

Assessment in Space Designed for Experimentation: The University of Washington Libraries Research Commons

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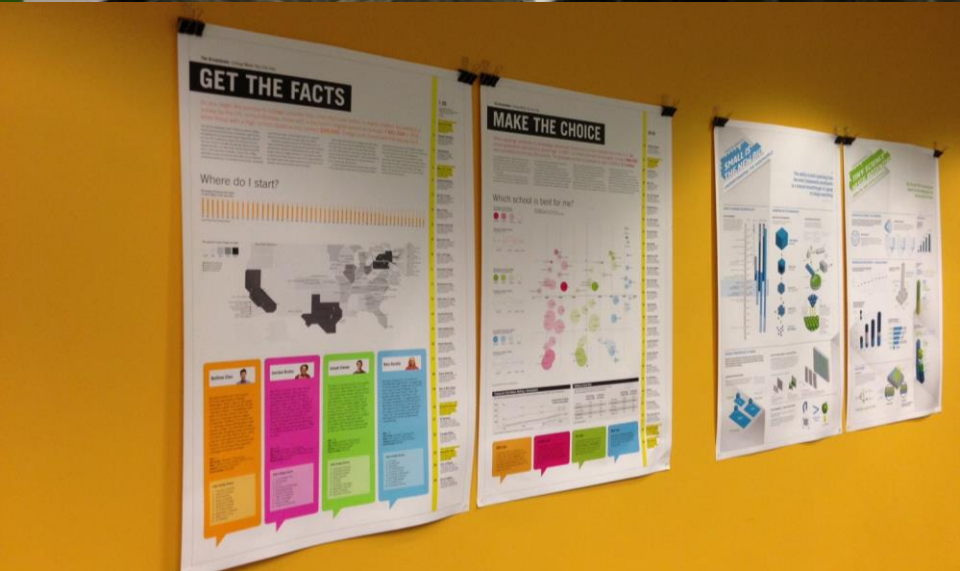
Library Assessment Conference 2014, Seattle, WA



VISION, SPACE,
SERVICE AND PROGRAM

RESEARCH COMMONS VISION

- Foster interdisciplinary conversation
- Provide a hub of research support
- Iterative, experimental space for informing change
- Research display and presentation



RESEARCH COMMONS SERVICES



Funding



Design



Citation
Management



Writing



Scholars'
Studio 



Join us for a fun, informal, interdisciplinary event featuring a series of rapid-fire lightning talks (5 minutes each), given by graduate students and postdocs doing research related to our theme: predictions. Talks will be followed by a Q&A with the presenters, a reception, and conversation.



PREDICTIONS

RESEARCH @THE COMMONS

- i. **Opening Presentation**
Jenny Muilenburg
DATA CURRICULUM AND COMMUNICATIONS LIBRARIAN
- II. **Should We Bother? Prioritizing New Cancer Technologies**
Jeanette Birnbaum
HEALTH SERVICES
- III. **Tsunami Prediction using Adjoint Methods**
Brisa Davis
APPLIED MATHEMATICS
- III. **Looking Beyond Grades: Predicting Academic Success with Student Personality Traits**
Chaya Jones
EVANS SCHOOL OF PUBLIC AFFAIRS
- IV. **Predicting Gender in Social Media**
Gayathri Vasudevan
INSTITUTE OF TECHNOLOGY
- V. **Attempting to Know What We Don't Know: Combating Wage Theft in Washington State**
Isaac Sederbaum
EVANS SCHOOL OF PUBLIC AFFAIRS
- VI. **The Rhetoric of Digital Futures**
Ian Porter
COMMUNICATION



- VII. **Augmenting Social and Spatial Cognition: Integrative Analysis Processes for San Francisco's Bayview District**

