From Robert E. Dugan, Peter Hernon, Danuta A. Nitecki Viewing Library Metrics from Different Perspectives: Inputs, Outputs, Outcomes Santa Barbara : Libraries Unlimited, 2009, p. 48.

“Assessment is a process-oriented, cyclical activity involving the collection of information and appraisal data to measure or otherwise gauge progress toward an identified standard or other benchmark.”

“Evaluation is a product-oriented process of interpreting the information and data that were collected and analyzed during assessment; estimating the overall value or worth of a policy, project, program, or service; and/or determining if established standards or benchmarks have been met.”

Three types of evaluation are:

diagnostic—locate or identify the problem

formative – improve ongoing programs

summative – review a completed program