Scholarly Commons Annual Report

Fiscal Year 2022 (July 1, 2021 – June 30, 2022)

1. Unit Narrative

The Scholarly Commons reopened in a new space, Main Library 220, in August 2021. The COVID-19 pandemic continued to have a significant impact on unit operations, so we offered services both online and in person. Staffing transitions and space renovations due to the Undergraduate Library closure were a dominant focus of planning and activities. Media Commons services, four full-time staff, and one graduate assistant were absorbed into the Scholarly Commons in May 2022. Major activities and accomplishments of the unit are noted below in connection with the primary strategic direction (SD) advanced by each.

1.1. Pro-active and trusted partners in scholarship, discovery, and innovation (SD1)

- The GIS Specialist collaborated with Library IT to build a portal for ArcGIS and an ArcGIS server hosted on Amazon Web Services. The dataset from the on-campus Windows servers was migrated to the one in AWS on Linux. This portal and server are open to all faculty and students in the university. It can be used to organize patrons' information products and enable easy discovery. With the server, users can publish data and maps to a wider audience as web services. It also allows patrons to assemble, process, analyze, and manage extensive collections of overlapping, multiresolution imagery, and raster data from different sensors, sources, and time periods.
- The GIS Specialist served as curator for GIS data for the Illinois Data Bank. The Illinois Data Bank is a public access repository for publishing research data from the University of Illinois Urbana-Champaign and is open to anyone worldwide. This curation role has helped to support the preservation of and access to Illinois research outputs.
- The Data Discovery and Business Librarian worked with the former Numeric and Geospatial Data Librarian before her retirement to collect information related to the history of the Data Purchase Program. This information will be important for understanding the scope and content of the collection created through the Data Purchase Program and to assess performance to plan future directions for the program.
- The Data Purchase Program (~$30,000/annually) executed two purchases of data:
  - The China 2010 Township Population Census Data with GIS Maps was requested by a patron for a relatively uncommon item, is held (but not circulated) by only a handful of universities, and should be a beneficial addition to our data collection.
  - We acquired Illinois Public Records data for the past two years on business licenses, deeds, and incorporations and for the past three years on bankruptcies, divorces, and mortgages. This purchase brought our historical collection of these datasets up to date.
- The Data Discovery and Business Librarian facilitated other purchases that contributed to annual subscription resources:
  - TRACFed (Transactional Records Access Clearinghouse) Judge Information Center. This was a request from three researchers across two departments for access to this data collected by Syracuse University.
  - For the third year, Data Purchase Program funds were contributed to a multi-unit effort to continue access to EPS China Data.

- The Data Discovery and Business Librarian worked with a Scholarly Commons graduate assistant to collect information on the physical drives held in the "data cabinet" in Main Library Room 306. Not only did this work confirm the continuing viability of the drives for accessing the data they hold, but it also provided the opportunity to consider new descriptive information for promoting the data on the Scholarly Commons website and LibGuides.
- The Digital Scholarship Liaison and Instruction Librarian collaborated with undergraduate students to support nine Illinois undergraduate research journals. She worked with history students to set up a new history undergraduate research journal, *Illinois Undergraduate Journal of History.* Graduate assistants worked with the process of communication, proofreading, and organization to upload research journals, including undergraduate research journals, to the Office of Undergraduate Research's website. The team published and archived several issues for Spring 2022.
- The Digital Scholarship Liaison and Instruction Librarian continued year 3 of a pilot with the College of Liberal Arts & Sciences Honors program to archive 99 undergraduate research theses in VIREO.
- The unit continued to contribute three desk hours per week to the Main Library's Information Desk.

1.2. Transformative learning experiences (SD2)
- The Scholarly Commons reopened in Main Library Room 220 in August 2021. The unit collaborated with Information Technology to secure technology in the space and with the Information Desk to ensure the space was vacated at building close. This open-doors approach expanded access to Scholarly Commons spaces and technology to the extent possible while working within strained staffing parameters. The room was open for patron use during all Main Library operating hours, allowing everyone in the University of Illinois community greater access to the unit's specialized software and hardware, collaboration rooms, flexible study spaces, and scanning equipment.
- The Scholarly Commons team adopted an iterative process to understanding and improving user experience in Room 220 by establishing a reservation system for group rooms, implementing digital and paper signage, and collaborating with the Library's assessment team to conduct observations of the space. The group rooms saw heavy use and were reserved over 3,600 times during the academic year.
- Technical issues and vendor delays with the audio/video equipment in 220 prevented use of the presentation space for the duration of the fiscal year.
- Drop-in consultation hours were piloted in Room 220 by Scholarly Commons staff and partners. The GIS Specialist, Unit Spaces and Technical Support Specialist, Copyright Librarian, Research Data Librarian, Social Sciences Research Librarian, and staff from the Center for Innovation in Teaching & Learning held more than 150 one-on-one consultations with patrons on a variety of research and media topics.
- A hybrid model (online and in-person) was used for the Savvy Researcher workshop series. The Digital Scholarship Librarian worked with partners within the library and across campus to offer 169 workshops reaching approximately 1,200 participants. The calendar was moved from WebTools to Springshare's LibCal. Several open sessions were held to gather feedback from library colleagues on the new research lifecycle model. Scheduling processes were updated by a graduate assistant who also managed the logistics of the workshop calendar, corresponded with instructors, and addressed scheduling conflicts. Graduate students also

led workshop sessions on a variety of topics, including optical character recognition, poster and presentation creation, GIS, and Creative Commons licensing.

