

**ZSR Library Assessment Committee Annual Report
FY 18: July 2017 – June 2018
Submitted by Susan Smith**

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

The Committee set goals for FY18 at the beginning of the fall semester. The statuses at the end of the year are noted below:

1. **Investigate and decide on the next academic year major survey instrument and targeted audience.** We discussed the timing of major assessment surveys and concluded that instead of every 2 years, it would be best to only conduct these every 4-5 years (especially when there are no changes, ie. space, collection, services)
2. **Conduct a literature review to inform ways to assess ZSR's credit bearing information literacy courses.** The literature review is in process, being led by Amanda Foster, and will be completed in FY19.
3. **Administer a questionnaire to faculty to assess the effectiveness of one-shot library instruction.** Two surveys were administered, Fall (41 faculty respondents) and Spring (77 student respondents). The data is undergoing analysis this summer.
4. **Investigate the best ways to assess Digital Initiatives and Scholarly Communication (DISC) team's new services and partnership that result from the new faculty spaces on Wilson 6.** This goal is ongoing, as DISC is continuing to settle into their new space and define their services. The DH@Wake Summer Institute surveys via Qualtrics, distributed at the conclusion of the first four days for short, touch-base assessments during the week, and the longer follow-up survey sent two weeks after the event concluded, are one attempt to gather faculty assessment of their services. As a team, they began using the LibAnswers dashboard to capture quantitative data--email, phone calls, meetings--in mid-March 2018.
5. **Explore and refine new data points to populate the ZSR Data Dashboard.** Web Services Librarian Kevin Gilbertson created the dashboard after the assessment team reviewed several similar dashboards at other libraries. The dashboard can be found at <https://zsr.wfu.edu/about/administration/dashboard/>

Kevin also worked with each team to identify and select a variety of metrics to showcase the scale and impact of library services. This includes data that is displayed in real time or near-real time (daily, etc.). He also worked with other teams to make links from the dashboard entries into their pages for deeper dives into their statistics and operations. In addition, he created a library instruction dashboard:

<https://datastudio.google.com/reporting/0B8QizsYprXw0X2hVdjN1TmhFSWM/page/mDyI>

6. **Investigate the potential internal salary survey assessment tool being developed by Auburn and Ithaca.** After investigation of the tool, the committee determined that ZSR faculty/ staff is too small to produce an anonymous set of data that could be shared.
7. **Research the changing DDA (ebooks) model.** Carol Cramer, Head of Collection Management, explored the model and produced an article on her findings, available at <http://hdl.handle.net/10339/90779>.

Other activities:

1. The committee was assigned to analyze the survey administered to ZSR staff following the January staff retreat to identify main themes and issues. These were presented to the staff at a spring staff meeting.
2. As part of the activities of the University Institutional Effectiveness Committee, Susan presented on “Measuring Effectiveness in an Academic Library.”

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