

Research Consultation Metrics:

Building Infrastructure for Evidence-Based
Improvement at the UC Davis Library

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Overview

- Need for a new process
- Scan of UC Libraries
- Our representative design process
- Overview of the new form
- Rollout process
- Building a culture of evidence based practice

Why we started the project

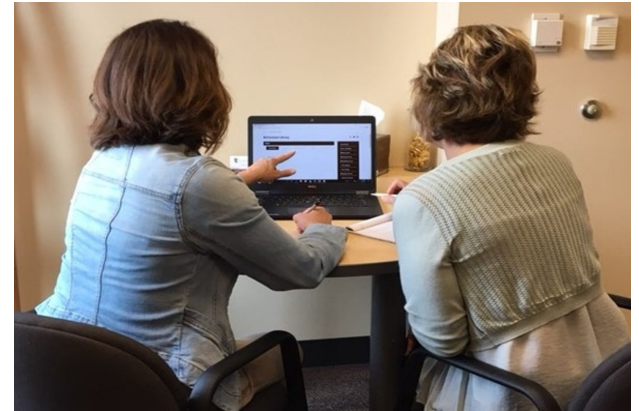
- UCOP and ARL stats
- Don't have data on:
 - Who we are serving
 - How long consultations take
 - What our users are asking about
 - How much uptake new services delivered via consultations are having
 - Seasonal variation in consult intensity

