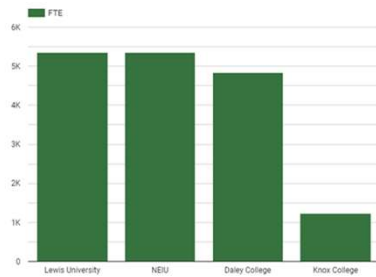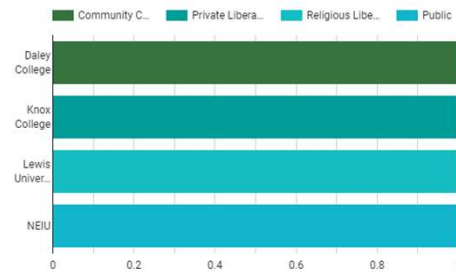# RESEARCH CONSULTATIONS
SIERRA CAMPBELL, VALERIE NEYLON, ED REMUS, BECCA YOWLER

### Institution Size by FTE

Type of Institution

Motivations:
- Re-evaluation reference desk services
- Expanding reference offerings
- Increasing student engagement
- Demonstrating Library impact on student success

IRB Processes:
- Complex
  - Required numerous revisions
  - Maximum effort from multiple sources
- Streamlined
  - Required one or no revisions
  - Could be managed with effort from one person or one person with help
- In-Flux
  - No system in place, or system had experienced changes in personnel or procedure
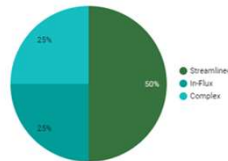
Challenges:
- IRB difficulties - setbacks with communication and staffing issues
- Institutional Differences in Recruitment Patterns
- Different college schedules, populations, staffing
- Losing a member of the team
- The process was more involved than we thought and took longer to achieve
- Data collection was pushed back
- Learning to create a survey from scratch/new program

Mailer Daemons: (Mis)Adventures in Emailing Student Surveys

Team eBook surveyed students to explore how their perceptions of eBooks changed due to the Covid-19 Pandemic.
This poster shares our experiences sending campus-wide email surveys to students at our respective institutions.

| File | Message | Insert | Options | Format Text | Review | Acroba |

From: Mallory Jallas
Subject: It all seems easy

Send

Campus policy provides clear support for research emails. Filled out a form with Technology Solutions to send email to students.

>>Re: No one reads Friday emails

>>Despite having a clear path to send the email, details like the timing and distribution were a mystery.

| File | Message | Insert | Options | Format Text | Review | Acroba |

From: KatieRose McEneely
Subject: Who do I ask?

Send

It was unclear who could grant permission; after multiple calls, emails, and an in-person meeting with administration, a verbal OK was granted.

>>Re: Easy as 1-2-3

>>Once we got permission, email was sent from a library account to the student list.

| File | Message | Insert | Options | Format Text | Review | Acroba |

From: Jen Schwartz
Subject: May Survey Fatigue

Send

Once our group got through IRB, it was the worst time to send out a student survey, since there are several university surveys that are always sent in May. I was warned the responses would be low due to 'survey fatigue.'

>>Re: Truth

>>Survey fatigue was real. Response rate was low.

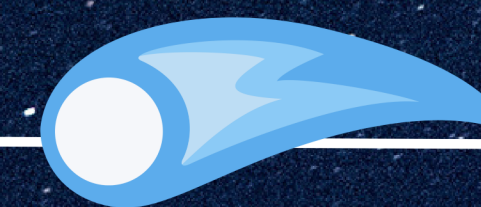| File | Message | Insert | Options | Format Text | Review | Acroba |

From: Grace Ansani
Subject: No problem

Send

Permission to send the survey was given the same day asked. I thought emailing the survey would be just as easy, but…

>>Re: Delivery has failed to these recipients or groups

>>Your message couldn't be delivered because you're a member of a group that doesn't have permission to send to the recipient. It took over two months to resolve the issue; by that time, the semester was over, but it finally went out.

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OUR JOURNEY THROUGH SPACE

Our Team

Stephanie Fletcher
Dominican University

Louise Greene
Richland Community College

Tamara Townsend
Malcolm X College

Julie Murphy
Illinois State University
MENTOR

Motivation

Understand how library space contributes to student success

Identify how each library uniquely serves the needs of its students

Highlight the values of academic library spaces to administration and other stakeholders

Library space is often subject to encroachment by other campus entities

Obstacles

2 year / 4 year
Urban / Rural
Private / Public
Small / Large

Obligations beyond the library but for the institution

Opportunities to observe patrons in our spaces were limited

Fewer students in our libraries and fewer librarians on site

IRB approval was fairly smooth after the first institution processed the application

Commonalities

High percentage of commuter students

Empathy for students with few options who desire a quiet place to study

Awareness of the high value of library real estate and the desire to prove its necessity as a study space to administration

Surprises

There was more literature on the topic of library space than we expected

The Learning Commons concept is not universally popular

Lessons Learned

Collect information about the IRB process for each institution in advance

Expect to jump through hoops during the IRB process and human subjects research training

