

# COMPREHENSIVE LIBRARY ASSESSMENT

## UNDERSTANDING STRENGTHS AND OPPORTUNITIES



How do leaders identify what communities want and need from libraries? It is easier said than done. The daily demands of running a library make it incredibly challenging to be continuously looking forward and planning for the best possible facilities, programs, collections, technology and services. How are libraries leveraging public engagement in order to create community centers for enrichment, inspiration and contemporary living? A Comprehensive Library Assessment can be the answer.

## COMPREHENSIVE LIBRARY ASSESSMENT

**A LibraryIQ Comprehensive Library Assessment (CLA) is a strong step forward in creating a thriving library and valued community resource. Analyzing the many facets of library operation, a CLA identifies key areas of strength and uncovers opportunities for efficiency and enhanced service delivery. Custom-designed and delivered by highly skilled professionals to address the unique needs of each library, the CLA evaluates eight strategic areas to highlight innovation, efficiency and patron service.**

### **Facilities**

Focuses on design and use to understand how space is allocated for collections, technology, meeting rooms, administration, targeted age groups and ultimately the user experience.

### **Programs**

Analyzes current offerings and identifies opportunities for additional impactful programs aligned with community interests and goals. Considers partnership opportunities and integration of collection content with programming to support awareness and accessibility of collections.

### **Collections**

Evaluates circulation performance, balance of genre and material type, condition of books and materials and merchandising. Review of selection, cataloging and processing procedures uncovers opportunities for efficiency. Circulation analysis, inventory and development of weeding lists is optional.

## Community Engagement

Explores a range of opportunities to expand library services beyond facility walls through feedback from public forums, surveys and group sessions. Existing partnerships and expansion opportunities are analyzed and new opportunities for financial support are identified. Library board training, Friends and other advocacy groups may also be assessed.

## Technology

Maps a framework for budgeting and investing in the latest library technology along with an overview of hardware and software licensing agreements, maintenance and update policies. Analyzes data and systems security and integrity with a focus on protecting library information and patron privacy and security.

## Business Operations

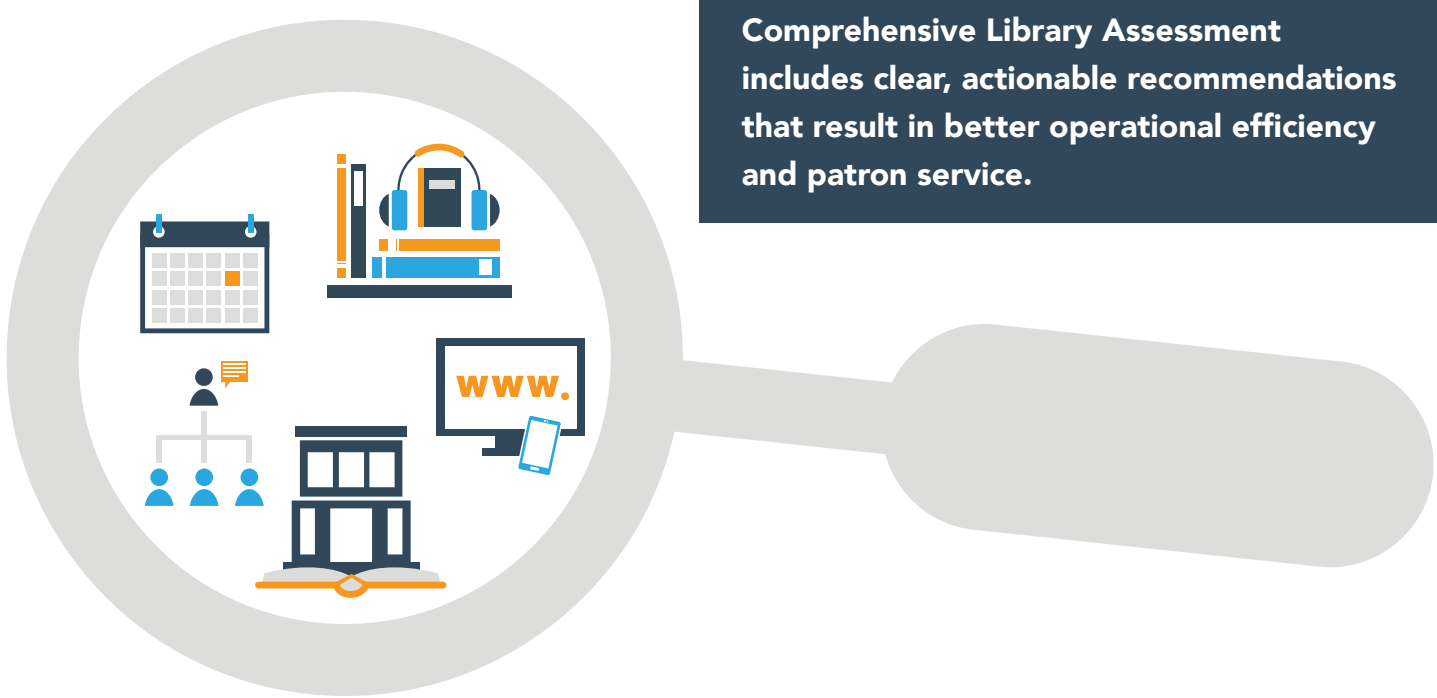
Maps operational procedures to best practices, including budget, hours of operation, virtual library (website) and fines and fee recovery. Review of governance processes, policies and procedures and use of data to drive decision-making are also included.

## Marketing

Identifies opportunities for improving reach and impact, based on community demographics and optimal target audience data. Reviews in-facility and digital marketing, including website, mobile app and social media. Assessments may also focus on library relationships with patrons and volunteers, patron profile data and explore the use of customer satisfaction surveys and focus groups to refine marketing efforts.

## Staffing

Reviews existing staffing plans against best practices, analyzing overall staff model and duties in relation to service priorities. Also analyzes turnover, staff development and scheduling and outsourced services, as well as hiring and recruiting practices. Optional salary and pay equity analysis provide a comparison to industry standards.



**Comprehensive Library Assessment**  
includes clear, actionable recommendations  
that result in better operational efficiency  
and patron service.