

# Inching along

Making measured progress over  
common assessment obstacles

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OK-ACRL 2018 Annual  
conference

# About me



# About me

Librarian





# About me

Librarian

Educator



# About me

Librarian

Educator

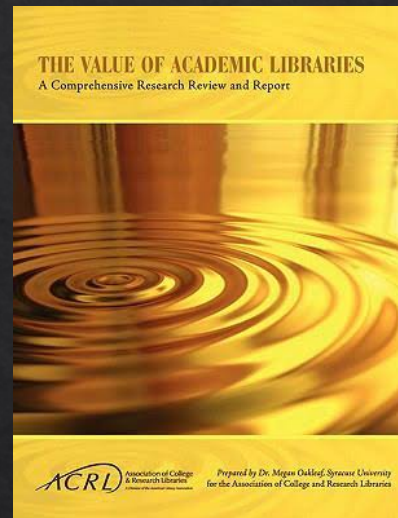
Researcher



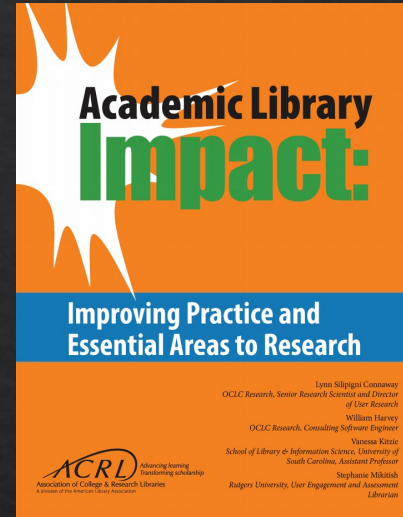
