

Inputs, Outputs, and Outcomes for Evaluation in Public Libraries

Inputs

What resources did we use?

Examples:

- Money
- Space
- Collections
- Staff time
- Staff expertise
- Community partners

Outputs

What did we provide?

How many people did we serve?

Examples:

- Programs delivered
- Service provided
- Number of people served or in attendance

Outcomes

What difference did it make?

What change took place?

Examples—changes in:

- Knowledge
- Attitude
- Skill
- Behavior
- Condition

Example:
Serving iced tea to friends

Inputs

Tea bags
Water
Ice
Pitcher
Glasses

Outputs

1 pitcher of tea prepared
5 friends drank iced tea

Outcomes

Thirst quenched

Basic 4-Step Evaluation Process

Step 1

Identify the program or service you want to evaluate
and the definition(s) of success associated with it.

What program or service do you want to evaluate?

How do you define “success” for this program or service?

Basic 4-Step Evaluation Process

Step 2

Focus the evaluation by posing specific questions that reflect the key definition(s) of success.

Draft evaluation questions that reflect your first definition of success.

Draft evaluation questions that reflect your second definition of success.

