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
Undergraduate, first year: 1.4%
Undergraduate, second+ year: 7.7%
Graduate student, first year: 47.6%
Graduate students, second+ year: 25.0%
PhD candidate: 12.0%
Other (please specify): 6.3%
GENERAL SATISFACTION
+ LIBRARY USE
Please rate your overall satisfaction with Lehman Library (N = 412)

Very satisfied: 16.3%  
Satisfied: 55.6%  
Neutral: 19.7%  
Dissatisfied: 7.0%  
Very dissatisfied: 1.5%
Please rate your overall satisfaction with the Digital Social Science Center (DSSC) in Lehman Library (N = 251)

- Very satisfied: 22.31%
- Satisfied: 54.18%
- Neutral: 21.51%
- Dissatisfied: 1.99%
- Very dissatisfied: 0.00%
What do you typically do when you come to Lehman Library? (Please choose all that apply.)

- Study individually: 75.6%
- Study with a group: 61.8%
- Work on my laptop: 46.6%
- Use the individual computer workstations: 61.1%
- Use the collaborative computer workstations: 27.1%
- Check-out books or other library materials: 45.9%
- Use library materials (books, journals, newspapers, etc.): 26.3%
- Use software or hardware I can't access elsewhere on campus: 22.0%
- Visit friends or classmates: 7.2%
- Take a break: 7.0%
- Ask a research question: 7.2%
- Ask a technology question: 4.6%
- Print: 54.8%
- Other (please specify): 4.8%
- Study individually: 75.6%
- Study with a group: 61.8%
- Work on my laptop: 46.6%
- Use the individual computer workstations: 61.1%
- Use the collaborative computer workstations: 27.1%
- Check-out books or other library materials: 45.9%
- Use library materials (books, journals, newspapers, etc.): 26.3%
- Use software or hardware I can't access elsewhere on campus: 22.0%
- Visit friends or classmates: 7.2%
- Take a break: 7.0%
- Ask a research question: 7.2%
- Ask a technology question: 4.6%
RESEARCH SUPPORT
Please rate your awareness of the following research support services at Lehman Library

- Databases and journals
- IM’ing a librarian
- Emailing a librarian
- Library workshops
- One-on-one research consultation appointments with librarians
- Research support from librarians at the DSSC reference desk

Use the scale to rate your awareness of each service:
- Used it
- Heard of it, never used it
- Never heard of it

[Bar chart showing percentages for each service]
Please rate your satisfaction with the research support services at Lehman Library

- Databases and journals
- IM'ing a librarian
- Emailing a librarian
- Library workshops
- One-on-one research consultation appointments with librarians
- Research support from librarians at the DSSC reference desk

**Diagram:**
- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied
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

- Bloomberg workstation
- EDS computer lab
- Quantitative data analysis software (e.g. Matlab, SPSS, STATA, SAS)
- GIS/Mapping software (e.g. ArcGIS, Google Earth)
- Photocopiers
- Printers
- Scanners
- Technical support from the CUIT consultant
- Individual computer workstations
- Group computer workstations

Options: Used it, Heard of it, never used it, Never heard of it
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:

- Space for TAs to hold office hours
- Individual study space
- Group study space
- Conference calling room
- Practice presentation room

Green: Used it
Blue: Heard of it, never used it
Red: Never heard of it
Please rate your satisfaction with the spaces at the Digital Social Science Center in Lehman Library

<table>
<thead>
<tr>
<th>Space</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Space for TAs to hold office hours</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Individual study space</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group study space</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conference calling room</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Practice presentation room</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Please rate the overall comfort of study spaces available at the DSSC (including group study spaces)

- Very Comfortable: 8.0%
- Comfortable: 44.4%
- Neutral: 22.7%
- Uncomfortable: 9.6%
- Very Uncomfortable: 3.9%
Please rate the overall comfort of study spaces available in the Lehman Library

- Very Comfortable: 7.3%
- Comfortable: 43.1%
- Neutral: 21.8%
- Uncomfortable: 17.1%
- Very Uncomfortable: 6.8%
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.