

Cornell University
Albert R. Mann Library

College of Agriculture and Life Sciences
College of Human Ecology
Ithaca, New York 14853-4301
t. 607.255.2285
www.mannlib.cornell.edu

January 27, 2012

Ms. Susan Lewis, IRB Administrator
Institutional Review Board for Human Participants
Cornell University
395 Pine Tree Road, Suite 320
Ithaca, NY 14850

Dear Ms. Lewis,

Please find enclosed our request for exemption from IRB review for the study *Researching Learning Spaces in the Library* that will be conducted by Cornell University Library. We have also attached as supporting documentation samples of the type of instruments we will be using over the two year study, some of which will change based on our preliminary results. We also plan to disseminate our study process and results in publications and presentations to the library community and others.

The following supporting materials are enclosed:

- Appendix A: Sample Study Instruments
 - Usability study protocol
 - Interview protocol
 - Focus Group protocol
 - Observation protocol
 - Space Design protocol
 - Photo diary protocol
 - Mapping protocols
 - Survey protocols
- Appendix B: Consent Form, Recruitment, and Letter of Permission/Support
 - Consent form with signature for all protocols except surveys
 - Invitation email for all protocols except surveys
 - Invitation email for online survey
 - Sign for paper-based furniture/software survey
 - Signup sheet for study
 - Tear-off advertisement for study sign up
 - Online flyer for study sign up
 - Cash receipt acknowledgment form
 - Letter of Support/Permission for use of Mann Library space for studies

We are hoping to begin our study as soon as possible and no later than the week of February 6th. Please let us know if there are additional materials necessary for your consideration or if you have any questions. Thanks for your consideration.

Best regards,

Camille Andrews
Learning Technologies and Assessment Librarian
Albert R. Mann Library



Request For Exemption From IRB Review

Part 1 - Administrative Information

1. Title of protocol

Researching Learning Spaces in the Library

2. Contact information

2.1. Principal Investigator (PI) (Please refer to the IRB policy on PI Roles and Responsibilities.)

Name: Camille Andrews
Net ID: ca92
Email address: ca92@cornell.edu
College/Division: Cornell University Library
Department/Unit: Mann Library

Status ☐ Undergraduate Student ☐ Graduate Student ☐ Post Doctoral Fellow ☐ Faculty ☒ Staff

2.2. Co-PIs and members of the Research team:

Name	Email address	Cornell/ Non Cornell	Net ID (if Cornell)	College and Dept (if Cornell)	Name of organization (if Non Cornell)	State and Country (if Non Cornell)
Sara E. Wright	sew268@cornell.edu	Cornell	sew268	Mann Library, Cornell University Library		
Jim Morris-Knower	jpk15@cornell.edu	Cornell	jpk15	Mann Library, Cornell University Library		
Matt Ryan	mrr15@cornell.edu	Cornell	mrr15	Mann Library, Cornell University Library		
Gabriel Plaine	grp44@cornell.edu	Cornell	grp44	Mann Library, Cornell University Library		
Gabriela Castro Gessner	agc24@cornell.edu	Cornell	agc24	Research & Assessment, Cornell University Library		
Matt Connolly	mjc12@cornell.edu	Cornell	mjc12	Olin Library, Cornell University Library		

Gilad Zev Maron	gzm2@cornell.edu	Cornell	gzm2	CHE		
Sara Lesage	sr174@cornell.edu	Cornell	sr174	CHE		
					Add	Remove

3. Funding information

3.1. Is this research being funded by an External Funding Agency? ☐ Yes ☒ No

Part 2 - Exemption Category

While ORIA and/or the IRB is ultimately responsible for deciding if research qualifies for exemption, investigators are asked to make an initial determination of the appropriate exemption category. Please select all the categories that apply from the list below.

Note: Research projects involving prisoners or the collection of biological samples cannot be granted exemption.

- ☒ (1) Research conducted in established or commonly accepted educational settings¹, involving normal educational practices, such as (a) research on regular and special education instructional strategies, or (b) research on the effectiveness of or the comparison among instructional techniques, curricula, or classroom management methods.
- ☒ (2) Research involving the use of educational tests (cognitive, diagnostic, aptitude, achievement), survey procedures, interview procedures or observation of public behavior, unless:
(a) information obtained is recorded in such a manner that human participants can be identified, directly or through identifiers linked to the participants; and (b) any disclosure of the human participants' responses outside the research could reasonably place the participants at risk of criminal or civil liability or be damaging to the participants' financial standing, employability, or reputation.

Note: Exemption category #2 does not apply to research with children, unless the research is exclusively observation of public behavior and the investigator(s) do not participate in or manipulate the activities being observed.

- ☐ (3) Research involving the use of educational tests (cognitive, diagnostic, aptitude, achievement), survey procedures, interview procedures, or observation of public behavior that is not exempt under paragraph (2) of this section, if: (a) the human participants are elected or appointed public officials or candidates for public office; or (b) federal statute(s) require(s) without exception that the confidentiality of the personally identifiable information will be maintained throughout the research and thereafter.
- ☒ (4) Research involving the use/analysis of existing data, documents, records, pathological specimens, or diagnostic specimens, if these sources are publicly available or if the information is recorded by the investigator in such a manner that participants cannot be identified, directly or through identifiers linked to the participants.
- ☐ (5) Research and demonstration projects which are conducted by or subject to the approval of U.S. federal department or agency heads, and which are designed to study, evaluate, or otherwise examine: (a) Public benefit or service programs; (b) procedures for obtaining benefits or services under those programs; (c) possible changes in or alternatives to those programs or procedures; or (d) possible changes in methods or levels of payment for benefits or services under those programs.
- ☐ (6) Taste and food quality evaluation and consumer acceptance studies, (a) if wholesome foods without additives are consumed or (b) if a food is consumed that contains a food ingredient at or below the level and for a use found to be safe, or agricultural chemical or environmental contaminant at or below the level found to be safe, by the Food and Drug Administration or approved by the Environmental Protection Agency or the Food Safety and Inspection Service of the U.S. Department of Agriculture.

¹ This includes established training programs.

Part 3 - Study design, methods and procedures

1. Type of project/study: Please select ALL of the categories of work that apply to this proposed project.

- ☒ Active collection of data (not human biological materials or biomedical data)
- ☒ Use of existing data (not human biological materials)
- ☐ Use of existing human biological materials

2. Please provide a lay summary of the study, including the purpose and the research questions and hypothesis to be evaluated.

