Evaluating Library Services

A Case Study

► **Process Improved:** Method used to solicit, track, understand and act upon user’s opinions of service quality in campus libraries.

► **Unit(s):** UW-Madison campus libraries

► **Customers of the Process and Their Needs:** Faculty, Staff, Students and library staff - all of these groups will be assessed to measure their perceptions of service.

► **Problem/Opportunity Statement:** This rigorously tested web-based survey will help to foster a culture of excellence in providing library service; help libraries better understand user perceptions of library service quality; facilitate the collection of library user feedback; identify best practices in library service; and enhance library staff members’ analytical skills for interpreting and acting on data.

► **Changes Made:** The survey is currently underway so no changes have yet been implemented. It is anticipated that the results from the survey will impact future strategic planning efforts.

► **Results:** Results from the survey will be available in late April.

► **Lessons Learned:** From the experience of other participants, we know that we will have a much better understanding of the expectations of library users.

► **Next Steps:** Focus groups will be utilized to follow up on the survey.

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