The Possibilities are Measurable:

Evaluating Innovation, Learning, and Strategic Thinking within Library Technology Units

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Presentation Agenda

1. Lay out the problem (Articulate)
2. Literature (Assemble)
3. Methodology (Assess)
4. Analysis (Agree)
5. Outcomes (Adapt)

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Assessment is...

ongoing and cyclical!

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Emerging Technologies & Services (ETS)

Vision

Pioneer efforts that transform access to content and collections. Forge partnerships to expand current services and explore new frontiers of library technology.

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MARGARET

CAPSTONES
- ROOM REZ
- SEAT FINDER

ELLIE'S LOG
DONOR WALL
ALUMNI PORTAL

LAURIE

MOBILE
BUILDING OR - FY'15
FRIEND FINDER
WAYFINDING + MAPS

JANE

DIG HUMANITIES
TABLETS w/ORDWAY

RYAN W.

HYDRA BEAVER TRACKS
RT
SCARC WEB   SVN → GIT FOR SCARC
METARCHIVE - PLUGINS   Google ANALYTICS MIGRATION

SUSAN

OE REDESIGN
DRUPAL 7 ↑

SCARC
- collections
- website

DIG. HUM. VISUALIZATION

USABILITY

HYDRA
ADMIN JIRA

TREY

ALUMNI PORTAL
DONOR WALL
            K SEUNGHAE
WAYFINDING + MAPS a WIFI HEATMAP
FRIEND FINDER - SAANTHI

* DIG. HUM VISUALIZATION
   HYDRA HYDRA HYDRA!
REVIEW/EVAL/UPDATE OLDER TOOLS
BUILDING OR - FY'15 ???
ADMIN USER ORGANIZER
    BLACKLIGHT MIGRATIONS
CITATION   ↓ OE αβδ for
DASHBOARD

R END of ROOM REZ

DAVID

Adobe Cloud - PC DONE MAC DONE?
Software Tracker
ASSET TRACKER -

DEAN

- Subnet Firewall (NET DEPENDENT)
- Virtual Env.   · BACKUP OPTIONS
- Campus Data Mngmt
- Puppet   ARCHIVAL STORAGE
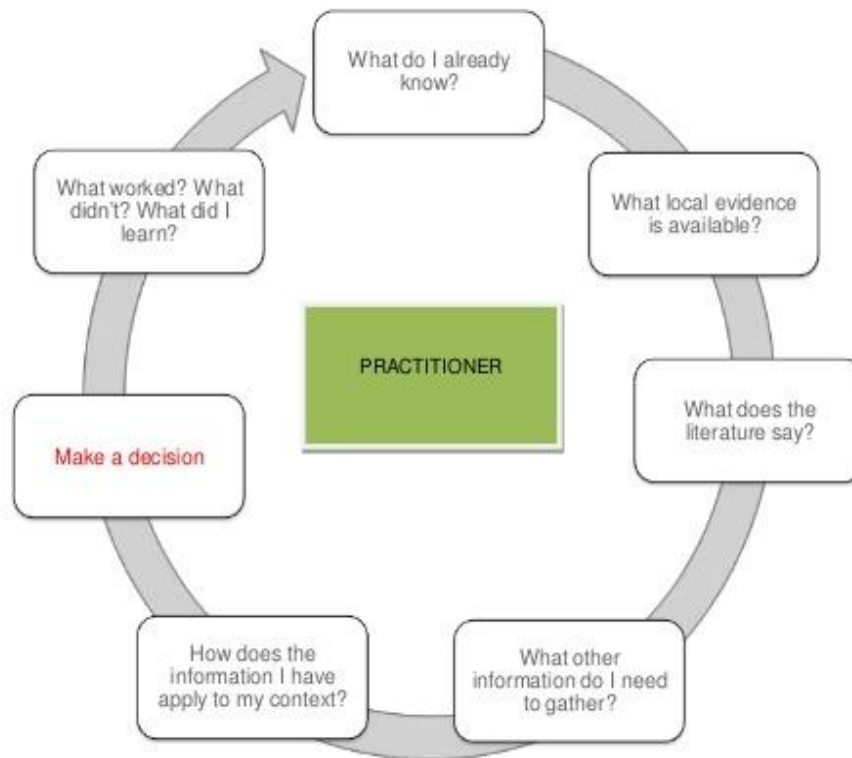- Test ISCSI SERVER

Ryan O.

Google Analytics - 80% complete
Tablets for Circ - EREADER - JANE
Asset Tracking   work from home log ✓
SVN SHUTDOWN - FEB 2014
Hydra Queue Cleanup
SIO MIGRATION PLAN + IMPLEMENTA TION

MARC

RURAL EXPLORER

LIBS OF OR → Ancestry a New Web Infrastructure

Evidence-Based Practice

Questions to ask yourself

What do I already know?