Rafael Murillo
URBAN PLANNING AND LANDSCAPE ARCHITECTURE,
COLLEGE OF BUILT ENVIRONMENTS

- VIII. **Predicting Costs of Medical Episodes using Analytics**

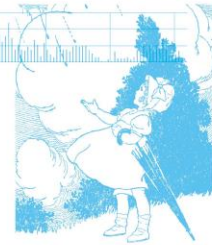
Si-Chi Chin
INSTITUTE OF TECHNOLOGY

- IX. **Computational Design of Protein-Based Nanomaterials**

Jacob Bale
BIOCHEMISTRY

- X. **Forecasting the Future of Library Leadership**

Sofia Leung
INFORMATION SCHOOL AND EVANS SCHOOL
OF PUBLIC AFFAIRS



MORE INFORMATION AT
[COMMONS.LIB.WASHINGTON.EDU/
SCHOLARSSTUDIO](https://commons.lib.washington.edu/scholarsstudio)

Thursday,
May 15

Talks 4–5:30 pm

Reception 5:30–6:30 pm



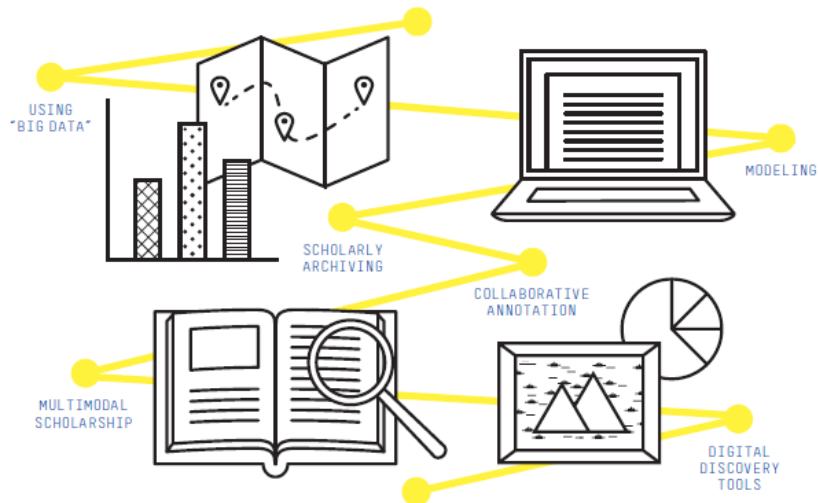
Booth

CoLAB

COLLABORATING WITH STRANGERS



COLLABORATING WITH STRANGERS



ON DIGITAL SCHOLARSHIP AT UW

Wednesday,
February 19
2:00– 4:00 pm

Research Commons,
Ground Floor,
Allen Library South

UW students,
faculty,
and staff



ASSESSING THE RESEARCH COMMONS

SPACE ASSESSMENT

In-Libraries Use Survey (2011)

- Users stay longer in the RC than other libraries
- Users of space are predominantly undergraduate
- Users want more of the same furniture and tools

Student Discussion Groups (2011)

- Users view RC as collaborative, and any changes to space should reflect that.

Design Charette for New Spaces (2012)

- Grads need larger reservable spaces.

SERVICES ASSESSMENT

DeskTracker (2012)

- 3% Reference questions
- 70% Equipment, Checkout and Reservation questions

Graduate Workshop Evaluations (2011-2013)

- Overall ratings high – content is useful and relevant
- 66% of workshops with attendance of 4 or less

STUDENT EXPERIENCE ASSESSMENT

Interviews with Grad Students (2012)

- Grads look for opportunities to connect with other grads
- Interest in building presentation skills

Triennial Libraries Survey (2013)

- 39% of Grads and 48% of Undergrads have visited the RC
- Graduate students want citation, publishing and data support

ASSESSMENT HAS ALLOWED US TO:

- Make case for funding and staff changes
- Iterate quickly, changing space and services according to user need
- Communicate the value of the space (beyond the furniture)
- Stop doing things that aren't working well

PUTTING IT ALL TOGETHER

Facilities and Staff Data

- Equipment Checkouts
- Gate Counts/Headcount
- Data from three Room Reservation Systems
- Discussion Groups
- 2011 In Libraries Use Survey Data
- DeskTracker Survey

Communication Data

- Website and Social Media Statistics
- Graduate School Digest Email Data
- Research Commons Newsletter Listserv User Profiles

Programming and Services Data

- Graduate Student Workshops – Attendee Evaluations
- Peer-Led Workshops – Instructor Feedback
- Graduate Student One-on-One Interviews
- Scholars’ Studio Feedback Report
- Design Help Desk User Profiles
- Graduate Funding Information Service Data User Profiles
- Libraries Triennial Survey of Graduate and Professional Students 2013



