Q1 What new statistics/metrics are you eager to report, but are unable to collect and report at the present time? (e.g. library contributions to learning, research, clinical outcomes)

Answered: 21   Skipped: 7

#	Responses	Date
1	efficacy in learning & clinical outcomes; research teams/grants library is partnering on/assisting with; amount/types of interactions related directly to data management	2/16/2016 2:18 PM
2	I would love to find a way to accurately measure the long-term impact of our information literacy instruction. I have a few ideas, but nothing concrete yet.	2/16/2016 11:45 AM
3	How the library contributes to the University's research and clinical missions. How much the hospitals use our resources (but vendors can't always separate the University from the Hospital).	2/15/2016 8:16 PM
4	We would like to report the number of exams proctored in the Library and the number of online exams given in the Library's computer labs.	2/15/2016 6:33 PM
5	• Correlating student achievement data with instructional activities • "Consults" or other interactions that create new connections/opportunities between campus community and/or between campus and external • Metrics for how website traffic (including LibGuide traffic) can be aggregated, counted and reported. • Library staff membership on significant committees: e.g., interprofessional practice and education, curriculum committees, committees planning new master's and PhD programs, planning committees for new buildings and remote campuses, faculty committees and results of participation (library staff do report some memberships and roles but rarely results)	2/15/2016 6:02 PM
6	Contributions to institutional mission outcomes is clearly where it is at, but that is less likely to be in the form of a metric than in a qualitative assessment.	2/14/2016 1:47 PM
7	We collect enough -- it's the sorting, analyzing and presenting in a compelling visual way that I'd like to be better at.	2/12/2016 5:01 PM
8	Should we collect information about services such as how many libraries offer data management, systematic reviews, IACUC and clinical support services?	2/12/2016 1:27 PM
9	Measures that relate to outcomes. What impact does the library have on student success at the University.	2/11/2016 1:30 PM
10	Population served - We would like to see a breakdown of patrons that are primarily served as a better comparison. On-Campus vs. Distance Patrons AND Total University Students, Staff, Faculty, Other vs. Health Science (only) Library supported Students, Staff, Faculty, Other. --	FTE's and headcounts for each	2/11/2016 10:17 AM
11	Impact of librarian assistance on clinical care teams	2/9/2016 9:10 PM
12	measures showing impact -- research productivity, student success, avoidance of medical errors, readmissions, etc.	2/9/2016 10:43 AM
13	I would like to measure impact, rather than numbers. What effect does the library have on learning outcomes in the health sciences? What impact does the liaison program have on research?	2/8/2016 5:32 PM
14	library contributions to learning, research and clinical outcomes - would like guidance in how to collect these)	2/8/2016 3:41 PM
15	Usage of clinical point of care tools. Usage of demand driving acquisitions. Better ways of identifying peer institutions and benchmarking against them.	2/8/2016 1:21 PM
16	Library contributions to learning, research and clinical outcomes would be very good!	2/8/2016 12:29 PM
17	Definitely would like to see something measuring the contributions to the above-said outcomes.	2/8/2016 11:34 AM
18	how what we teach improves student test scores and clinical outcomes	2/8/2016 10:23 AM
19	New services such as systematic reviews, data management services, management of non library services/resources across the university - collaborative software, etc. Demand-driven acquisitions. Impact analysis. Grants and contracts - more granularity regarding sources of funding. Professional development - types (webinars), topics - not just expenditures. New types of staff.	2/8/2016 10:15 AM
20	ROI	2/8/2016 10:05 AM

| 21 | Impact on library resources (staff included) on student outcomes. | 2/8/2016 9:39 AM |

Q2 What statistics/metrics do you gather internally and report elsewhere which may be of broad interest to other AAHSL libraries?

