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# Change, Crisis & Counting: Thoughts on Library Assessment in Fluid Times

## Reorienting Library Advocacy: Aligning our priorities & futures to meet the challenges universities face

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Slides Link: <https://tinyurl.com/CoreyCHS2020>  
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## Introduction & Overview

- Abstract - offers the perspective of a library leader who dramatically transformed a full-service library with a 70,000 volume collection to one that is almost completely digital in 2013-14. What kind of data has Corey collected? How does he use it to demonstrate value and advocate for the library with campus stakeholders?

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## Metrics and Assessment

- Since its 2020....
- How similar is political polling and resources we buy for students and faculty?

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## It's a Puzzle: Sudoku or Jigsaw?

- Assessment is a puzzle where we combine numbers and stories to show effectiveness.
- Certainly, if there was a year when the numbers tell dramatically different stories, it is 2020.
- Some problems only have one answer - like a Sudoku puzzle.
- Other problems require more flexibility - like a jigsaw puzzle with missing pieces.
- Your story is unique, as is your campus.

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## 2020 Vision\* - Change & Libraries

- We live at a time of great change in almost all fields.
- The expansion of online education is fundamentally changing higher education.
- In the United States - enrollment in higher education is stagnant with fewer International students seeking a US education.
- This will impact the need of a physical library on each campus.
- This will impact the roles that librarians play on campus.
- The factors that will demand change across higher education (and within the library) may include:
  - Space demands
  - Mergers or ceased operations
  - Funding of new priorities
  - Online education expansion
- Change may be a dual edged sword - vibrant schools will demand more changes than stagnant ones.

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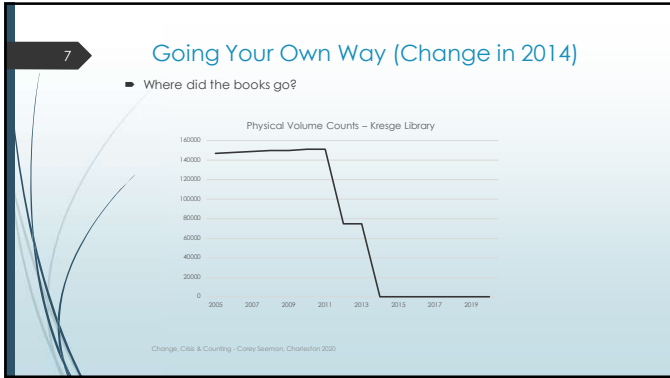
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## Going Your Own Way (Change in 2014)

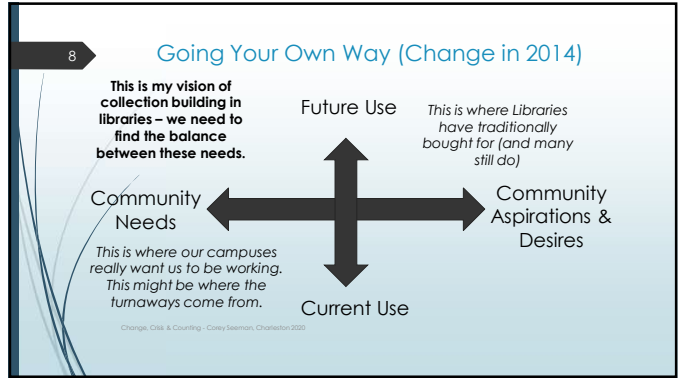
- Kresge Change in 2013-2014 (Mostly February-July 2014)
- Move to a mostly electronic collection.
- 70K books to 200 (now less...)
- Move away from a large traditional library.
- Move towards an "Ethereal Library"
- Shifting Jobs and Focus to what was possible - not what we used to do.
- When we moved out of our space, we changed our name to **Kresge Library Services**.
- In many ways, our timeline started over from scratch. That enabled us to build our own future.

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### 9 Going Your Own Way (Change in 2014)

- Library challenge is that we have multiple stakeholders and they have different needs - especially for business.
- Faculty needs - scholarly journals, articles, books, datasets
- Student needs - articles, company & industry information, market reports
- Community - Mostly similar to student needs

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### 10 Going Your Own Way (Change in 2014)

- We could do our work anywhere.
- Previous challenges such as the polar vortex and closures during constructions.
- We developed new services to redeploy staff capacity not working with print - Kresge Exam Service.
- Our services were aligned to campus needs, not library norms.
- We had to embrace a flexible mindset to manage this change.
- Quickly adapted to a digital only services in March 2020.

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### 11 Going Your Own Way (Crisis in 2020)

- With no student space and a 99.99% electronic collection, we were designed for a pandemic.
- We did have in-person reference and desk services (Exam and Assignment Review as well as Textpack Pickup) and those were either moved online or cancelled.
- Our planning for Fall Term was along the same lines for our hybrid term, but the Ross Leadership Team wanted something in person.

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### 12 Going Your Own Way (Crisis in 2020) A New Service - Kresge Office Hours

- The goal from the Ross Leadership Team (LT) was to have some staff in the building if students would be there.
- After we were told to rethink what it might look like, we reconnected as a group.
- We have staff of 18 and about one-third were comfortable coming in.
- We pitched (internally and to the LT) about staffing a desk for questions that students had.
- The LT was enthusiastic, and we started this service on the first day of school.

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## Going Your Own Way (Crisis in 2020) A New Service – Kresge Office Hours

- We staff the desk Monday through Thursday from 10am to 2pm.
- ONE Library Question
- Some Textpack Questions
- Majority of Questions – Printing, Room Reservations, Supplies, General Help.
- These numbers are very low, but they are appreciated by students and the LT.

Week of Fall Term	Student Interactions
1	18
2	14
3	9
4	6
5	8
6	4
7	9
8	1

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## Changes – Temporary & Permanent

- We also added a new chat service in Fall 2020 for course materials.
- An agile library needs to determine if a service or function can continue - especially if not everything is available.
- When dealing with change, you have more a more gradient way to explore if something can continue being offered in the new environment.
- Be creative - how can you find books that are print only?
- When dealing with crisis management, you have fewer gradients - think more binary.
- When dealing with change management, you have more gradients. What will our libraries look like on the other side?

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## For More Fun....

- "The Ethereal Library: Our Experience in Library Futures at the Kresge Library," presentation to be given at the International Conference on Next Generation Libraries (NGL 2019) to be held December 12-14, 2019 at National Institute of Technology, Rourkela, India. Virtual participant at the meeting. [Link](#)
- "History Has Its Eyes on You: Lighthouses and Libraries Weathering Storms of Change," Keynote for the Great Lakes Resource Sharing Conference, June 8-9, 2017 at Oak Brook, Illinois. [Link](#)
- "Don't Get Married to the Results: Managing Library Change in the Age of Metrics," presentation at the 2015 Charleston (SC) Conference, November 2015. [Link](#) / [Transcription of Talk](#)
- "Creating The Ethereal Library: Thinking Creatively When You Have No Space To Think," presentation at the The 2014 Conference for Entrepreneurial Librarians, Wake Forest University, Winston-Salem, North Carolina on October 17, 2014. [Link](#) / [Proceedings Link](#)
- Also visit - <https://sites.google.com/view/squirrelman>

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## Closing Thoughts – Be Flexible

- When you are at a dog park, you must always be flexible, especially with your knees.
- That way, the dogs running around will not knock you over!
- We might be done with COVID-19, but it is not done with us!
- Don't jump to conclusions about a picture.
- Runyon and Rosie at Swift Run Dog Park, October 11<sup>th</sup>, 2020.

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## Closing Thoughts – Beware Dashboard Indicators

- They will not tell you about the person behind you!

Thank you  
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