

DIRECTED FIELDWORK LEARNING OUTCOMES AGREEMENT

- *The student and DFW host site supervisor/mentor should collaboratively complete the “DFW Learning Outcomes Agreement” (LOA) during the first week of fieldwork (or earlier) and submit it to the DFW Faculty Coordinator by the due date reflected on the LIS 590 course website.*
- *The LOA should clearly define (a) what the student wants to learn (the learning outcomes), (b) what tasks or projects the student will be performing in order to meet those outcomes, and (c) what the student will have to show as “evidence” of having completed the learning outcomes (e.g., reference log, cataloging records, web pages, database designs, etc.). The Learning Outcomes Agreement guides the entire fieldwork experience much like a syllabus outlines and guides a college course.*
- *The LOA should also reflect the iSchool’s commitment to diversity, social justice, and equity. Indicate in your learning outcomes how what you will be doing ties in with these important issues.*

Student Name: Erika Whinihan
Student Email: erikaw9@uw.edu
Student Telephone: 206-708-5735
Host Site Institution: Microsoft Library and Archives
Supervisor/Mentor Name: Philippe Cloutier
Supervisor/Mentor Mailing Address (include city, state, and zip): Microsoft, One Microsoft Way, Redmond, WA 98052
Supervisor/Mentor Email: phclouti@microsoft.com
Number of LIS 590 Credits Registered for: 3 (150 hours)
Fieldwork Start Date: June 21, 2021
Fieldwork Approximate End Date: August 20, 2021

Using the chart below, please indicate the following:

- **Learning Outcomes:** List and describe (in as much detail as possible) three to five primary learning outcomes for the fieldwork experience.
- **Project/Task Description:** Describe the fieldwork projects or tasks (in as much detail as possible) that relate to each learning objective.
- **Evidence/Criteria for Evaluation:** For each learning objective, describe how student performance will be evaluated in terms of evidence (e.g. observation, product, report) and criteria (e.g. quality, number of hours).
- **iSchool Values:** Indicate as appropriate (i.e. either in outcomes, tasks, or evidence/criteria) how the work reflects the iSchool’s commitment to promoting diversity, social justice, and equity.

	Learning Outcomes	Project/Task Description	Evidence/Criteria for Evaluation
1	<p>General understanding of the Microsoft Library business, vision, and strategic plans.</p> <p>Microsoft Library Operations Overview</p> <p>Overview of Microsoft Archives operations, strategies, and workflows.</p> <p>Develop understanding of corporate library value to employees and the organization.</p>	<p>Library business: Review of documentation include Microsoft Library Vision and Strategic Plan. Overview with Kimberly Engelkes (Sr. Business Program Mgr of MS Library)</p> <p>1:1 meetings with program owners + vendor management background.</p> <p>Contracts and Publisher Relationships: Review the contract process, relationship management, onboarding, and content strategy for Microsoft Library.</p> <p>Library Operations: Meeting with Isabelle Garcia.</p> <p>Archives Operations: Meeting with Amy Stevenson, MS Archives Manager</p> <p>Timeline: Week of June 21-25 and ongoing throughout quarter as applicable (Library/Operations; Archives meetings June 28-July 2.</p>	<p>Notes from meetings and conversations with MS Library staff.</p> <p>Documentation shared with me by Library/Archives staff.</p> <p>Able to effectively engage in dialogue with MS Library and Archive team members as it relates to overall strategy, initiatives, and practice.</p> <p>Able to contribute to projects based upon learnings.</p>
2	<p>Hands on experience working with Microsoft Archives.</p> <p>Develop an understanding of heritage and history in corporate settings through an archival practice.</p>	<p>Selection of milestones/staff pick images for one year to include in MysteryBox post.</p> <p>Digital Video Project: make space on cloud server by evaluating backlog digital video projects for duplication/best versions.</p> <p>Other independent work as assigned.</p>	<p>MysteryBox blog post on Yammer.</p> <p>Documentation of digital video project in either Sway, OneNote, or other shareable format.</p>

		Timeline: Ongoing throughout quarter (June 21-August 20).	
3	<p>Learn about and work with ProResearch team.</p> <p>Understand how a centralized research service meets the needs of a multi-national corporation with a diverse product line and customer base.</p>	<p>Through meetings with team, learn about the service, tools, market research providers, practices, and operational model, answer research requests, learn the publication product and content management.</p> <p>Activity: partner with Market Research provider to host a session with their expert and Microsoft SME for a 1:1 chat. Partner, coordinate, schedule and plan sessions. Design a playbook/plan for continuing as a program with key learnings/tips: process design.</p> <p>Timeline: Ongoing throughout quarter (June 21-August 20).</p>	<p>Documentation of meetings with the team.</p> <p>Documentation of any research questions answered provided in Word doc/Sway.</p> <p>Market Research project will result in playbook/plan that can be shared in Sway.</p> <p>iSchool Values: Learning how workplace diversity and inclusion initiatives and programs, for HR and other teams, are supported by the research service.</p>
4	<p>Learn about and gain experience with employee engagement, material curation, and assessing audience needs.</p>	<p>NextRead Program: provide recommendations for the Microsoft Library's NextRead program; access queries and gain experience with CRM tool.</p> <p>MarCom calendar: Yammer posts</p> <p>Employee Resource Groups partnerships</p> <p>Reading List: select a topic, curate titles, send to acquisitions for review, write</p>	<p>Documentation that shows all queries answered through CRM tool.</p> <p>Documentation that shows understanding of how MS Library engages and partners with Employee Resources Groups.</p> <p>Promotional text from reading list curation activity (to be shared on Sway).</p> <p>iSchool Values: Advancing diversity, inclusion, and social justice by partnering with</p>

		promotional text to be used in marketing.	Employee Resource Groups and developing curated reading lists for employees.
5	UX/Useability Study with FTE employees re: Library Portal Understand and gain experience in user experience studies, conducting interviews, and interpreting findings for action	<p>Assist with conducting a usability study of the portal to understand if it meets employees' expectations of what the library provides. The MS Library portal is the intranet site that is used by library staff and Microsoft employees use the portal as a modern SharePoint site.</p> <p>Library staff partner: Kiran Motwani</p> <p>Timeline: Week of June 28: recruitment & scheduling Weeks of July 6 through July 12: interviews Week of July 19: interview analysis + prep for digital presence team meeting Week of July 26: digital presence on-site team meeting Week of August 2: finalize summary report and share out</p>	<p>Documentation of study each week that can be shared in Sway or other media format.</p> <p>iSchool Values: Develop an understanding of accessibility in the workplace and designing solutions that are inclusive of all users.</p>