


FINDING EVIDENCE IN FREE **COFFEE**

Katie Prentice, MSIS, AHIP
Schusterman Library
OU-Tulsa
katherine-prentice@ouhsc.edu
918-660-3216



Hint:

*What you can count,
you can manage.*

A large red octagonal sign with a thin blue border. Inside the sign, the text "Think of a service or work topic you want or need details to manage effectively" is written in white, sans-serif font, centered and arranged in six lines.

Think of a
service or work
topic you want
or need details
to manage
effectively

**IT WAS A DARK
AND STORMY NIGHT**



#coffeeislife



THE STORY OF OUR COFFEE



Coffee Counting. How many pots are we actually brewing? Please tally each airpot in the time you brew it. Thanks!

Mark each new bag of beans with a * in the day you fill the bean grinder.

| Sunday, July 05, 2015 | TIMES | Monday, July 06, 2015 | Tuesday, July 07, 2015 | Wednesday, July 08, 2015 | Thursday, July 09, 2015 | Friday, July 10, 2015 | Saturday, July 11, 2015 |
|-----------------------|----------------|-----------------------|------------------------|--------------------------|-------------------------|-----------------------|-------------------------------|
| / | Open - Noon | | | | | | |
| | 12 noon - 6 pm | | | (Mum meeting) | | | Poured out almost a whole pot |
| | 6 pm - Close | | | | | | |

| Sunday, July 12, 2015 | TIMES | Monday, July 13, 2015 | Tuesday, July 14, 2015 | Wednesday, July 15, 2015 | Thursday, July 16, 2015 | Friday, July 17, 2015 | Saturday, July 18, 2015 |
|-----------------------|----------------|-----------------------|------------------------|--------------------------|-------------------------|--------------------------|-------------------------|
| / | Open - Noon | | | | | | / |
| | 12 noon - 6 pm | (4) pot left over | | | | 2 full pots had to dump! | |
| | 6 pm - Close | | | | | | |

| Sunday, July 19, 2015 | TIMES | Monday, July 20, 2015 | Tuesday, July 21, 2015 | Wednesday, July 22, 2015 | Thursday, July 23, 2015 | Friday, July 24, 2015 | Saturday, July 25, 2015 |
|------------------------|----------------|-----------------------|------------------------|--------------------------|-------------------------|-----------------------|-------------------------|
| / poured out 1/2 a pot | Open - Noon | | | | | | / poured out 1/2 pot |
| | 12 noon - 6 pm | | | | | 1 full pot left | |
| | 6 pm - Close | | | | poured out 1/2 pot | | |

| Sunday, July 26, 2015 | TIMES | Monday, July 27, 2015 | Tuesday, July 28, 2015 | Wednesday, July 29, 2015 | Thursday, July 30, 2015 | Friday, July 31, 2015 | Saturday, August 01, 2015 |
|-----------------------|----------------|-----------------------|------------------------|--------------------------|-------------------------|-----------------------|---------------------------|
| / | Open - Noon | | | | | | / almost all dumped |
| | 12 noon - 6 pm | | | | | | |
| | 6 pm - Close | | | | dumped 1/2 pots | | |

| Sunday, August 02, 2015 | TIMES | Monday, August 03, 2015 | Tuesday, August 04, 2015 | Wednesday, August 05, 2015 | Thursday, August 06, 2015 | Friday, August 07, 2015 | Saturday, August 08, 2015 |
|-------------------------|----------------|-------------------------|--------------------------|----------------------------|---------------------------|-------------------------|---------------------------|
| / | Open - Noon | | | | | | / almost all dumped |
| | 12 noon - 6 pm | | | | (2) 1/2 pots left over | | |
| | 6 pm - Close | | | | | | |

| Sunday, August 09, 2015 | TIMES | Monday, August 10, 2015 | Tuesday, August 11, 2015 | Wednesday, August 12, 2015 | Thursday, August 13, 2015 | Friday, August 14, 2015 | Saturday, August 15, 2015 |
|-------------------------|----------------|-------------------------|--------------------------|----------------------------|---------------------------|-------------------------|---------------------------|
| | Open - Noon | | | | | | / |
| | 12 noon - 6 pm | | | | (1) full pot poured out | | |
| | 6 pm - Close | Dumped 4 pots | | | | | |

| Sunday, August 16, 2015 | TIMES | Monday, August 17, 2015 | Tuesday, August 18, 2015 | Wednesday, August 19, 2015 | Thursday, August 20, 2015 | Friday, August 21, 2015 | Saturday, August 22, 2015 |
|-------------------------|----------------|-------------------------|---------------------------|----------------------------|---------------------------|-------------------------|---------------------------|
| / Poured half out | Open - Noon | | | | | | / Poured out full pot |
| | 12 noon - 6 pm | | Threw out almost full pot | | | | |
| | 6 pm - Close | | | | | | |

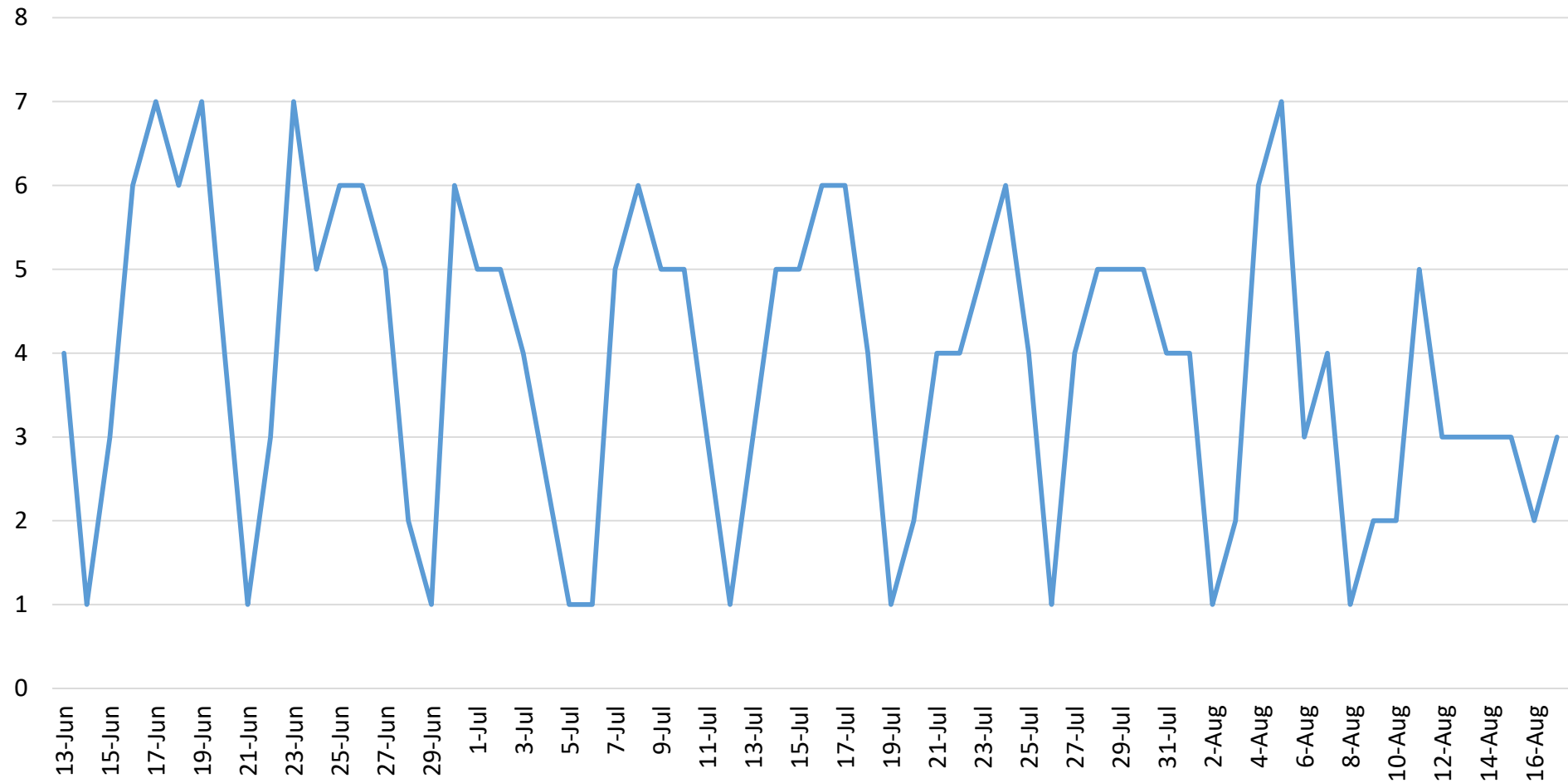
A large red octagonal sign with a thin blue border. Inside the sign, the text "What options are available to help you get data & information & details?" is written in white, sans-serif font, centered and arranged in six lines.

