



Assessment Annual Report

Service: Reference and Research Services, Special Collections and Archives Research Center (SCARC)

Fiscal Year: FY24 (2023-2024 academic year)

Overview

The SCARC Public Services Team manages the suite of public services offered by the Special Collections and Archives Research Center (SCARC). These services include: in-person reference, 5th floor reading room operations, remote reference and related digitization, facilities support, instruction and event support, permissions and publications requests, and facilitating access to interlibrary loans.

SCARC's by-appointment model, combined with on-demand digitization services offered to remote researchers, continues to exceed demand. Of the two, three-hour blocks offered on Mondays, Tuesdays, Thursdays and Fridays, only 30%, on average, were reserved for in-person research this fiscal year. However, despite the limited need for in-person appointments, the by-appointment model continues to have many benefits, as outlined in the FY 2023 Reference and Research Services Assessment Overview. The Public Services unit, therefore, has no plans to increase appointment frequency or duration in FY 2025.

In FY 2024, student employees continued to expand SCARC's capacity for remote research support through on-demand digitization, and the Proactive Digitization Project. Students have also been asked more and more regularly to correspond directly with researchers regarding completed digitization requests, easing workloads on Public Services staff, and providing students the opportunity to engage with our researchers in a paraprofessional capacity. Student Archivists continue to participate in collection management and special projects work, staff Open House hours each week, and serve as back-up to Reading Room operations during onsite research appointments. Students have been increasingly active in supporting SCARC's EIDAR work as well, including updating Public Services-created or -managed LibGuides to increase screen reader accessibility, and updating finding aids with harmful content notes as part of SCARC's [anti-racist actions work](#).

Special Open Houses offered during FY 2024 continued to see much higher visitation than SCARC's regular, weekly Open Houses, seeing 286 and 111 guests, respectively. Several events that were treated like Special Open Houses - for example, the Shannon Day Rettig Book Arts Collection event, the Albina Music Trust event, the OSULP Open House, and Bring Your Kids to Work Day - contributed significantly to overall Open House numbers.

Based on the [FY 2024 takeaways](#) outlined below, in FY 2025 SCARC's Public Services Unit intends to:

- make as needed adjustments to services and operations, in light of the user satisfaction survey results, and as capacity allows.
- continue to expand remote research services through reference access scanning (i.e. the Proactive Scanning project) with input from departmental colleagues, and especially as that work relates to on-going EIDAR work.
- continue to identify and implement ways in which Public Services can be flexible in support of instruction and outreach.
- continue to contribute to, and support the work of, the Digital Production Unit through active engagement in Digital Projects team meetings, and by providing on-going project and platform feedback.
- continue offering regular, weekly Open Houses, making timing adjustments in the summer months to allow for wider attendance.
- continue to offer scheduled Special Open Houses on a quarterly basis, and continue to consider instruction sessions or events as opportunities to offer ad hoc Special Open Houses.

Strategic Significance

The content of this report has direct relation to all strategic goals of OSULP, including *emphasizing high-quality services and expertise*, and *practicing active and respectful stewardship*. In the actions described below, we also show our dedication to *building and strengthening our relationships* with OSU students, faculty, staff, OSULP colleagues, and the wider global community of scholars to support their research with our collections. SCARC's Public Services staff is proud to find creative and innovative solutions to complex challenges in our pursuit of continuous improvement.

Takeaways FY 2024

Piloted User Satisfaction Surveys suggest areas for improvement, and an overall positive impression of SCARC's research services

In FY 2024, the Public Services Unit designed and piloted two User Satisfaction Surveys, one for researchers served remotely via email, and the other for researchers who visited SCARC's Reading Room to engage in in-person research.

Implemented in fall term 2024, a total of 340 surveys were sent between September 25 and June 30, 2024. Of the 277 remote user surveys distributed, 115 were completed, a response rate of 41.5%; the in-person survey response rate was 36% (22 returned of 60 distributed).

Select data tables for both surveys are included in Appendix C of this assessment, but writ large researcher satisfaction is high. Star ratings across both surveys were very

high, with nearly 88%¹ of remote researchers rating SCARC's research assistance, research services, and online resources five stars out of a possible five. Of the 22 in-person survey respondents, only four rated SCARC's services, service model, or staff as anything less than five stars.² Since none of these four provided comments in the Additional Feedback field, and all 22 respondents stated they found what they were looking for, it's unclear how Research Center staff or services failed to meet their expectations or needs.

Two specific areas suggest needs for improvement. As reported by both in-person and remote survey respondents, SCARC's collection guides, and online portals and resources, presented barriers. In the Research Services Rating section of the Remote User Survey, "Online resources (website, research databases, etc.)" were rated consistently lower, with nine 4-star ratings, eight 3-star ratings, and one 1-star rating. Further, thirteen remote researchers selected "Online portals / resources were not user-friendly," "SCARC's online portals / resources were not optimized for accessibility," or "Collection guides were difficult to navigate and/or understand" when asked about the types of barriers to their research they experienced (12% of total responses). In the In-person Researcher Survey, of the 17 respondents who answered the "Did you experience any barriers to your visit or research" question, two selected both "Online portals/ resources were confusing and/or difficult to use" and "Collection guides were difficult to navigate and/or understand," and an additional respondent selected "Collection guides were difficult to navigate and/or understand" as a barrier.

Though perhaps not "statistically significant," given the number of total respondents across both surveys, these formal comments *are* consistent with regular, informal researcher feedback (e.g. in the Reading Room, by email, in instruction sessions). This confusion could be mitigated by Public Services staff more frequently referring researchers to the "[Finding SCARC Materials](#)" page of the [Guide to SCARC](#), and especially to the video tutorials in the "Find SCARC Materials in Collection Guides," "How to Use a Collection Guide," and "iSearch" boxes. A similar tutorial could be made for Oregon Digital and added to the "[SCARC's Online Resources](#)" page in the Guide to SCARC.

¹ This percentage reflects the remote researchers who responded to all four star-rating questions. Nine remote researchers surveyed chose to complete the star-rating section of the survey only partially, and four respondents chose not to complete that section at all.

² One respondent gave Research Center staff four out of five stars in response to the statement "*Research Center staff are interested in me and my research goals.*" One respondent gave Research Center staff four stars out of five in response to the statement "*Research Center staff are knowledgeable,*" and two respondents rated Research Center staff three and four stars out of five in response to the statement "*Research Center staff were flexible in scheduling my appointment.*"

As the Public Services team continues to gather and synthesize user satisfaction data (planned through at least 2029), other opportunities to “demystify” collection guides and other research tools will be considered. The move to ArchivesSpace, for example, may present possibilities for enhanced description or more user-friendly and intuitive navigation.

Notification of Use form updates add another facet to use data

In July 2023, after consulting with the Public Services team, the existing Notification of Use (NOU) form - a fillable PDF - was migrated into AirTable as an online, fillable form, and deployed in fall 2023. The primary reason behind this evolution was to provide a less time-intensive way to gather and synthesize data documenting published use of SCARC materials; other than hand collation, the fillable PDF provided no easy way to “crunch” data gathered from Notification of Use forms. Having a digital form that gathers publications and permissions data will allow SCARC to make data-informed decisions about digitization projects, collection development, and other departmental priorities. As a platform, AirTable was selected over Qualtrics primarily for its ease of use, and staff’s past familiarity.

In order to capture as much historical NOU data as possible, all legacy NOUs still physically available (i.e. not yet transferred to a university records center) were scanned, and Public Services students and staff began entering data from those paper forms into the online form. Data entry began in August 2023, and was completed in November 2023; Public Services staff began directing researchers to the online form as soon as it went live in August 2023.

The 221 NOU forms in AirTable as of June 30, 2023, date between 2002 and the present (June 2024). Of the 214 respondents who reported their state and country of residence, just 34 (15%) were from outside the United States, and 84 of the remaining respondents were residents of Oregon (46%). Of the 169 respondents who entered data in the Institution field, 26% (45) were from other colleges and universities, slightly edging out requests internal to OSU (37; 22%).

The overwhelming majority of respondents requested permission to use SCARC materials in a publication (152, 72%); those seeking permission to display SCARC materials in an exhibit were a distant, but still significant, 20% (43). More granularly, Book/Textbook (70, 32%), Newspaper/Magazine/Journal (41, 19%), Other (30, 14%), Web (25, 11%), and Exhibit/Public Display (23, 10%) were the most commonly selected Use Format by the 220 respondents who completed that field in the survey.³ Film/Video (16), Television (4), and Audio Recording (1) collectively accounted for an additional 21 uses (9%).

³ Use Format is a subset of Use Type.

Overall, the majority of permission requests were for photographs (243, 47%) and manuscript materials (160; 31%); of the 160 manuscript permissions requests, 69 were for materials from the Ava Helen and Linus Pauling Papers (43%). Photographs from Extension Service-related collections - the [Extension Bulletin Illustration Photograph Collection](#) and the [Extension and Experiment Station Communications Photograph Collection](#), specifically - comprised a significant portion of photograph permissions requests (46; 20%). Nearly all university publication requests were for yearbooks or *The Daily Barometer* (69; 90%).

Use internal to OSU suggests an awareness of SCARC's unique materials as a resource, and the multitude of uses to which those materials might be put. While the prevalence of Pauling permission requests comes as no surprise, the use of photograph collections, and specifically the two extension-related collections listed above, suggest possible future digitization projects.

Research appointment reservations remains low

Appointment reservation numbers were low again in FY 2024, hovering near a year-end average of 30%⁴, similar to [FY 2021](#)⁵, [FY 2022](#)⁶, and [FY 2023](#).

However, lower appointment numbers may be a result of the Public Services continued commitment to increasing access to SCARC's collections through digitization on demand and proactive scanning. This service has continued to meet an important need for researchers whose physical location (e.g. out of state or international), schedule, or life circumstances don't align with appointment blocks, and is offered as an alternative to an in-person appointment, especially in cases where relevant collection material is limited. Research Services Digitization statistics for FY 2024 are outlined in the table below.

Term	Scans by Students (hours)⁷	Scans by Staff (hours)	Total Scans (total hours)

⁴ More granular, quantitative appointment reservation data is available upon request.

⁵ It should be noted that, due to the COVID-19 pandemic and related safety protocols, only 108 appointment blocks were provided during AY 2021. Of those 108 appointments offered, a total of 28 appointments were booked, just under 30% of appointments offered.

⁶ The percentage of appointments booked in FY 2022 averaged 56%. However, on average, only 70 appointment blocks were offered each term in FY 2022, compared to an average of 161 in FY 2023 (35% of which were booked), and 150 in FY 2024 (38% of which were booked).

⁷ It should be noted that Student Archivists are often asked to tackle some of the thornier, more time intensive scanning requests, including scrapbooks, newsprint, onion skin paper, or materials absolutely lousy with fasteners.

Summer	1047 (7 hours)	2060 (8.2 hours)	3107 (15.2)
Fall	2985 (21 hours)	1924 (7.8 hours)	4909 (28.8 hours)
Winter	595 (6.25 hours)	1304 (6.9 hours)	1899 (13.15 hours)
Spring	3016 (15.1 hours)	2383 (9.2 hours)	5399 (24.3 hours)
June 17 - June 30	0	1215 (3.3 hours)	1215 (3.3 hours)
TOTALS	7643 (49.35 hours)	8886 (35.4 hours)	16529 (84.75 hours)
AVERAGES	1528.6 (9.87 hours)	1777.2 (7 hours)	3305.8 (14.3 hours)

By comparison, total digitization-on-demand numbers for FY2022 and FY2023 were 5247 scans (44.3 person hours) and 8277 scans (67 person hours), respectively. This increase is likely due to the increase in Public Services staff engaging in this work, as capacity has allowed. In addition, Public Services Student Archivists and staff completed 6,593 scans as part of the Proactive Scanning Project.⁸

The Public Services unit will continue to offer digitization on demand as appropriate and especially in cases where the material requested can be “double-dipped” for other uses (e.g. instruction); to date, staff and students have not felt over-burdened by this work.

Special projects continue to contribute to both day-to-day efficiency and “quality of life” for researchers, Public Services, and the department as a whole

In FY 2024, multiple Public Services special projects, of both the descriptive and collection management variety, served to: improve physical and intellectual access for researchers and staff, move SCARC finding aids towards DACS compliance, better empower researchers to identify collection materials relevant to their interests, and make providing reference in the Reading Room more efficient, easier, and safer for staff.

Cubic Foot Box Shifting Project

Between summer and fall 2023, the Public Services team designed, implemented, and completed a massive collection management project in SCARC’s 5th floor stacks space. Specifically, cubic foot boxes on shelves five and six, in nearly every

⁸ This on-going, Public Services digitization project is to create access scans for collections that serve multiple department needs or priority (e.g. anti-racist actions, instruction). Other SCARC staff are encouraged to add collections or portions of collections to the tracking sheet for the project as needs are identified. Among the collections already digitized in whole or part are the [Erlinda Gonzales-Berry Papers](#), the [Extension Service Records](#), and scrapbooks in the [Women’s Center Records](#).

bay⁹, were shifted to shelves one through four. This shift necessitated first shifting document cases already housed on shelves one through four to shelves five and six. In total, over the course of six months, Public Services staff and students shifted 924 cubic foot boxes, all of which subsequently required location updates in Archon, and updates to physical location labels.

This model of shelving - cubic foot boxes on shelves one through four, and document cases on shelves five and six - will be followed through the remainder of the SCARC's fifth floor compact shelving, as it improves safety and comfort for staff, and is more efficient for paging.

Rehousing Sanborn maps

Beginning in summer 2023, Public Services Assistant, Anna Dvorak, began a survey of SCARC's collection of [Sanborn Fire Insurance maps](#), with an eye towards: identifying damaged boxes in need of replacement; reducing the weight of undamaged boxes to mitigate future damage, and making boxes easier to handle, by adding additional boxes as needed; and ensuring the number of physical sheets in each box matched the sheets listed in the collection guide and are appropriately described. Student Archivists assisted by also verifying sheet counts, and identifying discrepancies between the physical materials and collection guide. Anna then reboxed folders, relabeled boxes, addressed any discrepancies identified by students, and updated the collection's online collection guide as needed. This project has long been on the Public Services Unit's "to do" list, and its completion better safeguards these valuable resources, makes paging easier and safer for staff, and mitigates confusion for researchers.

