



Assessment Project Management in the Real World

Hour One:
Assessment Project Basics

Columbia University Libraries

We are:

Assessment & Marketing Librarian
Web Developer, Libraries Digital
Program

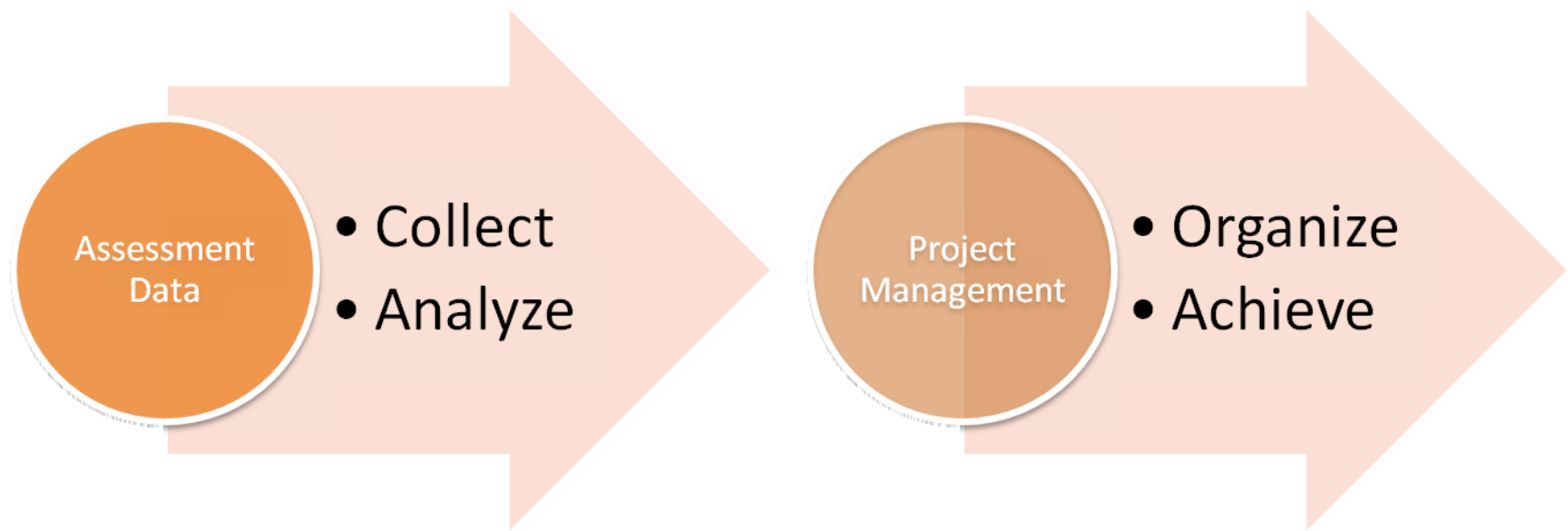
Members of the Assessment
Working Group

Our library:

- 20+ dept. libraries
- 10,000,000 volumes held
- FTE Professional Staff: 328



Why *Assessment* Project Management?



What is a project?

- Projects have a beginning, middle, and **end**
- Projects are *not* processes

Often, assessment is iterative, but *most projects are finite.*

What is assessment?

Quality, actionable data

+

Data-informed decision making

+

Information transparency

=

Culture of Assessment



Assessment Working Group

COLUMBIA UNIVERSITY LIBRARIES
assessment@columbia.edu

Common Types of Assessment Projects

Surveys

Focus Groups &
Interviews

Annual Statistics

User
Satisfaction
(LibQual+)

Web Usability
Studies

Process
Improvement

User Needs
Studies

Ethnographic
Studies

E-resource/
Collections Use
Data Analysis

Way-finding
Studies

Instruction
Outcomes
Assessment

Accreditation



Do you need a team?

