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Feb 17th, 10:45 AM - 12:00 PM

## A New Way to Improve Library Services: Conducting a Participatory Design Study of Faculty Research Practices

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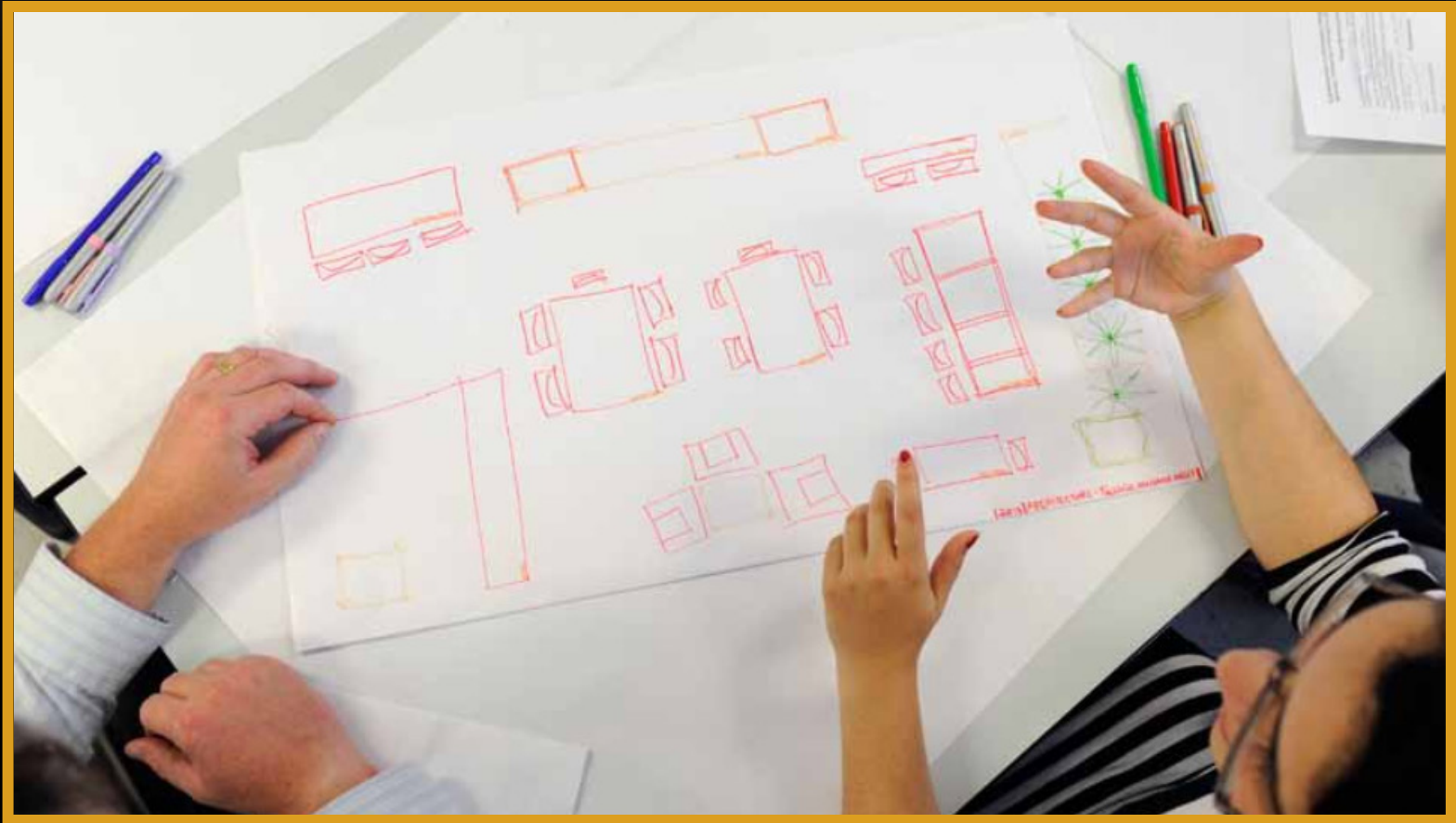
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A New Way to Improve Library  
Services:  
Conducting a Participatory  
Design Study of Faculty  
Research Practices



**SCELC Research Day**  
**February 17, 2015**  
**Lynne Jacobsen**  
**Kevin Miller**  
**Pepperdine University Libraries**

# AN INTRODUCTION TO PARTICIPATORY DESIGN



# OVERVIEW

- Research question
- Purpose
- Expected benefits



# METHODOLOGY

- Conducted 45-minute semi-structured interviews of each faculty member in the faculty member's office
  - Asked six questions to start a conversation
    - Tell us about your current research project.
    - What materials are you using for this project?
    - How do you organize your work?
    - Do you use materials in your teaching?
    - How do you keep current in your field?
    - If you had a magic wand to help you with your project, what would do with it?
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# GETTING STARTED

- Presented the research proposal to the Dean of Libraries
  - Submitted an Institutional Review Board (IRB) application
  - Completed a web-based training course on “Protecting Human Research Participants”
  - Selected faculty members through nomination by division chairs and library liaisons
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# REVIEW PROCESS

- Completed nine interviews (6 Divisions, 3 graduate programs)
  - Review process: Coding, categorization, and themes
-