In a two-year study, members of the Mann Learning Technologies Committee and selected members of Cornell University Library's Research & Assessment Unit and Usability Committee plan to research Library learning spaces, technology, furniture, and services—beginning with Mann Library's Bissett Collaborative center and other spaces used for collaborative research, teaching, and study—to gain our users' perspectives and improve our design/redesign efforts. Past studies have indicated the importance of these spaces to our users, and that they feel there is room for improvement. Through interviews and focus groups, usability studies, direct observation of users, surveys and other ethnographic user studies methods such as space design, mapping and photo diary exercises, our goal is to identify design problems and resolve them. The study will take place in several phases over the two years using instruments like the attached samples in Appendix A; the initial phases of the study will affect later instruments such as the collaborative work surveys and ethnographic studies. We will not only gather data on specific interventions (furniture and technology models) but also leverage general principles identified in our future efforts.

3. Please describe briefly of how this study will contribute to existing knowledge in the field.

These studies may raise participants' awareness of library spaces and services and other non-library spaces and services available to them, particularly for collaborative study and work. They will identify needed improvements, which, once made, should make it easier for future patrons to use the library spaces and services more effectively and efficiently and will inform longer term planning around library spaces. The knowledge gained from these studies will also be reported to others in the library community (and beyond) in order to inform other learning space redesigns.

4. Active collection of data (not human biological materials or biomedical procedures).

Please select ALL the methods of data collection that will be employed in this study (select all that apply)

- ☒ In person interviews
- ☒ Paper surveys
- ☐ Telephone surveys
- ☒ Internet surveys (including online and email based data collection)

Please refer to IRB SOP on Computer- and Internet-based Human Participant Survey Research for guidance and requirements, including consent language and security considerations.

Please provide the name of the survey service provider

Qualtrics at <http://surveys.cornell.edu>

- ☐ Anthropometric measures (e.g., height, weight, waist circumference, etc.)
- ☐ Data collected using other communication/electronic devices, (e.g., cell phones, pagers and texting devices)
- ☒ Observation
- ☒ Cognitive or behavioral measures, including daily diaries (Note- if surveys will also be administered, please select the appropriate option above.)
- ☒ Focus Groups
- ☒ Audio/Video recording

- ☐ Self health monitoring (e.g., pedometers, food diaries, etc.)
- ☐ Other activities or interventions

Please attach all applicable survey instruments, scripts, directions etc. for IRB review.

Please provide details of all the procedures selected above. If none are selected, enter N/A.

Committee members plan to conduct at least five types of studies in ongoing phases over the two years: 1) usability studies in which participants will be asked to complete a task and then provide feedback on a technology 2) individual and focus group semi-structured interviews with Cornell students, faculty and staff. These will be both exploratory (users are asked open-ended questions to determine how they currently approach collaborative research and study tasks. For example, subjects might be asked about how they approached a recent group project and what worked well for them and what didn't) as well as heuristic (they will be asked to evaluate the fitness of various spaces and furniture, technology and design solutions according to particular criteria). These interviews and focus groups will be audio and/or video recorded; 3) paper and internet-based surveys (e.g. feedback on particular furniture and software configurations; and after initial pilot surveys and interview data, surveys on general work habits and preferences—for example, their frequency of use of various spaces and tools); 4) direct observation (users will be observed at work to determine their actual activities and group processes and fieldnotes will be taken); 5) and other ethnographic methods such as space design focus groups (in which participants are asked to draw their ideal collaborative learning space and interviewed about their drawings), photo journals (in which participants are asked to take pictures of various spaces and tools they use for work and debriefed in surveys and interviews), and mapping exercises (in which participants are asked to draw their paths through the spaces they use for collaborative work or maps of their cognitive processes and debriefed in interviews).

Please select ALL the geographical locations where data will be collected (select all that apply)

- ☒ New York state
- ☐ Other US territories and states, specify
- ☐ International Location, specify

Please select ALL the specific locations where data will be collected (select all that apply)

- ☐ Participants' homes
- ☐ Elementary, Secondary or High school, specify
- ☒ Cornell Campus, specify location
Mann Library
- ☐ Other University campuses, specify
- ☐ Hospitals, specify
- ☐ Community clinics, specify
- ☐ Prisons/halfway houses, specify
- ☐ Nursing homes, specify
- ☐ Other locations not indicated above, specify

Please attach a letter of support/permission from the relevant authority for each of the research locations.

6. Use of existing data, including public use or restricted use datasets. (Existing data refers to data that were NOT collected as part of this study.)

How many datasets are you using in this study?

Two or three

Please select ALL the types of datasets you are using in this study. For each dataset, please provide a brief description and the databank or source from which the data will be or has been obtained.

- ☐ Public use data
☒ De-identified datasets

Please Explain:

Data collected as part of earlier studies of the Bissett Collaborative Study Space by DEA students, and data from anonymous circulation and reference logs

- ☐ Restricted use datasets
☐ Data that may be protected by FERPA or HIPAA regulations
☐ Other

Please specify:

Can the names or identities of participants in the datasets be deduced from the datafields? ☐ Yes ☒ No

Do you plan to merge geographic, company, census, community or other data that could reasonably lead to identification of individuals in the dataset? ☐ Yes ☒ No

Part 4: Participants, Recruitment and Compensation

1. Does your study involve interaction with or observation of human participants (e.g., interviews, surveys, Focus groups, shadowing, etc.)? ☒ Yes ☐ No

Estimated number

In the initial round of studies in the spring, we anticipate 20-25 participants in the interviews, 15-20 in the usability studies, and 20-25 in the mapping and design exercises. The number of observations or survey respondents is unknown at this time.

2. Please provide the age range of the participants.

18 and above

3. Please select all the categories of participants that will be included in your study.

- ☒ Healthy adult volunteers
☐ Children under 18
☒ Employees of the investigating group
☒ Cornell students Please refer to IRB policy on Research Involving Cornell University Students
☒ Cornell employees
☐ None of the above

4. Please select all of the tools that you plan to use to recruit your participants.

- ☒ Flyers
- ☒ Notices
- ☐ Mailers (U.S. Post)
- ☒ Online Advertisements
- ☒ Email
- ☒ Use of Internet social media or online networking sites
- ☐ TV, radio, print advertisements
- ☒ SUSAN or other Cornell participant pool recruiting methods
- ☒ Face to face public intercept
- ☒ Presentations at meetings
- ☒ Other (Please describe below)

In-class announcements and the library usability participant recruitment portal

Please attach copies of all recruiting and advertising material that you propose to use.

Please refer to IRB policy on Recruitment and Payment of Human Participants.

5. Please describe each recruitment method to be used.

We will have the attached fliers to sign up volunteers in the Bissett Collaborative Center and other areas in Mann Library, at various Library events, or to post on bulletin boards in the libraries and student unions to ask people to volunteer with a contact. We will also post the attached online flyer on digital signs around campus and on various social media networks such as Facebook and Twitter. We may also advertise via online flyer in library instruction sessions, chalk library sidewalks; advertise on the Library website and advertise on SUSAN (if appropriate). The sign up form asks volunteers to indicate their user category (undergraduate, graduate, faculty, staff) and whether or not they have used the Bissett Collaborative study space at Mann in case projects require subjects only from one or more of those categories. When projects arise, we will email people on the list. On a first-come, first-serve basis, participants are asked to go to the Usability committee registration system to sign up for a specific time or to respond to a survey.

