REFERENCE DESK
STATISTICS
Why Keep Statistics?

- For reporting purposes to outside agencies
- To help the library determine optimal staffing of the reference desk
- To help librarians purchase the most useful materials for our patrons
- To keep up with changing patterns in information needs
Statistics Sheets

The reference desk and the circulation desk statistics sheets are the same except for in the following cases:

- **Hours**
  - Reference desk sheet ends at 9:00pm, Sunday – Thursday
  - Circulation desk sheet includes all hours that the library is open

- **Chat**
  - Reference desk sheet includes chat
  - Circulation desk does not include chat as circulation staff will not be answering chat reference questions
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<td>Directions / Institutional Information</td>
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Directions/Institutional Information

This includes reception-like requests such as directional questions about the building or campus, questions about specific library services, and taking messages.

- Examples include:
  - Where is Shelby Hall?
  - Where is Room 181?
  - Is there an art gallery in the library?
  - How many books can I check out?
  - How do I print?
  - Can I checkout books if I don’t go to USA?

- Necessary Staff:
  - Marx Library staff
  - Trained student workers

Technical Assistance

This includes hardware and software questions and assistance with library technology, no matter the length of time involved in the support.

- Examples include:
  - How do I change the font on Microsoft Word?
  - How do I print a PowerPoint slide?
  - How do I attach a document to my email?
  - Can I email this article to myself? If so, how?
  - I jammed the copier! Help!
  - My TRACCard won’t come out of the card reader. How do I get it out?

- Necessary Staff:
  - Marx Library staff
  - Trained student workers
Definitions

Ready Reference
This includes quick “look-ups” such as title searches, basic internet searches, or informational questions.

- **Examples include:**
  - Do you have *The Sun Also Rises*?
  - How can I cite this journal article in my paper using MLA?
  - What database should I use to find articles on education?
  - Do you have the *Journal of Sport Behavior*?
  - Who won the World Series in 1989?
  - Is DeVry University accredited and, if so, by whom?

- **Necessary Staff:**
  - Marx Library staff

Reference Transactions
This includes exchanges which include both a full reference interview and engagement with information resources. While these transactions are likely to be longer than a quick “look-up,” it is recommended that exchanges lasting more than 10 minutes be referred to a subject specialist for a research consultation.

- **Examples include:**
  - So I need some sources for my Joseph Conrad paper. Specifically, the social context for mental health care/social services in the early 20th century.
  - I’m doing this paper on Euclid and I need to trace the development of his theories and their impact on modern mathematics.

- **Necessary Staff:**
  - Reference librarians
Referrals

A referral occurs any time you send a question, whether via chat, phone, email, or in-person, to another librarian with subject expertise or to another library (such as Biomed.)

When to refer a question

- You cannot answer the question at all
- The question goes beyond the scope of the original question
- You are uncomfortable with your ability to answer the question
- The patron tells you that they need more help than you’ve been able to provide

There will be business cards for all the librarians at both service desks, and contact information is also available on the directory page: http://www.southalabama.edu/departments/library/contact_infor.html

Subject Librarians

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<th>Name</th>
<th>Subject Area</th>
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<tr>
<td>Amia Baker</td>
<td>Business</td>
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<tr>
<td>Jason Ezell</td>
<td>History, Sociology &amp; Anthropology, Political Science &amp; Criminal Justice, Social Work</td>
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<tr>
<td>Amy Prendergast</td>
<td>Biology, Chemistry, Physics, Engineering, Marine Sciences, Computing</td>
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<td>Angela Rand</td>
<td>Education, Communication, Psychology, Adult Interdisciplinary Studies</td>
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<td>Beth Shepard</td>
<td>English, Theatre &amp; Dance, Visual Arts, Music, Foreign Languages &amp; Literature, Philosophy &amp; Religion, International Studies</td>
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<td>Paula Webb</td>
<td>Government Documents</td>
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<tr>
<td>Ellen Wilson</td>
<td>Earth Sciences, Environmental Toxicology, Geography, Geology, Meteorology, Math &amp; Statistics</td>
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Questions