Non-Academic Support Outcomes and Key Performance Indicators at E. H. Butler Library: A New Partnership with Buffalo State's Office of Institutional Effectiveness

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A New Partnership

- Newly established Office of Institutional Effectiveness

- Collaborative opportunities with OIE
  - Assessment Advisory Board

- All non-academic units now required to prepare assessment plans → Goal: report data over 5 years

  - Butler Library: combination of academic & non-academic

Assessment Plan

- Campus units required to submit assessment plans which highlight **non-academic support outcomes & key performance indicators (KPIs)**

- Demonstrate the library's contributions toward:

  - Institutional strategic goals and focus areas
  - Institutional operational outcomes
  - Campus improvements

- Map to institutional goals & focus areas

- Map to library strategic goals & initiatives

- "How do we know the library is performing well?"

Library Staff Mobilization

- Many librarians/unit heads unfamiliar with terminology & process

- Foster a culture of assessment (long-term goal!)

- Assessment librarian provided:
  - Presentation and training on KPIs
  - Training/refresher on SMART goals format
  - Examples of library KPIs (critical!)
  - Consultations throughout entire process

Institutional Strategic Goals & Focus Areas

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Library Strategic Goals

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Library Assessment Plan

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Support Outcomes & KPIs

Library Support Outcomes

- Campus performance software (see examples below)
- SMART format
- 20+ outcomes/KPIs developed under categories
  - User experience, Services, Operations & Administration, Collections, Instruction, and Employee development

Examples with Mapping

Outcome	Mapping
The Library will achieve above the 50th percentile on LibQUAL+(R).	Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.1, Goal 2 Focus Area 2: Provide an Outstanding On-Campus Student Experience
Graduate student satisfaction will improve to at least the 50th percentile on LibQUAL+(R).	Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.1
The library will achieve at least a 90% error-free rate for originally cataloged records.	Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.1
The library will facilitate at least one large-scale, campus-wide event annually.	Buffalo State College Strategic Plan 2016-2021: Goal 2 Focus Area 2: Provide an Outstanding On-Campus Student Experience
Librarian staffing per 1,000 FTE student will reach at least the 50th percentile as compared to its SUNY library peers.	Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.1, Goal 1 FA 3.1, Goal 1 FA 4.2
Total collection and operating expenditures (excluding salaries) per FTE student will be no lower than 10% of the average of our peer group.	Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.1, Goal 3 Focus Area 2: Promote Fiscal Transparency
Acquisitions will devote at least 2% of the resource budget to demand-driven acquisitions (DDA).	Buffalo State College Strategic Plan 2016-2021: Goal 3 Focus Area 2: Promote Fiscal Transparency
When responding to LibAnswers tickets, librarians will maintain a 24-hour turnaround time of at least 50%.	Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.1, Goal 1 FA 2.4, Goal 3 FA 1.4
The library will hold at least four knowledge sharing programs (e.g. Librarians on Learning sessions) annually.	Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 3.3, Goal 1 FA 4.1
Digital Commons downloads will increase at least 3% annually.	Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.4, Goal 3 FA 1.4

Resources

Dugan, R. E., Hernon, P., & Nitecki, D. A. (2009). *Viewing library metrics from different perspectives: Inputs, outputs, and outcomes.* Santa Barbara, CA: Libraries Unlimited.

ISO. (2014). *ISO 11620 Information and Documentation – Library Performance Indicators.* https://www.iso.org/standard/56755.html