NATIONAL DEFENSE UNIVERSITY

Metric Aggregation and Organizational Value

Washington, DC campus

Norfolk, VA campus

University

- 5 colleges and various programs
- O-5/O-6 JPME Level

Library Team

- Writing Specialists
- Research Librarians
- Technical Services
- Special Collections and Archives

Trish Bachman, Jamal Fisher, LaShawntay Marshall, Annie Seiler, Mohan Ramaswamy

NDU Library & Learning Center
Washington, D.C. & Norfolk, VA

Meet the Team

Trisha Bachman
Acquisitions Librarian, DC

Dr. Mohan Ramaswamy
Chief, Academic Services, DC

Jamal Fisher
Reference Librarian, VA

LaShawntay Marshall
Reference Librarian, DC
Chair, Assessment and Advocacy Team

Annie Seiler
Reference Librarian, DC
Contractor

History & Context

Prior to establishing an assessment team:

- Information collected in silos without collaboration among data owners
- No set strategy for how data would be applied once collected
- Shift from measuring “satisfaction level” to measuring “impact made”

Assessment & Advocacy Team

Continuous Assessment – Learning for Change – Change Requires Advocacy

What We Do :

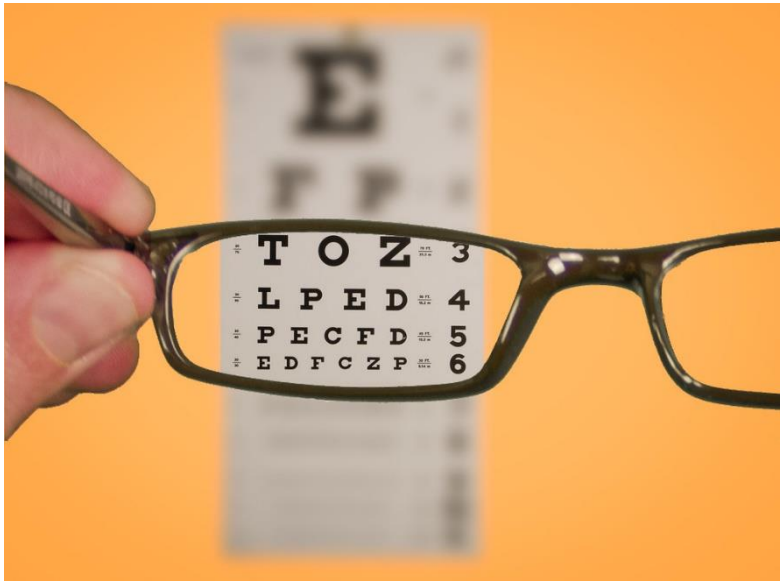
- Conduct environmental scan
- Recommend processes, methods, timelines
- Document who collects what datasets

Who We Are :

- Autonomous culture leaders

Planning the Survey

- Vision
- Strategy
- Advocacy
- Management



Collaboration

Institutional Research
Office of Institutional Research, Planning and Assessment (OIRPA)
&
Institutional Research Assessment and Accreditation Division (IRAAD)

