Measure for Measure: Developing an Assessment Plan for Access Services

Problem Statement

Each workgroup in Learning Resources & Technology Service develops goals for each academic year. We report on these goals in the Annual Report. Like other organizations, we are moving towards a data-driven climate of assessment. As a new Access Service Coordinator, I realized that I knew little about assessment. I attended the ACRL workshop: Assessment in Academic Libraries: Using the ACRL Standards for Continuous Evaluation, at ALA Midwinter Meeting, San Antonio, January 2006. The workshop and accompanying workbook provide a template for structuring assessment in a library.

The Solution

The solution offered by the workshop and workbook is to create an assessment matrix to visualize an assessment plan. An assessment matrix can have several components depending on what you choose to include. Possible sections include:

- Challenge: A higher-level goal
- Goal: A sub-goal of the challenge
- Strategy: Action steps for achieving a goal
- Assessment Procedure: How you determine if an strategy is effective
- Results: The results from the assessment

In this presentation, I will discuss what we’ve done so far to complete the matrix, what we have left to do, and most importantly, what not to do. I’ll particularly emphasize goal development.

The materials from this presentation will be available at web.stcloudstate.edu/rlewing.
Selected Assessment Resources


“A goal without a plan is just a wish,” Antoine de Saint-Exupery