ZSR Library Assessment Committee Annual Report
FY 14: July 2013 – June 2014
Submitted by Susan Smith

Committee members:
Susan Smith (chair)
Lauren Corbett
Thomas Dowling
Mary Beth Lock
Rosalind Tedford
Tanya Zanish-Belcher

The committee was reconfigured in FY14, primarily to select members who had the broad view of the library, along with the authority to authorize activities. It was decided to comprise the committee with Directors, and chaired by the Associate Dean.

In the first months, we set goals and their statuses are noted below:

1. **Create a way to present statistics in the print annual report in a more engaging way.**
   Jody Fagen, from JMU, used part of her externship with us to draft an infographic that would be used. We updated it once the FY13 statistics were final and it appeared on page 8 of the annual report
2. **Integrate an infographic into the Library website carousel 4-6 times this year.**
   We were able to accomplish this twice instead of the 4 times we hoped for. The first one showed the infographic from the annual report . The second one told a story about user interactions at the reference desk.
3. **Survey ZSR Library staff/faculty to determine who is assessing what, how they are assessing, and why.**
   We conducted a Qualtrics survey of the ZSR staff to get a "data inventory." The survey is attached in the appendix and results were distributed to each Director for departmental use in the next FY.
4. **Create an Assessment LibGuide to centralize assessment educational materials for committee education.**
   We created a private LibGuide to collect resources. However, it was not the user-friendliest way to do this sort of thing. We made more use of a Google Group where we would share links and other assessment information.
5. **Explore ways to bring committee members up to speed on assessment purpose, methods and effective communication avenues.**
   - We found a series from ACRL: LibValue Webcast Series. Each committee member was assigned one to watch and then to report on to the group at a monthly meeting.

- We explored the UNCG Assessment site for inspiration and Roz and Susan visited Amy Houk to get more information.
- We invited Jeff Nichols to give a Qualtrics training session that was opened to ZSR faculty and staff (in January).
- We shared assessment-focused articles among committee members.
- We registered for assessment related webinars throughout the year. Examples: "Dress up your Data" (ACRL) and "Findings from Ithaka Faculty Surveys" (ASERL)

Beyond the goals that were set early in the year, the following activities occurred:

- The committee decided to continue with the biannual LibQual+ (Lite) survey. Since the 2012 one took place in the spring, we decided to administer it in the fall of 2014. We configured the survey and secured IRB approval.
- Mary Beth developed a proposal for the ACRL Assessment in Action. The proposal was accepted and is underway. Although not an official Assessment Committee activity, this is a major assessment project that, and since she is a member of the committee, we expect to assist her as needed.
- As a group we had a demonstration of the product LibAnalytics. It is not even beta ready at this point, but it is a future possibility.
- We recognized that there are assessment activities underway already in ZSR, that perhaps they are not flagged as such. Some examples:
  - Decisions being made as a result of the SCS "Storage Project"
  - Changes to the faculty author reception from a survey conducted by Molly after the 2013 event
  - Textbook initiative (MB will present at June Admin Council)
  - Connections and Conversations Weekend: a survey was sent to participants that will be used in planning future events.
  - Instruction assessment:
    - In February, Amanda Foster (Instruction Librarian) brought three sections of her Lib100 class to Special Collections & Archives for an introductory presentation. She had the students reflect on their visit, and she sent the responses to us (12 pages). In their reflections, she asked them to respond to the following questions:
      - What did you think was the most interesting aspect of our visit to the Special Collections and Archives Reading Room?
      - What about special collections/archives do you find confusing or are unsure of?
      - How might someone doing research benefit from the use of materials in special collections and/or archives?
    - Based on their responses, we revised our PowerPoint presentation, specifically focusing on the areas where they

indicated confusion (where our materials could be used, how to access them, how we decided what to accept or purchase).

Appendix I: Data Inventory Survey

ZSR Assessment Survey

The ZSR Assessment Committee is conducting this survey to inventory data collection work that might already be taking place in the library. The survey is intended to collect information on what data collection activities are currently being done in the course of our normal work processes. This first survey is seeking information about activities you undertake on an individual basis.

