

## BACKGROUND

The SDSU Library is focused on providing collections, services, and spaces which ensure equity amongst our students in their academic and research pursuits. With several potential interactions or co-interactions possible between students and the library, this research attempts a more holistic view of how the library develops and provides pathways in support of student success.

Balancing the need for data with the ethics that libraries must adhere in order to protect our users this project aligns with this core ALA ethical principle:

*"We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted." – American Library Association (ALA) Code of Ethics*

Thus the analysis herein utilizes aggregate data and does **not** seek to examine what our users are researching, what items are being checked out, or other discrete details, but rather utilizes data to provide a broader picture of the level of undergraduate student utilization of collections, engagement in/with library services, programs, course-specific learning opportunities, and examines space usage based on group study room reservations.

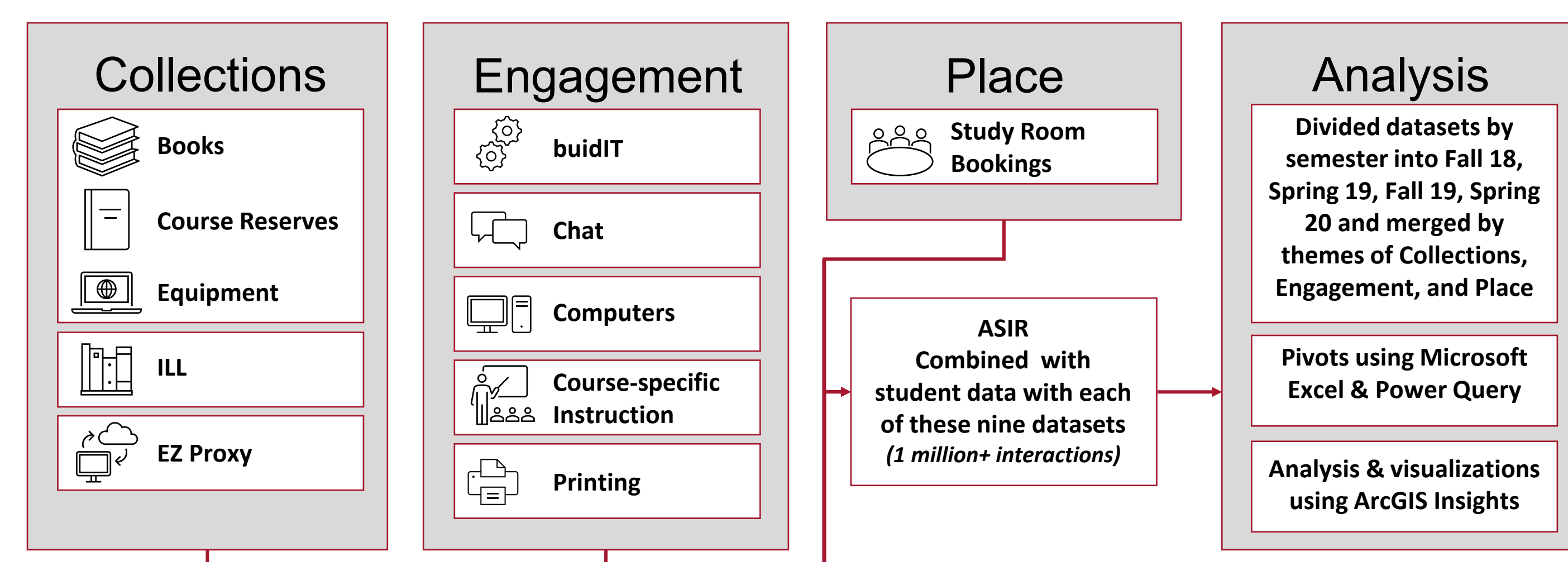
## RESEARCH QUESTIONS

As part of this research, the goal is to learn about the students that engage with the library to learn more about the students we serve and identify new opportunities. The research questions this analysis addresses include:

- Q. How many undergraduate students utilize the library at least once per semester?
- Q. Are there equity gaps in the undergraduate students that actively utilize with the library?
- Q. What dimensions of the collections, engagement, and spaces provided by the library do undergraduate students utilize?