What options
are available to
help you get
data &
information &
details?

Hint: Low tech is often better!

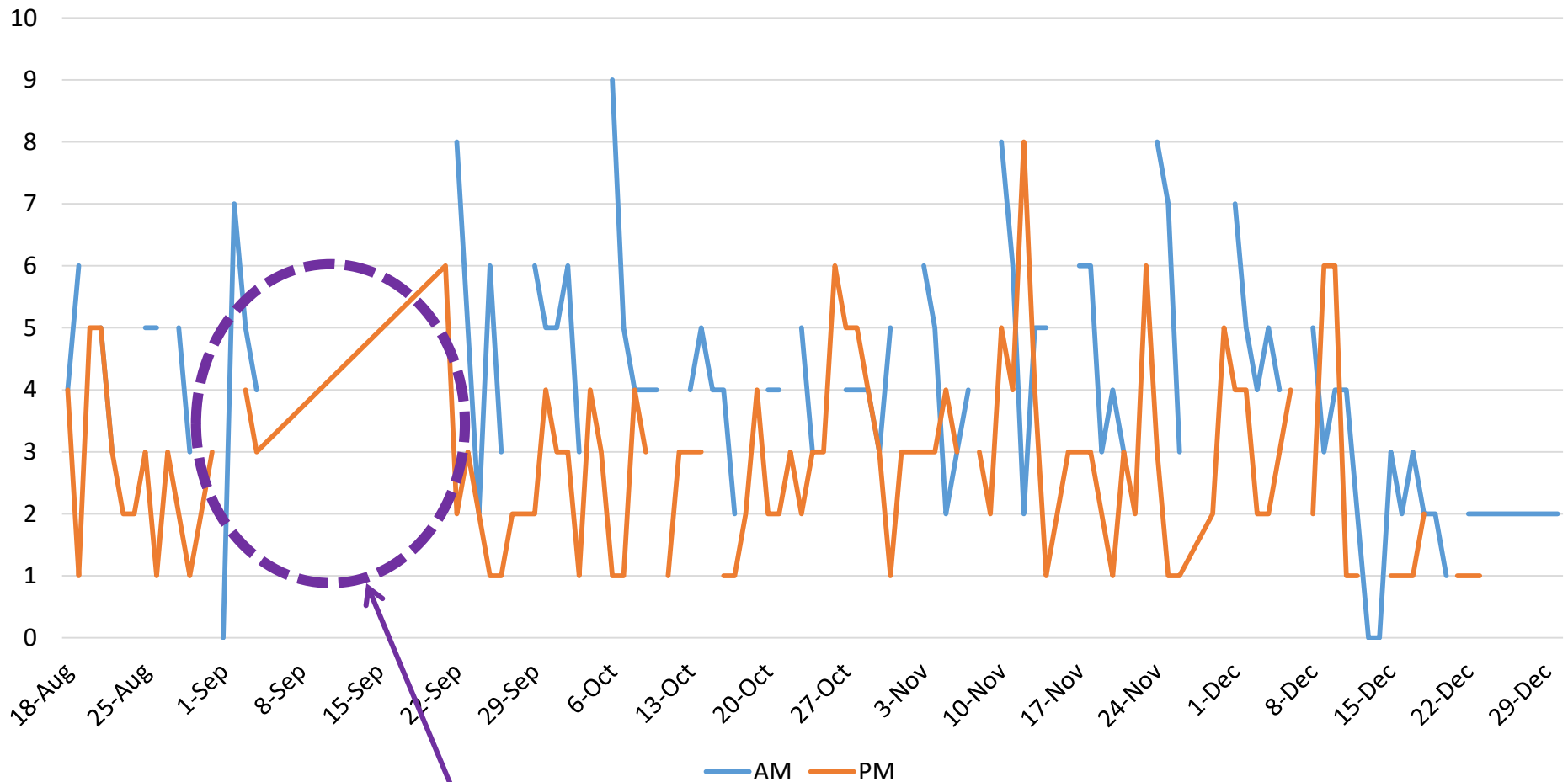
Operation: 'Get that **** Under Control' Starts with Observation