6. Describe the inclusion or exclusion criteria for participants as applicable in this study.

There are no particular criteria for the study as a whole, though some methods may require indication of use of the Bissett Collaborative Center or may be restricted specifically to students, faculty or staff.

7. Will participants be compensated for their participation? ☒ Yes ☐ No

Please Explain:

Participants will be compensated with refreshments or with \$15-20 for 45 to 60 minutes of interview/usability study time; survey participants may enter into an optional \$20-25 gift card raffle.

8. Please describe the tasks that the participants will be asked to perform for each phase of the study.

In Phase 1: for the surveys and usability studies, the participants will be asked for feedback on specific furniture and technology configurations using a paper survey placed at the demo furniture and technology installations. Usability study participants will be asked to complete a task (e.g. brainstorming terminology or completing a task on a website using collaborative software) and provide feedback. In Phase 2: for the individual and focus group interviews, the participants will be asked a series of open-ended questions regarding their collaborative work and study/teaching practices or their use of particular spaces. In Phase 3: based on data gathered in the interviews participants will be surveyed regarding their collaborative work practices and use of learning spaces. The observations will take place in a naturalistic setting so the participants will not be asked to complete particular tasks or answer questions. In Phase 3 and beyond, for the other ethnographic methods used in the study the participants may be asked to draw their ideal collaborative space, take pictures of the spaces and tools they use to collaborate, and draw maps of their collaborative spaces and processes.

9. Please provide an estimate of the time commitment from each participant for each phase of the study.

Usability studies will take approximately one hour. Each participant/focus group will likely be interviewed between 45 and 60 minutes. The initial paper-based furniture and technology survey will take no more than 5-10 minutes to complete and later refined Internet surveys in Phase 2 on general collaborative work and study should take no more than 15-20 minutes to complete. For the space design, mapping and photo diary exercises, the completion of the photos, maps or drawing should take no more than 30 minutes and interview debriefing should take no more than 30 minutes. We intend to make separate calls for separate iterations of the same project.

Part 5: Privacy and Confidentiality

1. Will you or any member of your research team collect or have access to any of the personal identifiers listed below? Select all that apply.

- ☒ Name
- ☐ Date of birth
- ☒ Mailing or email address
- ☐ Phone or fax numbers
- ☐ Social Security number
- ☐ Medical records
- ☐ License, certificate or Vehicle ID
- ☐ IP address
- ☐ Biometric identifiers
- ☒ Photos/images/audio recording
- ☐ Signatures, handwriting samples
- ☒ Any unique identifier not mentioned above:
- ☐ No member of the research team will have access to any personal identifiers. *This option is valid only if none of the other options in this question are selected.*

Describe why each identifier is required.

For recruitment purposes, name, NetID and email are recorded on paper signup sheets and stored by a secure online sign up process administered by library IT and used to contact study participants. For easier and accurate capture of interview data, audio and/or video recordings will be made of focus group interviews and made available to the research team. In some cases, the results may also be shown to additional library staff with responsibilities for, or interest in the spaces being tested, or to educate library staff in the value of user studies. Brief segments of some individual responses may be presented at conferences or in publications of interest to library professionals and others the consent form will include this use if committee members are interested in using the data in this way. Transcriptions of data will be deidentified. Photos, drawings, and maps will be collected from participants during the photo diary, space design and mapping exercises but will be coded by unique numbers.

Describe how will the information be stored and secured, including the types of devices used to store the information.

All data will be stored either in a secure online format (e.g. secure online signup. Qualtrics account only available to study group, wiki site accessible only to study group) or in a locked filing cabinet accessible only to the research team.

Who will have access to the identifiers? Please describe how you have ensured that non authorized personnel do not have access to the identifier data.

The recruitment system for interviews and the other ethnographic studies with name/NetID is separate from the data collected. Only the research team will have access to the consent forms and demographic information filled out for each study and the resulting transcripts and other materials generated will be deidentified. The survey results will be anonymous and optional name, email and ID will be collected only for those participants who would like to be entered into the raffle and stored in a locked filing cabinet or a Qualtrics account available only to the research team.

What will be done with the identifiers after the study is completed? If the data will be destroyed, please describe when and how.

Any identifiers will be destroyed after three years by shredding or deleting by December 2016.

Will names or other identifiers be used in publications? ☐ Yes ☒ No

Please provide any additional details on how you will ensure the security of the data and confidentiality of private information.

Confidentiality cannot be promised for projects where participants provide consent for audio and/or video recordings that can be shown to specified groups of people outside of the committee. However, researchers will do their best to protect the interests of their subjects.

Part 6: Informed Consent Process

Please refer to the IRB policy on Informed Consent Options, Processes, and Documentation

Please indicate the informed consent process(es) and/or document(s) to be used in the study. Check all that apply.
Provide copies of documents, as applicable.

☐ Not Applicable (existing data or specimens)

☒ Informed Consent – form

☐ Assent (participants under 18) – form

☐ Parental Permission – form

☐ Translated Consent/Assent – form(s), script(s), etc.

☒ Informed Consent – oral script/online/unsigned

☐ Assent – oral script/online/unsigned

☐ Parental Permission – oral script/online/unsigned

☐ Other – please explain below

Describe the consent process. Explain when and where consent will be obtained:

At the beginning of the individual and focus group interviews, usability studies, and the space design exercises, photo surveys, and mapping exercises, participants will be given the consent form and time to read it and sign or opt out, as well as have its contents explained by the facilitator. For the surveys, the abbreviated consent notice which requires no signature will be appended to the beginning (or placed beside) all paper surveys. All online surveys will have the following notice in the introduction to the survey on Qualtrics: "By answering the survey you are consenting to participate in this study. Your participation is voluntary. We anticipate that your participation in this survey presents no greater risks than everyday use of the Internet. If you choose to enter into the raffle for the \$20 Manndible gift card, your answers will not be confidential but the research team will endeavor to protect your identity and ensure that responses cannot be linked to your name or email address by anyone outside the research team. Only data in aggregate form will be reported to others outside the research team. All materials associated with this study will be purged by December 2016. If you have any questions about this survey, please contact Camille Andrews at ca92@cornell.edu."