1.3. Societal and global impact (SD3)

- The Scholarly Commons co-sponsored [Illinois GIS Day 2021](#). This event is an annual showcase of advances in geographic information science and systems, as well as GIS and geospatial data science applications across domains including agriculture, business, health, and transportation. Faculty, students, staff, and industry leaders shared how they use geospatial data and GIS methods to address various social, environmental, and economic challenges. The GIS Specialist served on the planning committee and acted as a liaison between the committee and the library to facilitate event planning. Due to the impact of the pandemic, the event was held in a hybrid way, including a workshop via Zoom, a keynote speech, a career panel, and a virtual student poster competition via Gather. The poster competition received 31 poster submissions, and approximately 100 faculty and students attended from different departments.
- As the co-chair of the interface committee in the Big Ten Academic Alliance (BTAA) Geoportal project, the GIS Specialist helped draft and conduct Diversity, Equity, Inclusion, and Accessibility goals for the project. The group tested the BTAA Geoportal interface and individual records using accessibility tools and used the findings to improve site accessibility, including adjusting color contrast to improve the readability of content on the web for users with visual disabilities. With more than 400 data files from our library on the BTAA Geoportal, progress toward these goals will increase equitable access to information.
- Image of Research graduate and undergraduate competitions continued in partnership with the Graduate College and Office of Undergraduate Research. Finalists from the graduate competition were displayed in Room 220, and undergraduate entries were showcased at the Undergraduate Research Symposium in the Illini Union Ballroom. We received 96 submissions from graduate students and 18 from undergraduate students. The Head of the Scholarly Commons collaborated with Library Advancement to secure donor funds to financially support the competitions. The team also fielded multiple requests from the university community to display and share student submissions to the competition; selected entries were reprinted and/or are on display at the I Hotel, the Office of Technology Management, and the *Illinois Alumni* magazine.
- A subgroup of graduate students, Scholarly Commons staff, the Media Commons Coordinator, and the User Experience Coordinator continued work on a redesign of the Scholarly Commons website to improve user experience and integrate content from the Media Commons website. The Scholarly Commons website received 13,692 page views during FY22.

1.4. Strategic investments for a sustainable library environment (SD4)

- The Head of the Scholarly Commons served on the Library Staffing Working Group for the Main Undergraduate Integration Project along with other impacted unit heads and leadership from Human Resources, Facilities, and Information Technology. The subgroup developed a recommendation for unit heads to discuss transfer options with staff impacted by the Undergraduate Library closure, drafted position descriptions for new and revised positions, and identified and prepared workspaces for staff transfers. Four full-time staff and one graduate assistant were absorbed into the Scholarly Commons in May 2022.

- Renovation of Scholarly Commons spaces continued throughout the year to make room to absorb staff, services, and equipment from the Undergraduate Library. Staff from the Scholarly Commons and Media Commons completed a recommendation for integrating new audio/video booths, a high-end video studio, and loanable technology circulation into the Scholarly Commons spaces on the second and third floors of the Main Library.
- Undergraduate Library staff transfers collaborated with Facilities and Information Technology to move, tag, and catalog 16 cabinets full of technology and supplies, including the UGL's loanable technology and Pro Gear rental collections.
- The team worked with Library IT to relocate ~ 70 laptops to various service points across the University Library. They managed the logistics of moving 20 laptops to Grainger, allocating 20-25 for instructional use in Main Library 106, and split the remainder between the Scholarly Commons and Teaching, Learning, and Academic Support to be circulated out of both Room 306 and Room 100.
- The team worked with Library IT and Technology Services to repurpose 25 laptops from the campus Technology Loan Program that was in place due to COVID. They catalogued and processed the laptops and are actively working with partners to secure additional laptops for the 306 loanable technology collection.
- Media Commons staff collaborated with library partners to transition equipment from the Undergraduate Library to a new immersive lab in Grainger Engineering Library. The Spatial Computing and Immersive Media Studio (SCIM Studio) will launch in Fall 2022.
- Media Commons staff initiated a move of all equipment associated with original service spaces and studios from Undergraduate Library to Main Library 306 and 220.
- The Head of the Scholarly Commons worked with library administration to recommend a realignment of teaching, learning, and reference services in preparation for the merger of the Media Commons with the Scholarly Commons and the formation of the new Teaching, Learning, and Academic Support unit.
- Scholarly Commons and Media Commons staff participated in a retreat series to develop new vision and mission statements for the merged unit.
- The Scholarly Commons provided pre-professional job opportunities for five graduate assistants who are active content creators for the unit. They regularly produce blog posts, podcasts, guides, and other information materials that benefit the global research community. This year, graduate assistants produced 1 podcast episode, maintained a social media presence on Twitter and Facebook with 46 tweets that had 10,086 impressions and 14 Facebook posts that reached 462 users, and wrote 15 blog posts on topics ranging from Scholarly Commons news, events, and services to general topics about information organization, as well as one concerning data on Halloween with data visualizations.
- The Scholarly Commons piloted a peer-to-peer model for training and professional development of the new student cohort with second-year graduate students playing a lead role in presenting, assessing, revising, and coordinating learning opportunities for first-year students. The model pairs first and second year students for more reliable knowledge management over time.
- Graduate assistants played an integral role in reviewing and reporting on unit data to drive data-based decision-making. The two primary areas of focus were website content and GA training activities.