Airpots of Coffee Brewed – Summer 2014



Part 2: Look for Trends AM/PM

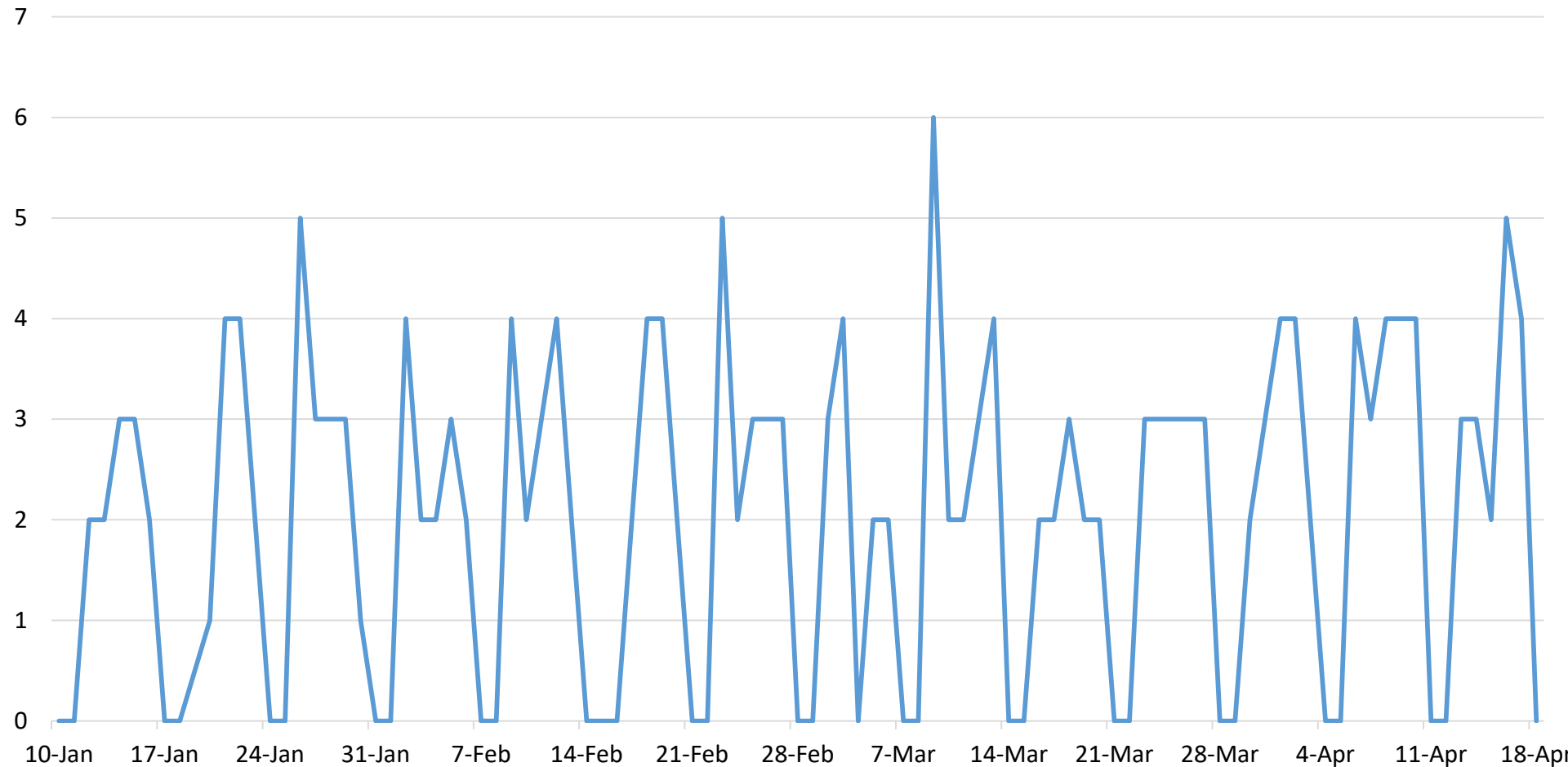
Airpots of Coffee - Fall 2014: AM/PM



#curiouscaseofthemissingdatasheet

Part 3: Make a Service Change!

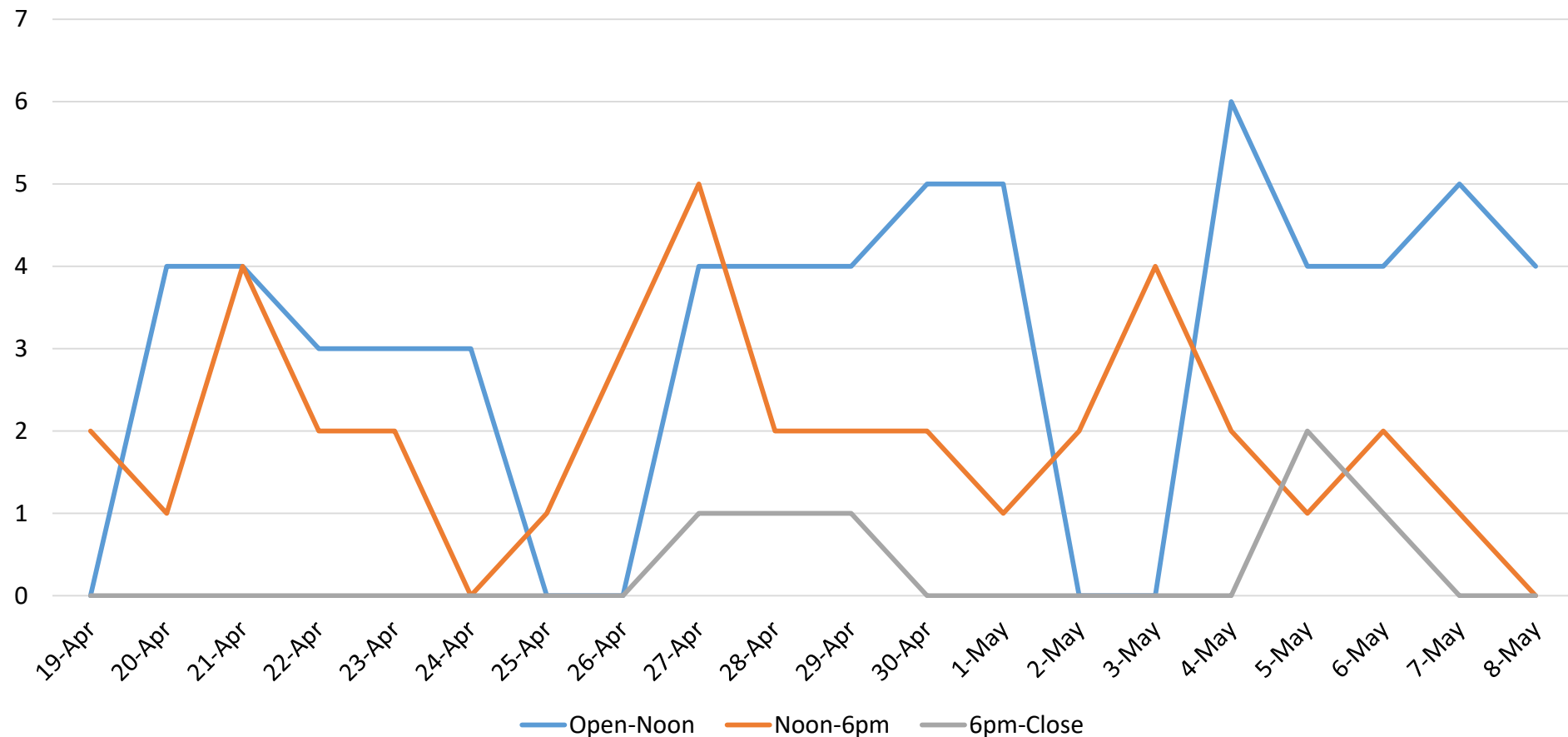
Airpots of Coffee - Spring 2015, Mornings Only



Part 3(b): What happens if...

