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Integrated Service Spaces: New ways of assessing collaboration.

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Integrated Service Spaces: New ways of assessing collaboration

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Background

Historical data collection in the library

- ❖ Multiple service desks
- ❖ Culture of assessment

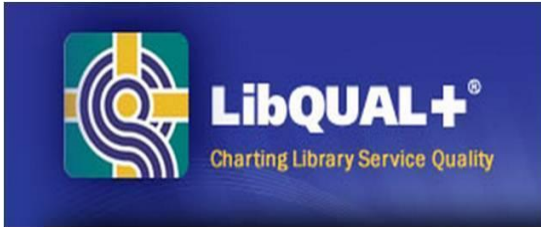
History of the Write Place

- ❖ Write Place moves to second floor in 2009
- ❖ Space issues noticed in 2009+

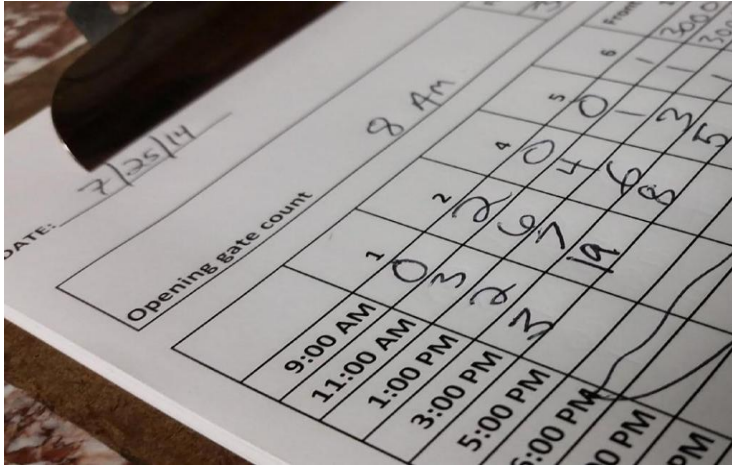