- *Assisted with survey question design*
- *Best practices*

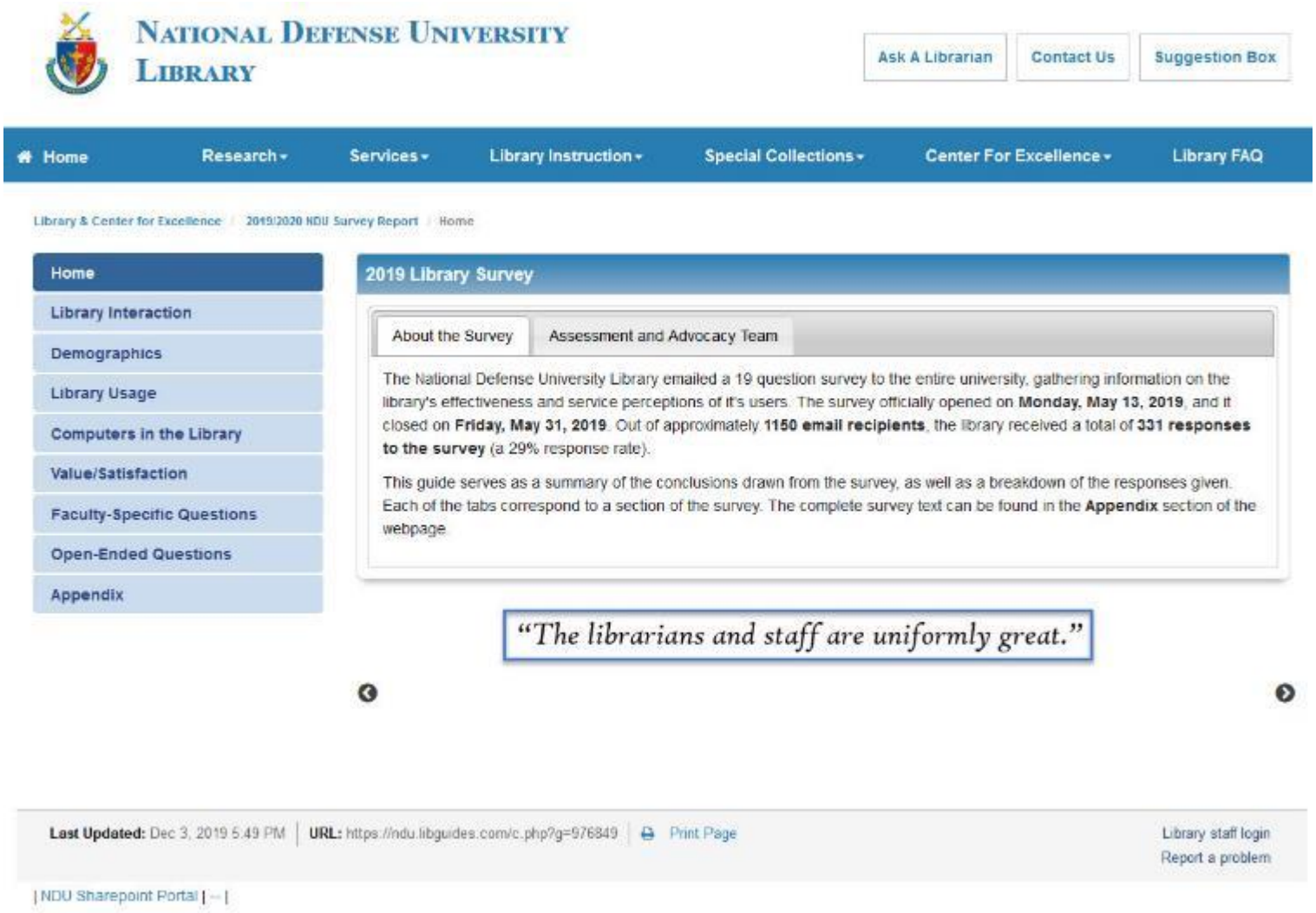
Library Leadership
Dean and Chiefs

- *Key areas to measure*
- *Link library with university priorities*
- *Strategy for next steps*

Library Staff

- *Identify information collected*
- *History and institutional memory*
- *Feedback on vision and strategy*

Library Survey



Library Survey

NATIONAL DEFENSE UNIVERSITY LIBRARY

Ask A Librarian | Contact Us | Suggestion Box

Home | Research | Services | Library Instruction | Special Collections | Center For Excellence | Library FAQ

Library & Center for Excellence / 2019/2020 NDU Survey Report / Demographics

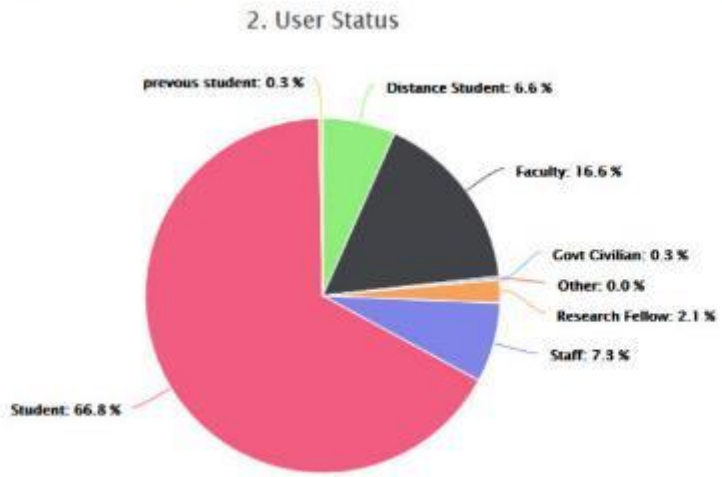
- Home
- Library Interaction
- Demographics
- Library Usage
- Computers in the Library
- Value/Satisfaction
- Faculty-Specific Questions
- Open-Ended Questions
- Appendix