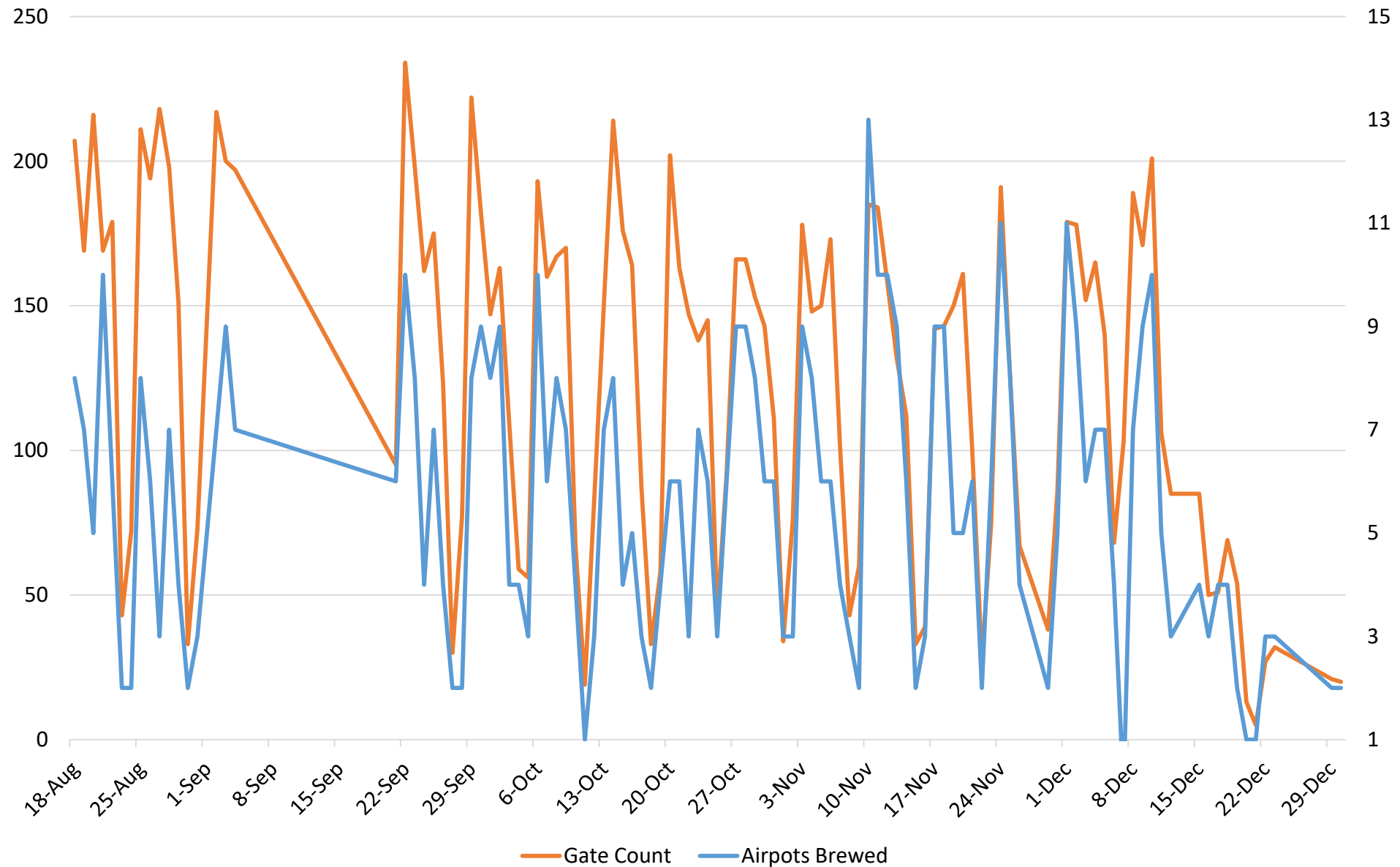
Finals Nonstop Coffee

Spring 2015 Nonstop Coffee: 3 weeks

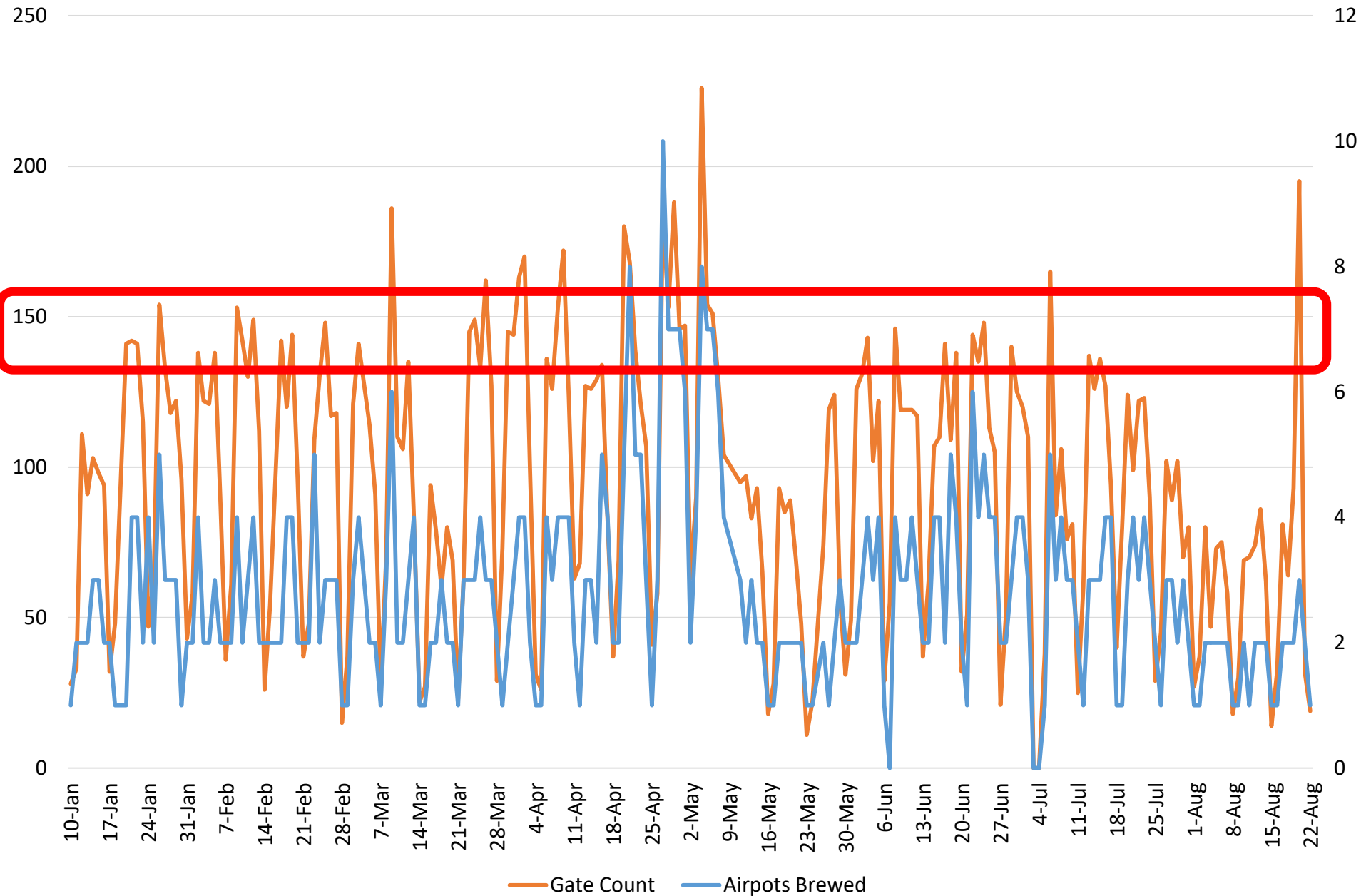


