BOOK A LIBRARIAN BACKGROUND

- ECU uses the free scheduling tool YouCanBook.Me to arrange the date and time with library instructors
- One-on-ones or small groups
- Options for online or in-person
- Library instructor assigned based on research topic and expertise

DATA TRIFECTA

Outputs are great for reporting total numbers, but we wanted to learn more about what the service did for patrons. That meant we needed to collect more data and shift from outputs to outcomes.

Here’s what we started with and what we added (in bold below):

<table>
<thead>
<tr>
<th>Inputs</th>
<th>Outputs</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library instructors’ preparation time</td>
<td>Time spent in sessions</td>
<td>Confidence in using library resources</td>
</tr>
<tr>
<td>Expertise of library instructors</td>
<td>Technology maintenance</td>
<td>Skills that can be used elsewhere</td>
</tr>
<tr>
<td>Scheduler’s time and expertise</td>
<td></td>
<td>Help with the specific project at hand</td>
</tr>
</tbody>
</table>

WHAT’S NEXT FOR US

- Use data in reporting internally
- Share widely externally
- Streamline reporting methods for easier analysis

WHAT’S NEXT FOR YOU?

Want to shift your outputs to outcomes? Start here! First, decide: What do you want to learn? Then consider...

Service changes
- Additional reminders for library consultants
- Reduce the number of no-shows and cancellations
- Encourage email follow-ups

Survey changes
- Link to a particular library instruction session
- Add target groups emphasized in Joyner Strategic Framework
- Share with other library departments
- More ways to offer the survey

Who
- Look for low-hanging fruit
- Be willing to ask for feedback

What
- Keep it short and simple
- Do something with the results

Where
- Offer multiple formats

WHAT WE LEARNED

What did they gain from using Book a Librarian?
Nearly every patron strongly agreed or agreed that they built confidence, learned transferable skills, and got the help they sought.

<table>
<thead>
<tr>
<th>Confidence in using library resources</th>
<th>Skills that can be used elsewhere</th>
<th>Help with the specific project at hand</th>
</tr>
</thead>
<tbody>
<tr>
<td>19%</td>
<td>11%</td>
<td>6%</td>
</tr>
<tr>
<td>77%</td>
<td>85%</td>
<td>89%</td>
</tr>
</tbody>
</table>

How did they hear about us?
Professors were key for getting the word out, and mentions at library instruction sessions helped too.

Why did they use Book a Librarian?
By far, the majority of patrons needed help with research for a specific project.

<table>
<thead>
<tr>
<th>Other</th>
<th>Friend</th>
<th>Library website</th>
<th>Library instruction</th>
<th>Professor</th>
</tr>
</thead>
<tbody>
<tr>
<td>4%</td>
<td>6%</td>
<td>25%</td>
<td>43%</td>
<td>64%</td>
</tr>
</tbody>
</table>

100% Would recommend Book a Librarian to a friend.

100%

Would recommend Book a Librarian to a friend.

I will use this service for all of my research projects!

[The librarian] wanted to help me learn instead of doing it for me. I know I can ask [the librarian] for help in the future.

Very, very helpful! I am extremely thankful.

Survey changes
- Link to a particular library instruction session
- Add target groups emphasized in Joyner Strategic Framework
- Share with other library departments
- More ways to offer the survey

Service changes
- Additional reminders for library consultants
- Reduce the number of no-shows and cancellations
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Confidence in using library resources
- 19%
- 77%

Skills that can be used elsewhere
- 11%
- 85%

Help with the specific project at hand
- 6%
- 89%