Preliminary Research

Practice across the UC Libraries

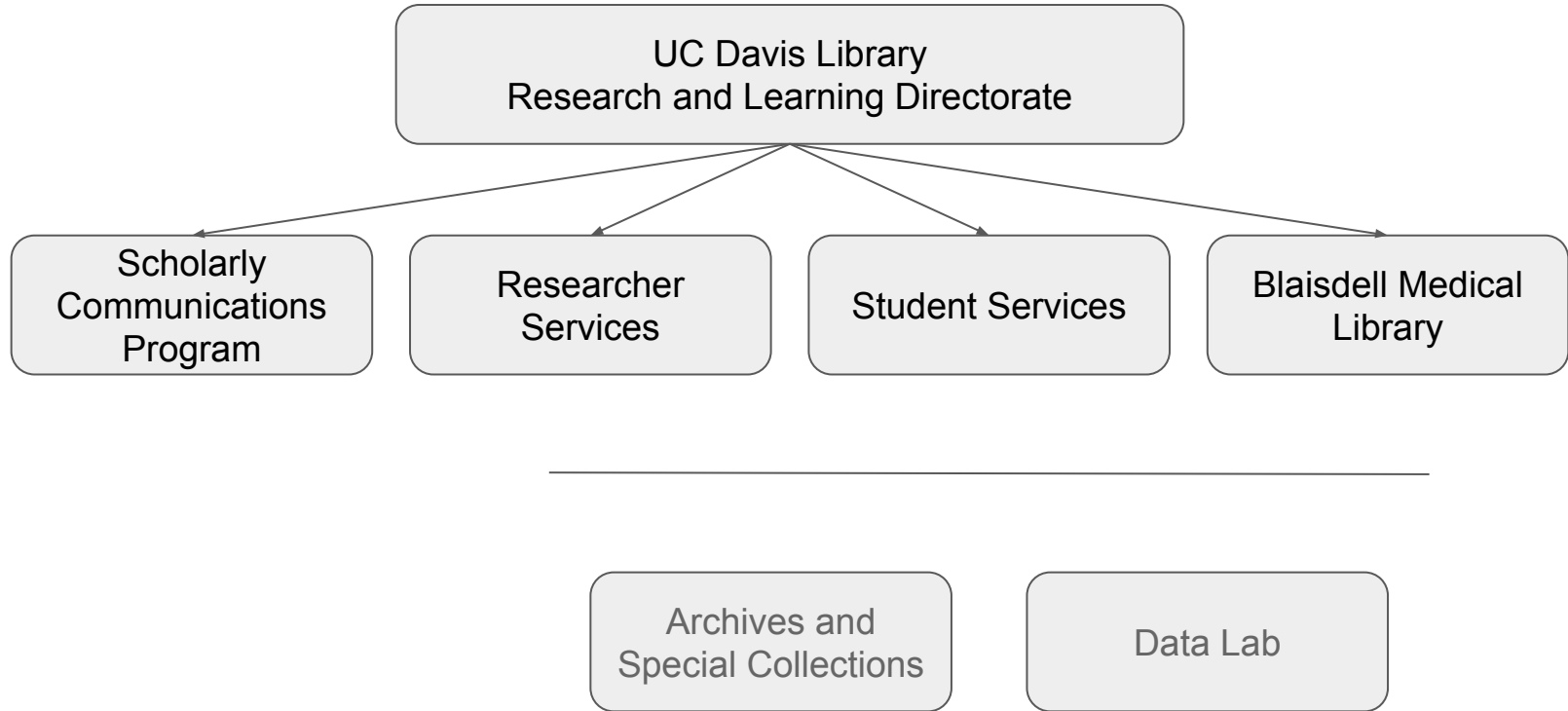
Very different approaches

- Granularity
 - from basic (date, librarian's name, major/center/department)
 - to more granular (the above, questions origin, question type, patron status, time spent, level of difficulty)
- Technology
 - Qualtrics
 - Google Forms
 - LibWizard
 - LibInsight



Developing the form

Who the consult form is for



Developing the form

- Establishing a task-and-finish group (Sept. 2020)
- Evaluating current consult metrics tracking
- Defining the purpose of data collection
 - UCOP and ARL stats
 - Identifying need for user support (adjust existing and establishing new services)
 - Demonstrating value of library services
 - Assessing librarians' workload
- Defining metrics and categories (Oct. 2020-Dec. 2021)
 - Balancing granularity vs input time
 - Deciding on usefulness of specific metrics

Developing the form

- Deciding on best technology (Oct. 2020-Dec. 2021)
 - Qualtrics (programming was needed)
- Creating a user guide
- Getting feedback from users of the form (Jan. 2021-May 2021)
 - Challenges
 - Reconcile various interests
 - Exclude potential use of data for performance evaluation
- User testing - soft launch (June 2021)

Research consult metrics form



Here is the [user guide](#) for this metrics form

Was this an informational interaction?

For example, directions to the bathroom, or providing contact information for another department.

Yes

No

When did you start your consult? (use format mm/dd/yyyy)

10/07/2021

How many people was your consult with?

1

2

3

4

5+

Who was your consult with? (select all that apply)

Undergraduate Student

Faculty

Health Provider

Library Internal

Graduate Student

Staff

Resident,
Postdoc, or Fellow

Unknown

Professional Student

Leadership and Management

External to UC Davis

Other (please specify)

Was the consult primarily virtual, or in-person? (phone calls are considered in-person. Video calls are considered virtual)

Virtual

In-person

How long was the consult **in minutes**? (total time for prep, consult, and follow up)

What **READ Scale** rating would you give the consult?

1

2

3

4

5

6

What was the primary **subject area** of the consult?

Arts Humanities and Social Sciences

Health Sciences

Not subject related

Science Technology Engineering and Math

Other subject: (free text)

What was the **focus** of the consult? (select all that apply)

[Find topic definitions here.](#)

Access Problems	Professional Identity
Copyright	Publishing (incl. OA)
Collections	Quality Improvement
Clinical Question	Class Assignment (please specify)
	<input type="text"/>
Diversity Equity Inclusion	Research impact and bibliometrics
Data Management	Research Methodology
Data Search	Systematic Review
Literature Search	Other (please specify)
	<input type="text"/>
Locating Known Item	

Did you collaborate with other library teams? (select all that apply)

Archives and Special Collections	DataLab	Researcher Services	None
Blaisdell Medical Library	ITIS	Scholarly Communication Program	Other (please specify)
			<input type="text"/>
Collection Strategies	Online Strategies		

Do you have any other notes about the consult?

Your first name

Pre-populated

Rollout

Rollout

- July 1, 2021 - go live
- 22 librarians using the form
- 808 responses to date
- User Guide



Issues we encountered

- Data access and permissions
- Programming data access
- Data input compliance
- Data input time constraints

Building a culture of evidence based practice

- Proactive data exploration
- Building data dashboards
- Sharing the story - reports

Taskforce acknowledgment



Stephen Kiyoi



Sheena Campbell



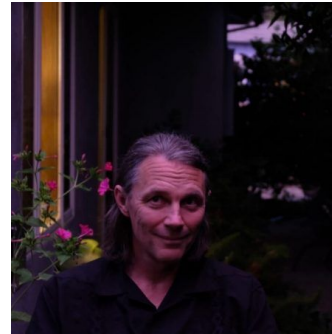
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Questions

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