

**ACRL CLS Medium Sized Libraries DG
Annual 2003
06-23-03, 9:30-11 am, Sheraton Centre Hotel, Toronto**

The topic was Building an Assessment Culture in your Library. 31 people attended and there was a lively discussion. This seemed to be a very good number given SARS scare and reduced ALA attendance. Be that as it may, our group had more than enough questions and comments to fill up the hour and half. The discussion primarily centered on accreditation standards and where they are going since many attendees have or will be undergoing review. LibQual+ and assessment in general were also strong themes. There were other questions raised and advice was received from others who were dealing with the issue raised. There was an excellent discussion and exchange of information.

Our discussion topic and description for Midwinter is ASSESSING VIRTUAL REFERENCE. Is electronic reference catching up with us? Is e-mail reference the success we thought it would be? Is 24/7 the future of reference? If so, are your users getting what they need? How successful is this brave new world of library service for you and your community? How can you figure out how well you are serving your customers? Is virtual reference the best way to expand services beyond library hours? Are you getting what you bargained for? Join us in discussing the virtues and pitfalls of email and chat reference services. Come and share your experience and learn from others how these services are assessed by participants and users. Learn about virtual reference's challenges and opportunities!

Our discussion topic and description for Annual is ASSESSMENT, ASSESSMENT, ASSESSMENT! WHAT TO DO? HOW TO DO IT? Are you involved or interested in library assessment? Or do you have to do it but you are not sure how and what is best? Do you know about measuring output measures? Or are you still perplexed by all you need to do and how you are supposed to evaluate services, collections, and users' satisfaction? Are you trying to figure out the best assessment practices? If you are, come and join us for a discussion on tools to use to assess library services, collections, and users. Learn from colleagues about their experience with surveys, questionnaires, focus groups, and case studies. Learn from their learning, share some light!

We continue to have high attendance and interest in the discussion topics. This slot is a good time for future meetings.

The room was not set up properly since chairs were set in lecture mode rather than a hollow square for 75 as requested. We proceeded to rearrange the seats in a circle to facilitate discussion.

Respectfully submitted,

Jo-Ann Michalak and Daniel Ortiz, co-chairs

Last Update: August 26th, 2003