8-5-2008

Keeping Assessment Results on the Radar: Responsibility for Action

Margaret Martin Gardiner
University of Western Ontario, mgardine@uwo.ca

Follow this and additional works at: http://ir.lib.uwo.ca/wlpres

Part of the Information and Library Science Commons

Citation of this paper:
http://ir.lib.uwo.ca/wlpres/4
Keeping Assessment On the Radar

Margaret Martin Gardiner
Assessment Librarian
The University of Western Ontario

Library Assessment Conference
5 August 2007
Assessment at Western: Progress

- 2004 participated in LibQUAL+™ for first time
- 2005 assessment responsibilities assigned to a position and Assessment Librarian title created
- 2005 Assessment Committee established
Progress cont’d

- 2006 participated in ARL “Making Library Assessment Work” program
- 2006 Assessment Committee created an assessment plan aligned with the Libraries’ Strategic Plan
- 2007 Libraries participated in LibQUAL+™ as part of the Canadian Association of Research Libraries consortium
Indicator more to be done:
Gap between what our users tell us and what we do in response

What is missing in order to achieve action expected by users?
Gap stirred us to take time to:

- identify barriers to using the user-centred data to improve services and resources
- consider our successes – what was working
- use this information to lessen gap between user-identified concerns and actions taken
Culture change—along the continuum

The overall Assessment Committee strategy is to act by

- positioning ourselves wherever we feel that we can have a positive impact on encouraging staff to work towards a culture of assessment, and

- keeping the need for user-centred action on agendas across the Libraries
Keeping assessment on the agenda

- Promote a culture of assessment at every opportunity, e.g.
  - use staff newsletters, blogs, etc. to promote assessment initiatives and actions taken
  - offer workshops and training one-on-one
  - wrangle invitations to library meetings to talk about assessment
  - provide current awareness regarding studies conducted at other research libraries that may be of interest and use
Keeping assessment on the agenda

- Collaborate with and support staff who have a commitment to the change in culture – look for win-win situations
- Volunteer to become involved in projects, working groups, committee work wherever you can have an impact by providing your expertise
- Push the user information you have to those who could use it
Keeping assessment on the agenda

Remember what users say; others will forget
Work towards action that fits the user-identified concern
And communicate within your libraries as well as to your user communities
Thank You

Questions?