What local evidence is available?

What does the literature say?

What other information do I need to gather?

How does the information I have apply to my context?

Make a decision

What worked? What didn't? What did I learn?

PRACTITIONER

1. **Articulate**

2. **Assemble**

3. **Assess**

4. **Agree**

5. **Adapt**

Articulate...What is Assessible?

Where/How is ETS impacting student learning?

Where/How is ETS advancing the strategic plan?

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Assemble - Evidence - Literature

- *Library Literature*
  - *Focused on the technology tools, not the department*
- *IT Literature*
  - *Focused on IT infrastructure, purchasing, and customer service*
- *Business Literature*
  - *Performance measurement*
    - *Disconnect between theory and practice*
    - *Focused on production instead of services*

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Assemble - Evidence - Local

- ETS Quarterly Reports (n=9)
  - partial FY2011 to FY2013

- ETS Member Activity Journals (n=9)
  - 1 week - Each activity - Time - Who impacts - Who collaborated with.

Assemble - Evidence - What is Needed?

● *Ongoing - Integrate assessment tools based on research results*

Assess - Method - Content Analysis

Assess - Evidence - Coding

60 Codes

Collaborators / Who Impacts   (18)

Student Learning

    OSU Learning Goals for Graduates   (7)

Moving the OSU Libraries Forward

    OSU Libraries & Press Strategic Plan   (4)

    Specific ETS Responsibilities   (11)

ACRL Standards for Libraries in Higher Education   (9)

    Specific to technology   (11)

Assess - Evidence - Excerpts

302 Excerpts

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Assess - Evidence - Excerpts

"Continue Working on Classroom Build update Uta /Stephanie/All classroom users.On and off all day. 4 days"

Coded:

Indirect Student Interaction, TED, ACRL Educational Role (IT infrastructure),
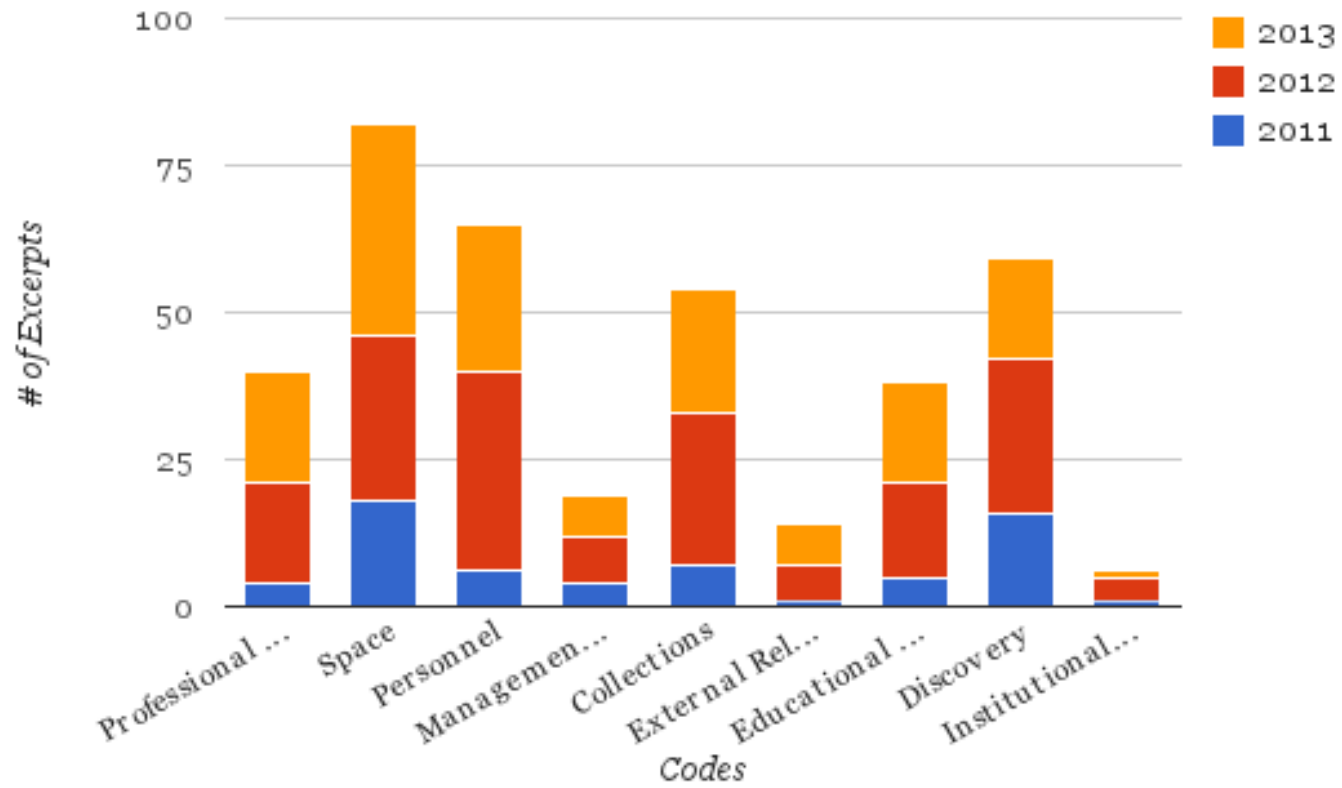
Enrich Academic Impact

