

Questions that were discussed:

- How do we continue our evaluation work from here forward?
- How can we apply and exploit guidelines and tools here in Finland?

The discussion focused mainly on the use of the evaluation tool. The seminar participants felt positive about the use of the tool for impact assessment.

Benefits seen were:

- the possibility to more effectively utilize participant feedback
- the possibility to show the libraries' impact on lifelong learning to decision makers interest, groups and sponsors
- the possibility to increase the esteem of lifelong learning services
- service quality improvement
- development of new services
- more goal oriented service development

Challenges seen were:

- commensurability
- is impact measurement seen as a project or an ongoing activity?
- more information on the impact measurement tool is needed, to reach all libraries
- homogeneous forms should be created and distributed through the libraries.fi web page
- the collection of data needs to be organized locally, regionally and nationally
- is there a common will for impact assessment?
- the tool needs to be simple to use
- resources: do small libraries have sufficient resources for impact measurement?
- how to write impact assessment reports in a way that is easy to understand and assimilate?

Other matters:

- participants wished for more training/schooling on using the assessment tool
- perhaps the tool could be spread by regional trainers
- impact measurement should start with pilot projects