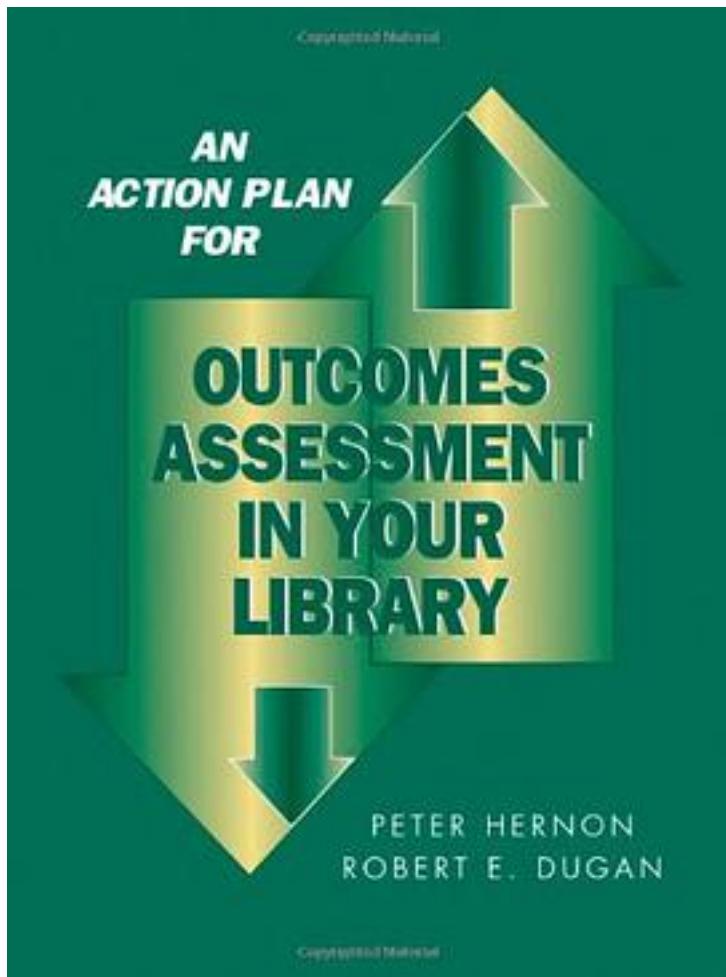


An Action Plan for Outcomes Assessment in Your Library



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Walking you through the process of assessing if and how well library users and students are learning from your library's resources, two expert academic library experts team up to provide data collection tools for measuring both learning and research outcomes that link outcomes to user satisfaction. Armed with hands-on tools and real-life examples, you will be inspired to get a handle on how successful your services are in the context of what your students and users need and want. Included are policies of major accrediting bodies for higher education, guidelines developed by the Association for Research and College Libraries, and a chapter that applies academic library outcomes assessment to public libraries.

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