

CHANGES IN REPORTING OF REFERENCE QUESTIONS 2-20-12

Terry Latour needed our reference/directional statistics in a new format, so we have changed how we collect these numbers beginning on 2-20-12.

At the Circulation Desk, we will count only Directional in Person and Directional on Phone.

At the Reference Desk, we will keep a clipboard to count these categories:

1. Reference Service in Person under 20 minutes (will include directional questions)
2. Reference Service – Virtual under 20 minutes (will include directional also)
3. Consultation in Person over 20 minutes
4. Consultation Virtual over 20 minutes

I will be using a “revised” Excel file to send these figures to Lori from now on. Nancy gave me figures to put in for July 2011 thru Feb 2012. Nancy will take care of figures previous to July 2011 – she may contact Lori.

At the end of the month, I will transfer tally marks from the small slips at the Circ Desk to the corresponding categories on the clipboard sheet. The small slips can then be X'ed out but save them for the attendance figures on the back.