	Yes	No	No resp.
Taken a course in which a librarian did a presentation or workshop?	36.6	53.4	10.0
Used online or print library resources to complete a course assignment?	82.1	17.9	0.0
Consulted with a librarian (in person, by email, or chat)?	44.0	56.0	0.0
Used an online subject or class guide?	45.0	55.0	0.0
Viewed a "How do I..." video (online library tutorial)?	17.1	82.9	0.0
Used the research commons in Allen Library?	48.3	51.7	0.0

Yes percentage by year in school

	1st	2nd	3rd	4th
Taken a course in which a librarian did a presentation or workshop?	33.8	41.3	40.3	33.7
Used online or print library resources to complete a course assignment?	68.7	78.7	80.2	89.7
Consulted with a librarian (in person, by email, or chat)?	35.7	34.1	47.8	47.4
Used an online subject or class guide?	43.0	48.1	61.7	48.1
Viewed a "How do I..." video (online library tutorial)?	28.8	24.7	13.5	13.1
Used the research commons in Allen Library?	45.5	46.1	48.4	50.1

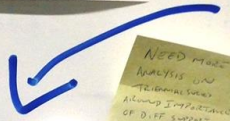
Yes percentage by College/School (minimum of 50 respondents)

	Humanities	Social Science	Science	Business	Engineering
Taken a course in which a librarian did a presentation or workshop?	42.1	37.4	40.7	27.4	37.4
Used online or print library resources to complete a course assignment?	93.2	89.2	84.9	84.3	37.3
Consulted with a librarian (in person, by email, or chat)?	45.8	52.1	41.1	38.4	71.8
Used an online subject or class guide?	54.4	55.1	52.1	42.6	47.1
Viewed a "How do I..." video (online library tutorial)?	12.1	20.8	10.8	12.1	13.0
Used the research commons in Allen Library?	42.4	50.3	55.0	31.7	49.1

UNDERGRAD



GRAD



Low Health Sciences? Foster Business?

NEED MORE ANALYSIS LOW TRADITIONAL SCHOOLS SHOWING IMPROVEMENT OF D.I.T. SUPPORT

2013 UW GRAD/PROFESSIONAL STUDENT LIBRARY USE SURVEY ALL RESPONSES IN PERCENT (N=127 surveys returned (19% nominal response rate))

During the past year you have you:

	2013	2012	2011	2010	2009	2008	2007
Taught as a teaching assistant	29.7	69.1	7.3	30.4	68.5	1.0	3.7
Worked on a federally funded research project	51.9	65.2	3.0	33.5	66.5	2.2	31.8
Used other external funding for research	25.3	71.6	1.1	27.5	69.5	3.0	26.3
Used the Research Commons	38.0	58.9	2.1				

Yes percentage by College/School (minimum of 50 respondents)

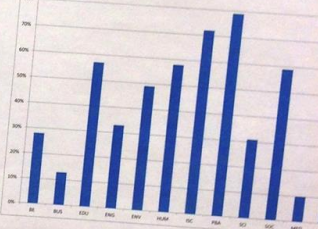
	BE	BUS	EDU	ENG	ENV	HUM	ISC	PA	SC	SOC	MED	NUR	PHM	PHC	SWK
Visited Research Commons	28%	13%	57%	31%	49%	58%	72%	79%	31%	59%	30%	21%	13%	29%	55%

How frequently do you use the following methods to VISIT or ACCESS the UW Libraries?

	2013	2012	2011	2010	2009	2008	2007
Visit in person	19.7	23.3	23.4	20.8	18.7	20.8	15.5
Visit campus	42.5	50.7	41.9	20.8	18.7	20.8	10.8
Use off-campus computer	54.3	64.4	58.0	23.2	20.7	20.8	4.0

Libraries in the world (see in hospital in India)

Graduate/Professional Students Who Indicate Visiting the



Completed the survey in the library

Rate the importance of each of the following to your success in coursework and research. Also indicate whether or not you would find a library consultation on this topic useful.

