Measuring and Responding to the Evolution of Science Researcher Needs at the Smithsonian

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Questions

Findings

Response

Main



Introduction

The Smithsonian Natural & Physical Science libraries have deployed a variety of surveys and other feedback mechanisms that investigate museum and research center staffs' research and scholarly publishing practices. Investigations included the use of library print and digital collections for research, service and training priorities, methods employed to find scholarly journal articles, organization of our website, data management, and user experience.

Research Lifecycle Integration

Decisions about allocation of staff and fiscal resources to our science libraries are best made with an understanding Motivation of the current and evolving needs of our users.

1. Science Researcher Survey

A revamped orientation for new users and an online orientation for the busy researcher.

What is the value and use of library services and resources?

Better and more consistent signage among our branches.

Current, Impact Metrics).

A combined advisory team to tackle cuts in science e-resources.

Broader outreach to the non-scientific community at the Smithsonian.

Training in specific areas of interest (bibliographic management, data

management best practices, Data Carpentry, Keeping

Access to physical collections is important and locally determined: via proximity for some departments, via ILL for others. Users still desire Librarian

In your opinion, is it necessary for that collection to remain physically within your department?

management habits and needs? Users want assistance with, and/or data management related services? training on, citation management, data management, keeping current, and Assistance documenting or describing data prior to deposit 16 14 4 science database searching strategies.

What are the types of data that research staff collect, and their current data

2. Data Management Survey

A Datapalooza event to bring together all the Smithsonian groups and services related to research data management.

An inclusion of data sets in our institutional repository and issuance of

Tips for Success

- Incentives help gather more participants.
- Having contact & champions in departments.
- Important to have a variety of feedback methods.
- Data enhances communication with management.
- Participants using unfamiliar tools (e.g. card sort) require additional assistance.

Key to Symbols

- Quantitative Analysis

Spaces & Collections

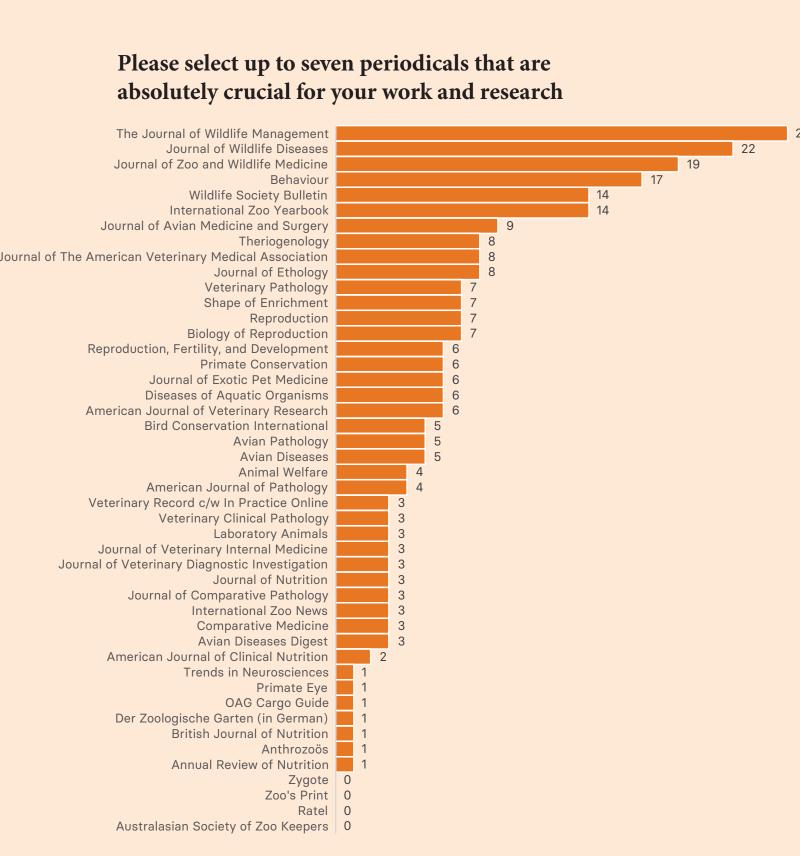
Motivation Finding the best use of space and budgets requires working across departments and user groups to better understand the priorities of both staff and management.