Assess - Evidence - Excerpts

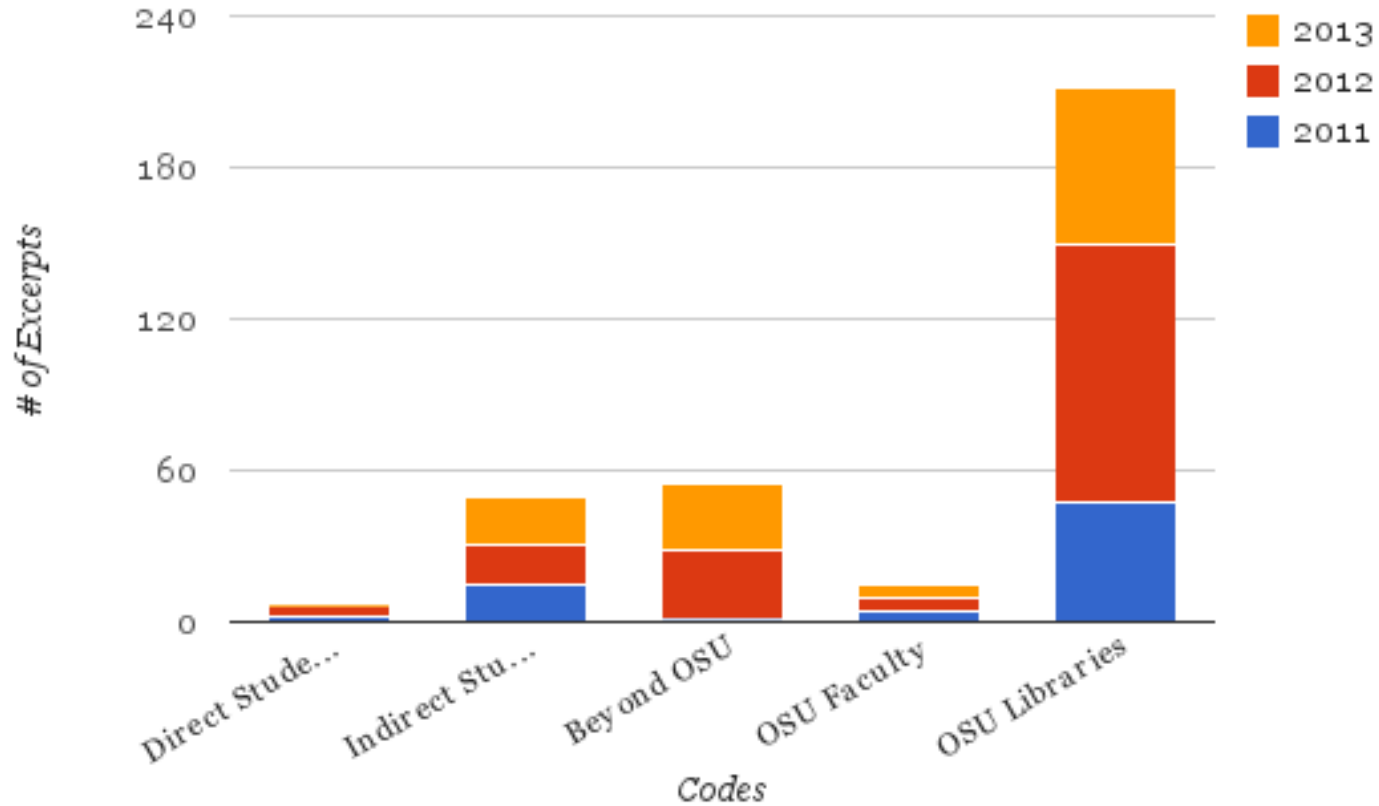*"Beginning of Islandora test with UofO"*

Coded:

Collections, CDSS, SCARC, Collaborate with Others, Partner with Multiple Institutions

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ETS Interactions / Collaborations

Agree -

1. Surprised by "Space" interactions.
2. Might be able to own "outside OSU"
3. Potential under-reporting of activities especially collaboration, interactions with branch libraries, etc.
4. I "knew this" but now have evidence.

