Internal Needs Assessment—A worthwhile endeavor?

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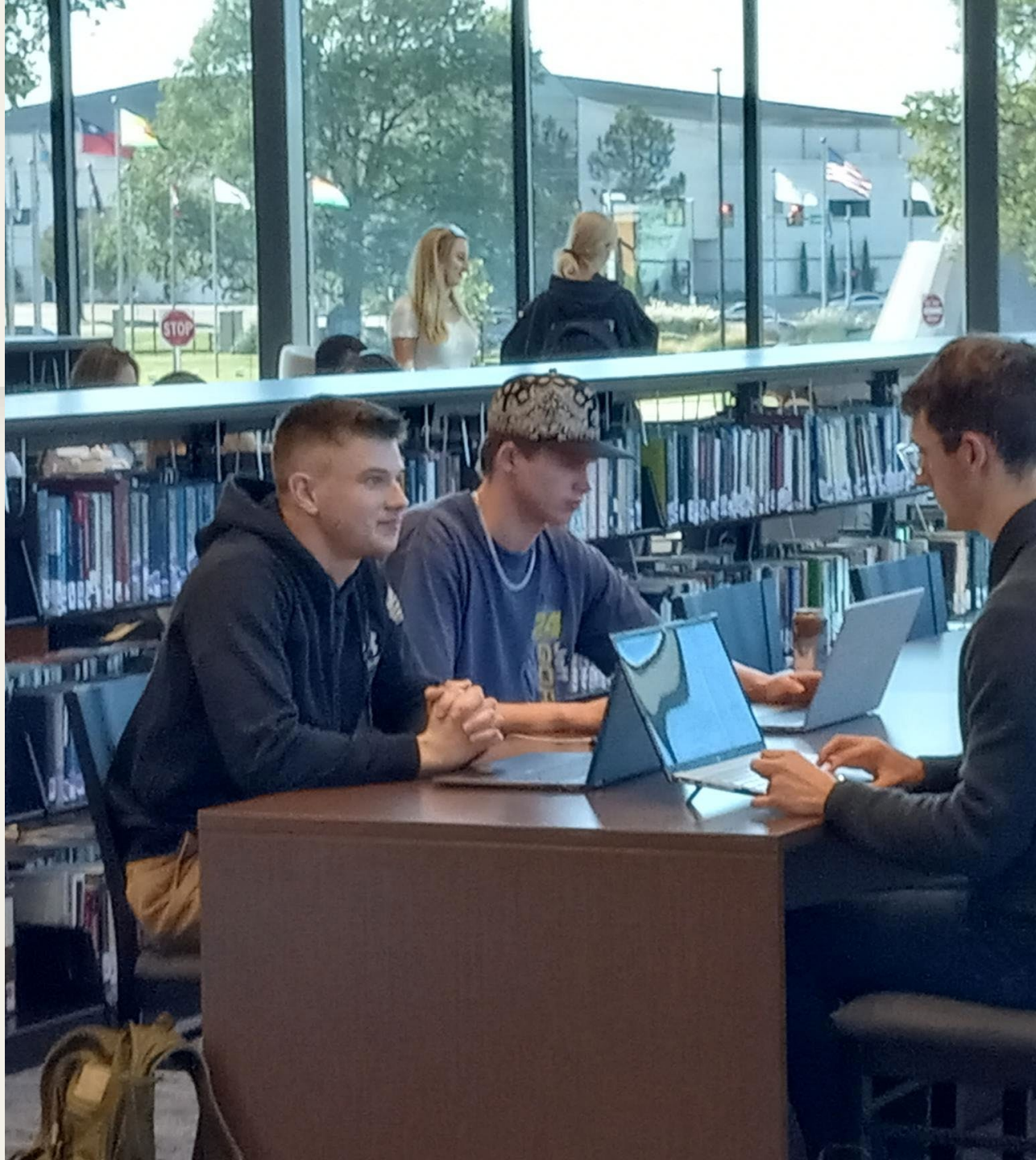
Agenda

- What is a Needs Assessment?
- Problems of Conducting an Internal Needs Assessment
- Why do an Internal Needs Assessment
- How We Did It
- Was It Worthwhile?
- Changes We Made
- Would We Do It Again?
- Q&A

What is a needs assessment?

"[…]needs assessment is a process that attempts to estimate deficiencies...

- a method used to estimate deficiencies.
- any effort that attempts to determine need.
- an activity that gages gaps and insufficiencies" (Royse et al., 2009).



Problems of Conducting an Internal Needs Assessment

- Objectivity of the Committee
- Dynamics of Peer Evaluation
- Participant Behavioral Bias
- Confidentiality & Conflict of Interest

(Altschuld & Kumar, 2010, pp. 58–59)

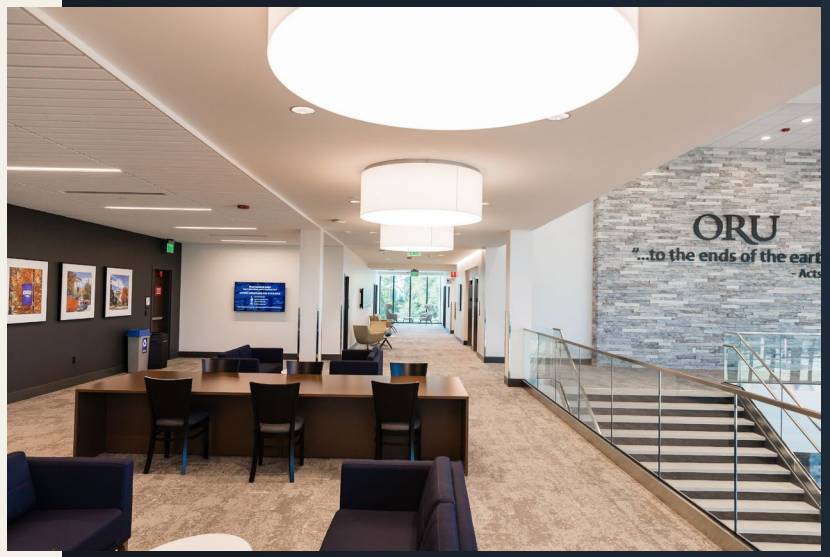
Why do an Internal NA?

Assessment by new administration

Evaluation of stagnate culture

Lack of funding for external review

Concern for workload from staff reduction.



How did we do it?

Who?

A committee of 4 Library personnel

When?

Spring Semester 2020

How?

Altschuld's Needs Assessment book series

- Phase I – Getting Started
- Phase II – Collecting Data
- Phase III – Taking Action for Change
- Analysis and prioritization

Was it worthwhile? (Intangible Benefits)

- Fostered unity
- Improved workplace culture
- Validation

Was it worthwhile? (Provided Data)

- Anecdotal observations verified or discounted
- Informed Administration
- Revealed potential loss of expertise
- New building considerations

Changes We Made

- 24/7 chat
- Service model
- Moved self-checkout
- Expanded technology
- Food and Drink policies
- Extended Hours
- Changed to ILL
- Feedback for designing new library: Furniture, spaces, food,
- Updated instruction model

Comments from Patrons

- Allow food & drinks in the library
- More eBooks & databases
- Longer chat hours & extended library hours
- Private study rooms for 1 person
- Enforce quiet spaces
- Database training & videos
- LIBBIs (library instruction classes) for online students
- Update the books
- Better marketing of library services & materials
- More signage & informational posters
- Filtered water dispenser

Would we do it again?

- Yes!
- Trust is established
- With Some Changes

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Questions?