Please tell us your name.
    My name is

Tell us your team membership. Choose from the drop-down menu.
❍ Access Services
❍ Administration
❍ Research and Instruction
❍ Resource Services
❍ Special Collections
❍ Technology

Think about your regular routines/responsibilities and about all of the things you track as part of your work processes.This could be statistics on interactions with patrons, number/type of materials processed, info on web site hits, time spent on particular tasks, etc. Any thing that gets measured as you go about your day to day work, we want to know about.
❍ There are things I track and data I collect.
❍ I don't track anything or collect any types of data

What data isn't currently being collected that you think would be valuable to collect? Why?

I track information about patrons (those with information needs, faculty/students/community)
❍ Yes
❍ No

What patron data do you collect?

Why do you collect this data?

How do you collect your data?
- ❑ Manually (think tick marks, head counts, etc.)
- ❑ Using data generated from one of our systems (Name system) _____
- ❑ Through qualitative means (focus groups, interviews, etc) (Specify)
- ❑ Vendor supplies the data (name) _____
- ❑ Other (Specify) _____

How long have you been collecting the data?
- ○ 0-1 years
- ○ >1 year < 5 years
- ○ > 5 years

What do you do with the data you collect? Check all that apply.
- ❑ Submit it to my team director
- ❑ Submit it to a Committee
- ❑ Submit it to Administration
- ❑ Submit to another person (Specify) _____
- ❑ Nothing. I collect it for my own use (Specify) _____
- ❑ Other (Specify) _____

I track information about Instruction.
- ○ Yes
- ○ No

What instruction data do you collect?

Why do you collect this data?

How do you collect your data?
- ❑ Manually (think tick marks, head counts, etc.)
- ❑ Using data generated from one of our systems (Name system) _____
- ❑ Through qualitative means (focus groups, interviews, etc) (Specify)
- ❑ Vendor supplies the data (name) _____
- ❑ Other (Specify) _____

How long have you been collecting the data?
- ○ 0-1 years
- ○ >1 year < 5 years
- ○ > 5 years

What do you do with the data you collect? Check all that apply.
- ❑ Submit it to my team director
- ❑ Submit it to a Committee
- ❑ Submit it to Administration
- ❑ Submit to another person (Specify) _____
- ❑ Nothing. I collect it for my own use (Specify) _____
- ❑ Other (Specify) _____

I track information about my liaison work.
- ❍ Yes
- ❍ No

What liaison data do you collect?

Why do you collect this data?

How do you collect your data?
- ❑ Manually (think tick marks, head counts, etc.)
- ❑ Using data generated from one of our systems (Name system) _____
- ❑ Through qualitative means (focus groups, interviews, etc) (Specify)
- ❑ Vendor supplies the data (name) _____
- ❑ Other (Specify) _____

How long have you been collecting the data?
- ❍ 0-1 years
- ❍ >1 year < 5 years
- ❍ > 5 years

What do you do with the data you collect? Check all that apply.
- ❑ Submit it to my team director
- ❑ Submit it to a Committee
- ❑ Submit it to Administration
- ❑ Submit to another person (Specify) _____
- ❑ Nothing. I collect it for my own use (Specify) _____
- ❑ Other (Specify) _____

I track information about ZSR student assistants.
- ❍ Yes
- ❍ No

What student assistant data do you collect?

Why do you collect this data?

How do you collect your data?
❑ Manually (think tick marks, head counts, etc.)
❑ Using data generated from one of our systems (Name system) _____
❑ Through qualitative means (focus groups, interviews, etc) (Specify)
❑ Vendor supplies the data (name) _____
❑ Other (Specify) _____

How long have you been collecting the data?
○ 0-1 years
○ >1 year < 5 years
○ > 5 years

What do you do with the data you collect? Check all that apply.
❑ Submit it to my team director
❑ Submit it to a Committee
❑ Submit it to Administration
❑ Submit to another person (Specify) _____
❑ Nothing. I collect it for my own use (Specify) _____
❑ Other (Specify) _____

I track information about ZSR Library events.
○ Yes
○ No

What event data do you collect?

Why do you collect this data?

