RIS DESK STATISTICS:
WHY, HOW, & POSSIBLE IMPROVEMENTS
WHY STATISTICS?

- Track types of services most used by patrons
- Determine appropriate opening/closing hours
- Determine appropriate staffing
CURRENTLY COLLECTING STATS FROM...

- RIS Desk Tally Sheet
- User Assistance Desks (via Denetria Wilder)
- LibAnswers (via LibApps)
- LibChat (via LibApps)
- Embedded Librarians (via Google Drive)
- Research Consultations (via Google Drive)
ADMINISTRATION OFFICE COLLECTS...

- They collect other statistics as well; this is just the RIS section
- Directional/Referral = Directional, Non-Reference, & Guest Log-ins
- Instructional = Reference (under 20 mins.)
- Consultation = Reference (over 20 mins.)
STATISTICS ARE PULLED FROM...

- **Instructional (onsite & virtual, UNDER 20 minutes):**
  - RIS Desk Reference Questions under 20 mins.
  - User Assistance Desk Reference Questions under 20 mins.
  - LibChat

- **Consultation (onsite & virtual, OVER 20 minutes):**
  - RIS Desk Reference Questions over 20 mins.
  - User Assistance Desk Questions over 20 mins.
  - LibAnswers

- **Directional/Referral:**
  - RIS Desk & User Assistance Desk Directional Questions
  - RIS Desk & User Assistance Desk Non-Reference Questions
  - RIS Desk & User Assistance Desk Guest Log-ins
TO TABULATE DATA FOR ADMIN OFFICE…

- Total every column of every RIS Desk Tally Sheet for the month
- Add User Assistance Desk numbers
- Add LibChat Statistics
- Add LibAnswers Statistics
RIS DEPARTMENT COLLECTS...

- Hourly RIS Desk totals for every day of every month
- Input data into LibApps
- 1 hour’s data = 17 clicks with the mouse
- 25-31 days/month = Over 5000 clicks
- Thank you to Kenny Haggerty!
CHALLENGES COMPILING DATA

- Drawing from multiple sources
- RIS Desk Tally Sheet is not conducive to how data is tracked & used
  - Requires additional math to add Directional & Non-Reference columns together
  - Excess data—Escorts column
RIS Desk Tally Sheet Problems

- Does not accurately track data
- Does not distinguish between:
  - Types of in-person questions vs. types of by-phone questions
  - Types of questions over 20 minutes...
  - If questions over 20 minutes were in-person or by-phone
- Requires multiple hash marks
  - Entry is not always completed
  - Confusion about how/when to add a hash mark
WHEN DO I ADD A TALLY?

- Want number of questions, NOT number of people
- One person might have multiple questions
- Are you open on Sundays?
  - Non-reference
- Can you help me find articles on this topic?
  - Reference
- How do I email this article?
  - Directional/Non-Reference or Reference?
<table>
<thead>
<tr>
<th>Hour</th>
<th>Directional/Non-Reference</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>By Phone</td>
<td>In Person</td>
</tr>
<tr>
<td>8:00-9:00</td>
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<td>9:00-10:00</td>
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<td>10:00-11:00</td>
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<td>11:00-12:00</td>
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<td>12:00-1:00</td>
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<td>1:00-2:00</td>
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<td>2:00-3:00</td>
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<td>7:00-8:00</td>
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<td>8:00-9:00</td>
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</tbody>
</table>

Subtotal  
Total

***Please mark each question a patron asks, even if the same patron asks several questions in one interaction.***

Notes:
INDIVIDUAL DISCRETION

- Use best judgement when categorizing questions
- Lots of “wiggle room”
- Patrons do not limit themselves to our neat categories
BENEFITS OF AN UPDATED FORM

- Kinds of questions & how they are received
- More specific data
- Simplify data recording process
- Improve consistency in data recording process
- Simplify data tabulation process
- Simplify data entry process
- Simplify printing process—fits on normal-sized paper
QUESTIONS?