

July, 2013

The Possibilities are Measurable: Evaluating Innovation, Learning, and Strategic within Library Technology Units

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The Possibilities are Measurable:

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

**7th International Evidence Based Librarianship Information Practice Conference
University of Saskatchewan, July 2013**

Rick Stoddart Assessment Librarian
Evviva Weinraub Emerging Technologies & Services

Presentation Agenda

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

Assessment is...
ongoing and cyclical!

*How can I communicate the impact of Emerging Technologies & Services?
I am having trouble assessing my library unit with traditional measures. Help!*



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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.

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 WORDSWAY

RYAN W.

HYDRA BEAVER
TRACKS

RT

SCARC WEB

METARCHIVE-
PLUGINS

SVN → GIT
FOR SCARC

Google Analytics Migration

SUSAN

SCARC

↳ collections
↳ website

USABILITY

HYDRA

ADMIN JIRA

TREY

ALUMNI PORTAL
DONOR WALL

↳ SEUNGHAEE
WAYFINDING + MAPS + WIFI HEATMAP

FRIEND FINDER - SANTI

* DIG. HUM. VISUALIZATION
HYDRA HYDRA HYDRA!

REVIEW/EVAL/UPDATE OLDER TOOLS

BUILDING OR-FY'15 ???

ADMIN USER ORGANIZER

BLACKLIGHT MIGRATIONS

* CITATION
DASHBOARD

↳ OER & FOR

REND of Room REZ

LIBS OF OR → ANCESTRY & NEW WEB INFRASTRUCTURE

OEREDesign
DRUPAL 7 +
DIG. HUM. VISUALIZATION



DAVID

Adobe Cloud - PC DONE MAC DONE?
Software Tracker
Asset Tracker -

DEAN

SUBNET Firewall (NET DEPENDENT)
VIRTUAL ENV. BACKUP OPTIONS
CAMPUS DATA MGMT
PUPPET ARCHIVAL STORAGE
TEST ISCSI SERVER

RYAN O.

Google Analytics 80% complete
TABLETS FOR CIRC - EREADER - JANE

Asset Tracking WORK from home log ✓

SUN SHUTDOWN - FEB 2014

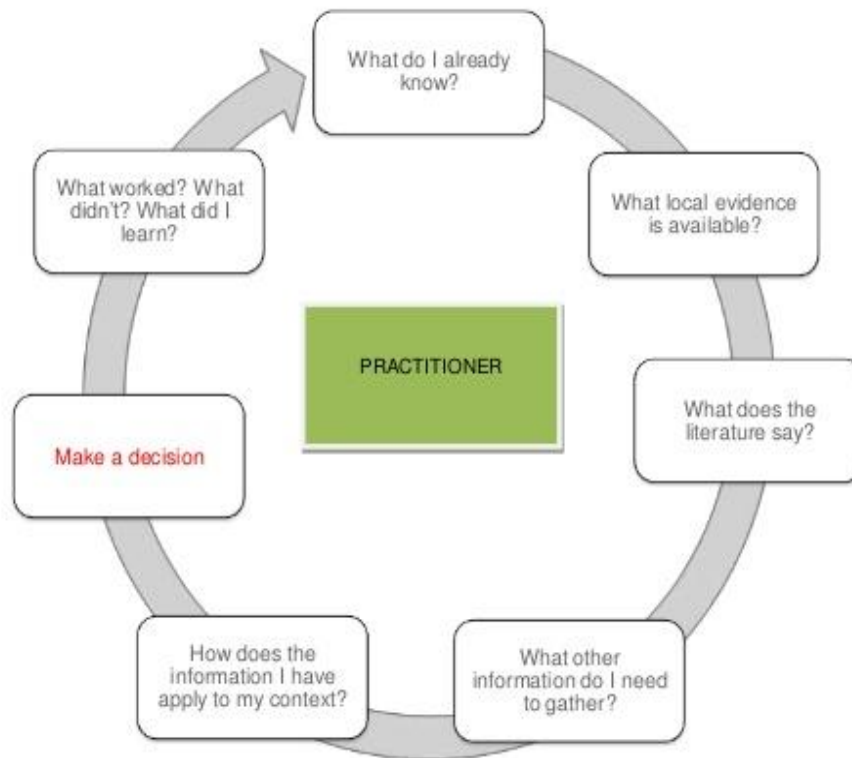
THIRDA Queue Cleanup
SIO MIGRATION PLAN +
IMPLEMENTATION

MARC

RURAL EXPLORER

Evidence-Based Practice

Questions to ask yourself



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?

