Assessment

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Strategic Planning Task Force Open Meeting
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Major Accomplishments

• Increased awareness of and participation in assessment
  – January 2011 Library retreat “Listening to our Users”
  – Increased unit participation in Snapshot Day
  – Increased unit-specific assessment
  – Wide-scale assessment projects (Collections: monograph holdings, PDA, ebooks; EasySearch)
  – DeskTracker implementation and enhancement
  – READ Scale training and implementation
  – Assessment Immersion participation and Deb Gilchrist workshops
  – IDEALS Library Assessment Data and Publications Community


• Creation of LAWG (2006) and related GA position

• ARL Assessment Evaluation 2005
Impact

Positive impacts
• Shift in collection models to meet patron needs/expectations
• Library Gateway redesigns based on LibQual results and usability studies
• Easy Search enhancements based on continual use analysis
• Slow culture shift that recognizes the importance of assessment data in decision-making

Negative impacts/ongoing challenges
• The Library’s autonomous culture employs assessment in pockets but rarely across the spectrum of all libraries and services in a cyclical fashion
• Lack of an Assessment Coordinator and coordinated access to library data
Opportunities

• Stewarding Excellence asks the Library to “develop other assessment measures” and continue the examination of library units.

• ACRL 2010 Value of Libraries Report strongly encourages creation of assessment plans; the results of the Ithaka S+R Library Directors Survey 2010 indicate a lack of strategies “to meet changing user needs and research habits”

• Implement the recommendations proposed by the 2005 UIUC ARL Study:
  – Develop an assessment plan that identifies and prioritizes assessment needs
  – Have an individual or group responsible for carrying out an assessment program
  – Identify what skills are needed to carry out effective assessment Library-wide
  – Develop a plan to promote the culture of assessment
Initiatives

• Create a programmatic, cyclic approach to Library assessment in all areas (services, instruction, collections, technology) to be led by an Assessment Coordinator
  – Hire an Assessment Coordinator
  – Create and implement assessment plans for large-scale projects such as NSM, Library/IT Fee projects, and the strategic plan itself
  – Create a “Data Farm” (e.g., Penn State) with access to library-wide data
  – Create Library Assessment Grants program to support assessment projects

• Create internal publication/presentation opportunities for Library recognition of the value of organizational research focused on assessment and assessment outcomes
Resources Needed

• Infrastructure needed to support Library-wide assessment programs:
  – Assessment Coordinator and committee
  – Top priority and funding assigned to Data Farm creation
  – Training for use of Data Farm

• Priorities for Library-wide assessment programs:
  – Encouragement and support for use of data in everyday library decision-making
  – Create a cohesive, coordinated, cyclic plan of institutional assessment

• Support for Library faculty and staff conducting assessment at the unit or program level:
  – Assessment coordinator
  – Assessment grants program
(Future) Impact

Assessment will:

• Focus our efforts and resources on those areas most useful/desirable to patrons

• Help us identify areas in which patron needs are not being met

• Empower the Library to make evidence-based decisions built upon assessment outcomes

• Capitalize on faculty institutional research in assessment
Task Force Questions and Discussion