1.5. Goals

The Scholarly Commons accomplished the three goals set forward in last year's unit report:

1. Complete website assessment and redesign process in collaboration with the User Experience Coordinator and Information Technology and launch new Scholarly Commons website.
    i. New [website](#) combining content from Scholarly Commons and Media Commons websites launched in August 2022.
2. Continue the process of integrating the majority of the Media Commons staff, services, and equipment into the Scholarly Commons.
    i. Four Undergraduate Library staff were transferred to the Scholarly Commons in May 2022; Media Commons equipment was moved to the Main Library and Grainger Engineering Library in Summer 2022; and planning continued for relaunch of services in Fall 2022.
3. Develop and implement an assessment plan for the 220 public space in collaboration with the Library's assessment team.
    i. The assessment plan combines data from various sources to better understand usage of Scholarly Commons spaces and services; see Appendices for additional information.
        1. Desk Tracker: Headcounts, reference transactions, directional queries, drop-in consultations
        2. LibCal: Group room reservations
        3. Partner Statistics: Scanner and computer use provided by IT; consultation totals provided by CITL
        4. Observations: Assessment team conducted observations in Room 220 during Fall 2021 and Spring 2022
            a. Fall 2021: 4 observations (1.5 - 2 hrs per observation)
            b. Spring 2022: 6 observations (1.5 - 2 hrs per observation)
        5. Event space usage: NA
            a. Technical issues and vendor delays prevented use of this space as intended; once functional the unit will collect attendance and reservation data, as well as qualitative feedback

Key goals for the next fiscal year include the following:

1. Coordinate with colleagues from across the Library to articulate, publish, and support policies and procedures for use of collaborative event and consultation spaces in Main Library, Room 220.
2. Launch relocated media services across Main Library and in Grainger Engineering Library.
3. Develop and implement a new unit identity and visual brand.
4. Host an open house to showcase unit spaces and services.

2. Statistical Profile

2.1. Facilities

- User Seating Counts (Room 220)
    - At Event Space Tables: 40
    - At Gallery Tables: 14

- Soft Seating: 19
- At Computer Stations: 14
- In Collaboration Rooms: 8
- In Consultation Rooms: 4

- Number of hours open to the public per week
Room 220 was open the same hours as the Main Library, except for summer weekends

  - Summer II 2021
    Note: Room 220 reopened on August 9, 2021
    - M-F 10 am to 5 pm, closed weekends
    - 35 hours per week
  - Fall 2021
    - M-F 8:30 am to 10 pm, Sat 1 pm to 5pm, Sun 1pm to 10pm
    - 80.5 hours per week
  - Spring 2022
    - M-F 8:30 am to 10 pm, Sat 1 pm to 5pm, Sun 1pm to 10pm
    - 80.5 hours per week
  - Summer I 2022
    - M-F 10 am to 6 pm, closed weekends
    - 40 hours per week

2.2. Personnel

During the 2021-22 academic year, the Scholarly Commons employed five graduate assistants (1.75 FTE) from the School of Information Sciences. The graduate assistants provided significant support for the unit's service desk, offered learning opportunities to patrons, and completed various digital projects, as described in Section 1 of this report. The graduate assistant budget is funded with State of Illinois funds; additionally, the Scholarly Commons was allotted 700 hours ($17,318) in state funds for graduate hourlies in Summer 2022.

- JP Goguen, Unit Spaces and Technology Support Specialist, Civil Service Professional (1.0 FTE)
- Merinda Hensley, Digital Scholarship Liaison and Instruction Librarian, Associate Professor (1.0 FTE) (July 2021 – May 2022)
- Eric Kurt, Media Commons Coordinator, Academic Professional (1.0 FTE) (May 2022 - present)
- Jake Metz, Media Commons Technology Support Specialist, Academic Professional (1.0 FTE), (May 2022 - present)
- Carissa Phillips, Data Discovery and Business Librarian, Associate Professor (.5 FTE)
- Stefanie Postula, Senior Library Specialist, Civil Service Staff (1.0 FTE) (May 2022 - present)
- Michelle Reed, Head, Assistant Professor (1.0 FTE)
- Michelle Self-Ballard, Library Operations Associate, Civil Service Staff (1.0 FTE) (May 2022 - present)
- Wenjie Wang, Geographic Information Specialist, Academic Professional (1.0 FTE)
- Sally Unser, Extra Help (.50 FTE) (January 2021 - present)
- Sarah Appedu, Graduate Assistant (.25 FTE) (August 2021 - May 2022)

- Libby Cave, Graduate Assistant (.25 FTE) (May 2022 - present)
- Zhaneille Green, Graduate Assistant (.25 FTE) (August 2021 - present)
- Ben Ostermeier, Graduate Assistant (.25 FTE)
- Michael Steffen, Graduate Assistant (.50 FTE)
- Ryan Yoakum, Graduate Assistant (.50 FTE) (August 2021 - present)

2.3. User Services

Head Count

Because Room 220 does not have gate counters, the SC employee working at the service desk recorded the Room 220 head count periodically. Starting September 7, 2021, SC staff recorded the head count at 10 am, 1 pm, and 3 pm. On November 24, 2021, SC staff started recording the head count every hour they were at the service desk. As a result, the head count between September 7 and November 24 is lower than the rest of the academic year because of less frequent entries. No data was collected during evening and weekend hours.
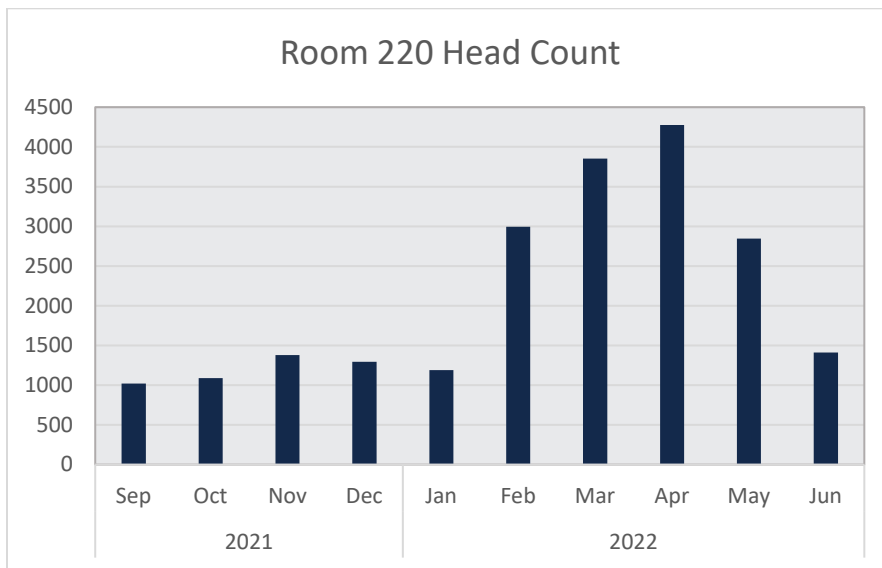
Date	Head Count
2021	**4783**
September	1021
October	1089
November	1377
December	1296
2022	**16563**
January	1188
February	2993
March	3852
April	4274
May	2844
June	1412
TOTAL	**21346**

