

END OF FUNDING PERIOD REPORT

LAUC Statewide Grants, Research & Professional Development Committee

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TITLE OF PROJECT: “Study of Unaffiliated Patrons of UC Berkeley Subject Libraries” by Celia Emmelhainz, Sine Hwang Jensen, and Monica Singh

Time Period of Grant: Spring 2017

Amount of Award Received: \$350.00

Original Abstract as Submitted:

UC Berkeley libraries provide access to books, reference services and databases to "unaffiliated users," community users who are not current UCB students, faculty or staff. Our pilot ethnographic research study focuses on gaining intensive firsthand knowledge of this user base to support the UCB Library's strategic direction to "better serve the public as an academic and cultural heritage institution by providing the community with a rich array of opportunities for learning, research and enrichment". A survey of library literature on unaffiliated users reveals that there are ethical and moral reasons to give the public access to academic library resources, yet we have found no qualitative study that would provide a nuanced understanding of this set of library patrons. Knowledge about unaffiliated community users is usually based on librarians' assumptions and anecdotes, surveys of library services and perceived user impact. While prior research has focused on surveying academic library directors and librarians to learn about services provided, pros and cons of providing access, attitudes towards services for unaffiliated users, and librarian assumptions about the users, we found little in-depth research exploring the experiences of unaffiliated users of academic libraries. At UC Berkeley, our goal for this pilot study is to gain firsthand knowledge of the lived reality of our unaffiliated users, and how the library fits into their social context. The descriptive ethnographic study is intended to form a baseline for focused inquiry into user needs, once we discover specific topics of interest. We will focus on a representative sample of different types of social science libraries on campus: Business Library often supports local businesses and entrepreneurial activity of the unaffiliated community; Social Welfare Library leads workshops for practicing social workers; and Ethnic Studies Library has a range of unaffiliated community users who attend events and use their archival materials.

I. ACCOMPLISHMENTS and EVALUATION

- Describe what was achieved during the time period of the grant.

Due to UCB librarians not having automatic PI status at UCB, co-investigator Celia Emmelhainz applied for continuing Exceptional PI status based on her previous IRB approved research – approval was received from the Office of the Vice Chancellor in early 2017. An IRB was submitted, returned for revisions and the final study plan was approved in spring 2017. We are currently recruiting study participants and have scheduled our first interviews in July.

- What aspects were completed as proposed? If your study could not be completed as proposed, explain how your plans were altered.
We are currently on track with our project timeline in recruiting study participants. We anticipate the recruitment period will take longer than expected to assure a sufficient number of recruits for our study. Study is expected to be completed and submitted for publication by early 2018.
- Did the project accomplish what it intended? Did it make a difference?
Unknown at this stage – project is actively in process.
- What would you do differently next time, if anything?
We will know more as project gets closer to completion.
- What advice do you have for others applying for LAUC research grants?

II. IS YOUR PROJECT COMPLETED? No

If No, what is needed to complete the project? Is more time needed? Or more funds?

More time is needed. Project was scheduled for completion at the end of 2017, we may have to move it to early Spring 2018.

III. FINANCIAL STATEMENT

Please explain how the funds received were spent. Attach your original budget and indicate how well your estimates matched with actual expenditures. Receipts are not necessary.

Funds have not yet been spent.

IV. SHARING YOUR PRODUCT/RESULTS

What are your plans for disseminating the results of your work? If it will be a web page or product, or published article or book, when will it be available to the public? Include citations/URLs if known.

We will do presentations for librarians at UCB, submit for publication and make it available on eScholarship.

V. NOTE

Information included in this report may be reprinted or posted on the web for dissemination to UCOP, other UC Libraries, and future potential LAUC grant applicants.