Answered: 22   Skipped: 6

#	Responses	Date
1	contact hours for instruction,consultation & meta-analysis support	2/16/2016 2:18 PM
2	Space usage. Also, the way we report our reference numbers along with guide/tutorial and FAQ views gives us an idea of how effective our guides are (i.e. reference numbers stay high, but quality increases as FAQs and guides absorb more of the routine questions).	2/16/2016 11:45 AM
3	Number of writing jobs conducted by the Library's writing consultants (assistance with essays/personal statements, manuscripts, grant proposals, etc.)	2/15/2016 6:33 PM
4	We view these as some of the indicators of how the library is valued: • The contractual arrangements for services with entities we serve • Adjunct, clinical and similar appointments • Library staff involvement in systematic review, meta-analyses and other comprehensive search activities (supporting work, sometimes getting credit as co-author, acknowledgements, team member, unpublished ones for which major work was done) • Participation in new program approval and support of new program launches • New programs, units, groups served or collections development needed (i.e., new relationships) • Requests to reuse content, tools, code, graphics that library staff produced • Creating, curating exhibits • Mentoring (informal and formal) – information science/library science students but also mentoring health professionals faculty, e.g., new investigators, first time authors • Knowledge management and metadata projects for clientele • Requests to host visiting scholars (e.g., from library school, NLM Associate Fellows) noting their interest in our services and relationships across our campus and the state	2/15/2016 6:02 PM
5	All medical school faculty publications, citations, impact (Impact Factor, H-index, Relative Citation Ratio)	2/14/2016 1:47 PM
6	We identify patron college or hospital affiliation for most services that we keep statistics for including education sessions, literature searches, liaison contacts, curriculum engagement. This really helps with justifying funding in the University's Incentive Based Budgeting (IBB) model.	2/12/2016 5:01 PM
7	We use LibStats for gathering data on reference queries that we mostly have used to assist in determining reference policies (e.g. service hours, method of delivery, affiliation of person making inquiry)	2/11/2016 1:30 PM
8	Number of resources where expenses are shared between libraries. And the shared $$ expenditures of those shared resources. (- eg. we pay 35% of a particular database and the Main campus library pays 50% and the Oceanographic library pays the rest.)	2/11/2016 10:17 AM
9	I do so many of these, that I cannot remember all of them. One metric that we promote is how much we do to manage the electronic resources (i.e. number of links maintained). Leadership doesn't realize how much work there is in keeping these resources accessible after purchase.	2/9/2016 9:10 PM
10	effort studies -- how much time does it take to deliver a new class or training session; reference questions; systematic reviews; etc.	2/9/2016 10:43 AM
11	we gather a fair amount of data related to our consultation services - eg. who we serve, what topics are we covering, how long does it take, does the relationship lead to new projects, does the relationship result in new funds flowing to the university	2/9/2016 9:19 AM
12	The number of researchers we assisted in bringing their articles into compliance with the NIH public access mandate. Also, the total dollar amount of the grant funding released once the articles were in compliance.	2/8/2016 5:32 PM
13	1.Discovery tool adoption and use statistics 2.COUNTER statistics (JR1 and BR2) that better indicate real usage of e-resources	2/8/2016 3:41 PM
14	Use of LibGuides; number or questions related to federal public access compliance; number of lit searches/systematic reviews vs general reference questions	2/8/2016 1:55 PM
15	Community impact (value of resources provided to unaffiliated health professionals and the public).	2/8/2016 1:21 PM
16	library research and consultation, including teaching, presentations and publications.	2/8/2016 12:29 PM
17	External fundraising information, including Friends group	2/8/2016 11:34 AM

18	Social media use. Amount of time spent on answering reference/consultation questions.	2/8/2016 10:43 AM
19	I can't think of any offhand but it might be a good idea to look at the types of questions AAHSL members have posed over the year to see if there are any common themes/topics or types of questions that are being asked. Space utilization.	2/8/2016 10:15 AM
20	n/a	2/8/2016 10:05 AM
21	Seating count/compared with active students	2/8/2016 9:42 AM
22	None that I can think of.	2/8/2016 9:39 AM

Q3 What statistics/metrics are you currently reporting, or needing to report, to demonstrate the value of the library to key constituents? (e.g. success of students, success of the larger institution)

