

# ARL Assessment

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The best strategy in a time of uncertainty is not to seek or force the way forward, but to enter a cycle of experimentation

George Siemens

- **Maintain** the useful approaches of the past and **explore** responses to the challenges of the present and future
  - Pritchard (1992)
- New measures as **alternatives** to expenditures metrics for library performance
  - Blixrud (1999)

# What outcomes are we after?

- Defining committee's priorities
- Helping design teams and enabling committees evaluate their own product
- Identifying institutional priorities and feeding them into the ARL process and into the assessment community

# Elliott Shore's listening tour questions

- What tools can we use to tackle today's problems?
- How can we measure what scholars do (scholarly productivity)?
- Are there predictive models relevant to our work?
- How do we present dynamic information?
- How can we rely more on trend analysis?
- Who are the leaders in this? How are they doing it? Who's experimenting with the best stuff right now?

We measure what we care about

Do we know and understand what is important for libraries to measure in 2015?

Do we know and understand what is important for libraries to measure in 2033?

- **Maintain**
- **Explore and evolve**
- **Experiment**

**Maintain  
Dynamically**



# Maintain Dynamically

- ARL Statistics (longitudinal trends)
  - Outcome: describe ARL member libraries
- ARL Annual Salary Survey
  - Outcome: describe salaries and demographics of professional workforce in ARL libraries
- Special Collections?
- Space (Facilities)?

**Explore and  
evolve toward  
outcomes**

# Explore and evolve Toolkit

LibQUAL+ Outcome: library service quality perceptions on information access, service, and library as place

- 1,337 libraries for a total of 2,500,000 people records

ClimateQUAL Outcome: organizational climate and diversity assessment

- 56 libraries for a total of 8,000 people records

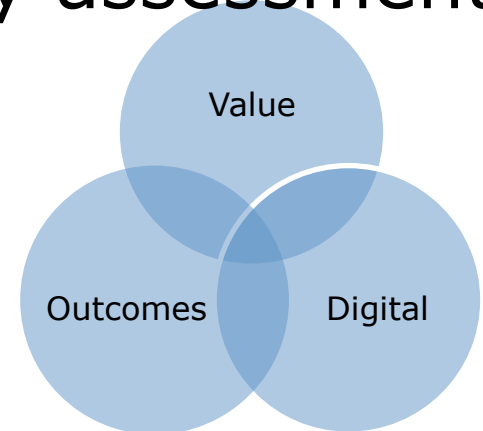
MINES for Libraries Outcome: impact of networked electronic services

