

# Assessment in Technical Services

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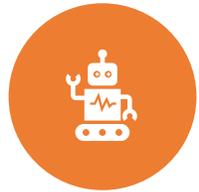


# Introduction

## Content

- Categories
- Tools and Methods
- Decision-Making

# Categories



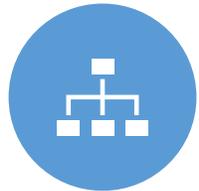
Quality control



Efficiency and production



Cost



Workflows and organizational structure



Workplace culture



Usability



Training and development



Administration



# Reflection questions 1

- What assessment categories are you most interested in researching?
- What assessment categories do you have the most experience with?

# Methods

## Quantitative (numerical)

- Cost accounting
- Performance indicators
- Examining log data to quantify types of searches users do
- Surveys

## Qualitative (narrative)

- Ethnography
- Observation
- In-depth interview
- Focus groups
- Case study

# Tools

## Quality management processes

- ISO 9001 quality certification
- Balanced scorecard

## Production methods

- Time-and-path
- Identify and distinguish between workflow vs non-workflow tasks

## Workplace culture

- ClimateQual

## Customer satisfaction

- TS and Library Systems Customer Service Assessment survey

# Reflection questions 2



What assessment tools or methods would you use to respond to these scenarios?

- You want to check error rates in a shared cataloging environment
- You want to prioritize staff-training needs
- You want to do user experience studies related to a certain area of cataloging (Description, Subject analysis, Classification)
- You need to justify hiring a new cataloger

# Decision-Making

Assessment-based or data-based decision-making often follows a logical process based on explicit goals and objectives.

1. Know what your objectives are.
2. Identify appropriate tools and methods.
3. Clarify how your assessment choices will tell you whether you achieved your desired objectives.

If objectives change, evaluation methods should change

# Reflection questions 3



Think about how your organization engages in assessment:

- Does your organization have stated objectives?
- Do you make decisions about what to assess based on those stated objectives?
- Do you use assessment data to target improvements in the areas you're assessing?
- Is assessment data cherry-picked to justify unrelated decisions?

# Q&A and Closing

## Contact Information

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## Bibliography of Cataloging Assessment Readings

<http://catassessmentresearch.blogspot.com/2013/09/cataloging-assessment-bibliography.html>