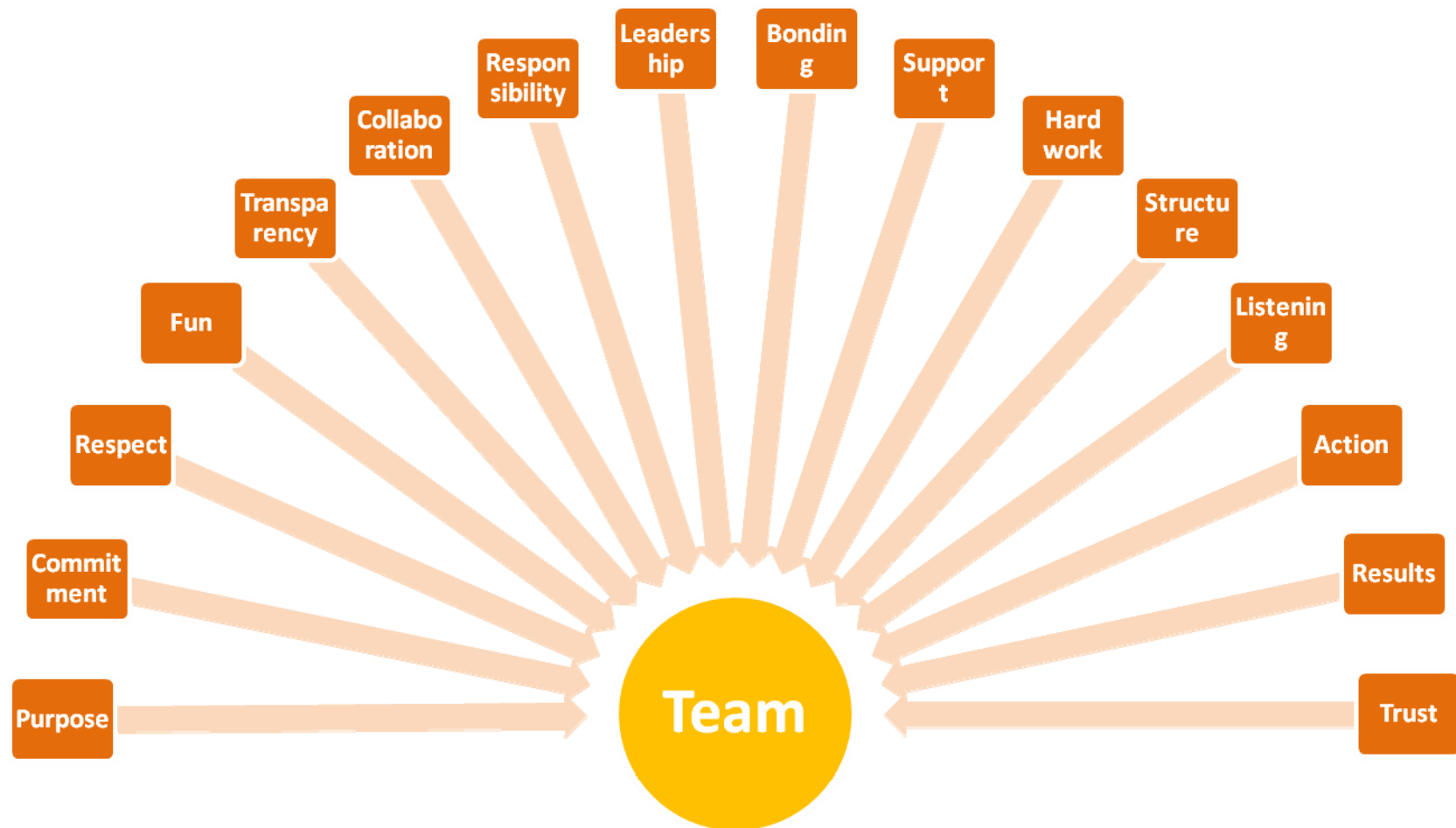
Understanding Your Team: Building Your Team

Types of assessment project teams

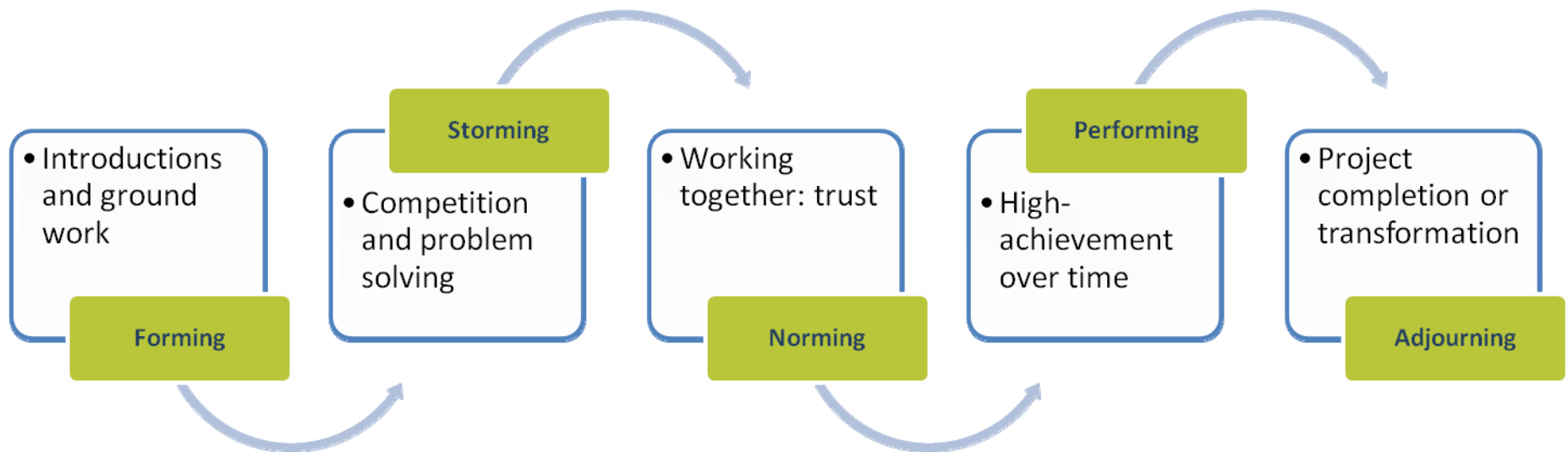
- Committees
- Project working group
- Project working group +
assessment librarian



What makes a good team?