# Audience participation

Go to <https://live.voxvote.com/#/> and enter  
77750





2010



2017





# Possible issues

Possible issues

Research

# Possible issues

Research

Statistics



# Possible issues

Research

Statistics

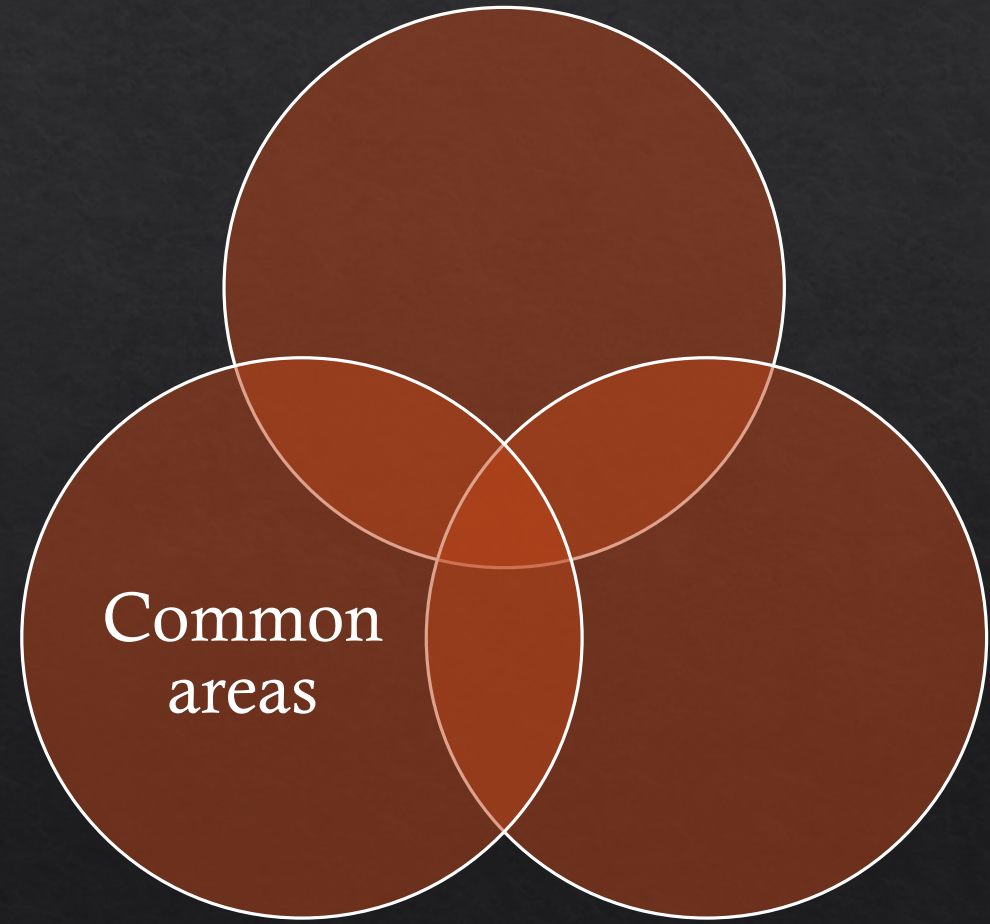
Assessment

# Possible issues

Research

Statistics

Assessment