What else matters when you change a service?

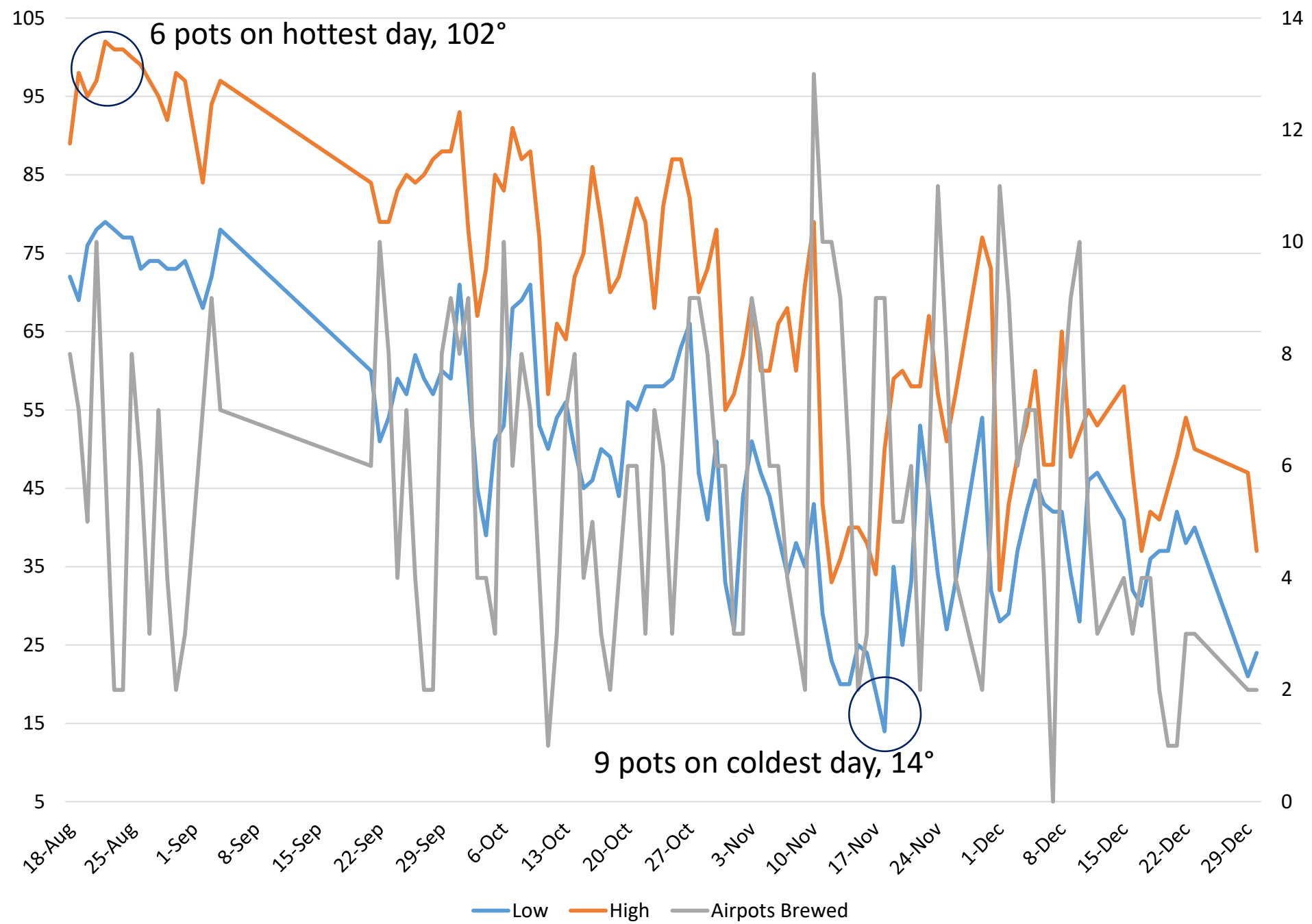
Library Coffee and Gate Count (before coffee hours change)



