Assessing Technical Services at the LSU Libraries

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Presentation Overview

• Technical Services at the LSU Libraries
• University Goals/Libraries’ Strategic Plan
• Unifying Technical Services
• Technical Services Assessment Actions
• Assessment More Than Data
• Questions and Answers
Technical Services at the LSU Libraries

- Middleton Library
  - Acquisition/Collection Development
  - Collection Management
  - Cataloging
- Government Documents and Microform
  - Cataloging
- Special Collections
  - Technical Services
- Systems Librarian
University Goals

- **Discovery**: Expand discovery through transformative research and creative activities addressing contemporary and enduring issues that shape the way we live in the world.

- **Learning**: Enhance a faculty-led and student-centered learning environment that develops engaged citizens and enlightened leaders.

- **Diversity**: Strengthen the intellectual environment by broadening the cultural diversity of the LSU community.

- **Engagement**: Promote engagement of faculty, staff, and students in the transformation of communities.

Libraries’ Strategic Plan

• **Discovery**: Increase the visibility, use, quantity, and quality of library resources and services in support of teaching, research, and creative activities.

• **Learning**: Support undergraduate and graduate learning through library instruction, teaching information literacy, and through direct provision of resources needed for learning and scholarship.

• **Diversity**: Foster diversity among our faculty and staff. In addition, we will foster diversity in the information resources we collect and to which we provide access, as well as in the services we provide, the better to serve our varied constituencies.

• **Engagement**: Foster engagement of Libraries’ faculty and staff to promote excellence and continuous improvement within our own organizational structure, achievement as researchers/scholars, and service to the profession and community.

Source: [http://www.lib.lsu.edu/lib/longrange.html](http://www.lib.lsu.edu/lib/longrange.html)
Discovery:
Increase the visibility, use, quantity, and quality of library resources and services in support of teaching, research, and creative activities.
• Technical Services Committee (TSC) established in August 2013

TSC Charge:
To review and, as necessary, create, change, or eliminate technical services policies and procedures to ensure the functionality, efficiency, and consistency of the Libraries’ technical operations, including use of the ILS and physical processing of materials. The TSC will work to ensure that the LSU Libraries maintain compliance with national standards.
Unifying Technical Services (2/2)

- Technical Services half-day Retreat, LSU Student Union, January 2014

- Retreat purpose:
  - To provide staff the opportunities to have conversation, exchange ideas, create or re-establish acquaintances, and to hear what technical services units are responsible for and who does what within the units; and,
  - To gain a better understanding of technical services assessments that will speak to the Libraries’ new 2020 Strategic Plan
TS ASSESSMENT ACTIONS
ASSESSMENT ACTIONS (1/2)

• Unified TS web presence

• Established two Assessment sub-committees
  • Statistics team to view all technical services statistics to unify as much as possible and to create a single vocabulary of terms.
  • Training team to identify and address training needs.

• Technical Services SharePoint site
  • Documentation
  • Communications

• Training Sessions with assessment surveys

• Staff Duties and Responsibilities Survey
ASSESSMENT ACTIONS (2/2)

• Began review of technical services policies and other documentations

• **Future action:** Assessment of non-technical services staff (forthcoming)
ASSESSMENT MORE THAN DATA
Library Assessment defined

“To assess, in general, is to determine the importance, size, or value of; to evaluate. Library staff assess operations by collecting, interpreting, and using data to make decisions and improve customer service.”

- ARL Spec Kit #303, Library Assessment, December 2007
Culture of Assessment

• A Culture of Assessment in an organizational environment in which decisions are based on facts, research, and analysis, and where services are planned and delivered in ways that maximize positive outcomes and impacts for library clients.

• A Culture of Assessment exists in organizations where staff care to know what results they produce and how those results relate to customers’ expectations.

Amos Lakos
Assessment Framework

Surveys
Rubrics
Focus Groups
Observation
Interviews
Questionnaires
Time and path studies
SWOT analysis (Strengths, Weaknesses, Opportunities, Threats)
Cost analysis studies
Balanced Scorecard
Usability Studies

Image from:
http://www.utexas.edu/pharmacy/faculty_staff/assessment/
## Example Objectives

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<thead>
<tr>
<th>Objective</th>
<th>Outcome</th>
<th>Assessment</th>
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<tbody>
<tr>
<td>Workflow is improved and better integrated</td>
<td>Materials will move more quickly through division to user</td>
<td>Time and Path study</td>
</tr>
<tr>
<td>The work environment is enhanced</td>
<td>All staff members work together effectively</td>
<td>Climate Survey/ Training Skills Survey</td>
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<tr>
<td>Users’ needs are better met</td>
<td>Greater appreciation of Tech Services work by both users and other library staff</td>
<td>Focus Group</td>
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Assessment and Change (1/2)

• Changes are inevitable and unavoidable
• Changes direct us to seek new solutions and make better use of resources
• Changes do not alter the library mission or value but do affect the way the library functions
• Changes should not be introduced solely for the purpose of meeting immediate need

p.391 Eden’s Innovative Redesign and Reorganization of Library Technical Services
Assessment and Change (2/2)

- Implement changes gradually
- Assist each other to achieve goals and objectives
- Have open communication with all staff involved (all Tech Services)
- Communicate changes to the entire library and consider how/if change will affect their work and services
- Consider (and use) existing staff skills and expertise
- Be prepared to provide cross-training or extra training

p.391 Eden’s Innovative Redesign and Reorganization of Library Technical Services
Why Assessment?

• Decision making
• Strategic planning
• Program evaluation
• Advocacy
• Budgeting
• Regular service improvements
• Peer Comparison
Questions?

Thank you for allowing us to speak with you today!

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