



## An Action Plan for Outcomes Assessment in Your Library

By Peter Hernon, Robert E. Dugan

American Library Association, United States, 2002. Paperback. Book Condition: New. 237 x 158 mm. Language: English . Brand New Book. This book will help you to not only answer this question, but also prove your findings. Walking you through the process of assessing if and how well students and library users are learning from educational resources, two expert academic library experts team up to provide An Action Plan for Outcomes Assessment in Your Library. This comprehensive plan, the first of its kind and specifically for librarians, provides data collection tools for measuring both learning and research outcomes that link outcomes to user satisfaction. After all, it is the users who will benefit from learning, and so their experiences are integral to the way libraries measure their services and performance. This practical, how-to manual, with detailed case studies from actual outcomes assessment programs, will prepare you to: Plan an outcomes assessment strategy for your library that is in line with accrediting guidelines; Execute your plan by identifying user needs, collecting and analyzing data, and presenting your findings; Measure the value of the services you are providing and identify areas for improvement; Armed with hands-on tools and real-life examples, you will be...



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