Part 7: Financial Conflict of Interest Disclosure (non-student investigators only)

In order to fulfill the requirements of federal regulations, investigators conducting research involving human participants at Cornell must disclose known significant financial interests that would reasonably appear to be affected by the research project. Significant financial interests include:

- An equity interest that, when aggregated for the investigator and the investigator's spouse and dependent children exceeds \$10,000 in value, or represents more than 5% ownership interest in a single entity
- Salary, royalties, or other payments that, when aggregated for the investigator and the investigator's spouse and dependent children over the next twelve months are expected to exceed \$10,000

1. Have you and all key faculty personnel on this project completed the Annual Disclosure Statement? ☒ Yes ☐ No

2. Have you and all key personnel disclosed all significant financial interests (including those of spouses and dependent children) that would reasonably appear to be affected by this research projects? ☒ Yes ☐ No
3. Do any of the investigators, their spouses or dependent children have any significant financial interests that would reasonably appear to be affected by this research? ☐ Yes ☒ No
4. Do any of the investigators, their spouses or dependent children have any financial interest or other relationship with any company or entity that sponsors or supports this research? ☐ Yes ☒ No

If you answered Yes to either #3 or #4, the Chair of IRB must receive a letter from your Dean or Director stating in summary form how any potential financial conflict of interest involving this research project has been reduced, managed or eliminated. The IRB is not able to review this project until receipt of the Dean's/Director's letter. Please address the letter to:

IRB Chair, ORIA
395 Pine Tree Road, Suite 320
Ithaca, New York 14850.

Approximate date the IRB Chair can expect to receive the letter: _____

Reminder Check List

- ☐ Include copies of all interview scripts or outlines with sample questions with your application.
- ☐ Include copies of all survey instruments with your application.
- ☐ Please attach all applicable survey instruments, scripts, directions etc. for IRB review.
- ☐ Please attach a letter of support/permission from the relevant authority for each of the research locations.
- ☐ Please attach copies of all recruiting and advertising material that you propose to use.

You have now completed this form. Please review it to ensure that it is filled out completely and accurately. Please save this form, print a copy and get the appropriate signatures on the printed copy. You may scan and email the signed copy and all related materials specified in the checklist, to irbhp@cornell.edu. You may also deliver or send the form and all related materials by campus mail to the IRB Office at the address below.

*IRB Administrator
East Hill Office Building, Suite 320
395 Pine Tree Road
Ithaca, NY 14850
Phone: 607-255-5138
Fax: 607-255-0758*

Signature

This page is to be signed by the investigator(s). If the investigator is an undergraduate, graduate student, or doctoral student, the faculty supervisor must also sign in the lower box.

Investigator(s)

I certify that the information I provide in this application is correct and complete. I also pledge that

I will not change any of the procedures, forms, or protocols used in this study without first seeking review and approval from the Institutional Review Board for Human Participants.



Signature of Investigator

1/27/12

Date

Faculty Supervisor

NOTE: A research proposal by a graduate or undergraduate student must have the following attestation statement signed by a faculty supervisor.

"I have examined this completed form and I am satisfied with the adequacy of the proposed research design and the measures proposed for the protection of the research participants. I will take responsibility for providing supervision of the student; for informing him/her of the need for the safekeeping of all raw data (e.g., surveys, questionnaires, interview notes, video/audio recordings, test protocols, etc.), as well as signed consent forms, in a University office or computer file; and for overseeing all compliance with the IRB's policies and procedures."

Print Name and Title of Faculty Supervisor

Signature of Faculty Supervisor

Date

Office Phone

APPENDIX A: INSTRUMENTS

**(Please note: these are drafts which may
change based on feedback and initial
testing)**

Usability Study - Draft

- **Goal:** Gather information on usability of collaborative software
- **Audience:** Library staff; students
- **Group size:** 5 participants
- **Duration:** 60 minutes
- **Payment:** food or \$20 each for students; no compensation for staff
- **Staff:** 1 facilitator and one note-taker. Audio recorded.

Introduction (5 min)

Why this study, who we are, confidentiality, consent form, explanation of software and task etc.

Task (15-20)

Example: Using directions posted, please complete the following task using the Teamspot software:

On the LCD screen, we have posted one of the websites the library produces to help students find resources for their particular subject area or topic. Please take the next 15-20 minutes and, as a group, brainstorm what you would call these websites or what keywords you would use to search if you were looking for. Once you are done brainstorming, pick the top three names you would use for these websites.

End questions

- a) How easy or clear were the directions for using the software?
- b) How easy to use was the software itself? Were there problems you encountered or questions you had while using it?
- c) How likely is that you would use this software for your own group projects?
- d) Are there any other products or methods you use to complete similar tasks now?
- e) Would you recommend that the library purchase this software? Why or why not?

Interviews - Draft

- **Goal:** Gather information from students who engage in group/collaborative work to understand their experiences, their needs, expectations from teachers, where they work, why they choose those spaces,
- **Audience:** Collaborative/group study students on campus (not only Bissett Space users)
- **Total No. of Interviewees:** 10 max
- **Duration:** 60 minutes
- **Payment:** \$20
- **Staff:** 1 facilitator and one note-taker. Audio recorded.

Introduction

Facilitator: Why this study, who we are, confidentiality, consent form, payment, etc.

1. Name, year, major
2. For which classes/subjects have you worked with others (For example this semester, for which classes have you already done this, or expect to do so later in the semester)?
 - a. What kind of projects have you done?
 - b. How many people do you usually work with? How many do you like to work with?
 - c. Is it required by the professor(s) that you work with others, or is it your choice? (probe for which classes it is – hums/sci differences?).
3. How do you organize yourselves to work together? (probes below)
 - a. Where do you meet? How often? For how long?
 - b. What attracts you to that space?(probe – hours, ambiance, technology, etc)
 - c. How did you learn that this/these spaces were available?
4. What problems or challenges have you encountered when you're doing group work? Are there tools, spaces, or help you have needed that haven't been available or things you'd like to do that you aren't able to?
5. Think back to your favorite experience in which you have worked with other classmates/peers in a group for a class assignment/research project. Describe how you went about it, where, and the activities you did in the space as a team. (probe- brainstorming, type ideas, dole out work, simultaneous editing, collaboratively view, share, annotate, and save documents, etc.)
6. What technology & software was your group was using (probe: computers – how many, cell phones, iPads, software ...)
7. What roles does each of your team members have (probe – does everyone work on different pieces, is there only one notetaker, one who uses X software... etc).
8. Based on your experience working in a team and how you have organized yourselves to work, what would an ideal space and technological set up look like for you to work effectively with your team? (probe – other technology, noise reduction, better lighting, closer to food, bathrooms, etc.)

Focus Group - Draft

- **Goal:** Gather information on current users of the Bissett space at Mann library to find out their experiences – what and how they use the space, frequency of use, likes, dislikes, wishes.
- **Audience:** Users of Bissett Space at Mann Library
- **Group size:** 8 – 10 participants
- **Duration:** 60 minutes with food/drinks
- **Staff:** 1 facilitator and one note-taker. Audio recorded.

Introduction (5 min)

Why this study, who we are, confidentiality, consent form, food, etc.