Assessment Project Team Life Cycle



Understanding Your Team: Communication Styles

Everyone has a
communication style.

These styles are innate. They
cannot be learned. We can
all understand and adapt to
the styles we work with.



Understanding Your Team: Communication Styles

Several tools exist to help team members learn about personal styles and interaction strategies.

- MBTI: Myers-Briggs Type Indicator
- Kiersey Temperament Sorter
- 16 Personality Factors
- TRI: The Temperament Research Institute
- HBDI: Herman International, Whole Brain Thinking



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Activities 1 & 2

Communication Styles

Understanding Your Team: Team Member Roles

Each member contributes something different to the team.

Outlining roles helps team members understand what's expected of them, so they can deliver.

Understanding Your Team: Team Member Roles



Assessment Working Group

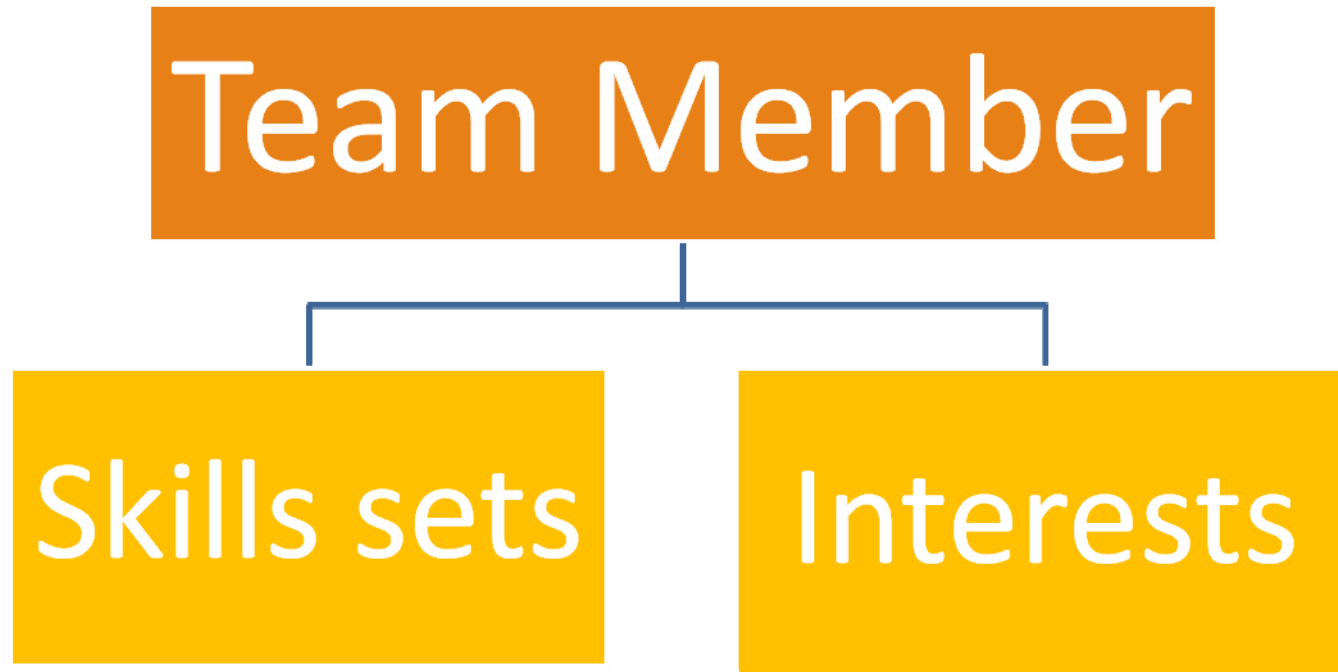
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Activity 3

Team Member Roles

Understanding Your Team: Skill Sets





Activities 4 & 5

Team Member Skills

Be the leader!



Good team leader traits...

- Love of their work ... and embracing the challenges
- Clear vision ... and communicating this vision
- Strong team building skills...and setting positive tones
- Structure and alignment...creating the environment and direction
- Strong interpersonal skills...listening to and leading their teams
- Discipline...completing each phase of the project properly
- Communication skills...knowing when and to whom to communicate



5 Minute Break

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