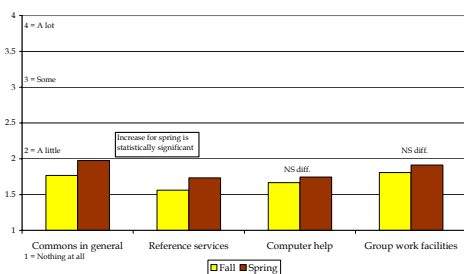


# Implementation

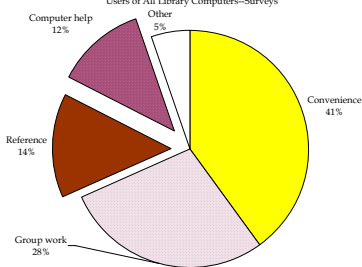
## *Design phase*

Average Knowledge of Commons and Features  
Users of All Library Computers--Survey



**Method: Library Pop-up Survey**  
Commons Knowledge Survey  
Zoomerang survey "popped up" upon logging in to any Library computer, during randomly selected time periods.

Reasons to Choose Academic Commons  
These reasons "would be important"  
Users of All Library Computers--Surveys

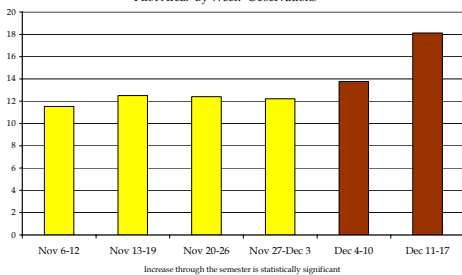


### Method: Observation

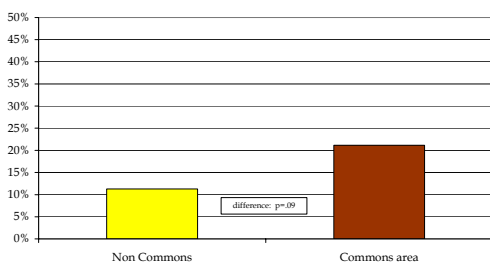
#### Seating by Point-in Time

Security webcams covered most of the pilot commons area. Randomly selected five-minute time slots were examined for seat usage and group usage.

Average Number of Commons Users  
Pilot Area: By Week--Observations



Percent of Uses by Groups  
Selected days, early Spring Semester  
Selected Commons and Non-Commons Seats--Observation

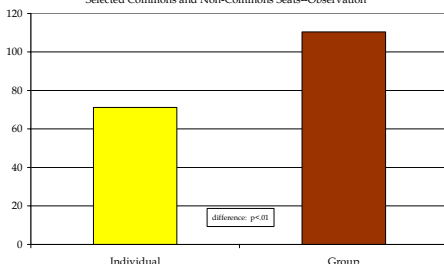


### Method: Observation

#### Duration of Use

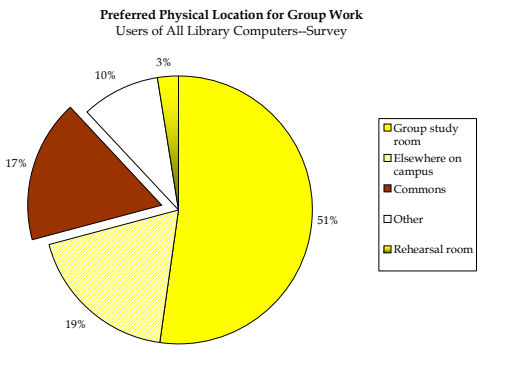
Security webcam footage from two areas in the Commons and one non-Commons "cluster area." Four selected entire days were observed, early in Spring semester. Unit of analysis was one person's stay at one computer.

Average Number of Minutes Spent  
Selected Commons and Non-Commons Seats--Observation



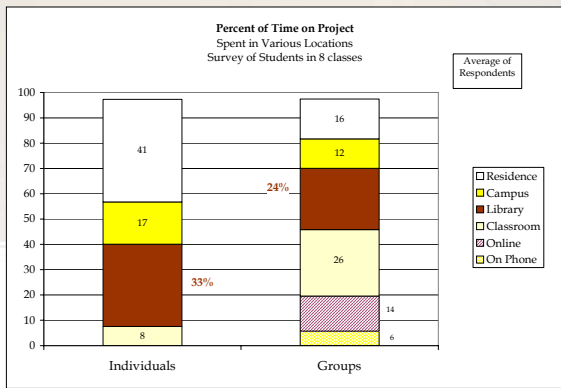
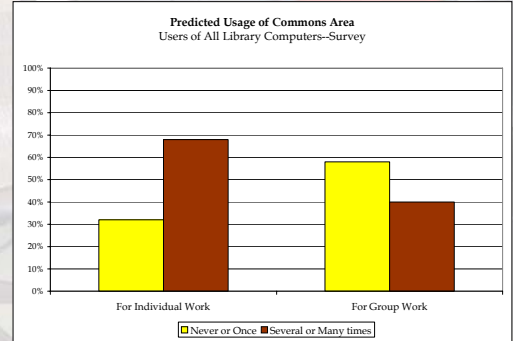
# Information Commons Usage and Outcomes Evaluation Multi-Method Pilot Study

