

# Success of the Reader Interest Classification System at Faulk Central Library

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*Presented by Richard Gilreath, Molly Miller, Jasmin Salinas, and Laura White*

# Our Research Project

- Our project seeks to understand how patrons at Faulk use the current reader interest classification system to find fiction books.
- This will help us understand how to better help them browse for genre fiction, which will improve their experience at Faulk. Our research will also allow us to make recommendations for future changes that could increase user satisfaction.

# Significance

- Library users from the local Austin community would most benefit from this research in the long-term, as this study will explore how reader interest classification expands possibilities for ease of browsing, new author/material discovery, and assist in finding similar materials to those the user enjoys or seeks out.

# Research Questions

## General

- How successful is the current reader interest classification system in the Austin Public Libraries system?
- Should the current reader interest classification system be modified; if so, how?

## Specific

- Are patrons familiar with the current system?
- Do patrons use the current system to browse for books?
- Are patrons satisfied with the current system?
- Are the genres currently offered in line with the genres patrons expect to see?
- What would patrons change about the system?

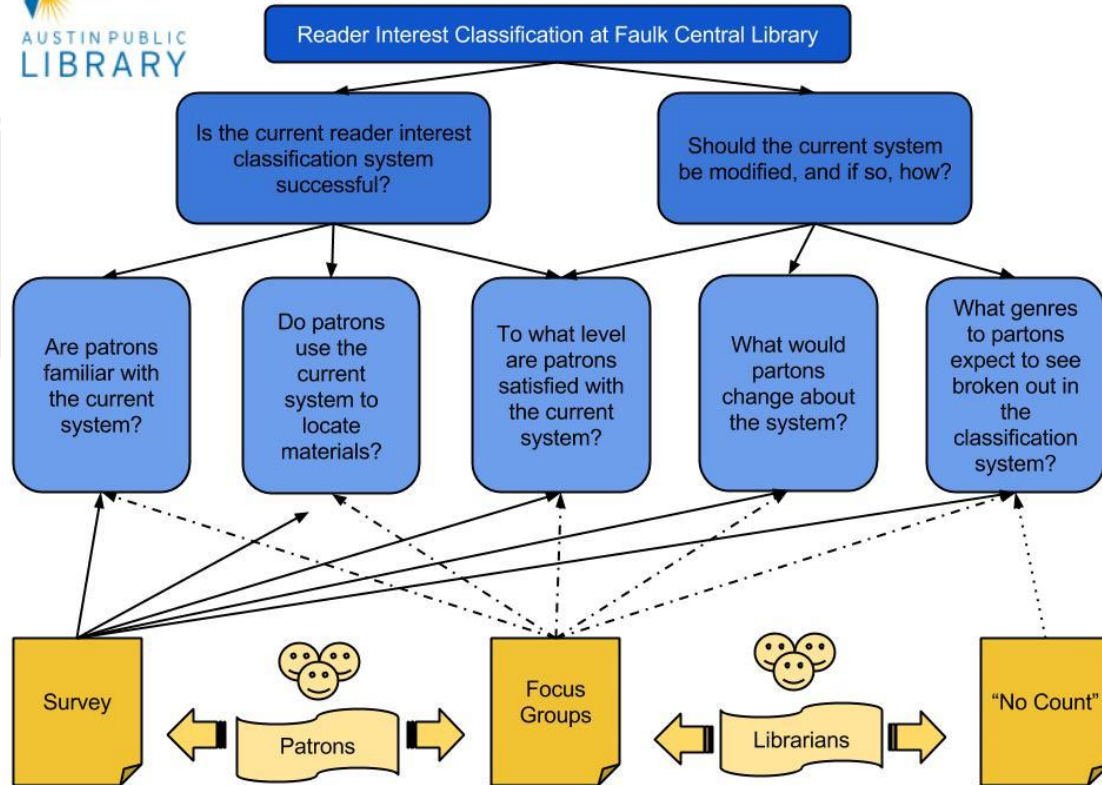
# Assumptions

- The users we sample are representative of all library users.
- Reader interest classification (RIC) can increase user satisfaction.
- Patron suggestions for change to the RIC will positively impact the success of the RIC if implemented.
- Use of the RIC (browsing for books within the broken out genres/interests) marks the RIC as successful.

# Population

- Adult patrons at Faulk Central Library.
  - Individuals eighteen and older are selected to avoid legal complications of allowing minors to participate.
  - Measured for the survey by observers who note who enters the fiction section over the course of a month.
- Library reference staff, including librarians, circulation desk staff, and other individuals working the fiction section.

# Research Framework



# Variables

- Dependent: patron satisfaction
- Demographic variables (independent):
  - race/ethnicity
  - gender
  - age
  - number of visits to Faulk in past month

## Independent

- patron familiarity with genre shelving and RIC
- frequency of browsing
- how often patrons ask for and need help
- genres that patrons read
- how often patrons find a book they looked for



# Data Collection Methods

- Survey
  - Paper surveys; handed out in person in the adult fiction section of Faulk Central Library and placed into hold materials that are being retrieved from Faulk.
- No Count
  - Tally marks made on a sheet provided by the researchers.
- Focus Groups
  - Semi-structured group interviews with patrons and reference staff.

# Survey

How often do you do the following at Faulk Central Library?

	Never	Less than Once a Month	Once a Month	2-3 Times a Month	Once a Week	2-3 Times a Week	Daily
Search for specific books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Browse for books from a specific genre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find the specific books you're looking for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find books you want to check out after browsing a section of genre specific materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ask for help when looking for books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall, how satisfied are you with the way the Faulk Central Library currently organizes and arranges its fiction collection?

	Not at all Satisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied
Current genre shelving at the Faulk Central Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# No Count

Genre	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Christian Fiction	///						
Fantasy							
Graphic Novels and Comics							
Historical Fiction							
...							

# Focus Groups

- Patron Focus Group: directly asking about patrons' feedback and experiences with genre shelving.
- Staff Focus Group: asking library reference staff about patrons' use of genre shelving and staff's interactions with patrons.



Questions?