## METHODS

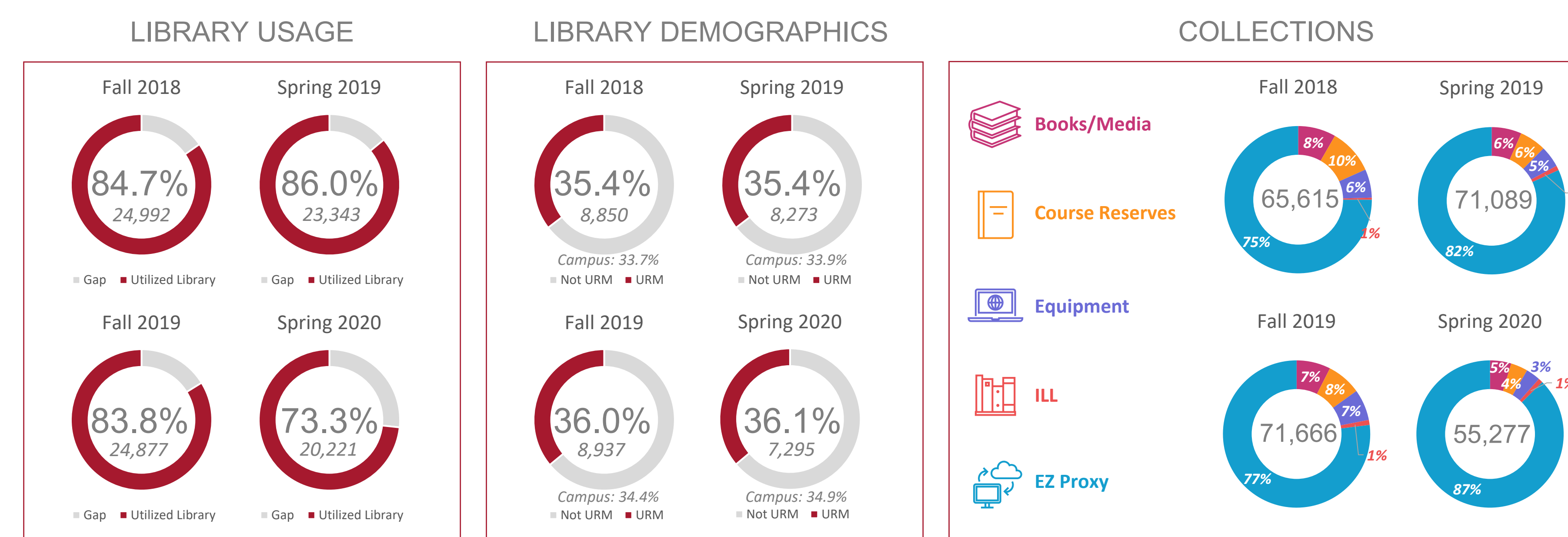
To inform this analysis, multiple datasets are utilized with the focus on three core themes **collections**, **engagement**, and **place**.



