Assessment with an iPad: Access Services and Creative Technology

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Assessment with an iPad: Access Services and Creative Technology

Abstract
Access Services departments hold the key to valuable library statistics, services, staff, and technology. Learn how St. John Fisher College's Access Services department is supporting the library's strategic goals, assessment initiatives, and value added output simply by utilizing key technologies: ILL software, iPads, Googledocs, and more.

Keywords
assessment, access services, creative technology, iPad

Disciplines
Library and Information Science

Comments
Presented at the 2013 Access Services Conference in Georgia, November 5-7, 2013
Assessment with an iPad: Access Services and Creative Technology

MICQUEL LITTLE
HEAD OF ACCESS SERVICES
ST. JOHN FISHER COLLEGE
Agenda

- St. John Fisher College
- Lavery Library
  - Strategic Plan
  - Assessment strategies
- Access Services
  - iPad
  - GoogleDrive
  - ILLiad
- Next steps
St. John Fisher College
St. John Fisher College: Lavery Library

Approximately 4,000 FTE

Undergraduate, Graduate, and Doctoral programs

Schools of Arts and Sciences, Business, Nursing, Pharmacy, and Education

8.5 librarians

11 support staff
Strategic plan renovation and implementation

Assessment plan with 3 year cycle – aligned with library’s strategic plan – aligned with college’s strategic plan

Space study

Learning Commons implementation and additions

So much more!

Small library – big ideas!
## Strategic Plan

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<th>Lavery Library</th>
<th>Access Services</th>
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<td>#laverylearn</td>
<td>Conference presentations</td>
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<tr>
<td>#laveryassess</td>
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iPad and Googledrive

TWITTER
INVENTORY
HEADCOUNTS
GATECOUNTS
• Tweets from iPad by anyone in Access Services

#laveryaccess #laveryspace #laveryassess
Inventory

- Paperless process
- Integration with Technical Services and librarians
- Updated collection databases

- Number of items inventoried – 150,632
- Total items not located first time though – 2008
  - 1% of collection
- Number of items found or corrected – 584
  - 29% of 1%
- Number of records cleaned up from system – 1257
  - < 1%

#laveryaccess #laveryspace #laveryassess
Inventory

Innovative

Spreadsheet in Dropbox

iPad app within collections

Issues/Replacements shared with Tech Services

Shared with Librarians

Spreadsheet in Dropbox
Headcounts

- Googleform on iPad
  - Use of apps to assist in counting (Flex Count HD)

- Adaptable with changes in the library

- Ability to visualize use of space
* Required

**Time Slot?**
9:00 AM

**L100 Count**

**L101 Count**

**Lower Level Count**
Don’t forget to check in room near Restrooms!

**Main Level - On Computers**
Does NOT include LC computers

**Main Level - Not On Computers**
Does NOT include students in LC or Tutoring Room

**Main Level - Tutoring Room**
All students using new L-206
Recent Example:

- Snapshot for Provost
- Average of 3,000 people through our doors each weekday
- Average of 10 people in the library at closing each night
ILLiad: Interlibrary Loan

GOOGLE PULL-SLIPS
WILEY TOKENS
CITED IN FIELD
GIST
VALUE SURVEY
Googledrive Pull-Slips

- Aligning with campus “green” initiatives
  - Approx 4 reams saved per academic year
- Improved efficiency in workflow
- Conference presentation
  - IDS Conference 2013
  - http://tinyurl.com/ids13kbml

#laveryaccess #laveryexperts #laveryassess
Wiley Tokens

- Subscription to tokens
- Integration into ILL workflow
- Integration of IDS Consortium
Cited In

- Locally owned requests
- Where are patrons searching?
- Where are they getting stuck?
  - Serial holdings
  - Broken links
- Changes to instructional opportunities?
GIST

- Purchase on Demand
- Change in use of collections?
  - ILL Cancellations
    - 09/10 – 24%
    - 11/12 – 16%

#laveryaccess #laveryassess
GIST

- Checkout percentages
  - POD vs Traditional Collection Development

![Graph showing checkout percentages for GIST and non-GIST collections from 2009-2010 to 2012-present.](image_url)
When I decided my sophomore year that I wanted to go into the field of research, I was nervous that I would not have the same advantages as larger research universities such as the U of R. However, obtaining articles and journals have never been a problem in my research endeavors at Saint John Fisher.
ILL Value Study

**Articles | Book Chapters Borrowed**

- Very Satisfied: 87%
- Somewhat Satisfied: 11%
- Somewhat Dissatisfied: 1%
- Very Dissatisfied: 1%

**Satisfaction Explanations**

- Speed: 72%
- Quality: 13%
- Ease: 12%
- People/Service: 16%
ILL Value Study

Satisfaction Explanations most represented speed, but also highly indicated patrons do not truly understand difference between Borrowed and Owned.
ILL Value Study

Value Related to:

- Research: 71%
- Time: 13%
- Classroom/Teaching: 18%

Value of ILL Services:

- Very Important: 93%
- Somewhat Important: 7%
ILL Value Study

- Share with team and campus
- Highlight areas of confusion/dissatisfaction for patrons and target improvement opportunities
- Continue to evaluate resources – access was mentioned as issue
  - Is this connected to patron confusion?
  - Do we have a disillusioned view of our collections?
- Continue to contribute to assessment and strategic plan
- Collaborate with libraries to expand study:
Next Steps

- Continue to contribute meaningful data to library wide assessment and strategic plan goals
- Contribution of skill sets to library wide subcommittees
  - i.e. Focus on effective data visualization
- Accomplishment based Performance
- Continual collection of data with standards

#laveryaccess #laveryexperts #laveryassess #laverylearn #laveryspace
Questions?

THANK YOU!