*"Numbers are great, but it's what you do with them that counts."*

# Library Assessment and Metrics Council

PENNSTATE UNIVERSITY LIBRARIES
Nonny Schlotzhauer and Ann Snowman

**Providing leadership in assessment, metrics and data gathering activities across the University Libraries**

FOCUS ON ASSESSMENT

## FIRST STEPS

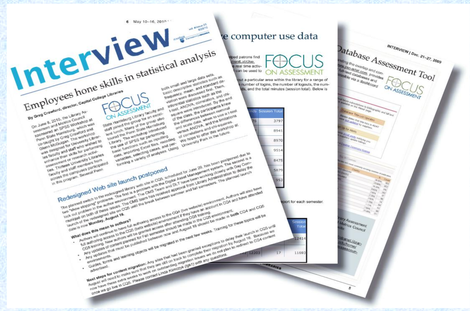
Conducted environmental scan through dialogue and surveys, learned:

#1 Everyone is doing assessment

#2 They had many unsupported needs

## FIRST YEAR ACTIVITIES

### Marketing to the Libraries

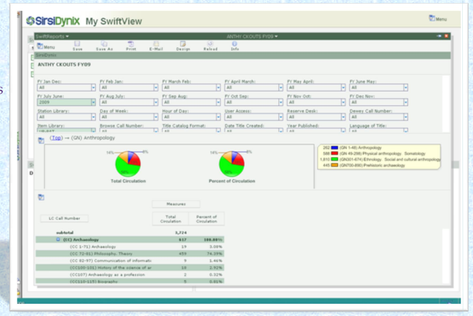



1) Authored "Focus on Assessment" a regular series of columns in the Libraries' newsletter, *InterView*

2) Created robust website on the Libraries Intranet, as well as a public site (http://libraries.psu.edu/psul/admin/assessment.html)

### Support for Assessment

1) Nominated faculty to attend the ARL Service Quality Evaluation Academy in 2010 & 2011

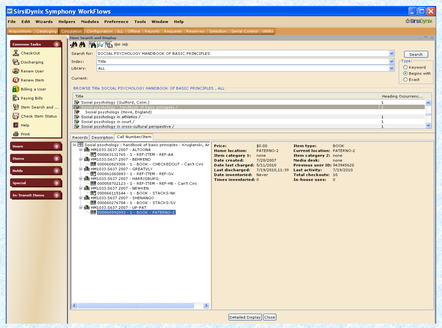



2) Launched "Director's Station" Users Group; a tool designed to mine data from ILS history logs

3) Advised the Libraries' Web Steering Committee, Google Analytics Hot Team, Public Relations and Marketing Department, and Diversity Committee on their assessment activities

### Training/Education

1) Offered two Job Enrichment Opportunities (special assignments for staff intended to develop skills)




2) Presented SPSS Workshops for library staff

3) Sponsored symposium "Using Assessment for Collection Development and Management", with the Collection Development Council

4) Presented "By the Numbers" workshop at the annual Libraries' in service day

## OUTCOMES / FUTURE

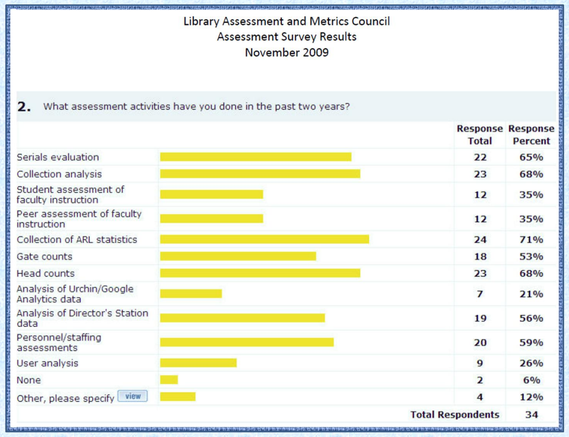
1) Recommendation to create a position to coordinate data for analysis was accepted and budgeted for by administration.

2) Created a new Libraries policy requiring responses to external surveys be filed with Dean's office.

3) Identified preliminary metrics for the five goals of the Libraries Strategic Plan

4) Endorsed the formation of a Google Analytics Users Group

5) Continued analysis of existing LibQUAL+® data



Library Assessment and Metrics Council
Assessment Survey Results
November 2009

**2.** What assessment activities have you done in the past two years?

| | Response Total | Response Percent |
|---|---|---|
| Serials evaluation | 22 | 65% |
| Collection analysis | 23 | 68% |
| Student assessment of faculty instruction | 12 | 35% |
| Peer assessment of faculty instruction | 12 | 35% |
| Collection of ARL statistics | 24 | 71% |
| Gate counts | 18 | 53% |
| Head counts | 23 | 68% |
| Analysis of Urchin/Google Analytics data | 7 | 21% |
| Analysis of Director's Station data | 19 | 56% |
| Personnel/staffing assessments | 20 | 59% |
| User analysis | 9 | 26% |
| None | 2 | 6% |
| Other, please specify view | 4 | 12% |
| | Total Respondents | 34 |