



Roving: Aimless or Purposeful?

Peer Roving Assistants(PRA)

Purpose



Point of need service

Space observation

Interviews

**get a better understanding of what students are doing and how we can improve services!



Observation Form

Please use this form for observation data. Not every field needs to be filled out, but use those fields that are most appropriate.

* Required

Observation Location *

Total number of seats in area?

Total number of seats occupied at the start of observation? *

Number of people studying individually? *

Number of groups working together in pairs? *

Number of groups working together consisting of 3-6 people? *

Number of groups larger than 6?

Service Point Survey



Peer Roving Assistants - Friday, 08/01/2014 at 02:13 PM

Question Form

Chat Email In Person Telephone

Question Details

Reference

General Reference Specify:

Directional / Informational

Supplies/Equipment Specify:

Other Specify:

Time to Answer

0-1 minute 1-5 minutes 5-10 minutes 10+ minutes

Comments

Submit

Interview Template



Interview

* Required

Interviewee's year and major *

Interviewee's name

Why do you study in the library? *

How much time do you spend at the library? *

Identify some changes you would like to see in the library.

What do you think of the furniture in the library?

Do you have a preference on noise level while working in the library?

Have you used the whiteboards around the library? If so, briefly describe your experience.

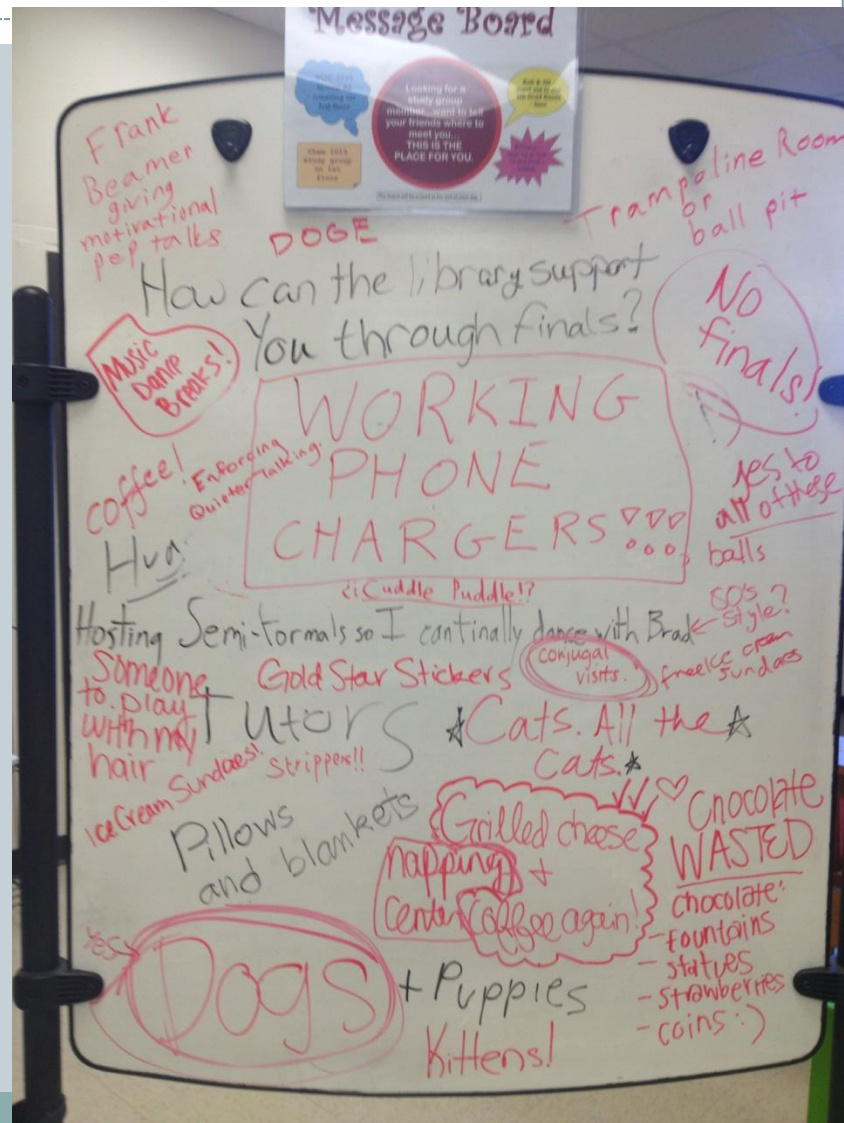
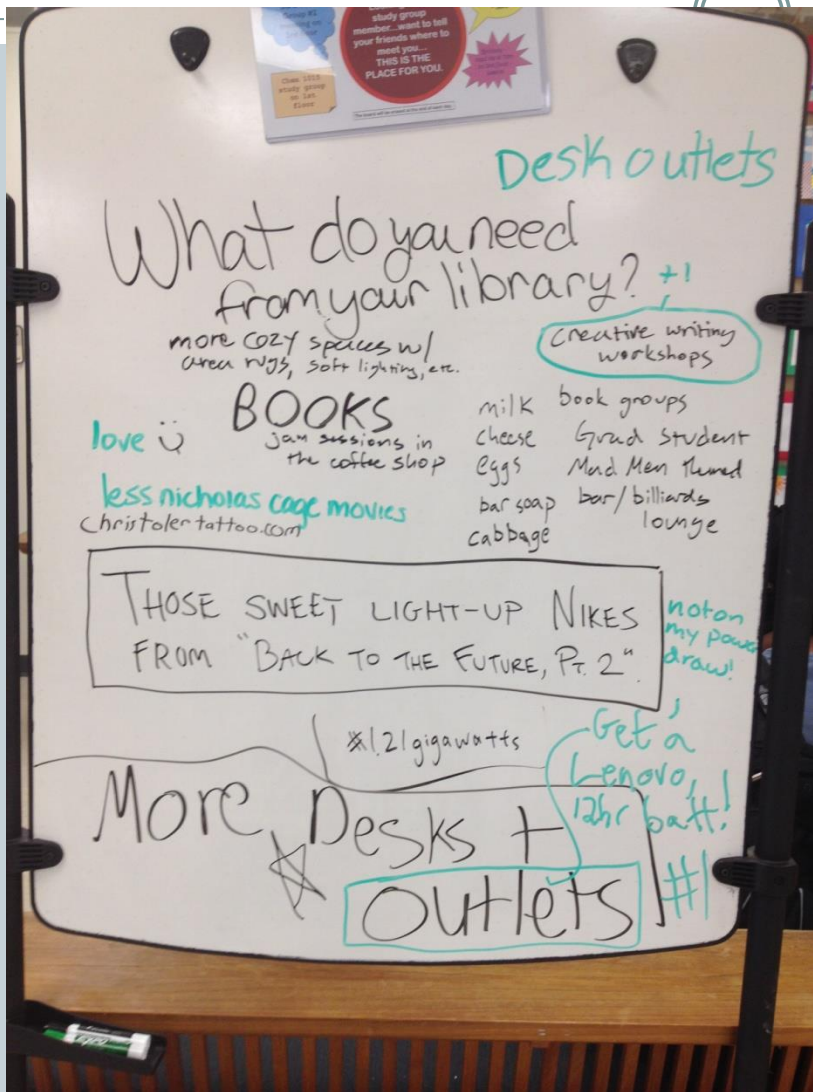
What do you think about the new coffee shop that has opened on the first floor?

