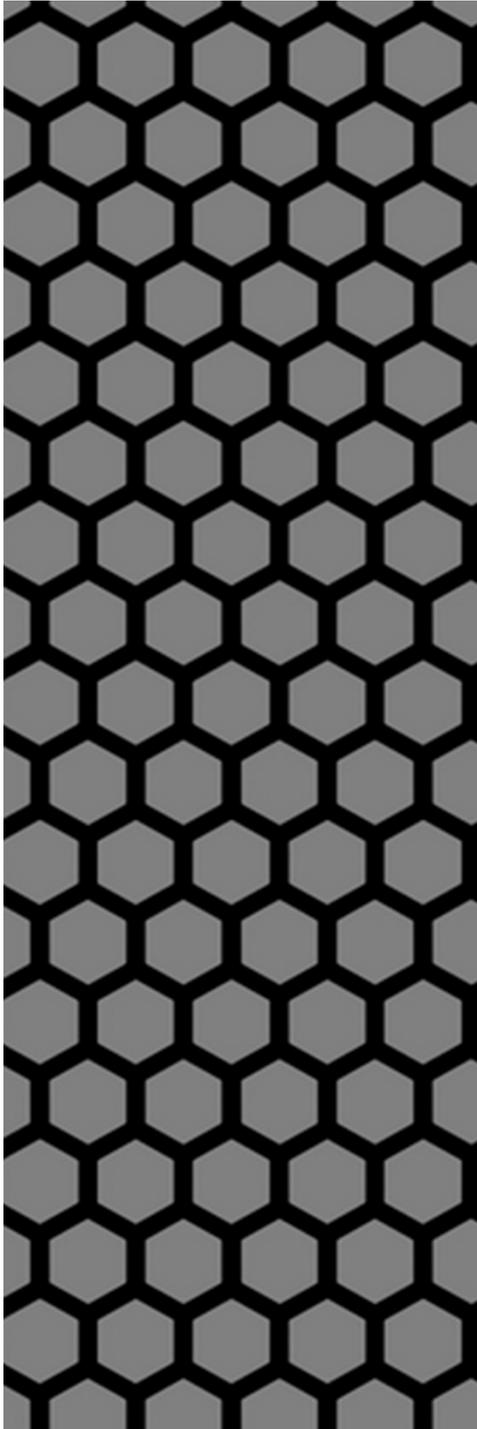# The Library's EDGE Program

Assessing student learning outcomes from observation studies

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The Projects

What is EDGE?

Service desk observation project

Space observation project

EDGE Program

- Office of Student Employment
  - Education and Development Grant for Employability (EDGE)
- Library team
  - First Year students (various majors)
  - Variety of library-related projects, including two observation studies

Service desk observation project

- Purpose: To see how library users get assistance at the main service points in the Richardson Library Information Commons
- Access Services Desk and Research Help Desk
  - 1 hour shifts – various times Mon-Thurs
- Questions / transactions recorded
  - Quantitative and qualitative