Photograph Collection Shelf Read [on-going]

In August 2023, Anna began a comprehensive shelf read of all photograph collections in SCARC's holdings - 288 in total. This on-going project includes verifying: physical box locations match the shelf list in Archon; images listed in the Archon shelf list match the physical content of the boxes; the physical collection folders include all necessary collection information (e.g. title of collection, box-folder numbers, image number ranges); and images are numbered per the collection guide (as needed). As appropriate, Anna is also making "quality of life" improvements to any associated preliminary inventories to ensure they are easy to read and understand. In the pilot year of this project, Anna has reviewed nearly 30 collections, and has identified various tasks to be completed by students in the coming fiscal year.

⁹ SARs, post-2015 accessions, in-progress processing projects, and many of the collection materials on SC 72-76 were not included in the shifting project.

Biographical Note Project [on-going]

Also in August 2023, Anna began work on the first phase of a project aimed at completing DACs required elements in SCARC's under- or unprocessed collections, as identified by former University Archivist, Elizabeth Nielsen. The first phase of this project involves researching and writing Biographical or Historical notes for these collections; Phase 2, if implemented, would involve writing Scope and Content notes for the same collections as needed. At the conclusion of Phase 1, the Arrangement and Description team will reassess and determine whether or not to implement Phase 2 prior to the hiring of the Head of Archival Processing. Regardless of the outcome of that decision, Anna is providing valuable context for these collections, and helping them move closer towards DACs compliance.

Legacy Location Project [on-going]

In December 2023, Public Services Unit Supervisor, Rachel Lilley, began work on a project to update outdated location formats in collections with preliminary inventories. These outdated locations often don't align with current shelf list locations, and can make identifying and paging boxes relevant to a researcher's interests difficult. Additional updates are also being made to the inventories for these collections to make them clearer, and easier to read and understand. To date, preliminary inventories for seven collections have been completed.

In the coming fiscal year, the Public Services unit will continue to identify special projects that address pain points or inefficiencies in service delivery, or that serve department needs, priorities, or goals.

Public Services contributions to the work of the Digital Projects Unit and team continue to bear fruit

Since the establishment of the SCARC Digital Projects Team in June 2021, Public Services staff have engaged in conversations to develop digitization projects informed by our remote reference requests, and that will serve a broad range of researchers. For example, given the essential nature of Oregon Digital as a research tool, Public Services staff have engaged in UX testing at various stages of OD2 implementation, and continue to provide feedback regarding its operation.

This fiscal year, Public Services staff have consulted on the on-going project to digitize the contents of the [Aerial Photographs of Benton, Lincoln, Linn, Marion, and Polk Counties](#) (P 321), a project implemented in part due to input from Public Services staff. A valuable resource for a wide variety of research topics, including historical land use and genealogy, P 321 has historically presented a number of access challenges (e.g. weight of boxed materials, a complicated process to identify full-sized aerials).

Since embarking on this project, Public Services staff have provided support and feedback throughout the process, from paging to presentation in Oregon Digital. This digitization project is another example of the fruitful relationship between the Public Services and Digital Production units, and provides another concrete model for future projects.

Special Open House Schedule and Workflows Formalized and Implemented

Given the interest in the ad hoc Special Open Houses offered in AY 2022 and 2023, the Public Services team suggested formalizing workflows, responsibilities, and a schedule for Special Open Houses in AY 2023-2024. Convened in August 2023, the [Special Open Houses Task Force](#) was established to:

- identify tasks necessary to host Special Open Houses (e.g. selection of materials, creation of signage, paging materials, set-up and tear down),
- delineate the staff responsible for those tasks (i.e. whether it would be Public Services staff, or the Special Open House host),
- and determine a formal schedule for AY 2023-2024, with one Special Open House scheduled each term.¹⁰

In AY 2023-2024, SCARC hosted Special Open Houses showcasing the following topics or formats: Scrapbooks, Shannon Day Rettig Book Arts Collection (fall term); Love Letters (winter term); and Early Photographic Processes (spring term).¹¹

While SCARC's standard, weekly Open Houses saw visitation numbers similar to FY 2023 (111 across 30 Open Houses), Special Open Houses saw far better numbers. In fall term 2023, of the 148 visitors SCARC saw across 11 Open House days, 79 (53%) were attending the two Special Open Houses offered. The remaining 69 visitors primarily had a general interest in the Reading Room space, or wanted to make an appointment. Visitation numbers in Winter 2024 were significantly lower. The eight Open House and Special Open House days offered in winter term saw only 36 visitors *total*; the Love Letters Special Open House offered in February accounts for 42% of that total.

Spring term 2024 saw Open House attendance peak, with a total of 224 visitors, 66 more than spring 2023. It should be noted that 137 of the total Open House visitors in spring term were from the Bring Your Kid to Campus Day event, and another 55 guests visited during OSULP's annual Open House; though the latter was held on a Friday, collection materials were present and it was treated as a Special Open House. Since both these "non-traditional" Open Houses¹² served the same purpose and function as

¹⁰ Task Force members unanimously agreed that hosting a Special Open House each month was beyond unit capacity.

¹¹ A Special Open House showcasing Children's Literature will be offered later in July 2024.

¹² Both events were held on a Friday afternoon, and no collections materials were showcased at the Bring Your Kid to Campus event.

SCARC’s regular Open Houses (i.e. outreach), their visitor counts are included in the total for Spring term.

A Special Open House schedule has been developed for AY 2024-2025, and tentative topics and formats include: food or recipes, History of the Valley Library, architectural drawings of campus buildings, and maps. These Special Open Houses continue to allow SCARC staff to showcase materials from SCARC’s collections that might not be often seen otherwise, and offer community members opportunities to engage with these materials and SCARC staff and spaces. They are a valuable tool for out- and in-reach, and will be offered as long as there continues to be capacity.

Continued Expansion of Alma Use: addition of Remote User and Outreach Use Accounts

Having implemented the creation and use of an instruction-related “patron” account in Alma in September 2017, the Public Services unit has since created additional, use-based accounts including, most recently, the “Remote User” patron account, and the “Outreach Use” patron account. Specifically, the Remote User account is used to anonymously capture the collections physically consulted and digitized from in service of SCARC’s remote researchers; the Outreach Use account is used to document materials paged and used for outreach and events (e.g. the 2024 OSULP Open House). The benefits of both accounts is that they allow for more granular documentation of collection use, and therefore inform on a variety of departmental priorities and work.

Since implementation of the Remote User and Outreach Use accounts in October 2023 and April 2024 (respectively), the following use statistics have been collected.

	Remote User	Outreach Use
Archival materials circulated (boxes)	168 boxes	77 boxes
Rare Books circulated	7	45 ¹³
Collections Used	82	23
Most Frequently Used: Collection	MSS Pauling	MSS HarrisRD
Most Frequently	Manuscripts and Personal	Manuscripts and Personal

¹³ This number may actually be a bit higher; in the coming year, Public Services will endeavor to circulate to the Outreach Use account more consistently.

Used: Collection Type	papers (MSS), 85 boxes	papers (MSS), 35 boxes
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Materials consulted or digitized in support of remote users primarily facilitated research relating to OSU history (42 tickets), the history of science (33 tickets), local history (17), and genealogy (9 tickets); Oregon Hops and Brewing (5 tickets) and Oregon Multicultural Archives (5 tickets) research projects were also remotely supported through collection consultation or digitization.

Materials circulated to the Outreach Use account were in support of events such as the Early Photographic Processes Special Open House, the OSULP Open House, and Collections at the Center. It should be noted that the Outreach Use account was created after several well-attended events, including the Shannon Day Rettig Book Arts Collection Open House, so materials circulated for those events are not reflected in the table above.

Student Projects continue to contribute to the overall efficiency and success of Public Services

As in previous years, a number of student projects significantly contributed to the successful day-to-day operations of the Public Services Unit. Projects outlined below are just a few examples, and are in addition to the daily support Student Archivists provide for in-person and remote researchers, and outreach and instruction.

Maxine Deibele

Maxine recently completed a comprehensive review of collection materials in SCARC's compact shelving on the 3rd floor of the Valley Library, creating and attaching box records as appropriate in the Library's collection management system, and identifying issues needing staff attention. This work is a continuation of Maxine's previous work surveying processed collections in SCARC's closed stacks on the 5th floor, and has already streamlined the paging and new student training processes. Though specific box counts were not kept, Maxine has undoubtedly attached many hundreds of boxes to collection records in Alma.

Grace Knutsen

Since her hiring in November 2022, Grace has been adding supplementary descriptive information to the [News and Communication Services Records](#). More specifically, Grace has been adding short biographies for all faculty and staff listed in Series 4, Biographical Files. In the first half of the alphabet alone, Grace has researched and written 803 biographies - over 400 every year. These biographies will serve as an incredible resource for genealogists, family members, and SCARC staff doing research on university or personal history.

Margot Pullen

Margot has worked on a variety of projects since being hired in October 2023, including assisting with the survey and rehousing of Sanborn maps. Margot also recently completed a survey of the OSU Memorabilia Collection. Margot not only verified the contents of all 199 boxes and the order of the folders within those boxes, but identified issues to be addressed and possible solutions (e.g. adding descriptive information for folders that existed in the collection but had not been added to the collection guide).

EIDAR work continues to be an embedded and active cornerstone of Public Services

Public Services staff continued to actively engage in anti-racist work in FY 2024, both as a unit and as members of SCARC as a department. Public Services Student Archivists also contributed to this work, both proactively and in support of actions identified in SCARC's on-going description remediation efforts. In FY 2024, PS staff and students:

- Collaboratively identified and addressed the use of a derogatory word for Indigenous women, and the “n” word, in SCARC's collection guides
- Identified and noted derogatory language in the [Oregon State Yank Collection](#)

In addition, Public services and staff:

- added screen reader accessible “Alternative Text” to all images in Public Services-owned and -managed LibGuides, including the [Guide to SCARC](#).
- completed a large-scale digitization request in service of a remote researcher, future instruction, and SCARC's anti-racist goals and priorities.¹⁴

Next Steps

Shift all appointments blocks to 10:30am to 4:30pm

In FY 2025, Public Services will shift *all* morning reference appointments blocks to 10:30-1:30pm to account for weekly morning meetings, provide a more consistent appointment schedule throughout the week, and decrease confusion for researchers. The differing appointment block start and end times can be confusing, especially for researchers new to SCARC's by-appointment model, and staff have encountered situations where researchers expect to begin their research earlier than scheduled, or stay later than scheduled. This shift is also consistent with LEAD's efforts to standardize open times for the library, and has the added benefit of leaving the exhibit gallery open a half hour longer each day (i.e. until 4:30pm).

¹⁴ Specifically, materials in the [Extension Service Records](#) that document emergency farm labor during World War II, “migrant labor,” pesticide use, and the Bureau of Indian Affairs.

Continue to capture user satisfaction data in order to identify any trends in research or needs

Between now and FY 2029 (five years after implementation), Public Services staff will continue to invite researchers, both in-person and remote, to complete a satisfaction survey. Data will be compiled and assessed each fiscal year, with a culminating report at the 5-year mark. Given feedback received in FY 2024, Public Services staff will also put special focus on exploring ways to better introduce and explain collection guides and other SCARC resources for research.

Fine-tune Remote Use and Outreach Use circulation policies and procedures

In collaboration with outreach organizers and hosts, and SCARC instructors, the Public Services team will continue to fine-tune when and how materials will be circulated to the Outreach Use account. Materials consulted or scanned in support of SCARC's remote researchers will be circulated to the Remote User account. Reporting out on this data will be a regular feature of Research Services assessments moving forward.

Continue to explore additional ways that Public Services students can contribute to remote researcher services

Under past service models, Lead Student Archivists often corresponded directly with remote users, from the beginning of an interaction to closing out the ticket. Given that the Public Services unit as a whole has not yet bumped up against the ceiling of its capacity, staff plan to explore adding these service opportunities to the Lead Student Archivist's tasks as appropriate.

Capture a more holistic view of Public Services interaction and outreach

In spring term 2024, Public Services staff reinstated the practice of tracking "walk-in" traffic in LibAnswers.¹⁵ Tracking these interactions will provide a fuller and more accurate picture of the number of non-appointment interactions staff have each year, and will better highlight the day-to-day outreach and instruction Public Services staff engage in. Between April and June 2024, Public Services staff logged 19 walk-in interactions, and engaged with 32 visitors; capturing these statistics over a full fiscal year should prove instructive.

Assessment

The Public Services Team meets weekly to: develop, assess, and modify policies and procedures; think strategically about future needs and adjustments; identify and loop in stakeholders, both in SCARC and library-wide; share updates about day-to-day

¹⁵ "Walk-ins" are defined as visitors who come into the Reading Room and ask questions or otherwise engage in a conversation with staff beyond "I was just looking around."

operations; brainstorm approaches to upcoming events and instruction sessions; debrief on instruction sessions, events, and research to assess what worked well and what could be improved; and to collaboratively write assessments and reports. Data was collected and analyzed as a means to drive, direct, and inform these conversations.