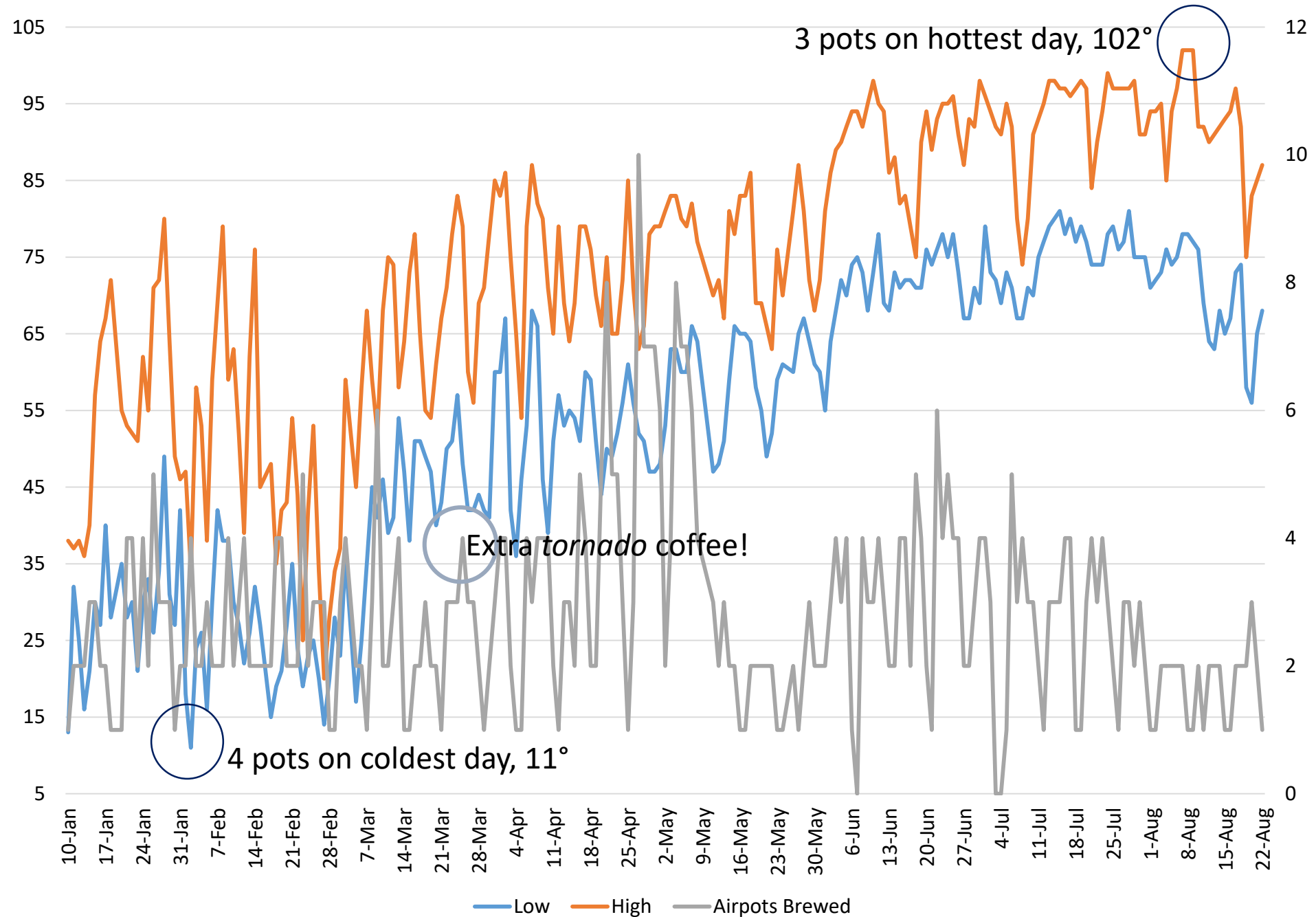
Library Coffee and Daily Gate Count (after coffee service hours change)




Library Coffee and High/Low Temps (Phase One)



Library Coffee and High/Low Temps (Phase Two)



A large red octagonal sign with a thin blue border. Inside the sign, the text is written in white, bold, sans-serif font, centered and arranged in four lines.

Who is available
to help you
gather data?
What resources
are available?

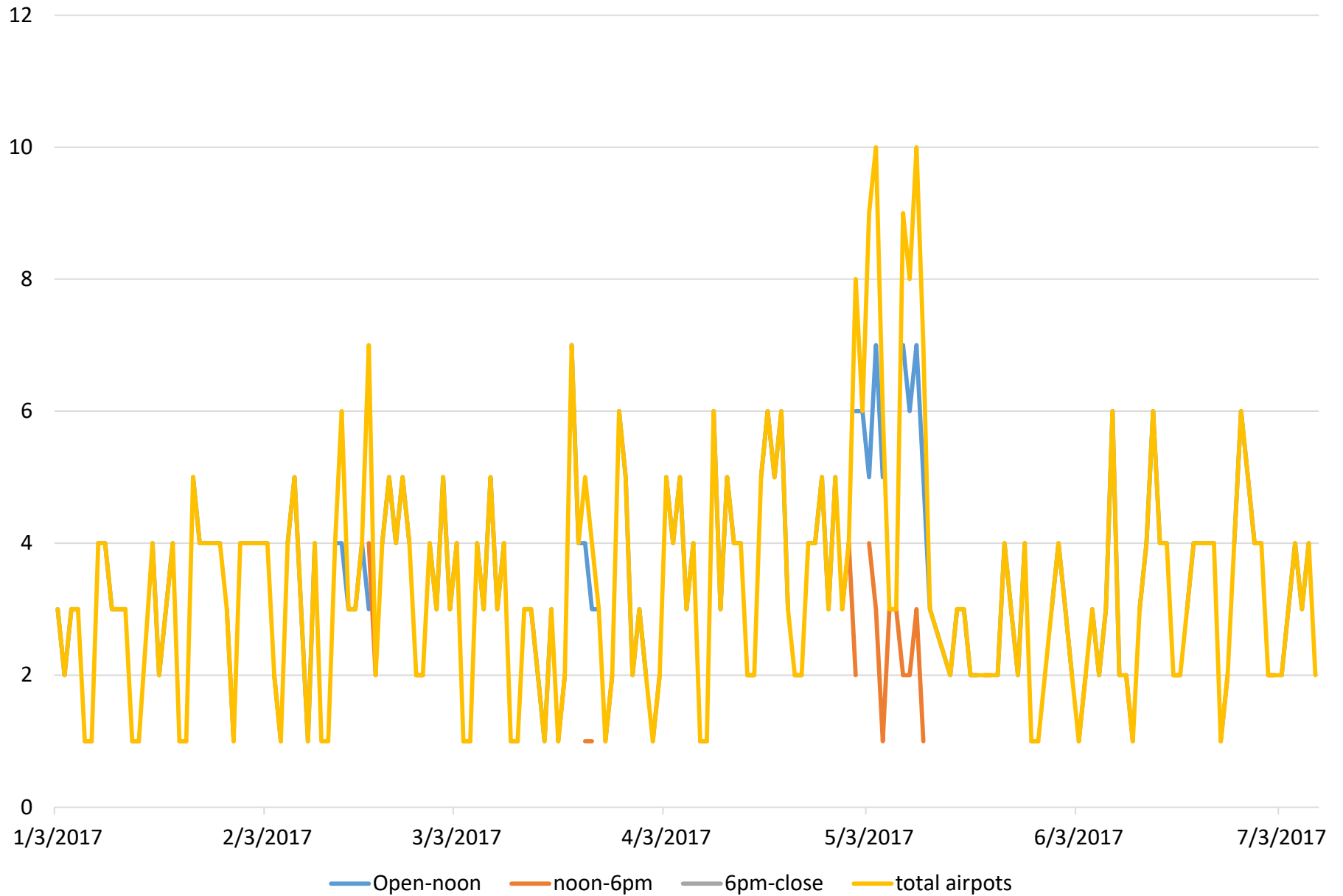
Hint: Low tech is often better!

After all of that...
Where are we now?

