Using Accudemia for Service Assessment and Security
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About the presenter:
Teri has over 30 years of experience working in access services in academic libraries. She currently serves as the User Services Staff Lead at California State University San Marcos. She was a co-presenter at the 2013 Access Services Conference on “Cool Apps and Open Source Tools to Collect and Display Access Services Data”
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WHAT ARE THE TAKE AWAYS?

Why are we using Accudemia?
- Security measure in new 24/5 space:
  - Track users in the building between 12AM and 6AM
  - Limit access to campus community (faculty, staff, and students with ID)
- Assessment tool for new 24/5 services:
  - Number of user visits during a specific period
  - Purpose of visits
  - Services or spaces used during visits
  - Technology used during visits

What are we asking of users?
- To identify what courses/subjects they will be studying – the list of courses they are enrolled in auto-populates upon login for them to select from
- To select all of the services listed below that they intend to use during their visit
  - Computer Workstations
  - Course Reserves Access
  - Media Library Collection Access
  - Multimedia Viewing
  - Other
  - Research Help from Library Staff
  - Safety/Overnight Space on Campus
  - Studying – General
  - Studying – Group Study Room

How is the data used?
The Accudemia reports give us data on the number of unique visitors and overall visits during a specific period, the duration of the visits, what services or unique needs triggered the visit, and information on subjects being studied. This information along with other data collected in the space will be used to assess service in our new 24/5 space and shared with campus ASI and other strategic partners who have ownership in this space.

Is it worth the effort?
Although we have had minor challenges to overcome, the Accudemia product has been fairly problem free and easy to use for both staff and students. The Accudemia login process serves as a reliable security tool and the data it provides will be extremely valuable when we look at assessing our first semester of 24/5 service in January 2018. Overall, it is proving to be a good return on investment.

For More information on Accudemia, please visit: https://www.engineerica.com/accudemia