	High	Medium	Low	Not	Mean	Median	Count
Developing and finding research topics	54.8	23.7	14.5	6.0	5.7	4.0	174
Ability to find who related to your field	52.0	35.5	8.7	1.0	3.8	0.0	132
Acquaintance with research scholarship in the field	46.3	33.1	10.5	2.7	3.1	0.0	125
Locating a literature review	40.7	31.5	9.7	8.7	4.3	0.0	121
Managing research data	49.3	21.4	19.1	8.4	3.0	1.0	121

GRAD SCHOOL COMMUNICATION LEAD

Library leads from communication lead

New/expanded services that would be useful

	2013	2012	2011	2010	2009
Advice and information on publishing your work	39.8				
Guidance on submitting papers and other publications to digital archives	24.8				
Support in managing, archiving and preserving research data and related materials	29.3				
Assistance in using citation management software	53.1				
Guidance on submitting theses and dissertations electronically	30.2				
Streamlining media resources	26.5				
Providing public access to library resources and services	48.1				

How satisfied are you with the University Libraries?

	Very satisfied	Satisfied	Not satisfied	Mean	Median
Library services	63.1	31.3	4.5	6.4	5.1
Library collections	14.0	36.9	7.8	2.2	2.0
Library facilities	49.7	38.1	12.0	7.1	5.0
Overall	54.3	38.8	6.0	6.7	6.0

Results of those who visited the Research Commons with those who didn't on importance and satisfaction

	Importance	Satisfaction
Visited Research Commons	6.8	4.4
Didn't visit Research Commons	6.2	4.0

POST

WHAT DID IT TELL US?

- Grads prefer services to be flexible/quick.
- Grads have strong interest in citation and funding help.
- Space is visible and well loved.
- Space use is multidisciplinary.
- Preference for spaces with visual privacy.

WHAT DID IT NOT TELL US?

- What specifically does the space enable people to do?
- What is the best way of reaching graduate students to promote services and programs?
- Are we fostering interdisciplinary connections? If so, how?



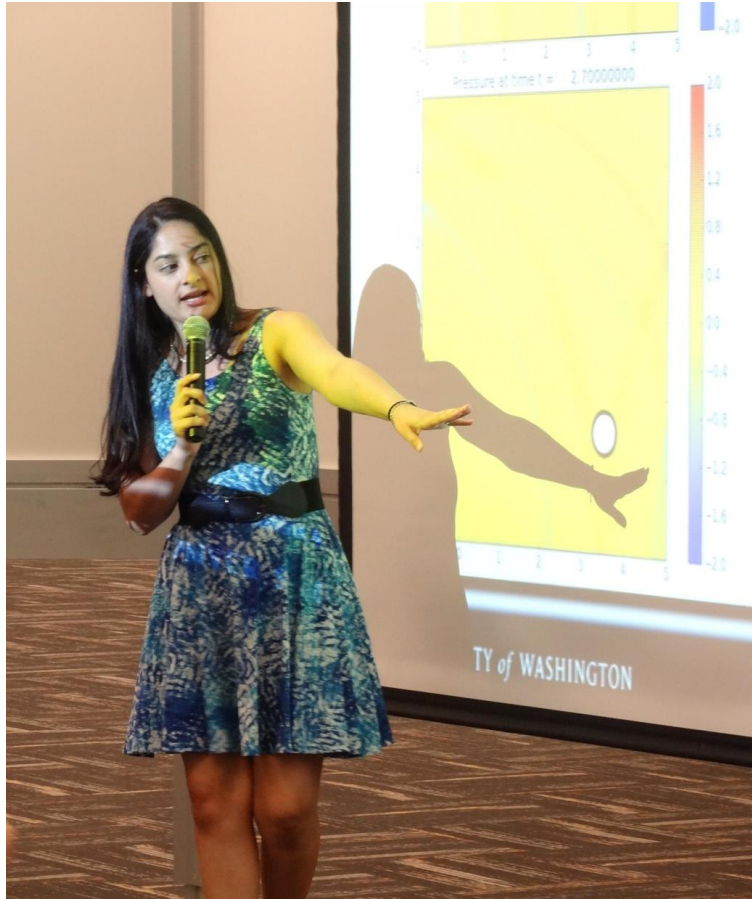
ASSESSING INTERDISCIPLINARY PROGRAMS

SCHOLARS' STUDIO ASSESSMENT

One-on-one interviews with past graduate student presenters

- What was their experience of Scholars' Studio?
- Did it support their ability to present their research?
- Did the experience make them think about their own research differently?
- How can we facilitate cross-disciplinary connection?