Collection use and patron type statistics were captured through the circulation of materials in Alma, to include:

- Patron type
- Collections circulated (e.g. to researchers, and for instruction and outreach)
- Collections most frequently circulated (for in-person and remote research)
- Collection type (e.g. manuscript, record group, photographs, oral histories)

Public Services staff also captured remote reference transaction data using the reporting features in LibAnswers, to include:

- Patron type
- When we were contacted
- How we were contacted (e.g. phone, email)
- Transaction type (e.g. reference transaction, reference appointment request, publication permissions request)
- Area of interest (e.g. OSU history, genealogy, local history, History of Science, rare books)
- Time spent per transaction
- Time spent paging and identifying materials (only for digitization requests)
- Time spent digitizing materials (logged in 5- and 15-minute increments)
- Reproductions per transaction (logged in increments of 10)
- Ticket tagging data

Using a shared Google sheet, Public Services Student Archivists and staff, captured remote reference digitization data, to include:

- Total scans
- Total time spent scanning
- Time spent preparing materials for scanning (as necessary)

Using AirTable surveys, Public Services staff capture data relating to:

- In-person researcher satisfaction
- Remote researcher satisfaction
- Notification of Use (i.e. publication permission requests) data

Respectfully submitted,
SCARC Public Services Team
 Rachel Lilley, Team Lead
 Anna Dvorak
 Anne Bahde
 Natalia Fernández
 Kevin Jones
 Julie Judkins
 Chris Petersen

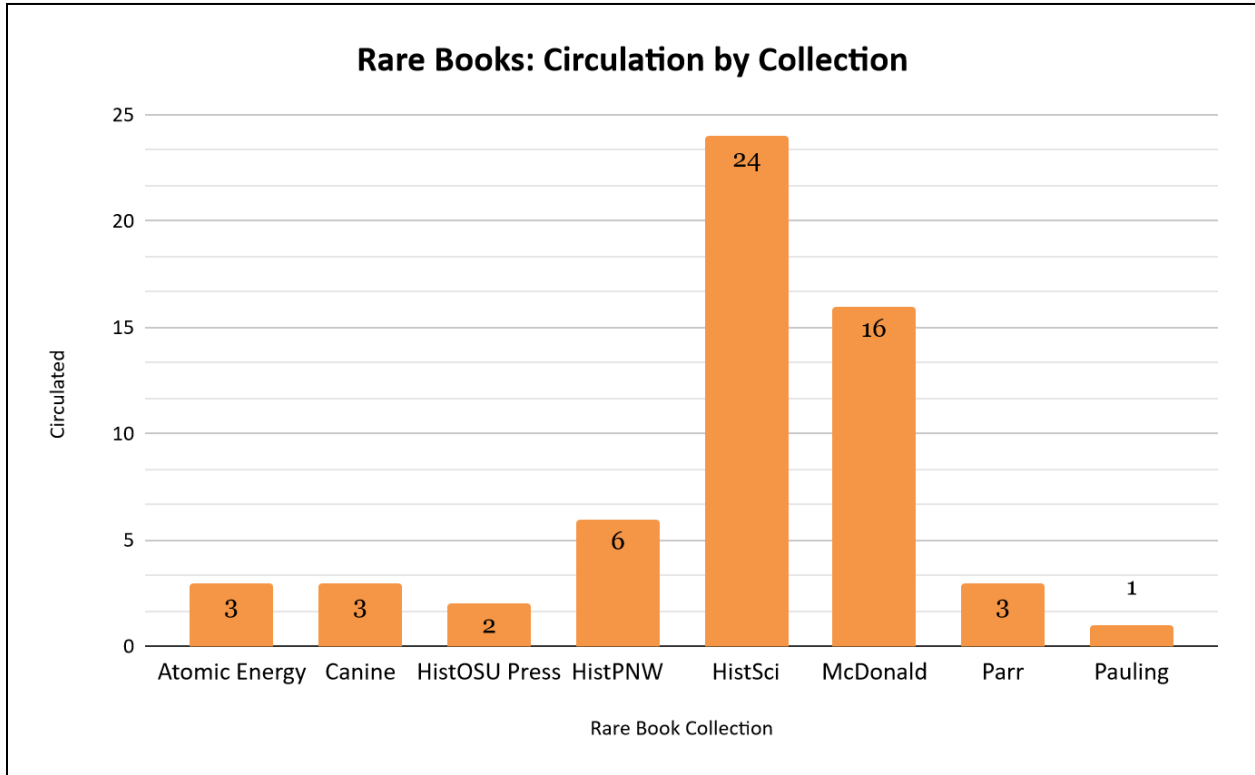
July 17, 2024

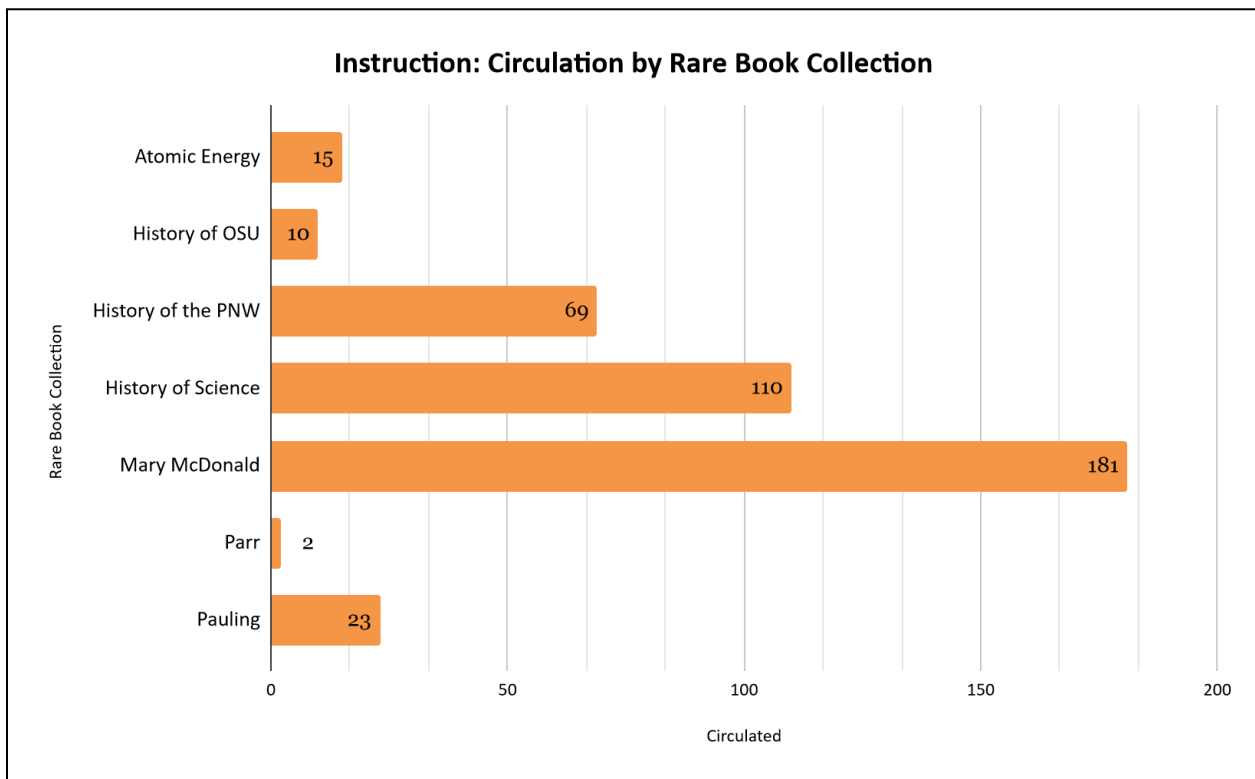
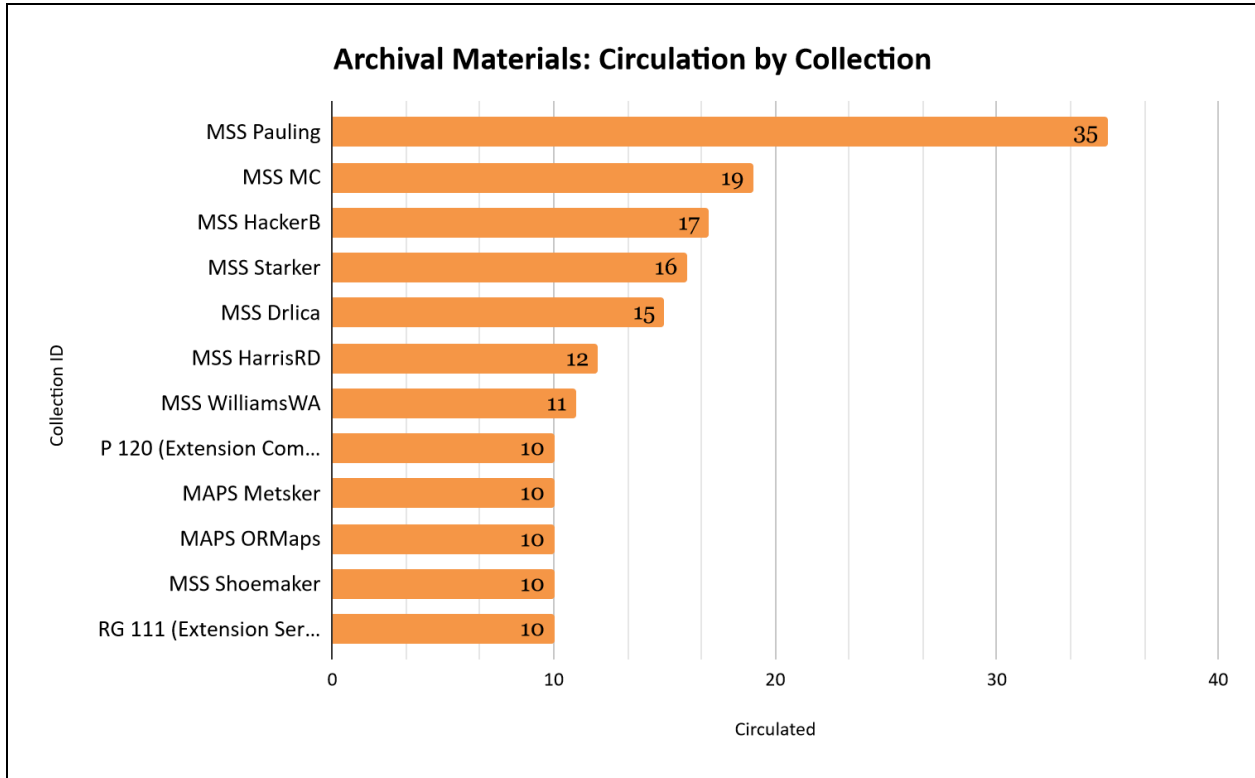
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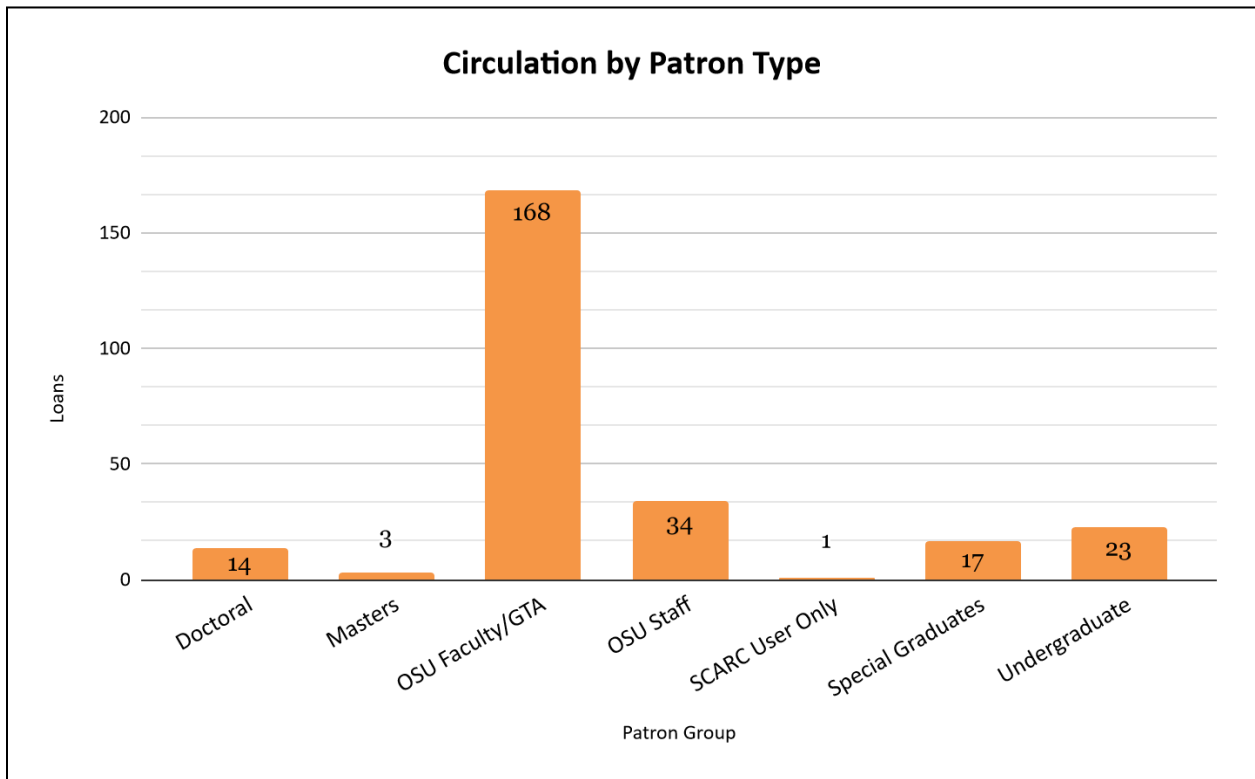
List of Appendices

