



DIGITAL  
SOCIAL SCIENCE  
CENTER

COLUMBIA  
UNIVERSITY  
LIBRARIES

# Digital Social Science Center Evaluation

Columbia University Libraries  
Assessment Forum  
July 7, 2011  
Mary Giunta

# DSSC Assessment Before – Fall 2008

Student survey  
Focus groups  
Faculty interviews  
Lehman reference  
staff discussion



# Assessment: what we learned

- More group study space
- Scanning & printing are important
- Presentation practice space
- Quantitative data analysis software
- Bibliographic software
- Need to market our services better

# Assessment: how we applied results

- Added presentation practice rooms
- Added more scanners
- Moved color printer into CUIT / DSSC space
- Decided to place the information / reference desk in the consultation room
- LCD panels with group study tables in DSSC
- Developed marketing strategies



# DSSC Assessment - After

- Observation studies
  - Spring 2010
  - Fall 2010
- Follow-up student survey - Fall 2010

# Observation Studies

- Why?
  - Lehman renovation incremental
  - Opportunity to learn from each installation
  - People don't always do what they say they will
- How?
  - One week per semester
  - 5 observations / day
  - Room by room counting all seats occupied
  - Counting use of laptops, LCD panels, blackboards, etc.

# Observation Studies: what we learned

- LCD panels
- Table size
- One in four (25%) DSSC workstations used collaboratively
- Impact of new chairs on room use (Sp 2011)

# Student Survey Assessment Goals

- Gauge awareness of new services implemented
- Gauge satisfaction with library services
- Collect feedback about potential new services to offer