Data sources / Methodology



Desk Tracker

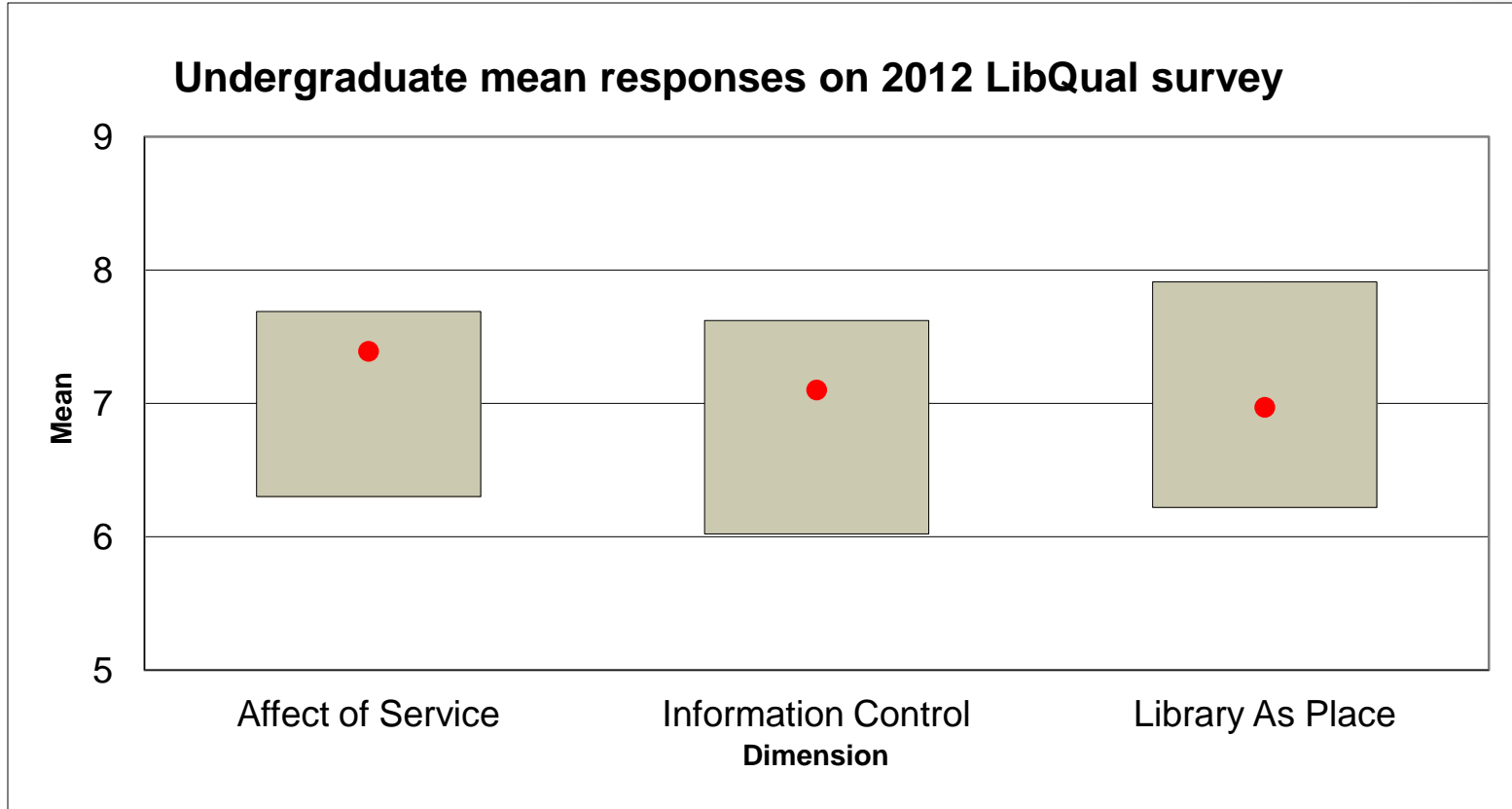


The image shows a close-up of a 'Desk Tracker' form. The form has a header section with a date field containing '7/25/14' and a section titled 'Opening gate count'. Below this is a grid with time slots on the left and numbered columns (1-6) on top. Handwritten numbers are present in the grid cells.

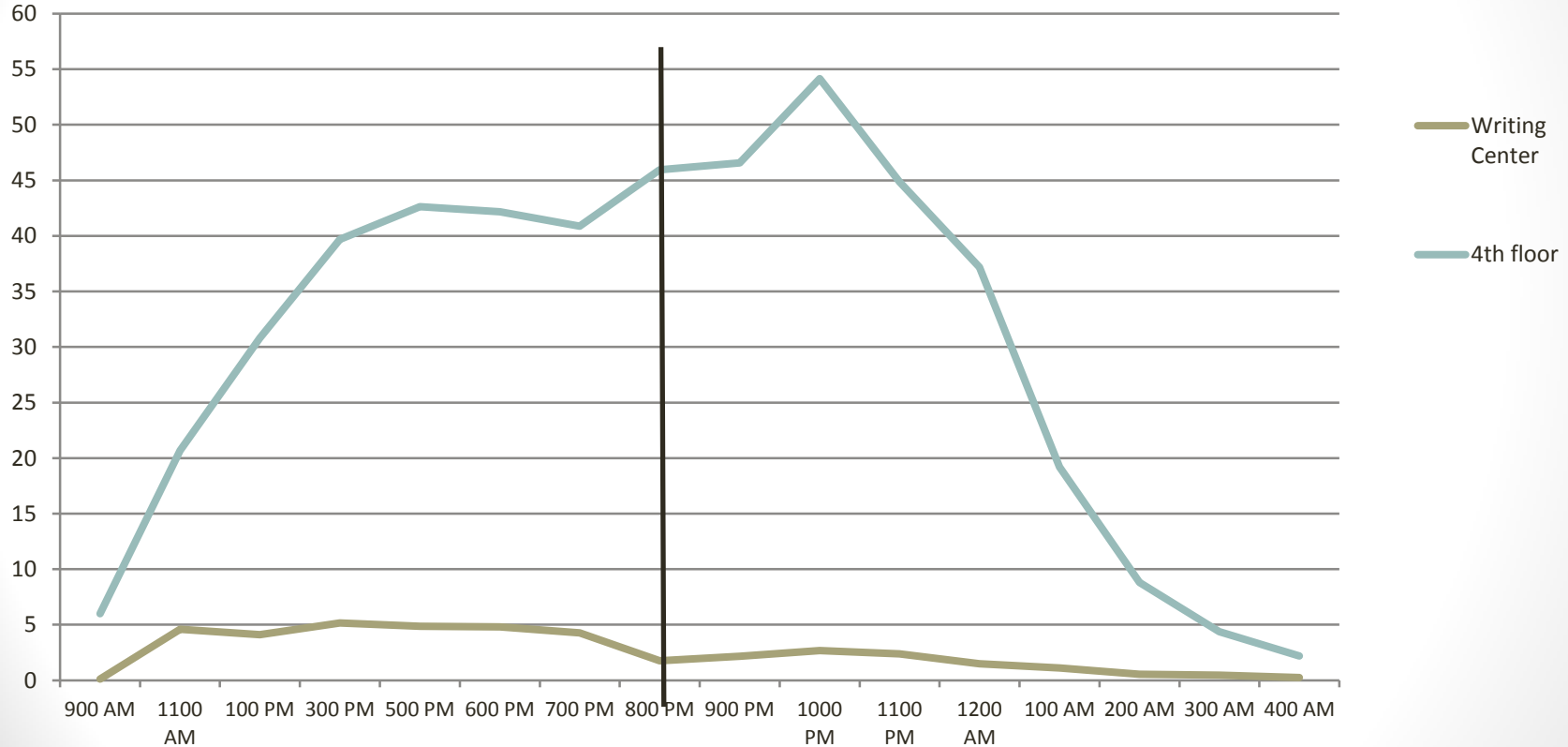
	1	2	3	4	5	6
9:00 AM	0	2	2	0	0	0
11:00 AM	3	2	6	4	0	0
1:00 PM	2	7	19	8	3	5
3:00 PM	3					
5:00 PM						
7:00 PM						
9:00 PM						