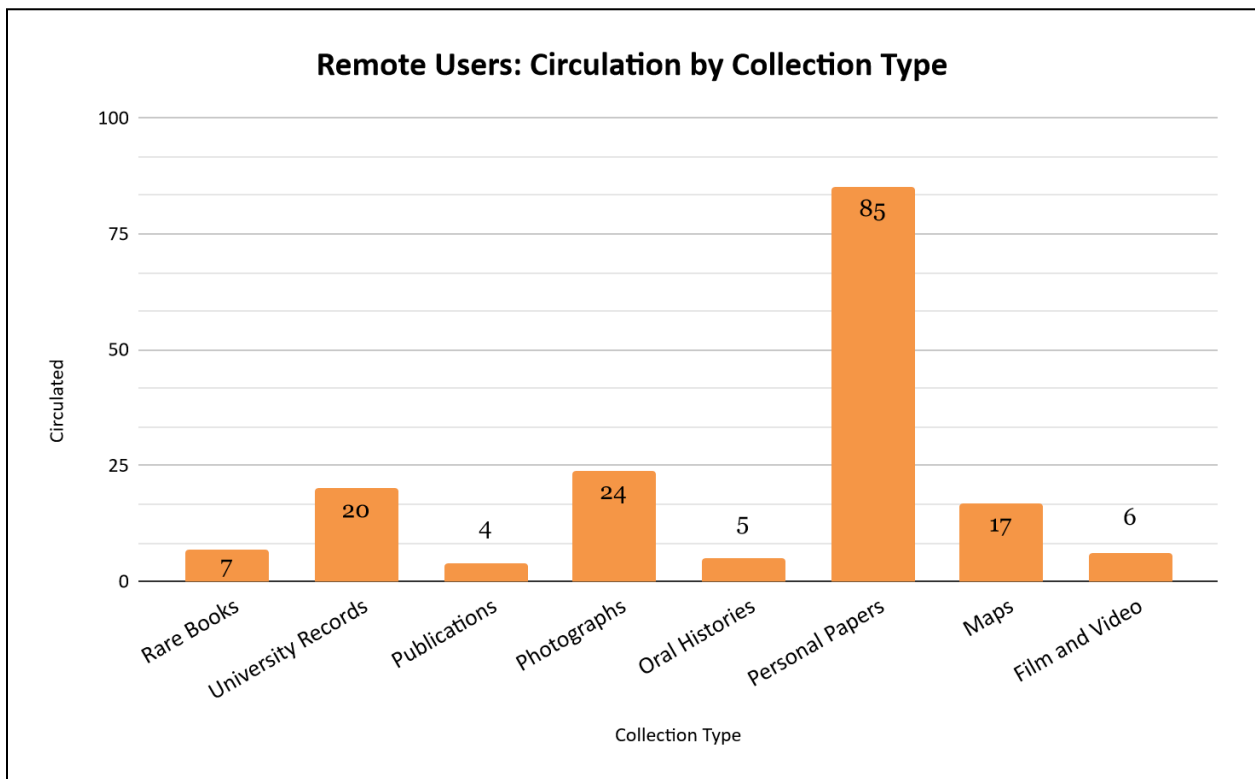
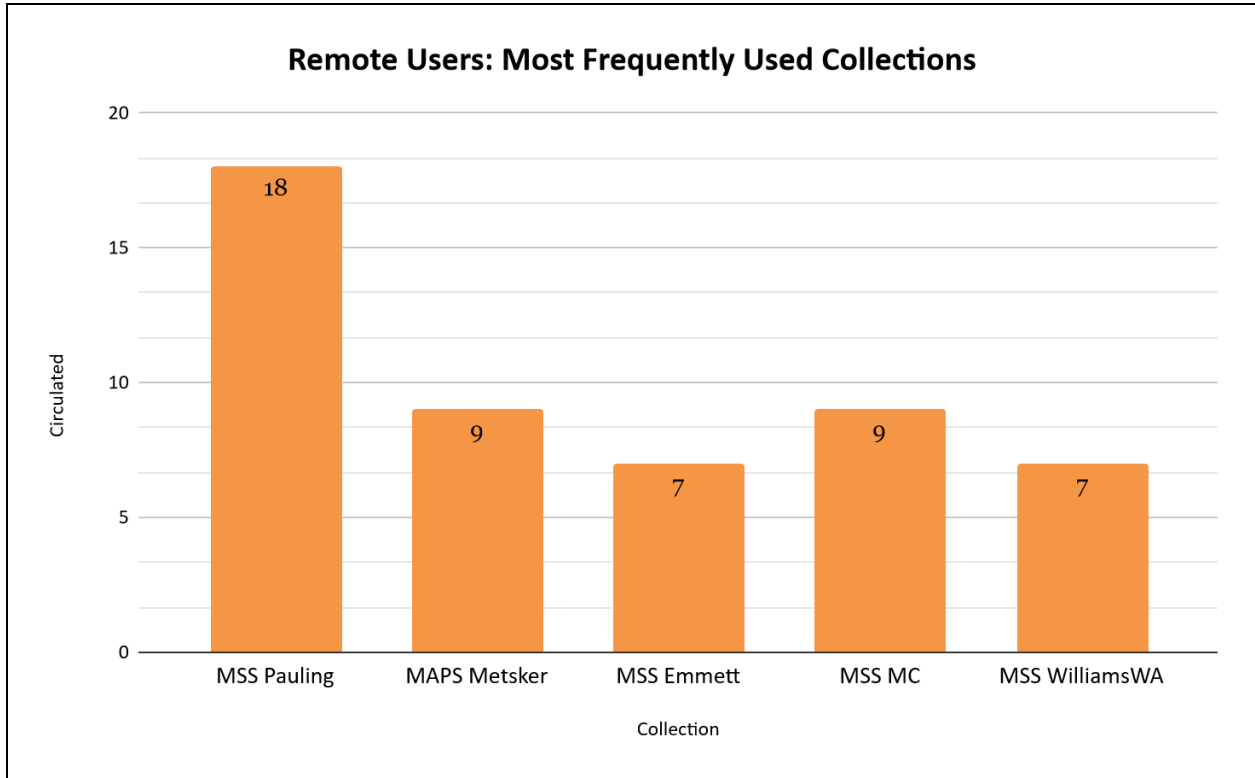
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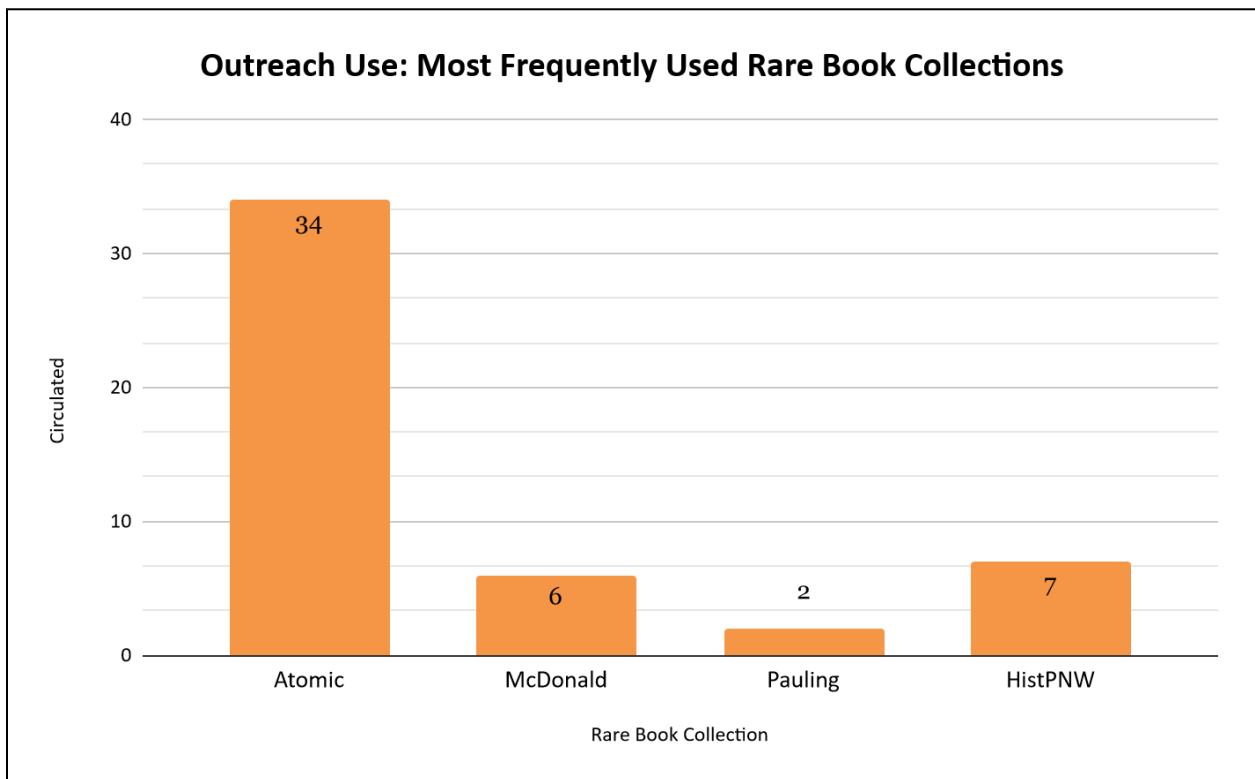
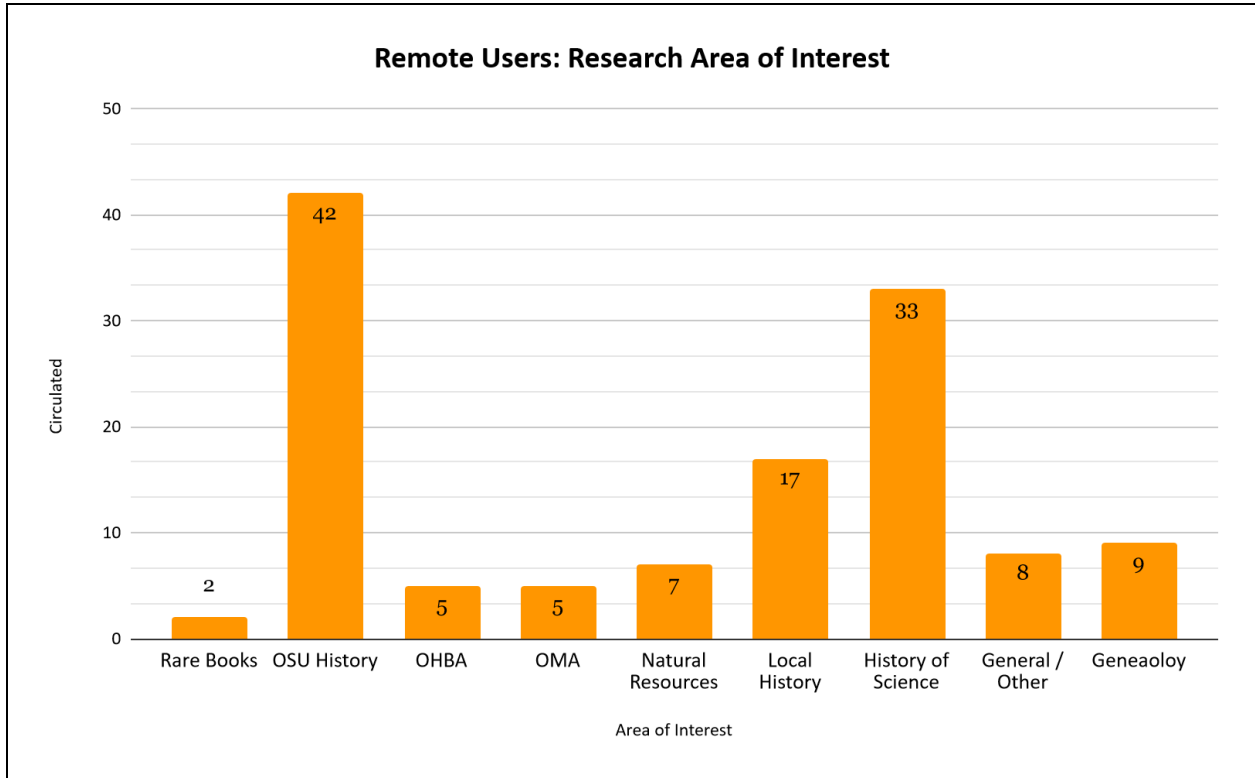
Appendix A: Circulation Data (AlmaAnalytics)

