Our Mission

The Assessment Team was charged with:
• summarizing recent library assessments,
• inventorying existing data,
• and identifying trends.

Accomplished over a five-month period from May through October 2011.

The report produced by the Assessment Team was passed on to the Synthesis Team.

Assessment Team

• 7 librarians
• Departments/units represented:
  - Business & Government Info Services
  - Coles Science Center
  - Research Commons
  - Instructional & Undergraduate Services
  - Social Sciences & Humanities Info Services
  - Data Service Studio
  - Knowledge Access & Resource Management
  - Access Services
• Included one AUL/cabinet member

Our Process

• Gathered internal data and reports produced by the library
• Gathered external data and reports produced outside organizations
• Mapped data to goals in existing strategic plan
• Identified key themes based on the data available
• Conducted trends analysis for each of the themes
• Divided labor in pairs
• Utilized Google docs for shared access

Our Findings

• Found adequate documentation to identify trends in some themes
• Not all the actions in the current strategic plan correspond to data that could measure change or success
• Data is siloed within individual departments
• Lacking data for some departments
• Produced timeline of activities from 2006-2011
• Identify key themes based on the data available

Lessons Learned

• We need a more uniform process for data collection across departments to ensure that it is consistently gathered, well documented, organized, stored, and accessible to larger library community!
• There is a need for someone to “own” assessment Division-wide: this could be a person or a standing committee.
• Some data collected in the Libraries is not currently driving/informing our activities.
• It’s very difficult to perform assessment retrospectively; we need to do a better job of ongoing and proactive assessment.
• We need to make sure more of our staff are trained in how to analyze, access, and interpret data.
• Sponsorship, support, and communication from senior leadership are key to project success.
• It’s very difficult to perform assessment retrospectively; we need to do a better job of ongoing and proactive assessment.
• We need to make sure more of our staff are trained in how to analyze, access, and interpret data.
• Broad departmental representation on A-Team would have been helpful to ensure access to all departmental data.
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• Having a cabinet-level person on the team was key for broad perspective and access to data.

Recommendations

• Create an assessment plan that identifies all stakeholders that require library data for decision making.
• Charge a single staff member and/or standing committee responsible with the coordination of data collection and assessment.
• Designate a central place for library data to be stored and accessed. This could be as simple as a wiki page.
• Provide staff training so that all staff are adequately trained to conduct assessment and analyze outcomes.
• Proactively identify measurable outcomes for strategic plan goals and make sure this data is collected throughout the strategic plan period.
• Identify underrepresented departments, services and collection to develop a comprehensive assessment strategy.
• Review the range of data that is being collected within the Division and determine what’s needed, what should be shared, where there is crossover, and determine how to integrate data collection and sharing within and amongst departments.
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