

# PREPARING FOR RESPONSIBILITY-CENTERED MANAGEMENT (RCM) ASSESSMENT IN A LOW INFORMATION ENVIRONMENT

Addressing each one of these arrows will strengthen our assessment techniques and methods to help further our goals to engage the University Libraries in overall continuous improvement.

- **Increased Efficiencies with Fewer Dollars**  
Funding provided by special taxes levied against schools and colleges will provide limited, static funds
- **Satisfaction with Library Services & Materials**  
Measured through surveys, focus groups, usability tests, anecdotal feedback
- **Periodic Program Review of the Libraries**  
Experimental, ambiguous concept modeled after practices in academic units
- **General Usage of Library Services & Materials**  
Standardly captured statistics for: print and electronic circulation, interlibrary loan/document delivery, gate counts, web analytics, instruction sessions
- **Usage by Individual Schools, Colleges, Disciplines**  
Identify and quantify library users in order to establish equitable charge-back amounts
- **Benchmarking Against Peer Institutions**  
Compare our library system with “official” peers and comparable institutions

**Paul Beavers, Coordinator for Assessment**

**Rachael Clark, Collections Strategy & Assessment Librarian**



*“If you would hit the mark, you must aim a little above it.”*

– Henry Wadsworth Longfellow



## Our Strategy

Use Broadhead Arrows:  
Goal-driven, continuous improvement  
assessment projects

## Arrows Already in our Quiver:

- Basic Statistics – gate counts, circulation data
- ILL/Document Delivery
- Instruction Sessions