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# Keeping Assessment Results on the Radar: Responsibility for Action

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# Keeping Assessment On the Radar

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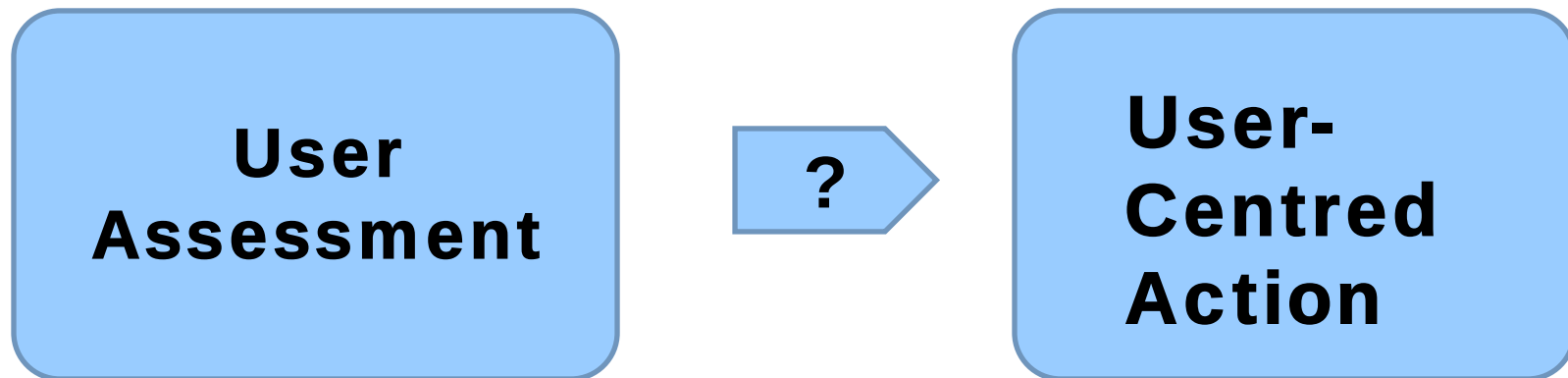
# Assessment at Western: Progress

- **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?**

# Culture change—along the continuum

**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?**