Alternative Services Logic Model

This chart illustrates the resources that comprise Alternative services at OPL ("input"), the elements of services offered ("output"), and the impacts alternative services have on Ottawa residents ("outcome").

OPL Alternative Services reach residents at risk of exclusion where they are. Our services strive to reduce barriers to accessing core services by providing customers with alternate means of service delivery.

Input

- Human resources
- Mobile spaces
- Collections (including alternate formats)
- Programs
- Technology
- Capital & operating funds
- Staff training and development

Output

- Large bookmobile stops
- Selection and delivery to homes
- Mini library service
- Browsing collections
- Request pick-up
- Mobile maker space
- Special events presence
- Customer training on alternate formats
- Centre of expertise: accessibility, readers' advisory

Outcome

- Reduced isolation / exclusion
- Connection of residents to one another
- Reduced barriers to accessing OPL
- Connection of residents to OPL staff
- Relationship building with partners
- Community building with partners
- Re-connecting with residents
- Increased awareness of OPL
- Improved literacy
- Attract new customers
- Centre of expertise: alternative library services