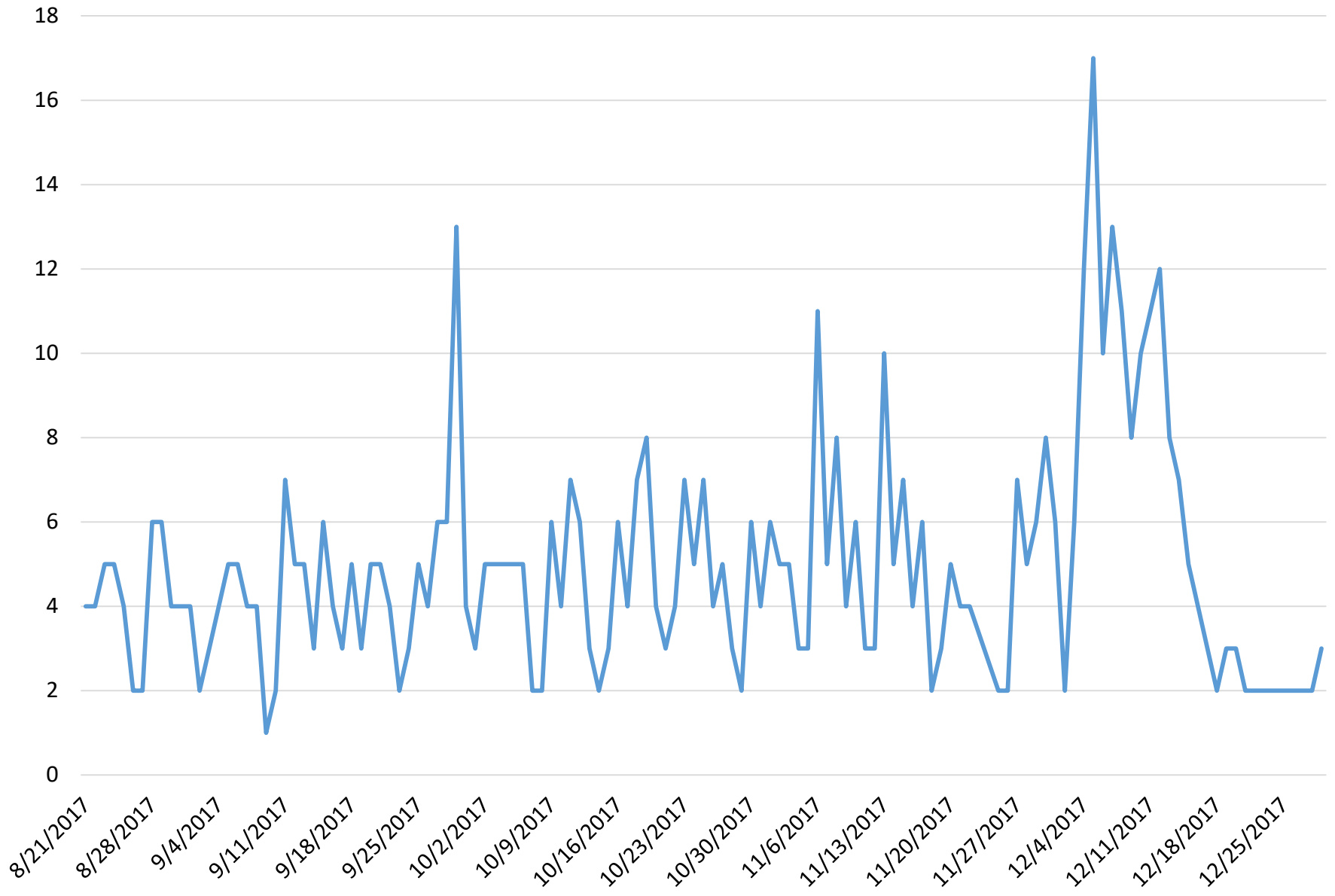
Continuous “nonstop
coffee” has become a thing
that never happened



