This training module enables librarians to understand and then respond to the needs of their communities by developing and delivering relevant library services.

**OVERVIEW**

**LEARNING OUTCOMES**

Participants will be able to:

- Identify and describe the various types of library users and potential users in their communities
- Understand the reasons why different people in their communities use or do not use the library
- Identify appropriate library services that will meet the needs of different community groups
- Understand the principal resources required by libraries and identify potential sources for new resources to support library services
- Understand the principles of developing key messages for communicating the importance of library services in the community

**TOPICS**

- Analyzing community members and their needs
- Gauging service demand and usage
- Assessing library assets and resources
- Initiating and enhancing library services
- Pursuing new resources and promoting new services
- Measuring library service value and success

More information at http://beyondaccess.net @beyond_access BeyondAccessInitiative