Welcome!

Thank you all for joining us this morning.

We would also like to extend our gratitude to the 2018 Program Committee and all of the folks toiling behind the scenes for energies devoted to reviewing, selecting, and orchestrating such a wonderful conference - we see you!

I also want to thank my colleagues on this panel for answering my call for session participants last fall! In the spirit of our conference theme, transparency requires me to share that, while I was very interested in assessing experiences of reading room users, I did not know where to begin!

Earlier this year, I committed to developing a survey based on archival metrics but I knew that other public services archivists were already doing this and more and I wanted to find a space to have this discussion.

Working with Annie, Josh, Malgosia, and Su Kim has been a tremendously valuable learning opportunity for me and hope it will be the same for you all!

As a result of the diligence and effort of the Joint Task Force on Public Services Statistics, many of us are celebrating and deploying the Standardized Statistical Measures and Metrics for Public Services in Archival Repositories and Special Collections Libraries in our shops.

Numbers are essential to demonstrate our value to administrators, donors, colleagues. BUT How can we capture experiential qualitative data from our patrons on their experiences?

To complement the numerical, categorical, and ordinal statistical data points covered by the new standard, this morning we will offer lateral strategies that transcend the anecdotal nature of collecting qualitative and experiential data from users to demonstrate impact.
Of course, this conversation and work is not new (a major milestone is the NHPRC/Mellon funded Archival Metrics project). However, the constantly evolving nature of archival work requires us to be iterative in our approaches and embed these tested touchpoints into new infrastructural frameworks (software, workflows, instruments, etc) in efforts to gauge how our users experience both in-person service points and technical interfaces in our phys and virt reading rooms.

How can we leverage technology to capture or invite our users to share details about their visit with us? How can we use this feedback to make our reading rooms more efficient, welcoming, inclusive, safe, and conducive to innovative thinking and work with community members, students, faculty, scholars, and family historians?

To get us started, Annie Benefiel, Archivist for Collection Management at Grand Valley State University’s Special Collections and University Archives, will share her experiences on meeting user needs in ArchivesSpace through usability testing and metadata improvement.

SESSION OBJECTIVES
● identify a variety of strategies deployed by public services archivists to gauge levels of patron satisfaction from
  ○ production and dissemination of patron satisfaction surveys to
  ○ collecting data from usability studies on a variety of interfaces - including the ArchivesSpace PUI and Aeon
● demonstrate assessment efforts designed to create more inclusive and efficient research experiences
● evaluate tools for training and assessing students who are responsible for providing research services to peers

PRESENTATION TIMING and ORDER
10:30 10:35
Chair’s welcome and introductory remarks
Mary Jo

10:36 -10:51
Usability Testing and Metadata Improvement to Meet User Needs and Expectations in the New ArchivesSpace PUI
Annie Benefiel

10:52 - 11:07
I Always Click "Ask a Librarian": Assessing Usability at the Rubenstein Library
Joshua Rowley

11:08 - 11:23
The Bentley Historical Library's User Research Experience: Our Efforts to Improve, Measure, and Improve Even More
Malgorzata Myc

11:24 - 11:30
Q&A and Moderator wrap-up
Su Kim Chung