Specifically, what do we hope to achieve?

What evidence can we gather to determine success?

What methods can we use to measure institutional/personal performance?

Analyze results for congruence between desired & actual outcomes

Plans, decisions & resource allocations are made to narrow gap between desired & actual outcomes

What must we change to improve our results?

Library goals & outcomes

Institutional goals & outcomes

user or customer

FORMULATE

ARTICULATE

Determine

MEASURE

USE

DECIDE

ANALYZE
FUZZY ASSESSMENT: The loop we love to break

- **GENERAL SENSE**
  - Hold general sense of where we’re headed

- **WONDER**
  - Are we doing all we can?

- **LOOK INTO**
  - Conduct ad hoc investigation using various methods

- **RUMINATE**
  - Ponder what our investigations may or may not tell us.

- **CONSIDER**
  - Ask what we might change? At what cost?

- **PARTIALLY ACT**
  - Implement some of them

- **PLAN**
  - Make specific recommendations

- **FOLLOW UP?**
  - Maybe test to see if changes work, maybe not