Assessment Overview
Assessment activities began in FY16 with a focus on hard operational metrics such as collections expenditures, reference, instruction, circulation, campus delivery to offices, preservation, IT performance, entrepreneurship, and SU press activities. While these are core functions that are also reported out via the Libraries’ Annual Report and to external agencies, they were not tied to specific strategic goals, initiatives, or formal “assessment” activities.

Following the 2016 publication of the Libraries’ Strategic Directions in which goals and objectives were intentionally aligned with the University’s Strategic Plan “assessment” goals were realigned to focus on progress towards our strategic goals.

IMPLEMENTATION AND ASSESSMENT
The Syracuse University Libraries are organizing our programs, staffing, advancement, and curricular assessment activities around the following areas of excellence outlined in this Strategic Plan. We have a tradition of data-driven decision making from the metrics and evaluations run by our Program Management Center to the close analysis of patterns of use for subscription databases, which ensures that collections budgets are spent wisely and for maximum impact. Libraries staff are committed to extending our assessment activities to be an ongoing and integrated program at all levels, covering collections, services, spaces and staffing needs. To this end we have established annual assessment metrics for our goals and are making them a regular part of our Library Management Team conversations.

Assessment goals chosen for FY17 - FY19 have been selected from the Strategic Directions and focus on:

Research & Discovery
- Digital Library Program
- Support for Research
- Open Access

The Student Experience
- Information Literacy
- Online Instruction

One Library for One University
- Accessibility & Inclusion
- Internationalization

Needs Assessment for and for Definition of a Center for Collaborative Scholarship (Faculty Commons)

The Libraries’ Assessment Process
Libraries’ Management Team (LMT) met to decide on areas of Strategic Directions to focus on.

Objectives and strategies aligned with goals and assigned to “champions.”

- Program Management Center (PMC) offers to help with identifying sources of data for “targets” and developing tools for data collection.
- “Champions” report out progress towards goals at regular intervals.
- Presentations to LMT.
- In Staff News.
- Via Libraries listserv.

Final fiscal year reports submitted to Institutional Effectiveness and Assessment.
- “Champions” entered into master spreadsheet.
- Provided training in TK20 so “champions” now enter and submit independently.

Repeat

Challenges
- Articulating goals, objectives, strategies... so that they directly relate to the Strategic Plan and are action-oriented with tangible outputs.
- Starting and sustaining discussions of strategic goals and progress across the organization on an ongoing basis.
- Reflecting on the work being done and assessing effectiveness and impact regularly and sharing.
- Realizing that the goals, objectives, strategies... are related to activities we are doing anyway, and not an additional add-on.

This poster created by Deirdre Joyce, Amanda Page, John Stawarz, and Peter Verheyen.

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Click QR to read the Libraries’ Strategic Plan.