Circulation

- Circulation counts: 30
- Renewals: 13

Reference Transactions

- FY22 Reference Transactions Recorded in Desk Tracker: 836

Question Type

Question Type	TOTAL		% of TOTAL	
	FY21	FY22	FY21	FY22
Directional/Hours	0	313	0.0%	27.2%
Library Policies and Services	71	296	27.8%	25.8%
Technical Issues	50	189	19.6%	16.4%
Research Assistance	20	69	7.8%	6.0%
Data Assistance	67	43	26.3%	3.7%
Finding Specific Library Materials	4	43	1.6%	3.7%
E-resource access problems	1	8	0.4%	2.6%
Ready Reference	1	3	0.4%	0.3%
Reproduction Request	1	3	0.4%	0.3%
Other	40	182	15.7%	15.8%
	255	1149	100.0%	100.0%

Scholarly Commons Service Type

SC Service Type	TOTAL		% of TOTAL	
	FY21	FY22	FY21	FY22
About the SC	8	205	3.1%	17.8%
Software/Hardware Assistance	29	84	11.4%	7.3%
Scanner Use	12	88	4.7%	7.7%
Savvy Researcher	27	28	10.6%	2.4%
Data Analysis	30	22	11.8%	1.9%
220 Drop-in Consultation	0	19	0.0%	1.7%
Data Discovery	26	18	10.2%	1.6%
Data Visualization	1	5	0.4%	0.4%
GIS	76	83	29.8%	7.2%
Data Management	7	5	2.7%	0.4%
Scholarly Communication & Publishing	13	5	5.1%	0.4%
Undergrad Research	0	4	0.0%	0.3%
Digital Humanities	1	1	0.4%	0.1%
(blank)	25	582	9.8%	50.7%
	255	1149	100.0%	100.0%

Time Spent

	TOTAL		% of TOTAL	
	FY21	FY22	FY21	FY22
<5 Minutes	75	840	29.3%	73.1%
5-15 Minutes	80	165	31.4%	14.4%
15-30 minutes	27	48	10.6%	4.2%
1 - 3 Hours	28	33	11.0%	2.9%
30 Minutes - 1 Hour	39	42	15.3%	3.7%
More Than 3 Hours	6	8	2.4%	0.7%
(blank)	0	13	0.0%	1.1%
TOTAL	255	1149	100.0%	100.0%

Mode of Communication

Mode of Communication	TOTAL		% of TOTAL	
	FY21	FY22	FY21	FY22
In Person	0	889	0.0%	77.4%
Email	200	174	78.5%	15.1%
Phone	0	36	0.0%	3.1%
IM/Chat	35	30	13.7%	2.6%
Online Consultations	20	20	7.8%	1.7%
TOTAL	255	1149	100.0%	100.0%

READ Scale

READ Scale	TOTAL		% of TOTAL	
	FY21	FY22	FY21	FY22
1	15	572	5.9%	49.8%
2	77	324	30.2%	28.2%
3	80	136	31.4%	11.8%
4	53	79	20.8%	6.9%
5	25	26	9.8%	2.3%
6	4	8	1.6%	0.7%
(blank)	1	4	0.3%	0.3%
TOTAL	255	1149	100.0%	100.0%

Desk Type

Desk Tracker Desk	TOTAL		% of TOTAL	
	FY21	FY22	FY21	FY22
Main	192	1076	75.3%	93.6%
GIS	63	73	24.7%	6.4%
	255	1149	100.0%	100.0%

Question Type by Time Spent

Question Type	<5 Min		5-15 Min		15-30 Min		30 Min - 1 Hour		1 - 3 Hours		> 3 Hours		(blank)		TOTAL		% of TOTAL	
	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22
Directional/Hours	0	303	0	5	0	0	0	0	0	0	0	0	0	5	0	313	0.0%	27.2%
Library Policies and Services	35	242	31	41	4	8	1	1	0	1	0	0	0	3	71	296	27.8%	25.8%
Technical Issues	10	94	16	57	6	16	9	15	6	5	3	1	0	1	50	189	19.6%	16.4%
Research Assistance	5	14	4	13	2	5	6	16	2	15	1	4	0	0	20	67	7.8%	6.0%
Data Assistance	1	7	17	11	12	12	20	4	16	6	1	2	0	1	67	43	26.3%	3.7%
Finding Specific Library Materials	1	32	3	7	0	2	0	0	0	1	0	0	0	1	4	43	1.6%	3.7%
E-resource access problems	0	1	0	6	1	0	0	1	0	0	0	0	0	0	1	8	0.4%	2.6%
Ready Reference	0	2	1	1	0	0	0	0	0	0	0	0	0	0	1	3	0.4%	0.3%
Reproduction Request	0	1	1	1	0	1	0	0	0	0	0	0	0	0	1	3	0.4%	0.3%
Other	23	144	7	23	2	4	3	4	4	3	1	1	0	2	40	181	15.7%	15.8%
	75	840	80	165	27	48	39	41	28	31	6	8	0	13	255	1149	100.0%	100.0%
% of TOTAL	29.4%	73.1%	31.4%	14.4%	10.6%	4.2%	15.3%	3.7%	11.0%	2.9%	2.4%	0.7%	0.0%	1.1%	100.0%	100.0%		

