

Columbia University Libraries
Two-Year Assessment Plan
(September 2016 - May 2018)

Given the areas highlighted by the Strategic Directions process, it has become clear that the assessment needs within Columbia University Libraries (CUL) are changing. In the next two years the Assessment Program will focus on meaningful ways to assess the process as well as the outcomes of organizational efforts and the outcomes from our Strategic Directions process. This document outlines a two-year assessment plan, clarifying the purpose of the program and prioritizing projects. The CUL Executive Committee will set priorities, deliverables, and timelines for assessment for the next two years.

Assessment Program and Responsibilities

The purpose of the Assessment Program is to be a hub for data collection and analysis for all of the CUL. The assessment program will foster a culture of assessment within CUL, to enable data-driven decision-making at all staff levels, and to promote information transparency in the organization. The Assessment Program serves library users and staff through the systematic gathering, analysis, and use of high-quality, actionable data to improve library services and resources and guide library decision-making.

Major Projects

- Strategic Directions
 - *Moving the Needle* -- For areas of highest strategic importance, the assessment coordinator will identify measures of inputs, outputs, and outcomes to show progress and impacts; implement a structured way to report on progress for each of these areas on a quarterly basis
 - *Engaged and Accountable* -- The assessment coordinator will advise and support divisions and cross-cutting/functional groups within the organization in defining what they contribute in an ongoing way toward the directions, identifying the significant improvements they will make during a given year, and a stretch goal for connecting to the directions beyond the most obvious strategies for their division or group
 - *Transparent and Impactful* -- Using the Strategic Directions as a change document, the assessment coordinator will develop and employ methods of sharing with the whole organization what is changing
- Provost's Advisory Committee on the Libraries
 - The assessment coordinator will work with staff to identify existing and develop new quantitative data that will provide a baseline against which to plan for and track progress in areas specified in the PACL recommendations
 - The assessment coordinator will prepare data and provide analysis for information packets that will enable the PACL and its subcommittees to do their work successfully
- Collections Assessment Working Group (see below)
- Organization-wide qualitative study: "What's Your Story" student survey

Key Internal and External Relationship Development

- Continue to build and foster existing collaborations with campus partners such as Columbia University Office of Planning and Institutional Research (OPIR), Columbia University Information Technology (CUIT) units, and Center for Teaching and Learning
- Recruit and retain new campus partners such as Columbia College Office of Institutional Research and Center for Instructional and School of Professional Studies for collaborative assessment endeavors
- Explore and participate on campus wide surveys (COFHE surveys, GSAS survey, Campus Quality of Life survey, etc.) that are integrated into the whole university schedule, ensuring that the Libraries are represented in the survey instrument and the resulting data set, as appropriate
- Maintain strong relationship with ARL Assessment coordination function

Staffing:

Assessment Coordinator - Nisa Bakkalbasi

Reporting to the Associate University Librarian for Collections, this position coordinates analytics, assessment, and evaluation efforts at a strategic and operational level utilizing qualitative and quantitative research methods across the organization.

Collections Assessment Working Group

There is a growing need in CUL to focus on collections assessment, drawing upon expertise and interest across CUL. For the next two years, a working group will be charged with cross-divisional collections assessment with three main goals:

- Continual shaping of the collections budget to focus on highest priority needs and opportunities, with use as one factor
- Proactive management of the collections budget to address certain rising costs and economies of scale
- Strategic planning for positive budgetary impact of shared collections initiatives

Members:

Nisa Bakkalbasi

Ignacio Sanchez

Melissa Goertzen

John Tofanelli

Krystie Wilfong

Workshops

To increase staff skill sets and broad understanding of assessment, Nisa will offer an assessment workshop each semester on a topic that executive committee feels will be beneficial to staff. For example, Using Pivot Tables to analyze data in Excel, Advanced Excel Functions, Data Visualization Best Practices, etc.