



Chapter Council Presents

Sharing Roundtables

MLA Annual Meeting

Chicago IL

Sunday, May 18, 2008

## Final Report Form

### Participants:

Tim Roberts, Moderator, Hospital for Special Surgery, NY  
Sheryl Panka-Bryman, Recorder, Temple University Health Sciences, PA  
Toni Hoberecht, University of Oklahoma Health Sciences, OK  
Barbara Mercer, Seton Family of Hospitals, TX  
Maryanne Blake, University of Washington, WA  
Marcy L. Brown, Envision Research, PA  
Gretchen Hallerberg, Cleveland Clinic, OH  
Betsy Kelly, Washington University in St. Louis, MO  
Kay Chapa, UT Southwestern Medical Center, TX

In a brief format, please list topics discussed and ideas shared. Use the back of this sheet or an extra sheet if necessary:

Why do we Assess & Evaluate? Culture of Assessment? Empowerment? Funding? Customer Satisfaction? Employee Engagement? Mandated?

- To evaluate new programs; to support the feasibility of new programs
- To develop formal evaluative procedures
- To assess student learning outcomes
- To measure the impact of the library; to evaluate library advocacy
- To support the impact of new libraries
- Show cost/benefit and return on investment of library
- To document the replacement value of library staff

What are we hoping to find out? Are we looking for SMART (specific, measurable, attainable, realistic, timely) Answers?

- Consider validity of questions – test of questions
- Pretest the survey with representative sample
  - To support the library's/institution's mission
- All must agree on definitions of terms

- What are the goals of institution for library?

Do we ask or do we track?

- To know that accomplishing something ... making a difference
- To have data to determine the impact of the library, program to use towards supporting the program or making critical changes
- To have data to support assumptions
- Measurement leads to variables not previously considered
- Medicine and science are data driven – will speak the language of the library’s constituencies
- See trends in stats – figure out why

Do we have to ask “valid” questions?

- If a valid instrument is available, use it. However, the group thought the requiring a validated tool may be overkill for the type of surveys they were conducting.

Who do we ask?

- How do we get people involved with a survey instrument?
  - Have surveys released from a more authoritative office?
  - Bring the survey to the people
    - Cafeteria; intra-campus transport
  - How to make people answer?
    - Make a personal connection
    - Incentive (e.g. gifts, raffles)
    - Anonymity
    - Use of feedback blog – respond to direct requests of users, let them know they’ve been heard

Assessment Evaluation Ideas & Best Practices

- Re-use survey tools developed and published by University of Washington
  - Ask permission
- Construct neutral, not leading, questions
- Write questions in conjunction with stakeholders; what does everybody want to know?
- May get information that didn’t want:
  - What does it mean?
  - May have to change direction
- Don’t ask questions about things won’t/can’t change
- Are we collecting the right stats? Are we interpreting them in light of an evolving environment?
- Choose a target – a measurable level of response
- Get stakeholders involved in the project
- Who should be asked? How to weight the response from that individual
  - Depends on what you want to know
- If using human subjects and want to publish, must consult IRB
- Be willing to make the changes suggested by the answers to the questions
- Logic models

- Planning tool
- What's your goal? From goal, work back to outcome.

### Resources Presented and Discussed:

- Buzz Words for Assessment (Updated 10 April 2003)
- Conducting a user-centered information needs assessment: the Via Christi Libraries' experience. Perley CM, Gentry CA, Fleming AS, Sen KM. J. Med Libr Assoc. 2007 Apr; 95(2): 173-81, e54-5.
- Weill Medical College of Cornell University (HSS) assessment tool.
- Assessment of customer service in Academic Health Care Libraries (ACSAHL): an instrument for measuring customer service. Crossno JE, Berkins B, Gotcher N, Hill JL, McConoughey M, Walters M. Bull Med Libr Assoc. 2001 Apr; 89(2): 170-6.
- Logic model resources:
  - W.K. Kellogg Foundation  
(<http://www.wkkf.org/default.aspx?tabid=101&CID=281&CatID=281&ItemID=2813669&NID=20&LanguageID=0>)
  - United Way ([www.yourunitedway.org/NR/rdonlyres/4645476C-1EE8-469D-8938-17DE3F6E94AE/0/GuideforLogModelandMeas.ppt](http://www.yourunitedway.org/NR/rdonlyres/4645476C-1EE8-469D-8938-17DE3F6E94AE/0/GuideforLogModelandMeas.ppt))
  - IMLS (<http://www.imls.gov/applicants/obe.shtm>)

Recorder: Please send your report (MS Word file attachment preferred) by Monday, June 9, 2008 to:

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