

Excerpt from Standards for Libraries in Higher Education (ACRL, June 2004)

Services

The library should establish, promote, maintain and evaluate a range of quality services that support the institution's mission and goals. The library should provide competent and prompt assistance for its users. Hours of access to the library should be reasonable and convenient for its users. Reference and other special assistance should be available at times when the institution's primary users most need them.

Questions:

1. How well does the library establish, promote, maintain and evaluate a range of quality services that support the academic program of the institution and optimal library use?
2. Are reference, circulation, and government document services designed to enable users to take full advantage of the resources available to them?
3. How do student and faculty expectations affect library services?
4. How well do interlibrary loan and document delivery services support the needs of qualified users?
5. Does the library maintain hours of access consistent with reasonable demand?
6. What library services are provided for programs at off-campus sites? How are the needs of users and their satisfaction determined at those sites?
7. How are students and faculty informed of library services?
8. Does the library maintain and utilize quantitative and qualitative measurements of its ability to serve its users?
9. When academic programs are offered at off-campus sites, what are the standards or guidelines used to assure success? Are the *ACRL Guidelines for Distance Learning Library Services* (<http://www.ala.org/acrl/guides/distlrng.html>) used to consider existing and potential services?

Resources

The library should provide varied, authoritative and up-to-date resources that support its mission and the needs of its users. Resources may be provided onsite or from remote storage locations, on the main campus and/or at off-campus locations. Moreover, resources may be in a variety of formats, including print or hard copy, online electronic text or images, and other media. Within budget constraints, the library should provide quality resources in the most efficient manner possible. Collection currency and vitality should be maintained through judicious weeding.

Questions:

1. What criteria are used to make decisions about the acquisition, retention, and use of print, electronic, and media resources? How does the library select resources for its users?
2. What is the role of the classroom faculty in the selection of library resources and in the ongoing development and evaluation of the collection?
3. Does the library have a continuing and effective program to evaluate its collections, resources and online databases, both quantitatively and qualitatively?
4. Do print, media, and electronic resources reflect campus curricular and research needs?
5. Does the library have sufficient user licenses for its electronic resources so that on-site and remote users can be accommodated?
6. How are consortium purchasing and licensing agreements utilized?
7. If the library has responsibility for collecting and maintaining the institution's archives, how does it address these responsibilities?
8. How do the library's collections and online databases compare with its peers?
9. Does the library maintain the currency and relevancy of the collection through a judicious weeding program?

Source: <http://www.ala.org/ala/acrl/acrlstandards/standardslibraries.htm>