



## **Systematic Evaluation of UPR Libraries: Reaffirm the Collaboration, Promote Evaluation and Assessment Culture**

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The presentation is about innovative quality management practices on to how develop an evaluation and assessment culture, incorporate these initiatives as part of the daily work of the library staff and the results generate organizational change. This initiative helps our libraries to enhance the daily work to offer quality services and to establish benchmarking between Puerto Rico's libraries. The exposition describes the process of design, implementation and results of the University of Puerto Rico (UPR) Library Evaluation and Assessment Project based on the application of the ACRL standards, the use of external evaluators from ACRL and answering the results project development of communities of practice to address findings of the evaluation process.

The 14 libraries, located at 11 of its campuses in UPR participating in the project with the objectives to document the work being done, demonstrate its effectiveness, reaffirm its collaborative nature, and to promote a culture of self-evaluation and assessment. Its efforts are focused on promoting communication and collaboration between the services and resources at each campus. The evaluation process is based in the College and Research Libraries standards with elements from other accrediting agencies such as the Middle States Association and the Puerto Rico Council of Higher Education. The model used starts from the ACRL standards with indicators, some of which were taken from Spain's Libraries Quality Certification, that shows the outcome assessment and that will help in the development and establishment of the assessment process in the libraries.

The evaluation process implies the design and implementation of evaluation instruments, qualitative and quantitative data organization, gathering, and analysis. Most importantly: it includes an evaluation visit by ACRL members. As a result, the libraries received a certificate of completion for their efforts. This is the first system-wide university library evaluation project performed by ACRL. The presentation demonstrates how our model helped us in the implementation of the assessment process, shows a way to contribute to a cultural change and leadership development among libraries of the UPR and mechanisms to build an effective and sustainable practical assessment culture.