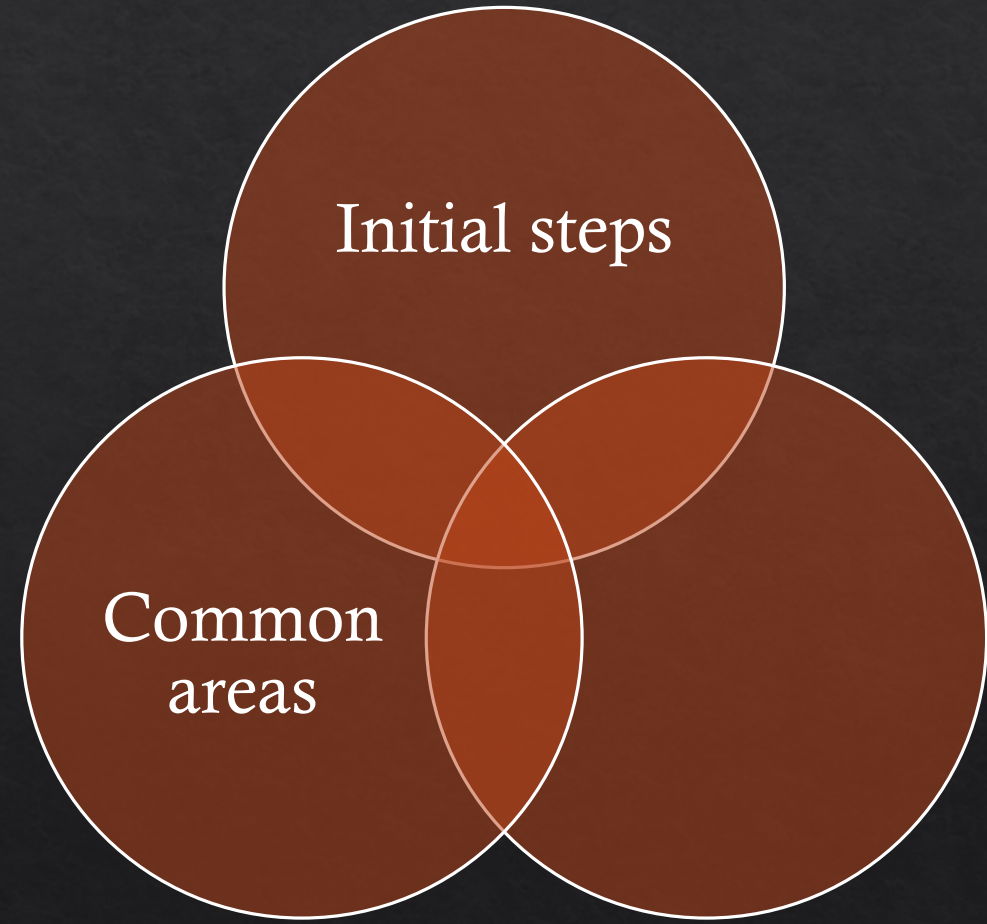


# Possible issues

Research

Statistics

Assessment



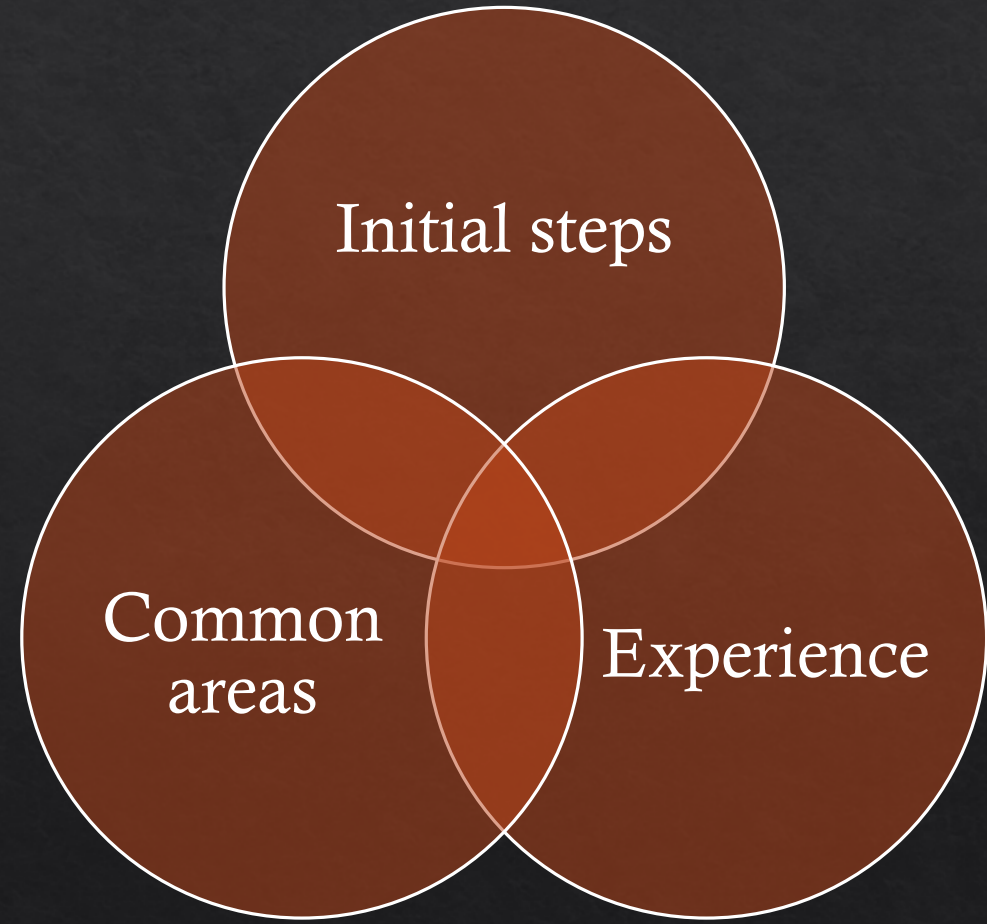


# Possible issues

Research

Statistics

Assessment



# The obstacles



How to adapt others' research for my institutional context



How to decide whether to use/adapt existing data or to collect new data for my study



