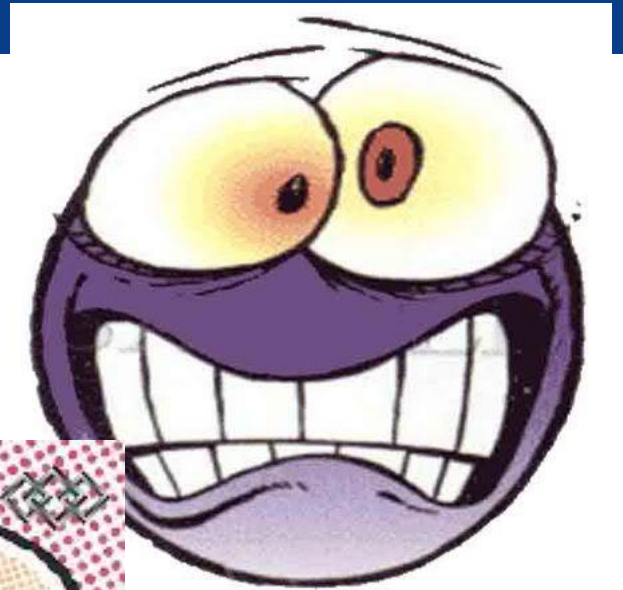


# Creating a Culture of Evidence and Assessment: Building a Daily Practice that Matters

By: Theresa Carlson, Academic Programs Librarian

With assistance from: Wendy Holliday, Head, Academic Programs and Course Support

# What many feel when they hear the word “assessment”



Assessment can be part of daily work



# From Counting to Using Data

## COMMUNICATIO

In Person

Directional



Knowledge



Information

Printer/Scanner/Equipment

Technology

1 Minute

1 Minute

1 Minute

1 Minute

5 Minutes

5 Minutes

5 Minutes

5 Minutes

15 Minutes

15 Minutes

15 Minutes

Research Help Desk - Add a Record Change Active Dataset ▼

Question (Comment, Complaint) (500 chars max):

Answer:

Time Stamp:  Entered By:  Internal Note:

Question Format\*  In Person  Phone  chat

Time Spent\*  0-5 minutes  5-15 minutes  15-30 minutes  30+ minutes

Who Asked?  Undergraduate Student  Graduate Student  Faculty/ Staff  CCC Student  CCC Faculty  Community User  Don't Know  Other

Problem with New Website?  Describe problem:

Notes:

Research Questions  Finding Articles  Finding Books  Finding Known Book  Finding Known Article  Finding Dissertations/Theses  Finding Specific Database  Citations  SCA  Other

Course/Subject/Faculty:

Technology Questions  Software Applications  Network/Wireless  Printers/Scanners  E-Resources  Remote Access/VPN  Other

Other Questions  Directional  Book Location  DOS  Study Rooms  Unmet Need  Complaint  Other

Referred, referred to:

