

The Library Assessment Team

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July 2009

The Library Assessment Team was formed in 2006 to assess the extent to which the library is meeting the needs of its customers, whether its customers are satisfied with library services, and to recommend the implementation of changes in the library based on the findings of the surveys.

The first step in the process was to identify and prioritize the main issues that needed assessing and then to decide on how to conduct the various assessment activities. In order to do this, we received specialist advice on specific methodologies from **Martha Kyrillidou** and **Steve Hiller** from the Association of Research Libraries who came for a two-day visit in Israel in April 2008 as part of the ARL-sponsored service "Effective, Sustainable, and Practical Library Assessment".

As a direct result of this visit we received the tools that enabled us to conduct the following four surveys in 2008:

A usability study of the library website, an "**In-library Use**" on what use people make of the physical library, a "Mini-Reference" survey, and a "Wayfinding study" on how people find their way round the library.

In addition, in 2009 we conducted the following three surveys: four Focus Groups on the physical conditions of the library - in preparation for the upcoming renovations, seven interviews with librarians, and the international user satisfaction survey LibQUAL for which we received 2,000 responses and 600 comments.

Lynne Porat, the head of the Library Assessment Team, was awarded the annual Buchsweiler Prize to travel to the 8th Northumbria International Conference on Performance Measurement in Libraries and Information Services (PM8) in Florence in August 2009. She will give a presentation, together with Steve Hiller from the University of Washington, on "In-library use surveys" and another presentation at the preconference meeting of LibQUAL+® at Northumbria International Conference on LibQUAL at the University of Haifa.