Calculating the REACH of Engaged Librarians: A Lesson in Poka-Yoke Error Proofing
REACH Database

Your OSU email address
Such as name.12345@osu.edu

Select one

- Credit Course
- Course-Related Instruction Session
- Library Program or Workshop
- Orientation or Tour
<table>
<thead>
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<th>Response's Name</th>
<th>ExternalID</th>
<th>EmailAddr</th>
<th>IPAddress</th>
<th>Status</th>
<th>StartDate</th>
<th>EndDate</th>
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<th>REACH Date</th>
<th>Your OSU email address</th>
<th>Select one</th>
<th>Credit Course</th>
<th>Class numb</th>
<th>Location</th>
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</tbody>
</table>
REACH Statistics: January 2016 -

Select a Librarian
(All)

**Type of Activity**
- Course-Related Instruction Session: 134
- Credit Course: 18
- Library Program or Workshop: 91
- Orientation or Tour: 57

**Total Numbers of Individuals Reached, Per Activity**
- Credit Course: 241
- Course Related Instruction Session: 2,145
- Library Program or Workshop: 2,558
- Orientation or Tour: 734

Total REACH (ALL): 5,678
**TEACH Database**

<table>
<thead>
<tr>
<th><strong>Type of activity</strong></th>
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<tr>
<td>Partners / collaborators</td>
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<tr>
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<td>Number of learners</td>
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<td>Engagement score</td>
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<td>Session evaluated?</td>
<td>Yes, feedback/survey from students</td>
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<tr>
<td>Is evaluation data available? Please indicate location, how to acquire</td>
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</table>

**Semester / month**

| \(\text{Select a value}\) |

**Activity length**

| \(\text{Select a value}\) |

**Activity location**

- In library space
- In classroom/campus building
- Online
- Off campus

**Primary audience**

| \(\text{Select a value}\) |

**Mode of instruction**

| \(\text{Select a value}\) |

**Institutional focus**

- Intro to library facilities
- Intro to research (general)
- Assignment-specific
- Distance of subject matter
- Advanced research techniques
- Other (describe below)

**Teaching methods**

- Lecture / demonstration
- Hands-on activity
- Small group discussion
- Class discussion
- Gaming or simulation
- Individual student project or presentation
- Team project or presentation
- Problem-based or case study
- Independent or self-directed study
- Other (describe below)

**Instructional technology**

- Camren Learning
- Email Learning
- Social media (Twitter, Facebook, blogs, etc.)
- Mobile device (iPad, tablet, smartphone, etc.)
- Digital audio recorder or camera
- Audience response/polling devices (clickers)
- SMART podium or interactive whiteboard
- Audio or video recording played in class
- Streaming audio or video
- VML, including CamrenWiki
- Document camera in classroom
- Videoconferencing
- Not applicable

**Prep hours**

| \(\text{Select a value}\) |

**Online object usage**

| \(\text{Select a value}\) |

**Title of online learning object or program**

| \(\text{Select a value}\) |

**Type of online learning object or program**

- Camren quiz or assignment
- Camren Library Links page
- Subject or resource guide (web-based)
- Tutorial
- Movie/shortcast
- Online
- Other (describe below)
PROGRAM Database
Poké-Yoke = Fail Safe

- **Service Provider**
  - Task
  - Treatment of customer
  - Tangible elements of the service

- **Customer**
  - Preparation
  - Encounter
  - Resolution
“While the customer is always right, he or she is also frequently error prone”

Chase and Stewart, 1994
TEACH, REACH & PROGRAM
<table>
<thead>
<tr>
<th>Database</th>
<th>Type of Activity</th>
<th>Definition</th>
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</table>
| TEACH    | Course-related instruction session      | □ One-time bibliographic instruction sessions for credit courses taught by others  
|          |                                        | □ Assignment-based instruction sessions                                    |
| TEACH    | Credit course                          | □ Entire course for which the librarian is the instructor of record         |
| TEACH    | Online learning object or program       | □ Established instructional content or assignments that can be repeatedly used in courses. (e.g. net.TUTOR online tutorials or Make the Leap program) |
| TEACH    | Orientation / Tour                     | □ Examples: first-year or international student orientations to library resources, tours in the Thompson library, sessions for new graduate students in a specific discipline |
| TEACH    | Workshop (continuing education)         | □ Session that was developed for a group (internal to OSU or external), but is not related to a credit course offering. (e.g. Refworks Basics Workshop) |
| PROGRAM  | Program                                | □ Independent library program not associated with a specific class.         |
| PROGRAM  | Exhibit                                | □ Library sponsored exhibit or display                                     |
| PROGRAM  | Tour                                   | □ Library tours not associated with a specific class                        |
PROGRAM = 13 OPEN & CLOSED QUESTIONS
TEACH/PROGRAM REDESIGN

• Identify reporting requirements and questions of interest
• Identify opportunities to leverage pre-existing university data
• Determine mechanisms to combine TEACH and PROGRAM database fields
• Develop a prototype for a revised data collection mechanism
• Solicit feedback from Teaching & Learning committee
• Revise the prototype and work with IT to identify the best platform for the database
• Share the redesigned TEACH and PROGRAM database with faculty and staff and solicit feedback
• Incorporate feedback and suggestions into the redesign
• Launch the redesigned database
TASK & ENCOUNTER ERRORS

- Credit course
- Course-related instruction session
- Library program or workshop
- Orientation or Tour
TASK & ENCOUNTER ERRORS

1. Question for everyone

2. Branching question
   - Yes
   - 3a. Yes question
   - 3b. No question
   - No

4. Question for everyone
### Class number

Note: This number may be found in the OSU [Master Schedule of Classes](#).

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<tr>
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<td>Tony Valle</td>
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This number!!!
REACH

• Addresses task, preparation, and encounter errors
• Simplifies data collection (5-14 fields max)
• Automates data collection wherever possible
• Reduces reporting burden
• Leverages campus Qualtrics subscription
REACH Statistics:

Select a Librarian

Type of Activity
- Course-Related Instruction Session: 50
- Credit Course: 20
- Library Program or Workshop: 78
- Orientation or Tour: 46

Total Numbers of Individuals Reached, Per Activity
- Course-Related Instruction Session: 1,850
- Credit Course: 281
- Library Program or Workshop: 7,767
- Orientation or Tour: 994

Total REACH: 10,902
OSU Librarians help campus faculty teach

(Scroll in and roll over a circle to see the number of classes a librarian taught in each building during the time period selected.)

Librarian

(All)

Start Date

7/2/2016 12:59:00 PM

10/12/2016 11:59:59 PM

OSU Librarians are faculty too! During the time period selected, OSU librarians taught 20 full semester classes and 55 library instruction sessions:

- (Classes include ASC 2120, Information Search, Evaluation and Use and ASC 2121 Academic Research Online)

Definitions:

- Course-related Instruction Session: A one-time library instruction session for a course for which a librarian is not the primary instructor of record.

- Credit course: A full semester course for which a librarian is the primary instructor of record.