Do you prefer to study in groups or individually? Why?

Are there any particular locations around the library which you prefer to study in?

Have you visited the scale-up room? If so, thoughts?

Whiteboard Initiative



Problems with collection



- How do we divide the space?
- Ambiguities in the observation form
- What do we want to know?
- The stacks keep moving! Now what?
- Where did all that furniture go?
- Students have busy lives outside of working for me?!?!? Seriously?

Solutions



- Regular Meetings/Communication
- Library Maps
- Cutting down on ambiguous language in the forms
- Being flexible – both me and my students

Cutting Out Ambiguities



Instead of answering:

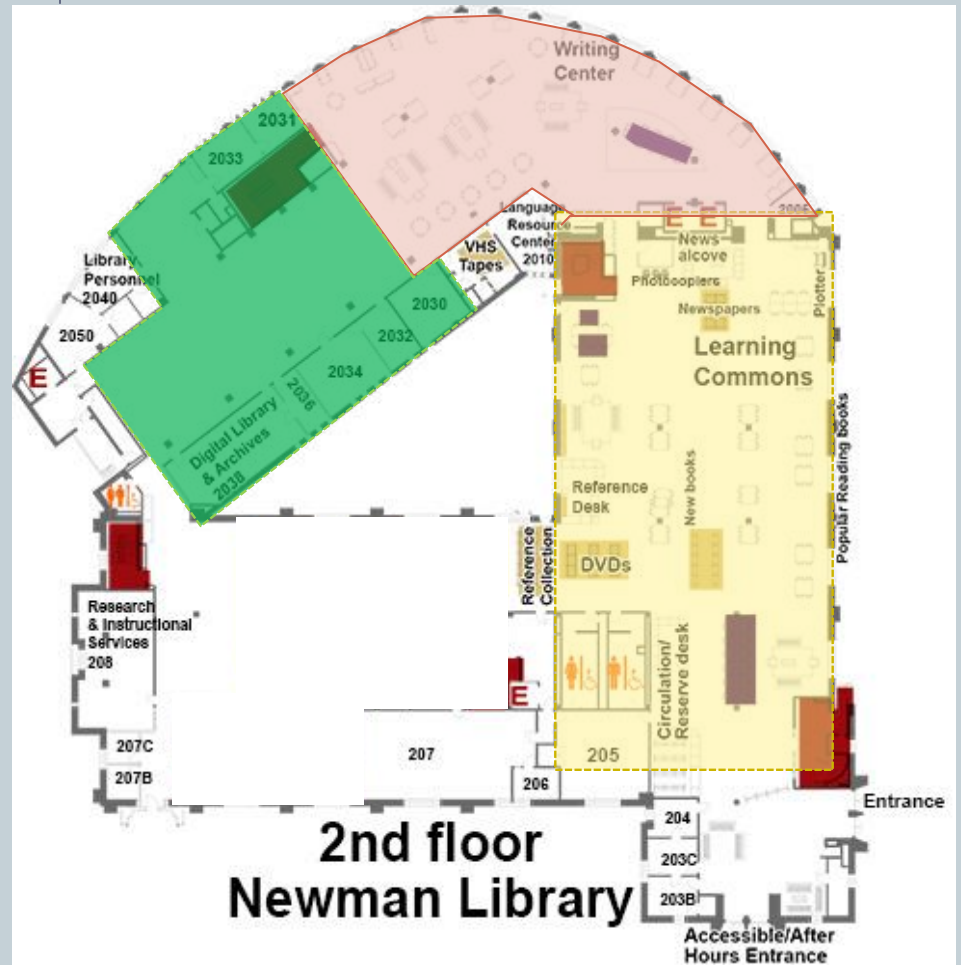
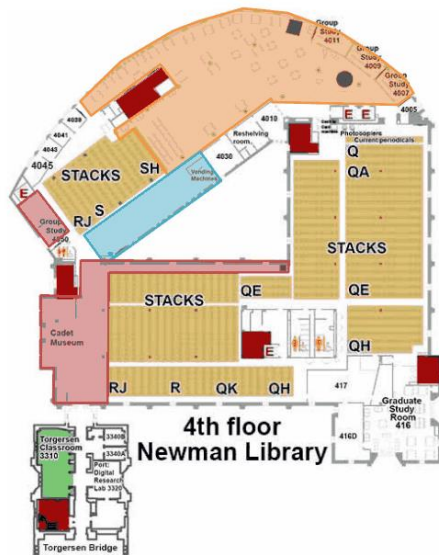
“Number of students entering and leaving the area?”

We now answer:

“Number of students in the area at the beginning of the observation period?” AND

“Number of students in the area at the end of the observation period?”

