

Name of the Group: Assessment Coordinating Team (ACT)

Group Reports to: Associate University Librarian, Organizational Development & Effectiveness (AUL ODE)

Definitions:

Assessment is the quantitative and qualitative measure of the degree to which the Library's collections, services, programs, and operations meet its mission and goals. As an ongoing process, assessment activities are undertaken with the aims of influencing decision-making and improving performance.

Culture of assessment is an organizational environment in which decisions are made based on data and analysis, and where services are planned and delivered in ways that maximize positive outcomes and impacts for users.

Background/Scope of the work: The Assessment Coordinating Team is charged with laying the groundwork for an organizational culture of assessment through a program of advocacy, education, advising, action, and communication. ACT coordinates assessment efforts for the UCSB Library. The team assists Library employees in planning assessment projects, selecting or developing instruments, conducting assessments, and analyzing and interpreting data.

The team promotes and models transparency through regular communication of ACT activities and Library assessment purpose, projects, and findings to the entire organization. ACT coordinates with assessment stakeholders to make recommendations to Library Department Heads and Administrative Group (AG) related to accountability in translating assessment efforts into action.

Charge:

- Monitors developments within the broader library and higher education communities related to assessment and the use of data for continuous improvement. Provides information and resources to Library employees on assessment best practices, research design methods, standard instruments, etc.
- Advises and assists Library employees, units, and departments in the planning, design, implementation, and analysis of assessment initiatives. This may include consulting and making recommendations on methods, tools, timing, collaborators, and deliverables.
- Serves as a central clearinghouse for the review and documentation of all Library data collection for assessment.
- Collaborates both internally and externally to build ACT and Library expertise in assessment techniques and tools through training, programming, information-sharing, and opportunities for hands-on experience.
- Communicates regularly throughout the entire Library. Publishes an accessible internal archive of ACT products.
- Assists Library AG in assessment planning that is aligned with the Library's strategic documents (eg. Strategic Roadmap, Workforce Needs Assessment).

- Makes recommendations to AG for ad-hoc working groups to administer large-scale assessment projects with ACT representation.
- On an annual basis, reviews the charge and revises as needed.

Success Criteria:

The Assessment Coordinating Team is not solely responsible for creating an assessment program, which should be viewed as a multi-year undertaking requiring administrative commitment, dedicated staffing, and a user-centered service environment. ACT's success in laying the groundwork for a culture of assessment in the Library will be evidenced by an increase in organization-wide awareness, knowledge, and interest in assessment, and growth in data-driven decision-making.

Deliverables:

Due to the large undertaking of ACT's charge, it is necessary to expect a phased approach to deliverables. Deliverables should be revisited regularly for currency, improvement, and ongoing sustainability.

Phase 1:

- Complete an inventory of current and recent past assessment initiatives, both quantitative and qualitative (eg. statistics, surveys). The inventory should include detailed information such as subject scope, date of last administration, location of data, and data owner. Share the inventory with all Library employees.
- Identify existing Library and campus expertise in methods and techniques of data collection and analysis, as well as skill gaps.
- In collaboration with the Learning Organization Librarian, prioritize learning opportunities based on organizational need and help to plan and execute a learning program.

Phase 2:

- Map the inventory (from Phase 1) to the Library's Strategic Roadmap and/or other current strategic documents, creating a framework for connecting assessment initiatives to impact. Using the mapped inventory, identify gaps where existing assessment activities are not in alignment with Library strategy.
- Create resource guide where Library employees can find information on assessment best practices, research design methods, and standard instruments, as well as archived learning opportunities.

Phase 3:

- Propose a process by which all Library employees should submit planned assessments or ideas for assessments to ACT for review and consultation.

- Make recommendations to Library AG for streamlining and prioritizing existing data collection processes and closing strategic assessment gaps.
- Survey tools and services for managing, visualizing, and sharing organizational data.

Process for identifying, appointing and replacing the Chair and members:

Membership:

Potential members should have a commitment to developing proficiencies in areas identified by the **ACRL Proficiencies for Assessment Librarians and Coordinators**: Knowledge of assessment in libraries and higher education, ethics, assessment methods and strategies, research design, data collection and analysis, communication and reporting, advocacy and marketing, collaboration and partnerships, leadership, management, and mentoring, training & coaching.

Composition:

- ACT shall be composed of six to eight individuals from a wide variety of library functions, including at least one Admin/Dept Head, at least two librarians, and at least two career staff members.
- The AUL ODE appoints the Chair of ACT and meets with them on a monthly basis, or more frequently as needed.

Rotation:

- ACT members will serve for 2 year staggered terms. At the outset, half of the initial members must commit to a 3 year term in order for ACT to begin staggering membership. When an individual completes their term of service, a call for new members will be solicited. Should there be no response to the call, members may elect to renew their membership for another 2 year term.
- The Chair of ACT will serve a 1 year term, to begin at the start of each fiscal year. At the end of a Chair's term, they are to give recommendations for their replacement to the AUL ODE.

Meeting Schedule: To advance the assessment program, the expectation is that ACT will meet monthly, and more frequently as needed. Unless expressly prohibited by an agenda's topic, meetings are open to interested individuals upon prior approval from the Chair.