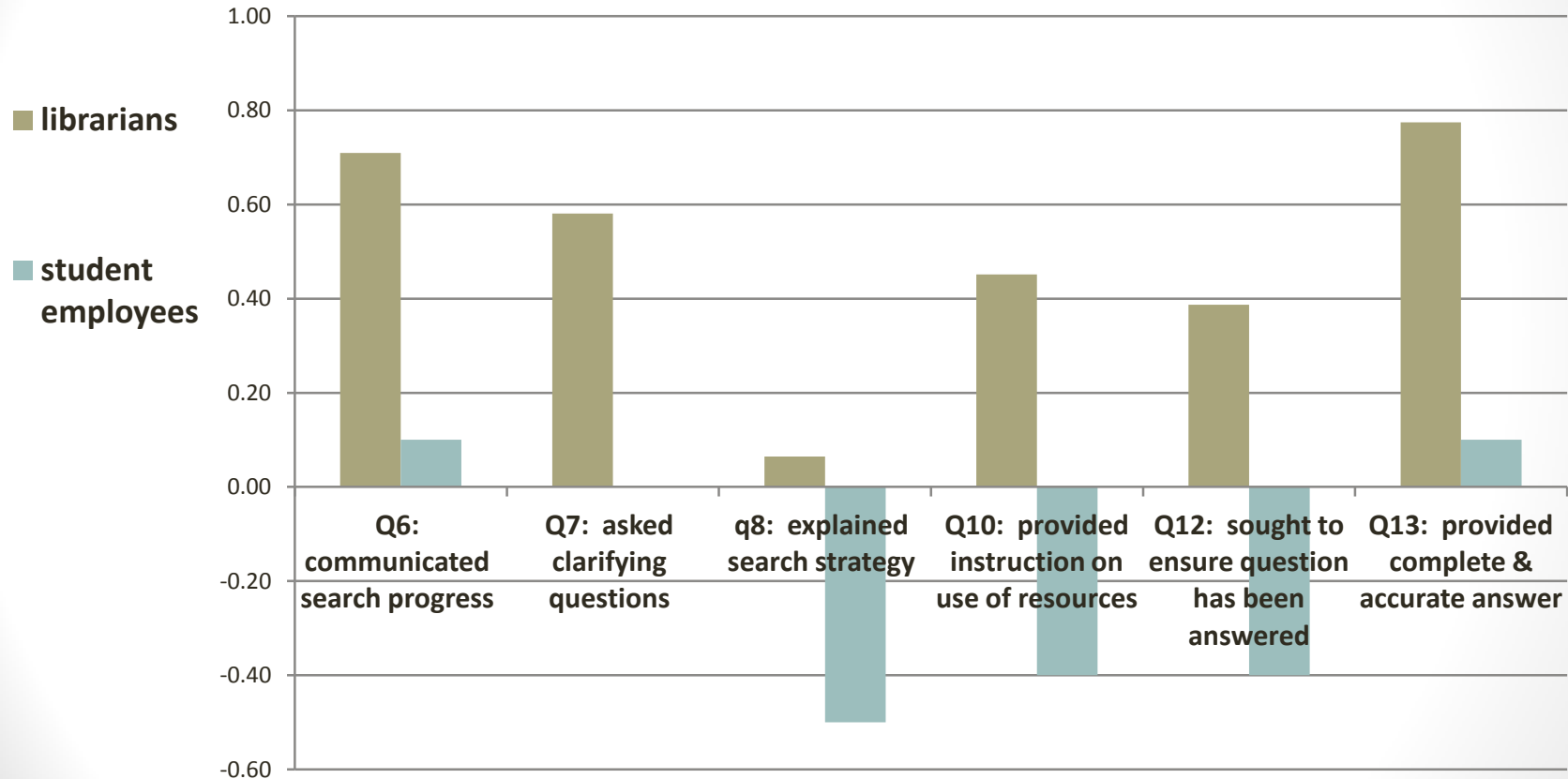
They like us but....



