



PROJECT CHARTER

Work Group Name:	Assessing Services Beyond Instruction Work Group
TCC Strategic Plan Strategy:	Performance-Based Culture: 3a Develop an institutional effectiveness plan including the assessment of all college operations, programs, and activities. The library strategy has two applicable entries: create a formal library services evaluation/assessment plan and tie data to activities/programs, etc.
Estimated Completion Date (ECD):	May, 2018

PROJECT TEAM				
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PROJECT CHARTER

PROJECT SCOPE

Project Purpose / Business Need Statement

Why do we need to do this?

The college's and the library's strategic plans have specific goals regarding assessment of services and programs. In a data-driven organization committed to continuous improvement, an effective evaluation plan for assessing service and programs is essential.

For many library services and programs, we do not have a formal assessment plan or methodology, and for some others this may already exist in some form. We need to create a comprehensive assessment plan to meet this requirement.

Objective

What will we accomplish through this work?

We need a comprehensive plan that pulls all assessment in the library together, and outlines why we track what we track. This work group will look at library services and programs and create a plan for assessing and evaluating these services (excluding classroom assessment). Assessment and data collection that already exists for some library services will be included. Assessment may indicate workload as well as quality and impact.

Deliverables

What services/procedures/or tools will we complete during this project? What things have to be present for us to determine this project has been completed?

TCC's Strategic Plan provides an example of a key performance indicator that this project will enable, noting that there may be departments with documented assessment results. This performance indicator requires that library services and programs be identified and documented and each has an assessment method with written data and results. Existing assessment and results for other work groups may be included.

Where possible a correlation to TCC's Key Performance Indicator's scorecard should be provided. A formal library assessment and evaluation plan for library services and programs (other than the classroom instruction) including data collection and measures will be produced and approved.

Some general areas that we include (but not limited to) the following: circulation, reference (including tiered and online help), consultations, electronic resources, collection management, current data collection and reporting, service performance, technical services, patron needs, reserves, interlibrary loan, study rooms, library space, website, discovery, programs/event, etc.



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RISKS

Project Purpose / Business Need Statement

A risk is an "an uncertain event or condition that, if it occurs, has a positive or negative effect on a project's objectives." If any exist you feel you team needs to think ahead about, document them here.

Schedule uncertainty and firm timeline (May 4, 2018).

Extent of the issues involved and the services and programs that are identified.

Limitations and development of work group KSA's in assessment and evaluation.

While there seems to be sufficient time to complete this work, part of the task will be first to identify library services and programs within the scope of this project's assignment and to determine if assessment is required, or if any service or program is already being adequately assessed and simply document these. All the services and programs requiring development of an assessment plan will require the majority of the effort and could take more time than allotted.

Some aspects of the plan may require technological data or an application (software) that may not be available or other limitations that will impact the plan's goal for data collection and assessment. Institutional Research and Assessment (IRA) may be able to provide some of the assessment data and tools for this plan.

Discover and learn that the extent and complexity of library services and programs may be greater than anticipated requiring more time than allotted to complete a quality plan.

There may be a learning curve or unknown analysis period that requires more time to complete.

Staff time available may be limited by unforeseen factors that may require more time to complete



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PROJECT SIGN OFF		
Role	Name	Date Approval Received
Dean of Libraries and Knowledge Management	Paula Settoon	
LMT Liaison	Stephanie Ingold	

DOCUMENT REVISION HISTORY			
Date	Version	Description of Changes	Author