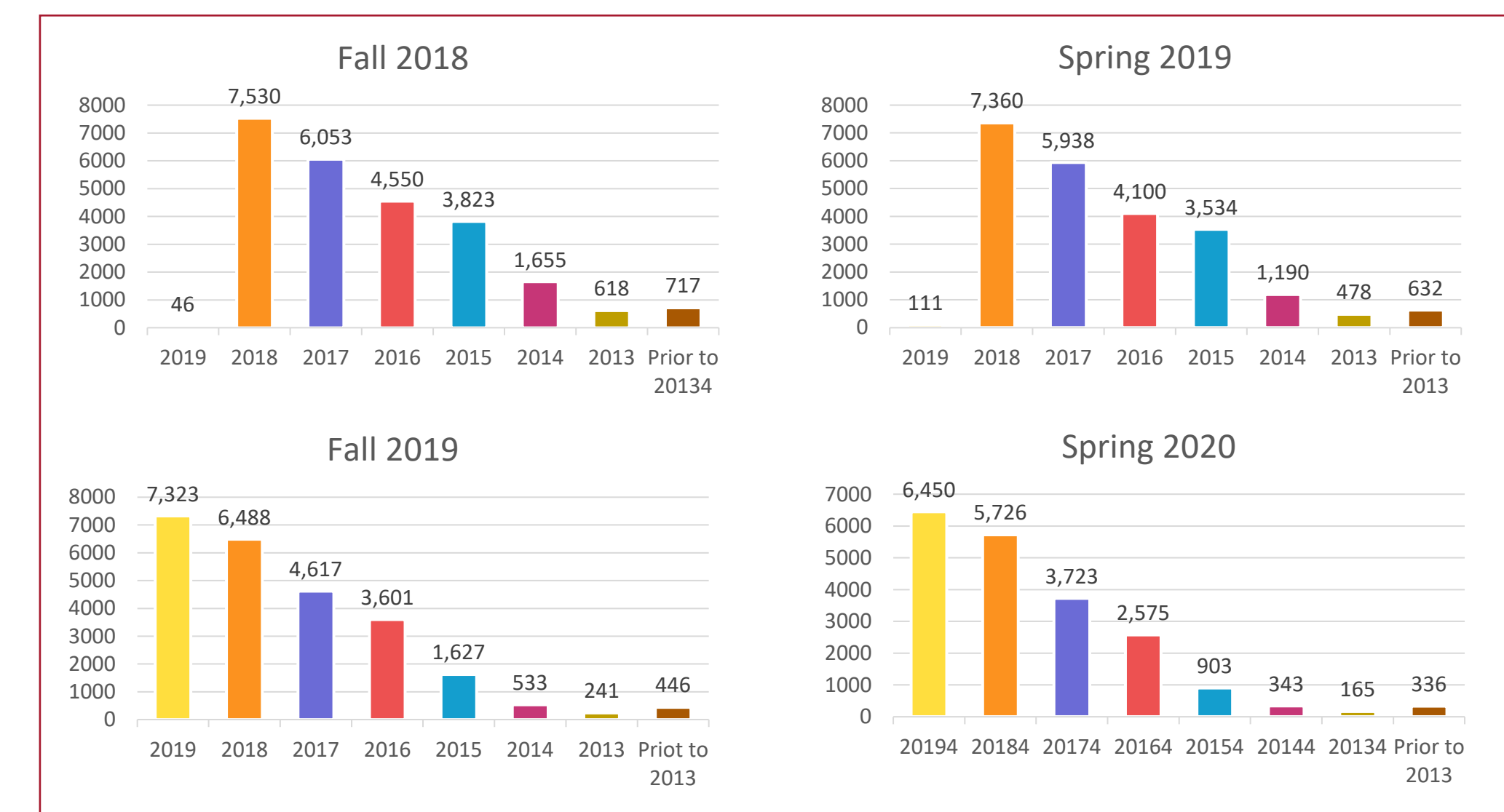
A score was calculated for each of the three core themes along with an overall score for the collections, engagement, and place (CEP) for each semester. The scores along with the total number of interactions for each theme provide a snapshot of the level of activity students have with the library either in-person or virtually.