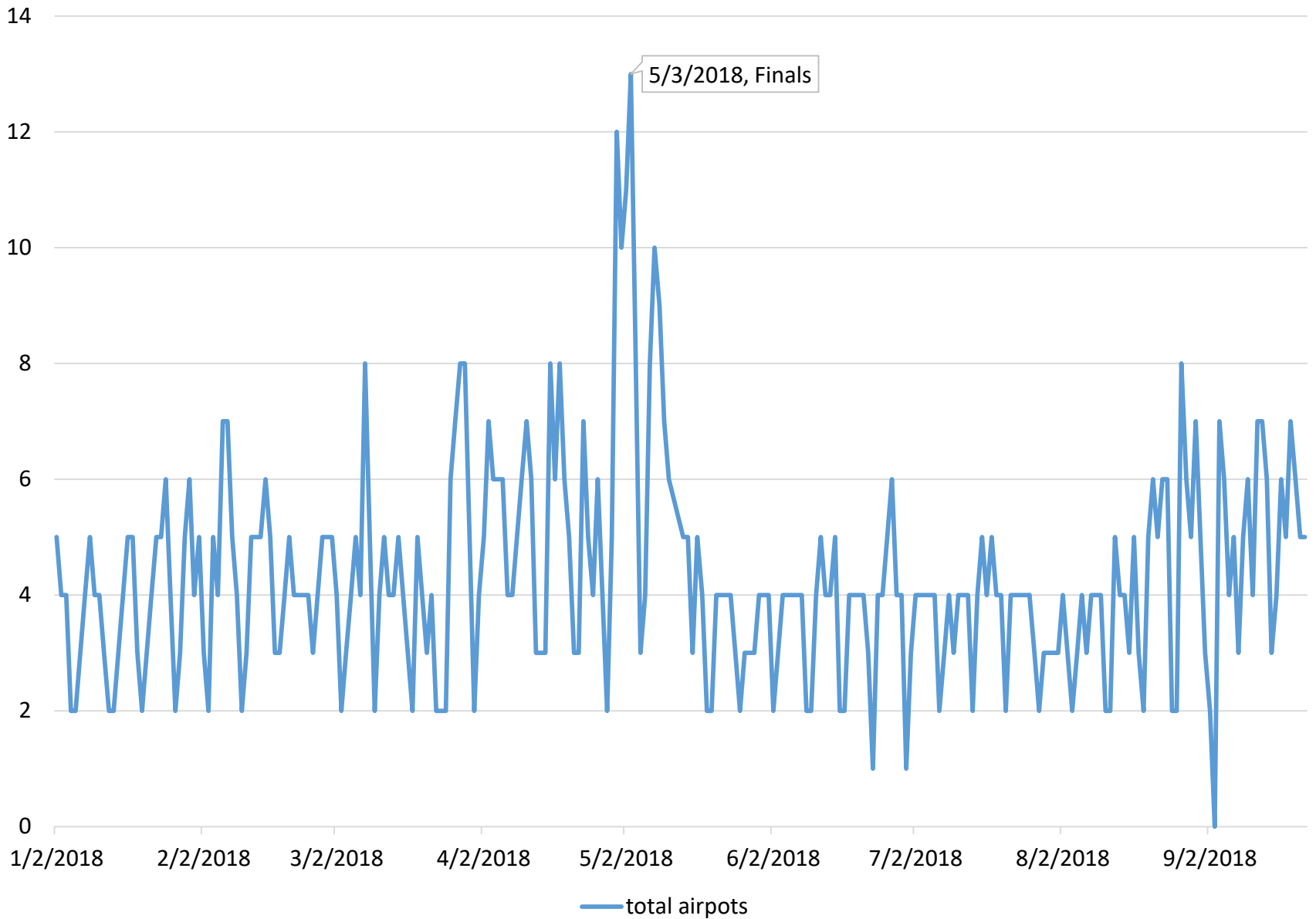
Spring 2017 Coffee



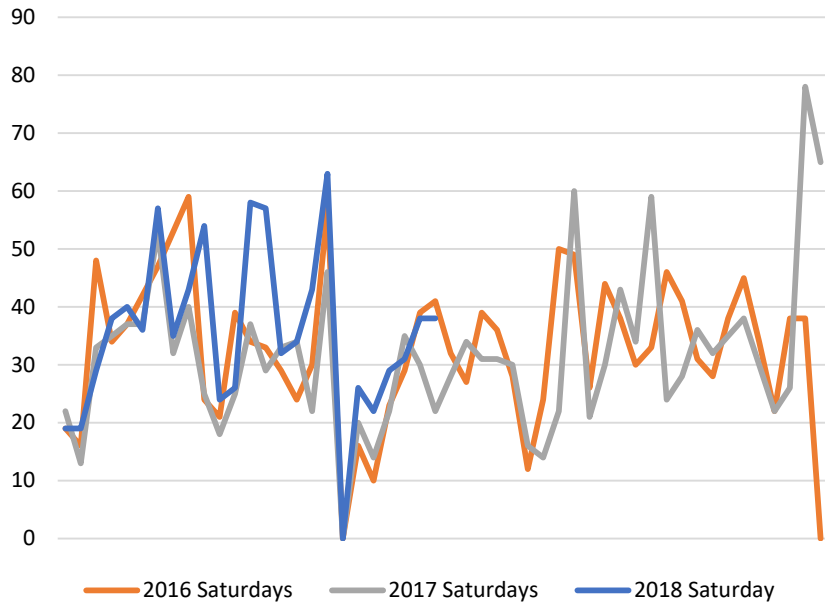
Fall 2017 Coffee Consumption



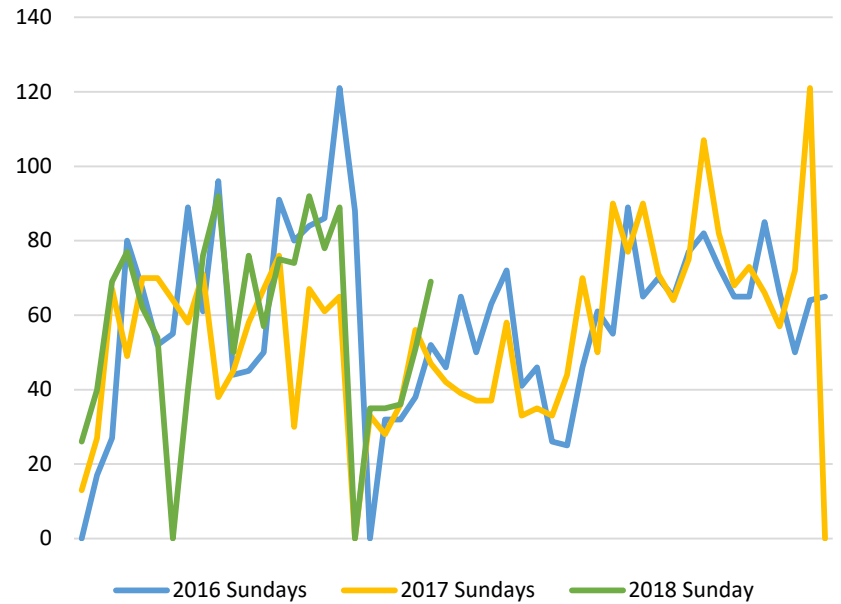
2018 Total Airpots Brewed



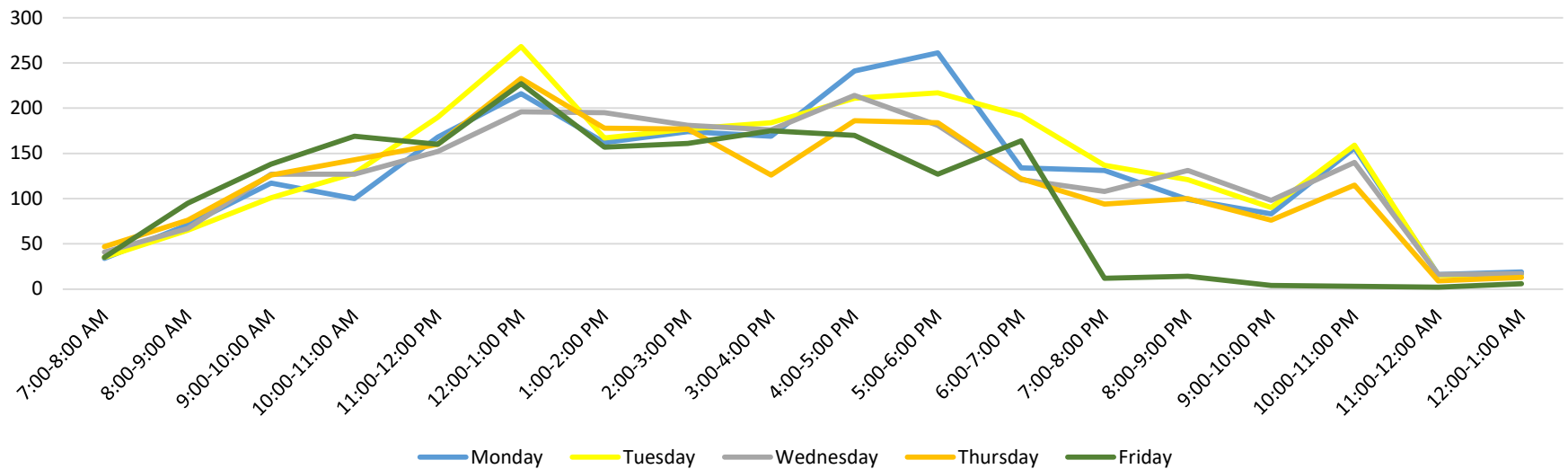
Saturday Gate Count*




Sunday Gate Count



Gate Count by Hour Totals Monday-Friday



A large red octagonal sign with a thin black border. Inside the sign, the text "Once you have new details how do you want to use them?" is written in white, sans-serif font, centered and arranged in four lines.

Once you have
new details how
do you want to
use them?

Hint: what do you really need to know?

Whether you are solving your coffee problem or finding solutions to other challenges, listen to the story your data is telling.

PS. Come have a coffee sometime with us.

