“This Place is Awesome”
Program, Service, and Staff Planning for the
Center for Science and Social Science Information

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NERCOMP Annual Conference
March 12, 2013
OUR VISION

• An intellectual and social hub for students and the faculty
• Premier research, teaching, and learning support
• For the sciences, social sciences and interdisciplinary researchers
• Integrated support from Library and IT
• Program plan for combined operations
• Increased curricular emphasis on quantitative methods and technologies
• New colleges will bring larger undergraduate population to north side of campus
• Needed a technology-rich research and learning environment
HOW DID WE DESIGN THE PROGRAM?

- Evaluation of current offerings
- Literature search
- Site visits
  - Penn, Columbia, Emory, Georgia Tech, Princeton, UMass, Oxford, MIT, Duke
- Input and assessment
  - 2007 Social Science faculty interviews
  - Fall 2010 faculty and student surveys and focus groups
• Help locating, accessing, and acquiring text or data
• Tools and services services for digitizing text and images
• Data rescue services for older digital materials, such as data on obsolete media or from expired versions of software
• Help managing digital collections of research and teaching materials
• Assistance with geographic information systems (GIS)
• Computer workstations with a full suite of discipline-specific and productivity software.
• Reliable, ubiquitous wireless connectivity
• Immediate, easy access to electrical outlets
• Dedicated laptop data jacks for large data transfer
• Flexible furniture to accommodate a range of uses

TECHNOLOGY AND LEARNING ENVIRONMENTS
• Data support services for all sciences and social sciences
• In-depth consultations with domain expertise
• Visits upon request to faculty offices by librarians and consultants
• Training in use of information resources
• Librarian office hours in academic departments
• Building collections to support research
• Bibliographic citation management

DEMAND FOR RESEARCH SUPPORT
• Open 24/7 in designated spaces
• Scan on demand
• Delivery of print materials to faculty offices
• Lending laptops, flash drives, clickers, GPS, audio-video recording, and other equipment used for learning and research
• Assistance with specialized media and technologies
• New book drops
• Data support for science faculty and students similar to that provided to social sciences
THE HARD PART: STAFFING

• Positions designed
  – Looked at services to be offered
  – What tasks needed to deliver services
  – Job descriptions built on tasks

• Incorporate technology support
• Partner with Union
• Communicate, communicate, communicate
• Fill positions
• Provost, Library, IT, Staff all committed to training
• Designed to meet job responsibilities
• Emphasize hands-on experience
• Accommodate various learning styles
• Encourage individual self-reliance
• Past
• Present
  – Managers and Supervisors part of the process
• Future

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<th>Date of Assessment</th>
<th>Time to Complete</th>
<th>Microfiche/film machine</th>
<th>Statlab Classroom</th>
<th>Copy, Print, Scan</th>
<th>Flatbed Scanner/Mac Workstation</th>
<th>PC Desktop Basics</th>
<th>Mac Desktop Basics</th>
<th>File Management</th>
<th>Business Machines</th>
<th>Notes Used</th>
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<td>55 minutes</td>
<td>Proficient: Completed all tasks successfully, small amount of guidance from trainer handling the equipment.</td>
<td>Proficient: Completed all tasks successfully, no guidance from trainer needed.</td>
<td>Proficient: Completed all tasks successfully, no guidance from trainer needed.</td>
<td>Proficient: Demonstrated the ability to log into workstation, locate and launch application, navigate to file folders and locate saved documents.</td>
<td>Proficient: Demonstrated the ability to log into workstation, locate and launch applications, however, needed a reminder on located saved files.</td>
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<td>Proficient: Completed all tasks successfully.</td>
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ASSESSMENT
THE RESULT
24-HOUR SPACE
MEDIA WALL
DIGITAL EXHIBIT SPACE
GROUP STUDY SPACES
STUDY ROOM EAST

- Librarians Offices
- StatLab Consultants
- Presentation Practice
OUTREACH & COMMUNICATIONS

• Website integration
  – Took content from three different sites and combined in a coherent and informative way

• Departmental outreach
  – MCDB undergraduate poster session
  – Media wall exhibit collaborations

• Fun
  – Game nights for students with video games, pizza and music
  – Gesture-based computing presentation for staff with X-Box and Wii as demonstration devices

• Tours
  – Staff from other Library and IT departments
  – Faculty, Provost, Professional Schools, President
  – Alumni & student groups
  – Peer Institutions
SOCIAL MEDIA

Update Facebook

- Frequently
- during and after construction phase
New data librarian with GIS expertise
Room scheduling
Still looking at media checkout options
Considering 3D scanner and large format printing
Need more research support for the sciences
ITIL compliance
Improved support for video conferencing and presentation practice
Strong cooperation with other libraries (Sterling/Bass, Medical, Law), and IT Partners (eScience Institute, Collaborative Learning Center)
Thank you.

QUESTIONS?

Special thanks to
Julie Linden, Head of Collections and
Jill Parchuck, Director of Science and Social Libraries

Photos courtesy of
Amanda Patrick, Michael Marsland, Carl Kaufman, Kari Swanson, Kelly Barrick and Themba Flowers