Civic Switchboard Logic Model and Outcomes (September 2020)

Local Civic Data Ecosystem Outcomes

Outcomes that set up the foundation and infrastructure for libraries to participate in their local civic data ecosystem

Libraries better understand their local needs, contexts, and potential library roles around civic data

Libraries expand their roles and deepen relationships in the civic data ecosystem

Libraries contribute expertise and resources to the local civic data ecosystem

Libraries introduce more people and organizations to the civic data ecosystem

Increased capacity of public and academic library partnerships in the local civic data ecosystem

Increased level of collaboration between libraries and their local civic data ecosystem, especially collaboration with other data intermediaries

Civic data ecosystem stakeholders increasingly value libraries as a strategic partner

Outcomes that reflect libraries building on their foundation and infrastructure and acting in more advanced civic data ecosystems role

Libraries identify/adopt enhanced roles and leadership roles in the civic data ecosystem

Libraries operate in civic data roles unique to libraries, such as connecting library users with civic data, or archiving civic data

Libraries adopt civic data ecosystem roles and activities as core functions of the library

Increased curation, access, and sustained availability of civic data and metadata; civic data is part of library collections

Increased stakeholder and partner awareness about the availability of civic data and how to efficiently access it

Increased stakeholder and partner skill and capacity to use civic data

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Library Activities (local public and academic libraries)

Map to understand the local civic data ecosystem

Identify local needs, contexts, and potential library roles in the civic data ecosystem

Build relationships and participate in civic data partnerships

Anticipate and address common challenges libraries and data intermediaries may encounter as they help the public to apply and use civic data

Promote the use of civic data in alignment with community-based concerns

Commit staff and resources to sustained participation in civic data roles and activities

Learn from examples of successful library civic data partnerships

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Ultimate Goal/Outcome

Increased uses of civic data that influence actions or change decisions (such as for: Resources and Investments, Program Design & Implementation, Public Policy and Governance).

The library field increases its support for libraries working in roles in their local civic data ecosystems.

Library Field and Civic Switchboard Activities

Introduce local public and academic libraries to Civic Switchboard and civic data ecosystem concepts, resources, and the breadth of potential roles

Provide technical assistance, tools, and resources to support library engagement in civic data ecosystems

Facilitate peer learning/engagement for libraries engaging in civic data ecosystems

Communicate the value of library engagement in civic data ecosystems with library field stakeholders

Seek resources to use for supporting library participation in civic data ecosystems

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Library Field and Civic Switchboard Outputs/Outcomes

Local examples/practices are documented from around the country

National network of shared practice of libraries working with local civic data ecosystems

More libraries participating in civic data ecosystems

Libraries (e.g. Civic Switchboard participants) communicate about the value of their participation in civic data ecosystems to their stakeholders and to other libraries

Increased use of Civic Switchboard tools and resources

Increased investments that support library participation in civic data ecosystems

Increased recognition of libraries as essential civic data ecosystem stakeholders