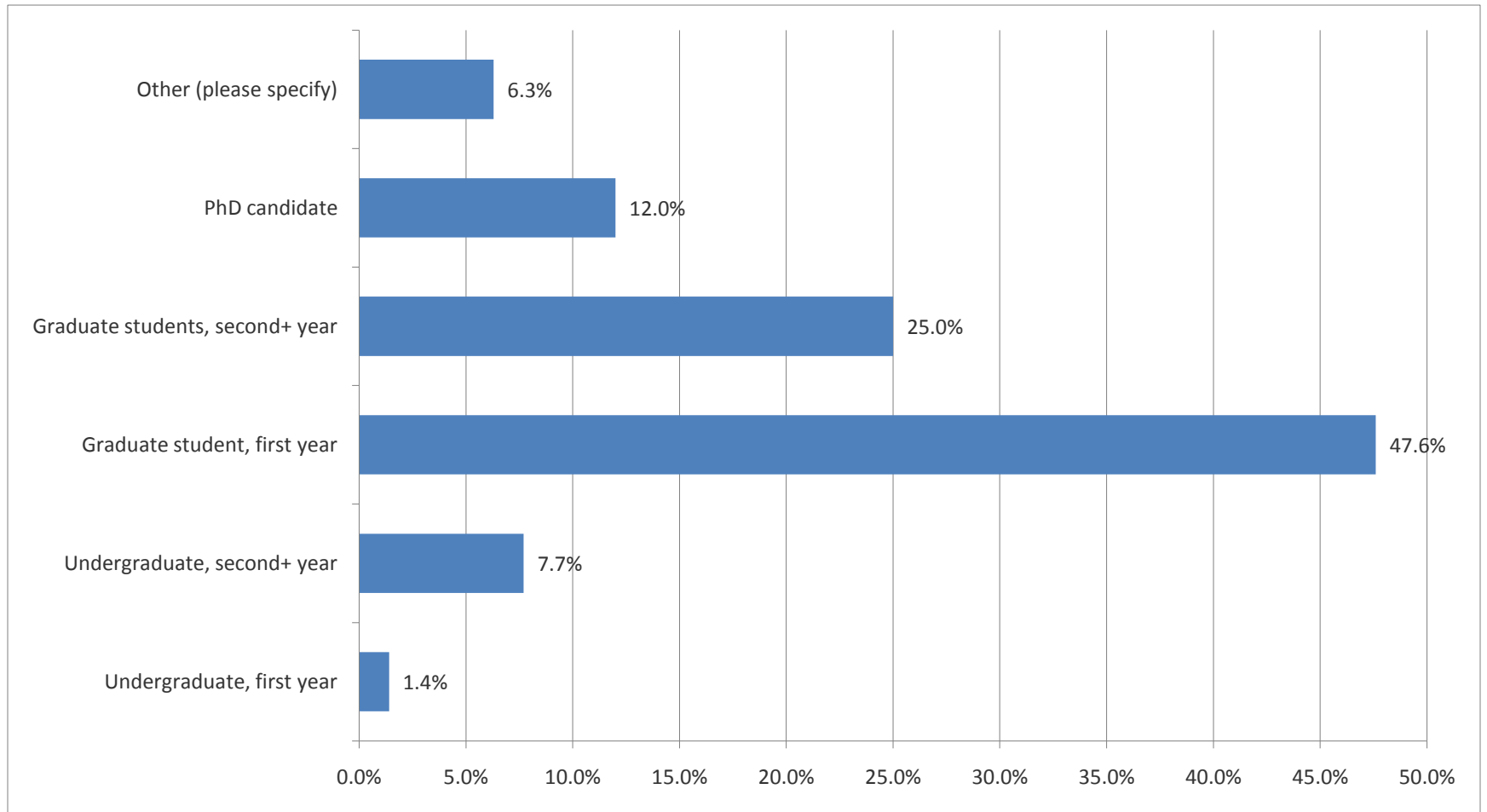




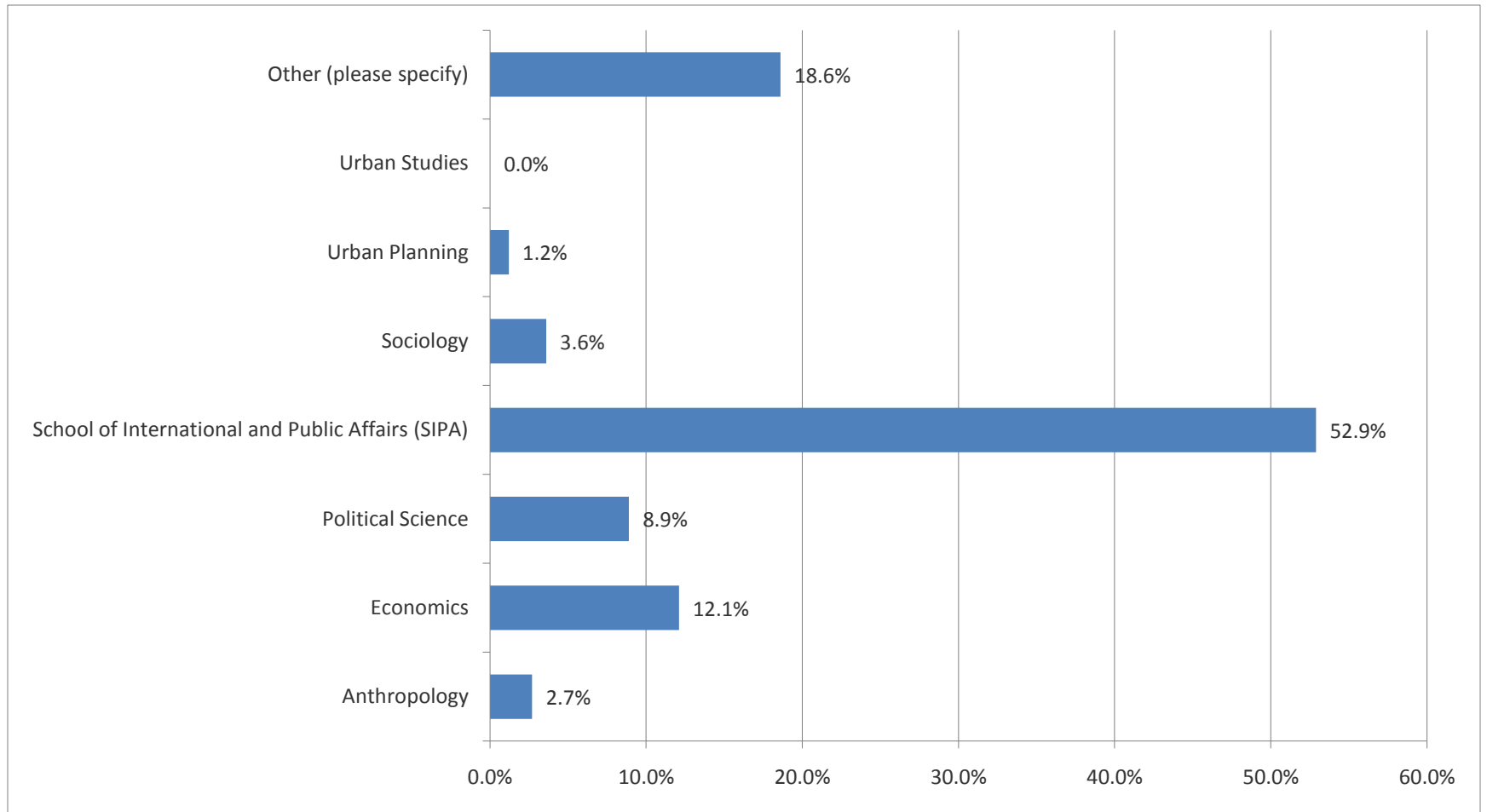


**RESPONSE + DEMOGRAPHICS**

# Status