Warm-up questions

1. First name, favorite subject, year
2. Favorite space on campus to study

Main questions

3. Show of hands, how many use the Bissett space every day? 3x week? Once a week?
 - a. Average time you spend here?
 - b. When have you usually used it?
4. Round robin
 - a) What do you come to do when you come to Bissett? (probe about kinds of work they do: study/research/write/read/hang-out/chill).
 - b) What tools do you use(eliciting information about computers, mobile devices like phones or laptop/tablets, or notebooks, tables, boards, etc.)
 - c) Why do you come here? What attracts you to the place? What don't you like about it? (elicit information on lighting, comfort of chairs, environment colors, noise level, ambiance, temperature, proximity to services [food, wc, help], technology connectivity, etc.)
 - d) Top three favorite things: why you choose to come here to do X?
 - e) Top three things you would LOVE to have to help you do X? (list all these on flip charts)

End questions/Voting

Using 5 stickers vote on your top choices for what you'd like to see/have/need in this space to help you in your work.

Observation Notes - Draft

- **Goal:** To understand the traffic, degree and kind of use that collaborative learning areas in Mann Library attract during different times in the semester.
- **Method:** Observations by staff at designated intervals during day and night hours (and weeks of the semester) to note number of users, gender, and activities they engage in as evident by participant behavior and/or their use of tools and equipment. Observation is non-intrusive. No individual identifiers will be collected.

FORMAT:

A designated staff member with an iPad or a clipboard will be noting four main things (code list below):

- A. Date and time
- B. Number and placement of students and whether students are working alone or in a group
- C. gender
- D. activities that the individual or group is engaged in
- E. tools and equipment readily available (visible in work area)

Information to be coded (example):

- A. Alone or in a group
 - **G – Group** (# in group, e.g., G3 – three people in a group), or
I – Individual
- B. Gender
 - **(F)** Female
 - **(M)** Male
- C. Scholarly or other Activities engaged in by student
 - **R** Reading
 - **W** Writing
 - **C** (# of computers) Computing (reading/browsing/typing).
 - **T** Talking (i.e., person-to-person communication)
 - **Wh** Using whiteboards
 - **Kn** Using Knowledge bars or rolling LCDs
 - **F** Use of desks and tables
 - **L** Use of lounge seating
 - **Z** Sleeping
 - **P** Phone
 - **Tx** Texting
 - **H** headphones on
 - **E** Eating
 - **D** Drinking

Observation Notes - Draft

D. Tools/Equipment/supplies readily available, but not in use

- M Computer
- LL Cell phone
- I iPad or other tablet/ereader
- A Calculator

Photos may also be taken; however, personally identifying information will not be collected and any photos used in presentations or publications will take care to obscure the identities of participants.

Design-a-space Exercise - Draft

- **Goal:** Participatory design exercise to generate ideas about the optimum space in terms of **ambience, furniture and technology tools that are conducive for collaborative study** in the library. Participants will be asked to draw their ideal collaborative study space – furniture layout, furniture features, space décor, space ambience, technology needs, etc., and subsequently explain/describe their illustration and ideas with facilitators.
- **Audience:** Users/students of Bissett Space at Mann Library
- **Group size:** 10 -12 participants (students)
- **Format**
 - **Duration:** approx. 60 minutes
 - **Compensation:** \$20.00, refreshments provided
 - **Staff:** 3- 5 facilitators (library staff)
 - **Location:** Bissett space in Mann Library
 - **Short questionnaire:** handed out as people arrive

ORGANIZATION

I. Introductions (3 - 5 mins)

Names, purpose of design exercise, format for session, rules for participation, confidentiality, use of data (going over consent form). As people arrive they are given out the consent form and short questionnaire to fill out. Once completed, the participatory design exercise begins.

II. Questionnaire (5-10 minutes)

A short questionnaire (5 or fewer questions) will be given to students to obtain demographic information, general interests and library-use questions (e.g., about use of areas in the library, use and frequency of use of Bissett space and relevant library services).

First, some information about you.

First name: _____

☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior ☐ Grad Student

Major and College _____

How often have you used the Bissett Collaborative space? ☐ Never ☐ Once or twice a semester
☐ Several times a semester ☐ Once a week ☐ Several times a week

Design-a-space Exercise - Draft

III. Design Work.

A. Designing the Ideal space (30 min)

Participants are provided with large sheets of paper, markers, colors, post-it notes, scissors, glue, etc, to utilize in their drawings.

a. Warm-up (5 mins)

Participants are asked to think about the features/items/elements of their favorite study space and make a list to use in the subsequent part of the exercise (e.g., poofy chair, big TV, natural light, music, high chairs, etc.)

b. Main Exercise (20-25 mins)

Participants are asked to think about their favorite space or favorite elements in a space where they have worked with others as a group. They are given the Bissett space dimensions as defined by structural walls, and are asked to re-design the space from top to bottom with the elements they think are conducive for effective collaborative work (e.g., pink walls, movable walls, no wall, plugs every 5 feet, big tables, comfy chairs, etc.,). They are given 20 minutes for this exercise.

c. Debrief (5 mins)

Nearing the end of the exercise, facilitators debrief with each participants to clarify elements of their designs and understand the reasons for their choices. Designs are then put up for display around the room for all to see.

B. End – Voting [10 -15 min]

a. Designs are displayed around the room. Participants are provided with 5 stickers to vote on the elements that they think are the most important ones for creating a conducive and useful collaborative study space.

b. Short discussion on their choices at end to wrap-up.

Learning Space Photo Diary

Instructions: After telling us some information about yourself, we would like you to use the cameras that we have provided (or you may use your own camera) to take pictures of specific places around campus. The pictures you take do not have to be done in the order on the survey. Just be sure to note your camera's correct image number next to the topic of the picture described on the survey form. For instance, your 'favorite place to study' may be the 8th image you take. So, you would put down an '8' next to 'favorite place to study'. After you finish, leave the camera at Mann Library's circulation desk c/o Camille Andrews (or if you've used your own digital camera, use Dropbox (LINK) to send the pictures to ca92@cornell.edu). Once we've received them, we'll schedule a short 30 minute interview to talk to you about your pictures and why you chose them.

Thanks for your help and we hope you will have fun taking the pictures!

First, some information about you.

Camera Number: _____

☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior ☐ Grad Student

Age _____

Major and College _____

Gender ☐ Female ☐ Male ☐ Other/Unspecified

=====

Image # ____

A picture of yourself somewhere on campus that is significant to you

Interviewer questions:

Where is this? _____

Why is this place significant to you?

Image # ____

Your favorite place to study

Interviewer questions:

Where is this? _____

Why is this a good place to study?

Image # ____

Your least favorite place to study

Interviewer questions:

Where is this? _____

Why is this a poor place to study?

Image # ____

Where you like to hang out with your friends on campus in the spring

Interviewer questions:

Where is this? _____

Why is it a good place to hang out?

