Reinventing service statistics: Connecting primary library services with university learning outcomes

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Abstract
This poster describes two innovative methods for tracking library statistics and mapping them to strategic plans, learning outcomes, and professional standards. In addition to standard library statistics, previously untracked contributions, including internal projects and professional development, are documented. One university developed this method using Google Forms and another adapted it using a combination Dreamweaver and MySQL. Learn how each university uses this service data to demonstrate value through social media, unit-level reports, and annual reports.

Keywords
assessment

Disciplines
Library and Information Science

Comments

For supplemental materials and information about Wright State University's contributions please see: More About TIDBIT

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History:
It started with a question:
Why do we have so many forms? Aren’t all these things we track Information Literacy?

Development:
Will the data we collect:
• Communicate value
• Support future requests
• Connect to College-wide initiatives (e.g., NSSE)
• Support Lavery Instruction Program
Google Forms (Free and Easy!)
Updated yearly based on changing needs or improved data collection

Future Directions:
• Fold Checkout Desk Forms into “The Form”
• Link raw assessment data to class statistics
• Continued review and alignment with Library and College-wide needs

Use and Value Added:
Lavery Statistics Dashboard
Library contributions to accreditation
• Targeted value statements to stakeholders
  • President/Board of Directors
  • Provost/Deans
  • Students
• Tweet Strategically @laverylibrary
  • #laverylearn, #laveryaccess, #laveryexports, #laveryspace, #laveryassess

Reports
• Demonstrates impact by college and program
• Collects time spent on transactions
• Consolidates data for simplification
• Department and individual librarian reports
• Multiple access levels for staff

Next Steps
• Connect to university learning outcomes
• Data visualization
• Expand to other library service areas

Service Desk Form
• One-click entries save staff time
• Replaces fee-based service
• Maintains a knowledge bank

Instruction Form
• Replaces staff monthly reports
• Gathers assessment methods used in class
• Connects instruction with university learning objectives
• Includes space assessment for instruction rooms

Collective Interaction Form
• Replaces staff monthly reports
• Tracks time spent on interactions
• Previously unrecorded activities are captured
• Connects interactions with university learning objectives