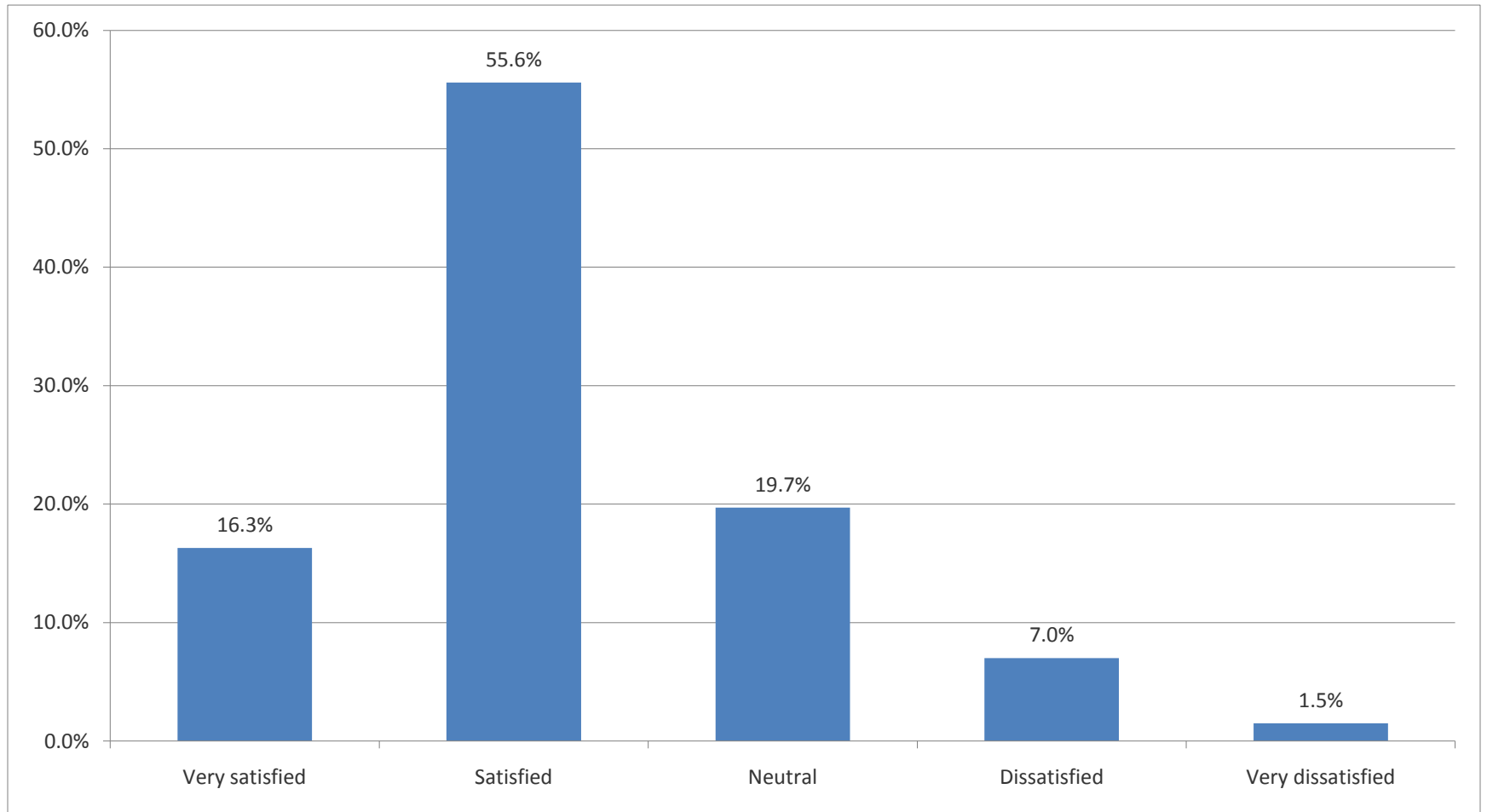
# Discipline



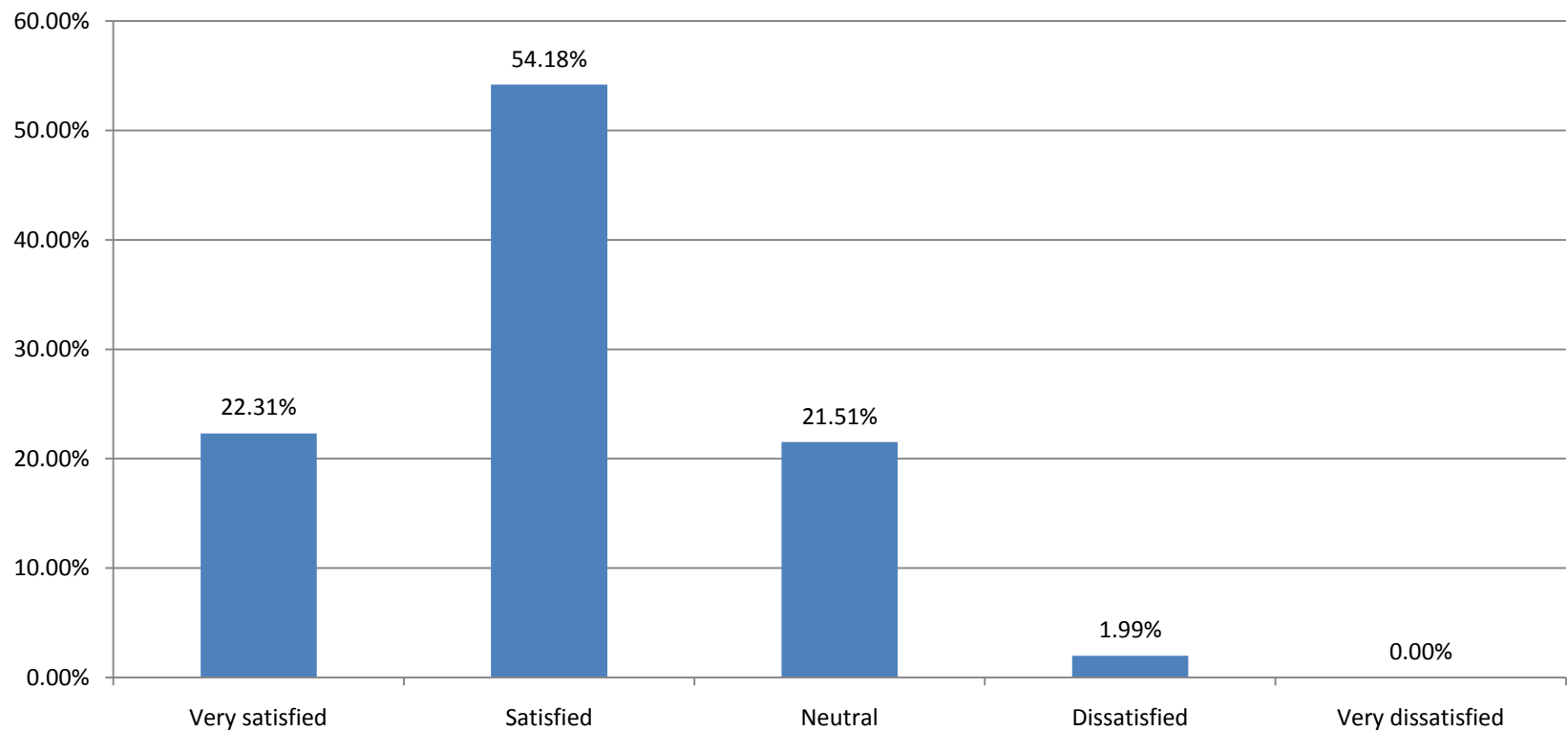


# **GENERAL SATISFACTION + LIBRARY USE**

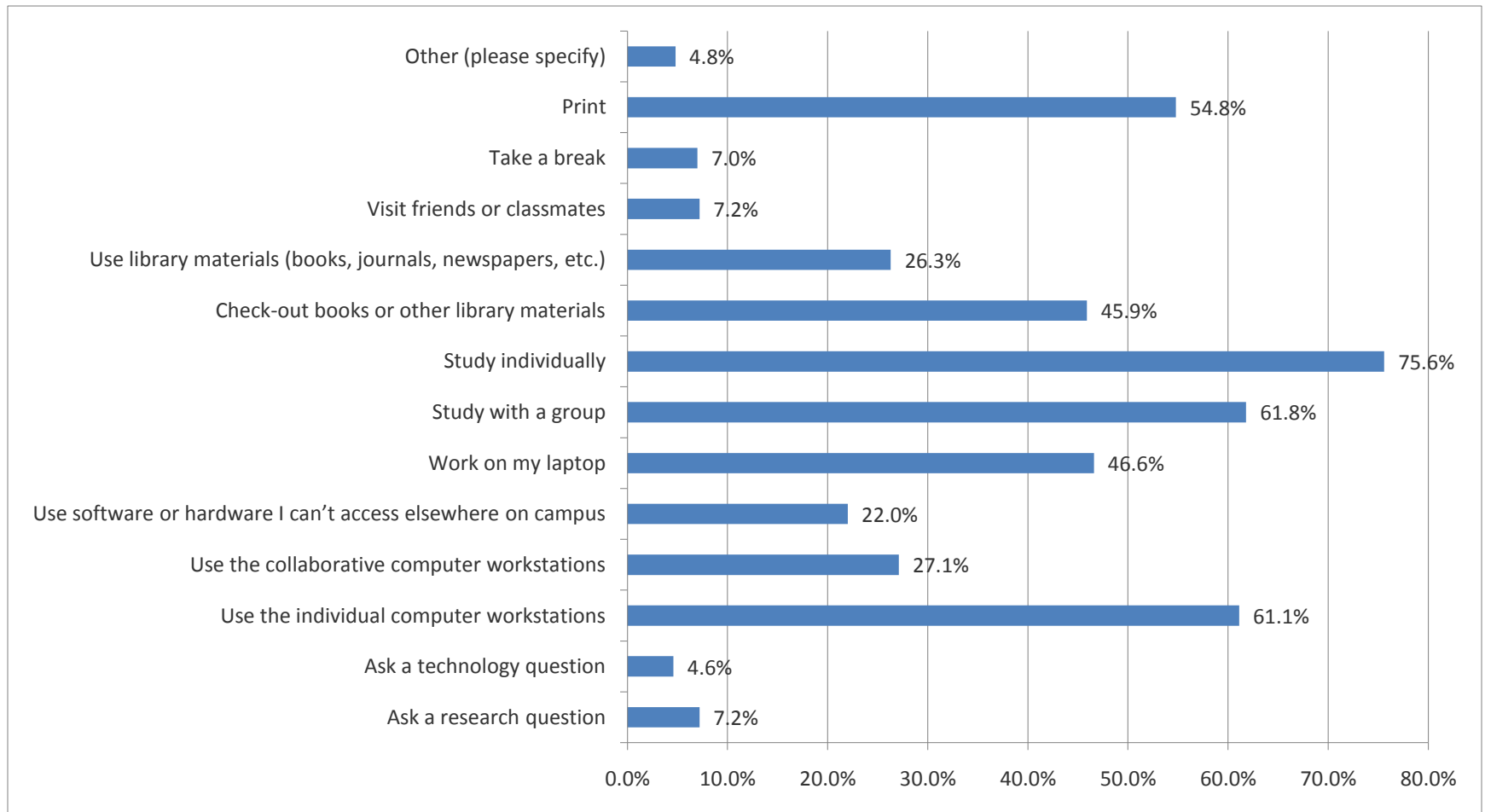
# Please rate your overall satisfaction with Lehman Library (N = 412)



