

Office of Library Planning and Assessment

Providing leadership and vision for strategic planning; developing a sustainable user-centered assessment program; fostering and enhancing an atmosphere and culture of assessment

Library Data

- monthly and annual library statistics
- external data requests
- data collection and management processes
- authoritative data sets
- statistical analysis (interpretation, synthesis)
- training and technical assistance

Service Quality/User Needs Assessment

- user experiences
- quality customer service
- user surveys and focus groups
- student learning outcomes
- user preferences and behaviors
- national service quality assessments

Research and Development

- new products, services, and practices
- internal process improvement
- direct benefit to library users
- successful innovation in academic libraries
- campus collaborations
- organizational structures and business models

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