Berkeley Library
UNIVERSITY OF CALIFORNIA

2018-19 Project Charter

PROJECT NAME:	Assessment Program Launch
PROJECT MANAGER:	Chan Li, Assessment Librarian
TEAM MEMBERS:	LAAG team, Molly Rose, a student employee
PROJECT SPONSOR:	Jo Anne Newyear Ramirez

PURPOSE & GOALS
Describe the current challenges and opportunities that the project addresses. What core issue will be addressed by the project? What goals will be achieved by the project? What benefits will the project deliver and which constituencies will receive these benefits?

The Assessment Program will provide a holistic, longitudinal and comparative view of all library resources, services, space and impact on users. By conducting various users' studies on their perceptions and behavior around learning, teaching and research lifecycle, and their interactions with the Library, the program can identify the opportunities for improvement and development, and to demonstrate the value of the Library to internal and external stakeholders.

ALIGNMENTS WITH STRATEGIC GOALS
Describe how the project align with the strategic priorities of the Library.

The Assessment Program is aligned with all the four library strategic goals, but most connects to strategies under "*grow as an adaptive learning organization*," by evaluating the use patterns of library resources, by identifying the trends, setting the quality benchmarks for resources and services management and by communicating effectively and broadly the library's impact on student and faculty learning, teaching and research.

2018-19 PROJECT SCOPE
(Describe the scope of the project during 2018-19. The scope defines the boundaries where the project begins and ends. The scope describes what will be delivered including where, when, and how. It describes the services, functions, systems, solutions, or tangible products to be created during the course of the project, as well as the business process impacts.

During FY 2018-19,
- A campus-wide Ithaka faculty survey project will be launched in October 2018. The findings will be analyzed and shared by early Spring 2019, then followed by investigation and discussion with various library departments on possible actions based on the data.
- The Assessment Program website will be launched by the early Spring 2019, which will not only visualize the key indicators for library collection and services, but will also highlight the strategic projects and key assessment projects and activities.
- An internal data dashboard portal will be established by the summer of 2019. The Library data will be visualized by using Tableau. The portal will be internal use only.

2018-19 PROJECT DELIVERABLES		
(List what will be when it will be delivered, and describe what success look like for the project.)		
Deliverables	**Date**	**Measure of success**
Conduct the Ithaka faculty survey	October 2018	Higher than average response rate. The average Ithaka faculty response rate is between 20% to 25%.
		Effective communication strategy of promoting the survey
Share findings and reports for campus-wide faculty survey	March 2019	Different channels for sharing the reports
Implement a process to work with different departments for in-depth investigation of survey data and possible actions	June 2019	A concrete plan for making the data actionable
Launch the Assessment website	March 2019	Positive feedback about the site
		Regularly updated content, e.g. quarterly
Launch the internal dashboard portal	June 2019	Positive feedback about the portal
		Frequent communications to library staff about the use and application of the content
		Regularly updated content, e.g. quarterly