A New Partnership

- Newly established Office of Institutional Effectiveness
- Collaborative opportunities with OIE
- Assessment Advisory Board

All non-academic units now required to prepare assessment plans → Goal: report data over 5 years
- Butler Library: combination of academic & non-academic

Assessment Plan

- Campus units required to submit assessment plans which highlight non-academic support outcomes & key performance indicators (KPIs)
- Demonstrate the library’s contributions toward:
  - Institutional strategic goals and focus areas
  - Institutional operational outcomes
  - Campus improvements
- Map to institutional goals & focus areas
- Map to library strategic goals & initiatives
- “How do we know the library is performing well?”

Library Staff Mobilization

- Many librarians/unit heads unfamiliar with terminology & process
- Foster a culture of assessment (long-term goal!)
- Assessment librarian provided:
  - Presentation and training on KPIs
  - Training/refresher on SMART goals format
  - Examples of library KPIs (critical!!)
- Consultations throughout entire process

Library Support Outcomes

- Campus performance software (see examples below)
- SMART format
- 20+ outcomes/KPIs developed under categories
- User experience, Services, Operations & Administration, Collections, Instruction, and Employee development

Examples with Mapping

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Mapping</th>
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<tbody>
<tr>
<td>The library will achieve above the 50th percentile on LIBQUAL+ (R).</td>
<td>Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.1, Goal 2 Focus Area 2: Provide an Outstanding On-Campus Student Experience</td>
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<tr>
<td>Graduate student satisfaction will improve to at least the 50th percentile on LIBQUAL+ (R).</td>
<td>Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.1</td>
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<tr>
<td>The library will achieve at least a 90% error-free rate for originally cataloged records.</td>
<td>Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.1</td>
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<td>The library will facilitate at least one large-scale, campus-wide event annually.</td>
<td>Buffalo State College Strategic Plan 2016-2021: Goal 2 Focus Area 2: Provide an Outstanding On-Campus Student Experience</td>
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<tr>
<td>Librarian staffing per 1,000 FTE student will reach at least the 50th percentile as compared to its SUNY Library peers.</td>
<td>Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.1, Goal 1 FA 3.1, Goal 1 FA 4.2</td>
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<td>Total collection and operating expenditures (excluding salaries) per FTE student will be no lower than 10% of the average of our peer group.</td>
<td>Buffalo State College Strategic Plan 2016-2021: Goal 3 Focus Area 2: Promote Fiscal Transparency</td>
</tr>
<tr>
<td>Acquisitions will devote at least 2% of the resource budget to demand-driven acquisitions (DDA).</td>
<td>Buffalo State College Strategic Plan 2016-2021: Goal 3 Focus Area 2: Promote Fiscal Transparency</td>
</tr>
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<td>When responding to LibAnswers tickets, librarians will maintain a 24-hour turnaround time of at least 90%.</td>
<td>Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.3, Goal 1 FA 2.4, Goal 3 FA 1.4</td>
</tr>
<tr>
<td>The library will hold at least four knowledge sharing programs (e.g., Librarians on Learning sessions) annually.</td>
<td>Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 3.3, Goal 1 FA 4.1</td>
</tr>
<tr>
<td>Digital Common downloads will increase at least 3% annually.</td>
<td>Buffalo State College Strategic Plan 2016-2021: Goal 1 FA 2.4, Goal 3 FA 1.4</td>
</tr>
</tbody>
</table>

Resources