- 55 libraries with a total of 120,000 records

**Experiment**

# Experiment, Experiment, Experiment

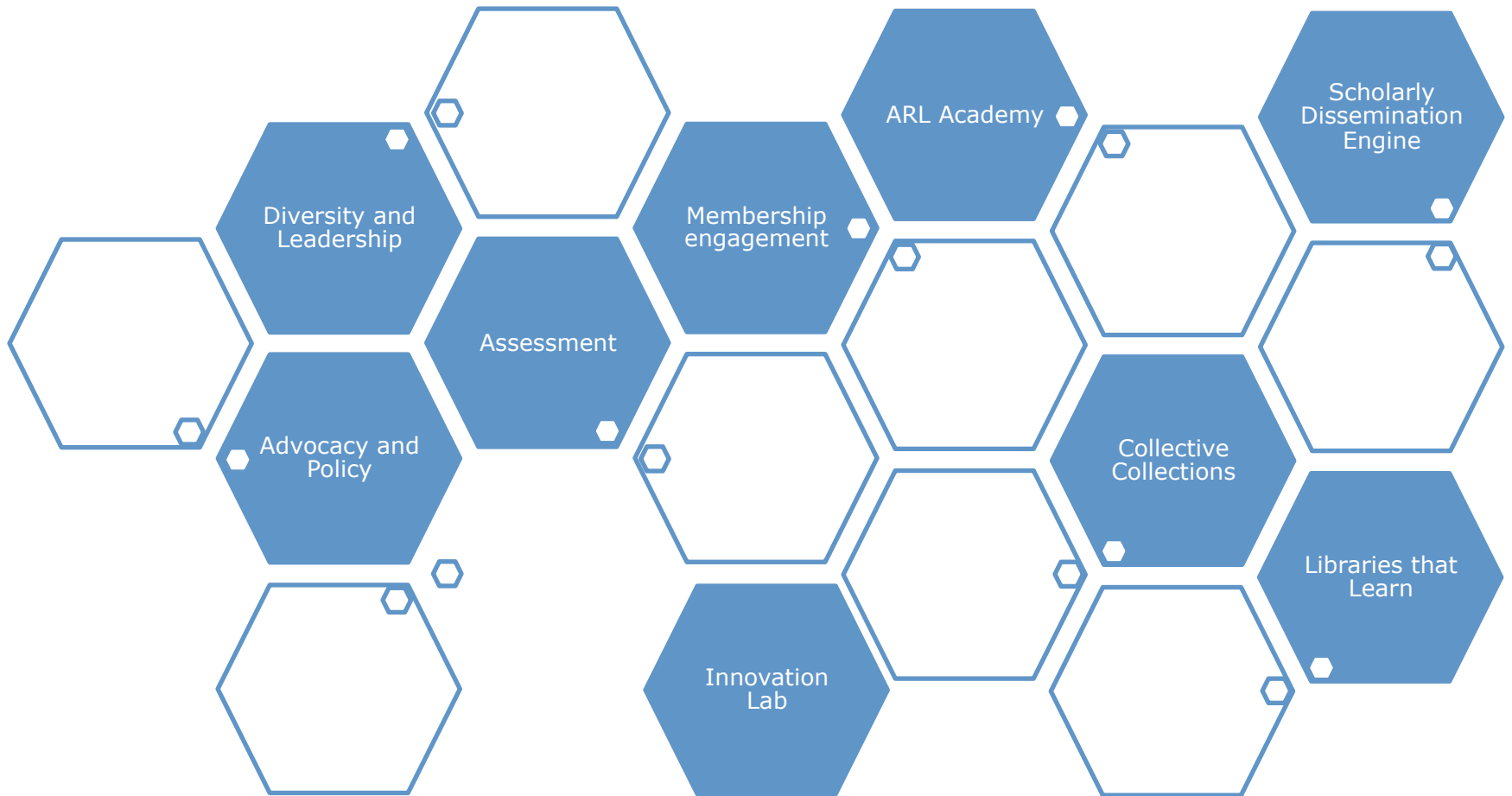
- Value and outcomes and digital
- A lot of interest in capturing the impact of digital libraries and institutional repositories
  - IMLS grant Measuring Up
  - DLF groups on digital library assessment
- NISO Altmetrics groups



# New Assessment projects

1. Assessing the state of outcomes assessment at ARL, in ARL libraries and universities
2. What is the value of libraries in student success?
3. How research analytics in the disciplines are comparing across different institutions
4. Creating and deploying dashboards
5. Engaging the Assessment Community of Practice

# Assessing the System of Action



# ARL Project: Assessment Community of Practice

## LIBRARY ASSESSMENT CONFERENCE

Building Effective, Sustainable, Practical Assessment

Crystal Gateway Marriott  
*Arlington, VA*

October 31–November 2, 2016

[www.libraryassessment.org](http://www.libraryassessment.org)

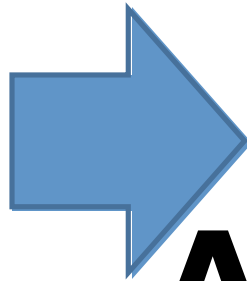


Image of Capitol Reflecting Pool © Milko Romero  
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Our values guide our priorities

**Questions**



**Answers**

# Assessing our Priorities

To assist the Assessment Committee, what are three priority areas for your institution for which you could use help developing library impact metrics. List three important institutional/university priority areas. For example: Student success

1.

2.

3.