# REVIEW PROCESS

Participatory Design Faculty Research Coding Frame ☆								
File Edit View Insert Format Data Tools Add-ons Help Last edit was 4 days ago								
fx Related to current project: get all the film processed; have access to a better microfilm reader with digital output; concerned about preservation of the existing microfilm								
	A	B	C	D	E	F	G	H
1		<b>GSEP-1</b>	<b>Seaver-1</b>	<b>GSEP-2</b>	<b>Seaver-2</b>	<b>Seaver-3</b>	<b>Seaver-4</b>	<b>Seaver-5</b>
10	Print vs. electronic?	Electronic, sometimes prints them out	mix (did not ask directly)	He likes to print things out	mostly digital	mix, increasingly digital	Both. Really appreciates access through Jstor	Both. Doesn't print ever but does sometimes (se
11	Systems for organizing research materials and notes	RefWorks; takes notes on computer (backed up)	Sometimes prints out PDF files, sometimes puts them onto thumbdrives; stacks of papers (by project) in his office; then donates papers to archives; deposits some data sets (that he created) to Pepperdine Digital Commons ("there's like a Berkeley site or something that has made them publicly available");	Per IRB, datasets are stored on local computers (more than one computer); the data itself is sensitive (not for the public); has used Mendeley for reference management (not supported by university); prints out PDF to annotate; cut and paste quotes; keeps everything on his computer	"I don't have trouble finding things. Sometimes I have trouble tracking things." Wants student worker to help organize her data and "catalog her books." Uses Zotero (after experimenting with Endnote, Evernote, and Mendeley); likes Zotero's integration with Jstor; tries to keep filing system consistent across email, hard drive, and Zotero files (certain categories of work; some tagging--ex. "books to check out"). Zotero is her "memory bank." Buys her own books often, since she likes to write in them.	With digital document: Copy and paste quotes/sections to Word Doc for later and export the citation; it's an analog text, it's more traditional note-taking; Organize files on personal computer in color-coded folders	For current project: builds binders of manuscripts by composer	"I'm not very organized" marks up print copies, g notes on things; will print use articles; uses physical and PDF libraries on her where do you store the Student worker is devel acquisition portal for da
12	Teaching and learning materials	Sakai, PowerPoint; directs students to graduate librarian	Textbooks; Sage green books now online (ebooks); uses Courses for reserve items (PDF); other resources are already online; students do a lot of work in the library for their research papers (reference materials, Country studies, Oxford handbooks, and current online databases/websites)	Current articles brought into course teaching; copyright becomes an issue with books and textbooks; grant-funded training videos in the works access from a secured site; could be revenue generating for access by other institutions (IT support)	Requests books that she uses in class for purchase in the library; uses InfoGuides too; she lends her own books to students	The classes that he teaches have a pretty standardized materials list (short stories, novels, etc.)	Students use CDs in the library; he expresses concern that students rely too much on videos/recordings and less on studying the score; students may find recordings on YouTube	Courses require a term research proposal that good sources (primary, secondary); format of a paper, referencing sources used to bring students to library (see below)
13	Methods for keeping current	6 or 7 online journals and newspapers, 2 to 3 hours a day reading on the computer; RSS feeds; likes the currency of journals; "You're reading history when you're reading a book...I couldn't live without electronic journals"	By doing research; go to a lot of conferences, talk with colleagues; a lot of article and manuscript reviews (sometimes for pay); or a student asks a question that he doesn't know the answer to	Publication projects force him to stay very current; PsychInfo (again)--he likes the citation tools with this database; grants too require staying current	Especially in her areas of specialization--social media, Speculum journal, etc.; keeps up on higher ed issues	"I don't--the answer is I don't stay current." (joke); conferences; tries to stay up to date on what's published on the authors that he writes about; attends book fairs in Spanish speaking countries, which provide a look at what's coming out (he buys a bunch of stuff at these fairs)	"How do I keep current? I'm not quite sure what that means anymore. Because yesterday I thought I was current, today I'm not so sure, and tomorrow I'll be less sure." In music, we constantly learn new literature for our instrument; belongs to six musical organizations, reads some of the societies' journals	Is an editor for a journal says yes to review papers to meetings/conference services by email; lists discussion groups (inter groups)
					She decorates her office with wall art that turns her office into a			



# CATEGORIZATION

- Systems for organizing research material
  - Preferred physical location(s) for conducting research
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# CATEGORIZATION

- Preferences for reading print vs. electronic
  - Methods for communicating and collaborating with co-authors/colleagues
  - Familiarity with particular staff or subject liaisons
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# FACULTY QUOTES

“It’s all on the computer now, right?”

# FACULTY QUOTES

“You’re reading *history* when you’re reading a book...I couldn’t live without electronic journals.”

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# FACULTY QUOTES

“I still love paper. I have a really hard time not having the paper article and reading it, and working it up. And I have a tablet I can do that on, but I just don’t think I *understand* the work unless I’m actually reading a physical piece of paper.”

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# FACULTY QUOTES

“There’s something about the smell of dust and old leather that is really pretty intoxicating.”

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# INSIGHTS INTO FACULTY CULTURE

- Most faculty involved in multiple, simultaneous research projects
  - Many responded “more time” to the magic wand question
  - Direct integration of research with teaching load not widely indicated
  - Social media is used by some faculty for communication and staying current
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- **LESSONS LEARNED**
  - **NEXT STEPS**
  - **CONCLUDING REMARKS**
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# THANK YOU!

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