

Library Assessment Tools & Technology panel

Moderator: Erin McCaffrey, Regis University

Tom Riedel is Research and Instruction Services Librarian and Curator of the Santo Collection at Regis University. Previously, he was Distance Services Librarian at Regis, and Fine Arts Librarian at the University of Wyoming. He received his B.A. and M.A. in art history from the University of Colorado, and M.L.I.S. from the University of Texas.

He will be talking about using clickers (a personal response system) to assess student learning outcomes in library instruction. The Regis library's Research and Instruction department completed a pilot project in fall 2016 that targeted 30 sections of RCC 200, a "writing analytically" course required of all freshmen in Regis College. They generated core questions from ACRL's Framework for Information Literacy for Higher Education to measure student understanding of key concepts.

Shelley Harper is the instruction and assessment librarian at Colorado College. She is the liaison to History and to Anthropology, and she is interested in pedagogy, instruction and assessment technology, and in spreading the library's story to all potential users. She earned her MSIS from the University of Texas at Austin, an MSW from the University of Kansas, and a BA from Grinnell College. She grew up in Centennial, CO when it was just unincorporated Arapahoe County, County Line Road was dirt, and light rail was only a dream.

Padlet (<http://padlet.com>) is a cloud-based bulletin board that can be used in a variety of ways, and is particularly useful for assessment. Examples include:

- One-Minute Paper or Muddiest Moment
 - Students can type their responses directly onto the Padlet wall, or they can upload a document file.
 - Learners that prefer other ways to respond can record a verbal answer as an audio or a video file and post it.
 - Flipped Instruction
 - The librarian can create a pre-class-visit tutorial and post it on Padlet as a document, an audio or a video file, or a link to a web page.
 - On the same wall as the tutorial, the students can post their work or responses.
 - Depending on the wall's settings, the students could see and learn from their classmates' postings, or they can be visible to the librarian alone.
 - Surveys
 - The librarian can post a survey and collect responses on the same wall.
 - Links to the Padlet wall can be emailed or the wall could be embedded in another web page (Libguides, for example) to push a survey to any group of library users.
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Patricia Andersen is the Access Services and Assessment Librarian at the Arthur Lakes Library, Colorado School of Mines. She has worked at Mines for the last 18 years and conducted four LibQUAL+ surveys.

She will be talking about LibQUAL+, the ARL survey of user perceptions of Library Services. LibQUAL+ is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. The program's centerpiece is a rigorously tested Web-based survey bundled with training that helps libraries assess and improve library services, change organizational culture, and market the library.
