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.

Assessment


Reference Services

- Reference and User Services Association
  - New Definition of Reference
  - Guidelines for Behavioral Performance of Reference and Information Service Providers
  - Guidelines for Business Information Responses
  - Guidelines for Cooperative Reference Services
  - Health and Medical Reference Guidelines
  - Professional Competencies for Reference and User Services Librarians

Services to Businesses


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.
Services to Senior Populations

- 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

- Young Adult Library Services Association – National Guidelines, Young Adult Programming
- Young Adult Library Services Association – Teen Services Evaluation Tool

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
- FCC Michigan Telephone Relay Service
- Disability Etiquette: Tips on Interacting with People with Disabilities
- Librarian 411.Org: Training and Resources to Serve Patrons with Mental Illness and/or Developmental Disabilities

Services to Low Income Populations

Literacy Services

- Every Child Ready to Read: Literacy program

Technology Services

- Colorado State Library – Tech Training for Libraries: Public Training Topics
Evaluating Library Services & Programs

- PLA Project Outcome
- Logic Model Development Guide - W.K. Kellogg Foundation
- Evaluation Handbook - W.K. Kellogg Foundation
- George Needham and Joan Frye Williams’ Services Sustainability Checklist

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

Updated 08/27/2012
Library of Michigan
Department of Education