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*

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



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Assess - Evidence - Coding

60 Codes

Collaborators / Who Impacts	(18)
<i>Student Learning</i>	
OSU Learning Goals for Graduates	(7)
<i>Moving the OSU Libraries Forward</i>	
OSU Libraries & Press Strategic Plan	(4)
Specific ETS Responsibilities	(11)
<i>ACRL Standards for Libraries in Higher Education</i>	(9)
Specific to technology	(11)

Assess - Evidence - Excerpts

302 Excerpts

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

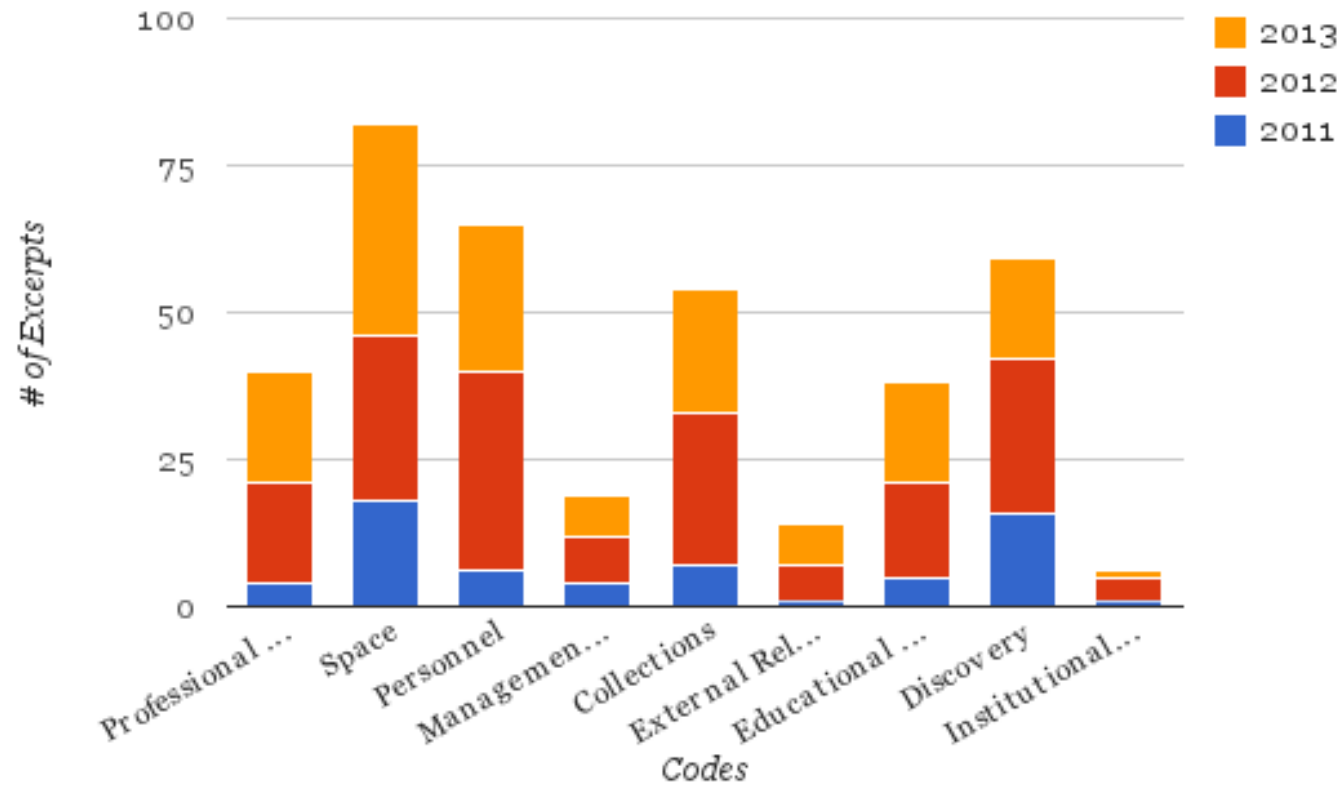
Assess - Evidence - Excerpts

"Beginning of Islandora test with UofO"

