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

“*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

Paul Beavers, Coordinator for Assessment
Rachael Clark, Collections Strategy & Assessment Librarian

WAYNE STATE University Library System