## FINDINGS

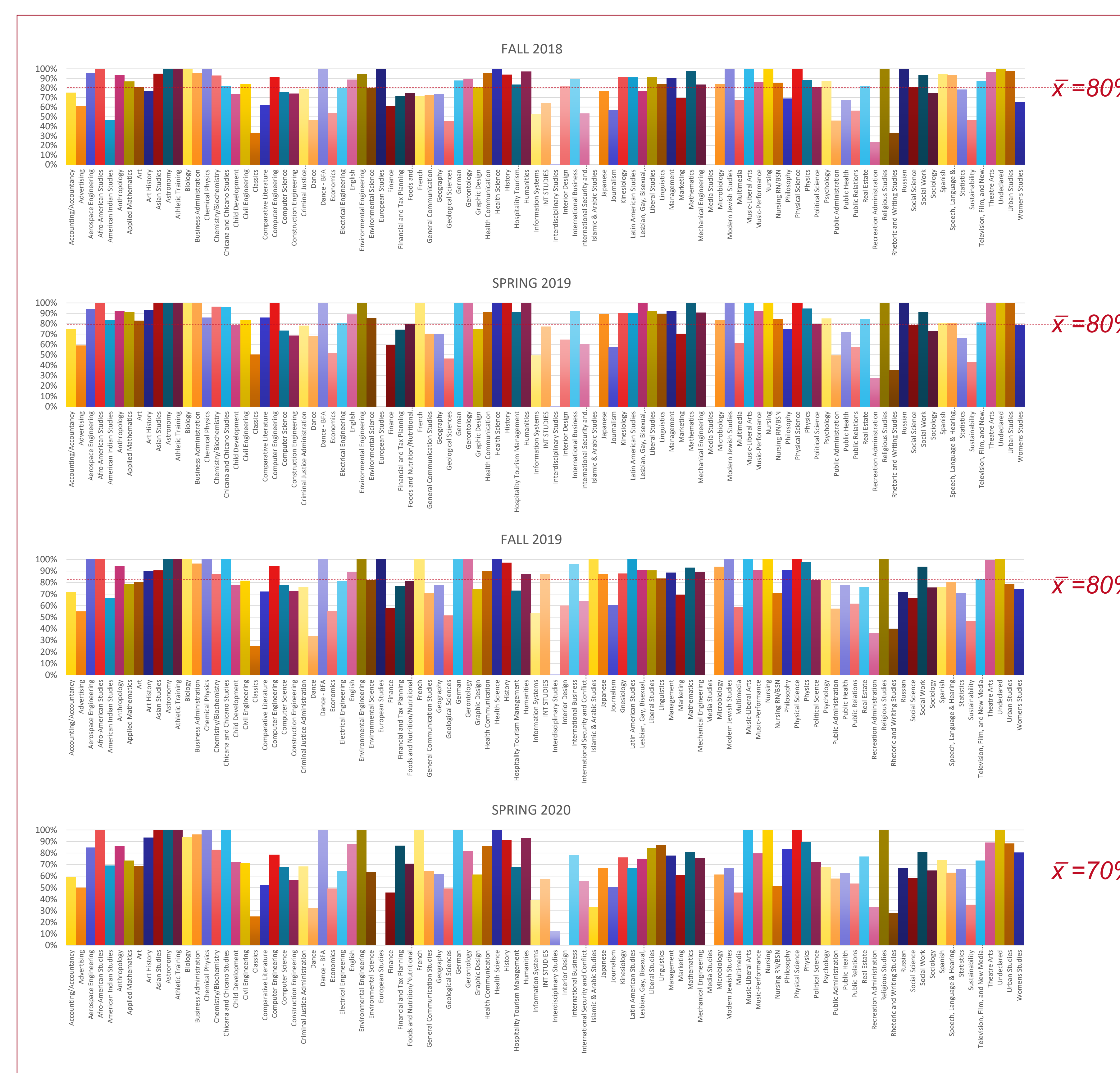
### TRENDS BY SEMESTER 2018 TO 2020



### UNDERGRADUATE LIBRARY USAGE BY YEAR OF ENROLLMENT

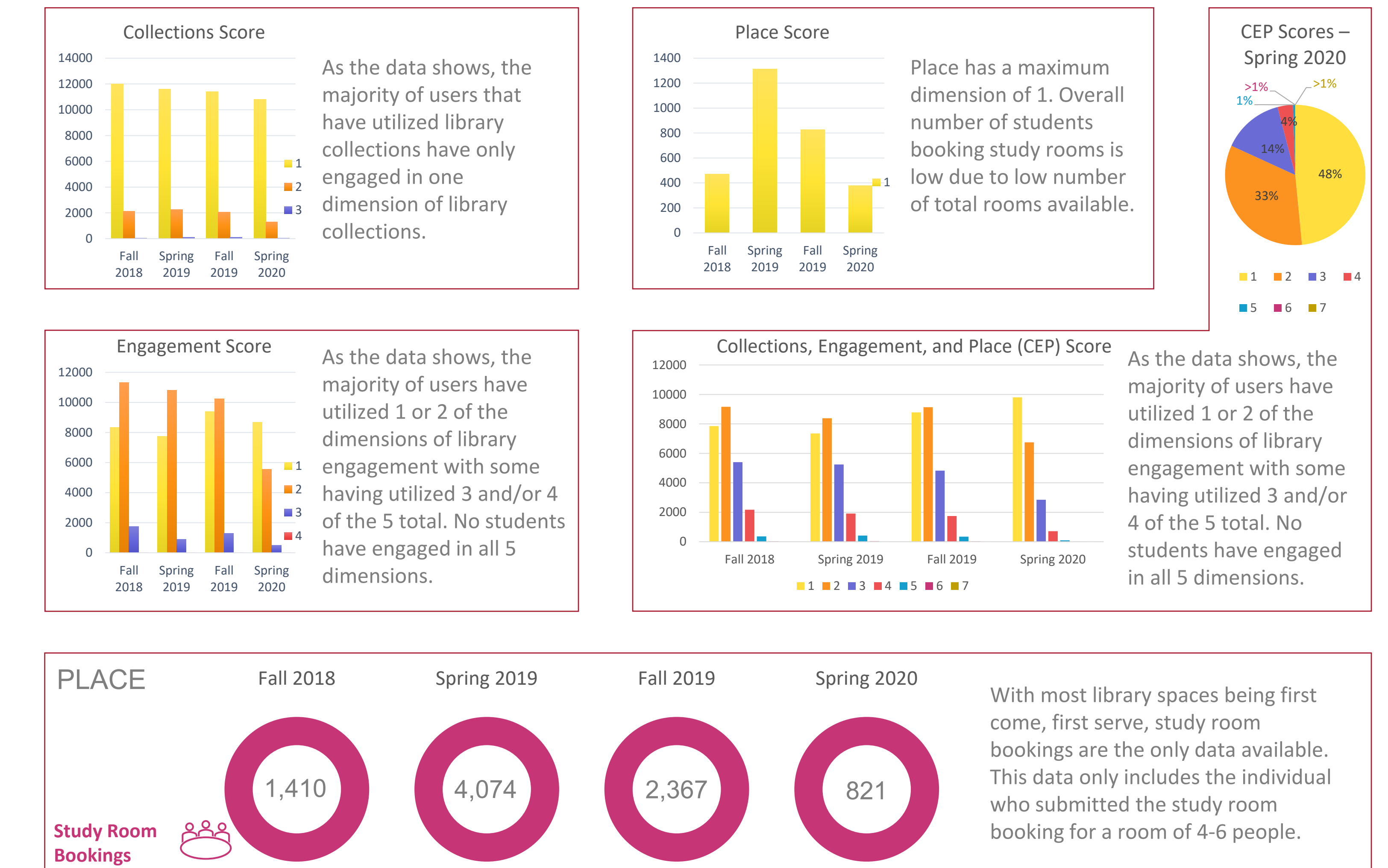


### UNDERGRADUATE LIBRARY USAGE BY MAJORS



### COLLECTIONS ENGAGEMENT AND PLACE SCORE

The collections, engagement, and place cumulative score examines data for undergraduate students to determine the breadth and depth of usage of the library. With a total score of three for collections, five for engagement, and one for place for a total maximum score of nine. Seven was the highest score recorded.



## CONCLUSIONS & FUTURE DIRECTIONS

This analysis represents the first comprehensive examination of multiple dimensions in which undergraduate students utilize the SDSU Library. While the analysis does not include data for tours, workshops, events, reference, and other service desk transactions, a majority of undergraduates actively engage with one or more of the collections, engagement, and/or place dimensions.

To improve future analysis, collecting additional data on library services, participation in events/workshops, and utilization of library physical and virtual collections will enable a more holistic and inclusive analysis.

## ACKNOWLEDGEMENTS

The analysis for this project is only possible thanks to the individuals that provided data. I would especially like to thank the following individuals for their efforts in running data reports, collecting data, and matching data for all nine dimensions of data included as part of the collections, engagement, and place analysis.

- Troy Compton – Alma Data
- Juanjuan Fan & the entire Data Champions team
- Mark Figueroa, Kate Holvoet, & Lisa Lamont – Computer Login Data and/or EZ Proxy Data
- Ryan Haynes, Zoe Ioracki, and Rebecca Nowicki – Library Instruction Data
- Kevin Jeffrey – Library Chat Transaction Data
- Cris Manlangit – for connecting student data to each of the nine dimensions of data with a total of 1,000,000+ rows of data!
- Haanani Mees & Debbie Cortell – Printing data
- Jessica Vaughn – Interlibrary Loan Data
- Jenny Wong-Welch – buildIT data

The work throughout this project has been guided and aligned with the American Libraries Association (ALA) Code of Ethics to ensure the privacy of our users. Any data included herein is aggregated data and does not include (nor did it ever include) information specific to what a user is borrowing but rather focused on aggregate data. Details on the ALA code of conduct are available at: <http://www.ala.org/tools/ethics>