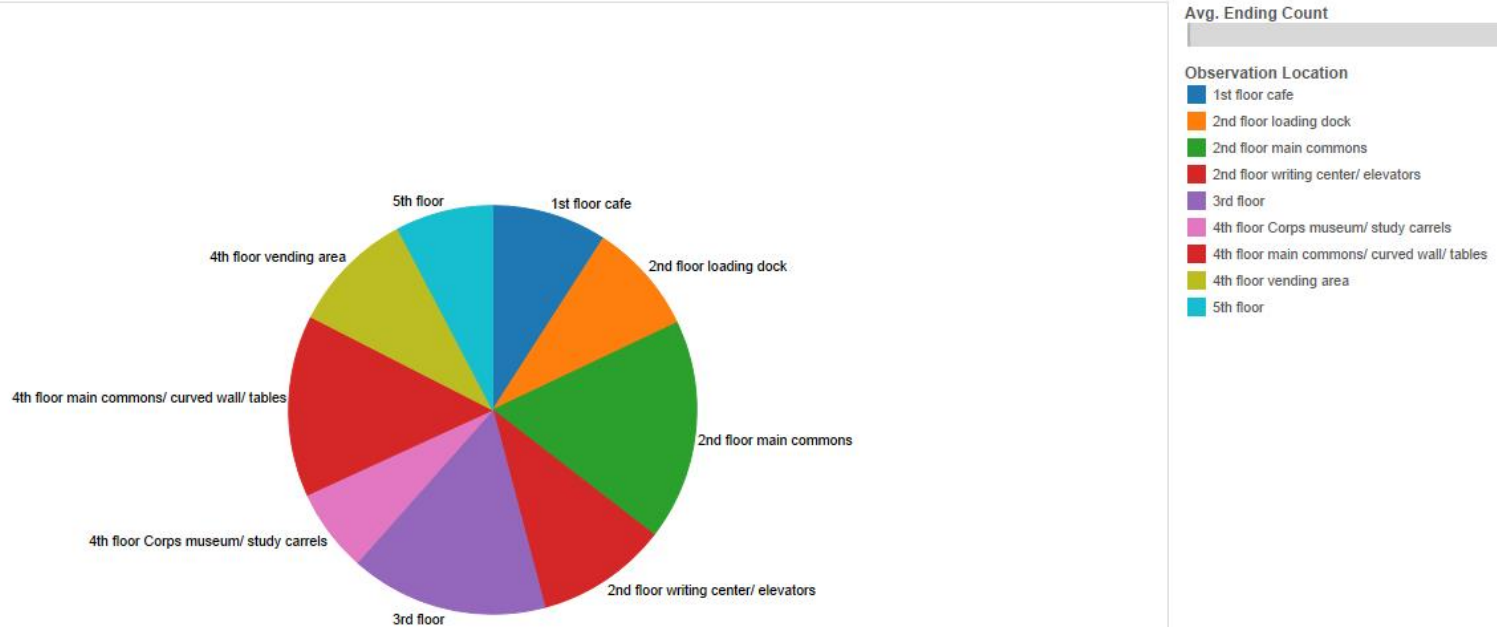
Library Maps



Occupancy Distribution



Sheet 1

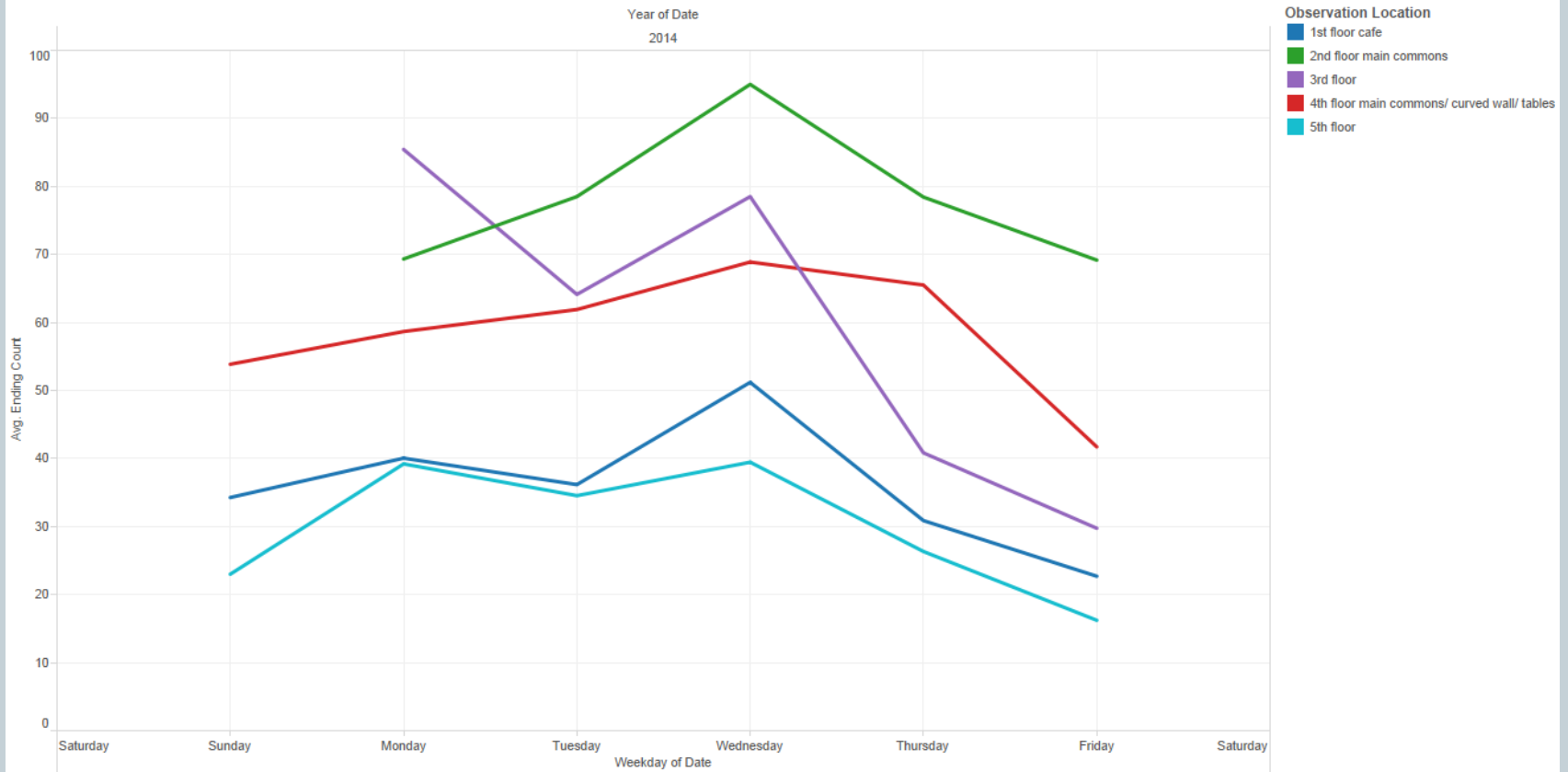


Observation Location. Color shows details about Observation Location. Size shows average of Ending Count. The marks are labeled by Observation Location. The data is filtered on Observation Location (group) and Date Weekday. The Observation Location (group) filter keeps 7 of 11 members. The Date Weekday filter ranges from Sunday to Saturday. The view is filtered on Observation Location, which keeps 9 of 16 members.