Question Type by Mode of Communication

Question Type	Email		IM/Chat		Online Consultations		In Person		Phone		TOTAL		% of TOTAL	
	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22	FY21	FY22
Directional/Hours	0	8	0	0	0	0	0	300	0	5	0	313	0.0%	27.2%
Library Policies and Services	54	37	17	14	0	1	0	237	0	7	71	296	27.8%	25.8%
Technical Issues	40	33	3	6	7	5	0	141	0	4	50	189	19.6%	16.4%
Research Assistance	14	35	2	3	4	8	0	18	0	5	20	67	7.8%	6.0%
Data Assistance	56	26	6	3	5	3	0	7	0	4	67	43	26.3%	3.7%
Finding Specific Library Materials	2	7	2	1	0	0	0	33	0	2	4	43	1.6%	3.7%
E-resource access problems	1	2	0	0	0	0	0	6	0	0	1	8	0.4%	2.6%
Ready Reference	1	0	0	0	0	0	0	3	0	0	1	3	0.4%	0.3%
Reproduction Request	1	2	0	0	0	0	0	0	0	1	1	3	0.4%	0.3%
Other	31	24	5	3	4	3	0	144	0	8	40	181	15.7%	15.8%
	200	174	35	30	20	20	0	889	0	36	255	1149	100.0%	100.0%
% of TOTAL	78.4%	15.1%	13.7%	2.6%	7.8%	1.7%	0.0%	77.4%	0.0%	3.1%	100.0%	100.0%		

LibGuide Use

Guide Name	Page Views		
	FY22	% of Total	Change from FY21 to FY22
Introduction to OCR and Searchable PDFs	64,875	78.8%	(19,872)
Geographic Information Systems (GIS)	4,843	5.9%	793
Geocoding	3,180	4.0%	281
Finding Text Data Sets	1,945	2.4%	516
Grants, Fellowships, and Scholarships	1,761	2.1%	(386)
Story Maps	1,678	2.0%	143
Visualize Your Data	738	0.9%	(395)
Finding Numeric Data	695	0.8%	(2,921)
Scholarly Commons Scanners	694	0.8%	329
Creating 3-D visualizations in ArcMap using Hillshade	563	0.7%	(392)
Usability Testing	503	0.6%	(46)
American Hospital Association Annual Survey Database	199	0.2%	(72)
GeoLytics	153	0.2%	(39)
Creating 3-D maps in ArcGlobe - a Grand Canyon fly through	142	0.2%	(99)
Cross National Time-Series: 2018 Edition	104	0.1%	49
Archer and the Global News Index	61	0.1%	14
QGIS and History 460	54	0.1%	11
Hands On with the Scholarly Commons	45	0.1%	45
Learn GIS (Geographic Information Systems)	23	0.0%	23
Annual Election Results for APA President, 2006-2009	17	0.0%	7
Unwarping images using ArcMap	6	0.0%	4
TOTAL	82,279	100.0%	(22,007)

*For LibGuides that were active during at least part of FY22

Presentations

From Instructional Statistics Database	Total Sessions Taught	Total Number of Attendees
Total	**4**	**68**
Non-Library Classroom	3	50
Online	1	18

Lab Usage

Computer	Minutes	Hours	Open Hours	Percent used
LIBLABSCH01	95823	1597.05	7200	22.18125
LIBLABSCH02	71490	1191.5	7200	16.54861111
LIBLABSCH03	87130	1452.166667	7200	20.16898148
LIBLABSCH04	97358	1622.633333	7200	22.53657407
LIBLABSCH05	131702	2195.033333	7200	30.48657407
LIBLABSCH06	90013	1500.216667	7200	20.83634259
LIBLABSCH07	93857	1564.283333	7200	21.72615741
LIBLABSCH08	202540	3375.666667	7200	46.88425926
LIBLABSCH09	94136	1568.933333	7200	21.79074074
LIBLABSCH10	83411	1390.183333	7200	19.30810185
LIBLABSCH11	96307	1605.116667	7200	22.29328704
LIBLABSCH12	171287	2854.783333	7200	39.64976852
LIBLABSCH13	99938	1665.633333	7200	23.1337963
LIBLABSCH14	99551	1659.183333	7200	23.04421296
LIBLABSCH15	90433	1507.216667	7200	20.93356481
LIBLABSCH16	91781	1529.683333	7200	21.24560185
TOTALS		**1767.455208**		**24.547989**

3. Appendices

- Appendix A: Scholarly Commons Assessment Planner
- Appendix B: Scholarly Commons Observation Memo (Fall 2021)
- Appendix C: Scholarly Commons Observation Memo (Spring 2022)

Scholarly Commons Assessment Planning

Question 1	How to assess space usage in Scholarly Commons?	
	Goals:	Understanding how space is being used in Scholarly Commons
	Sources/Methods for acquiring evidence:	Ethnography – technique observation
	Timeline/Frequency:	2 weeks of initial observation – total of 4 observations for Winter 2021
	Notes:	4 observations of SC Room 220 and how patrons interact with the space. - Initial observation times based on the number of reference questions and head count. - Observations will be help during the times and the days with the most reference questions and the highest head/body count. - Observations will be 90 minutes long with observer moving around the area every 30 minutes. 3 observations will take place during SC open hours. 1 observation will be held after SC closing hours.
	Dates and tentative times	November 18 11: 30 -1pm, November 29, 2-3:30 pm, November 30 10-11:30 am December 1 5-6:30pm

Question 2	Where are patrons congregating?	
	Goals:	What spaces are being used for high activity?
	Sources/Methods for acquiring evidence:	Observations: areas of high use, use of pods, areas that are used for high activity
	Timeline/Frequency:	November 16th – November 30th, 4 observations
	Notes:	- Focus on where in room 220 are actively engaging with in the space (using SC software, using the white board, screens, etc.). - Making note of students who are using the space as a study space. - Note students who are using the space as a hang out or place to decompress.

