

**User-Experience & Assessment Committee**  
**Annual Report to Library Council**  
**2013-2014**

**Membership**

Library space -	Linda Bedwell (Chair)
E-resources -	Joan Chiasson (Secretary)
Collections -	Heather MacFadyen
Public services -	Ann Barrett Sandy Dwyer Helen Wojcik
Web presence -	Ian Colford
Information literacy -	Lindsay McNiff Robin Parker
Impact/value -	All

**Summary of Activities**

Monthly meetings took place, in general, on the first Tuesday of each month, September – June.

**1. Assessment Priorities**

By conducting a modified SWOT analysis, and consulting the 100 Days of Listening Report along with the Libraries' Strategic Alignment document and various assessment data, the committee developed a list of Assessment Priorities which were presented to and approved by Library Council in the June meeting. ("Priority Areas for Assessment, 2014-2015")

**2. LibQual 2013**

Additional analyses and reports, including trends and peer comparisons were prepared by Linda Bedwell and Charles Tourneur and presented to the committee for discussion before presentations to Library Council.

**3. Assessment in Action (AiA)**

As lead of the AiA team (Dominic Silvio, Lindsay McNiff, David Matthias and Student Services), Linda shared the progress and results of the DLRAP program (dedicated research assistance to readmitted FASS students). (Students who received 2 sessions improved their GPA by an average of .371, versus an average increase of .196 for those who attended 0 sessions.)

**4. Reference Statistics**

Ann discussed findings from her sabbatical report regarding the different means of recording and reporting reference statistics.

## **5. Statistics Management Program**

After consulting with assessment colleagues at other Canadian institutions and meetings with Single Service Point, Collections, and Information Literacy librarians, Linda worked with library administration to obtain a subscription to Springshare LibAnalytics with 10 databases.

## **6. User Surveys**

CUSC survey data was received from the OIAR and reviewed this prior to presentation to Library Council. Members discussed three user surveys conducted outside of the committee – Kellogg user needs regarding library spaces (Ann), Novanet Discovery Layer User-Experience (Ian), and Music collection/space user needs (Linda).

## **7. Discussion Topics**

Each member of the committee read an article or two and prepared a discussion topic for a meeting, improving the committee's understanding of the state of assessment in all areas of library services and resources.

## **2014-2015**

The assessment priorities provide focus for the work of the Assessment Librarian and library assessment in general. The priorities have been assigned to individuals/units, and in some cases, project teams will be formed. The Assessment Committee will now be reformed as an advisory committee, with representation from each library. This committee will meet once in the Fall and Winter semesters.

Respectfully submitted by:

Linda Bedwell (Chair)

on behalf of the 2013-14 User-Experience & Assessment Committee

12 January 2014