

**User-Experience & Assessment Committee
Annual Report to Library Council
2012-2013**

Background

A draft of the Terms of Reference was presented to Library Council at the September 11th meeting and the motion to form a User-Experience and Assessment Committee was carried. An email requesting volunteers followed and several librarians and library staff came forward. The first meeting of the committee took place on November 15th. Leads were established for the different areas of library assessment and are reflected in the membership list below. Regular monthly meetings took place on the first Tuesday of each month.

Membership

Library space -	Linda Bedwell (Chair)
E-resources -	Geoff Brown
	Joan Chiasson
Collections -	Ian Colford
	Robin Parker
Public services -	Sandy Dwyer
	Suzanne Hayes (Secretary)
Web presence -	Heather MacFadyen
Information literacy -	Lindsay McNiff
Impact/value -	All

Summary of Activities

1. LibQual

LibQual occupied a significant portion of the committee's time, with members taking on specific roles:

Heather – Promotions coordination with Marlo MacKay

Linda, Joan & Robin – Quantitative analysis

Lindsay & Sandy – Comments analysis

Ian & Linda – Report preparation

Linda – Coordinator

We want to thank Marlo MacKay (Communications Officer) for her extensive work with promoting the survey. Her work was integral to the success of the survey this year.

The survey ran from January 28th to February 17th, and totaled 3,608 respondents, up considerably from 871 in 2010, 1,278 in 2007, and 1,063 in 2005. The committee established the

incentive prizes, assisted with the planning and execution of the promotions activities, chose the local questions, and, once it was configured, tested the survey with various browsers and devices.

With this increase in respondent numbers came an increase in data analysis workload. The committee chair met with SMT on March 26th to establish what data analysis would be most useful. This analysis took place over several weeks, culminating in a report submitted to SMT on April 30th. Following acceptance by SMT, the report was disseminated to all staff. Robin, Lindsay, Joan and Linda conducted results presentations to all staff at all five Dal Libraries' branches. Additional requests for data analysis have been received and will be processed. Peer comparisons and a trends analysis are also forthcoming.

2. Assessment Inventories and Environment Scans

All committee members conducted inventories of assessment activities within Dal Libraries in their areas of responsibility (see membership list). This involved consultation with staff in all library branches. Following this, each committee member conducted an environment scan of what assessment is being carried out at other institutions, and what programs/tools are available, etc. Findings were presented during our meetings over several months. These will be included in an assessment recommendation report to Library Council, which we expect to deliver this fall.

3. Assessment in Action (AiA)

AiA is a 14-month ACRL program and community of practice for assessing the impact that academic libraries have on student success. The committee discussed some ideas for a proposal to the program, ultimately choosing to focus on the impact of Research Assistance on student retention. Lindsay, Joan and Linda met to further refine our focus, and eventually a campus team was formed, consisting of Linda, Lindsay, Dominic, David Matthias (FASS Assistant Dean, Student Matters), Meri-Kim Oliver (AVP Student Academic Success), and Michael O'Sullivan (Office of Institutional Analysis and Research). We were selected, based on our proposal, as one of the 75 institutions participating in the AiA program. Work continues on our seed project to develop a Research Assistance program for re-admitted FASS students, and measure its impact on these students' success and retention.

4. Statistics Management Program

The committee discussed the merits of a few programs (Springshare, Lib Sats/Gimlet, and LibPas). These programs provide a central location for all library statistics which would make inputting, accessing, analyzing and reporting library metrics much easier. A small team was formed (Heather, Lindsay and Linda) to further investigate available programs as well as our library data needs. This team met in June and it was decided that an expanded team will be formed in the fall.

5. Strategic Alignment Plan – Assessment Committee Input

The Libraries Strategic Alignment Plan includes many references to assessment activities. The committee reviewed the draft plan at our June meeting, and submitted recommendations to the University Librarian.

Looking Ahead

LibQual coinciding with this committee's inaugural year presented both an opportunity and a challenge. While we wished to firmly formalize assessment activities, achieve an overall plan, establish and share our vision of library assessment at Dal, LibQual did engage many staff and helped to raise awareness of how important library assessment is. We now have a lot of our original plan to carry out. In the upcoming year, we will:

- review/revise our TOR
- further educate ourselves and library staff about library assessment
- submit a recommendations report, including assessment inventories and environment scans
- complete the LibQual data analysis (i.e., trends, peer comparisons, additional requests)
- develop a team to conduct a needs assessment, evaluate and recommend a library statistics management tool
- Coordinate/support assessment activities identified in the Dalhousie University Libraries' Strategic Alignment 2013-2015 and in our recommendations report

We have lost a couple members due to changing roles within Dalhousie and the Libraries and are therefore looking for new members.

Respectfully submitted by:

Linda Bedwell (Chair)

on behalf of the 2012-13 User-Experience & Assessment Committee

29 August 2013