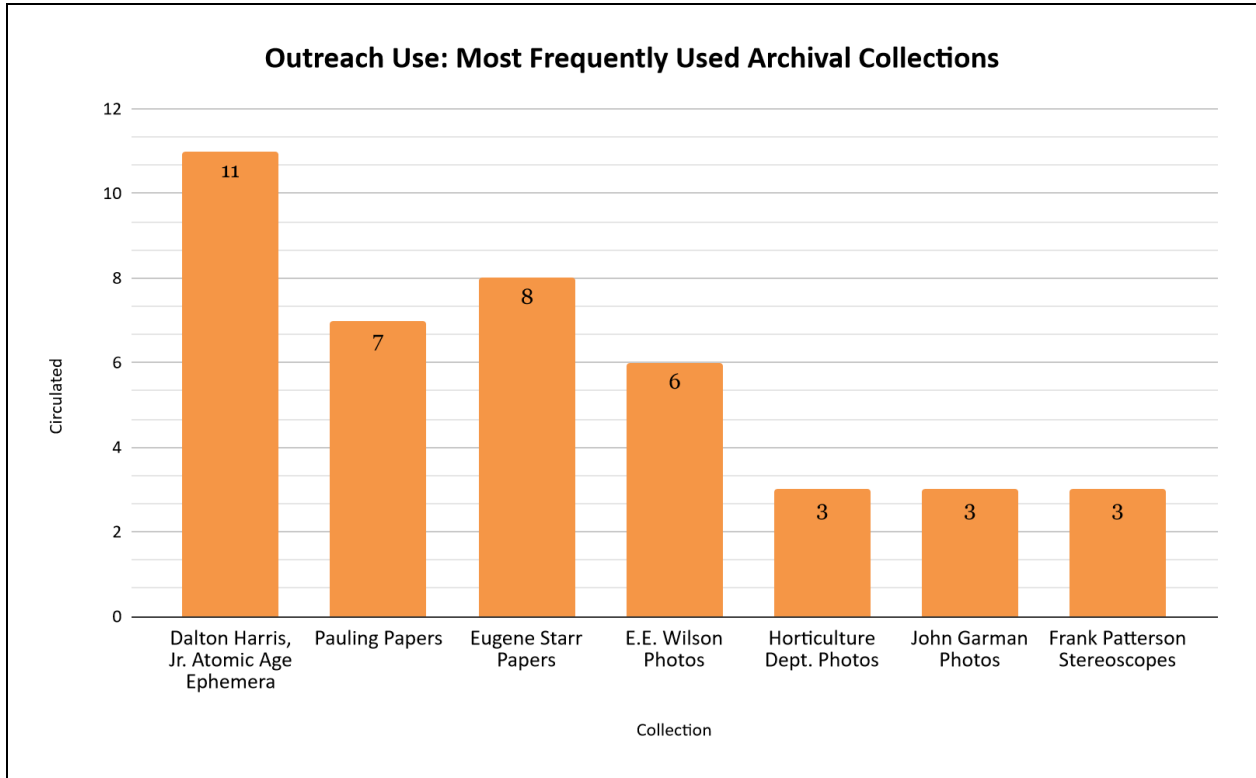




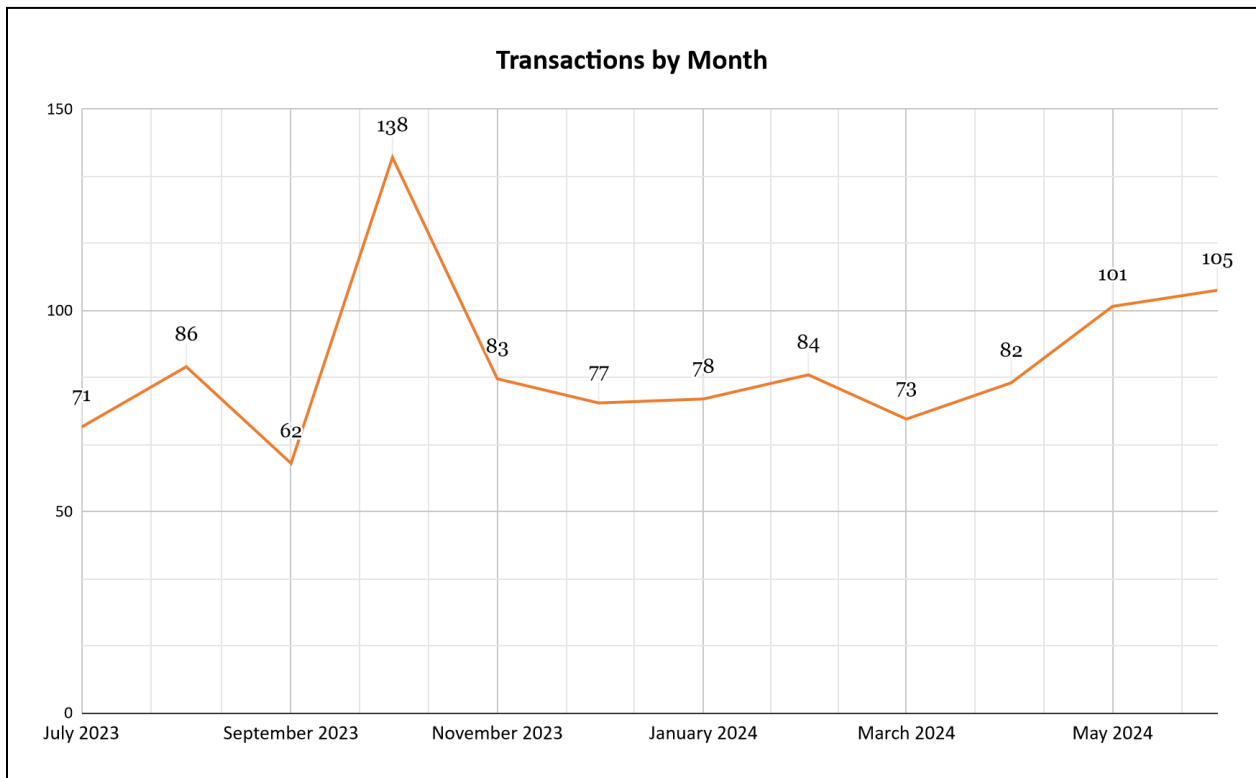


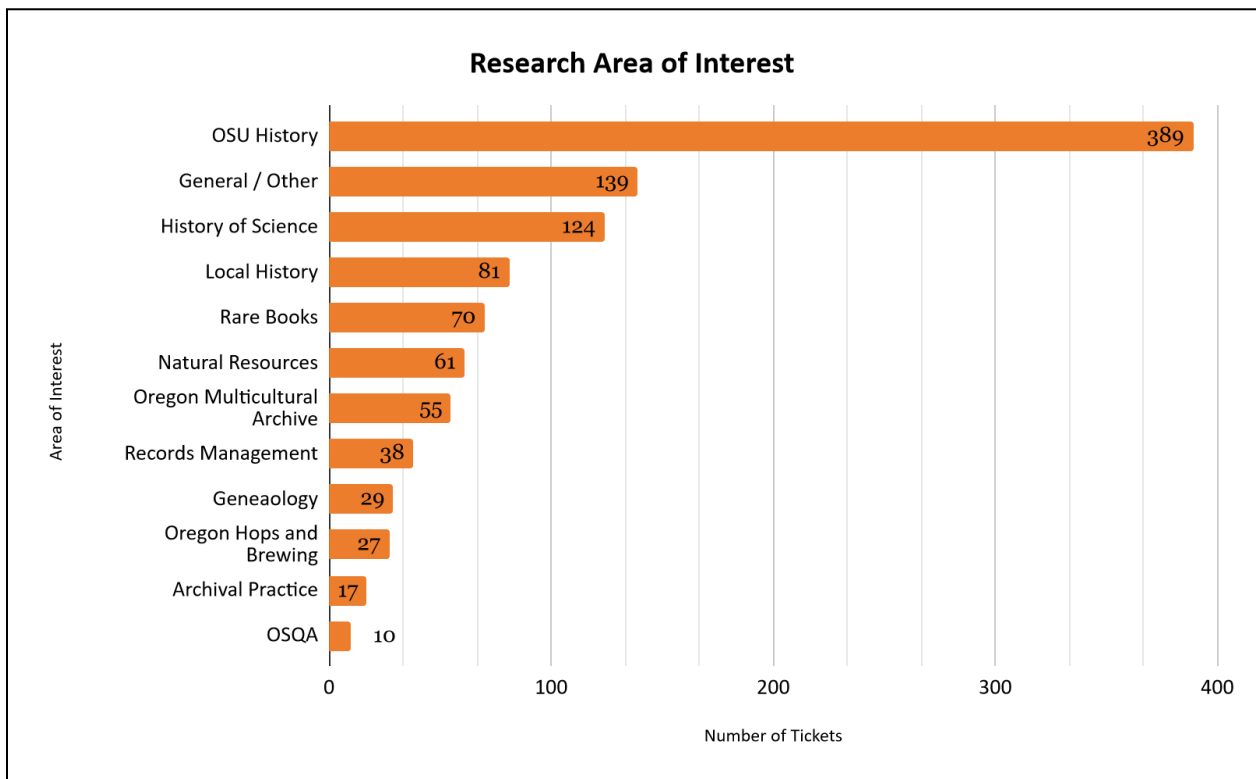
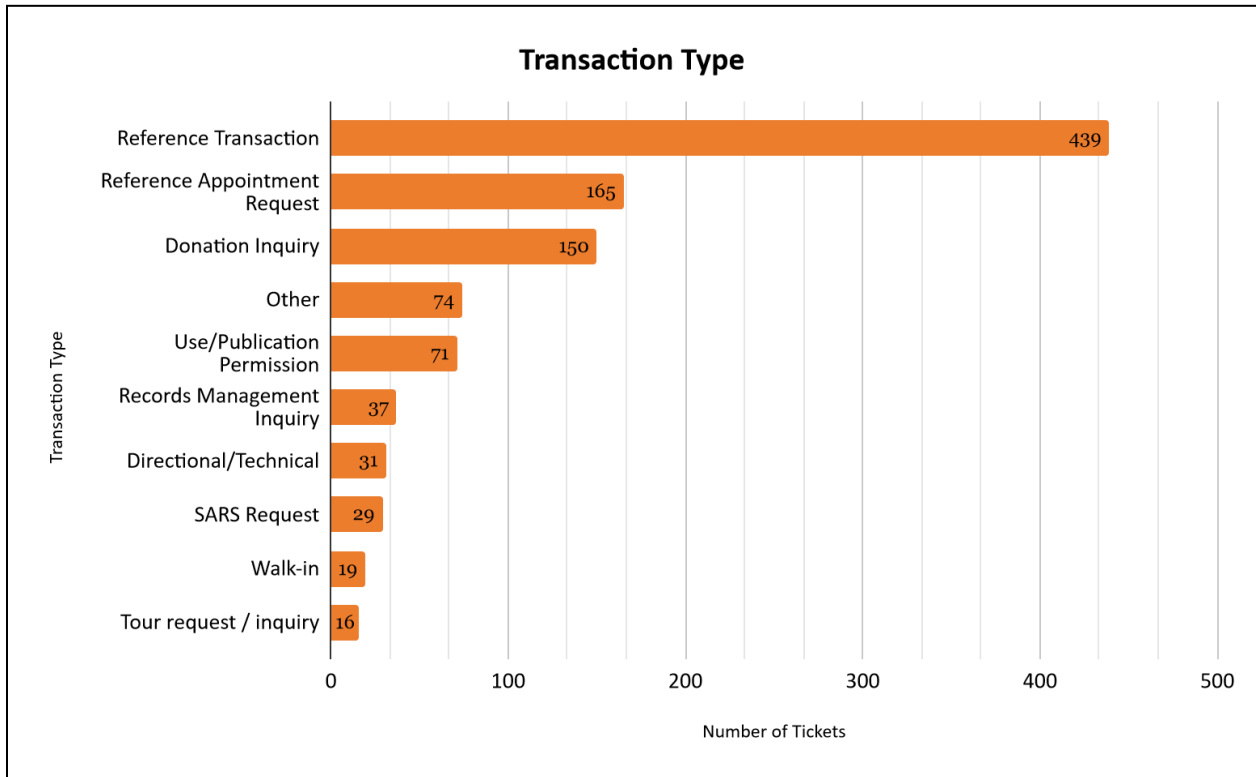


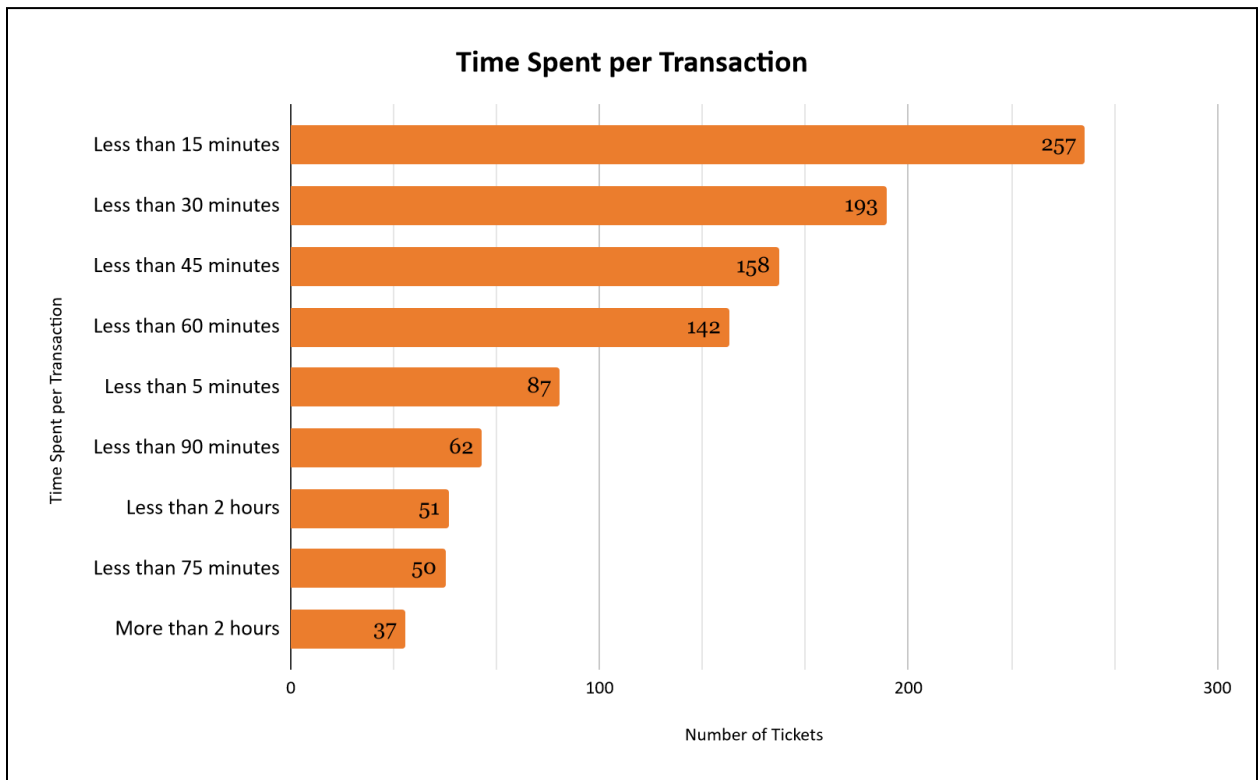
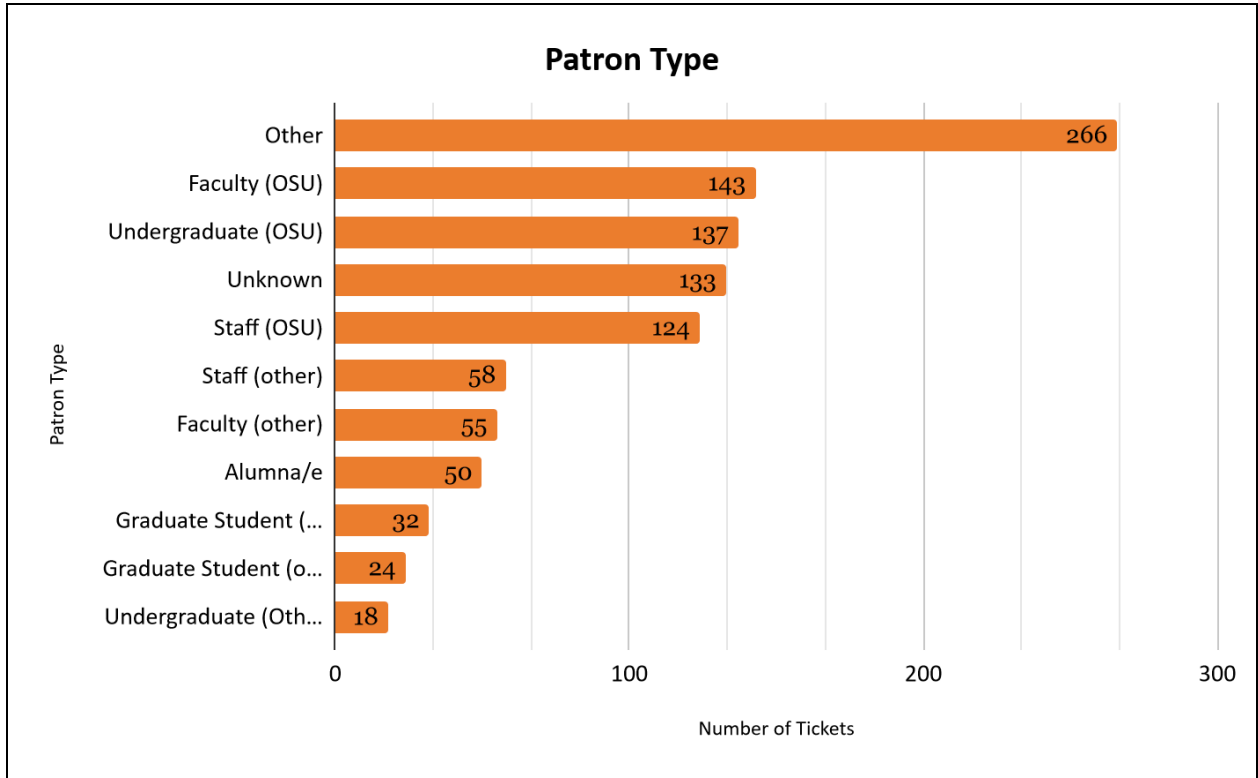