Answered: 18   Skipped: 10

#	Responses	Date
1	success/retention of students	2/16/2016 2:18 PM
2	Space usage. General resource usage data.	2/16/2016 11:45 AM
3	It would be nice to be able to adequately explain why we purchase some resources that are out of scope because we can get so much more (that *is* in scope) for our dollars by purchasing through consortia or through package deals.	2/15/2016 6:33 PM
4	• Evidence of impact, what difference did library/library staff make • Responsiveness to requests from constituents, particularly for accreditation purposes, e.g.: extending hours, adding more individual and group study space • Indicators of perceived value • Stories illustrating the above • FTE counts for specific campus subsets (e.g., all life sciences) • Unique user counts	2/15/2016 6:02 PM
5	Faculty output (see above); examples of librarian engagement with students, faculty, etc.	2/14/2016 1:47 PM
6	We haven't yet compared to student success etc, but would like to.	2/12/2016 5:01 PM
7	Institution seeks to identify how academics and services contribute to the overall success of student experience. Wants data to support view.	2/11/2016 1:30 PM
8	Generalized cost of Database Leased materials per student/faculty - cost of journals per student/faculty --- Cost of ILL/DocDel per patron on-campus vs. cost of ILL/DocDel per patron distance	2/11/2016 10:17 AM
9	value of librarian	2/9/2016 9:10 PM
10	assigning use of library resources and staff to individual internal units, i.e. allocation	2/9/2016 10:43 AM
11	it would helpful if we could better report how our activities support research and/or improve success rates for grant proposals. We have not been able to figure this out yet	2/9/2016 9:19 AM
12	We are currently exploring ways of collecting this type of information Use of education technology to develop effective online course content	2/8/2016 3:41 PM
13	Impact of library programs on student learning outcomes and success.	2/8/2016 1:21 PM
14	For accreditation, we report the library's role in teaching, research, grant-writing / funding, publications and involvement / roles on committees.	2/8/2016 12:29 PM
15	We would like to report a library link to student success, but we are unsure of how to do so and present it in a way that would be meaningful to administrators.The data we could collect would mostly be correlation data which wouldn't be very persuasive.	2/8/2016 10:43 AM
16	Trend data - one example - decrease in resources = increase in ILL/DDA. New services. Integration/research into faculty success measures such as impact analysis, systematic reviews	2/8/2016 10:15 AM
17	n/a	2/8/2016 10:05 AM
18	Library usage for study space, promoting group work, interprofessional work, resources.	2/8/2016 9:39 AM

Q4 What statistics/metrics is your library being requested to submit/prepare for your home institution that you have difficulty providing?

Answered: 18   Skipped: 10

#	Responses	Date
1	success/retention of students	2/16/2016 2:18 PM
2	None right now. Every now and then someone will ask for a breakdown of resource usage by user group, and we simply explain that usage reporting doesn't work like that.	2/16/2016 11:45 AM
3	Not sure how this is different from Q3	2/15/2016 6:02 PM
4	How to assess and demonstrate library contributions to desired outcomes?	2/14/2016 1:47 PM
5	We can provide all they ask for so far.	2/12/2016 5:01 PM
6	Library organization has begun to use Balanced Score Card as an evaluation and assessment tool - again in efforts to identify and use outcomes based measures. Has been used very sporadically.	2/11/2016 1:30 PM
7	Usage breakdown value per patron and by type of patron.	2/11/2016 10:17 AM
8	Percentage of service to the various schools and customer groups	2/10/2016 4:43 PM
9	Who is using the electronic resources? Since the resources are controlled by IP number, we don't know exactly who uses them. We only know that when they log in from off campus.	2/9/2016 9:10 PM
10	use of specific resources and services by individual departments/divisions, i.e. tracking utilization by every user and then assigning usage by mission area	2/9/2016 10:43 AM
11	impact of library services on research support	2/9/2016 9:19 AM
12	E-resource use by department or school.	2/8/2016 3:41 PM
13	none at this time.	2/8/2016 12:29 PM
14	Measuring learning outcomes and student success. Trying to tie library use to GPAs, test outcomes, etc. is insanely difficult.	2/8/2016 11:34 AM
15	It is very difficult to provide the number of electronic journals given the packages and deals that we have. We report to the main library, so it is very hard for us to report statistics on the amount spent on serials since it is wrapped up in the amounts spent by the main library, especially in the big deal packages.	2/8/2016 10:43 AM
16	Some are more challenging but we manage usually to find them. The most challenging are local question that have nothing to do with national benchmarking.	2/8/2016 10:15 AM
17	impact on student success	2/8/2016 10:05 AM
18	Journal cost increases and if we're doing all we can to control those.	2/8/2016 9:39 AM

Q5 Please provide any thoughts in general about desired new directions/measures for the AAHSL assessment/statistics program.

