MoCo
• Founded in September 1946
• 60,000 students
• 4 campuses
• More than 100 areas of study
• Focused on Rockville Campus, which welcomes 16,000+ students from 170+ countries.

NOVA
• Founded in September 1964
• 75,000 students
• Six campuses
• More than 160 areas of study
• We focused on Alexandria Campus, which welcomes 17,000+ students from 180+ countries.

Prior System
• Both colleges used paper systems (basically hash marks) to track their reference interactions.

Current System
• Gimlet at MoCo
• SpringShare at NOVA

Objectives and Methods
• Interview staff at community college libraries
• Observe use of performance metrics
• Compare usage
• Analyze issues with use of performance metric tools

Findings
• The tools work!
• But the application must be consistent.
• For usable data, usage must be consistent.
• Buy-in from all levels.
• Training is essential; team & branches

Recommendations
- Identify need. Make sure staff know why the info is meaningful.
- Simple tools. Limit agreed upon categories.
- Teamwork. Training & encouragement to use tool and log transactions.
- Leadership. Identify driver to enforce standards.
- Global Adoption. Branches decide what’s meaningful for local population.

QUESTION: HOW CAN COMMUNITY COLLEGES BETTER IMPLEMENT THE USE OF PERFORMANCE METRIC TOOLS?

students.cua.edu/wagnere/555FinalProjectSpagner.html