1. Serials Survey What are the most important subscriptions

Findings

Response

Staff can identify most important journals, helping us to prioritize collections.



Journal selections were cross referenced with similar patron surveys of other branches and used to preserve important titles, make cuts of low value titles, and recommend new purchases.

2. Training Rooms

What should an update of the training

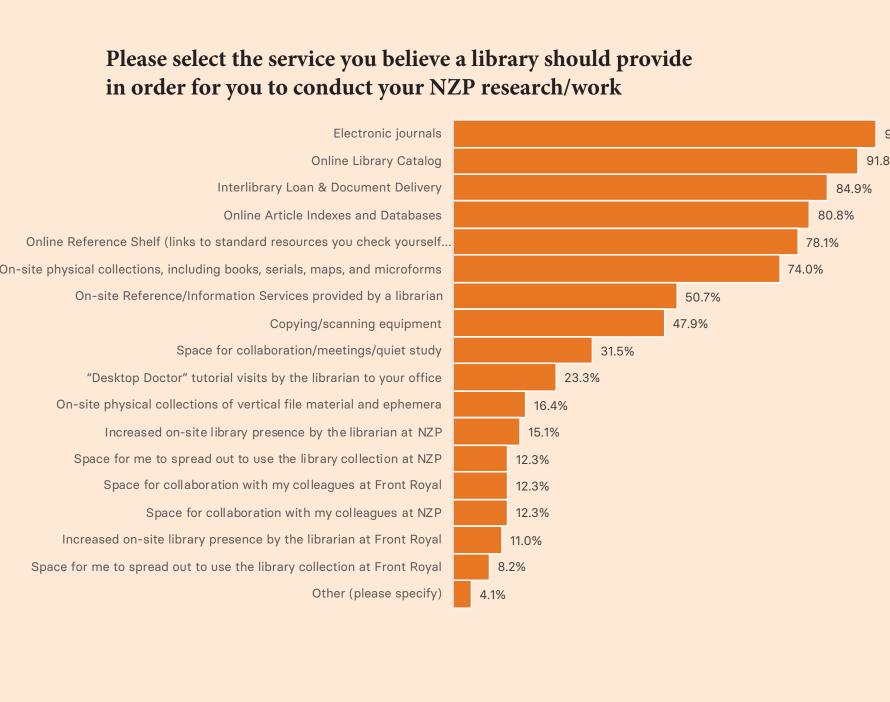
Large displays and easy-to-use technology is most important in training rooms used by many staff.



User-friendly but robust technology in our training spaces was embraced by both users and management.

3. Collections & Services Survey What is the use and value of library services and collections by Zoo employees?

Electronic access is more important than onsite print resources for Zoo staff.



The National Zoological Park now has a "roving" embedded librarian rather than a central physical branch.

Motivation As the main point of access for our geographically dispersed user group, and recognizing the need to improve access to our online resources, we want to improve the user experience of our website.

1. Card Sorting

Most users want research tools available through the open web and not behind a firewall. Only 7.7% wanted Intranet only.

