

**Assessment Team
Report of Activities
2004
Syracuse University Library**

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The Assessment Team, which began meeting in January 2004, has worked throughout 2004 on Team charges as follows:

Charge: Develop a fundamental understanding (practical knowledge) of assessment techniques, processes, and resources

All members of the Team participated in the Association of Research Libraries (ARL) Online Lyceum course: Measuring Library Service Quality.

Members participate in LibQUAL+™ sessions offered at American Library Association meetings, and share articles and other information regarding assessment.

Charges: Serve a central coordination and management role for SUL assessment activities by...providing guidance and planning for SUL programs and departments in accomplishing their assessment needs

The following librarians/departments met with Team members during 2004 regarding possible assessment projects:

- Associate University Librarian for Administrative Services
- Associate University Librarian for Collection Development
- Associate University Librarian for Information Management Services
- Head of Instructional Programs
- OPAC team
- Reference Department
- Science and Technology librarians

The Team continues to welcome consultations with all departments and programs.

Charge: Designing and implementing departmental and cross-departmental assessment projects

In addition to discussing possible projects with individuals and departments listed above, the Team moved forward a web page usability proposal: *Using the Library's Home Page for Access to Information and Personal Control: A Proposed Assessment*

The Team also reviewed results from a questionnaire designed to gather student feedback on the Library.

Charge: Managing the integrated tracking and documentation of SU initiated assessment projects

The Team analyzed and reported on results for the LibQUAL+™ 2003 survey and began preparing for LibQUAL+™ 2005. LibQUAL+™ 2003 activities included arranging for follow-up focus groups to obtain additional comments regarding the 2003 survey results, and surveying Cabinet members for service improvements made at the time of, or following, the 2003 survey.

Charge[s]: Develop useful project data reports to assist affected departments in their follow-through efforts. Develop and implement practical guidelines and criteria to ensure the organizational relevance of projects and to effectively manage the number, scheduling, and frequency of assessment and measurement activities across the Library. Oversee the identification, gathering, and reporting of selected/recurring transactional and use statistics for decision making, reporting, and planning purposes.

The Team began an extensive audit of existing data collection and assessment needs. This audit will enable the Team to initiate a process of ongoing, regularized assessment, and ensure that data is available to decision makers.

Charge: Reporting annually on assessment program activity

This document is the annual report.

In order to facilitate timely and long-range planning, the Team prepared a working plan and project management spreadsheet.

Charge: Identify local resources and expertise that may be needed for assessment projects. Facilitate cooperation with appropriate SU departments and programs to support Library assessment efforts.

Team members met with Barbara Yonai of the Center for Support of Teaching and Learning to benefit from her expertise in regard to focus groups. The Team also met with School of Information Studies faculty members Michael Nilan and Scott Nicholson. The Team will meet again with Scott in 2005 to continue discussion.

The Assessment Team has worked to increase awareness of the assessment process and build support across SUL departments and programs by meeting with Cabinet, publishing three articles in *Staff News*, and making the Team's charge and reports available on the Library's web page: libweb.syr.edu/local/Committees/Assessment_Team/index_html and libwww.syr.edu/publications/LibQUAL+™_2003_report.pdf).

The Team also worked with SU News Services on an article about LibQUAL+™ and SUL service improvement in the *Record* and on the SU web site. The Team continues to work on increasing awareness of the Library's interest in service quality.

Planning for 2005:

The Assessment Team anticipates working on the following projects in 2005

1. LibQUAL+™ : conduct survey, analyze and disseminate results
2. Complete and make available to Library staff the Assessment Audit
3. Work with Scott Nicholson on developing potential projects for the analysis of library data (examples might include LibQUAL+™ data, library web site transaction logs)
4. Continue work towards planning ongoing assessment activities in the Library