

DEVELOPING (GOOD) PRACTICES: A SURVEY OF THE LIBRARY ASSESSMENT PROGRAMS IN ARL LIBRARIES

Southeast Library Assessment Conference

November 16, 2015

UNIVERSITY OF RICHMOND ASSESSMENT PLAN

MISSION STATEMENT FOR BOATWRIGHT LIBRARY

The mission of Boatwright Memorial Library is to provide University of Richmond students, faculty and staff with information resources and services that enable them to excel in their academic and intellectual pursuits. The library is committed to innovation, research, and development for the continuing and future information needs of the University of Richmond Community.

VISION STATEMENT

As stewards of knowledge, we will inspire growth of personal and academic potential, cultivate diversity, and foster joy in lifelong learning.

COMMUNICATION

The Library Assessment Committee will keep the library staff and the university community informed of assessment activities and plans through the following:

- Minutes of Library Assessment Committee
- Assessment Webpage
- Assessment Forums for library and information services staff Library Annual Report
- Participation with the annual library goals process
- University Librarian meetings and forums

SOJOURNA CUNNINGHAM

SCUNNING@RICHMOND.EDU

library.richmond.edu/about/assessment

LIBRARY ASSESSMENT ADVISORY COMMITTEE

The Library Assessment Advisory Committee is responsible for promoting a culture of assessment that is user-focused by coordinating and providing oversight of various assessment activities in Boatwright Memorial Library such as:

- Determining areas of library services, programs, and collections in need of assessment.
- Publishing and promoting library assessment results to the UR Community.
- Educating staff on the benefits and techniques of library assessment.
- Collaborating with the UR Office of Institutional Effectiveness to share in the culture of assessment at the university level.

Definition of membership: Appointed by chair, staggered 2-year terms

Membership includes a balance of library employees (librarians, exempt and non-exempt staff) and representatives from different parts of the library. The committee meets monthly.

ASSESSMENT WEBPAGE

The Library Assessment Advisory Committee develops and maintains assessment data on the library assessment webpage. Our goal is to share statistics, survey results, reports and studies with the library, the university community and with other libraries. We strive to use attractive graphics and display our information for effective use. The Director of Outreach Services has primary responsibility for updating statistics and adding new material to the page.

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UNIVERSITY OF TENNESSEE ASSESSMENT

MISSION STATEMENT FOR UNIVERSITY OF TN LIBRARIES

We empower big ideas.

VISION STATEMENT

We are the campus main street and the crossroads for innovation, scholarship, learning and civility.

LIBRARY ASSESSMENT MISSION

The mission of the assessment program at the University of Tennessee Libraries is to facilitate continual improvement in the Libraries' services and resources and to illustrate the value of the Libraries to the University and the community we serve.

ASSESSMENT PLANNING GROUP

The mission of the Assessment Planning Group is to provide support for the achievement of the Libraries' strategic goals and to facilitate continual improvement in meeting user needs by identifying assessment priorities, planning data-driven assessment activities, and communicating and acting on assessment results.

The Group also contributes to fostering a culture of assessment throughout the libraries. A non-voting advisory body, the Assessment Planning Group meets monthly or as needed.

The Assessment Planning Group, chaired by the Assessment Librarian, is comprised of appointed members of the library faculty and staff, for a total of seven members. Membership is for a limited two year term, with three new members rotating on each year.

ASSESSMENT VALUES

The assessment program is guided by the following values/guiding principles:

- **Meaningful** – Assessment activities should look at areas that matter, in ways that will yield meaningful evidence.
- **Necessary** – Assessment activities should be necessary, focusing on areas where improvement or information is needed and will make a difference.
- **Actionable** – Assessment should focus on areas where action can actually be taken based on the results.
- **Simplicity** – Although research and solutions should be as complex as necessary to adequately address issues, the simplest approaches and solutions that meet all needs are best.
- **Evidence-based** – Assessment activities should begin and end with well conducted research. Our activities should be guided at all times by evidence.
- **Inclusiveness** – Assessment activities rely on participation by all members of the library staff and should include and value the input of departments and staff throughout the library, as well as the input of our users.
- **User-centered** – Our ultimate goal is to improve the user experience and help the library to constantly improve at meeting user needs.
- **Integrity** – Assessment activities should be guided by ethical behavior, accountability, and honesty. At all times the program will be faithful to methods and evidence considered scientifically rigorous and accurate.

REGINA MAYS RMAYS@UTK.EDU

MICHELLE BRANNEN BRANNEN@UTK.EDU

www.lib.utk.edu/assessment &
libguides.utk.edu/library_assessment