Occupancy vs. Day of Week



Sheet 2

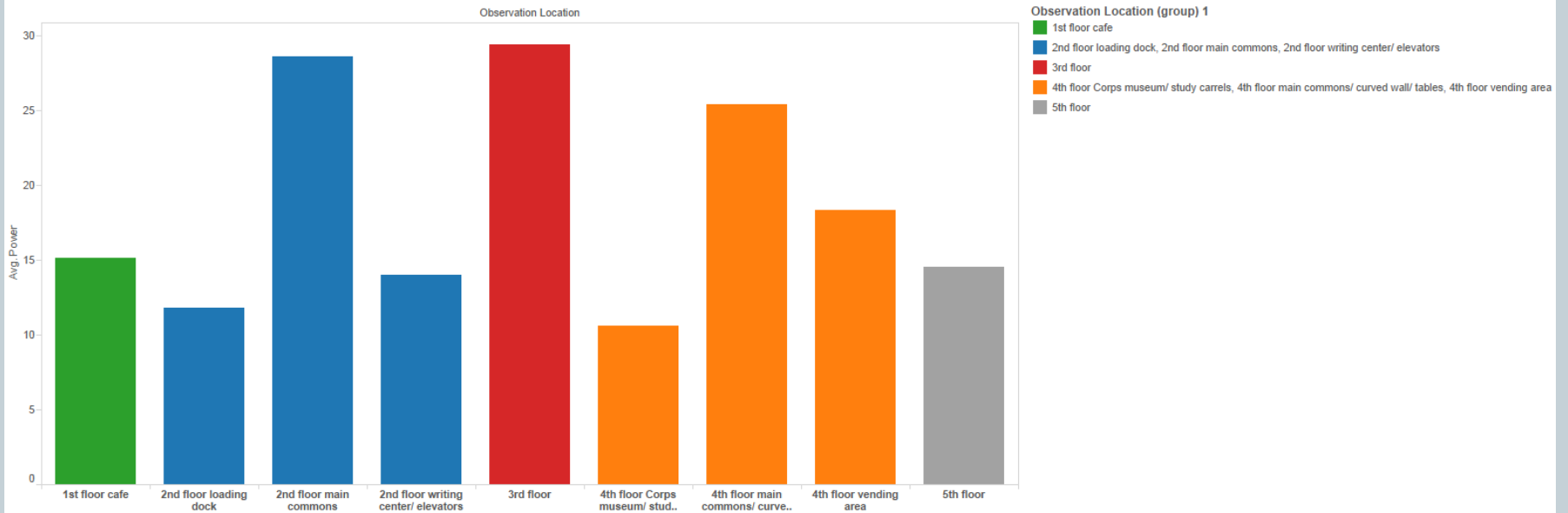


The trend of average of Ending Count for Date Weekday broken down by Date Year. Color shows details about Observation Location. The data is filtered on Date Year, Date Month and Date Day. The Date Year filter keeps 2014. The Date Month filter keeps March and April. The Date Day filter keeps multiple members. The view is filtered on Observation Location and Date Weekday. The Observation Location filter keeps 8 of 16 members. The Date Weekday filter ranges from Sunday to Saturday.