Question 3	How are patrons using the space?	
	Goals:	Observing patron's interactions with the front desk and the consultation areas. The intensity of individual patron's activities will be noted.
	Sources/Methods for acquiring evidence:	Observations: references, consultations, and recognition of SC as an actual place rather than just another place to study
	Timeline/Frequency:	November 16th – December 1st, 4 observations
	Notes:	

Goals: Data collected will be used to understand how Scholarly Commons Room 220 is being used by patrons.

- 4 observations between November 16th and November 30th period (1 observation after 4pm)
- 1.5 to 2hrs per observation

- Observation of consultation areas
- Observing the pods
- Observation of low, medium, and high activity
- Observation of where patrons are working in the space
- Observation of how they are interacting with the space (are they using the computers, screens, whiteboard, etc.)
- Observing reference interactions (if people are directly going the reference desk or are they already in the space and then going to the reference desk)
- Observing how people are interacting with the access points of 220 (i.e. are they entering then going to the reading room)

Timeline

<u>Observation Schedule*</u>

Belinda Bolivar - November 18 11: 30 -1pm and December 1 5-6:30pm
Lindsay Taylor - November 29, 2-3:30 pm and November 30 10-11:30 am

Method

<u>Observation</u>

- Map of the Scholarly Commons will be used to take note of where patrons are sitting and using both personal devices as well as equipment provided by the SC.
- Map notes will be collected as well as narrative observational notes. The map notes the arrangement of the desks and what machines each desk holds.

- Users will be marked as Patron A, Patron B, Patron C, etc. with the intention of keeping track of regular users and length that patrons stay in the commons (within a 90 minute period at least.) Librarians and SC-based GAs will be identified as such and referred to by name if possible within the notes.

- Observers will change locations within the space approximately every 30 minutes so as to get a a better view of the room with minimum obtrusiveness. This will aid in understand how each space will be used.

- Interactions between patrons, librarians, and GAs will be noted. Observers will try to make note of if the conversations are strictly related to the research purposes of the space, the space itself (i.e. Need more tissues, would like sanitizing wipes for keyboards, ect) and personal conversations with staff and other patrons.

*Times still required final confirmation

Description of Patron Activity Intensity

Intensity of environment: https://speakerdeck.com/pauljervisheath/unlocking-the-power-of-design-in-libraries

Based on the work of Paul-Jarvis Heath the observers will be noting the levels of activity intensity for each patron will be recorded, as well as if they change, The levels are as follows:

Low Intensity: Patron is passively using either a personal laptop or SC machine. Passive usage includes social media sites, watching videos, checking emails, looking through Moodle, ect.

Medium Intensity: Patron is searching the databases, reading articles, typing in a Word Document, ect. They are actively engaging in researching or creating work, but using software that is available on most personal computers as per the laptop requirement of most departments.

High Intensity: Patron is using specialized software or equipment on a SC machine such as the Adobe suite, statistics software, scanners, ect. Anything that isn't internet-based or Microsoft Office. Patron is using personal laptop, SC machine, multiple screens. Patron is using whiteboards. Patron has work spread out in work area.
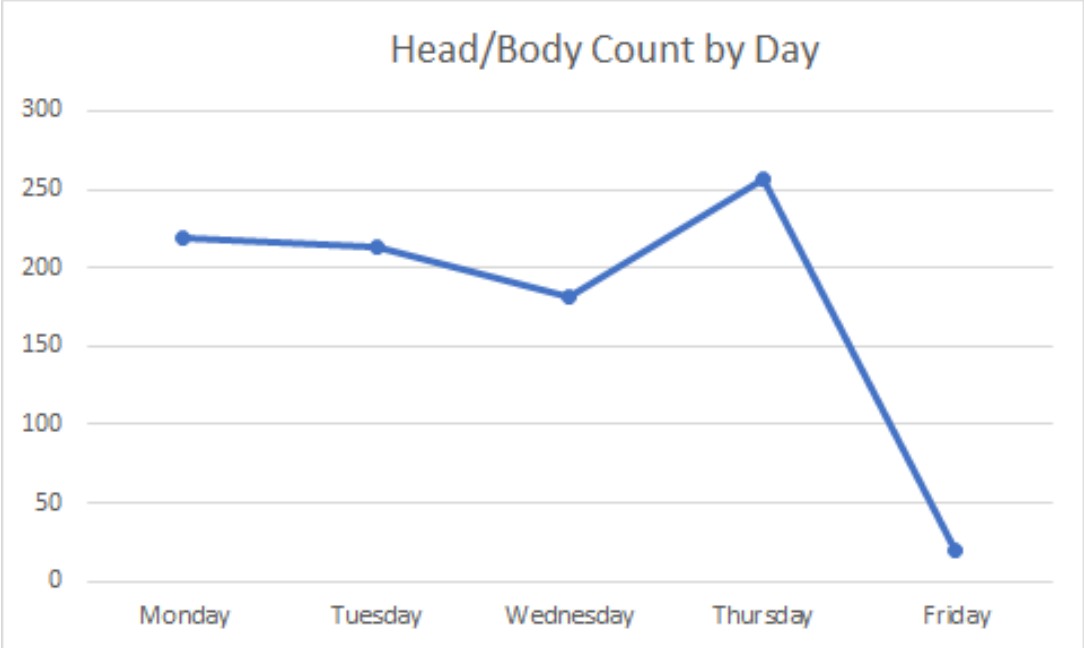
Considering adding a **Level 0** for "waiting" behavior such as napping, scrolling through phone, drinking from a covered container, ect. Things done before meeting for a consultation.
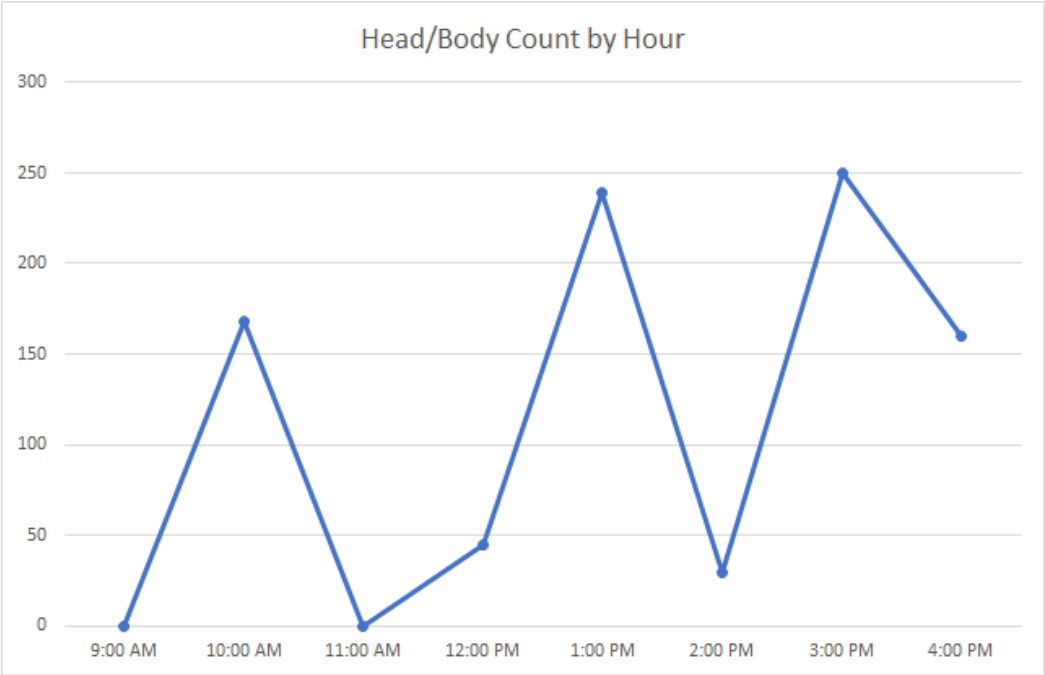
Appendix