# A monument to a state of permanent change



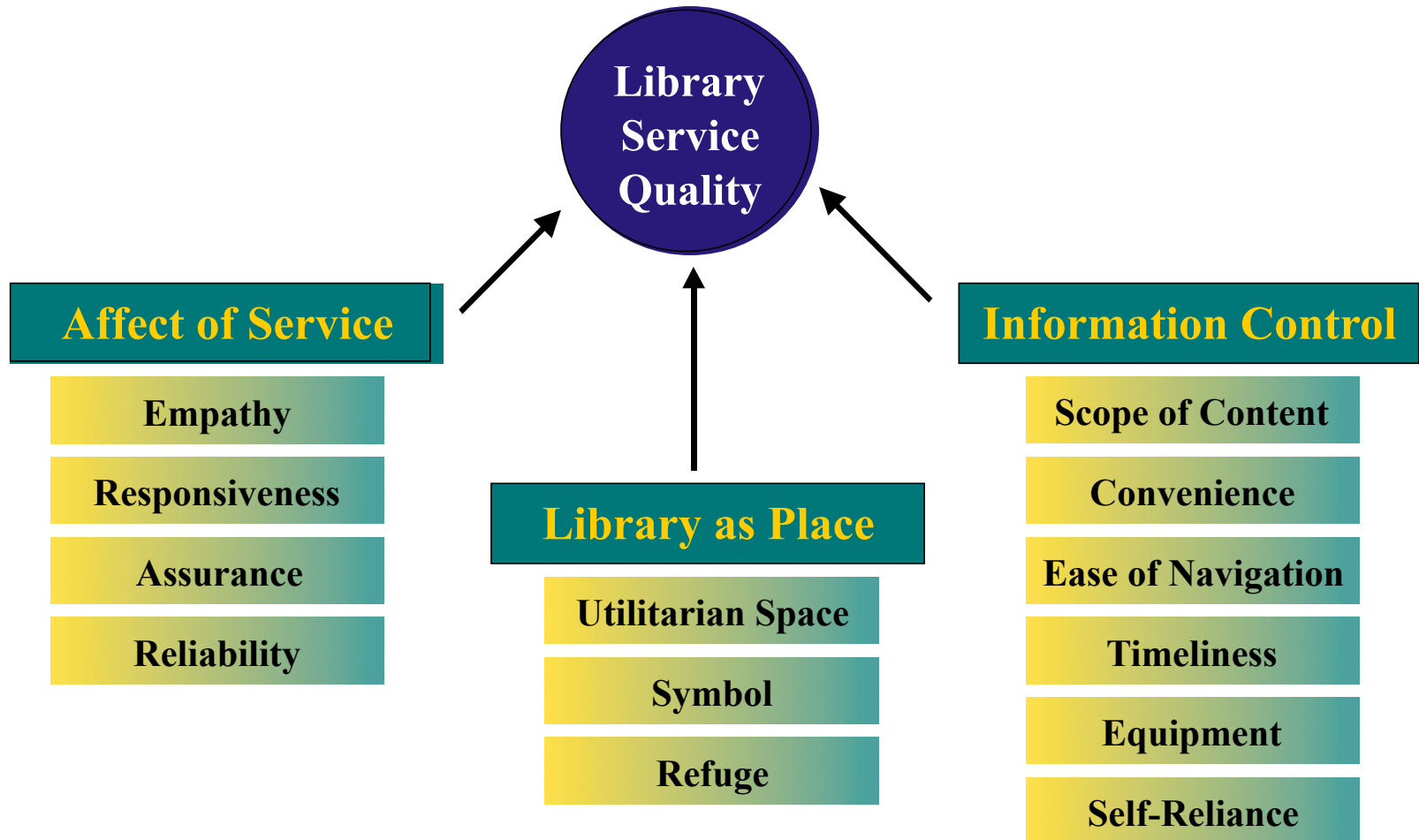
Thanks!





# Explore and evolve toward outcomes

## Dimensions of Library Service Quality



- FROM

- shared collaboration in pursuit of empirical validation

- TO

- shared inquiry in pursuit of experimentation