

VERSION 1.1

11/25/2024

ULS ASSESSMENT UNIT STRATEGIC PLAN 2025-2028

MISSION

The ULS Assessment and Quality Assurance Unit's mission is to coordinate data collection, analysis, and dissemination in order to support both strategic and operational priorities of the ULS, assess ULS services for maximizing their value to and impact on patrons, as well as to help ULS demonstrate value of its services to all its stakeholders.

OBJECTIVES

The objectives of the unit include:

1. Collect and report data to support evidence-based decision making, reporting requirements, and annual and strategic planning.
2. Refine and strengthen processes to ensure continuous improvements to and effectiveness of library services.
3. Develop new metrics for evolving library landscapes and implement innovative approaches to demonstrate the value of ULS.
4. Modernize the data management infrastructure.
5. Increase the awareness of benefits of and approaches to outcomes-based planning and assessment among ULS colleagues.
6. Expand collaboration and exchange information with Pitt partners and other research libraries assessment professionals.

STAKEHOLDER NEEDS

1. Internal Stakeholders

1.1 ULS Senior Management Needs:

- **Impact and Value Demonstration:** Communicating the value of ULS through data-driven reports.
- **Promotion:** Enhancing visibility within and outside the institution to raise awareness of services.
- **Fundraising:** Developing strategies to secure funding for ongoing and new initiatives.
- **Budgeting:** Ensuring that financial planning aligns with strategic objectives.

- **Ranking and Peer Comparisons:** Understanding ULS's positioning through peer benchmarking.
- **Reporting:** Providing clear, accurate reports to the University and external bodies.
- **Staff Culture and Satisfaction:** Tracking staff engagement and satisfaction to improve workplace culture.

1.2 ULS Service Managers and Committee Chairs Needs:

- **Service Evaluation:** Understanding user needs, awareness, satisfaction, and usage through regular assessments.
- **Evidence-Based Service Advancement:** Developing and improving services based on data-driven insights.
- **Goal Tracking:** Monitoring progress towards organizational and departmental goals.
- **Assessment Planning:** Building capacity to design and implement assessment activities across the service areas.

2. External Stakeholders

2.1 University Administration (Faculties and Central) Needs:

- **Reports on Rankings, Trends, and Impact:** Regular reports that highlight ULS's contributions to the university's goals and rankings.
- **Support for Grant Proposals and Accreditations:** Timely and accurate data to assist in securing funding and accreditations.

2.2. Professional Bodies and Peer Institutions

- **Best Practice Sharing:** Opportunities to exchange knowledge and strategies with other libraries.
- **Reports on Inputs, Outputs, and Outcomes:** Data sharing to contribute to the collective understanding of library trends and performance.

ACTIVITIES

Objective 1. Collect and report data to support evidence-based decision making, reporting requirements, and annual and strategic planning.

1. Manage ULS, HSLs, and Law annual data reporting to ARL, IPEDS, and Institutional Research Office.
2. Support data collection and analysis initiatives from ULS in support of organizational mission.
3. Develop and maintain mechanisms for data collection on research and teaching at the University of Pittsburgh, user preferences, resource usage, and costs.

Objective 2. Refine and strengthen processes to ensure continuous improvements to and effectiveness of library services.

1. Periodically review services and associated workflows, with subject matter specialists, for efficiency improvement.
2. Establish regular check-ins with subject matter specialists to identify data anomalies, discuss strategies for improving data accuracy, and error mitigation.
3. Support the establishment of workflows and analysis of data to inform collection development, new resource requests, and ongoing renewal decisions for print and digital collections.
4. Support collection maintenance activities by providing physical collections modeling for retention and transfer decisions.

Objective 3. Develop new metrics for evolving library landscapes and implement innovative approaches to demonstrate the value of ULS.

1. Develop Key Performance Indicators (KPIs) to support the new financial model and align ULS's efforts with the Plan for Pitt 2028.
2. Analyze user needs, using both qualitative and quantitative methods, to inform library services, collections, and spaces.
3. Create methodologies to assess the impact of new and emerging services and develop metrics to capture their impact on the Pitt community.

Objective 4. Modernize the data management infrastructure.

1. Implement automation in reporting workflows to boost efficiency by leveraging both new and existing tools.
2. Monitor and take advantage of new functionalities in existing tools, such as Alma Analytics, SpringShare, Tableau, Alteryx, Qualtrics, and others.
3. Implement Artificial Intelligence (AI) solutions to accelerate data processing and data analysis outcomes.
4. Create a central source of assessment data.
5. Develop a comprehensive data management plan, covering creation, access, maintenance, archiving, and data guides.

Objective 5. Increase the awareness of benefits of and approaches to outcomes-based planning and assessment among ULS colleagues.

1. Promote active assessment practices through use of Logic Model and other tools to enhance service quality.
2. Improve communication using interactive data dashboards and storytelling.
3. Establish internal assessment resource hub as an entry point to resources, documentation, and training.

Objective 6. Expand collaboration and exchange information with Pitt partners and other research libraries assessment professionals.

1. Partner with Pitt communities to better align with institutional goals.
2. Contribute to development of assessment practices by actively participating in conferences, communities of practices, and by publishing in professional literature.