Image # ____

Where you like to hang out with friends on campus in the winter

Interviewer questions:

Where is this? _____

Why is it a good place to hang out?

Image # ____

A great place to have a conversation

Interviewer questions:

Where is this? _____

Why is it a great place to talk?

Image # ____

Where you like to work on group projects

Interviewer questions:

Where is this? _____

Why is this a good place for group work?

Image # ____

Your least favorite place on campus

Interviewer questions:

Where is this? _____

Why is this place your least favorite?

Image # ____

The place with the most "energy" on campus

Interviewer questions:

Where is this? _____

Why does this place have the most energy?

Image # ____

Items you carry with you throughout the day

Interviewer questions:

What are they? _____

Is there a place to leave them while you are on campus?

Image # ____

The most comfortable piece of furniture you have used on campus

Interviewer questions:

Where is this? _____

What makes it so comfortable?

Image # ____

Your favorite classroom (take the photo from where you like to sit)

Interviewer questions:

Where is this? _____

Why is this classroom your favorite?

Image # ____

Where you work on projects that involve using a computer

Interviewer questions:

Where is this? _____

Is this a good place to use a computer? Why or why not?

Image # ____

Where you would like to work on a project using a computer

Interviewer questions:

Where is this? _____

Why is this a good place to work on a project using a computer?

Image # ____

Where you are most likely to talk with one of your professors

Interviewer questions:

Where is this? _____

Is this a good place to talk to a professor? Why or why not?

Image # ____

Where you go between classes

Interviewer questions:

Where is this? _____

Why do you go here between classes?

Image # ____

The classroom building you like the most

Interviewer questions:

Where is this? _____

Why is this building your favorite?

Image # ____

The classroom building you like the least

Interviewer questions:

Where is this? _____

What don't you like about this building?

Image # ____

A favorite place on campus

Interviewer questions:

Where is this? _____

What do you like about this place?

Image # ____

Another favorite place on campus

Interviewer questions:

Where is this? _____

What do you like about this place?

Image # ____

A least favorite place on campus

Where is this? _____

What don't you like about this place?

Image # ____

Another least favorite place on campus

Where is this? _____

What don't you like about this place?

Learning Space Mapping Exercises

Mapping Diary Exercise

Instructions: After telling us some information about yourself, we would like you to use the campus map that we have provided to chart your movements around campus for a day during which you are working on your group project. Please note the order in which you went to places by numbering them and note the time that you spent there (e.g. 1) Dorm room on North Campus 8:15-9 AM; 2) Libe Café for coffee 9:20-9:45 AM; 3) AEM 1200 in Warren10-11 AM). After you finish email Camille Andrews at ca92@cornell.edu to schedule a short 30 minute interview to talk about your map.

Thanks for your help and we hope you will have fun!

Name: _____

☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior ☐ Grad Student

Major and College _____

Cognitive Mapping Exercise #1

Instructions: After telling us some information about yourself, we would like you to use the blank piece of paper and the colored markers we have given you to draw a map of the Bissett Space from memory. You have six minutes and please change pen color every two minutes. After you finish email the facilitator will conduct a short 30 minute interview to talk about your map.

Thanks for your help and we hope you will have fun!

Name: _____

☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior ☐ Grad Student

Major and College _____

Cognitive Mapping Exercise #2

Instructions: After telling us some information about yourself, we would like you to use the blank piece of paper and the colored markers we have given you to draw your general workflow when working on a collaborative project. After you finish email the facilitator will conduct a short 30 minute interview to talk about your map.

Thanks for your help and we hope you will have fun!

Name: _____

☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior ☐ Grad Student

Major and College _____

Sample paper survey draft for furniture/software

- **Goal:** Gather information on students' reactions to demo furniture and software. At the installations, paper surveys will be placed with a sign soliciting participation, a copy of the consent form without signature, and a submission box.
- **Audience:** Students in Bissett Space
- **Duration:** 5-10 minutes
- **Payment:** Opportunity to enter raffle of \$20 Manndible Cafe gift card
- **Staff:** None

Thank you for taking the time to complete this survey and provide your insights on our design of this collaborative space. This survey will take approximately 5-10 minutes to complete.

By answering the survey, you are consenting to participate in this study. Your participation is voluntary. If you choose to enter into the raffle for the \$20 Manndible gift card, your answers will not be confidential but the research team will endeavor to protect your identity and ensure that responses cannot be linked to your name or email address by anyone outside the research team. Only data in aggregate form will be reported to others outside the research team. All materials associated with this study will be purged by December 2016. If you have any questions about this survey, please contact Camille Andrews at ca92@cornell.edu.

☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior ☐ Grad Student ☐ Staff ☐ Faculty

Major and College (if applicable) _____

1. How often have you used the Bissett Collaborative Center (front room on 2nd floor in Mann Library)?

2. Would you recommend that we get this furniture for the study space? Why or why not?

3. Would you recommend that we get these whiteboards for the study space? Why or why not?

4. Would you recommend that we get the Teamspot collaborative software for the study space?
Why or why not? _____
5. Any other comments about the furniture, whiteboards, or software?

6. Do you have any suggestions or comments about the Bissett collaborative space in general?

Name & NetID (if you would like to enter a drawing to win a \$20 gift card to Manndible) _____

Sample online survey draft on collaborative work (will change based on feedback from Phase 1 survey and interviews)

- **Goal:** Gather feedback on use of Bissett Collaborative Center. Questions will be adjusted based on feedback gathered from the individual and focus group interviews. The survey will be: available in paper in the Bissett Collaborative Center and other campus study spaces; linked on the LCD screens in the Bissett Collaborative Center, the library website, and library tutorials and guides; advertised to students in library instruction sessions; and also distributed to students who have indicated an interest in being part of studies via email.
- **Audience:** Students in Bissett Space
- **Duration:** 15-20 minutes
- **Payment:** Opportunity to enter raffle of \$25 Manndible Cafe gift card
- **Staff:** None

By answering the survey you are consenting to participate in this study. Your participation is voluntary. We anticipate that your participation in this survey presents no greater risks than everyday use of the Internet. If you choose to enter into the raffle for the \$20 Manndible gift card, your answers will not be confidential but the research team will endeavor to protect your identity and ensure that responses cannot be linked to your name or email address by anyone outside the research team. Only data in aggregate form will be reported to others outside the research team. All materials associated with this study will be purged by December 2016. If you have any questions about this survey, please contact Camille Andrews at ca92@cornell.edu.

☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior ☐ Grad Student ☐ Staff ☐ Faculty

Major and College (if applicable) _____

1. How much time do you spend in group work? **[INSERT SCALE]**
2. What times of day do you most often engage in group work? **[INSERT SCALE]**
3. How much group project time do you spend online?
4. How much group project time do you spend face to face? **[INSERT SCALE]**
5. When you work or study in a group face-to-face, what space(s) do you use most often? **[INSERT CHOICES, OTHER-multiple choice]**
6. What features of these spaces do you like? What features are missing? _____
7. When working on a group project face to face, what room attributes are important? Please rate on a scale of 1 to 5. 1 not desirable, 3 neutral, 5 desirable.

a. furniture	1	2	3	4	5
b. lighting	1	2	3	4	5
c. space size	1	2	3	4	5

- | | | | | | |
|--|---|---|---|---|---|
| d. mobility | 1 | 2 | 3 | 4 | 5 |
| e. partitions | 1 | 2 | 3 | 4 | 5 |
| f. whiteboards | 1 | 2 | 3 | 4 | 5 |
| g. acoustics (noise level) | 1 | 2 | 3 | 4 | 5 |
| h. comfort level (heat and air conditioning) | 1 | 2 | 3 | 4 | 5 |
| i. access to electricity | 1 | 2 | 3 | 4 | 5 |
| j. technology | 1 | 2 | 3 | 4 | 5 |
| k. signage/help | 1 | 2 | 3 | 4 | 5 |
| l. ability to eat/drink | 1 | 2 | 3 | 4 | 5 |
| m. aesthetics (color, style) | 1 | 2 | 3 | 4 | 5 |
8. Comments _____
9. What technology and software do you usually use for group projects? **[INSERT CHOICES, OTHER]**
10. What other technology and software would you like to have access to for your projects?
-

Sample draft survey on Bissett Collaborative Center (will change based on feedback from Phase 1 survey and interviews)

- **Goal:** Gather feedback on use of Bissett Collaborative Center. Questions will be adjusted based on feedback gathered from the individual and focus group interviews. The survey will be: available in paper in the Bissett Collaborative Center and other campus study spaces; linked on the LCD screens in the Bissett Collaborative Center, the library website, and library tutorials and guides; advertised to students in library instruction sessions; and also distributed to students who have indicated an interest in being part of studies via email.
- **Audience:** Students in Bissett Space
- **Duration:** 15-20 minutes
- **Payment:** Raffle of \$25 Manndible Cafe gift card
- **Staff:** None

By answering the survey you are consenting to participate in this study. Your participation is voluntary. We anticipate that your participation in this survey presents no greater risks than everyday use of the Internet. If you choose to enter into the raffle for the \$20 Manndible gift card, your answers will not be confidential but the research team will endeavor to protect your identity and ensure that responses cannot be linked to your name or email address by anyone outside the research team. Only data in aggregate form will be reported to others outside the research team. All

materials associated with this study will be purged by December 2016. If you have any questions about this survey, please contact Camille Andrews at ca92@cornell.edu.

☐ Freshman ☐ Sophomore ☐ Junior ☐ Senior ☐ Grad Student ☐ Staff ☐ Faculty

Major and College (if applicable) _____

1. How often have you used the Bissett Collaborative Center (front room on 2nd floor in Mann Library) before? _____
2. Working ☐ Individually ☐ With a group ☐ Both
3. Rate the Bissett Collaborative Center on the following on a scale of 1 to 5. 1 not desirable, 3 neutral, 5 desirable.

a. furniture	1	2	3	4	5
b. lighting	1	2	3	4	5
c. space size	1	2	3	4	5
d. mobility	1	2	3	4	5
e. partitions	1	2	3	4	5
f. whiteboards	1	2	3	4	5
g. acoustics (noise level)	1	2	3	4	5
h. comfort level (heat and air conditioning)	1	2	3	4	5
i. access to electricity	1	2	3	4	5
j. technology	1	2	3	4	5
k. signage/help	1	2	3	4	5
l. ability to eat/drink	1	2	3	4	5
m. aesthetics (color, style)	1	2	3	4	5
n. Comments	_____				

4. Which furniture do you prefer using in the Bissett Collaborative Center (check all that apply):
a. Lounge chairs Tables Office chairs Hardwood chairs
5. What technologies and software have you used in the Bissett Collaborative Center (check all that apply)? **[INSERT CHOICES, OTHER]**
6. What do and don't you like about the collaborative space?
7. Any other comments?
8. Name & NetID (if you would like to enter a drawing to win a \$20 gift card to Manndible)

APPENDIX B:

**CONSENT FORM,
RECRUITMENT, LETTER OF
SUPPORT**

Researching Learning Spaces in the Library User Studies Consent Form

You are invited to take part in a research study to improve the design of the Library's work and study spaces. We are asking you if you are available to participate because of your earlier indication of interest in helping the Library with its design/redesign efforts. Please read this form carefully and ask any questions you may have before agreeing to take part in the study.

What the study is about: The purpose of this study is to improve the design of the Library's learning spaces.

What we will ask you to do: If you agree to be in this study, you will be asked to *[insert tasks for particular studies here]*: complete a task and give feedback on collaborative technology; answer a series of questions about your opinions on various learning spaces including Mann Library's Bissett Collaborative Center and/or your collaborative work and study practices; draw your vision of an ideal collaborative work and study space and participate in a debrief interview; take pictures of spaces and things that pertain to collaborative work and study and participate in a debrief interview; draw your paths through the spaces you use for collaborative work or maps of your cognitive processes around collaborative work and participate in a debrief interview]. This will take about *[provide number]* minutes to complete. The sessions will also be audiorecorded to allow the researchers to more thoroughly understand your responses and to help us during transcription and analysis.

Risks and benefits:

We do not anticipate any risks from participating in this study. These studies may raise your awareness of library spaces and services and other non-library spaces and services available to you, particularly for collaborative study and work. These studies will also identify needed improvements, which, once made, may make it easier for you and all future patrons to use the Library more effectively and efficiently.

Compensation:

Test participants will receive *[food; \$20]*.

Taking part is voluntary: Taking part in this study is completely voluntary. You are free not to participate. If you decide not to participate, it will not affect your academic standing, record, or current or future relationship with Cornell University or the library and its services. If you decide to take part, you are free to withdraw at any time. We would like you to consider each question *[insert where applicable: and complete each task]*, but you may skip any question or task you don't feel comfortable with.

Confidentiality/Privacy: Only the researchers on this project will have access to the full data. *[insert where applicable: Results may also be shown to additional library staff with responsibilities for or interest in the spaces or technology being tested, or to educate library staff in the value of user studies. Results may also be disseminated to library and non-library audiences at conferences or in publications and may include brief segments of some individual responses. Full confidentiality cannot be promised for projects where participants provide consent for audio and/or video recordings that can be shown to specified groups of people outside of the committee. However, researchers will endeavor to protect the interests of their subjects.]* Your name will not be revealed at any time. Research records will be kept in locked files or password-protected folders. Image and sound recordings will be archived after transcription and purged by December 2016.