Power Usage



Sheet 3

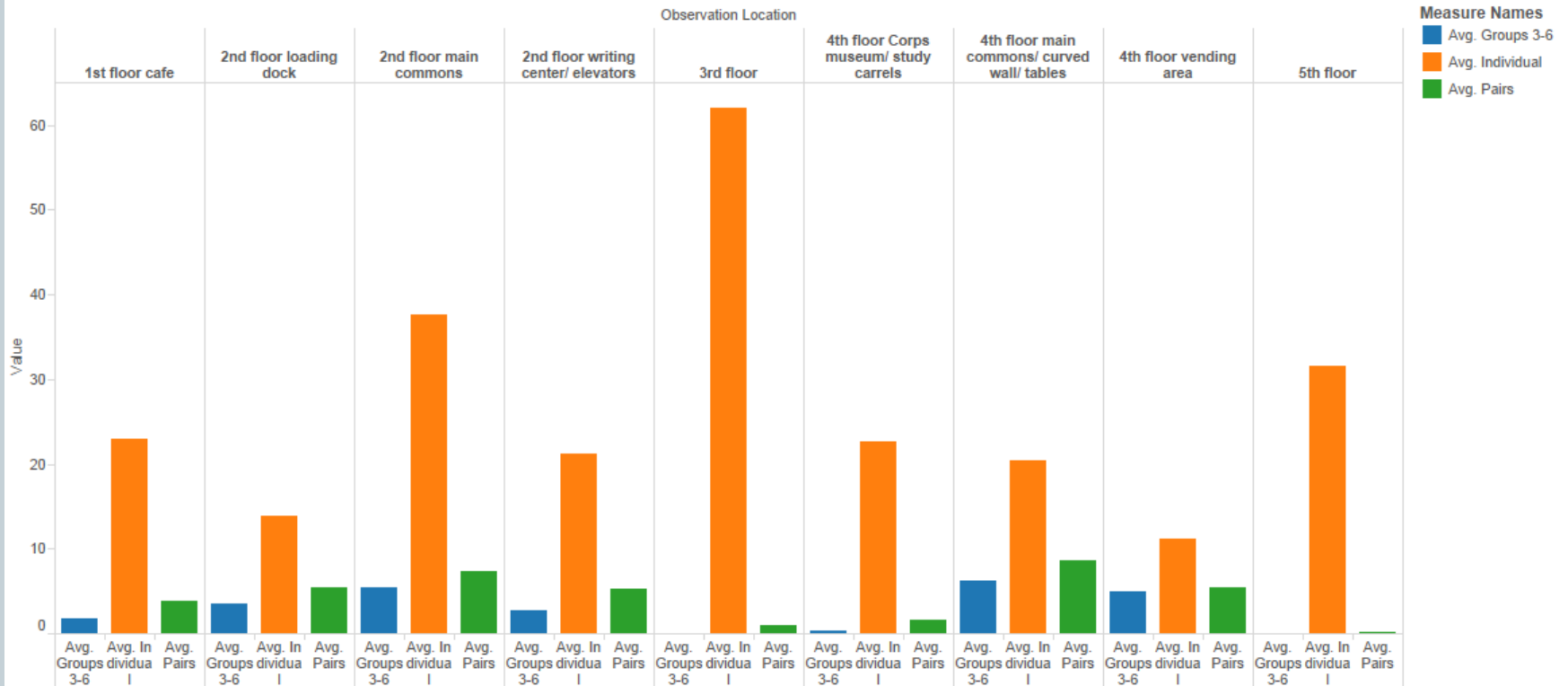


Average of Power for each Observation Location. Color shows details about Observation Location (group) 1. The view is filtered on Observation Location, which keeps 9 of 16 members.

Individual vs. Group/Pair Study



Sheet 4



Avg. Groups 3-6, Avg. Individual and Avg. Pairs for each Observation Location. Color shows details about Avg. Groups 3-6, Avg. Individual and Avg. Pairs. The view is filtered on Observation Location, which keeps 9 of 16 members.

Conclusion



Best way to improve the library?

Ask students → act on their responses

Thank you!



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