# **Please rate your overall satisfaction with the Digital Social Science Center (DSSC) in Lehman Library (N = 251)**



# What do you typically do when you come to Lehman Library? (Please choose all that apply.)

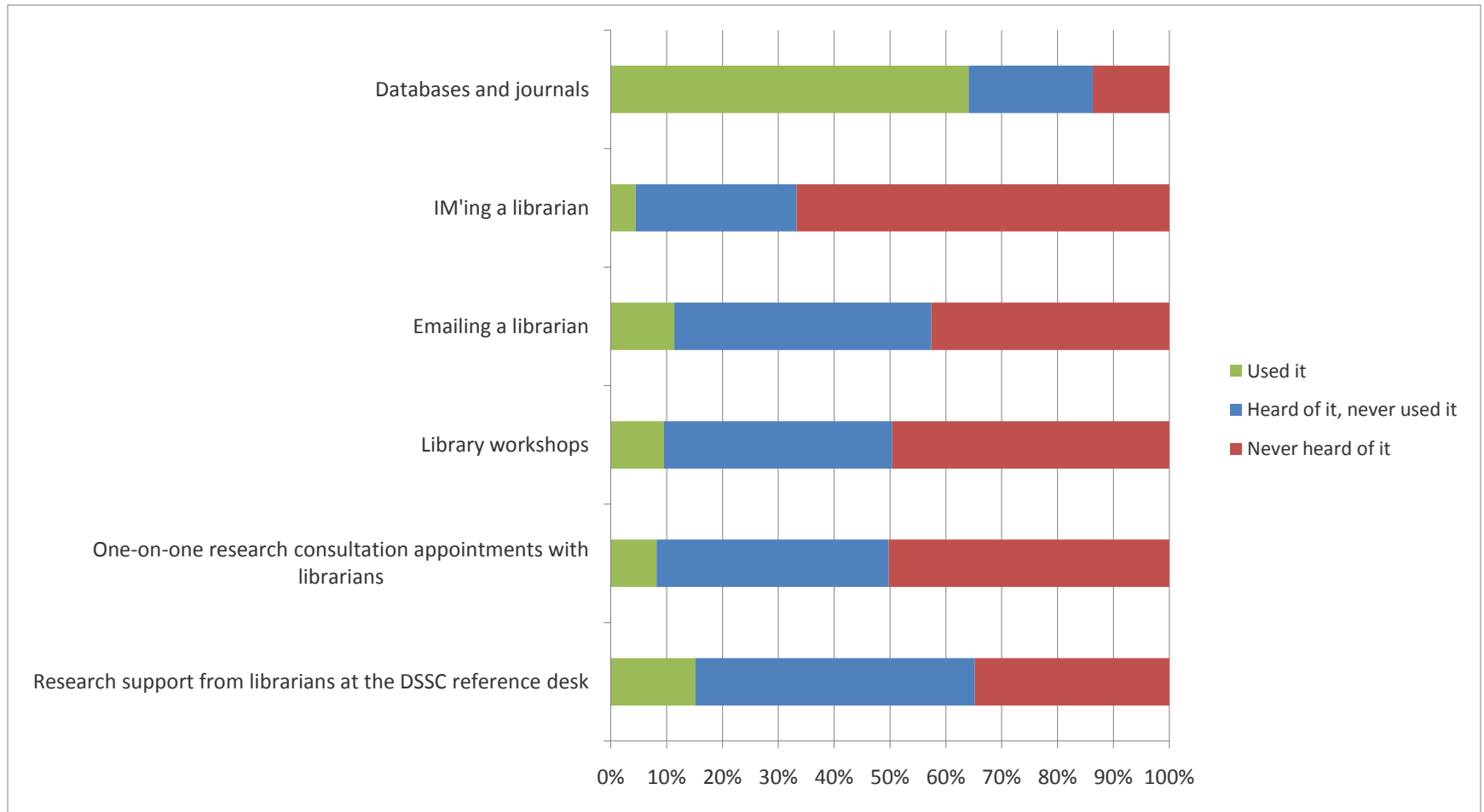




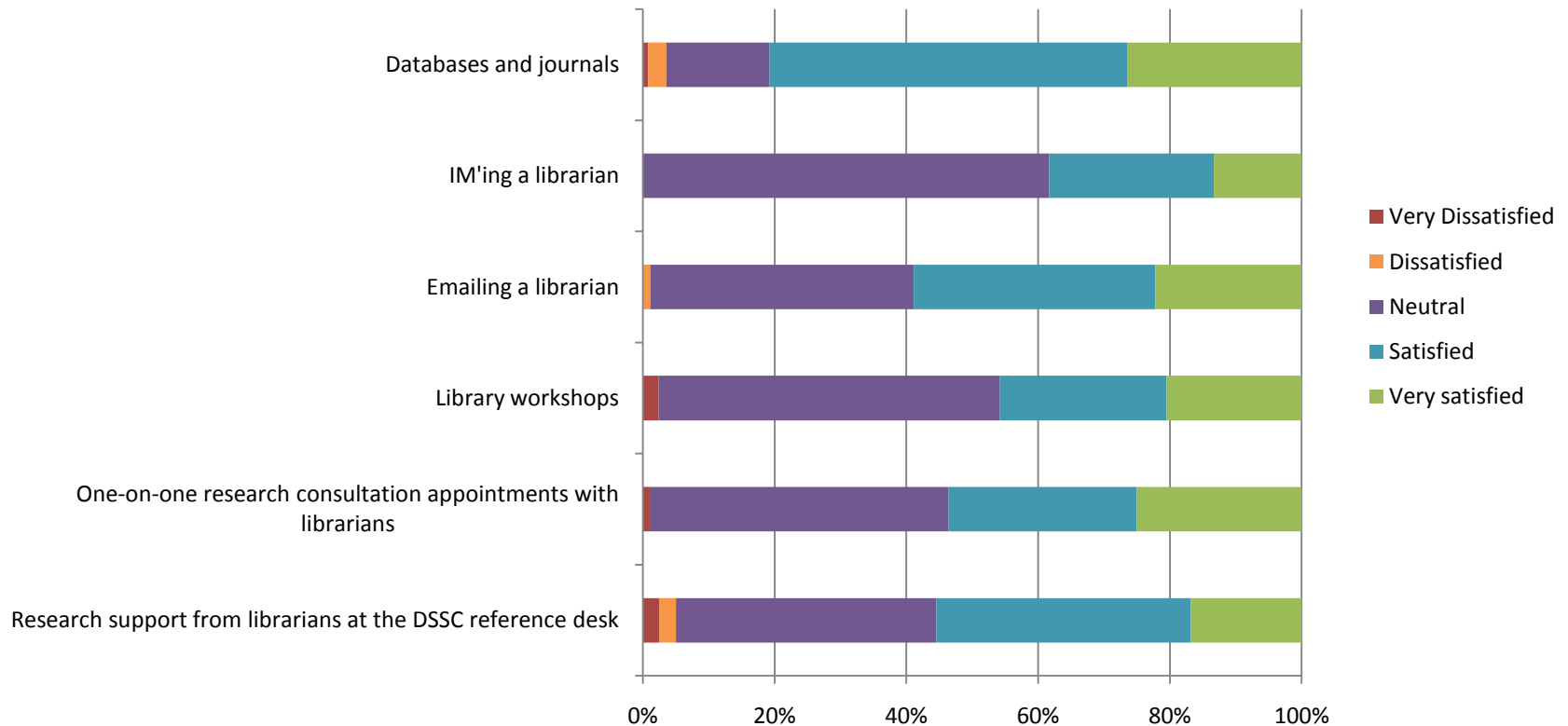
**RESEARCH SUPPORT**



# Please rate your awareness of the following research support services at Lehman Library



# Please rate your satisfaction with the research support services at Lehman Library



# What research support do you wish was available at Lehman Library?

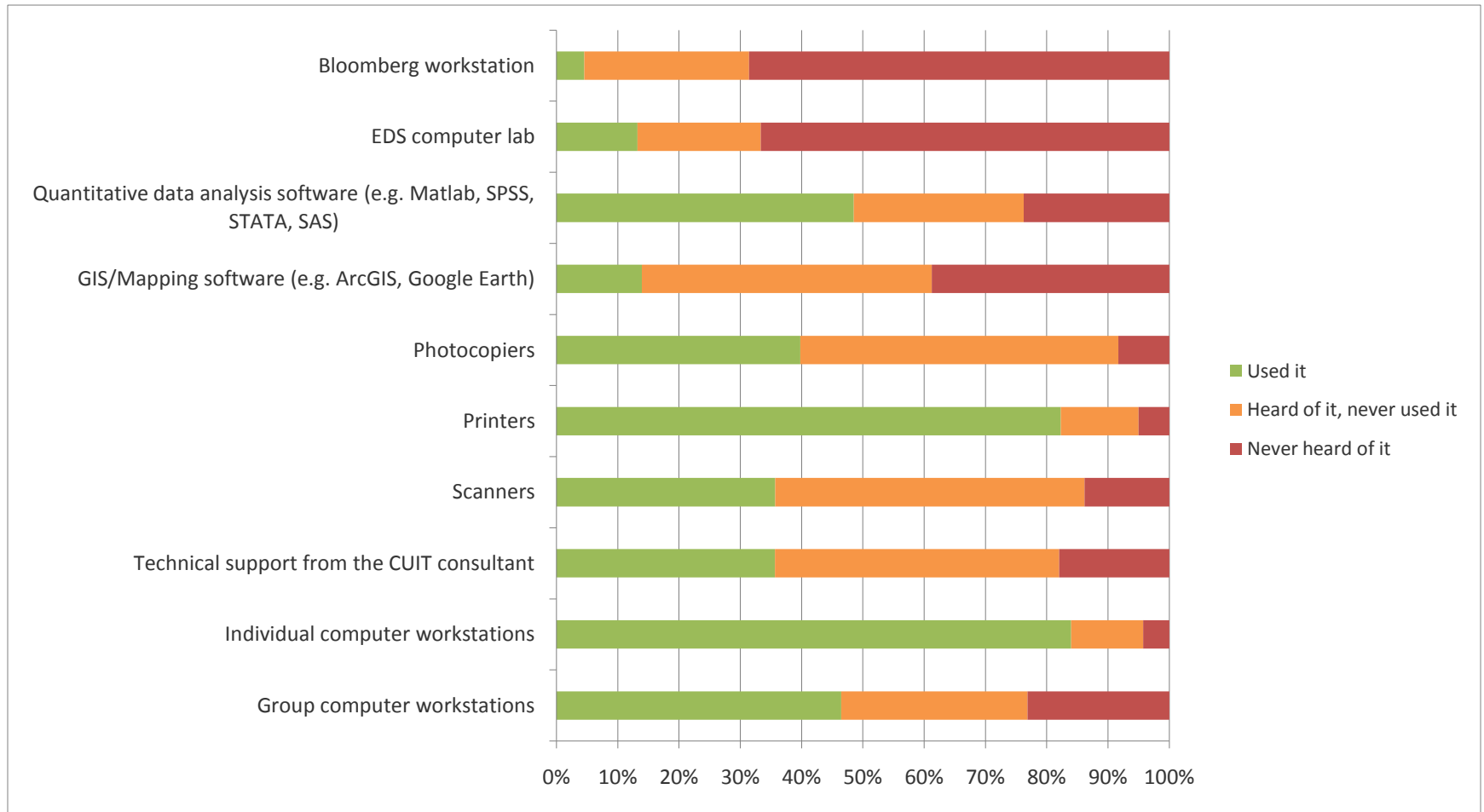


- Workshops (quantitative, research, GIS)
- Orientations
- Assistance from librarians (including the reference desk)
- E-resource help
- Information resources (journals, ebooks, databases)
- Extended hours
- How-to tutorials on “getting started”