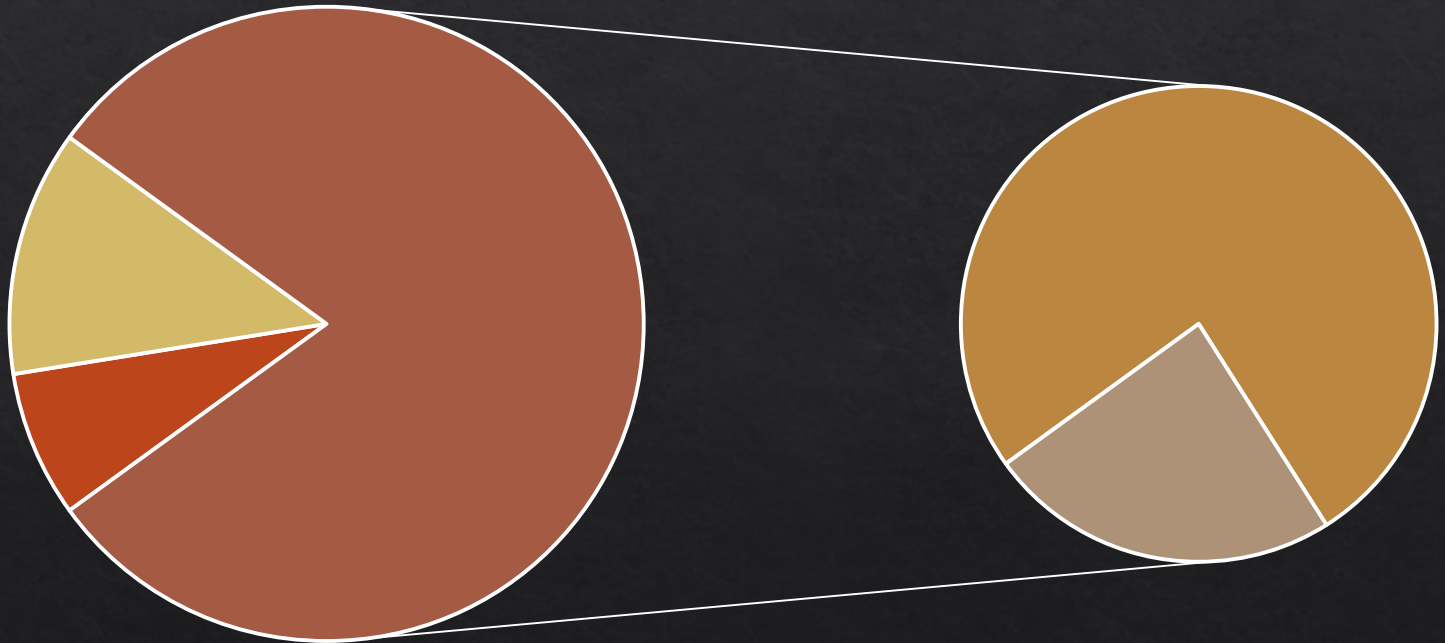
How to talk to librarians and others in my institution about user privacy

# The process

	<b>Adapt other research</b>	<b>Decide on existing/new data</b>	<b>Handle privacy</b>
Identify	Read executive summary of report	Inventory	Check the climate
Contextualize	Pick a research area in report	Take a longitudinal view	Meet with others
Prioritize	Use visualization tool and questions for researchers	Streamline assessment	Partner with others



	Public	Private	Total
Community colleges	28	0	28
4 year colleges	15	32	47
Universities	228	72	300
Total	271	104	375



Community4 year

University - PublicUniversity - Private

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Library	Area	Sub-area	Delivery	Item type	Objective	Data	Source 1	Source 2	Staff
Dana	Collections	Circ		Books	Usage	Checkout	LibPAS	Dstat	
Dana	Collections	Circ		iPads	Usage	Checkout	LibPAS	Dstat	
Dana	Collections	Circ		DVDs	Usage	Checkout	LibPAS	Dstat	
Dana	Collections	Circ		Books	Coll	Shelving	Local		Alex
Dana	Collections	Circ		Books	Coll	Shelf Reading	Local		Alex
Dana	Collections	Circ		Books	Coll	Missing	Local		Amber
Dana	Collections	Coll Serv		Microform	Coll	Added	LibPAS		Au/Yoshiko
Dana	Collections	Coll Serv		Microform	Coll	Withdrawn	LibPAS		Au/Yoshiko
Dana	Collections	Coll Serv		Books	Coll	Added	LibPAS		Au/Yoshiko
Dana	Collections	Coll Serv		Books	Coll	Withdrawn	LibPAS		Au/Yoshiko
Dana	Collections	Coll Serv		Microform	Coll	Added	LibPAS		Au/Yoshiko
Dana	Collections	Coll Serv		Books	Coll	Withdrawn	LibPAS		Au/Yoshiko
Dana	Collections	Development			Coll	Adds?	Local		Bobbie
Dana	Collections	ILL (non-RDS)		Books	Usage	Checkout	LibPAS	Dstat	
Dana	Collections	RDS		Books	Usage	Checkout	LibPAS	Dstat	
Dana	Collections	Reserves	Both	Books	Usage	Checkout	LibPAS	Dstat	
Dana	Services	Imaging			Usage	Jobs	LibPAS		
Dana	Services	Instruction	Online		Usage	Classes	LibPAS		Bobbie
Dana	Services	Instruction	Inperson		Usage	Classes	LibPAS	Local	Bobbie
Dana	Services	Reference	Online		Usage	Interactions	LibPAS		Natalie/Bobbie
Dana	Services	Reference	Inperson		Usage	Interactions	LibPAS	Local	Natalie/Bobbie
Dana	Services	Reference	Inperson		Usage	EmergingTec	Local		Bonnie
Dana	Space	Circ			Usage	Exit stats	LibPAS	Local	Alex
Dana	Space	Circ			Usage	Comm users	Local		Alex
Dana	Space	Circ			Usage	Hours	LibPAS	Local	Alex



