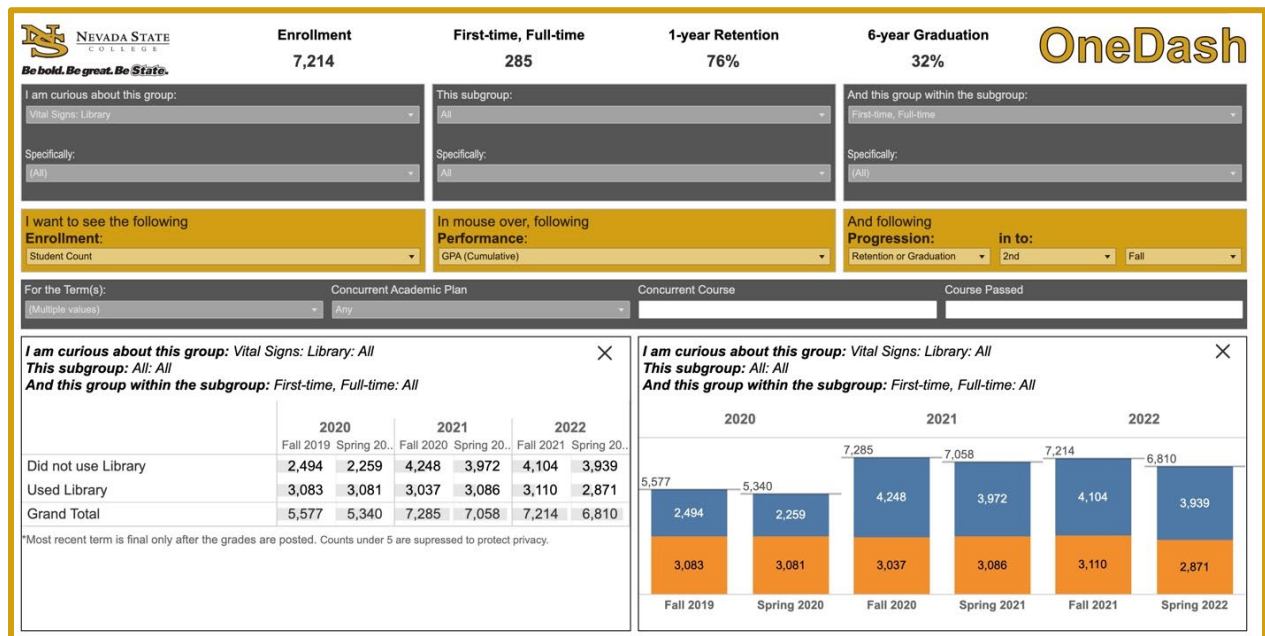# Library Data Initiatives 2022 Project Report

I. IR Data Submission

Summary

Library faculty and staff developed new procedures for the collection and submission of library usage data to the NSC Office of Institutional Research and submitted data for Fall 2019 – Spring 2022 according to the new structure.

Overview

NSC OneDash displaying library data for Fall 2019 – Spring 2022

The IR Data Submission team drafted, tested, revised, and put into practice new procedures for the collection and reporting of library usage data to the NSC Office of Institutional research. The procedures encompassed what data were to be reported, how, by whom, and when. The team then collected, cleaned, and submitted data for Fall 2019 – Spring 2022 according to the new procedures. The data submission schedule developed by the team will be piloted in 2023.

Project Highlights

- Identified 8 library service types where NSHE data was available, reflecting a more comprehensive view of library use than past reporting. Library usage reporting now includes data for the following usage points:
    - Online collection access
    - Physical collections and technology lending
    - Course reserves
    - Study rooms
    - Library desktop computers
    - Instruction session attendance
    - Research consultation attendance
    - Event attendance
- Developed data attribute assignments for all 8 service types for high granularity
- Collected, cleaned, and submitted usage data for Fall 2019 – Spring 2022 to the Office of Institutional Research
- Will be piloting a data collection and submission schedule in 2023 that will keep library data on the public dashboard up to date

Stakeholders:

Lauren Johnson — responsible, accountable

Nanci DeLa Cruz Aguayo — responsible

Kelly Lutz – responsible

Yvonne Tran – responsible

Alena Manjuck — responsible

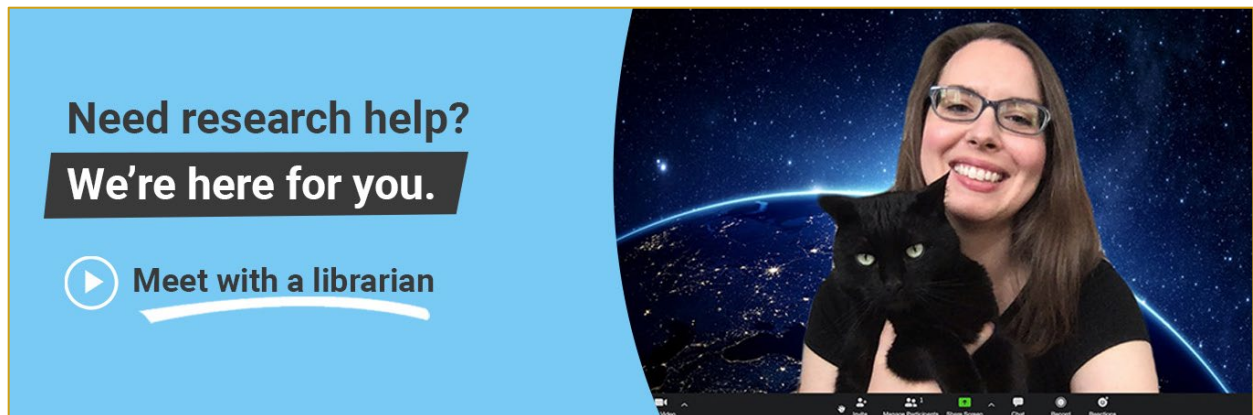**Nathaniel King — responsible, consulted**

Office of Institutional Research — consulted, informed

II. Meet with a Librarian Data Analysis

Summary

User Experience Librarian Lauren Johnson collected and analyzed available Meet with a Librarian usage data for the purpose of informing subject liaison assignments and outreach decisions.

Overview

NSC Library website promotion for Meet with a Librarian

The Meet with a Librarian Data Dive project collected and analyzed Meet with a Librarian consultation data from Spring 2019 - Spring 2022. During the Covid 19 pandemic, the library had seen an increase in Meet with a Librarian appointments as the service moved from in-person only consultations to virtual only. Around the same time, the library also implemented a liaison librarian initiative that assigned one or more academic subjects to full-time librarians as the point-of-contact person for that subject's faculty and students.

The primary goals of the data dive project were to examine the distribution of consultations by subject across librarians and to uncover potential factors for the increase in Meet with a Librarian consults beyond the switch to virtual consultations. Distribution questions addressed concerns about balanced consultation workloads and how often students chose to make an appointment with the liaison librarian whose subject assignment matched the subject of the course they were seeking help on. Beyond the primary project questions, the data as cleaned and visualized could also be used to answer additional questions, such as which course subjects accounted for the most or least consultations or the total number of consultations or consultation statuses (attended, canceled, no show) in a given semester or year.

During the period examined, the library saw the departure of two full-time librarians and three part-time librarians. Data associated with these librarians' consultations was not available at the time of the project.

Data were collected in May 2022 after the close of the Spring 2022 semester and analyzed during May and June 2022. The findings were then shared in a meeting with Outreach and Engagement Librarian Alena Manjuck to inform upcoming projects and liaison re-assignments.

Project Key Findings

- In 2020 and 2021, students chose to meet with their liaison librarian 42% to 93% of the time in disciplines where 10 or more Meet with a Librarian sessions were attended.
- Instructor involvement was the greatest contributing factor to students making and attending a Meet with a Librarian appointment. Involvement ranged from requiring appointments as part of an assignment, to offering extra credit for session attendance or providing an appointment link in the assignment.
- The number of confirmed attended appointments in Spring 2022 (60) represents a 900% increase from the number of confirmed attended appointments in Spring 2019 (6).

Stakeholders:

Lauren Johnson — responsible, accountable

Alena Manjuck – informed