

DIRECTED FIELDWORK HOST SITE MIDTERM REPORT

- *The purpose of this report is to ensure that students receive formal feedback regarding their work midway through a Directed Fieldwork (DFW) experience so that any necessary adjustments can be made. It is also an opportunity for both the student and DFW host site supervisor/mentor to assess progress to fulfilling the learning outcomes outlined in the Learning Outcomes Agreement.*
- *The DFW host site supervisor/mentor and student will meet to compose this report and submit it to the DFW Faculty Coordinator.*

Student Name: Erika Whinihan
Host Site Institution: Microsoft Library & Archives
Supervisor/Mentor Name: Philippe Cloutier
Supervisor/Mentor Email: phclouti@microsoft.com

Please answer each question thoroughly, with more than just a “yes” or “no.” The student and the Faculty Coordinator appreciate a thorough assessment of progress. You may either enter your answers below or on another attached sheet.

1. What work has been completed toward the project and the learning outcomes? Do you and the student think the project is on target and that the learning outcomes will be met? If the project schedule needs to be revised, please outline those revisions here, including any project goals/outcomes that have changed.

Learning Outcomes status:

1. Understanding of the library business and operations: this is ongoing and on target for completion. Through meetings and review of library portal and process/operations documentation this learning outcome is being met on a daily basis.
2. Microsoft Archives work: this learning objective will be met through work on the Studio Migration digital archive project that is underway as of week three. This project involves reviewing videos from Studios and determining what is already in the digital archive collection and what still needs to be catalogued. Other projects working with Archives will take place during the last 1-3 weeks of the DFW.
3. Research: this learning outcome, which originally said “learn about and work with ProResearch team” will be adjusted to now be working on an “Expert Insights” playbook where Erika will research third party companies that can provide targeted insights for the companies strategic and cultural objectives. This work is foundational to understanding the content the research team uses and analyzes to meet the needs of the company and employees. Direct work with ProResearch team is not the primary focus, however, understanding the business and market context is the updated focus.
4. Learn about/gain experience with employee engagement, material curation, collection development, and assessing audience needs: an overview of these areas has been provided and

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University of Washington Box 352480 Seattle, WA 98195-2840

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direct action in these areas including coming up with an idea for curated book list and work on NextRead program will happen in the second half of the DFW.

5. UX Study on Library Portal: this learning objective is well underway and will be met in the next two weeks. User interviews are more than half way completed and analysis and final presentation will occur at the end of July. This work has allowed for opportunity to conduct user interviews and using information gained to create personas that will impact the MS Library portal and future changes.

Repository documentation located on GitHub and Sway:

GitHub: https://github.com/ewhinihan/dfw_mslibrary

Sway: <https://sway.office.com/XMSxHSfZBf498ZNI>

2. Discuss the level/format of supervision and communication which has been devoted to the student and the project. If either you or the student feel there should be some adjustment, outline those changes.

EW input: The supervision and communication between myself and Philippe as well as the other team members has been consistent and developed a good cadence on a daily and weekly basis. I feel like I have the ability to ask any questions of the team and have multiple avenues to communicate (Teams, Email, Meetings with team). At this time, I am satisfied with the level/format of supervision and communication.

PC: Erika works with the team on a daily basis, attends weekly meetings, and provides status updates regularly. No adjustments are needed.

3. Please comment on any of the student's skills or work habits that you feel are particularly good.

Erika is very engaged in learning and taking the time to ask questions and follow-up with all members of the library team and extended partners. The library operates in a complex business environment and serves an array of stakeholders and tens of thousands of employees. She is adept at understanding our work and the employees we serve. She is contributing, with skills developing in library and information work, to a number of projects that will impact Microsoft employees, their work, and success.

4. Please comment on any of the student's skills or work habits that you feel have room for improvement.

There are many voices on the library and archives team, including varied projects and initiatives happening in unison. Erika has the opportunity to develop her own perspective and ideas based upon her experience and analysis. Sharing her perspective, uniquely situated as a DFW, with the team will help Erika improve communication of findings, ideas, and conversation topics in the information space.

Erika is currently building her skill set in analyzing, comparing, and evaluating information providers, for the Expert Insights Playbook. She is improving her knowledge of the issues and technologies most important to the company and the company's customers, and identifying the

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relevant information sources that will create new knowledge and inform solutions. Erika is on the path in matching information to context, developing overall information skills.

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Revised July 20, 2021.