Space observation project

- Purpose: To see how students use the space in the Richardson Library Information Commons
- Floor plan divided into discrete areas
  - 1.5 hour shifts – various times Mon-Sun
- Activity, use of space, relevant accessories (cell phone, laptop, etc.)
  - Quantitative and qualitative
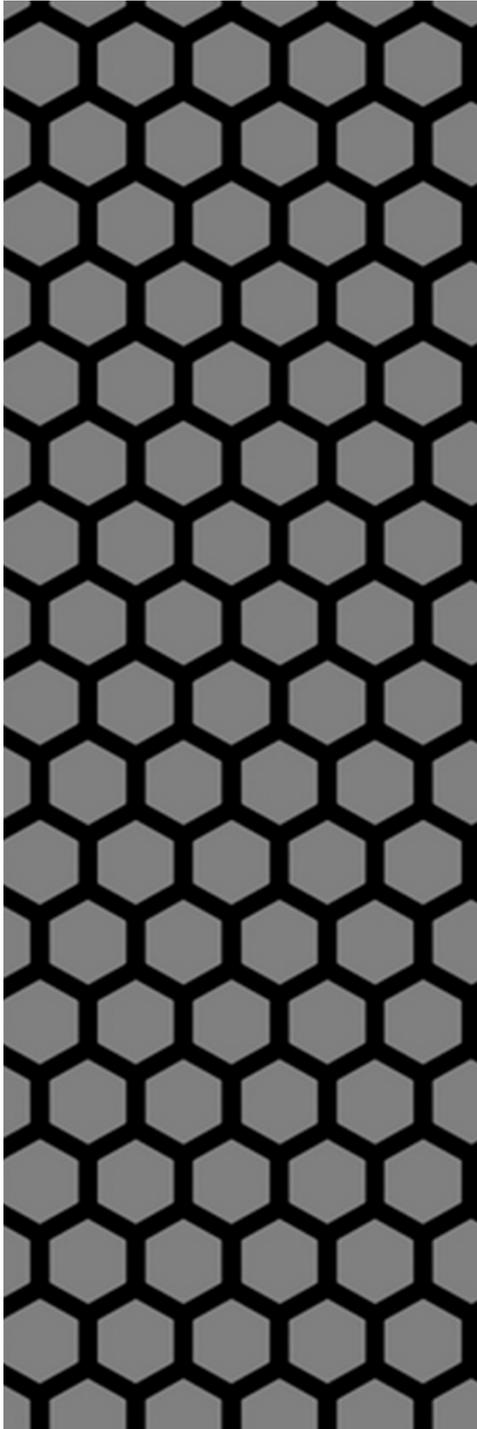
The Assessment

Learning outcomes

Reflection paper prompts

Rubric

Qualitative data

Learning Outcomes

The Library's EDGE students will be able to...

- Provide examples of the services that the Library provides to students and how these services can support student work.
- Discuss ways in which their knowledge of an academic library has expanded based upon these observation experiences.
- Identify appropriate spaces for the type of work they are conducting in the library based on available technology, ambiance, noise, group or individual study, typical occupancy and other criteria.

Rubric

Outcomes	Developing (1)	Successful (2)	Proficient (3)
Provide examples of the services that the library provides to students and how these services can support student work.	Students are able to identify at least one service that the library provides to support students.	Students identify several services that the library provides to support students.	Students identify several services that the library provides and demonstrate understanding of how to take advantage of those services.
Discuss ways in which their knowledge of an academic library has expanded based upon these observation experiences	Students identify at least one new thing they learned about academic libraries.	Students are able to identify several new things they've learned about academic libraries.	Students are able to identify several new things they've learned about academic libraries and how that supports the DePaul campus community.
Identify appropriate spaces for the type of work they are conducting in the library based on available technology, ambiance, noise, group or individual study, typical occupancy and other criteria.	Students are able to describe spaces in the library.	Students are able to identify spaces in the library and discuss the pros and cons of studying in those spaces.	Students are able to identify spaces in the library and discuss the pros and cons of studying in those spaces and which spaces might be most appropriate for different types of work.

The Results:
(what they learned about Library services)

"there were so many useful tips and tricks that librarians could give a user, from different databases to sift through at the Research Help desk to reference materials and headphones at the Access Services desk"

"I did not know the research help desk was a thing previously, so I'm glad that I now know this since it is a great (and free!) resource."

"the inter-library loan system and Iliad system that students could use to obtain books more easily from DePaul's library or other libraries in the area or across the globe."

The Results:

(what they learned about Library spaces)

"The media scape tables and the Scholar's Lab, where people could project their computer onto screens so everyone could view it, I had never seen that before and found it intriguing"

"I did not know you could reserve rooms/computers/etcetera, but that also seems like it will be useful for group projects in the future."

"It seemed no matter what time of day, people would always be using the library and in all of the available spaces"

"But the most important quality the library brings to DePaul is a safe and quiet space where students can study and work their best on their school work."

The Changes (what we learned)

Scheduling improvements
- Students enter into shared document

Thinking about terminology
- the 'literal mindset'
- Does that count as a "question" ?

Explicit instructions
- The challenges of "other"
- "What to do if something doesn't go according to plan" – re: empty spaces

PLUS all that data they collected. Showing students their impact by sharing results.

Next Steps

- Spring Quarter students will expand observation of library space to the 2nd floor of the Richardson Library
- Data from the two quarters of the Space Observation Study will inform the next phase of the renovation of the Richardson
- Service Desk observation during Spring Quarter will be the Research Help desks at both the Lincoln Park and Loop campus libraries.
- Data will be used to assess how to market services to students.