

BEYOND "DID YOU FIND EVERYTHING YOU WERE LOOKING FOR?"

DEVELOPING OUTCOMES FOR EVALUATING LIBRARY COLLECTIONS

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Douglas County Libraries collects multiple data points on their library's collections. But circulation numbers alone do not tell the whole story of how DCL's collection either creates or does not create positive impact in their community. This project provided recommendations on moving from **outputs** (quantitative counts) to **designing outcomes** (transformative changes).

Through interviews with frontline service staff, analysis of existing reports from DCL's ILS, surveys with patrons, and research on shifts for determining the transformational value of libraries, I recommended new ways of collecting outcomes based data and how to use of existing reports to facilitate positive outcomes.

Recommendations stressed measuring how interaction with the library's collection facilitates or does not facilitate the desired outcomes of DCL's strategic mission and vision. Most importantly, data on collection outcomes must come directly from the patrons, themselves, around the core groupings listed below, using a suggested survey.

After interaction with DCL collections, patrons found or learned about materials that led to:

RELAXATION,
PLEASURE AND
ENJOYMENT

CONNECTION,
AND
CONVERSATION

DISCOVERY
AND NEW
EXPERIENCES

SIMPLIFICATION
OF TASKS AND
PROCESSES