Graphs of Scholarly Commons for October 17 – November 7 2021 taken from Desk Tracker.
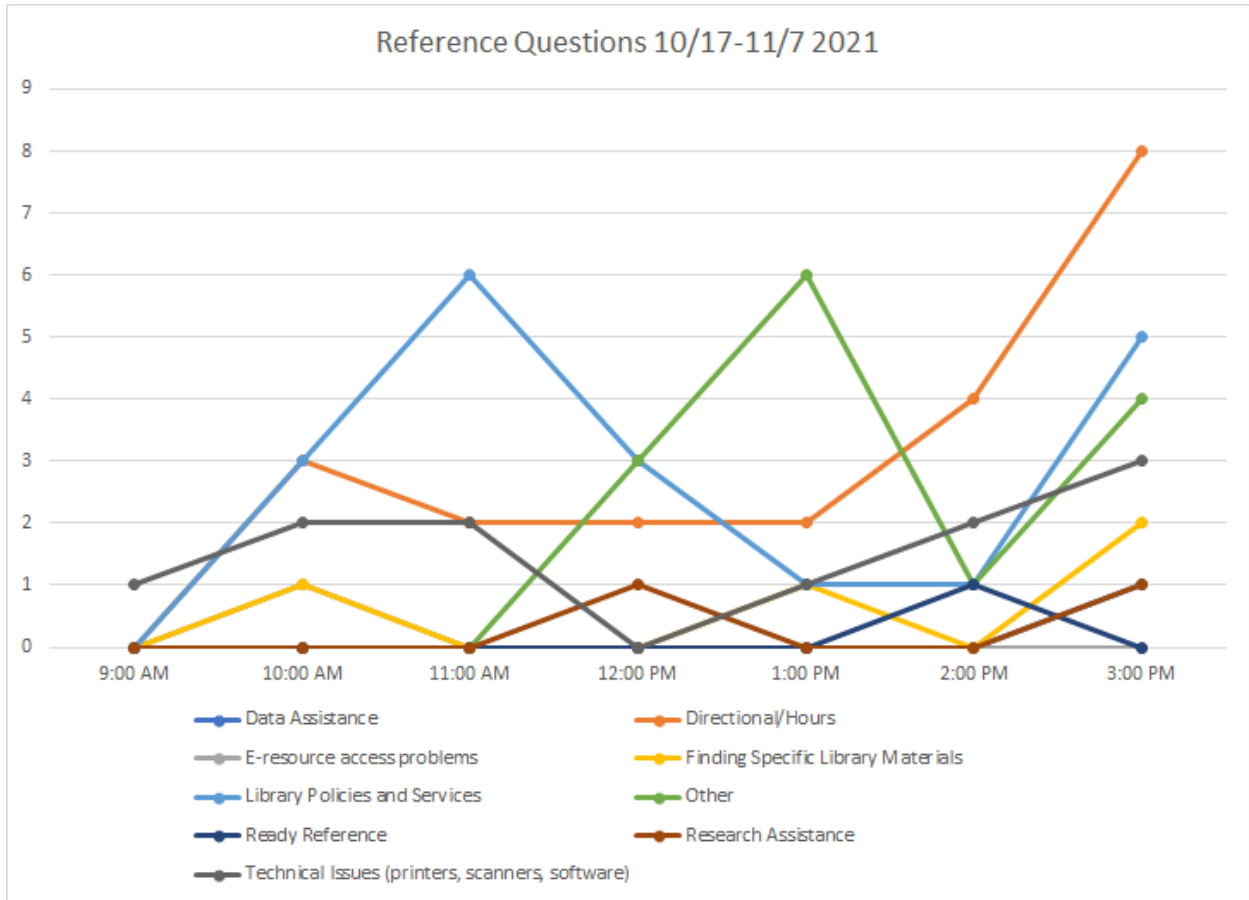
A1. Line graph of reference questions by type during the hours of 9am to 3pm.