SCHOLARS' STUDIO ASSESSMENT



“Five minutes was really tough. It makes you rethink how to present your material concisely.” – PhD Student, Humanities

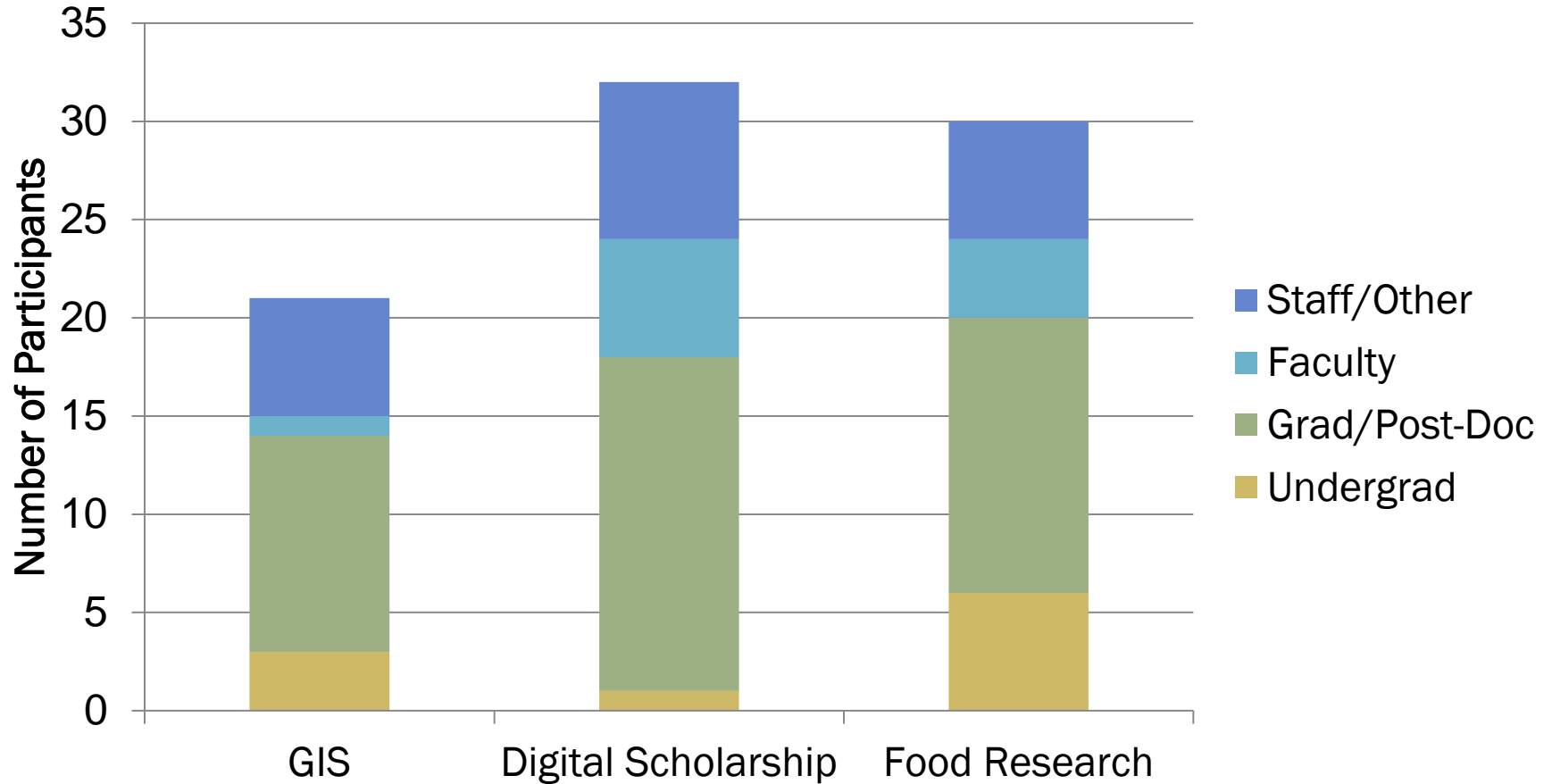
“It changed the way I classically thought about my own work.” – PhD Student, Social Sciences

