# Measuring Success

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| Dimension of Success | Description | Example Evaluation Questions |
| Design/Implementation | The program/service is well-designed, efficient, effective | To what extent is the program being implemented as intended?  How does the program reflect best practices? |
| Experience | Satisfactory, welcoming, enjoyable | How satisfied are participants with the program? |
| Outcomes | Contributes to desired changes | How do participants demonstrate increased skills or understanding during or after their participation? |
| Reach/Access | Engages and retains desired audience | Does the program engage the audiences with the greatest need? Do these audiences participate at the desired rate? |
| Relevance | Aligns with audience needs, interests | In what ways do the program content and activities align with community needs and interests? |
| Resource allocation and use | Cost-effective and right-sized | Is the level of available resources (staff, funding, space, etc) sufficient to implement the program?  Is the level of benefit commensurate with the level of investment? |
| Sustainability | Capacity to sustain for long-term benefits | To what extent can/should the program be sustained over time?  How might the program need to be modified in the future? |
| Equity (overlays other dimensions) | Reduces disparities and barriers | Are there disparities in program opportunities, participation, experience, outcomes, etc?  What are the barriers to participation?  What can the library do to address these barriers? |

Dimensions of Success – credit Rebecca Teasdale, Research in Public Libraries conference 2023. Shared with permission.