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](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