Set up a regular meeting time and communicate about goals

Offer an incentive for focus group participants

Identify each team member's strengths and divide up the labor accordingly
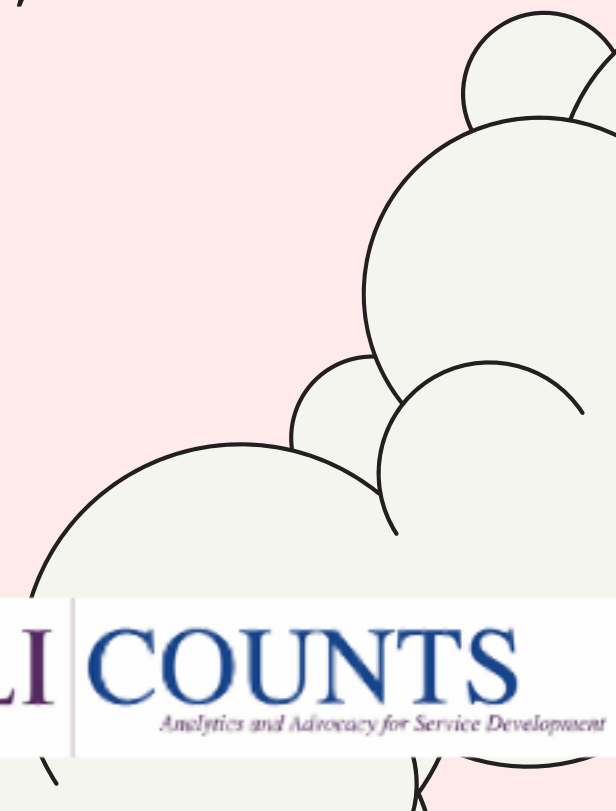
OER: Expectations & Outcomes

Goal: Find the impact of OER adoption on student outcomes in order to direct campus efforts.

Motivation: Collaborate across institutions to learn from (and with) others

Obstacle: Finding partners with time & resources to commit to the work. This ended up a solo project.

Tips: Be fliexible!
Manage expectations!
Talk to your mentor!

Takeaways: The work can continue. Adapt, revise, communicate, and know your limits.

Tineka Scalzo, Wilbur Wright College Library
Mary Thill, Northeastern Illinois University (Mentor)

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CARLI COUNTS
Analytics and Advocacy for Service Development

AUTHORS

Patrick Hussey
Cynthia Kremer
Lily Morgan
Sara Rizzo (Mentor)

GROUP : OER 1

FACULTY PERCEPTION OF LIBRARY SUPPORT FOR OER

This is a study to determine faculty perceptions regarding incorporating Open Educational Resources (OER) into their courses and how they perceive their institution's library as a potential resource for adopting, adapting, or creating OER

AFFILIATIONS

Lake Forest College
Joliet Junior College
Govenors State University
National Louis University

MOTIVATIONS

- Opportunity to grow course reserves
- Need for ways to persuade facutly to adopt OER
- Wanting to gauge faculty interest in OER

OBSTACLES

- Recruiting participants
- Having participants do both the pre-survey and post-survey

TIPS AND HINTS

- Create a strong survey instrument
- Make a time line
- Use existing opportunities for giving presentation/faculty development days

LESSONS LEARNED

- Getting support from Administration, Department Chairs, Deans, Vice President of Academic Affairs is key
- When designing the instrument make sure language is not leading

HELPFUL TO KNOW

- How to format a research question
- Ways to make a survey more objective
- Better understanding of the IRB process
- Ways to anticipate your data

TAKEAWAYS

- Outlining a project and creating timelines helped us stay on track
- Dividing up tasks worked well for us to collaborate
- Weekly meetings helped keep us on track

SUPRISING/INSPIRING

- How well we worked as a team
- How the CARLI counts monthly meetings helped shape research process

CARLI | COUNTS
Analytics and Advocacy for Service Des

INSTITUTE of Museum and Library SERVICES

Tutorial Exploration; Team Greige:

Question: How did working in a team help you overcome obstacles in the research process?

Lindsey Sturch

I struggled in creating a research question, but being able to talk through all the group's different perspectives helped formulate a more meaningful direction. Our team came with a very professional attitude which allowed us to offer constructive feedback on ideas or concerns without causing personal feelings to get in the way.

Samantha Lockenour

Narrowing down the research question was difficult for me. In working with a team, I was able to understand what other librarians were interested in learning. We were able to ask a question which hopefully will interest a wider audience as a result.

Abby Mann

Working with a team was great for a lot of reasons. The biggest thing for me, though, was the broadening of perspective and interpretation. It definitely took us a while to find a shared focus and question as a team, but as we've proceeded those multiple viewpoints and directions have really shaped how I see our results: I keep finding myself thinking, wow, this really reminds me of so-and-so's earlier question about x, or focus on y.

Jennifer Lau-Bond

I thought the most valuable aspect of working in a team was that by talking things through, our ideas were made stronger. For me, working as a team helped me to learn new skills with support. When I struggled to grasp something (CODING!), I was able to learn by listening and watching others. It helped me challenge myself and learn more effectively than I could have on my own.

# Tips for Successful Multi-Institutional Collaboration

"TRIALS AND TRIBULATIONS OF TUTORIALS"
LOREN MIXON, SARAH THORNGATE, & BELINDA BOLIVAR

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UMBRELLA PROJECT

- Having a broader research topic allowed for us to address all our research interests.

- Working at a macro level was easier logistically than a local project that worked in all institutional contexts.
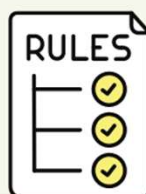
BEND THE RULES

- Taking the brief as a jumping off point allowed us to figure out what we needed as a team and what was feasible for our contexts.

COMMIT

- Broad topic allowed us to commit early to a general research topic with the flexibility of the question developing as we worked. Allowed for quicker IRB process and logistics.

- Don't worry about perfection!

PROCESS

- Transparency about schedules and what we wanted out of this research.
- Relying on professional trust in the expertise and strengths of group members.
- Regular check-in about work being done and future of project.

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