



### **UPR Library Evaluation and Assessment Project**

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This presentation discusses a model of implementation of an assessment process from its conceptualization to identify concerns, to the application of effective solutions to address evaluation results. As part of its strategic plan, the State University of Puerto Rico System (UPR) developed an alliance with the Association of College and Research Libraries (ACRL) to conduct a comprehensive evaluation of all its libraries based on its standards of effectiveness. One of the main goals was to promote the development of an assessment culture throughout the UPR library system, as well as to identify major issues that were hampering its effectiveness. The process was to signify the beginning of concrete efforts that would lead the way to the transformation of libraries and the way they operate within the UPR. This paper explains the process followed from its start as it discusses an approach that proved effective in influencing the organizational cultural of libraries and represents a replicable model for other university instances. Change and leadership development among libraries of the UPR is occurring as a consequence of this initiative. The presentation will demonstrate the building of an effective, sustainable practical assessment based on the understanding of the importance of continuous betterment as libraries take advantage of available strategies for knowledge management and technology implementation, responsiveness to potential and actual users, and the need to build alliances to achieve major institutional changes. In this presentation we want to share our experience in terms of developing alliances, addressing issues raised in an evaluation process effectively by involving librarians in the solution. No top down approach was used at anytime, yielding results with solutions developed by the continued experience of academic librarians.