# Reference Desk Statistics

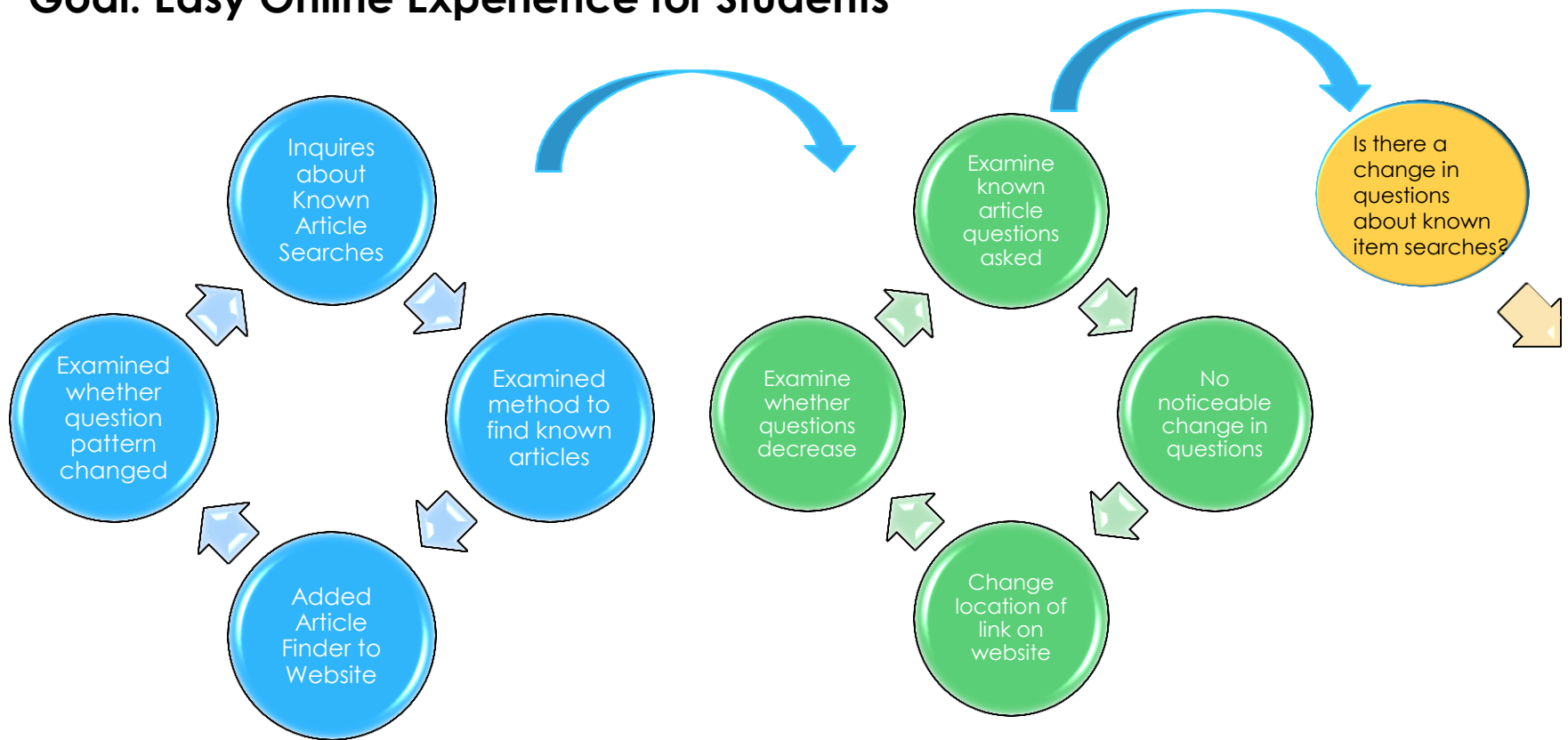
- Need staff buy in
- Staff need to feel that additional data collection has meaning and purpose
- Become part of daily workflow
- Start to notice trends → Suggest Solution → Implement solution → Assess