Card Sort Similarity Matrix SIRIS Library Catalog

71 Journals and Databases A-Z List 45 43 64 Databases and Journal Titles 34 31 51 67 Journals Added / Dropped 46 41 44 53 66 New Books / Resources 52 50 45 30 22 36 Interlibrary Loan / Resource Sharing 43 41 37 25 23 31 46 Information on Access to Library Resources Outside the SI Network 22 28 23 25 18 20 29 28 60 Citation Management 17 25 19 19 21 15 24 30 59 67 Managing Your Research Output 16 20 17 20 19 13 18 23 34 45 59 ORCID Information 16 20 14 16 15 12 29 25 50 55 50 36 Image Rights Guide 16 19 12 14 17 19 38 35 28 23 26 21 35 Lending Periods 15 17 11 8 8 15 27 32 20 13 15 21 22 53 New User Form for Library Card 5 10 4 6 11 9 17 26 18 14 17 19 23 44 72 New Employee / Intern / Fellow / Volunteer Information 8 13 6 8 14 10 22 26 22 14 20 22 26 44 59 68 Exit Procedures / Off-boarding 10 13 8 8 11 9 20 24 27 23 24 23 27 40 54 59 48 Training / Reference Request Form 6 8 7 13 14 19 13 16 21 17 15 17 20 31 38 41 38 54 Training / Event Calendar 16 16 14 16 19 17 22 29 31 21 21 19 30 44 38 40 42 35 35 Maps and Way-Finding 17 23 12 12 9 16 25 37 46 31 29 24 35 45 43 40 35 46 32 50 How do I 10 14 8 12 14 13 14 22 18 13 14 16 19 26 28 24 27 32 23 37 39 Feedback 18 19 18 26 29 30 18 19 23 14 18 14 22 22 16 17 18 20 20 25 26 53 Suggestions for Collections 8 11 8 16 13 16 14 21 12 14 15 16 23 28 28 23 21 23 20 24 29 53 40 Donating to the Libraries 9 9 7 10 8 10 15 20 14 14 9 13 19 24 34 32 25 28 33 36 23 41 26 39 SIL Staff Contact Directory 8 5 16 18 21 10 15 9 9 10 11 14 16 17 19 13 13 32 17 12 34 20 36 47 Library Staff Blog 11 13 10 13 16 21 11 21 11 10 12 12 16 19 18 17 15 13 32 21 14 34 25 38 39 80 Library Social Media and Websites 10 8 6 15 25 15 13 15 7 13 15 21 16 21 16 18 25 16 22 21 7 25 21 35 35 40 38 Library Management Reports 19 16 32 49 54 24 18 16 16 21 20 22 28 19 9 14 20 11 13 19 10 14 25 21 19 19 18 40 Database / Journal Costs 51 56 51 33 30 29 37 34 34 33 40 32 22 13 12 9 13 14 10 13 15 11 17 13 15 11 16 13 19 Smithsonian Research Online 12 18 12 16 16 16 13 16 15 22 29 35 18 11 17 22 17 20 24 20 19 24 16 27 35 38 35 27 14 37 Smithsonian Profiles 38 33 35 27 23 33 35 34 22 18 16 14 16 30 26 20 19 19 23 41 29 25 25 27 44 26 27 22 19 31 14 List of Libraries / SIL Special Collections

Questions

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What are the logical groupings of our online

Extensive redesign of our of firewall.

Google Analytics Most Accessed on Research Tools site:

Card Sorting

- Usability Studies
- Google Analytics
- Qualitative Analysis
- User Survey

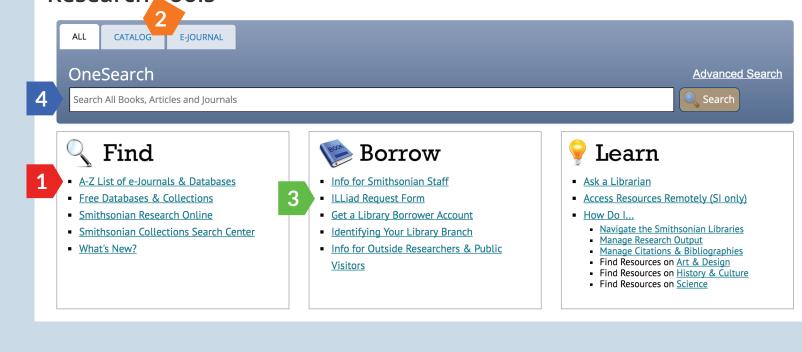
Online Experience

2. Google Analytics

How do users experience our website?

Website is not user-friendly: Need bettertips for independent researcher to use; better organization of A-Z list.

1. A - Z list of e-Journals & Databases (48.39%) **4. OneSearch/Summon** (22.58%)



3. Usability Studies

What resources are needed the most and

Science researchers' interest areas are too narrow for subject guides. Staff in arts/ history museums would like additional guides.

Interviews



Renamed online catalog for better identification.

About Smithsonian Libraries

21 branches serving 19 museums, nine research centers, and the National Zoo Over two million volumes Over 50,000 rare books and manuscripts Open by appointment or 24/7 online

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Science research guides are

repurposed for education

facebook.com/SmithsonianLibraries

New How Do I... section was

launched for data and citation

access to databases/content.

management, and broad subject

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