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?

- Collect
- Analyze

- Organize
- Achieve
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
## Common Types of Assessment Projects

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<tr>
<th>Surveys</th>
<th>Focus Groups &amp; Interviews</th>
<th>Annual Statistics</th>
<th>User Satisfaction (LibQual+)</th>
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</thead>
<tbody>
<tr>
<td>Web Usability Studies</td>
<td>Process Improvement</td>
<td>User Needs Studies</td>
<td>Ethnographic Studies</td>
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<tr>
<td>E-resource/ Collections Use Data Analysis</td>
<td>Way-finding Studies</td>
<td>Instruction Outcomes Assessment</td>
<td>Accreditation</td>
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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

- Forming:
  - Introductions and ground work

- Storming:
  - Competition and problem solving

- Norming:
  - Working together: trust

- Performing:
  - High-achievement over time

- Adjourning:
  - Project completion or transformation

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
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

- Project manager
- Client
- Leader
- Communicator
- Expert
- Worker
- Decider
Activity 3
Team Member Roles
Understanding Your Team: Skill Sets

Team Member

Skills sets

Interests

Assessment Working Group
Columbia University Libraries
assessment@columbia.edu
<table>
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<th>Activities 4 &amp; 5</th>
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<tr>
<td><strong>Team Member Skills</strong></td>
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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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