**Lifelong Learning Results Chain**

October 20, 2011

**Libraries and Partners**

**Users**

I

SLAAs plan (including relevant scans) for increasing access/ opportunities of lifelong learning skills to targeted users

II

SLAAs reach out to libraries and other potential partners for assessing their capacities

III

SLAAs formulate strategies for implementing and evaluating lifelong programs/ services

IV

Libraries draft customized plans, with other stakeholders for training, marketing programs/services and evaluation for targeted users, including strategies to capture user barriers and opportunities

VIIA

Users having become aware of programs opt to participate in programs and services

V

Libraries tailor partnerships with other stakeholders for implementing programs and services for target users

VI

Libraries implement customized SLAA plan, including SLAAs and/or providing training for library staff and possible partners

VIIC

Others visit libraries and use these and additional programs and services

IX

Users increase likelihood of returning/going to libraries to further their learning

VIIB

Users recommend these and additional programs and services to others

VIII

Users apply new information beyond library or partner settings

XI

Users Increase learning from acquiring other types of information at libraries

X

Users gain increased access to other types of information available through libraries

XII

Users make more informed decisions of concern to them with acquired knowledge

VIID

Users report being more informed and empowered from participating in libraries ‘programs and services

**SLAAs**

**Appendix A: Progress of Assessment Framework for Lifelong Learning**

**October 20, 2011**

| **Result on Chain** | **Prioritized for National Assessment & Benchmarking?** | **Recommended Questions for Assessment & Benchmarking** |
| --- | --- | --- |
| I:**SLAAs** plan (including relevant scans) for increasing access/ opportunities of lifelong learning skills to targeted users | **YES** | 1) What particular lifelong programs and services does SLAA five-year plan include? For which target users?2) What trends have SLAAs perceived in developing and improving programs and services for lifelong learning? |
| II: **SLAAs** reach out to libraries and other potential partners for assessing their capacities | **YES** | 1. Are SLAAs building partnerships that can help libraries address lifelong learning in their communities? If so, how is this working?
2. Are SLAAs encouraging libraries to identify and cultivate potential partners?
3. What types of resources are SLAAs using to help libraries address target users’ lifelong learning needs?
4. Are SLAA’s offering librarians resources and training to address lifelong learning needs of targeted users?
5. Have SLAAs provided resources, encouragement, mentoring, etc. to facilitate libraries’ capacity to draft customized plans/proposals/etc.?
 |
| III: **SLAAs** formulate strategies for implementing and evaluating lifelong programs/ services | **NO** |  |
| IV: **Libraries** draft customized plans, with other stakeholders for training, marketing programs/services and evaluation for targeted users, including strategies to capture user barriers and opportunities | **YES** | 1) Have libraries identified barriers and opportunities of targeted users to participate in programs and services?2) Are the libraries drafting customized plans/proposals/etc.? If so, are they using these plans? |
| V**:** **Libraries** tailor collaborations with other stakeholders for implementing programs and services for target users | **YES** | 1. What types of collaborations have been created and cultivated by the libraries?
2. To what extent are the collaborations adding value and to what extent are they duplicating effort?
 |
| VI:  **Libraries** implement customized SLAA plan, including SLAAs and/or libraries providing training for library staff and possible partners. | **YES** | 1. Is the SLAA providing their staff with the training and financial support needed to implement the SLAA’s plan?
2. Is the SLAA providing training and resources to libraries so they may implement their plans?
3. How are plans customized?
4. What lessons are learned about whether and how customized plans can be duplicated with the same level of success?
5. What is the ripple effect of taking this training? Because of taking this training, what other things resulted?
6. How is the program being marketed to target audiences?
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| VIIA: **Users,** having become aware of programs, opt to participate in programs and services | **YES** | 1. Have targeted users become aware of programs/ services?
2. Have targeted users opted to participate in the programs and services?
 |
| VIIB: **Users** recommend these and additional programs and services to others | **NO** |  |
| VIIC: Other **users** visit libraries and use these and additional programs and services | **NO** |  |
| VIID: **Users** report being more informed and empowered from participating in libraries ‘programs and services | **YES** | 1. Are users reporting that their information needs have been met?
2. Are users reporting an increased likelihood to change behaviors?
 |
| VIII: **Users** apply new information beyond libraries or partner settings | **YES** | 1. Are users reporting new information being applied/used?
2. How is information being used/applied? If so, what difference has this made in their circumstance?
3. Does the training/services presented in the libraries result in subsequent positive change in user behavior?
4. What is the ripple effect of taking this training? Because of taking this training, what other things resulted?
5. What users’ stories show success (including unanticipated results)?
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| IX: **Users** increase likelihood of returning/going to libraries to further their learning | **NO** |  |
| X: **Users** gain increased access to other types of information available through libraries | **YES** | 1. Do users use library services for addressing additional needs?
 |
| XI: **Users** increase learning from acquiring other types of information at libraries | **NO** |  |
| XII: **Users** make more informed decisions of concern to them with acquired knowledge | **YES** | 1. What types of more informed choices are users making?
2. Are users able to apply what they have learned to meet their needs?
3. What would the users add to what they experienced that would have helped them further?
4. In what specific ways did the knowledge acquired improve users' ability to make more informed decisions?
5. Did the marketing of program and service result in recommend outcomes for targeted users?
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