The Seven Stages of Assessment

Chaos

Prescription

Process

"Great Man" School

Counting

"New Metrics"

Beyond New Metrics
Chaos
The Seven Stages of Assessment

Chaos
Chaos

The Seven Stages of Assessment

“Great Man” School

Carnegie Corporation of New York
The Seven Stages of Assessment

Chaos

“Great Man” School

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- Chaos
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• ACRL. Committee on Standards. *Standards for College Libraries.* ALA, 1957.

THE ARL LIBRARY INDEX AND QUANTITATIVE RELATIONSHIPS IN THE ARL

A Report by
Kendon Stubbs
for the Committee on ARL Statistics
(Kendon Stubbs, Richard Talbot, Anne Woodsworth)

Association of Research Libraries
Washington, D. C.
November, 1980
The Seven Stages of Assessment

- Chaos
- Prescription

“Great Man” School

- Counting

Process
Likert Scale

<table>
<thead>
<tr>
<th></th>
<th>Very Interested</th>
<th>Somewhat Interested</th>
<th>Neutral</th>
<th>Not Very Interested</th>
<th>Not at All Interested</th>
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<td>3</td>
<td>2</td>
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</tr>
<tr>
<td></td>
<td>Very Much</td>
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<td>5</td>
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<td></td>
<td>Very Much Like Me</td>
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<td>Very Happy</td>
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<td>Almost Always</td>
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<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

Deming Wheel

Plan

Act

Do

Check

Total Quality Management
“A measure of library quality based solely on collections has become obsolete”

Danuta Nitecki
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- Chaos
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- "New Metrics"

- ARL New Metrics
  Tucson, AZ 1999
StatsQUAL® is a gateway to library assessment tools that describe the role, character, and impact of physical and digital libraries. Through StatsQUAL®, libraries gain access to a number of resources that are used to assess library’s effectiveness and contributions to teaching, learning, and research. StatsQUAL® presents these tools in a single powerful interactive framework that integrates and enhances data mining and presentation both within and across institutions.

StatsQUAL® includes instruments and data such as LibQUAL+, DigiQUAL+, and MINES for Libraries®, as well as a growing dataset of survey results.

StatsQUAL® operates under the leadership of the Association of Research Libraries (ARL), which has a long-standing role in the development, testing, and application of performance measures, statistics, and management tools. Using traditional benchmarks as well as new models for measurement and evaluation, StatsQUAL® addresses the urgent demand for libraries to demonstrate outcomes and contributions.

LibQUAL+®

LibQUAL+® is a rigorously tested Web-based survey that libraries use to solicit, track, understand, and act upon users’ opinions of service quality.

DigiQUAL+

The DigiQUAL® project is modifying and repurposing the existing LibQUAL+® protocol to assess the services provided by digital libraries.

MINES for Libraries®

MINES for Libraries® is an online transaction-based survey that collects data on the purpose of use of electronic resources and the demographics of users.

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Questions or comments? Send e-mail to info@statsqual.org
Association of Research Libraries
Statistics and Measurement Program

Martha Kyrillidou
ARL
ClimateQUAL™
Organizational Climate and Diversity Assessment

Benjamin Schneider

Paul Hanges
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- Chaos
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- Counting
- “New Metrics”
- Globalization
- Colloquy
- Beyond New Metrics
Globalization

• IFLA
  • Northumbria Conference on Performance Measurement and Metrics (Newcastle)
• Qualitative and Quantitative Research Methods in Libraries (Crete)

Colloquy

• Steve Hiller, Jim Self
• Roswitha Poll, Betinna Koeper
• Stephen Town
• Peter Hernon, Charles McClure
• Sayeed Choudbury
• Charles Lowry, Sue Baughman

Anticipated Futures

• Paula Kaufman, Carol Tenopir
Library Assessment Conference:
Building Effective, Sustainable, Practical Assessment
Charlottesville, Virginia
September 25–27, 2006

2008 Library Assessment Conference:
Building Effective, Sustainable, Practical Assessment
Seattle, Washington
August 4-7, 2008

2010 Library Assessment Conference:
Building Effective, Sustainable, Practical Assessment
Baltimore, Maryland
October, 2010
All public institutions should give returns for their costs; and those returns should be in good degree positive, definite, visible, and measurable. ... Common sense demands that a publicly-supported institution do something for its supporters and that some part at least of what is does be capable of clear description and downright valuation.

   John Cotton Dana, 1920
Library Assessment Conference
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Paul Hanges, University of Maryland

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William Warner Bishop
University of Michigan
American Library Association