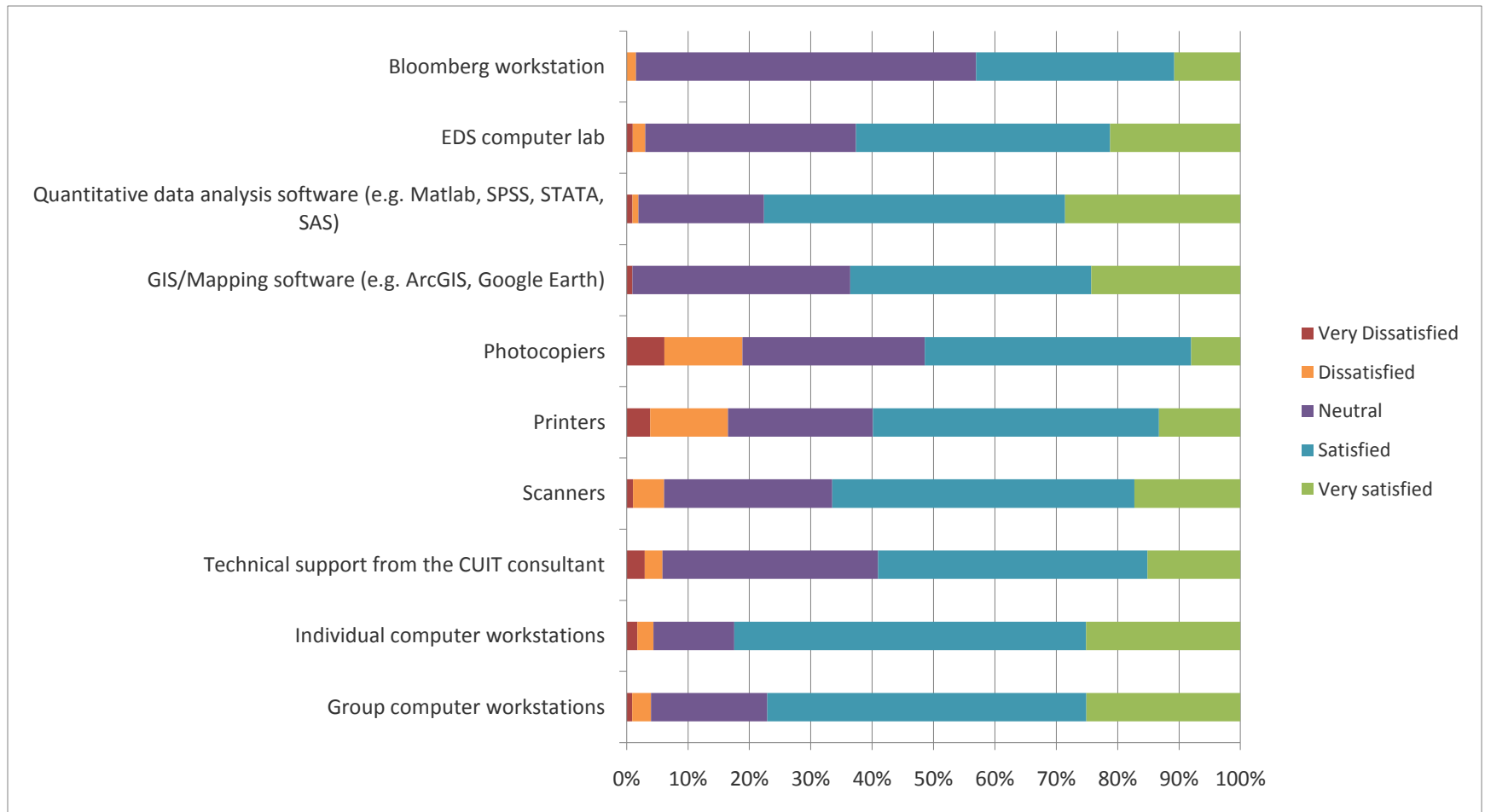


# TECHNOLOGY SUPPORT

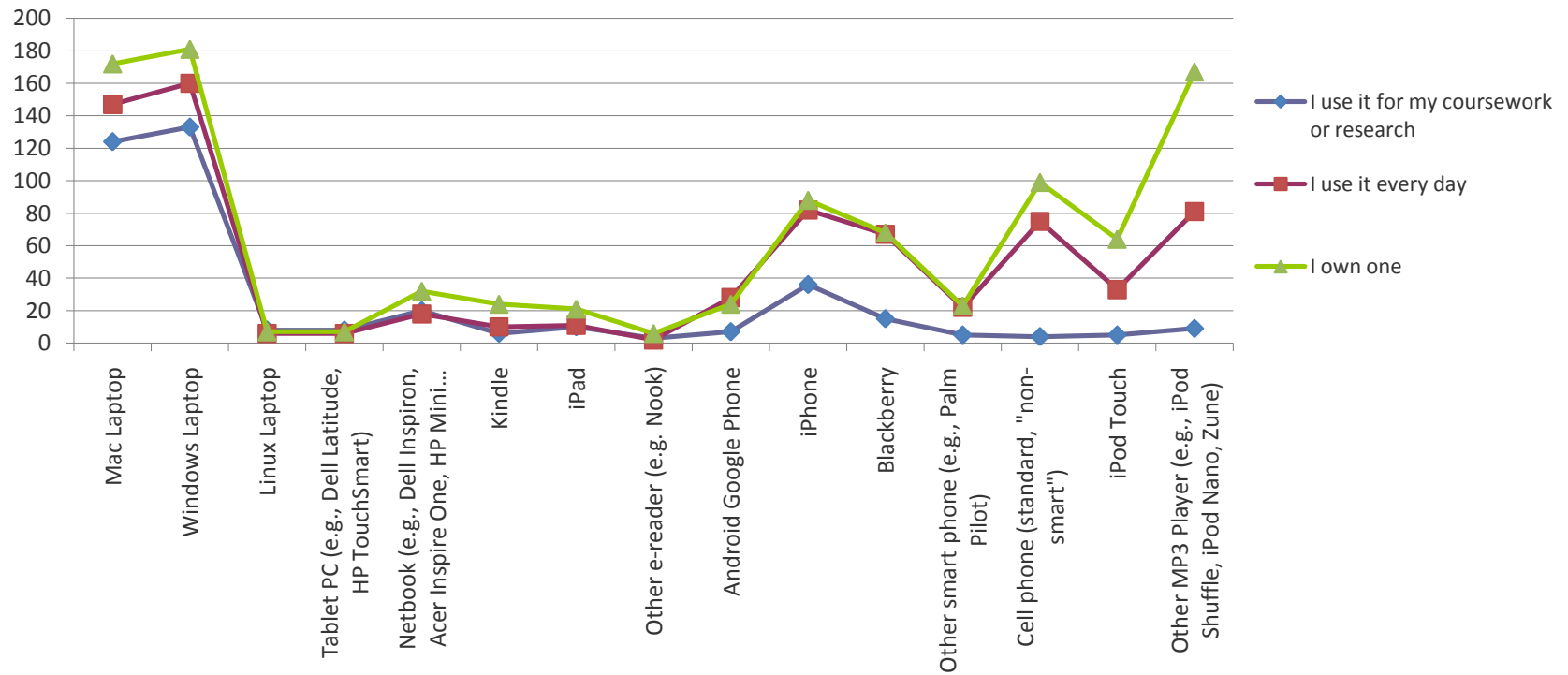
# Please rate your awareness of the following technology services at the Digital Social Science Center in Lehman Library



# Please rate your satisfaction with the technology services at the Digital Social Science Center in Lehman Library



Please tell us about your mobile devices. For each item below, please check all that apply and skip any that you don't own.

