

Building a Culture of Assessment and Preparing Users for the Library of Tomorrow

The Library of Tomorrow (20 mins)

- Summing up experts predictions for libraries in the near future
- Characteristics of the new library
- Characteristics of the new librarian
- Evolution of Information
- Assessing user needs and expectations

Culture of assessment (75 mins)

- Usability studies for electronic resources
- Surveys and focus groups
- National survey and study results
- What we learned about our users
- Evolving study habits
- Where users are beginning and ending their research
- System requirements
- Recommendations
- New initiatives

BREAK (15 mins)

Redesigning Public Services to meet changing user needs (90 mins)

- Changing student groups
- Changing user needs
- Library as Place
- Changing role of librarians
- Shift from BI to Information Literacy
- Incorporating technology into library services
- Evolving library services
- Outreach
- The invisible user

Questions (15 mins)