Answered: 20   Skipped: 8

#	Responses	Date
1	No additional thoughts right now. The survey is great!	2/16/2016 11:45 AM
2	We occasionally get ask how we support diversity and how we support the University's mission to the community. But we are not regularly asked for this information.	2/15/2016 8:16 PM
3	If someone can come up with the perfect formula to demonstrate what a great return on investment the Library is, that would be great!	2/15/2016 6:33 PM
4	• Our constituency counts need to be comprehensive, to compare effectively with other entities at our parent institution and as the basis for calculating cost per constituent. These counts must consistently include all hospital employees (not just residents and clinicians with joint appointments) and off-campus preceptors, since our licenses cover all of these folks. • As new metrics emerge, allow AAHSL libraries to report these even if not yet standardized. • Qualitative data collection, not just quantitative • Using data visualization and other effective approaches to presenting data, e.g. infographics: http://uncnews.unc.edu/facts-about-carolina/facts-figures/	2/15/2016 6:02 PM
5	Reporting on standard inputs and outputs is a given (expenditures, staff, etc.). It is something we all have to monitor whether part of AAHSL assessment or not. Beyond that, how can an AAHSL assessment program prepare AAHSL members for future needs? Our institutions differ too much for metric-based guidelines to be useful for all (but perhaps for some?). How to focus on outcomes? How to help develop awareness of trends and shifts in landscape? How can assessment move us beyond the incremental and tactical, to strategic thinking and imagining new futures?	2/14/2016 1:47 PM
6	More value of the library and more visual!	2/12/2016 5:01 PM
7	Is it time to stop collecting old metrics such as print books and journals?	2/12/2016 1:27 PM
8	Please consider abbreviated statistics for those libraries that do not need such detailed stats and do not have the personnel to track, maintain and analyze them. If those libraries submit the shorter stats survey, they would only be able to see the shorter survey results. This would be fair and librarians who cannot attend MLA chapter meetings because they occur in the Fall when statistics mania is in full swing might be able to attend for a change. Another possibility is to change the due date for the stats. The Fall is hell in every academic library and so few of the medical libraries have sufficient staff any longer that the AAHSL stats are becoming increasingly burdemsome. Every year we ask ourselves if they are worth the agony. I think the year is fast approaching when the answer will be "no."	2/11/2016 4:40 PM
9	Maybe AAHSL has to consider arriving at an agreed upon series of collective and shared outcomes that can identify indicators that all can measure and report - to enable benchmarking.	2/11/2016 1:30 PM
10	Measures such as gate count are important - but how do we do a Gate count of Distance Patrons ?	2/11/2016 10:17 AM
11	I don't have suggestions on the annual statistics. However I wonder if we could periodically query members with 1-2 question surveys to gather specific data of interest to AAHSL members.	2/9/2016 9:21 AM
12	i think we can eliminate most of the existing questions. The collections survey could be eliminated altogether	2/9/2016 9:19 AM
13	I would love ideas for how to measure impact. I do not want to bean count number of instruction sessions, but rather want to demonstrate how our instruction program contributes to student outcomes. What is our impact on the CTSI? What do administrators find to be compelling evidence?	2/8/2016 5:32 PM
14	We appreciate the statistics and support their continued collection	2/8/2016 3:41 PM
15	Do not switch question numbers as much as possible.Comparison from year to year is very important and it's hard to do if questions change.	2/8/2016 1:55 PM
16	Are we reporting our involvement in systematic reviews? Teaching, as course directors, and/or faculty? Curriculum Design? Serving as a consultant to other libraries / organizations?	2/8/2016 12:29 PM
17	Far less emphasis on measuring collections figures (usage, book counts) and far more on learning outcomes.	2/8/2016 11:34 AM
18	Given the different reporting structures for libraries, it is really difficult to compare them to each other. There should be a way to have easier breakdowns for libraries that report the same way,	2/8/2016 10:43 AM

19	Core questions remain important however agility in responding to trends and asking just in time questions and digging deeper into some of the core questions might be helpful (see professional development suggestions above)	2/8/2016 10:15 AM
20	Perhaps sharing some narratives on success new programs or expanded services. How other managed an increase or strong endorsement for additional funding.	2/8/2016 9:39 AM