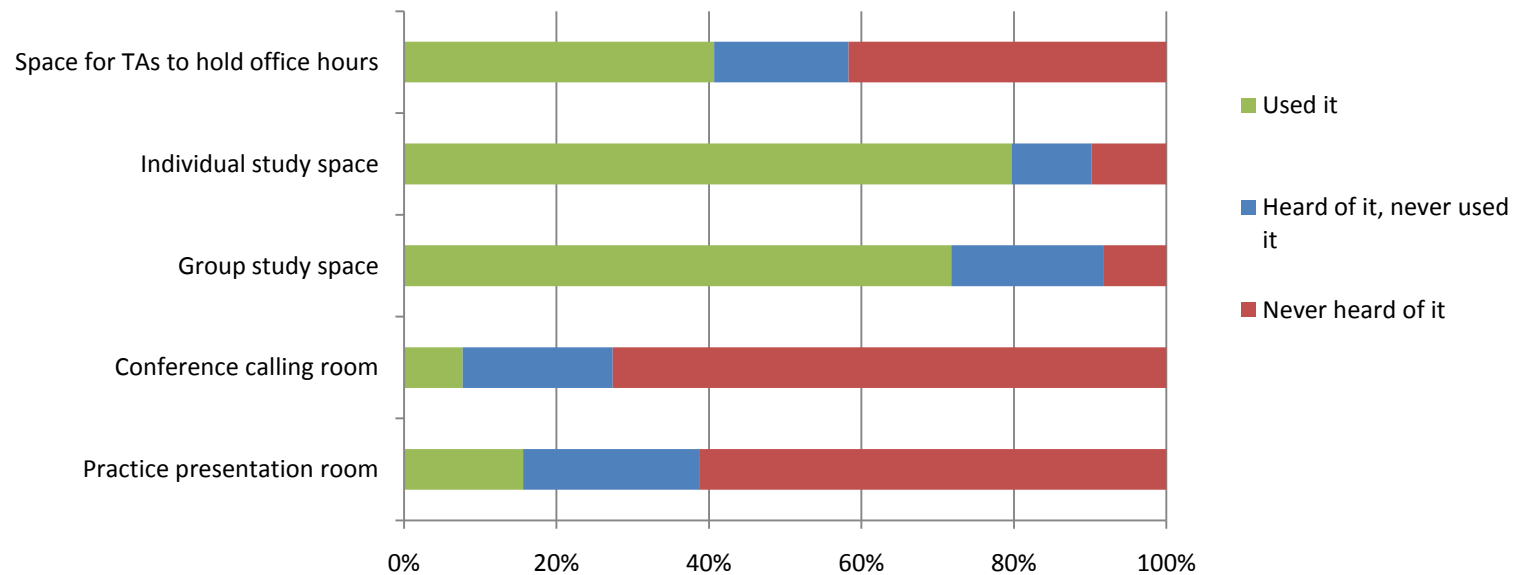




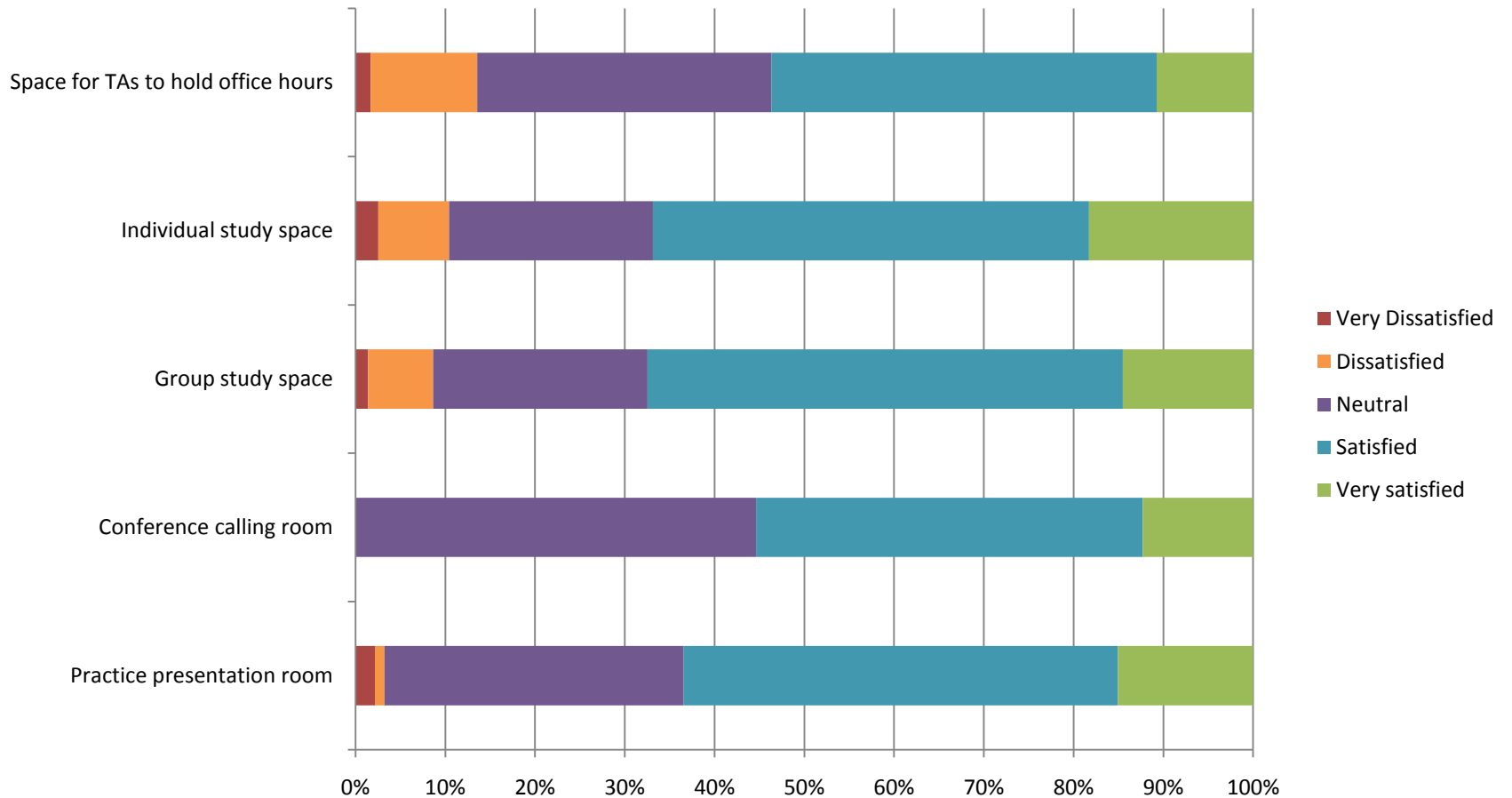
**LIBRARY SPACE**



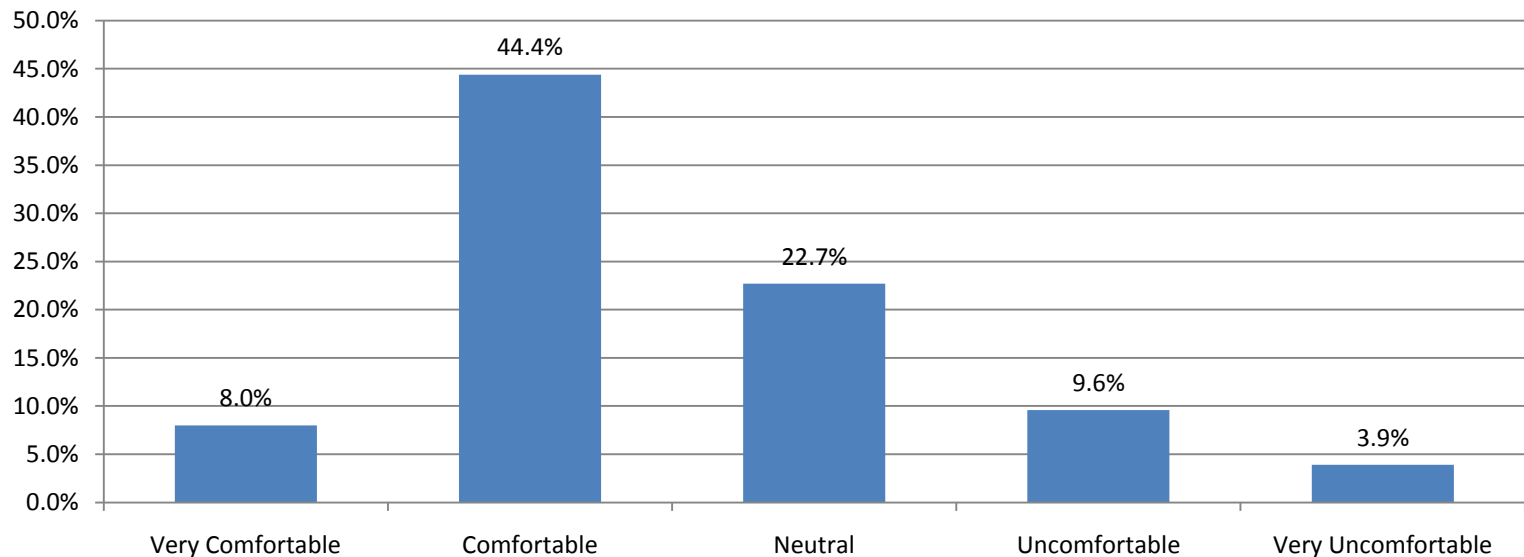
# Please rate your awareness of the following spaces at the Digital Social Science Center in Lehman Library