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	Quick Reference		Reference (5+ min.)		Directional		Sign-In		Total for FY
FY15	3878	36%	1865	17%	3784	35%	1194	11%	10721
FY16	3641	37%	1529	15%	3492	35%	1293	13%	9955
FY17	3264	37%	1285	15%	2836	32%	1379	16%	8764
<b>Total</b>	<b>10783</b>	<b>37%</b>	<b>4679</b>	<b>16%</b>	<b>10112</b>	<b>34%</b>	<b>3866</b>	<b>13%</b>	<b>29440</b>

Table 2: Percentage of Dana reference question types answered FY15-17

Source: Dana Reference Form (Google Form)

	Quick Reference		Reference (5+ min.)		Directional		Sign-In		Total for FY
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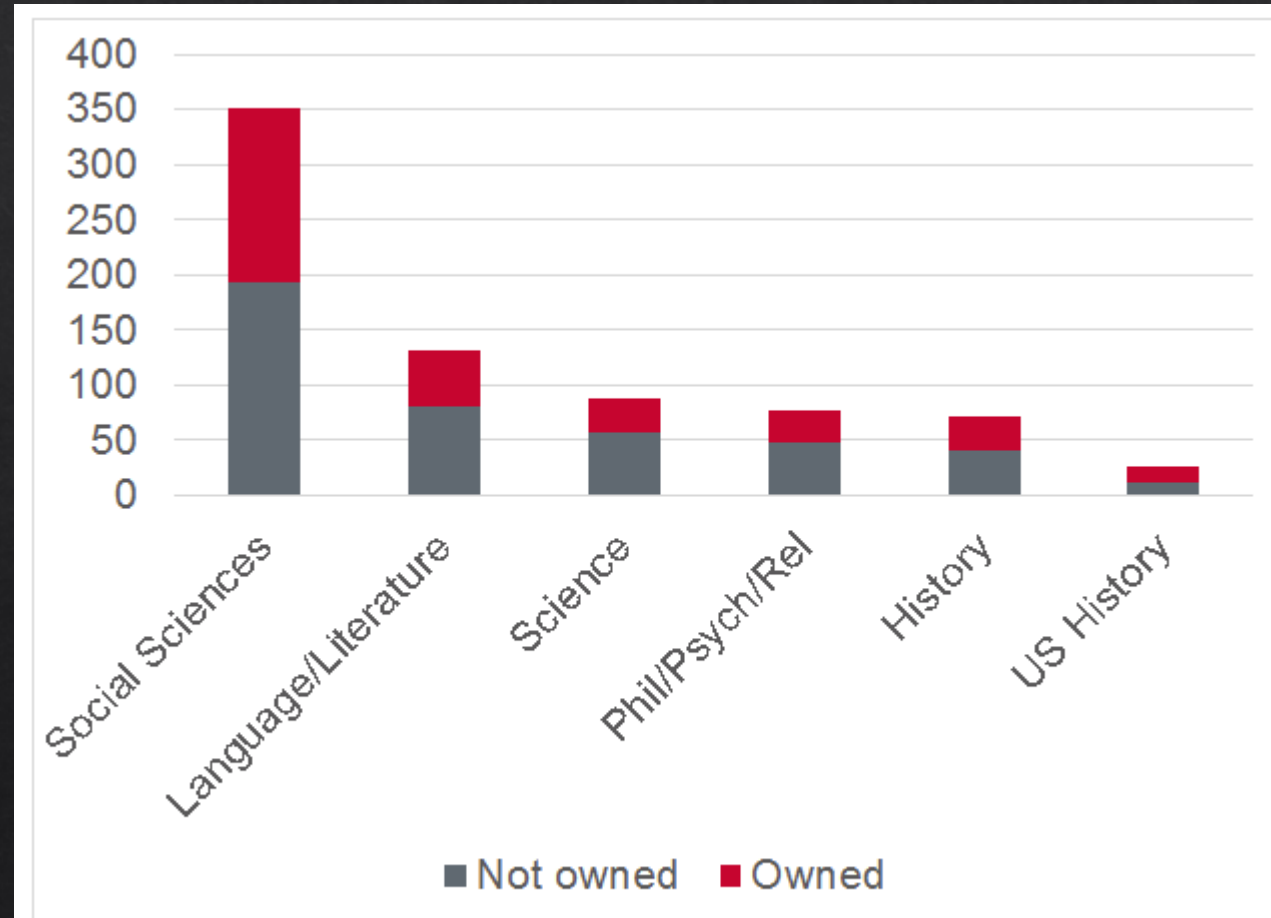


