

QSAC – SERVICES – APPENDIX C

Are you offering library services and programs to your entire community? The first of two primary functions of a library is to offer library services and programs to each group within your community. Well-planned programs attract new audiences and encourage use of library materials. Reliable services provide information to users of all abilities.

Reference Services

- [Reference and User Services Association - Reference/Information Services Guidelines](#)

Services to Children

- [International Federation of Library Associations - Guidelines for Children's Libraries Services](#)
- Dynamic Youth Services through Outcome-Based Planning and Evaluation by Eliza Dresang, Melissa Gross and Leslie Edmonds Holt. Chicago: ALA 2006.
- Fundamentals of Children's Services by Michael Sullivan. Chicago: ALA, 2005.

Services to Senior Populations

- 5-Star Programming and Services for Your 55+ Library Customers by Barbara Mates. Chicago: ALA, 2003.
- [Reference and User Services Association - Guidelines for Library and Information Services to Older Adults](#)

Services to Non-English Populations

- [Reference and User Services Association - Guidelines for the Development and Promotion of Multilingual Collections and Services](#)
- [Reference and User Services Association - Guidelines for Library Services to Spanish-Speaking Library Users](#)

Services to Young Adults

- Multicultural Programs for Tweens and Teens by Linda Alexander and Nahyun Kwon. Chicago: YALSA/ALA, 2009.
- Teens and Libraries: Getting It Right by Virginia Walter and Elaine Meyers. Chicago: ALA, 2003.

- [Young Adult Library Services Association - Professional Development Center, Programming](#)

Services to Hearing Impaired, Speech Impaired, Blind and Disabled Populations

- [The Americans with Disabilities Act Title II Technical Assistance Manual Covering State and Local Government Programs and Services](#)
- [Michigan Rights Handbook for Deaf, Hard of Hearing and DeafBlind People](#)
- [FCC Michigan Telephone Relay Service](#)
- [Disability Etiquette: Tips on Interacting with People with Disabilities](#)

Evaluating Library Services & Programs

- [Evaluation in Libraries](#) – Library of Michigan Outcome Based Evaluation (OBE) site
- [Stakeholder Evaluation Handbook](#) – Library of Michigan
- [Shaping Outcomes](#) – OBE online class from Indiana University
- [Measuring Your Impact](#) – Online class from the National Library of Medicine
- [Outcome-Based Training Toolkit](#) – Florida Department of State
- [Logic Model Development Guide](#) - W.K. Kellogg Foundation
- [Evaluation Handbook](#) - W.K. Kellogg Foundation

Library Statistics

- [Rethinking Library Statistics in a Changing Environment](#) - PLA

Useful statistics to maintain for your library

- Author/title and subject fill rates
- Browsing fill rates
- Circulation
- Circulation per capita
- Collection Sizes
- Community demographics
- Library Registrations
- Library Visits
- Reference transactions
- Reference transactions per capita
- Program Attendance
- Program Attendance per capita
- Turnover rates
- Visits
- Visits per capita

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