COLLABORATIVE LIBRARIES ASSESSMENT ACROSS A MULTI-CAMPUS COLLEGE

Tanner Wray, Nancy Fried Foster, and Cynthia Pfanstiehl

Montgomery College

Pete Vidal ©2014
Montgomery College Libraries
Ethnographic Studies 2013-2016

3 campuses

3-1/2 years
ITHAKA

ITHAKA is a not-for-profit organization that helps the academic community use digital technologies to preserve the scholarly record and to advance research and teaching in sustainable ways.

JSTOR is a digital library of academic journals, books, and primary sources.

Ithaka S+R is a research and consulting service that helps academic, cultural, and publishing communities thrive in the digital environment.

Portico is a preservation service for digital publications, including electronic journals, books, and historical collections.
Three Campuses

- Rockville
- Takoma Park / Silver Spring
- Germantown
We want to know how students use the library building and we'll give you a treat to help us find out. Thank you very much! Library Staff

What were you doing when I interrupted you?

How long have you been sitting right here?

Why are you here and not someplace else?

If we made you leave this area of the library right now, where would you go?

When was the last time you sat here or right around here?

____ Student (Major: ____________; Expected year of graduation: ___)

____ Faculty member (Department: ________________)

____ Staff

I will be back in a few minutes to pick up the card, or drop it at the desk. Thanks!
**Spot Interview Questions**

The last time you did some work for a class outside of the class session...

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>When was it?</td>
<td>Day/date:</td>
</tr>
<tr>
<td></td>
<td>Time:</td>
</tr>
<tr>
<td>How long did you work on this?</td>
<td></td>
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<tr>
<td>(Prompt for number or fraction of hours)</td>
<td></td>
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<tr>
<td>What class was this for?</td>
<td></td>
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<tr>
<td>Where were you?</td>
<td></td>
</tr>
<tr>
<td>Why were you there and not some place else? (Prompt for why did they chose that particular place.)</td>
<td></td>
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<tr>
<td>Were you doing this class work by yourself or with others?</td>
<td></td>
</tr>
<tr>
<td>[If with others:] Were you working together or were you just sitting together?</td>
<td></td>
</tr>
<tr>
<td>Did it go well? Did you accomplish everything you wanted to do?</td>
<td></td>
</tr>
<tr>
<td>Is there something that would have helped it go better?</td>
<td></td>
</tr>
</tbody>
</table>
Design Workshops

Drawing by Richelle Charles
Reports

Report to Montgomery College Libraries: Rockville Campus Library Study

April 30, 2014
Contact: Nancy Fried Foster (Nancy.Foster@ithaka.org)

June 23, 2014
Prepared by:
Montgomery College Anthropology
Professor Cynthia Pianalto, Dr. Anita Spinola,
Dr. Lucy Luce and Dr. Eugene Robinson

Department of Sociology, Anthropology and Criminal Justice
Montgomery College, Rockville Campus

RE-DESIGN FOR THE MONTGOMERY COLLEGE
ROCKVILLE CAMPUS LIBRARY

DESIGNED BY: ABDU HAFOUF, SHAKED COHEN, SHIRLEY BUSTOS
Renovation
Ethnographic Study
Anthropology Students and Faculty

- 260 sociocultural anthropology students
- 29 honor’s students
- Eight faculty on three campuses

Photo by Tara Tetrault, 2014
Interviews

- **Structured student interviews**
- **Cross-Section interviews**
  - Faculty
  - Students
    - Evening
    - Disability Support Services
    - Military veterans
    - American English Language Program
    - Add others
Observations in the Library Setting

- **Individual Coding Observations** - activities and spatial use of individuals and groups
- **Library Area Observations** – activities in various areas, and people entering and exiting areas
The Process

- Preparation
- Implementation
- Summary of research
- Group analysis
- Class analysis
- Interpretation
- Recommendations

Photo by Michel Tinguiri, 2014
Student – Generated Conceptual Model

ANTH 201 student, Victoria Lee, Takoma Park/Silver Spring Study Fall 2014
Common Recommendations for Three Libraries

- Electrical outlets and computers
- Underutilization of tutorials and course pages
- Awareness of course reserves
- Students who need assistance but are reluctant to ask
- Furniture, comfortable seating, colors, artwork
- Multiple styles of work spaces
- Congestion areas
- Lighting
Collaborative Assessment Success Factors

- Collaboration framework/structure
- Genuine participation
- Employee and student training
- Expertise
- Project management
Replicable Collaboration Framework

Libraries Director and Employees

Anthropological Consultant

Anthropology and Honors Faculty and Anthropology and Honors Students

Central Facilities

College Administrators

Architecture Faculty and Students

Stakeholders

1 Modified from 2011 University of Maryland McKeldin Library study
Stakeholders

- Academic Learning Centers
- Campus VPP
- Deans and Faculty
- Facilities
- IT
- Security
- Senior VP AA Office
- Student Services/Life
Benefits: Library/Academy Relationships

- Research partners
- Faculty
- Course redesign and transferability
- HIP opportunities: research, presentation
- Feature student work
- Elevate student voices
- Libraries/faculty engagement
- Cross-disciplinary stakeholders

Photo by Maria Sprehn, 2015
“I believe this project has afforded the opportunity not only to improve the campus library but has also created a window into the culture surrounding the library. This helps perpetuate student engagement and eliminates steps in the trial and error process. I think the continuation of this project will set a precedent for many other schools.”

--Montgomery College Student
Further Information

Reports related to the Ethnographic Studies of the Montgomery College Libraries, are on the Montgomery College Libraries Ethnographic Study page: http://libguides.montgomerycollege.edu/ethnographic
Contact Us

Mr. Tanner Wray, Director of College Libraries and Information Services, Montgomery College
tanner.wray@montgomerycollege.edu

Dr. Nancy Fried Foster, Senior Anthropologist, Ithaka S+R
Nancy.Foster@ithaka.org

Mrs. Cynthia Pfanstiehl, Associate Professor of Anthropology, Montgomery College
Cindy.Pfanstiehl@montgomerycollege.edu

Designed by: Abdo Hafoud, Shaked Cohen, Shirley Bustos