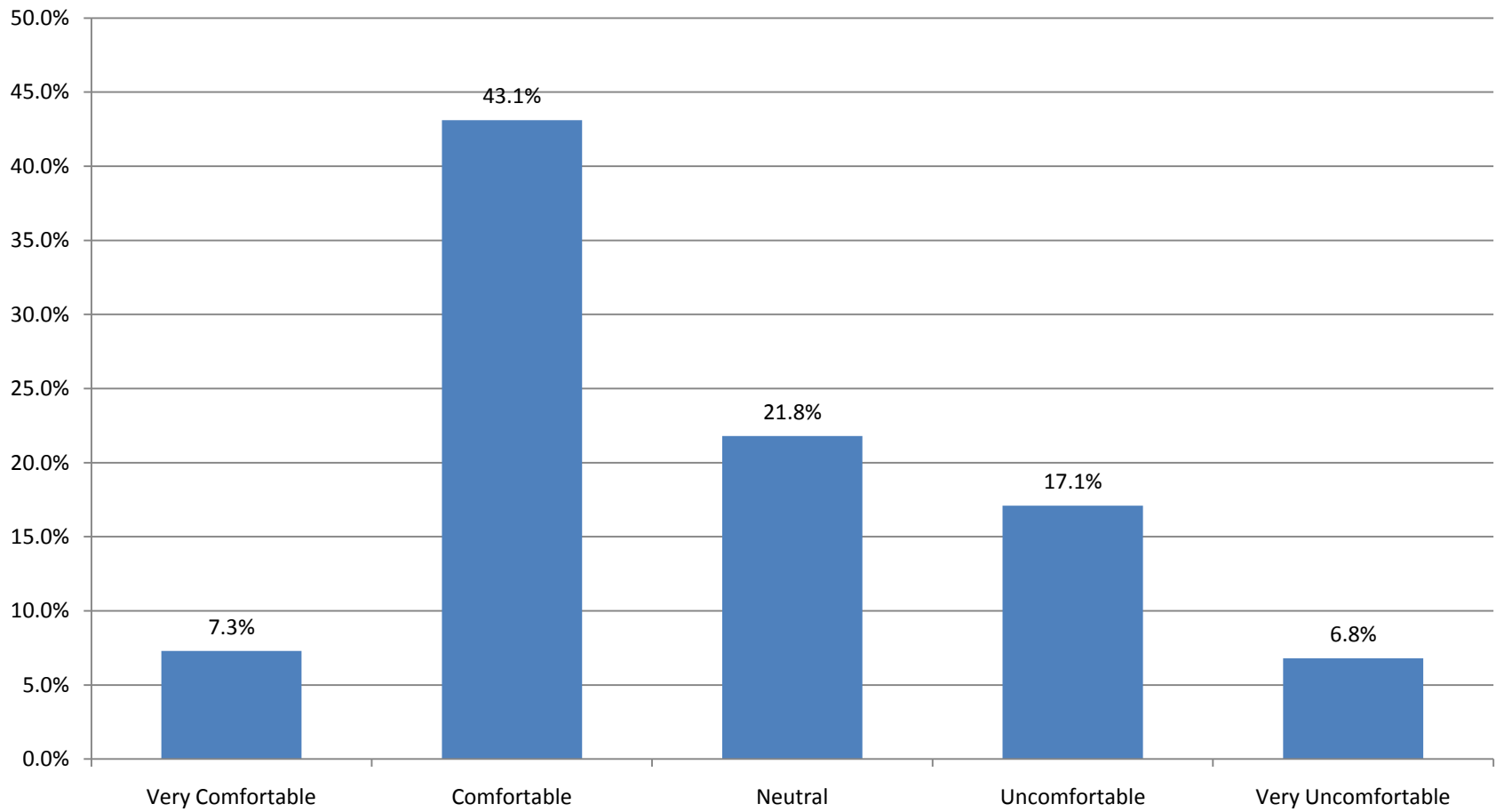
# Please rate your satisfaction with the spaces at the Digital Social Science Center in Lehman Library



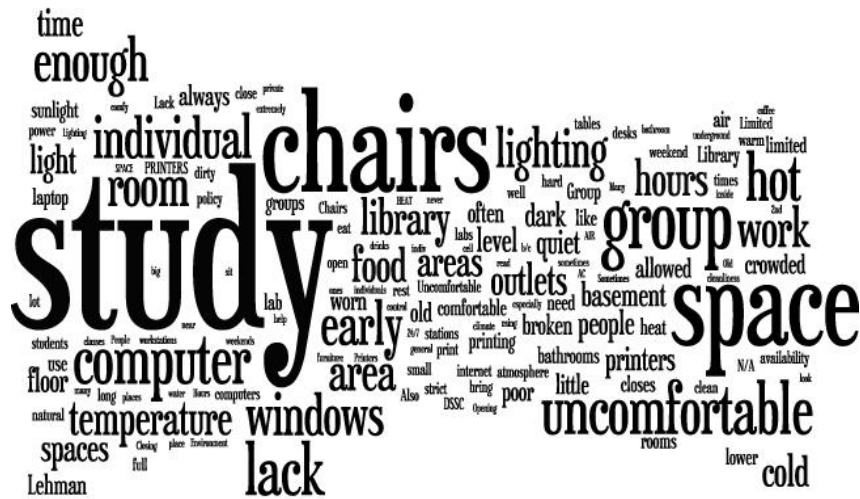
**Please rate the overall comfort of study spaces available at the DSSC (including group study spaces)**



# Please rate the overall comfort of study spaces available in the Lehman Library

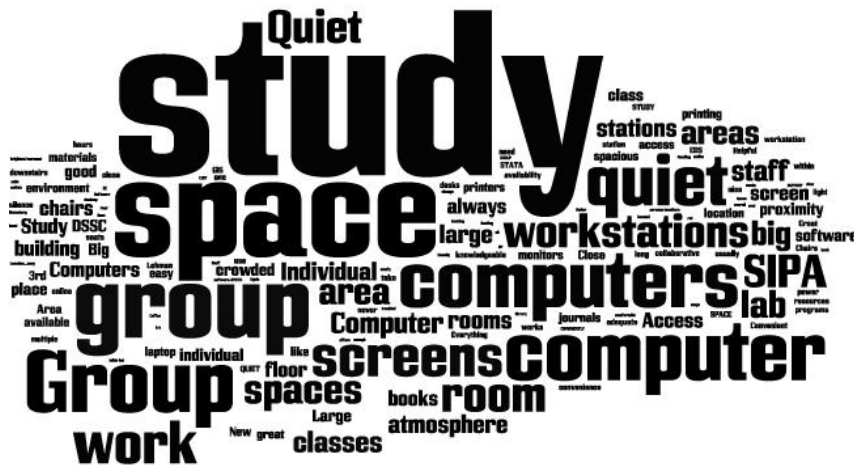


# What's your favorite thing about the DSSC or Lehman Library?



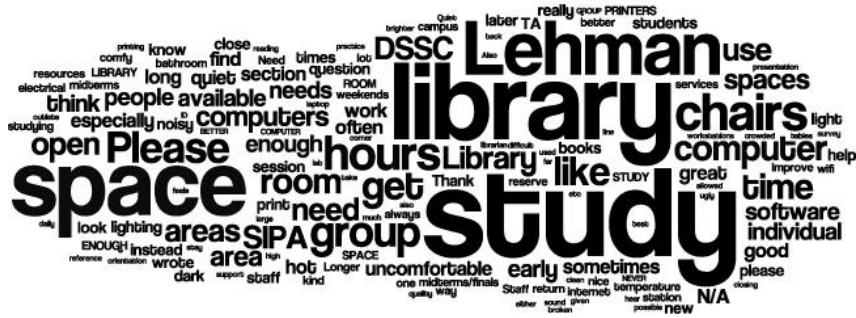
- Computers
- Study space
- Access to resources
- Convenient location
- Staff assistance

# What's your least favorite thing about the DSSC or Lehman Library?



- Environmental conditions: cleanliness, temperature, lighting
- Printing problems
- Limited hours
- Crowded labs and study spaces

Please share any additional comments you have about the DSSC and Lehman Library.



- More librarian support, including workshops, orientations and “info sessions”
- Extended hours
- Awareness of DSSC services is low
- Environmental factors are always important (temperature, lighting, cleanliness)
- Study space, group and individual, is incredibly important
- Printing continues to be a challenge



# NEXT STEPS



# Post-DSSC Assessment

## Actions Taken

- No more LCD panels needed in current Group Study area
- Continue to replace chairs (80 more added in 2010-11 w/ SIPA help)
- Addressed custodial issues w/ Facilities – new cleaner in Dec. 2010

# Post-DSSC Assessment

## Next Steps

- Continue to partner w/ SIPA to improve study spaces.
- Program plan for next phase renovation developed.
- Work with Facilities for cost quotes for next phases.

# Next renovation

- Mix of table sizes
- Find innovative ways to make Lehman more appealing
  - Use more color
  - Student art on walls
  - Stream live video of College Walk?
- Improve lighting in the CUIT Lab space

# Post-DSSC Assessment

## Next Steps

- Promote services
  - IM reference
  - GIS & data services
- More workshops
- Add Lehman tours to Orientation program
  - (show our facilities, promote services)

Thanks to Jen Rutner for steering us through the evaluation process, for the data analysis and the great charts & graphs.