A2. Line graph of the Head/Body Count by day of the weeks, excluding the weekend.

A3. Line graph of Head/Body Count by the hour.

Scholarly Commons Observation Memo

By: Belinda Bolivar, Library Assessment Specialist and Lindsay Taylor, Graduate Assistant

Observation times and days were chosen after analyzing the reference and Head/Body count collected through the Desk Tracker software. Observations were carried out to understand how patrons were utilizing Room 220.This memo include initial findings and next steps for study.

- Between November 18th to December 1st four ethnographic observations were conducted in Room 220 of Scholarly Commons by a Graduate Assistant, Lindsay Taylor and the Library Assessment Specialist, Belinda Bolivar.
- Each observation was 1 ½ hours with the observers moving every 30 minutes around the space for a total of 6 hours total. With three during the open hours of Room 220 and one in the evening. The Scholarly Commons (SC) is used as a quiet space, perhaps due to its proximity to the Reading Room and other quiet spaces on the second floor. Although the SC is a separate room, it may be understood as part of the 2nd floor as a connected space. Users of the space were observed working independently in silence or collaborating and speaking in low-volume tones.
- Pods seem to be popular among patrons. Patrons have been observed to enter if the pods are empty, seemingly without reserving the space. In these pods they are able to be louder and some patrons took off their masks.
- During the observations, no patrons were observed using specialized software on the SC computers or on personal devices. Most users were observed using programs like Word, Excel, PowerPoint, and Zoom. Patrons did, however, use the whiteboards. Use of the standing-desk elevation and the dual screens of the computer stations were observed, suggesting that although the software is not a primary use of the space, some hardware might be.
- Use of the seating zones seem for the most part to be relegated to "temporary study moments". Patrons were in Seating zone A (closest to the door) used the space for a short time (less than an hour). Some patrons did not unpack but looked through their phones. These zones serve as charging station but there are no chargers provided in the space.
- Patrons appear to feel safe and comfortable, with several patrons leaving their belonging unattended. There also seemed to be a feeling of "ownership of space". Several patrons returned to the same spot over the course to two observation periods.
- There were minimal interactions with staff (only two interactions during observation - both seem to be asking for help with SC hardware).
- Several patrons were observed walking through the space and looking around, as though to find a place to sit. Often, patrons would walk through the SC to the tables near the reading room and then if one was not open, move on to another space. The tables had only one patron working independently or a group of students collaborating together. Patrons working independently did not sit at the same table but chose to work at tables where they were the sole occupant.

Next Steps:

Recognizing that Scholarly Commons Room 220 is a relatively new space in the library, it is suggested that additional assessments of the space usage take place. Further observations would be needed as the space continues to evolve. Additionally, interviews with the staff of Scholarly Commons could be utilized to gain their unique perspectives about the space.

Scholarly Commons Observation Memo

By: Belinda Bolivar, Library Assessment Specialist and Lindsay Taylor, Graduate Assistant

Observation times and days were chosen to mirror the Fall 2021 observation to understand how patrons were utilizing Room 220. An additional night observation was conducted to observe afterhours activities. Observations. This memo includes initial findings and next steps for study.

- Between March 29th and April 19th 6 observations we conducted by Belinda Bolivar, Lindsay Taylor, and Jen-chien Yu, Director of Library Assessment. Each were 1 ½ hours between the hours of 9:30am and 8:30pm. This serves as a follow up the Fall 2021 observation.
- Similar to the previous observation, the space still seems like a quiet space with patrons speaking in low-volume tones. During hours with more patrons, there's a collaborative noise buzz, especially in the spaces near the staff desk.
- Pods continue to be popular with patrons for both solo and collaborative use. Room 220 pods allow for only one person to make a reservation while other reservable study spaces (like SSHEL & MPAL) required a two-person minimum.
- Patrons seem to be utilizing the standing desks and dual screens. However, use of specialized software was only observed once (GIS software).
- Table space fills up easily in the afternoon, with many people walking to the tables to check for vacancies and then turning away or using reading room if tables are full. If someone is working independently, they still use one whole table. In the reading room, multiple people working independently will sit together, because tables are larger.

New Observations

- Patrons generally appear to be more comfortable using the space as evidenced by increase in standing desk use and patrons continue to leave belongings unattended for even longer periods of time. Patrons also appear to be utilizing the scanners and white boards.
- During evening observations, less people are using comfortable seating as waiting zones. In the evening, less phone use and higher engagement is noted. [Therefore, if someone is studying in the evening in the SC, it is more intentional studying.]
- Image of Research exhibit attracted a few visitors, both people walking by and people who entered the space intentionally to look at the exhibit. Various levels of interaction were observed ranging from people stopping momentarily while walking through the space to people lingering and taking photos with the art.

Next Steps:

Observations confirmed a series of trends (noise level, use of pods, and use of space) from the Fall 2021 observation. Newer observations observe phenomenon that naturally occurs as patrons get use to the space and with the flow of the academic year. We don't expect observing (if applying the same observation method) changes in these trends without major changes to the space and services.

If additional information about space use is of interest, it is suggested that spaces similar to 220 such as in Grainger (multi-use, collaborative) are either observed or that data is collected, if it already exists, to compare the use of those spaces.