SCHOLARS' STUDIO ASSESSMENT



“I think it makes a big difference when the people at the top really care about what you are doing...It makes you feel more empowered.” - PhD Student, Medicine

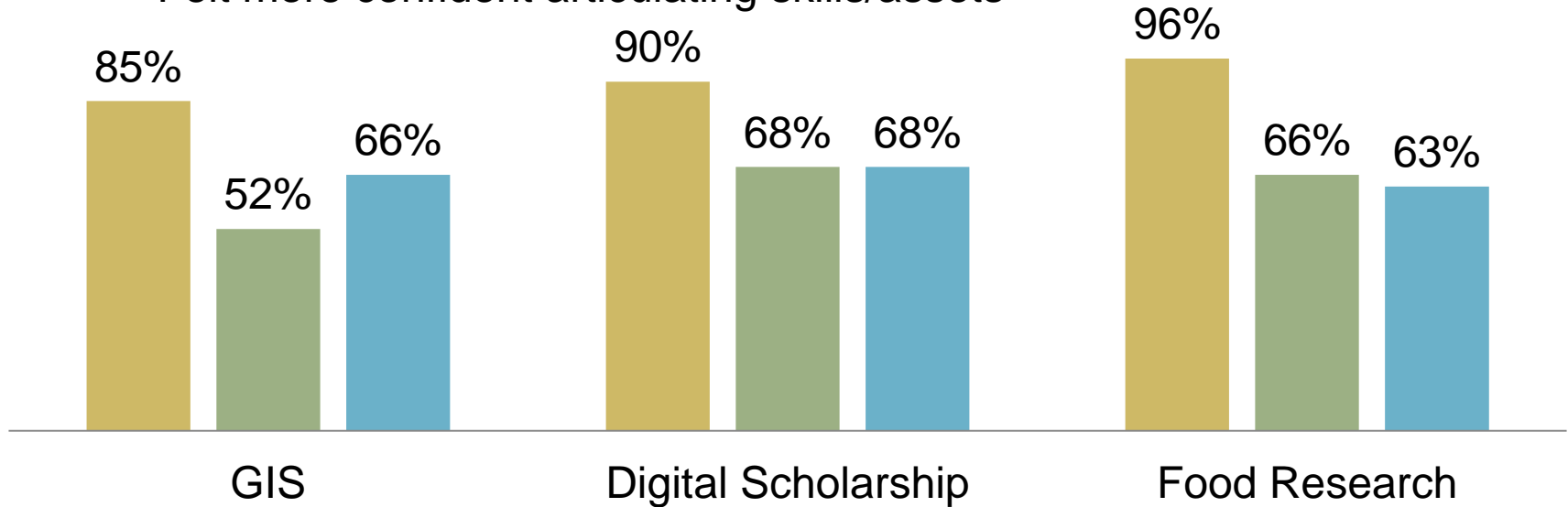
COLAB ASSESSMENT



COLAB ASSESSMENT

96% would “attend a workshop like this again”

- Found it useful talking to people in other disciplines
- Strengthened ability to talk about research
- Felt more confident articulating skills/assets



WHAT WE'VE LEARNED

- Importance of having established library assessment program in place.
- Program, in addition to space, must stay relevant to user needs.
- A renovation can signal “newness” and therefore an opportunity to try new modes of engagement.
- We still have lots to learn regarding the impact on how to support interdisciplinarity and librarian role.

“Thinking like a startup positions us to think aspirationally about change. It requires and rewards innovation and creativity. It causes us to constantly reevaluate our organization, purpose, and drive: not against what it is or what it has been, but against what it needs to become.”

–Brian Mathews, Think Like a Startup, April 2012

THANK YOU

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