

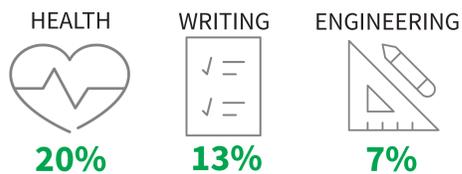
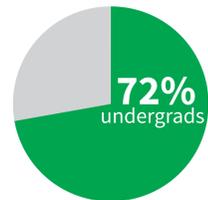
THEY REALLY LIKE US!

MOVE FROM OUTPUTS TO OUTCOMES WITH YOUR LIBRARY'S RESEARCH CONSULTATIONS

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**

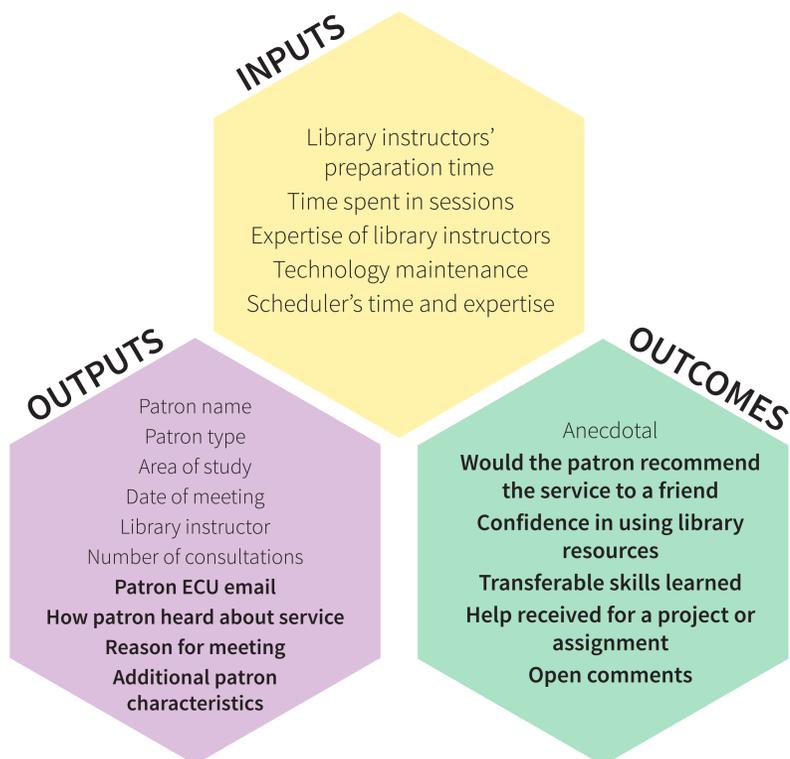
~275 sessions per year



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**.

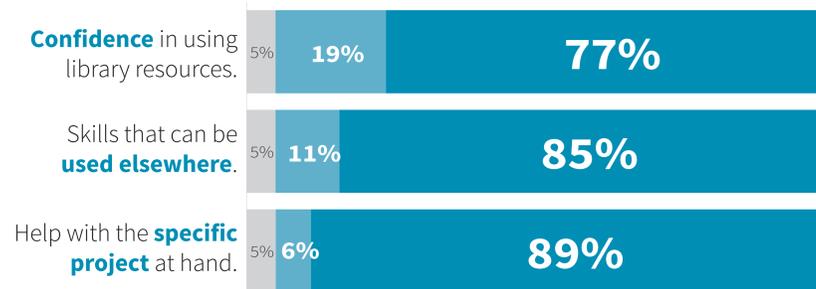
Here's what we **started with** and what we **added** (in **bold** below):



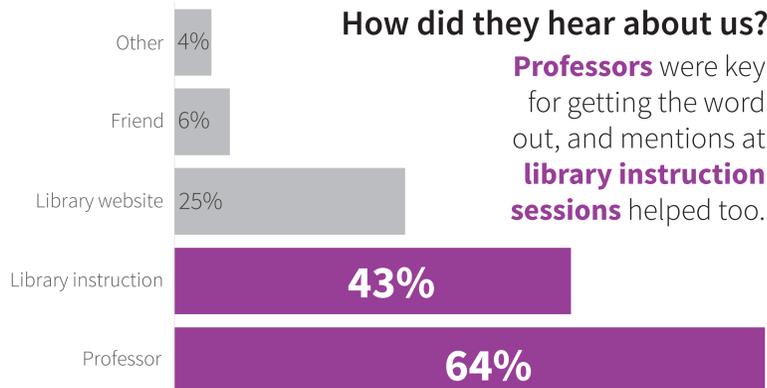
WHAT WE LEARNED

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.

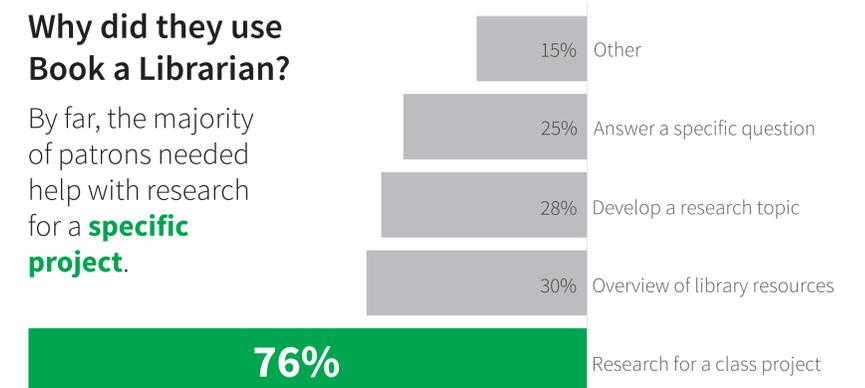


How did they hear about us?



Why did they use Book a Librarian?

By far, the majority of patrons needed help with research for a **specific project**.



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.

Will definitely come back, thanks :-)

Very, very helpful! I am extremely thankful.

WHAT'S NEXT FOR US

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

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

WHAT'S NEXT FOR YOU?

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