How do you collect your data?
❑ Manually (think tick marks, head counts, etc.)
❑ Using data generated from one of our systems (Name system) _____
❑ Through qualitative means (focus groups, interviews, etc) (Specify)
❑ Vendor supplies the data (name) _____
❑ Other (Specify) _____

How long have you been collecting the data?
○ 0-1 years
○ >1 year < 5 years
○ > 5 years

What do you do with the data you collect? Check all that apply.
- ❑ Submit it to my team director
- ❑ Submit it to a Committee
- ❑ Submit it to Administration
- ❑ Submit to another person (Specify) _____
- ❑ Nothing. I collect it for my own use (Specify) _____
- ❑ Other (Specify) _____

I track information about ZSR collections and/or materials.
- ❍ Yes
- ❍ No

What collections data do you collect?

Why do you collect this data?

How do you collect your data?
- ❑ Manually (think tick marks, head counts, etc.)
- ❑ Using data generated from one of our systems (Name system) _____
- ❑ Through qualitative means (focus groups, interviews, etc) (Specify)
- ❑ Vendor supplies the data (name) _____
- ❑ Other (Specify) _____

How long have you been collecting the data?
- ❍ 0-1 years
- ❍ >1 year < 5 years
- ❍ > 5 years

What do you do with the data you collect? Check all that apply.
- ❑ Submit it to my team director
- ❑ Submit it to a Committee
- ❑ Submit it to Administration
- ❑ Submit to another person (Specify) _____
- ❑ Nothing. I collect it for my own use (Specify) _____
- ❑ Other (Specify) _____

I track information about technology
- ❍ Yes
- ❍ No

What technology-related data do you collect?

Why do you collect this data?

How do you collect your data?
- ❑ Manually (think tick marks, head counts, etc.)
- ❑ Using data generated from one of our systems (Name system) _____
- ❑ Through qualitative means (focus groups, interviews, etc) (Specify)
- ❑ Vendor supplies the data (name) _____
- ❑ Other (Specify) _____

How long have you been collecting the data?
- ❍ 0-1 years
- ❍ >1 year < 5 years
- ❍ > 5 years

What do you do with the data you collect? Check all that apply.
- ❑ Submit it to my team director
- ❑ Submit it to a Committee
- ❑ Submit it to Administration
- ❑ Submit to another person (Specify) _____
- ❑ Nothing. I collect it for my own use (Specify) _____
- ❑ Other (Specify) _____

I track information about financial issues (expenditures, revenue, etc.)
- ❍ Yes
- ❍ No

What financial data do you collect?

Why do you collect this data?

How do you collect your data?
- ❑ Manually (think tick marks, head counts, etc.)
- ❑ Using data generated from one of our systems (Name system) _____
- ❑ Through qualitative means (focus groups, interviews, etc) (Specify)
- ❑ Vendor supplies the data (name) _____
- ❑ Other (Specify) _____

How long have you been collecting the data?
- ❍ 0-1 years
- ❍ >1 year < 5 years
- ❍ > 5 years

What do you do with the data you collect? Check all that apply.
- ❑ Submit it to my team director
- ❑ Submit it to a Committee
- ❑ Submit it to Administration
- ❑ Submit to another person (Specify) _____
- ❑ Nothing. I collect it for my own use (Specify) _____
- ❑ Other (Specify) _____

I track information about ZSR facilities and spaces.
- ○ Yes
- ○ No

What facilities data do you collect?

Why do you collect this data?

How do you collect your data?
- ❑ Manually (think tick marks, head counts, etc.)
- ❑ Using data generated from one of our systems (Name system) _____
- ❑ Through qualitative means (focus groups, interviews, etc) (Specify)
- ❑ Vendor supplies the data (name) _____
- ❑ Other (Specify) _____

How long have you been collecting the data?
- ○ 0-1 years
- ○ >1 year < 5 years
- ○ > 5 years

What do you do with the data you collect? Check all that apply.
- ❑ Submit it to my team director
- ❑ Submit it to a Committee
- ❑ Submit it to Administration
- ❑ Submit to another person (Specify) _____
- ❑ Nothing. I collect it for my own use (Specify) _____
- ❑ Other (Specify) _____

Which data do you currently collect but think might not be the best use of your time? Why?

What data isn't currently being collected that you think would be valuable to collect? Why?