Building an Assessment Program
@ Columbia University Libraries

Year One

2006
- Assessment & Marketing Librarian hired
- LibQual+ Survey 2006
- Assessment Task Force created
- Library Assessment Conference 2006

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

2007
- CUL Assessment Plan 2007-09 approved
- Assessment Working Group created
- First CUL Assessment Forum: User Needs Assessment, NYU Libraries
- Institutional Review Board training
- Quality Service Feedback Project (Pilot)
- Second CUL Assessment Forum: Assessment @ Columbia & Barnard College
- Digital Social Science Center User Needs Assessment
- Assessment & Marketing Librarian attends ARL Service Quality Evaluation training
- Assessment Center (online) for staff
- Establish CUL Data Center
- Institutional Review Board training
- CUL Assessment Plan, 2007-09 published in ARL SPEC-Kit 303

2008
- Third CUL Assessment Forum: Tracking Quality in Chat Reference: Baruch College Library, CUNY
- Usability Studies
- Virtual Reference Assessment
- Digital Social Science Center User Needs Assessment
- CUL Assessment Forums
- • NYU Libraries
- • Baruch College Library
- • Cornell University Libraries

Effective
CUL Assessment Forums
- NYU Libraries
- Baruch College Library
- Cornell University Libraries

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!