

**Assessment Team**

**Annual Report 2011 – 2012**

Submitted by Steve Borrelli

November 2012

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## Introduction:

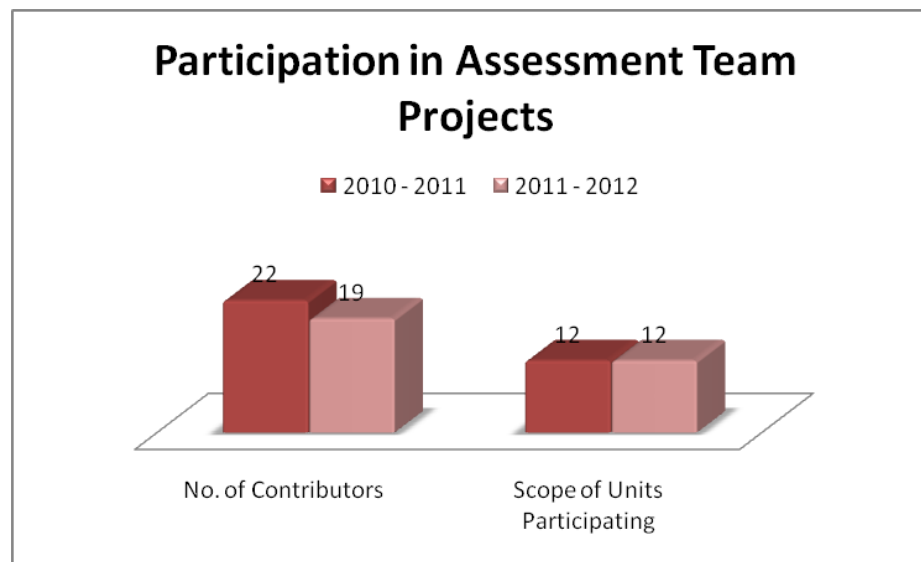
In 2010, the WSU Libraries acknowledged the increasingly important role assessment plays in demonstrating relevance and value to local communities by creating the Assessment Team. Evidence has become the language of the day as can be seen in the recently updated NWCCU accreditation standards, and locally through the development of the WSU Office of Assessment of Teaching and Learning (ATL). ATL's undergraduate program initiative reports for example, require each department to map out and provide evidence of student learning. Antiquated metrics on inputs and outputs, and anecdotal evidence are no longer adequate in meeting reporting needs or as justification for funding. The WSU Libraries and the wider library community are working to develop updated procedures, reporting structures and needs, and to determine which pieces of evidence are most valuable in the aim of demonstrating value and impact.

In its first year, the Assessment Team made substantial progress in developing into a viable component of the Libraries, by focusing on its infrastructure, creating and adopting functional components including a team charge and goals (see appendices). In its second year, while maintaining a focus on developing infrastructure, the team expended considerable effort in working with teams and units around the Libraries to empower library employees through enhancing data availability. While many of these projects remain under development, kernels of utility are beginning to pop around team efforts. Moving forward, the Assessment Team will look to partner with teams and units on joint projects, and work on furthering integration of Pullman and Regional Campus efforts.

## Personnel Overview:

Participation in Assessment Team efforts continue to have broad representation, including colleagues from regional campuses, and nearly every department/unit/team in the Pullman Campus Libraries.

Whereas the 2010 reorganization of Pullman Campus Public Services resulted in a net gain in terms of numbers of employees with assessment responsibilities, the 2011 – 2012 year did result in a slight dip in the number of individuals contributing to assessment efforts. It is anticipated that through continued focus on collaborative efforts, that participation in Assessment Team projects will increase in the coming fiscal year.



