that involves assessments of a future condition of a project, program, service, operation, resource, and/or user group.
e.g. strategic planning*

PLANNING & EVALUATION |



*Medium in or on which information (data, sound, images, etc.) is stored (e.g., paper, film, magnetic tape or disk, etc.).
The medium may be encased in a protective housing made of another material (plastic, metal, etc.).*

CONTENT | Format



Computer-mediated. The term includes commercial or non-commercial hardware, software, and/or data transfer connections and protocols, systems at any scale, and metadata.

CONTENT | Format



*Federal Government
 State Government
 Local Government
 (excluding school districts)
 School District
 Non-Profit
 Private Sector
 Tribe/Native Hawaiian Organization*



*Libraries
 Historical Societies or Organizations
 Museums
 Archives
 Cultural Heritage Organization Multi-type
 Preschools
 Schools
 Institutions of Higher Education
 Adult Education
 Human Service Organizations
 Other*

PARTNER | Domain/Sector



*Add, improve or update a
 library function or operation
 in order to further its
 effectiveness.*

INTENT | Institutional Capacity



*Add, improve or update a
 library function or operation
 in order to further its
 effectiveness.*

INTENT | Institutional Capacity



Improve access to information.

INTENT | Information Access



*Add, improve or update a
 library function or operation
 in order to further its
 effectiveness.*

INTENT | Institutional Capacity



Improve users' knowledge or abilities beyond basic access to information.

INTENT | Lifelong Learning



Improve access to information.

INTENT | Information Access



Improve users' ability to apply information that furthers the status of their jobs and/or business

INTENT | Employment



Improve users' ability to apply information that furthers the status of their jobs and/or business

INTENT | Employment



Improve users' ability to apply information that furthers their personal, family or household circumstances

INTENT | Human Services



Improve users' knowledge or abilities beyond basic access to information.

INTENT | Lifelong Learning



Improve users' ability to apply information that furthers their personal, family or household circumstances

INTENT | Human Services



Improve users' ability to apply information that furthers their personal, family or household circumstances

INTENT | Human Services



Improve user engagement through their library that furthers the common or community good

INTENT | Civic Engagement



Improve user engagement through their library that furthers the common or community good

INTENT | Civic Engagement



Carried out face-to-face.

INSTRUCTION | Format



*Delivered via computer, computer network, or mobile device.
e.g. via webinar, telephone*

INSTRUCTION | Format



e.g. General Public

BENEFICIARIES | General

Geographic Community: Urban, Suburban, Rural
Age: All Age; 0-5; 6-12; 13-17; 18-25;
26-49; 50-59; 60-69; 70+
Economic Situation: People who are living below the
poverty line; Unemployed
Ethnic/Minority Groups: American Indian/Alaska
Native; Asian; Black or African American; Hispanic or
Latino; Native Hawaiian or other Pacific Islander
Families
Intergenerational
Individuals with Disabilities
**Individuals with limited functional literacy or
informational skills**
BENEFICIARIES | Targeted



*Public libraries
Academic libraries
SLAA
Consortia
Special libraries
School libraries
Other*

LOCALE |



*e.g. Library staff, trustees, board
members*

LOCALE |



*An assessment or evaluation
completed by a consultant or
independent evaluator.*

PLANNING/EVALUATION | Third-party



*An assessment or evaluation
completed by staff.*

PLANNING/EVALUATION | In-house