Data-Driven Decision Making: A Holistic Approach to Assessment in Special Collections Repositories

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Special Collections Assessment: Toolkits and Select Bibliography

- “Archival Metrics: Promoting a Culture of Assessment in Archives and Special Collections,” http://archivalmetrics.org/
- “PACSL Hidden Collections Processing Project,” http://clir.pacscl.org/
Aeon
Aeon Reports
Desk Tracker

Activity | Reports | Manage
---|---|---

**Contact Type** required [ticksheet]
- Face to Face
- Phone
- Email (other than Ask a Librarian)
- Chat (other than Ask a Librarian)
- Letter/Fax

**Patron Type** required [ticksheet]
- USF Undergraduate Student
- USF Graduate Student
- USF Faculty/Staff
- Community User
- Project Partner
- Visiting Scholar
- Donor
- Other or Unknown

**Purpose of Reading Room Contact** required [ticksheet]
- Material Retrieval
- Basic Reference Assistance
- Using CORAL
- Viewing an Exhibit
- Technical
- Directional/General Information (library)
- Directional/General Information (campus/other)
- Other:

**Question/Comment/Notes**

**Outcome (Answer/Sources/Referral/Etc)**

Submit

Escalate to Knowledge Tracker
Reading Room Patron Survey

1-Minute Special Collections Reading Room Survey

1. Please respond to the following statements regarding Reading Room staff and facilities:
   - A staff member provided helpful service.
   - A staff member retrieved my materials in a timely manner.
   - Reading Room hours of service met my needs.
   - The Reading Room offered a quiet place to work.
   - The Special & Digital Collections website was easy to use.
   - Photocopying/duplication services met my needs.
   - I met my research goals during this visit.
   - I had a positive overall experience.

   [Strongly Agree] [Agree] [Neutral] [Disagree] [Strongly Disagree]

2. Which best characterizes the project that motivated your visit to Special Collections?
   - Class assignment
   - Dissertation or thesis
   - Publication (e.g., article, book)
   - Curriculum development/teaching preparation
   - Family history/genealogy project
   - Administrative or work-related assignment
   - Other (please specify):

3. Which best describes you?
   - Undergraduate student
   - Master’s student
   - Doctoral student
   - Faculty member or post-doc
   - University staff
   - Community user

4. What can we do to improve your experience in the Special Collections Reading Room?
Website Usability Testing

- Demographic information:
- Preferred browser:
- Status (circle one):
  undergraduate student  graduate student  not a student

1. From Library homepage, navigate to Special Collections website.
2. What are the department hours on Saturday?
3. Where is the reading room located?
4. How do you request an item for use in the reading room?
5. Does Special Collections have a science fiction collection?
6. Does Special Collections have a Lebanese antiquities collection?
7. Does Special Collections have an Italian studies collection?
8. You need more information about Ybor City. Who would you contact? How would you contact him/her/them?
9. Are you allowed to make photocopies in the reading room?
10. Are you allowed to bring a digital camera into the reading room?
Digital Collections Usability Testing

- Demographic information:
- Preferred browser:
- Status (circle one):
  - undergraduate student
  - graduate student
  - not a student

1. From the library home page, navigate to Digital Collections website.
2. Find a photograph of a cigar factory.
3. Find a photograph taken by the Burgert Brothers.
4. Download and save a photograph taken by the Burgert Brothers at 150 dpi.
5. How many digital photograph collections are there?
6. Find a way to search only the Florida Map Collection.
7. Find a Florida slave narrative from 1936.
8. Without performing a search, can you determine if you should be able to find an oral history interview in CORAL?
9. Are there old issues of the Tampa Tribune in CORAL?
10. In the Library catalog, find a record for a photograph of a cigar factory taken by the Burgert Brothers. Can you get from the record in the catalog to the photograph?
Google Analytics

Content Drilldown
All: PAGE PATH LEVEL 1: Special collection/news

Explorer
Site Usage

Pageviews
136
Unique Pageviews
1,396
Avg. Time on Page
00:01:29
Bounce Rate
56.91%
% Exit
38.15%

Page path level 1 Pageviews Unique Pageviews Avg. Time on Page Bounce Rate % Exit
1. /collections/ 484 354 00:01:12 45.14% 26.66%
2. /index.php?/page=132&preview=true 426 302 00:01:41 65.32% 45.54%
3. /index.php?/page=131&preview=true 181 135 00:01:54 65.89% 43.08%
4. /index.php?/page=130&preview=true 139 101 00:01:39 55.20% 33.08%
5. /index.php?/page=129&preview=true 116 93 00:00:51 53.18% 28.97%
6. /index.php?/page=128&preview=true 116 93 00:00:59 64.20% 44.12%
7. /index.php?/page=127&preview=true 114 90 00:01:28 67.66% 52.08%
8. /index.php?/page=126&preview=true 44 30 00:04:52 58.40% 42.18%
9. /index.php?/page=125&preview=true 42 29 00:00:52 50.90% 28.71%
10. /index.php?/page=124&preview=true 29 16 00:00:54 60.90% 10.54%
11. /index.php?/page=123&preview=true 29 23 00:00:20 38.39% 24.14%
12. /index.php?/page=122&preview=true 25 21 00:01:20 73.32% 50.03%
13. /index.php?/page=121&preview=true 18 15 00:00:16 92.00% 11.11%
14. /index.php?/page=120&preview=true 17 15 00:00:17 92.00% 5.68%
15. /index.php?/page=119&preview=true 16 11 00:00:45 92.00% 0.08%
16. /index.php?/page=118&preview=true 11 10 00:02:36 100.00% 72.71%
17. /index.php?/page=117&preview=true 7 4 00:06:50 50.90% 42.08%
18. /index.php?/page=116&preview=true 4 4 00:01:03 65.87% 50.03%

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Questions?

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