**Contributions to Team Projects 2011 – 2012:**

	Gather and report on Librarian Productivity in Service & Research	Library Data Database	Library Value: Document & Augment Library Advancement of Student Experiences, Attitudes, and Perceptions of Quality	Library Data Task Force	Library Fact Sheet	Core Web Statistics	Team Goals	LibQual +	Conduct a Seating Count	Enhance Availability of Library Data
<b>Beth Blakesley</b>	x	x		x			x			
<b>Jerry Becker</b>		x				x	x	x		x
<b>Steve Borrelli</b>		x	x				x	x	x	x
<b>Zinthia Briceno-Rosales</b>						x				x
<b>AL Cornish</b>				x						x
<b>Vicki Croft</b>					x					
<b>Joel Cummings</b>				x						
<b>Lara Cummings</b>	x		x							
<b>Cindy Ellis</b>		x	x							
<b>Robert Ferguson</b>		x		x			x	x	x	
<b>Corey Johnson</b>			x		x	x	x			
<b>Alex Merrill</b>		x	x			x	x			x
<b>Jill Palmer</b>				x						
<b>Sue Phelps</b>	x									
<b>Carol Robinson</b>				x						
<b>Kay Vyhnanek</b>				x						
<b>Marilyn Von Seggern</b>					x					
<b>Lihong Zhu</b>				x						
<b>Christy Zlatos</b>					x					



### [Set Up and Generate a Core set of Web Statistics](#) -

*Project Team:* Jerry Becker, Zinthia Briceno-Rosales, Robert Ferguson, Corey Johnson and Alex Merrill

This project directly addresses the team goal of generating a core set of web statistics, and is tied to the larger effort of enhancing access to library data. The project-team collaborated on a one-page summary of core web statistics on the Pullman Campus, entitled [WSU Libraries Pullman Web Statistics at a Glance](#). In addition to presenting website usage data in a readable and digestible format, the document is slated to be included in the data summaries to be included in a more comprehensive report on library use under development.

### **Projects in Progress:**

### [Enhance the Availability of Library Statistics and Access to Historical Data](#) -

*Project Team:* Jerry Becker, Steve Borrelli, Zinthia Briceno-Rosales, Al Cornish, Robert Ferguson, and Alex Merrill

The impetus for this effort is traceable to 2007 when our Library Data Officer conducted an informal survey of library employees, which indicated that a lack of availability of library data has hampered decision-making processes. The effort has been a primary concern for the team as evidenced by many initiatives including the inclusion of two team goals for fiscal year 2012 – 2013, team efforts to provide timely statistics available on the statistics website, creation of several “At a Glance” documents from available data sources, and development of the Library Instruction Data database (LISD). Many of these efforts lay the groundwork for developing a yearly summary of data sources that the project team intends to develop.

### [Library Value: Document & Augment Library Advancement of Student Experiences, Attitudes, and Perceptions of Quality](#) -

*Project Team:* Steve Borrelli, Lara Cummings, Cindy Ellis, Corey Johnson, and Alex Merrill

Begun in May of 2011 as the result of the “Value of Libraries” project recommendations, the project team’s approach has focused on developing the systems, methodologies, and workflow to assist in data collecting in order to approach the question of impact of library instruction on student success. To date, the [Library Instruction Session Database](#) (LISD) has been developed to keep track of students receiving instruction, the frequency thereof, and the courses where they receive instruction. Workflow and methods for collecting instructional session information have been developed and population of the LISD has begun. Further, the project team collaborated with Instruction Team members to develop a working definition of online instruction, which historically had been under reported and recorded. The aim is to better articulate the reach of WSU Library Instructional efforts, articulate the scope of instruction provided, quantify student access to library instruction, and ultimately to approach the question of value through evidence based articulation of the impact of library instruction on student success. This long-term collaboration with the Instruction Team will continue refocusing targets as appropriate.