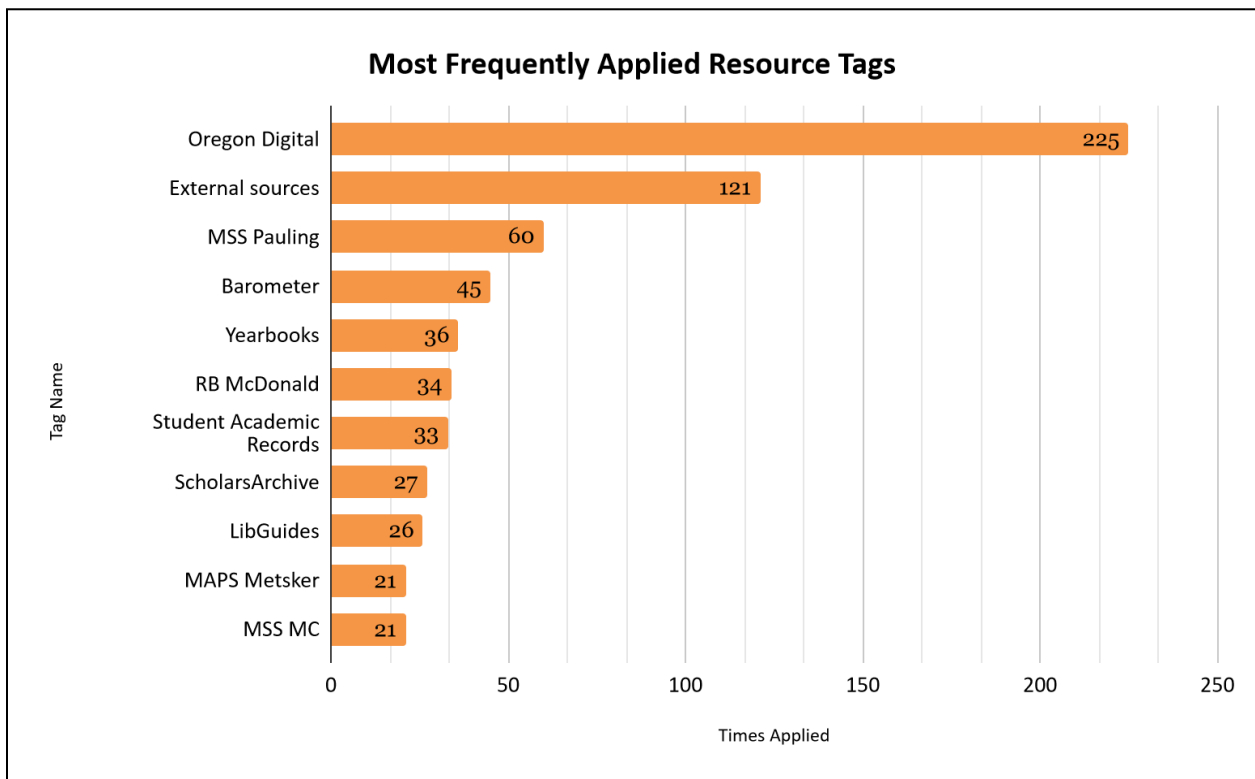
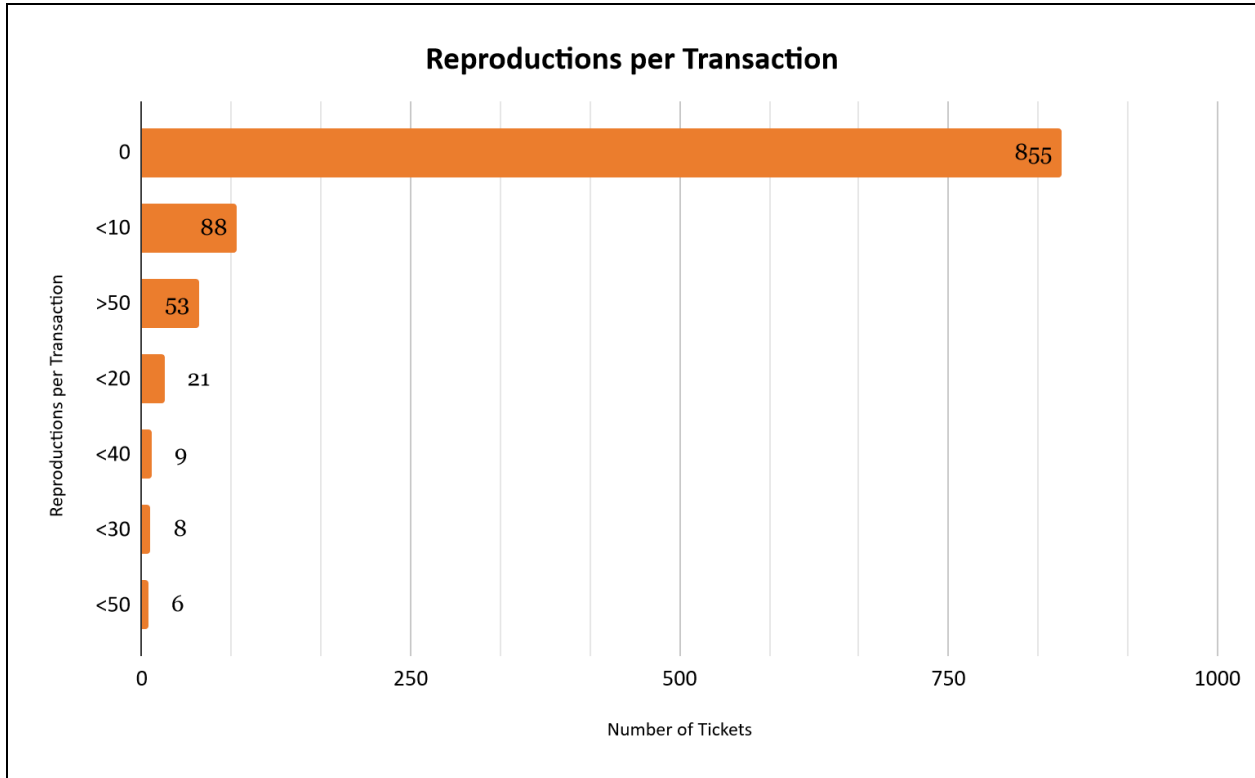


Appendix B: Remote Researcher Data (LibAnswers)



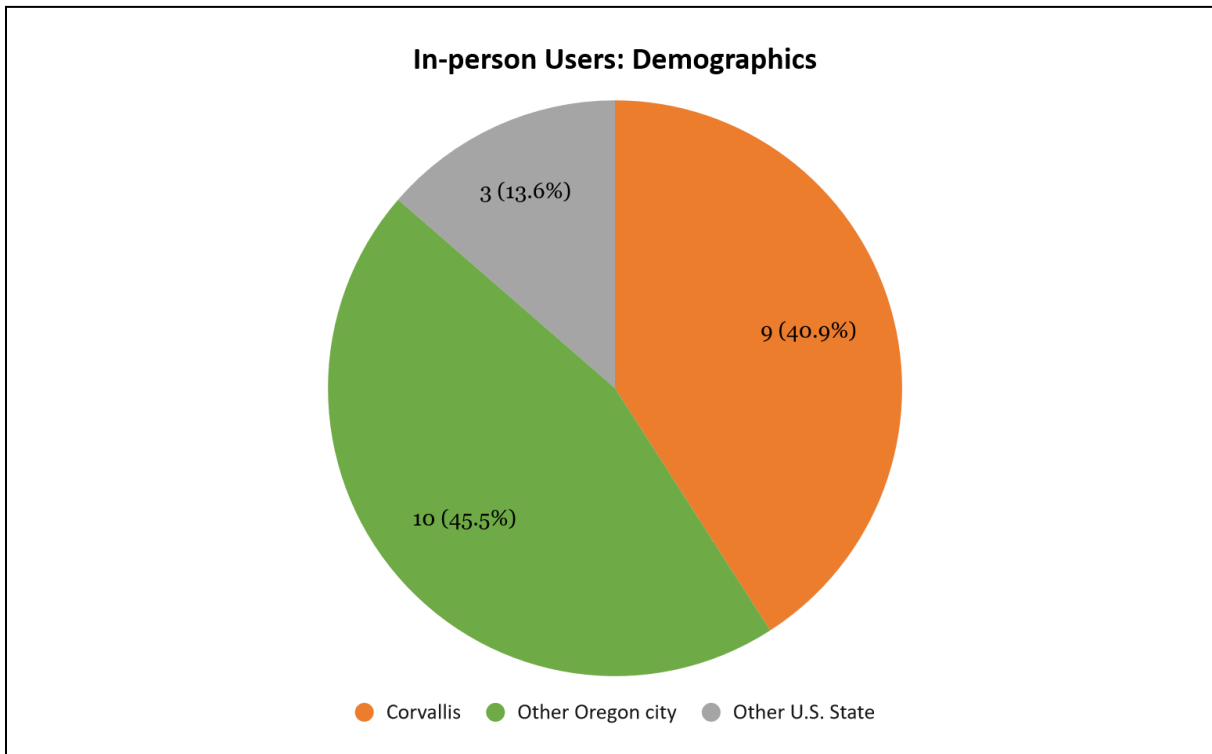
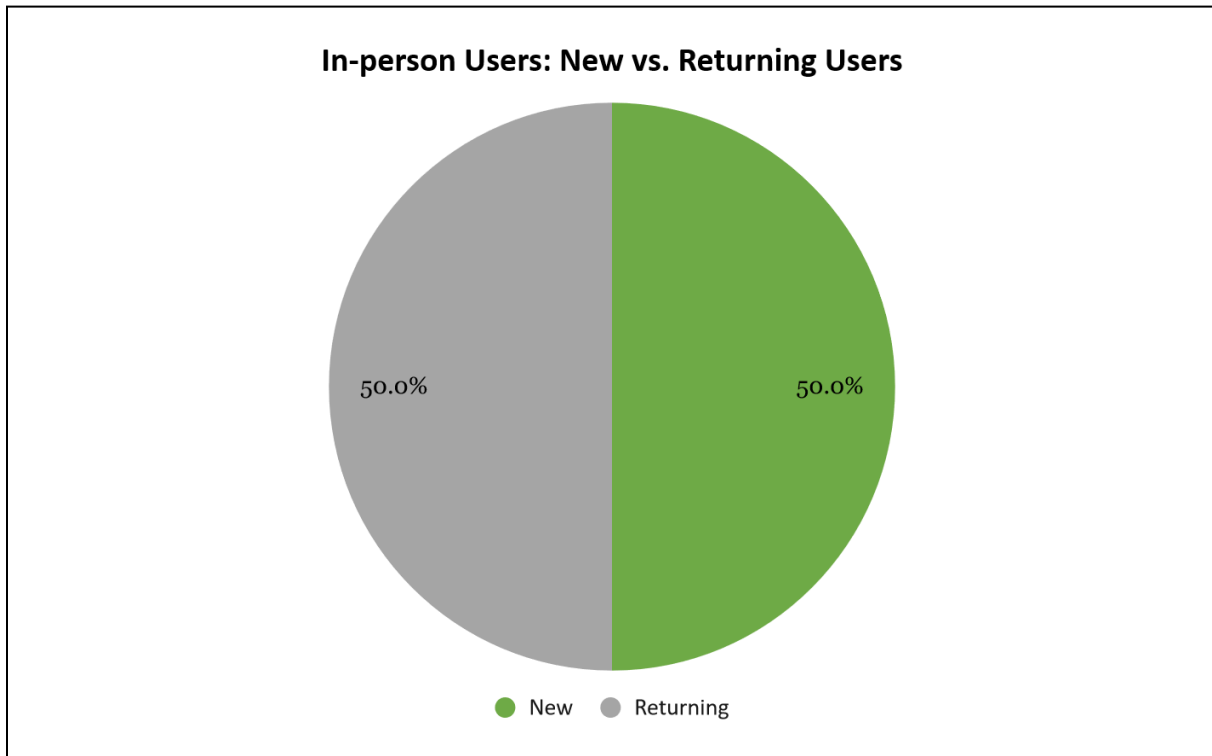


