All Together Now! Designing and Implementing a Review Process and Services for Library Assessment Projects

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Roles

Assessment Coordinator
- provides consultation and training for library staff in data collection, qualitative assessment, and quantitative assessment
- works with library staff to identify assessment priorities and set goals
- trains staff in the creation of assessment tools, implementation methods, and processes
- makes recommendations regarding assessment to the AUL for Collections and Services and the Library’s Administrative Council
- assists with library strategic planning and decision-making using knowledge gained from assessment activities

Project Review Team
- four library staff who are skilled in designing and conducting surveys, focus groups, and interviews and the analysis of resulting data
- works with Coordinator to improve library assessment plans
- provides direct feedback and editorial input on assessment tools and recruitment materials
- helps coordinator train staff in the creation of assessment tools, implementation methods, and processes

AUL - Collections & Services
- provides administrative oversight of assessment proposals that is in line with the library’s strategic directions
- helps determine if individual assessment proposals are in line with strategic directions

ASSESSMENT NEED
- Assessment at UNC Libraries is aligned with the vision, mission, and strategic directions of the library and the university.
- An assessment need is identified by a library committee, task force, department, and/or library administration

ASSESSMENT PROPOSAL & INITIAL CONSULTATION
- Staff member fills out Assessment Project Proposal Form (online)
- Assessment Coordinator conducts first review and provides feedback
- Coordinator may request additional help from members of the Assessment Project Review Team
- Consult may take place in person, over the phone, and/or via email

CREATE AN ASSESSMENT PLAN
- Define scope, goals, and methods/tools
- Solidify timeline
- Assign staff roles for implementation
- Identify any staff training needs
- Project Review Team reviews and submits recommendations
- Final plan is approved by Coordinator

DEVELOP AND REFINES TOOLS / METHODS
- Library staff drafts recruitment materials, survey questions, focus group scripts, etc.
- Coordinator and Review Team evaluate tools/methods and make recommendations
- Coordinator gives go-ahead to continue once changes are in place

IMPLEMENT ASSESSMENT
- Library staff implement assessment activities
- Data is gathered and may be shared with Coordinator and Review Team members

DATA ANALYSIS & REPORTING
- Library staff analyze their data
- Coordinator and Review Team members may assist with analysis as needed
- Library staff create final reports

Does your library offer...

Consultation Services?

Point of Need Training?