Date	Description	Librarian	# of Libers	Course	Sec.	Instructor
Sep 12, 2011		Lara Cummings	26	ENGLISH 101	10	
Sep 12, 2011	Mechanics of Biological Materials	Eileen Brady	12	BO_ENG 322	01	Davis, H.
Sep 12, 2011	Session 7	Zinthia Briceno	9	UCOLLEGE 300	01	Briceno, Zinthia
Sep 12, 2011		Betty Galbreath	26	ENGLISH 101	46	Heidebrink, Adam
Sep 12, 2011		Lara Cummings	24	ENGLISH 101	42	Offutt, Scott
Sep 12, 2011		MASC	16	HISTORY 469	01	Fry
Sep 12, 2011		Betty Galbreath	26	ENGLISH 101	14	Eddy, Bob
Sep 13, 2011		Lara Cummings	6	ENGLISH 100	03	Levendofski, Laura
Sep 13, 2011	Bioengineering Project Preparation and Ethics	Eileen Brady	37	BO_ENG 205	01	Vasavada
Sep 13, 2011		Lara Cummings	7	ENGLISH 100	04	Levendofski, Laura
Sep 13, 2011		Lorena O'English	9	SDC 591	01	JohnsonM
Sep 13, 2011		Betty Galbreath	22	HORT 418 / HORT 518	01	Felmen, J.
Sep 13, 2011		Eileen Brady	12	BO_ENG 322	01	
Online Fall 2011	Engineering / Entrep Coursework	Multiple	46	ENTRP 496 / BO_ENG 410		
Sep 14, 2011	Session 8	Zinthia Briceno	9	UCOLLEGE 300	01	Briceno, Zinthia
Sep 14, 2011		Erica Nicol	23	ENGLISH 402	07	O'Brien, Jennifer
Sep 14, 2011	Introduction to Research	Vicki Croft	17	VET_PATH 548	01	Pleaur, D.
Sep 14, 2011	McNair Scholars Workshop	Lara Cummings	13			
Sep 14, 2011		Erica Nicol	25	ENGLISH 402	04	O'Brien, Jennifer
Sep 14, 2011		MASC	22	HISTORY 300	01	Gerber
Sep 14, 2011	New Grad Seminar	Betty Galbreath	7			

[Gather and Report on Librarian Productivity in Service and Research](#) -

*Project Team:* Beth Blakesley, Lara Cummings, and Sue Phelps

Evidence of librarian contributions to the university, community and librarianship is being collected to be reported on in aggregate. Through this project, the Libraries will be better equipped to demonstrate the contributions of librarians in the areas of service and research. This data has potential for utilization in a number of ways from future public relations and development efforts, to providing evidence for library administration when working with university administrators. The project-team formed in November 2011, and continues to make progress at the time of reporting.

[Library Data Database](#) -

*Project Team:* Beth Blakesley, Jerry Becker, Steve Borrelli, Cindy Ellis, Robert Ferguson, and Alex Merrill

Began in August 2011, this project aims to identify a solution to the challenge of collecting library data to replace a series of linked spreadsheets used to facilitate ARL and other reporting needs. To date, a local effort to develop an in-house product to meet needs has been abandoned, in favor of third party solutions. After reviewing several products, the project team ultimately selected *Counting Opinions LibPas* as a best fit of products currently on the market. A request for funding was submitted to the Dean in August 2012 for consideration. In a parallel process with the above request for LibPas, the project team is partnering with SpringShare in development of a new product to meet library data needs. Preliminary discussions are underway, with the hope of SpringShare ultimately developing a product that will closely meet the needs of the WSU Libraries.

[Library Data Task Force](#) -

*Project Team:* Beth Blakesley, Al Cornish, Joel Cummings, Robert Ferguson, Jill Palmer, Carol Robinson, Kay Vyhnanek, and Lihong Zhu

The Libraries developed the Library Data Taskforce in response to a 2010 WSU University initiative intending to create transparency, accountability, apply best practices, and increase efficiencies in data management. The group is charged with formulating policies, statements of principle, and specific recommendations, with the intent of making our data management practices more effective, consistent, transparent, and efficient.

[LibQual + at WSU Libraries](#) -

*Project Team:* Jerry Becker, Steve Borrelli, and Robert Ferguson

Beginning in 2002, the Libraries started conducting the [LibQual+](#) survey to solicit user opinions of service quality, assisting libraries by providing qualitative and quantitative data used in decision-making processes to improve user services. After completing the survey in 2003, the Libraries migrated to a three-year cycle for conducting the survey, completing it for the fourth time most recently in 2009. The Libraries plan to conduct LibQual+ in November and December of 2012.

