**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

**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

**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

**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**

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

**PROCUREMENT |**

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**

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**

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 |**

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**
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

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 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 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
**BENEFICIARIES**

- **General Public**
  - e.g. General Public

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

**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**

**LOCARE**

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

**PLANNING/EVALUATION**

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

- **In-house**
  - An assessment or evaluation completed by staff.