## Use Intentions



### Method: Library Pop-Up Survey

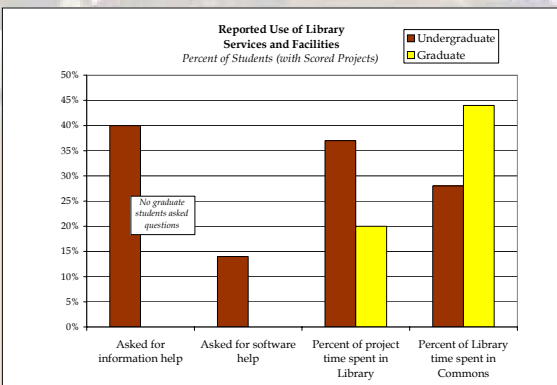
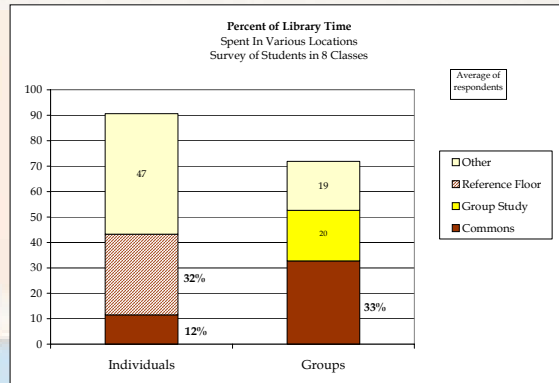
**Commons Knowledge Survey**  
Zoomerang survey "popped up" upon logging in to any Library computer, during randomly selected time periods.



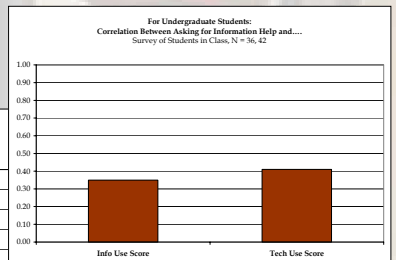
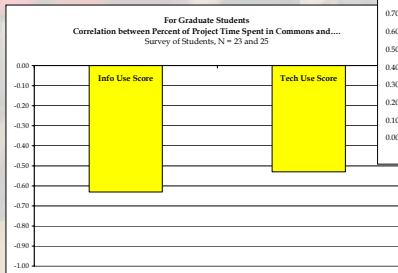
## Actual Use

### Method: In-Class Survey

**Project Space Use Survey**  
Administered to students in courses requiring projects.



## Outcome?



### Method: Matching Project Scores

**Scoring of Student Projects**  
by librarians and faculty on information use and technology (software) use dimensions; matched to in-class survey results.

# Usage Tracking

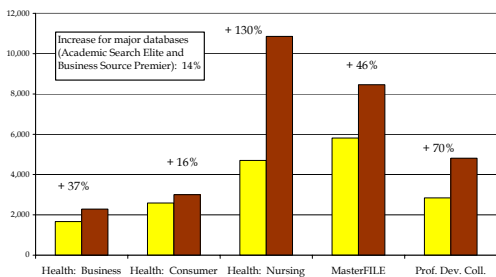
## Design and Ongoing

### Method: Database Usage

Hypothesis (tentative): More convenient reference assistance will result in more use of more-specialized databases

Specialized Databases

2004 2005

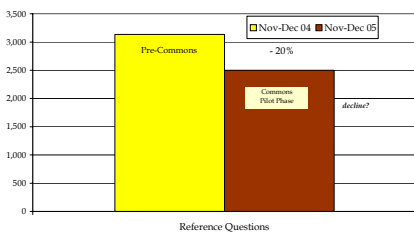


### Method: Question Tallies

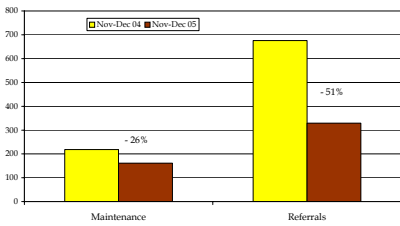
Hypothesis: More convenient reference assistance will invite more questions.

More convenient computer assistance will prevent unnecessary referrals.

Question Type Tallies by Service Personnel

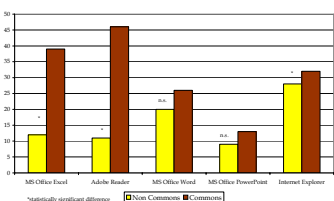


Question Types Tallies by Service Personnel



Intensity of Use Average Minutes per Use--Keyserver

September 2005



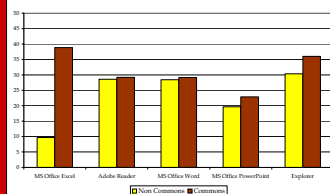
### Method: Program Usage

Automatic "keyserver" recording of time spent in various programs, per computer address.

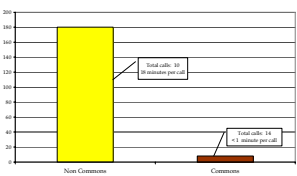
Hypothesis: Program usage will differ, Commons vs. non Commons

Intensity of Use Average Minutes per Use--Keyserver

April 2006



"Help Desk" Software Usage Total Minutes, April--Keyserver



Total Usage in Minutes per Month Per Computer--Keyserver