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Agree -

1. Quality of data could be stronger - reporting
2. Direct student interactions need to be captured better
3. Coding can be improved (weighing/specificity)
4. Research (especially with students) covers a lot of bases
5. I am surprised about impact beyond OSU

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Agree - Evidence - ETS Mission

OSULP Emerging Technologies & Services
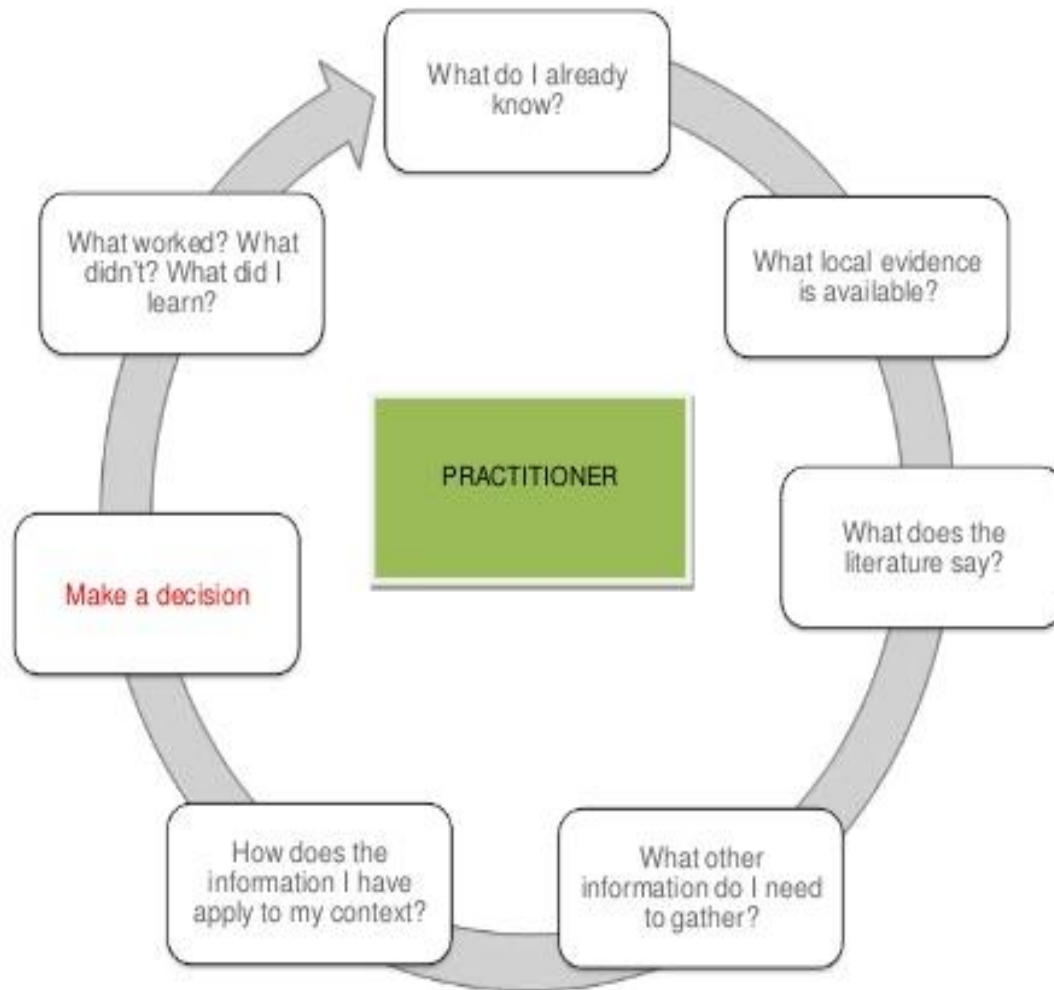
MISSION

The Emerging Technologies & Services Department provides strategic leadership in technology services. In alignment with OSU Libraries & Press' mission, the department empowers OSU and the public to find and use information in support of exploration, discovery, and knowledge creation. ETS maintains an evolving, robust, and flexible technological infrastructure and provides responsive customer support.

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Adapt - Outcomes - Ongoing

1. Have a library-wide discussion about reporting best practices
   a. Reports as evidence-gathering tools to make decisions, demonstrate impact
2. Try this content-analysis with another library unit for comparison
3. Update ETS Mission & Vision to emphasize OSULP strategic plan and uncovered department strengths
4. LaLC project going away - what will this do in the future?
5. Weighing codes to better understand effort and impact
6. Once OSULP strategic plan is in effect longer, use this technique for assessment
7. Creating a tool to measure "Innovation"

Questions to ask yourself

Questions / Discussion / Applause?

"When the bird and the book disagree, always believe the bird."

- James Audubon

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