If you have questions: Please feel free to ask any questions now. If you have questions later, you may contact Camille Andrews at ca92@cornell.edu or 255-8673. If you have any questions or concerns regarding your rights as a subject in this study, you may contact the Institutional Review Board (IRB) for Human Subjects at 607-255-5138, or access their website at <http://www.irb.cornell.edu/>. You may also report your concerns or complaints anonymously through Ethicspoint online at www.hotline.cornell.edu or by calling toll-free at 1-866-293-3077. Ethicspoint is an independent organization that serves as a liaison between the University and the person bringing the complaint so that anonymity can be ensured. You will be given a copy of this form for your records.

Statement of Consent: I have read the above information, and have received answers to any questions I asked.
I consent to take part in the study.

Your Signature _____ Date _____

Your Signature (printed) _____ Date _____

Signature of the person obtaining consent _____ Date _____

Printed name of the person obtaining consent _____

This consent form will be kept by the researcher for at least five years beyond the end of the study.

Example of email:

Mailing Subject: Mann Library Study Spaces

Dear Student/Staff/Faculty Member:

You recently expressed interest in helping Mann Library redesign its group work and study spaces. We currently need [n] volunteers to participate in [usability study/individual interviews/focus group/space design exercise/photo survey/mapping exercise] and provide feedback. The sessions, held in Mann Library, will take approximately 60 minutes and will be facilitated by two library staff and audiorecorded. Results will be used to help us redesign our learning spaces and may be presented to staff or in conferences or publications. Those involved will receive [food, \$20] in compensation.

We would like to run the sessions on [dates and times] below. If you are available for one of the time slots listed, please [sign up at LINK; reply via email to Sara Wright (sew268@cornell.edu) or Camille Andrews (ca92@cornell.edu)]. **Sign up is first come, first serve.**

A printed copy of the attached consent form will be given to participating volunteers.

The times for testing are:

[dates and times]

Participating volunteers should go to [desk location] and will be met by a staff member.

Many thanks for your help!

[signature]

Example of email:

Mailing Subject: Mann Library Study Spaces

Dear Student/Staff/Faculty Member:

You recently expressed interest in helping Mann Library redesign its group work and study spaces. We are currently conducting a survey to understand the ways that patrons use current study spaces and how they work collaboratively.

We invite you to participate in this online survey that will take approximately 15-20 minutes. Your input is essential and will help inform the redesign or design of Mann's collaborative spaces.

We anticipate that your participation in the survey presents no greater risk than everyday use of the internet. Your participation is confidential and voluntary. You will have the opportunity to enter a raffle for a \$20 Manndible gift card in compensation.

If you have any questions, please email either Sara Wright (sew268@cornell.edu) or Camille Andrews (ca92@cornell.edu).

Many thanks for your help!

[signature]

Got 5-10 min?

Tell us what you think
about our demo
collaboration areas
and enter a drawing to
win a
\$20 gift card to
Manndible



NEED FOOD OR MONEY?

Mann Library needs YOUR feedback

Help us redesign our group study spaces and make Mann Library even better!

We'll need about an hour of your time and you will earn FREE LUNCH OR \$20.

You will be notified via email when and where the interview will take place.

Name	Net ID	<i>Please circle the appropriate category</i>		
		Undergrad	Grad	Faculty/Staff
2.		Undergrad	Grad	Faculty/Staff
3.		Undergrad	Grad	Faculty/Staff
4.		Undergrad	Grad	Faculty/Staff
5.		Undergrad	Grad	Faculty/Staff
6.		Undergrad	Grad	Faculty/Staff
7.		Undergrad	Grad	Faculty/Staff
8.		Undergrad	Grad	Faculty/Staff
9.		Undergrad	Grad	Faculty/Staff
10.		Undergrad	Grad	Faculty/Staff
11.		Undergrad	Grad	Faculty/Staff
12.		Undergrad	Grad	Faculty/Staff
13.		Undergrad	Grad	Faculty/Staff
14.		Undergrad	Grad	Faculty/Staff
15.		Undergrad	Grad	Faculty/Staff
16.		Undergrad	Grad	Faculty/Staff
17.		Undergrad	Grad	Faculty/Staff
18.		Undergrad	Grad	Faculty/Staff
19.		Undergrad	Grad	Faculty/Staff
20.		Undergrad	Grad	Faculty/Staff

NEED \$20 or FREE LUNCH?



**Mann Library needs YOU to
improve its study space!**

**If you're interested in earning free
lunch or \$20 for an hour of feedback,
email us.**

**All sessions will be held in Mann Library.
We will contact you directly to schedule.**

Send the following info to
ca92@cornell.edu
Please include your NetID
and year of study

Send the following info to
ca92@cornell.edu
Please include your NetID
and year of study

Send the following info to
ca92@cornell.edu
Please include your NetID
and year of study

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and year of study

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ca92@cornell.edu
Please include your NetID
and year of study

Send the following info to
ca92@cornell.edu
Please include your NetID
and year of study

NEED \$20?

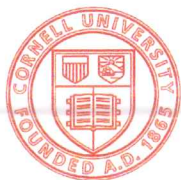


Mann Library needs YOU to
improve its study space!

**If you're interested in earning \$20 or
free lunch for an hour of feedback,
email**

**Camille Andrews (ca92@cornell.edu)
and include your NetID and year of
study.**

**All sessions will be held in Mann Library.
We will contact you directly to schedule.**



Cornell University
Library

Accounting Services
Library Administrative Operations
234 Olin Library
Ithaca, New York 14853-5301
t. 607.255.5102
f. 607.254.8879
www.library.cornell.edu/Adminops/account

Cash Receipt Acknowledgement:

Test Name: _____

Test Date: _____

Test Administrator: _____

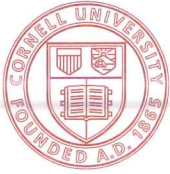
By signing below, I acknowledge that I have received payment for my participation in a Library User Assessment study on the date indicated above. I understand that the information below will not be used for any purpose other than verifying payment and maintaining accounting records in according with Cornell University policy and procedures.

Name:

Amount Received:

Signature:

\$ _____



Cornell University
Albert R. Mann Library

College of Agriculture and Life Sciences
College of Human Ecology
Ithaca, New York 14853-4301
t. 607.255.2285
www.mannlib.cornell.edu

January 27, 2012

Ms. Susan Lewis, IRB Administrator
Institutional Review Board for Human Participants
Cornell University
395 Pine Tree Road, Suite 320
Ithaca, NY 14850

Dear Ms. Lewis,

The research team for the study *Researching Learning Spaces in the Library*, conducted by Cornell University Library, has permission to use Mann Library for its user studies over the next two years. If there are any questions, please feel free to contact me at hbr1@cornell.edu or 607-255-7960.

Best regards,

A handwritten signature in blue ink, appearing to read "H. Raskin".

Howard Raskin
Head of Operations and Program Outreach
Albert R. Mann Library