

2006

Assessment & Marketing Librarian hired
LibQual+ Survey 2006

Assessment Task Force created
Library Assessment Conference 2006

2007

CUL Assessment Plan 2007-2009 approved
Assessment Working Group created

First CUL Assessment Forum: User Needs & Renovation, NYU Libraries

Institutional Review Board training

Quality Service Feedback Project (Pilot)
Assessment & Marketing Librarian attends ARL Service Quality Evaluation training

Second CUL Assessment Forum: Assessment @ Columbia & Barnard College

Digital Social Science Center User Needs Assessment

Third CUL Assessment Forum: Tracking Quality in Chat Reference: Baruch College Library, CUNY

2008

CUL Assessment Plan 2007-2009 published in ARL SPEC-Kit

Digital Humanities Center User Needs Assessment

Library Assessment Conference 2008

effective

CUL Assessment Forums

- NYU Libraries
- Baruch College Library
- Cornell University Libraries

Assessment Projects

- Usability Studies
- Virtual Reference Assessment
- Digital Social Science Center User Needs Assessment



practical

- Support strategic goals
- Assessment Center (online) for staff
- Establish CUL Data Center
- Institutional Review Board training

sustainable

- Assessment & Marketing Librarian position
- Assessment Working Group
- CUL Assessment Plan, 2007-09



challenges

- Assessment inspires changes in the organizational culture
- CUL has a complex data environment
- Time & timing
- Project management skills vary

successes

- Understanding what is not assessment
- Assessment is included in annual goals of staff
- CUL Assessment Plan published in ARL SPEC-Kit 303



year two

- LibQual+ 2009
- Continue to build the CUL Data Center
- Establish assessment project procedures
- Build a public website
- Assess assessment!



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