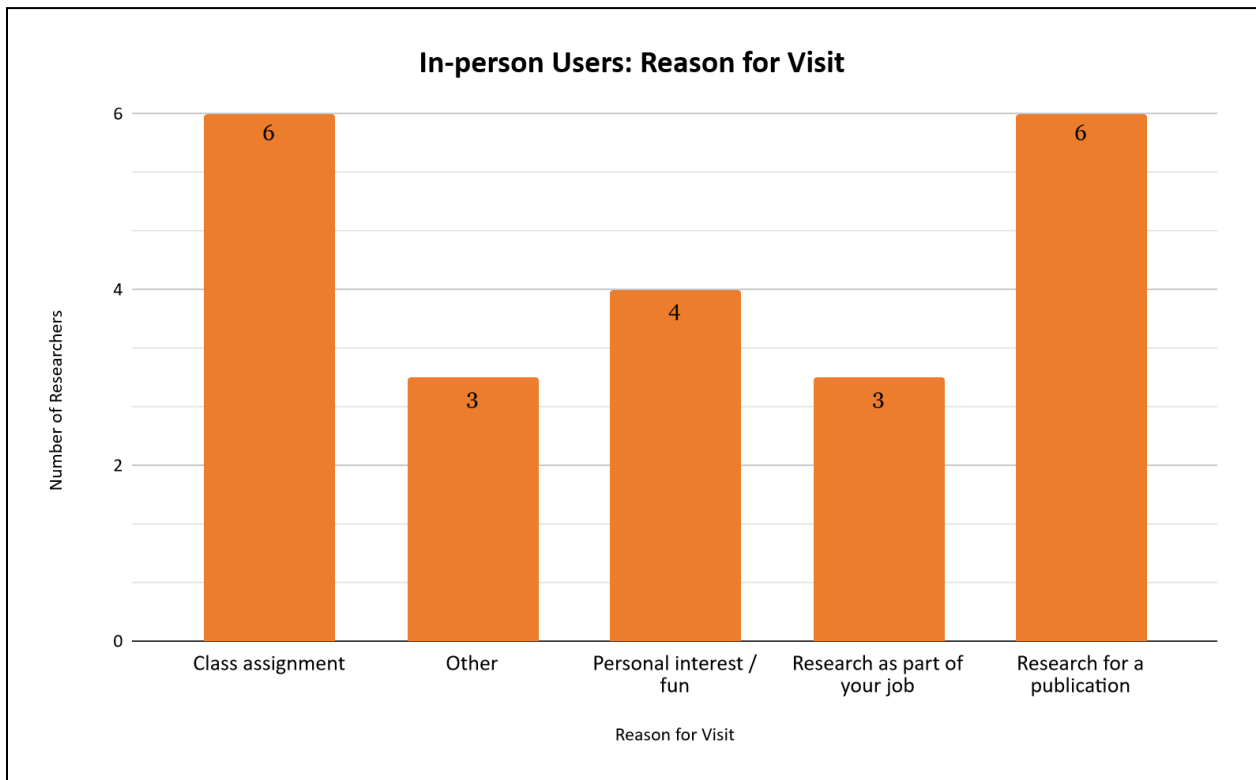
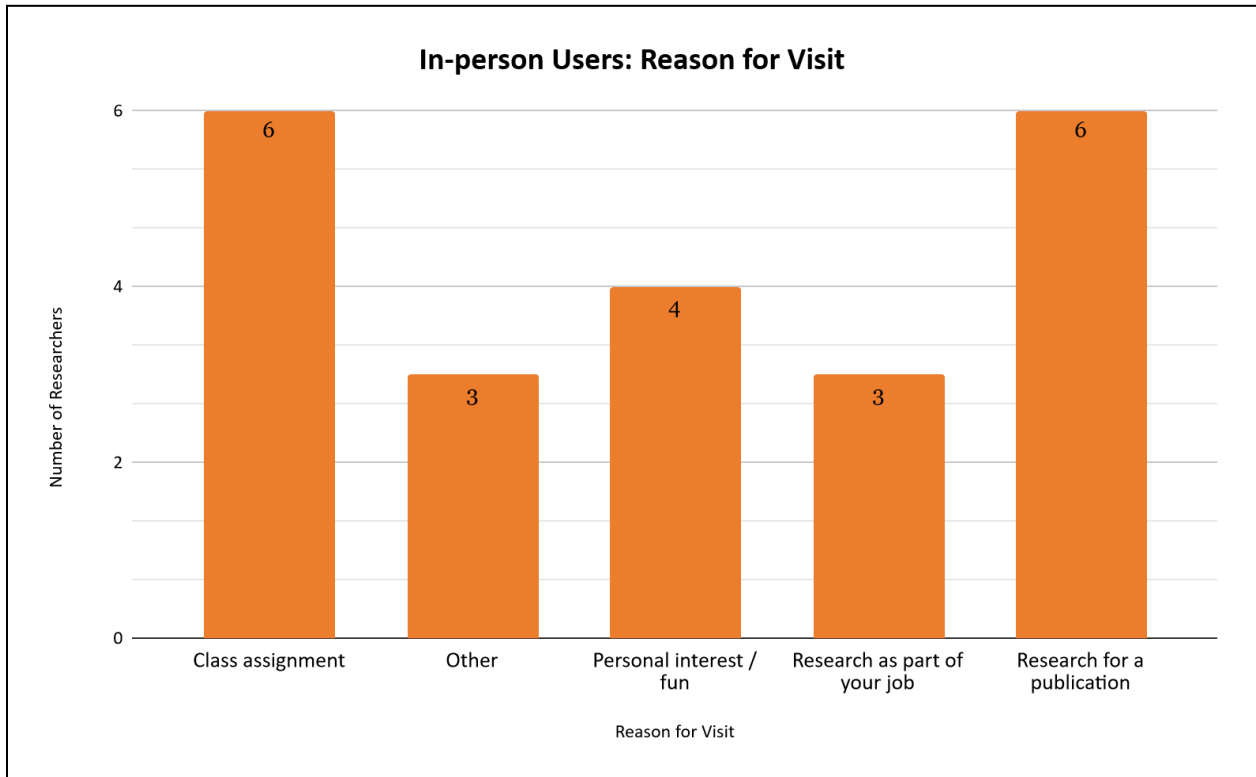


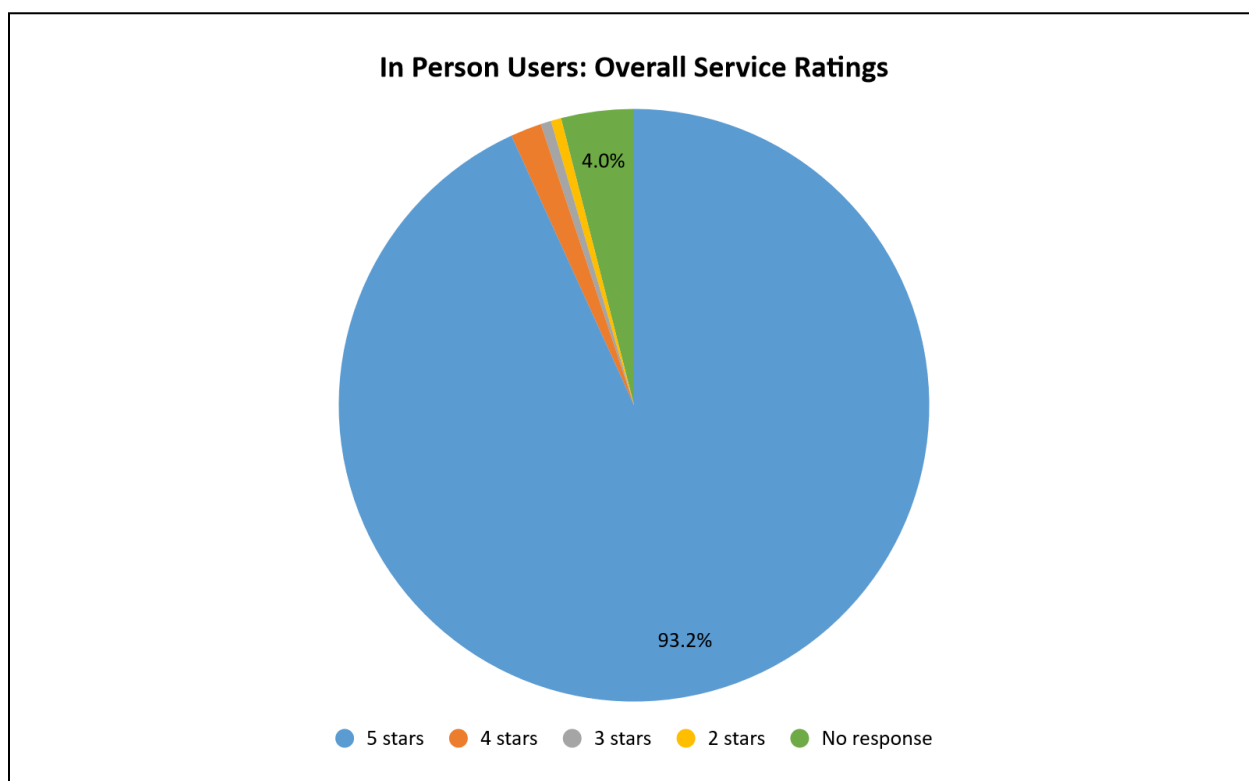
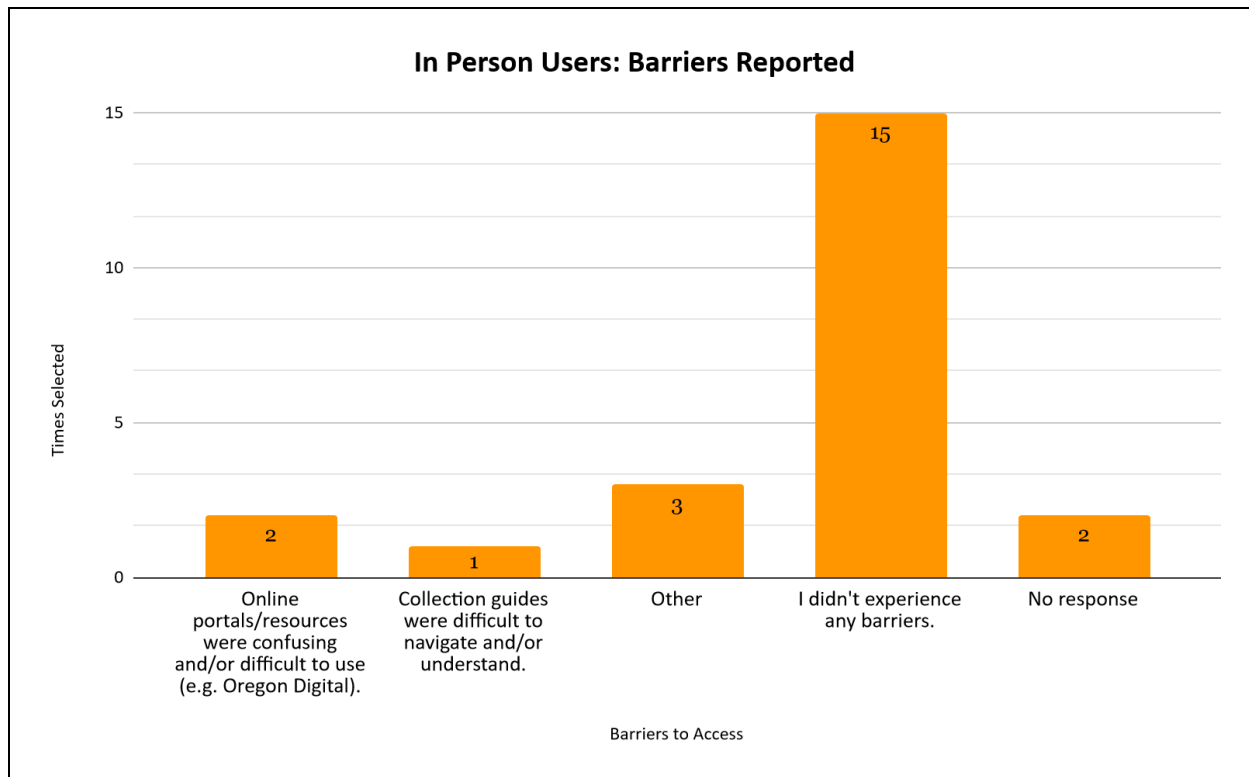


Appendix C: User Satisfaction Surveys Data (AirTable)

