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 - Reference/Information Services Guidelines

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
- 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
- Emma Goldman Memorial Library Access and Services for Disabled Patrons
- 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

- [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
- [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