

MATURITY MODEL | DATA INFORMED DECISION-MAKING

Instilling a culture of assessment that encourages data informed decision -making as a process

Data informed decisions...where are we?

Dana Peterman and Sharon Shafer, UCLA Library. November, 2020.

Survey of Library Staff: Assessment activities within UCLA Library as you have experienced them

PRACTICES	CHARACTERISTICS	ASSOCIATED SURVEY QUESTIONS (more positive-leaning responses usually correspond to a greater indication that the practice was in place)
<p>READINESS</p>	<p>engaging competently in both assessment and data-informed decision making, including being aware of and having access to data</p>	<p><i>UCLA Library workers in my unit ask questions of data to guide their work (unit)</i></p> <p><i>UCLA Library workers in my unit collect or examine data frequently enough to recognize and respond to changes. (how prepared are they to make decisions and act)</i></p> <p><i>I've noticed that Library units are expanding their use of assessment (unit)</i></p> <p><i>I've noticed that assessment is sometimes employed by workers in the Library</i></p> <p><i>My Library unit formally employs assessment using best practices as appropriate</i></p> <p><i>The Library as a whole formally employs assessment using best practices as appropriate</i></p> <p><i>Which of the following activities describe your participation in understanding assessment in the Library? (select all that apply)</i></p> <p><i>Survey question asking training and education obtained on assessment</i></p> <p><i>What example can you think of in the past 2 years that shows Library STAFF/LIBRARIANS use measurement for change and improvement &/or for holding the organization accountable?</i></p> <p><i>What example can you think of in the past 2 years that shows Library MANAGERS/LEADERS use measurement for change and improvement &/or for holding the organization accountable?</i></p> <p><i>What roles should be defined and developed in the Library to support programmatic assessment activities? (select all that apply)</i></p>
<p>TRANSPARENCY</p>	<p>involves communication with stakeholders thereby ensuring that data is used <u>appropriately</u> and <u>efficiently</u></p>	<p><i>What best describes the relationship between UCLA Library workers conducting assessments and UCLA Library resource allocators?</i></p> <p><i>My Library unit/department ENGAGES in transparent decision-making</i></p> <p><i>UCLA Library department/unit is WORKING ON creating a transparent decision-making environment</i></p> <p><i>UCLA Library ENGAGES in transparent decision-</i></p>

		<p>making.</p> <p><i>UCLA Library is WORKING ON creating a transparent decision-making environment</i></p>
COLLABORATION	reinforces the process of assessment across the organization and beyond	<p><i>How much do UCLA Library workers and other UC Libraries' workers collaborate on conducting assessments?</i></p> <p><i>I've noticed that cross-unit projects in the Library employ formalized assessment</i></p> <p><i>How much do UCLA Library workers and other UC Libraries' workers collaborate on conducting assessments?</i></p>
ALIGNMENT	follows organizational values and goals	<p><i>How do you feel about the following statement?</i> <i>"As we look at changes in the organization and how we do things in the library, our goals are NOT well supported by data"</i></p>
RESOURCE ALLOCATION	relationship among resources, assessment, and data-informed decision making as a valued process	<p><i>My Library unit allocates resources by making data-informed decisions</i></p> <p><i>UCLA Library allocated resources by making data-informed decisions</i></p> <p><i>My UCLA Library unit encourages/rewards data and assessment skills</i></p> <p><i>UCLA Library encourages/rewards data and assessment skills</i></p> <p><i>Decisions made by leaders and colleagues within my Library unit are expected to be data-informed</i></p> <p><i>What best describes the relationship between UCLA Library workers conducting assessments and UCLA Library resource allocators?</i></p> <p><i>What roles should be defined and developed in the Library to support programmatic assessment activities? (select all that apply)</i></p>