**Team Goals Overview:**

For each fiscal year, team goals are drafted. To date, Assessment Team goals have focused around the four areas of infrastructure, enhancing access to data, professional development of team members, and in demonstrating library value. It is important when interpreting progress towards goals to consider the long-term nature of many of them. Like many team projects, goals are often drafted with no end date, or one that is beyond the close of the fiscal year. In fiscal 2012, the team identified 17 goals to address (see below), of those six were completed, seven are currently in process, and four goals were not addressed. While only four goals were completed, they represent substantial progress, for example, as a result of the Libraries focus on enhancing access to data, the library [sharepoint site](#) now includes many reports, and statistics which historically had not been available to all employees. Progress in meeting goals currently defined as “in process,” include the creation of the Library Instruction Session Database which will allow for a much more granular depiction of the scope of instruction offered, and the creation of a living document to assist in telling the story of the library faculty’s contributions to service and research to the institution.

**Assessment Team Goals 2011 – 2012 Annotated:**

Assessment Team Goals for 2011 / 2012

Category:	Goal:	Success Will Mean: -	Library Goals:	WSU Strategic Goals:	Status:
	Create an annual report of assessment activities	the creation of a report that summaries activities of the assessment team, as well as progress toward meeting team goals	I, III, IV	I, IV	
	Conduct a seating count	counting all the seating available at the six Pullman campus libraries including classrooms	II	II	Complete
	Create and disseminate annual state of the libraries report in concert with the Data Officer	the continued creation of an annual report distributed annually	I, IV	III, IV	Complete
<b>Infrastructure</b>	Create an assessment plan	the creation of a document outlining planned assessment activities for projects identified as core to the libraries	I, II, IV	I, IV	In process
	Establish timelines or routines for collecting and establishing data	identifying data that is routinely collected, and establishing timelines for data collection and dissemination	I, IV	IV	In process
	Define core measures	the identification of methods to measure outcomes	I, II, III, IV	I, II, IV	In process
	Develop a culture of continuous assessment	the creation of an infrastructure that enables library employees to conduct spontaneous less formal assessment through access to key library data (A.K.A. Agile Assessment)	I, II, III, IV	I, II, IV	In process



<b>Enhance Access to Data</b>	Set up and generate a core set of quarterly web statistics	identifying core web statistics of relevance to the assessment team, and generating a quarterly report accessible to all on the Assessment website	I, II, III, IV	IV	Complete
	Enhance the availability of library statistics and access to historical data	creating one location where access to LibQual data, web statistics, use statistics, etc. are available in a digestible format	I, II, III, IV	IV	Complete
<b>Team Member Professional Development</b>	Foster opportunities for Assessment Team members to develop necessary assessment skills	creating at least 5 opportunities for participation by team members	I, II, IV	IV	Complete
	Promote opportunities for team members to learn about assessment	announcements for at least 10 assessment professional development opportunities will be made available through the assessment team listserv	I, IV	I	In Process
<b>Demonstrate Library Value</b>	Conduct training needs assessment of library faculty and staff	The development and conducting of a needs assessment of staff training needs, and subsequent report documenting the results	IV	I, II, IV	
	Develop systems to collect data on individual user behavior, while maintaining privacy	developing at least one systematic approach to collecting information on library users that can be integrated with information from other institutional sources to assist in clarifying the value the library provides for the university community	I, II, IV	I, II, III, IV	Complete
	Engage in higher education accreditation process	the creation of a map of library relevance to individual departments focused on the integration of library services into programs	I, II, III, IV	I, II, III, IV	
	Document and augment library advancement of student experiences, attitudes, and perceptions of quality	identifying a cohort of students who have had frequent access to information research instruction, and conducting a survey soliciting their perspectives on the impact the libraries have had on their academic and workforce success	I, IV	I, II, III, IV	In process
	Demonstrate the impact of library services on retention of students	identifying at least 2 measures for analysis that aim to demonstrate the impact of library services on retention of students	I, III, IV	I, II, III, IV	
	Gather and report on librarian productivity in Categories 2 and 3	the creation of a list of activities demonstrating the contributions of the library faculty to the library and WSU community	I, II, IV	III, IV	In Process