Demographics

2. User Status | 3. NDU Component | 4. User Commute

2. Please identify your status within NDU:

The majority of NDU Library users were, predictably, students. 67% of survey respondents were students. Faculty made up the second-largest cohort of users, at 17% of survey respondents. This breakdown of library use by status is supported by the demographic makeup of the university and other statistical counts of library usage collected by the library.



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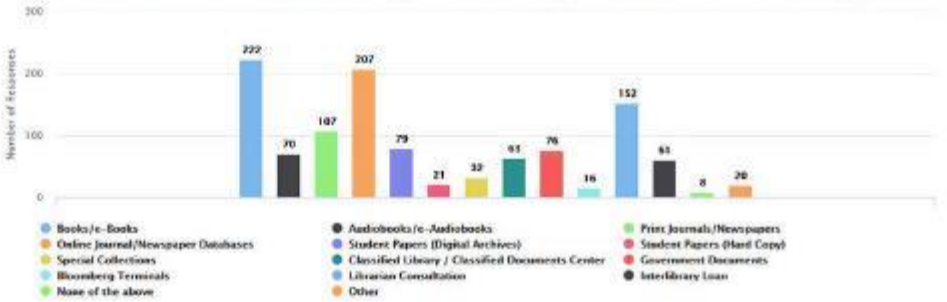
Library Usage

5. Library Materials | 6. Number of Items Used | 7. Database Usefulness | 8. Library Workshops | 9. Materials Elsewhere | 10. Time of Research | 11. Time Spent | 12. Library Accessibility

When asked to report on which library resources were used within the past twelve months, respondents replied that books/eBooks, online journals and news articles, librarian consultations, and print journals and newspapers were used the most. This reporting is reflective of actual usage of NDU Library resources in collected annual statistics.

5. Library Materials - All Responses

Within the last 12 months, which library resources have you used? Please select all that apply.



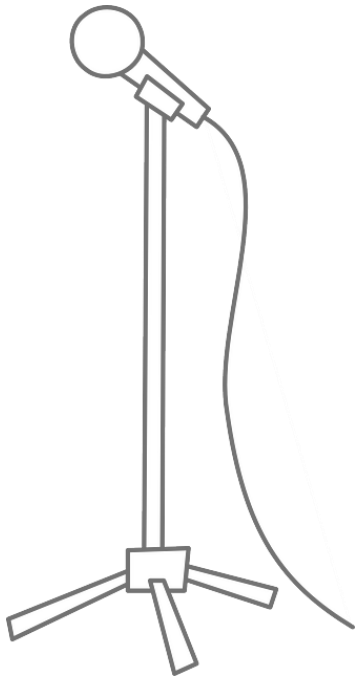
The data was then divided to determine if there was a difference between types of resources used by students versus faculty. It was found that the top three types of resources used most did not change. Both faculty and students use print books and eBooks, librarian consultations, and online journals and databases the most. The fourth most-used items changed, however. Students used print journals and articles more, whereas faculty reported using government documents more. The difference was slight, with only seventeen faculty reporting use of government documents compared to the fourteen reporting use of print journals and newspapers.

Lessons Learned

- **Better timing** for optimum contribution
- **Peer to Peer training**
- **Revamp** the survey questions
- **Document** the process

Discussion

Join the discussion!



Where to start:

1. Identify a small group of staff members
2. Make a complete list of data input and data output
3. Connect with other libraries to see how their data collection processes are going.

Email questions to: LaShawntay Marshall LaShawntay.Marshall.civ@ndu.edu
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