Figure 16: Graduate student PALCI requests in FY16

Source: EZBorrow Data Repository



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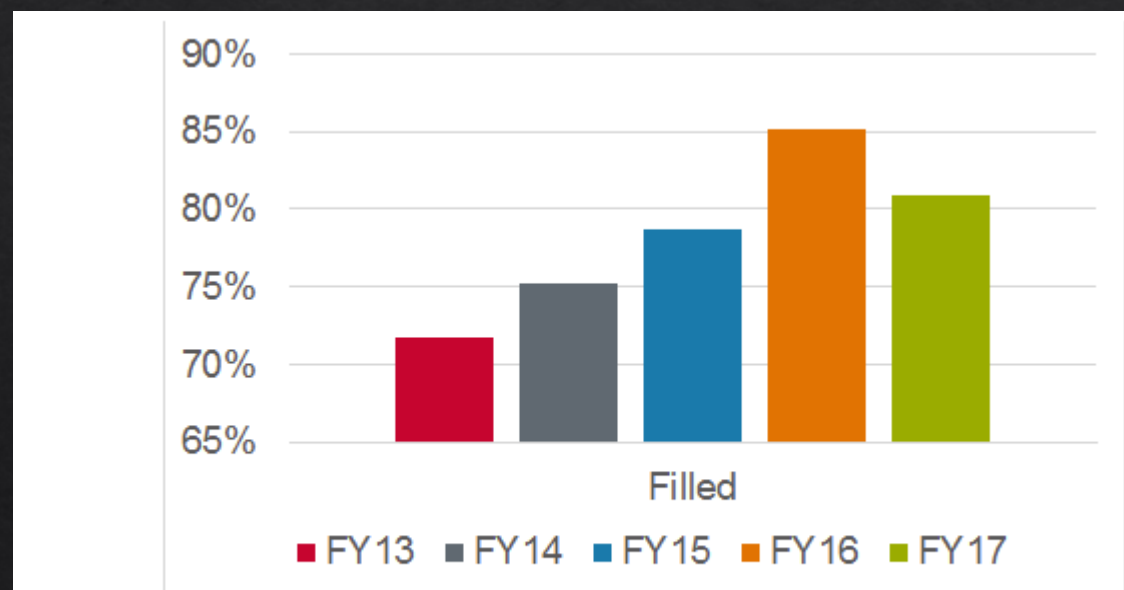


Figure 18: Percentage of ILL article requests filled by FY

Source: ILL (through mid-March 2017)

