

	THE CORPORATION OF THE COUNTY OF LAMBTON LAMBTON COUNTY LIBRARY POLICY MANUAL			
	Subject:	Evaluation Policy	Section R02	Index #14
	Effective Date:	November 1, 2023	Approved By: Manager, Library Services	
	Revision Date:	November 1, 2023		
Drafted on:	September 1, 2023			

PURPOSE

The purpose of this policy is to outline the methods in which the Library will evaluate its effectiveness.

POLICY

This policy addresses the need for the Library to evaluate its programs and services to ensure it meets its mission statement, strategic objectives, and the needs of the community.

RESPONSIBILITY

The responsibility for the implementation of this policy lies with the Manager, Library Services.

REGULATIONS

1. The Library will establish mechanisms whereby it will use performance measures to evaluate its effectiveness in achieving its mission, objectives and is responding to the needs of the community.
2. The Library will collect and analyze data to determine the effectiveness of a program or service within the organization. Data collected may include, but not be limited to library services, customer experiences, and library programs.
3. In addition to baseline metrics concerning outputs (e.g. number of people in attendance), the library will also determine outcomes (e.g. number of people reporting improved literacy levels).
4. Data collection from evaluation methods will be used in operational planning related to areas such as but not limited to employee training and program delivery.

POLICY HISTORY

REVISION	DATE	PREPARED BY
Created	September 1, 2023	Manager, Library Services