# Collecting Data for Short and Long Term Assessment



# Using Assessment on a Daily Basis

## Goal: Easy Online Experience for Students



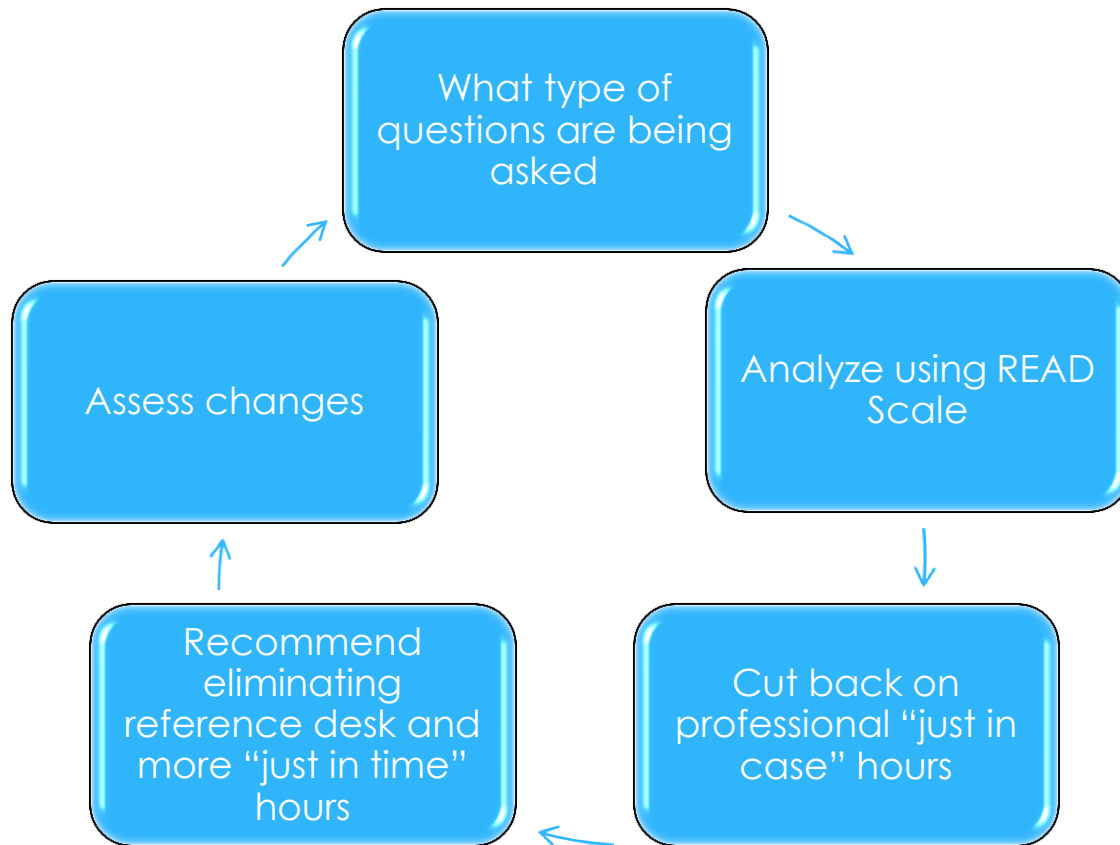
# Same Data Different Use





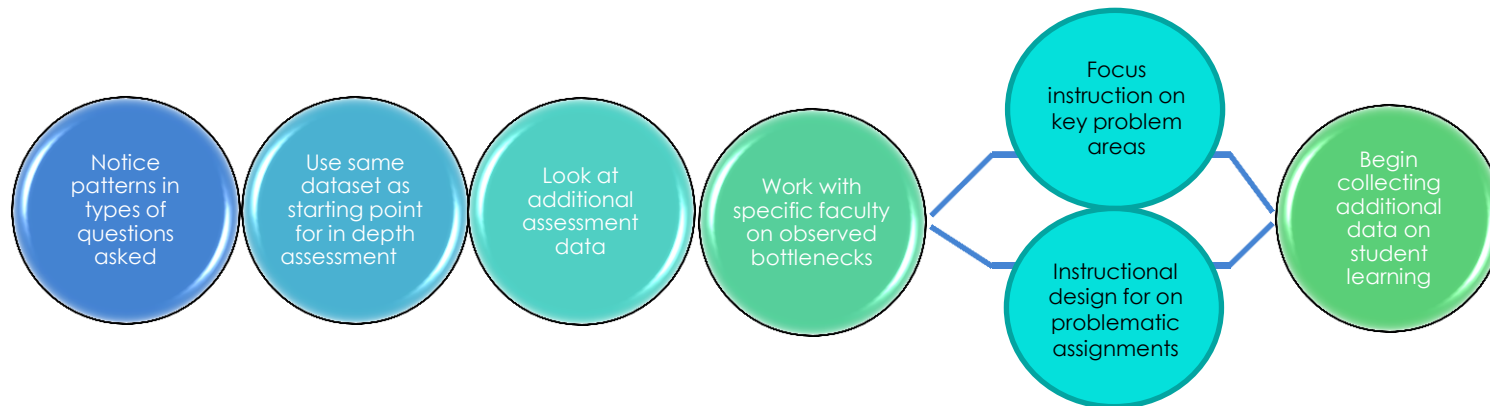
# Medium Term Assessment

Question: Does the library need to have a reference desk staffed by librarians?

