



**CARL
ABRC**

CARL Library Impact Toolkit Project: An Overview

Library Assessment Conference
January 21, 2021

Presenters: Mary-Jo Romaniuk, PhD, MLIS, University of Calgary
Justine Wheeler, PhD, MLIS, University of Calgary

About Us

The Canadian Association of Research Libraries (CARL) represents Canada's twenty-nine largest university libraries and two federal institutions.

Assessment Committee → Library Impact Toolkit Working Group

Colleen Cook (Chair, McGill University)

Talia Chung (University of Ottawa)

Shailoo Bedi (University of Victoria)

Sharon Murphy (University of Alberta)

Mark Robertson (Brock University)

Mary-Jo Romaniuk (University of Calgary)

Toolkit Project Team

Tania Gottschalk (Co-chair, Thompson Rivers University)

Denis Ouellette-Roussel (Université du Québec à Montréal)

Carisa Polischuk (University of Saskatchewan)

Kristen Romme (Memorial University of Newfoundland)

Justine Wheeler (Co-chair, University of Calgary)

Library Impact in CARL's Strategic Directions

From *CARL Strategic Directions*

CARL's culture of assessment within and across Canadian research libraries enables the articulation of their contributions toward higher education and the research enterprise, and facilitates the continuing evolution of assessment capacity and services.

- In collaboration with other higher education bodies, develop new indicators and approaches to demonstrate impact on research, teaching, and learning
- Facilitate, strengthen, and communicate ongoing qualitative and quantitative library assessment on a pan-Canadian basis.

Library Impact in CARL's Strategic Directions

From *CARL Strategic Directions*

CARL's culture of assessment within and across Canadian research libraries enables the articulation of their contributions toward higher education and the research enterprise, and facilitates the continuing evolution of assessment capacity and services.

- In collaboration with other higher education bodies, **develop new indicators and approaches to demonstrate impact on research, teaching, and learning**
- Facilitate, strengthen, and communicate ongoing qualitative and quantitative library assessment on a pan-Canadian basis.

How to Get at Impact?

- From Environmental Scan...
 - *Conduct (or commission) an environmental scan of value- and impact-based approaches to library assessment and university assessment in order to gauge best practices. (original Assessment Committee workplan)*

...To Impact Framework

- *The CARL Assessment Committee is pursuing the development of an assessment framework that reflects a diversity of impacts and provides tools and resources to assist in a broad range of assessment methodologies. (Library Impact Assessment Framework WG ToR)*

Inspirations

Approaches to Assessing Impacts in the Humanities and Social Sciences

May 2017

2017 Report by the Federation for
the Humanities & Social Sciences

Approaches to Assessing Impacts in
the Humanities & Social Sciences



FEDERATION FOR THE
HUMANITIES AND
SOCIAL SCIENCES

FÉDÉRATION
DES SCIENCES
HUMAINES

Key Observations from the FHSS Report

- There are substantial potential benefits to assessing the impacts of scholarly work.
- A flawed impact assessment process can produce significant negative consequences within the research system.
- The impacts of scholarly work are highly diverse, and no single indicator or definitive set of indicators has been developed that can fully capture this diversity.
- Bibliometrics are a useful approach to assessing scholarly impacts, but they have important limitations. These limitations can be mitigated through the use of qualitative indicators.
- It is rarely possible to precisely attribute impacts to any specific scholarly work due to the collective nature of much of this work and the long timeframes between research and impact.
- Many research impacts are fundamentally linked to actors outside the academic community — such as in the private sector, the public service and civil society.

HSS research has impacts on:

Academic impacts

SCHOLARSHIP

that can be measured using indicators such as:

- Bibliometric indicators
- Downloads from Open Access repositories
- Citations in grant applications
- Acknowledgements
- Prizes and awards
- Reputation as measured by survey
- Post-publication peer review (book reviews, dedicated symposia)
- Juried exhibitions and performances

CAPACITY

through teaching and mentoring at the graduate and undergraduate levels that can be measured using indicators such as:

- Number and quality of experiential learning/ research opportunities for students
- Surveys of students and alumni
- Employer surveys
- Integration of research as a learning outcome in courses

Impacts on society

PRACTICE AND POLICY

that can be measured using indicators such as:

- Invitations to participate as an expert witness, an advisor, on an expert panel or committee
- Citations in government documents
- Consulting for governments or think tanks
- Commissioned reports

SOCIETY AND CULTURE

that can be measured using indicators such as:

- Number and quality of partnerships between researchers and community groups
- Requests for consultancy/advice from community groups
- Media coverage of research (newspapers, TV, online)
- Requests for media appearances
- Engagement of the public at events
- Research-related social media
- Public use of research-based web resources on social and cultural issues

ECONOMY

that can be measured using indicators such as:

- Advisory roles and board memberships
- Revenue opportunities and cost savings in the public, private and not-for-profit sectors resulting from research applied in practice
- Income derived from patents, patent licensing, copyright and trademarks
- Consulting contracts

What it not is...

- About assessment for process improvement or organizational effectiveness
- A research agenda
- Focused on evidence of causal effects

What it is...

- About telling our stories of impact, institutionally or collectively
- A practical toolkit
- About diverse approaches to impact
- Distinct and complementary to other approaches to assessment

Other Similar Library Initiatives

IFLA – Statistics and Evaluation

- Develop online toolkit / resource
 - All libraries
 - Identifying, selecting and using *appropriate methods* to demonstrate and communicate value
 - Identifying, selecting, composing, and communicating stories
 - Appropriate for specific library audiences and stakeholders
 - Relevant to demonstrate impact to selected audiences



What is the Task?

- Develop a framework that articulates the diverse impacts of research libraries
- Working with the framework, develop an online bilingual resource to assist libraries in communicating and documenting impact within their contexts
 - A description of areas of impact
 - A list of indicators for each impact area, and how those indicators can contribute to the story of impact
 - Resources to help implement the indicator, such a relevant CARL data set or survey tool
 - Case studies
- To be completed within 12-18 months

What are the “impact pathways” for research libraries and how do we tell those stories?

Areas of Impact



Research & Scholarship



Student Learning & Experience



Community Engagement



Institutional Reputation

Sub-Sections for Each Area of Impact



Definition/scope



List of indicators



Relevant methodologies



Key resources



Case studies from CARL institutions



Further research questions

Example : Community Engagement

- Definition
- Scope
 - Social inclusion
 - Support for lifelong learning
 - Arts & culture
 - Civic engagement
 - Community visibility

Impact Areas

- Indicators
- Cases studies
- Methods and Methodologies
- References and further reading

Current Status

- Went out for peer review in September
- Feedback
 - Needs more structure (contextualization)
 - Increase presence of qualitative methods and methodologies
- By March 2021
 - Using the Student Learning & Experience impact area, create more transparent impact pathways

QUESTIONS?