
Program or Service Specific Assessments

Unit: Library Services

What program or service specific assessment occurred in the current academic year?

Library Services used the results of our initial LibQual+ survey , conducted in Spring 2004 semester, to assess service quality.

How were the results of the assessment used to improve services or programs?

- Additional training was provided for paraprofessionals working at the reference desk to ensure students receive high quality assistance in finding and using appropriate information resources
 - Additional funds have been requested, and in part received, to build collections
 - The library expansion will include additional collaborative and individual study spaces
 - The library expansion will include additional seats in the computer lab as well as collaborative workspaces with technology for group projects and presentations
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