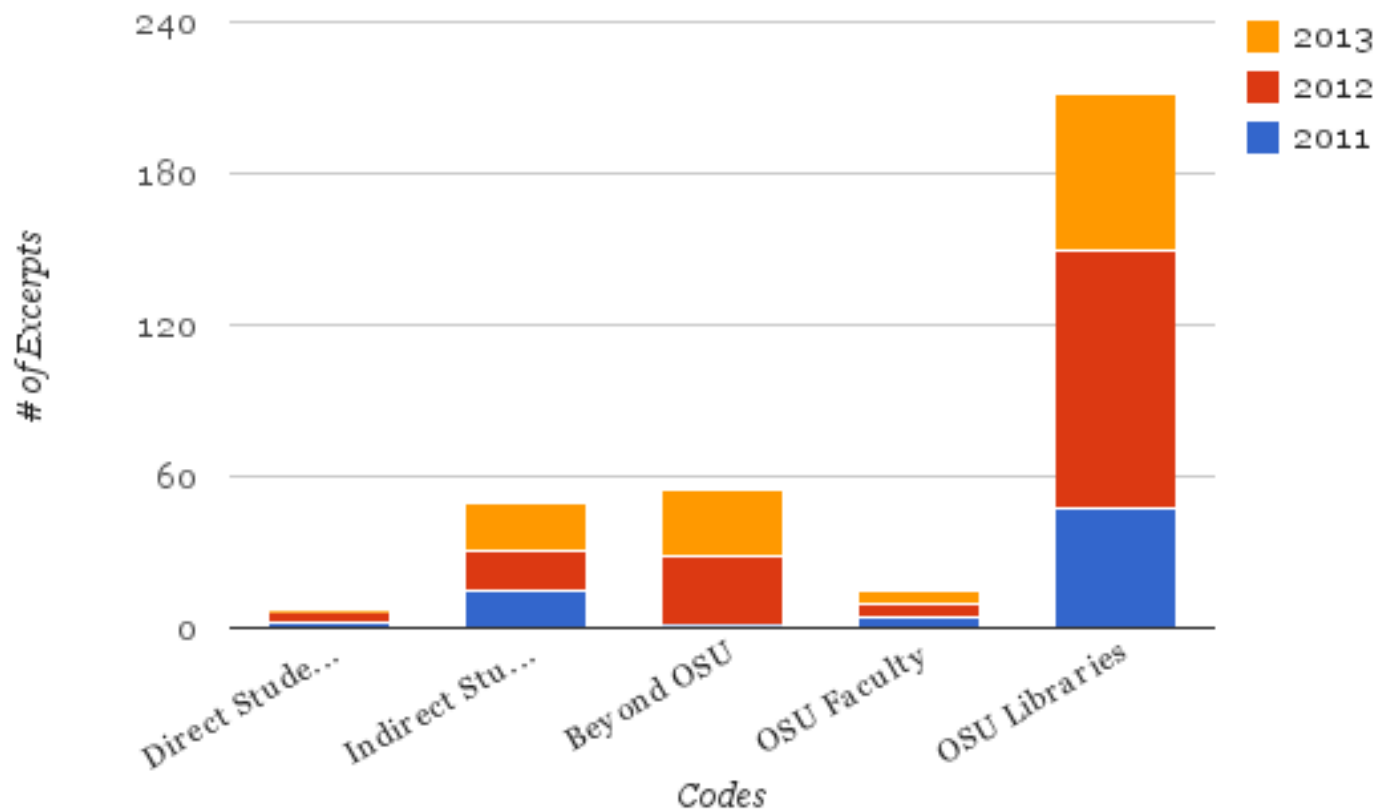
Coded:

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

ACRL Standards for Libraries in Higher Education



ETS Interactions / Collaborations



Agree -

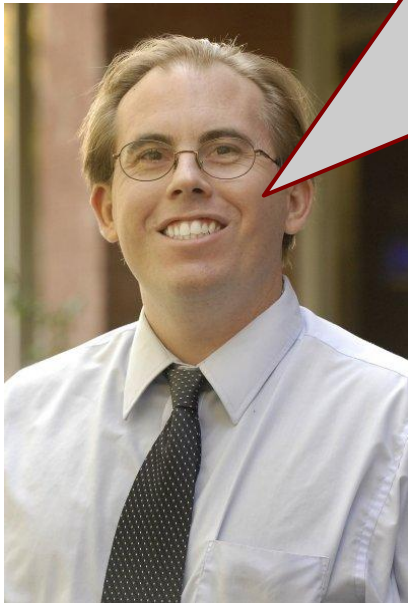
1. Surprised by "Space" interactions.
2. Might be able to own "outside OSU"
3. Potential under-reporting of activities especially collaboration, interactions with branch libraries, etc.
4. I "knew this" but now have evidence.