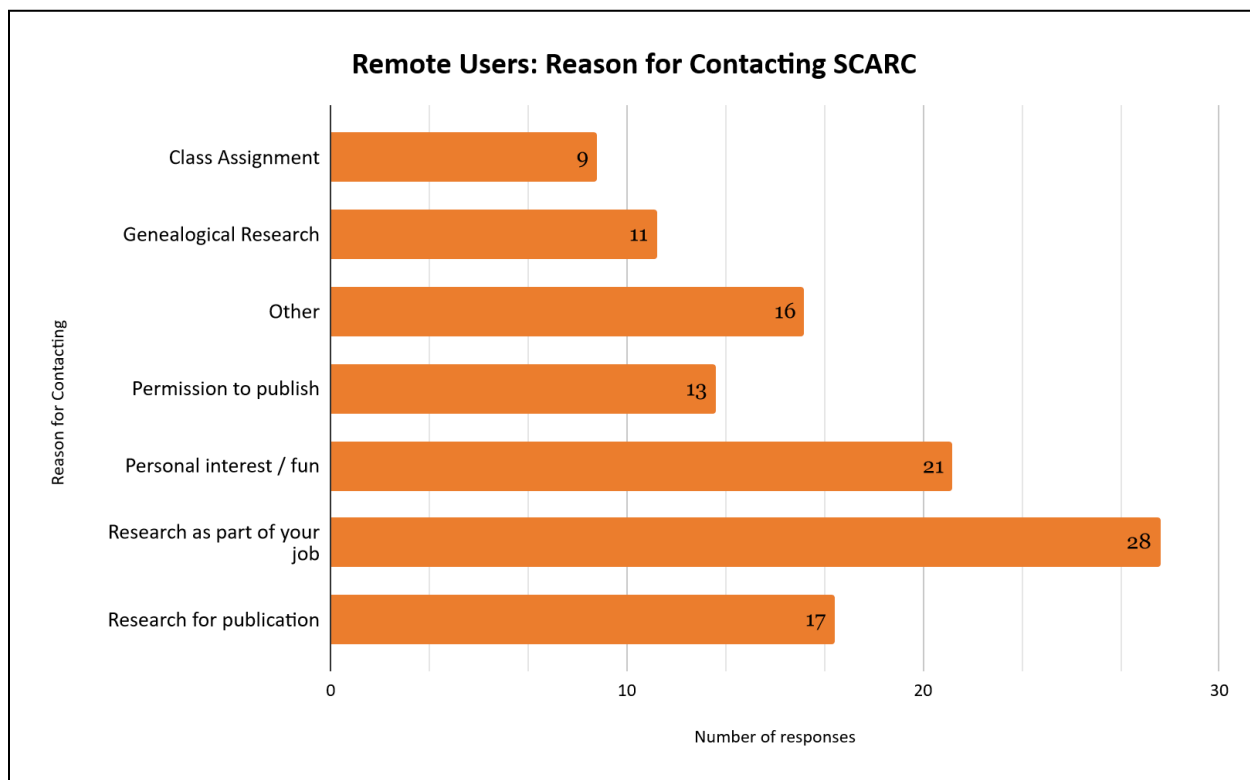
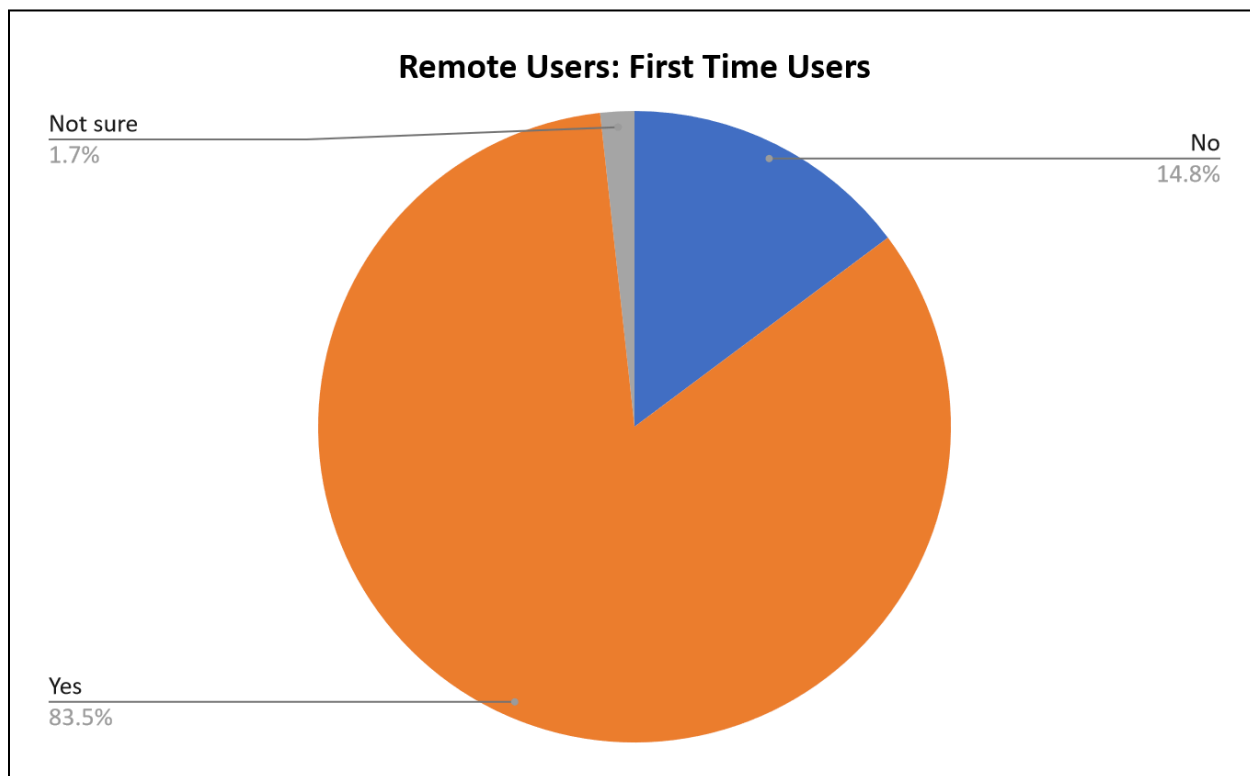
In-person Researcher Survey Results

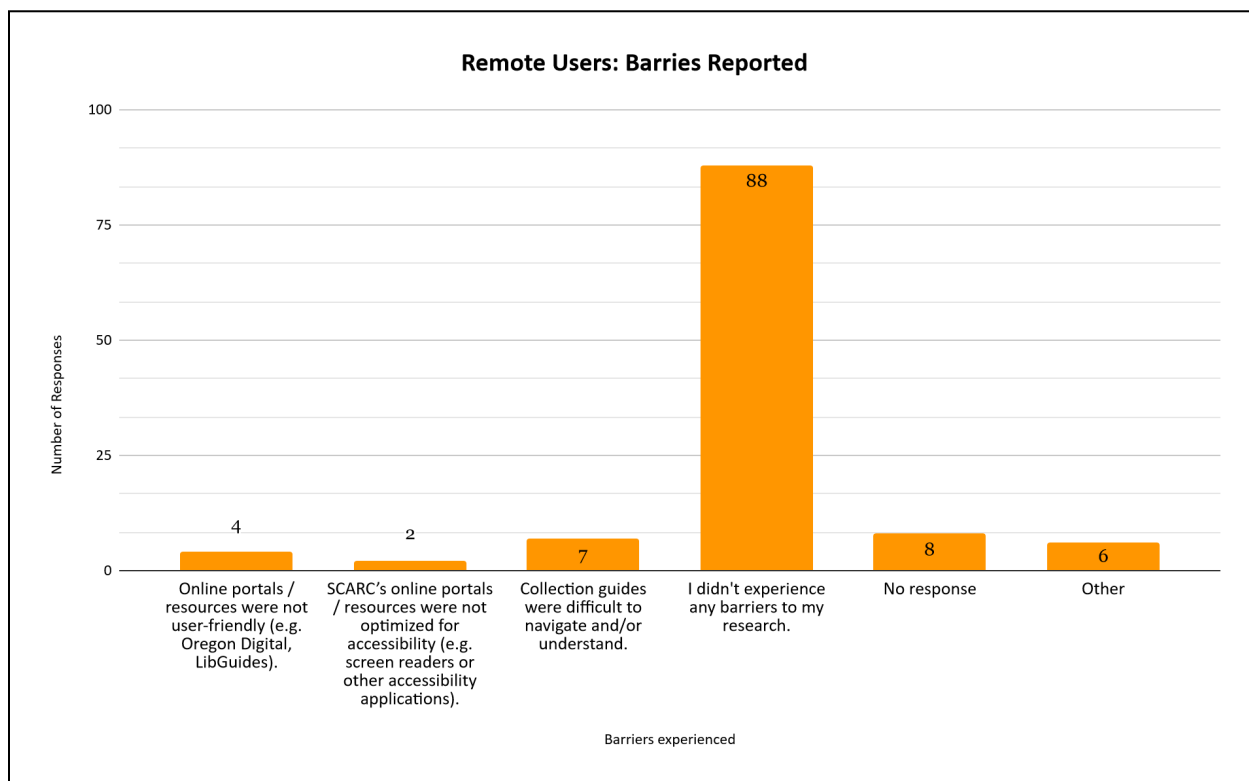
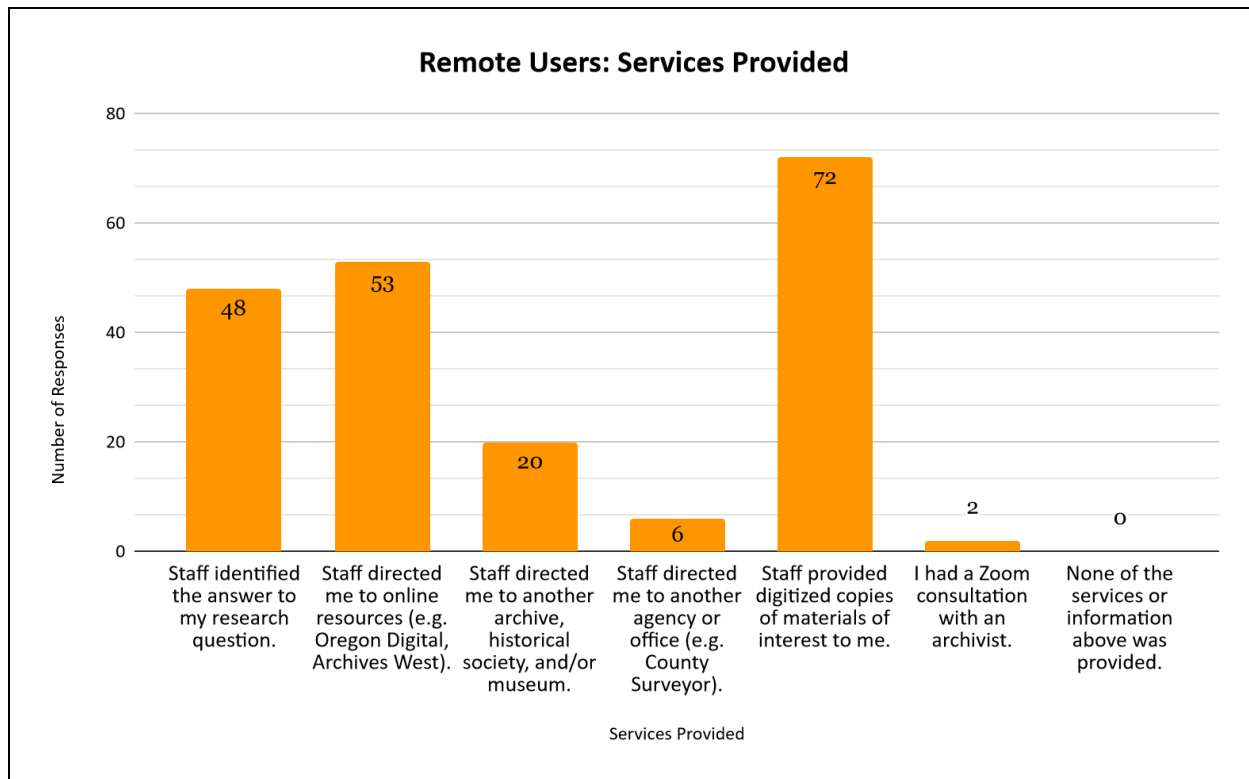


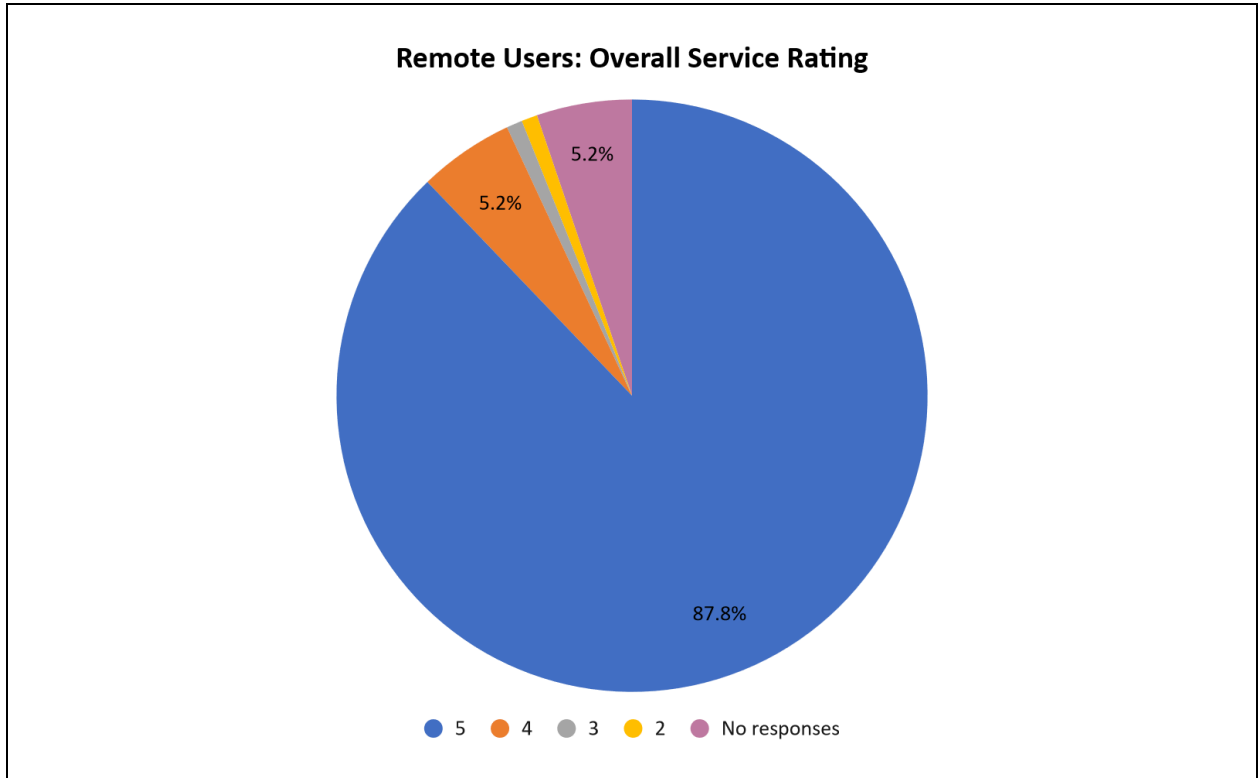




Remote Researcher Survey Results







Appendix D: Notification of Use Data (AirTable)

