STUDY VISIT CHECKLIST

Use this checklist as a guide to the information you should be seeking. You may need to vary it and add to it as needed.

**Goals and users**
- What are the purposes for which the library exists?
- What is the nature of the community/organisation served?
- What are the information needs of that community/organisation?
- What role does the community/organisation play in determining, directing and contributing to the library’s services?

**The collection**
- What is the focus of the collection? What subject areas does it cover?
- What media are held, eg print, audio visual, CDROM, online? Which are the predominant media and why?
- Has information technology brought about major changes in the way in which information is stored and disseminated?
- How are materials selected?
- Is the collection weeded? For what purpose?
- What strategies are in place to ensure the physical preservation of the collection (including electronic sources)?
- Is there a collection management policy?

**Staff**
- What professional, technical and support staff does the library have? What roles do they play in fulfilling the purposes of the library.
- What professional development is provided for, or expected of, staff?
- What flexibility is allowed in staffing to better meet the needs of staff and users?

**Reference services**
- What reference services are provided for users? How are these services provided?
- What user education is provided?
- What use is made of the Internet in reference work?

**Network infrastructure**
- Which integrated library management system is used? Why is this system in use?
- What electronic networks operate between the library and its user group?
- To what extent does the library depend on network access and availability?
• Does the library provide information and services through a webpage or pages to users? What information and services are provided? Has this access significantly extended its user group?
• Does the library have an information technology plan?

Technical services

• What is the perceived function of the catalogue?
• What standards and services are employed in cataloguing?
• What access is provided to materials which are not catalogued?
• Does the library develop and maintain any indexes, classification schemes or subject heading lists of its own?
• Are metadata standards being used in the cataloguing of online resources?

Budget

• What are the library’s sources of funding?
• What is the level of funding (if not confidential)?
• How are these funds committed?
• To what extent do users pay directly for services which they use?

Promotion

• How does the library promote and market its services to its potential users?

Physical environment

• How suitable are the library’s location, accessibility, size, layout and physical facilities to the fulfilling of its purposes?