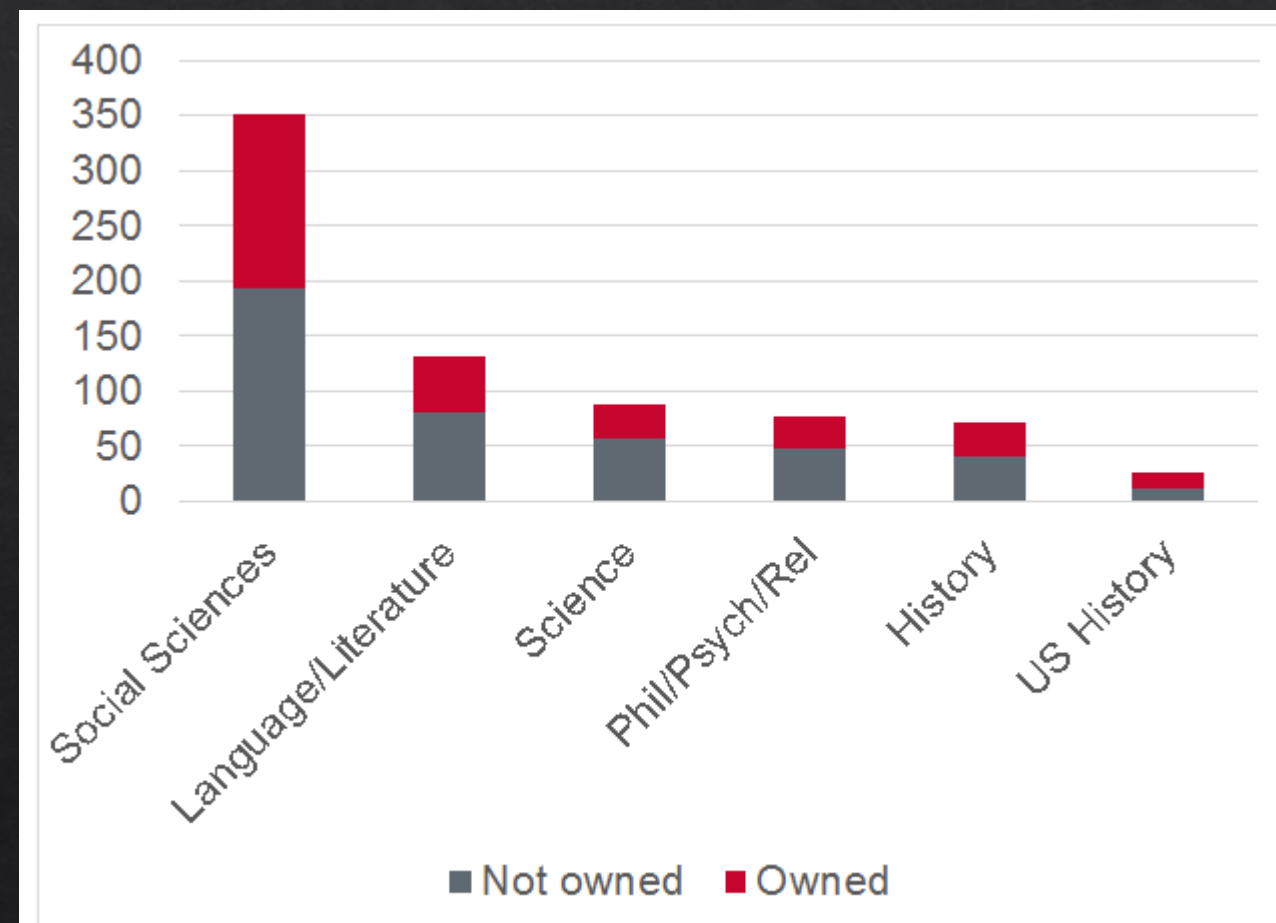


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	Research	Teaching	Learning
Collections	Physical collection Digital collection	Physical collection Digital collection	Physical collection Digital collection
Spaces	Study, group meeting, media, event space	Classrooms	Study, group meeting, media, event space
Services	Circulation Reference Instruction Interlibrary Loan	Circulation Reference Instruction Interlibrary Loan Reserves	Circulation Reference Instruction Interlibrary Loan Reserves
Programming	Events	Events	Events



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2. Spaces: The Dana Library develops and maintains physical and digital spaces that support the research, teaching, and learning needs of the Rutgers community, particularly those at RU-N.

- a. Spaces are accessible and effectively support the research, teaching, and learning activities of the RU-N and Newark community.

Assessment: Monitor space reservation and utilization. Run space study every two years.

- b. Library users suggest how to improve Dana Library spaces.

Assessment: Track suggestions and suggestions that were implemented. Communicate results.

- Space
  - Satisfaction (Participants rate agreement to statements on 1-5 scale, with 1 being strongly disagree and 5 being strongly agree)
    - Booking: “It was easy to book the room.”
    - Physical space: “It was easy to find the room.” “I found the room to be comfortable to work in.”
    - Technology: “The technology was working.” “The technology was easy to operate.”
    - Noise: “The room was too noisy for me to concentrate on my work.”
  - Space suggestions: “If you had a magic wand, what is one thing that you would improve about the room?” (e.g., change furniture, change technology)

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