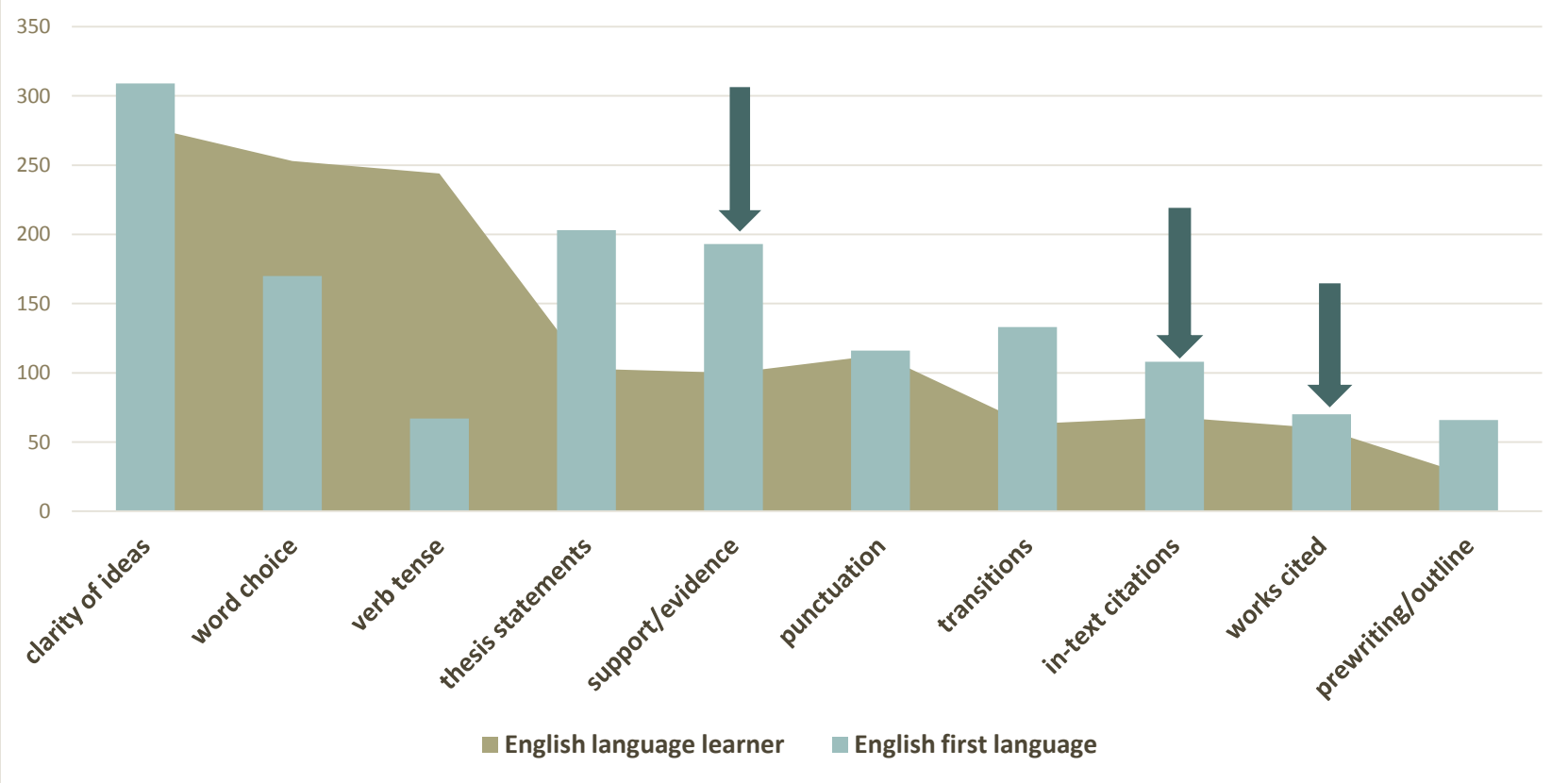
Writing Center space use trends



Chat Quality by Select Evaluation Standards



Writing Center categories by language proficiency



Findings

- Better picture of writing center client demographics & writing help
- Clarification of work functions performed by consultants & librarians needed
- More intentional training for student desk employees critical
- Updated data collection methods will be needed

The Transition



The Road Ahead



Contact and Further Information

Resource Page:

<http://bit.ly/LAC2014UD>

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