

Library Assessment Committee

February 16, 2010

9am-10am

Committee Members Present:

Marlene Porter, Sheryl Stevens, Misa Mi, Mark Horan, Laura Kinner, Daniel Feinberg

- I. Survey questions regarding the survey handout:
    - A. The Survey should be universal and easily completed.
    - B. For the questions that are multiple ranking, should they instead be “check all that apply” or should we have them as “rank 1-13”
      - Is ranking too cumbersome?
      - Too much gradation?
      - Check all that apply seems to be more relevant.
    - C. The type of format that is chosen depends on the type of survey that we are doing.
      - We need to see what the purpose of the survey is?
        - (a) Is it evaluative of the services?
        - (b) Is it surveying the needs, patron’s library needs?
        - (c) Is it customer satisfaction?
          - Ranking may not disclose satisfaction.
          - Satisfied vs. dissatisfied
          - Or ranking satisfaction 1-5
      - Overall we need basic demographics
      - Breakdown of services
- II. For a copy of the survey thus far, see the L:// drive.