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

Lauren Ray, Research Commons Librarian, University of Washington Libraries
Katharine Macy, Assistant Librarian, Tulane University
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
Funding  +  Design

Citation Management  Writing
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**
Jeney Maillenburger
DATA, COMMUNICATIONS, AND LIBRARIES

**ii. Should We Bother? Prioritizing New Cancer Technologies**
Jeanette Rinkhaus
HEALTH SCIENCES

**iii. Tsunami Prediction using Adjacent Methods**
Bria Davis
APLUS

**iv. Looking Beyond Grades: Predicting Academic Success with Student Personality Traits**
Chaya Jones
SCHOOL OF PUBLIC AFFAIRS

**v. Predicting Gender in Social Media**
Gayathri Vasudevan
INSTITUTE OF TECHNOLOGY

**vi. Attempting to Know What We Don't Know: Combating Wage Theft in Washington State**
Isaac Soderbaum
SCHOOL OF PUBLIC AFFAIRS

**vii. Augmenting Social and Spatial Cognition: Integrative Analysis Processes for San Francisco’s Bayview District**
Rafa Murillo
URBAN PLANNING AND LANDSCAPE ARCHITECTURE, COLLEGE OF ART ENVIRONMENTS

**viii. Predicting Costs of Medical Episodes using Analytics**
Si-Chi Chiu
INSTITUTE OF TECHNOLOGY

**ix. Computational Design of Protein-Based Nanomaterials**
Jacob Balle
ARCHITECTURE

**x. Forecasting the Future of Library Leadership**
Soaf Leung
INFORMATION SCHOOL, AND SCHOOLS OF PUBLIC AFFAIRS

**Thursday, May 15**
Talks 4–5:30 pm
Reception 5:30–6:30 pm

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10 Simple Rules For the Care and Feeding of Your Data

Adapted from 10 Simple Rules for the Care and Feeding of Science

https://www.authorea.com/users/3/articles/3410_show
COLLABORATING WITH STRANGERS

ON DIGITAL SCHOLARSHIP AT UW

Wednesday, February 19
Research Commons, Ground Floor, Allen Library South
2:00 – 4:00 pm
UW students, faculty, and staff
ASSESSING THE RESEARCH COMMONS
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
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
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
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?
“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
“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

Number of Participants

GIS  
Digital Scholarship  
Food Research

Staff/Other
Faculty
Grad/Post-Doc
Undergrad
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

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<th>Useful Talking</th>
<th>Ability to Talk</th>
<th>Confident Articulating</th>
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<td>Food Research</td>
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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

Lauren Ray, Research Commons Librarian, olray@uw.edu

Katharine Macy, Assistant Librarian, Tulane University kvmacy@uw.edu (Research Commons Graduate Assistant, 2013-2014)

@uwrescommons commons.lib.washington.edu

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