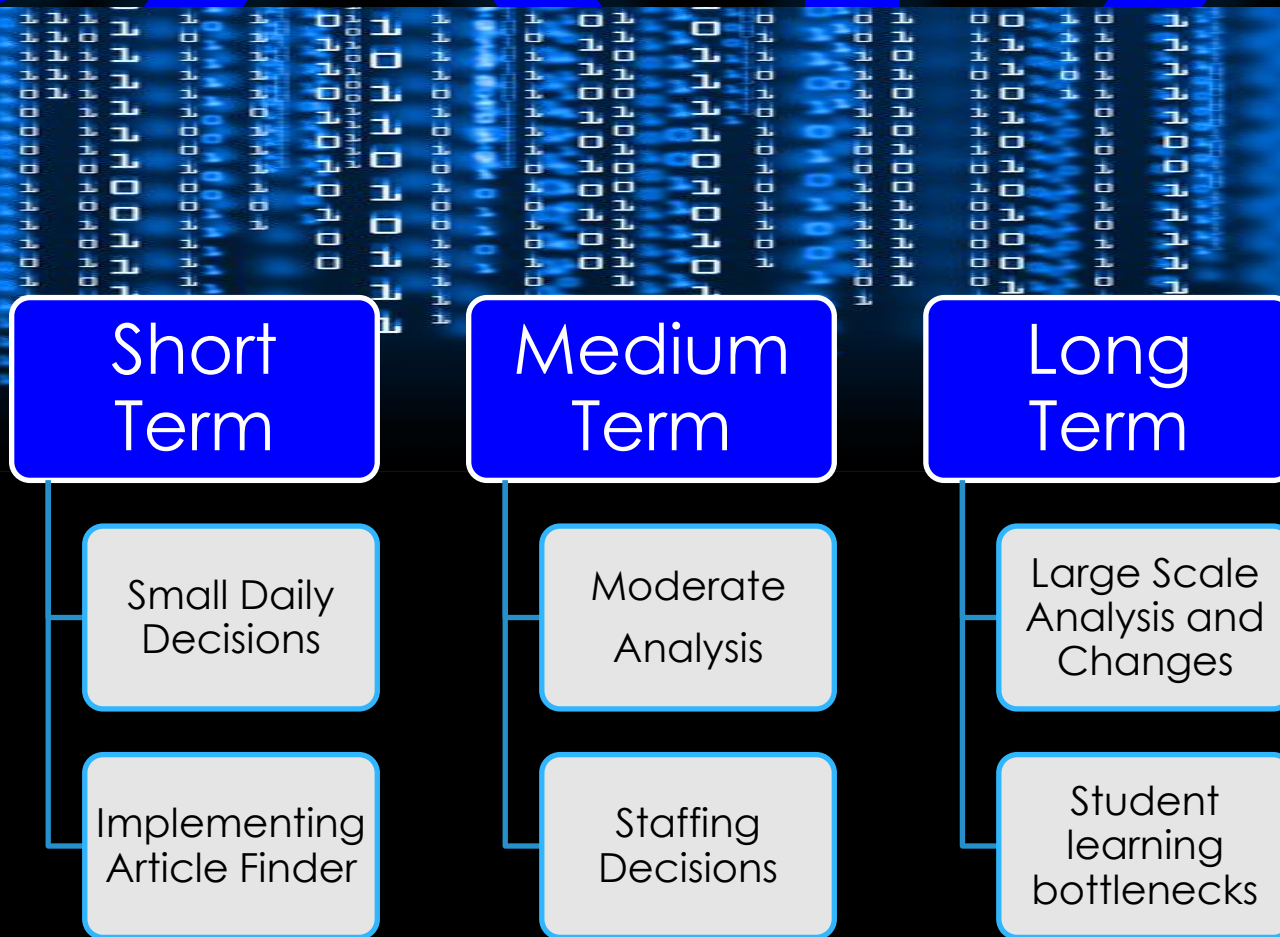


# Long Term Assessment

Question: What are the bottlenecks students have with doing research?



# DATA



Different methods, different analysis, one dataset!

# Lessons learned

- Data can be used in everyday decision making. There is no need to wait until the end of a cycle to begin collecting and analyzing data
- You can get staff buy-in when the results of data collecting and analyzing are visible
- There is no need to wait for perfect, complete data, to begin analysis
- Make data open so others can look at it and ask questions of it
- When data is part of the daily workflow, the questions which can be asked of it are not limited to a specific project.