**Appendix 1: Assessment Team Goals 2012 – 2013:**

**Assessment Team Goals for 2012 / 2013**

<b>Category:</b>	<b>Goal:</b>	<b>Success Will Mean: -</b>	<b>Library Goals:</b>	<b>WSU Strategic Goals:</b>	<b>Status:</b>
<b>Infrastructure</b>	Collaborate on assessment projects with other teams/units/departments in the Libraries	collaborating on at least 2 assessment projects with library groups	III, IV	I, III, IV	
	Conduct a seating count	counting all the seating available at the three Pullman campus libraries including classrooms	II	II	
	Establish timelines or routines for collecting and establishing data	identifying data that is routinely collected, and establishing timelines for data collection and dissemination	I, IV	IV	In Process
	Explore feasibility of electronic resource statistical analysis	development of a report explaining the feasibility of conducting a statistical analysis of electronic resources and providing recommendations for conducting such an assessment	I, III, IV	I, IV	
	Investigate assessment capabilities of new ILS system	documenting system capabilities in relation to assessment, in order to identify opportunities for future assessment	I, IV	I, III, IV	
	Align and Design future projects with future accreditation needs	creation of a team to review accreditation requirements, in order to assist in alignment of library efforts with future needs of accreditation reporting	I,III, IV	I, II, III, IV	
<b>Enhance Access to Data</b>	Develop a culture of continuous assessment	the creation of an infrastructure that enables library employees to conduct spontaneous less formal assessment through access to key library data (A.K.A. Agile Assessment)	I, II, III, IV	I, II, IV	In Process
	Create and disseminate annual state of the libraries report in concert with the Data Officer	the continued creation of an annual report distributed annually	I, IV	III, IV	
	Generate a fiscal year report on core set of web statistics	generating a fiscal year report accessible to all on the Assessment website	I, II, III, IV	IV	
	Enhance the availability of library statistics and access to historical data	establishing fiscal year reporting on identified library data sources to populate the libraries	I, II, III, IV	IV	

## Assessment Team Goals for 2012 / 2013

<b>Team Member Professional Development</b>	Develop a report summarizing library resource use	sharepoint site the creation of a report that summarizes library resource usage based on reports from library data sources	I, III, IV	I, III, IV	
	Foster opportunities for Assessment Team members to develop necessary assessment skills	the Steering Committee will adopt at least 5 projects providing opportunities for team members to engage in Library Assessment	I, II, IV	IV	
	Promote opportunities for team members to learn about assessment	announcements for at least 15 assessment professional development opportunities will be made available through the assessment team listserv	I, IV	I	
<b>Demonstrate Library Value</b>	Conduct training needs assessment of library faculty and staff	The development and conducting of a needs assessment of staff training needs, and subsequent report documenting the results	IV	I, II, IV	
	Document and augment library advancement of student experiences, attitudes, and perceptions of quality	Conduct an analysis of students reached in partner programs in concert with the Instruction Team in order to determine the percentage of first year students reached in fiscal year 2011 – 2012	I, IV	I, II, III, IV	
	Explore ways for using data to demonstrate value to the WSU community	Identifying at least one method for demonstrating library value through the use of data to be acted upon in fiscal year 2013 - 2014	I, III, IV	I, II, III, IV	
	Demonstrate the impact of library services on retention of students	identifying at least 2 measures for analysis that aim to demonstrate the impact of library services on retention of students	I, III, IV	I, II, III, IV	In Process
	Gather and report on librarian productivity in Categories 2 and 3	the creation of a list of activities demonstrating the contributions of the library faculty to the library and WSU community	I, II, IV	III, IV	In Process

## **Appendix 2: Team Charge:**

### **Charge:**

The Assessment team is charged with planning and implementing an assessment program, positioning the Libraries to become a user-centered, data influenced organization. Through conducting and reporting on assessments of library services and resources, the team provides relevant stakeholders information targeted toward advancing University and Libraries strategic goals and priorities.

### **Specifically, the group will:**

- Create and manage an overall assessment plan for the WSU Libraries
- Undertake and coordinate assessments, surveys, etc. aimed at measuring the quality of our services and collections and the needs, and expectations of our clientele, effectiveness and efficiency of our operations, success in meeting unit and university goals and other appropriate topics
- Ensure assessments are undertaken in accordance with University regulations
- Report the results of said assessments to the Libraries and relevant stakeholders as appropriate
- Make or recommend changes based on assessments and ensure that they are completed.
- Coordinate WSU's participation in national and regional library assessments of services and collections.
- Provide a repository for the results of assessments done by WSU Libraries groups
- Provide information and training sessions related to assessment
- Disseminate information on assessment initiatives