Building Effective, Sustainable, and Practical Assessment During Challenging Times

Steve Hiller
University of Washington Libraries
Seattle, USA

Martha Kyrillidou
Association of Research Libraries
Washington D.C., USA

Jim Self
University of Virginia Library
Charlottesville, USA

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Library Assessment is More than Metrics

• Focuses on understanding customer needs and the services to meet those needs
• Collects, analyzes and uses quantitative and qualitative data for more effective management and decision-making
• Emphasizes ongoing communication with customers and stakeholders
• Seeks opportunities for collaboration and comparisons within the organization, institution and beyond
Why Assess?

• Accountability and justification
• Improve services
• Compare with others
• Identify changing user patterns
• Market and promote library resources and services
• Opportunity to tell our own story
• Demonstrate value of the library

• Use data, not assumptions, to make decisions
Why It’s Even More Important in Challenging Times

• The pie is smaller (less money) with more competition
• Libraries are not direct revenue producers; part of common good
• Stakeholders and administrators want “simple” metrics to show accountability and success
• To counter the perception that:
  – Everything is available for free on the Web
  – Library facilities used only as “study hall”
  – Libraries don’t contribute to student learning
The Challenge for Libraries

• **Traditional statistics are no longer sufficient**
  – Emphasize inputs/outputs – how big and how many
  – Do not tell the library’s or customers’ story
  – May not align with organizational goals and plans
  – Do not measure service quality or library impact

• **Need to demonstrate the value the library makes**
  – To the individual, community and the organization
  – Using qualitative and quantitative data

• **Need to be comfortable using evidence and data in decision-making**
What makes it hard to be evidence-based?

- There’s too much evidence
- There’s not enough good evidence
- Don’t have the expertise to analyze the evidence
- The evidence doesn’t quite apply
- People are trying to mislead you
- You are trying to mislead you

- Stories are more persuasive anyways
According to Which Homer?

He knew the things that were and the things that would be and the things that had been before.

Oh, people can come up with statistics to prove anything. 14% of people know that.

Words empty as the wind are best left unsaid.

Facts are meaningless. You could use facts to prove any-thing that's even remotely true!
Assessing the Library Contribution to the Institutional Mission

• The library’s contribution to learning and research
  – Student learning outcomes
  – Successful faculty and student research

• Value of the library to the academic community
  – Information resources/collections
  – Library as place
  – Information and instructional services

• Changes in library and information use

• Organizational performance and effectiveness

• Collaborations
Documenting Library Performance and Impact

• **Traditional library assessment methods**
  – Surveys (satisfaction, needs, importance)
  – Usage and other library statistics
  – Qualitative information (interviews, focus groups, etc.)

• **Statistics**
  – Institutional
  – Comparator (Similar libraries, peer groups, customized)
  – Government

• **Collaborations focused on outcomes**
  – Lib-Value
  – ACRL Value of Academic Libraries
Charting User Change

User Behavior

Wide Array of User Studies Now Available

Students start with Google
Format Agnostic
Born Digital
Seek convenience

User Expectations

LibQUAL+ Findings

Customer Service
(qualified & helpful staff)

Self-sufficiency & control of information seeking process

Library as a place, symbol, refuge
Ready access to wide range of content (e.g. complete runs of journals)

Born Digital
Re-conceptualizing Library Facilities

Changing nature of library usage

Re-configuring library facilities:
- Learning commons
- Collaborative study
- Social and intellectual center
- Secondary Storage
- Showcase for recruitment

Library as physical place, intellectual space, and community center
Association of College and Research Libraries
Value of Academic Libraries

Purpose:
• Current state of literature on the value of libraries
• Suggestions for immediate next steps in demonstrating academic library value
• Research agenda for articulating library value
• Focus on defining outcomes

Prepared by Megan Oakleaf, Sept. 2010
http://www.acrl.ala.org/value/
Value of Academic Libraries Research Agenda

- How does the library contribute to:
  - Student enrollment
  - Student retention and graduation rates
  - Student success
  - Student achievement
  - Student learning
  - The student experience
  - Faculty research productivity
  - Faculty grant proposals and funding
  - Faculty teaching
  - Overall institutional reputation and prestige
What data do libraries need to demonstrate value?
- Academic administrators, library directors, and institutional research directors from 22 institutions

What strategies do libraries need to communicate value?
- Library directors only
LIB-value
Value, Outcomes, and Return on Investment of Academic Libraries

Home

LIB-VALUE
» Lib-Value Project
» Bibliographic Database
» Publications and Presentations
» JISC Project
» Suggestions / Comments

ROI & Value DATABASE
Search our free Bibliographic Database or explore resources using the Subject Area Citation Map

ISSOME KEYNOTE ADDRESS BY CAROL TENOPIR
Date:
Wednesday, August 24, 2011 (All day)

www.arl.org
Lib-Value: Multiple institutions using multiple methods to measure multiple values for multiple stakeholders
In the information context, economist Machlup described two types of value:

1. *purchase or exchange value*: what one is willing to pay for information in money and/or time, and

2. *use value*: the favorable consequences derived from reading and using the information.
Library Return on Investment and Value:

Purchase and Exchange Value + Use Value = Total LIBRARY VALUE
Comprehensive Library Value Study

• Economic (private)
  – What is the value to an individual to use the library resources?

• Social (public)
  – What is the value to the institution of the library?

• Environmental (externality)
  – What is the value of the environmental savings of library provision of electronic resources?
  – Have libraries gone green without knowing it?
Current Projects

- Ebooks
- Special Collections
- Information Commons
- Journal Collections
- Value and ROI
- Teaching and Learning
- Reading and Scholarship
- Tools
- Website and Value Bibliography
... for Research and Researchers

http://www.arl.org/stats/index/profiles/index.shtml

http://www.rin.ac.uk/our-work/using-and-accessing-information-resources/value-libraries-research-and-researchers
Building A Community of Practice: The Library Assessment Conference

http://libraryassessment.org/

Charlottesville, Virginia 2006 Seattle, Washington 2008 Baltimore, Maryland 2010

Conference Goals
Nurture an active learning community for assessment
Focus on practitioners
Provide a forum for presentations on effective, practical and sustainable assessment
Encourage informal interaction among participants,
Build the knowledge base of participants
Make it fun

LEARN SHARE CONNECT
# Library Assessment Conference Basics

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2012 Library Assessment Conference
Charlottesville, Virginia
October 29-31, 2012

Library Assessment Rocks!
Library Assessment Conference
Building Effective, Sustainable, Practical Assessment
Charlottesville, Virginia

October 29-31 2012
In Conclusion
Can You Answer These Questions?

• What do we know about our communities to provide services and resources to make them successful?

• How do we measure the effectiveness of our services, programs and resources from the user perspective?

• What do our university administrators need to know to provide the resources for a successful library?