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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*



Agree - Evidence - ETS Mission

OSULP Emerging Technologies & Services

MISSION

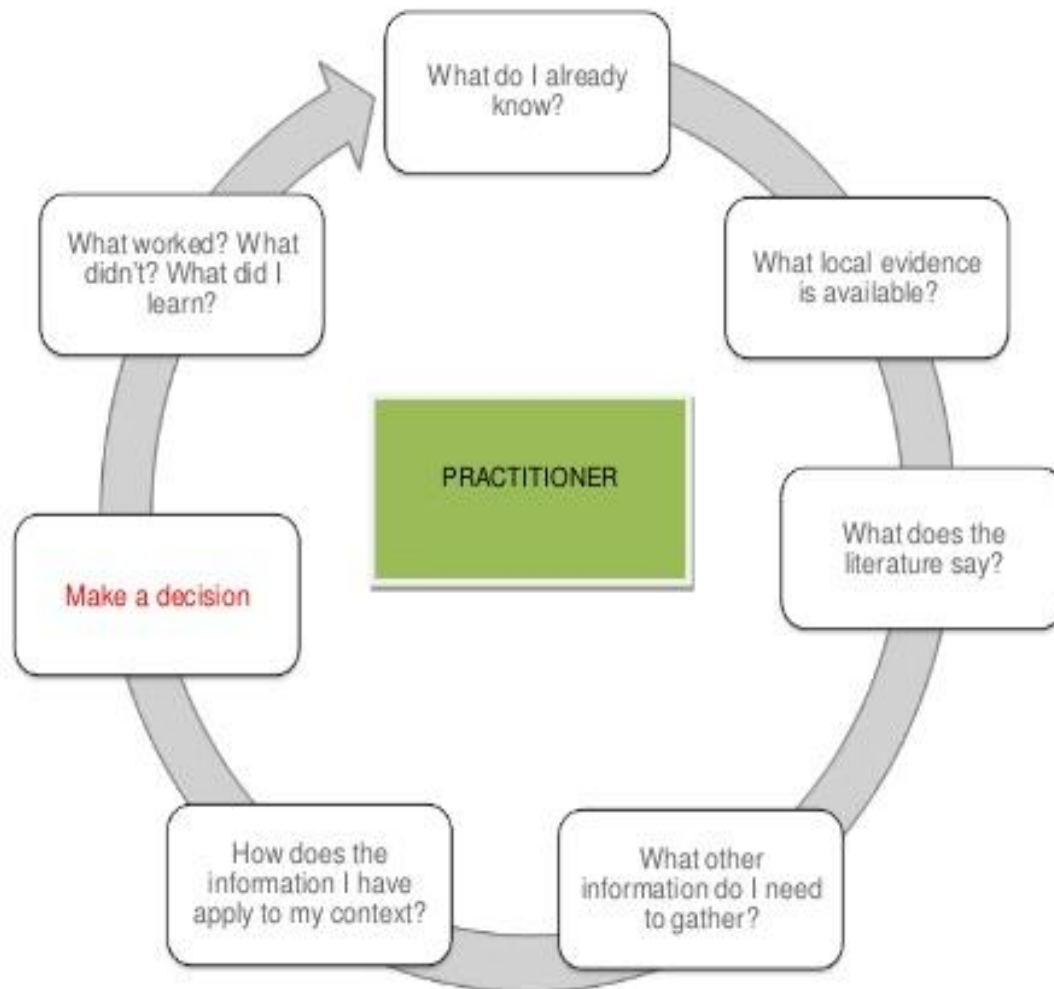
The Emerging Technologies & Services Department provides strategic leadership in technology services. In alignment with OSU Libraries & Press' mission, the department empowers OSU and the public to find and use information in support of exploration, discovery, and knowledge creation. ETS maintains an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