

YALE UNIVERSITY LIBRARY

Public Desk Data

Data Definitions and Recording Instructions for Libanalytics

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Created 6/21/2012

7/31/2012

Related Documents: Reference, Outreach and Instruction Data; Libanalytics_datasets_master.xlsx stored on guides.library.yale.edu

Software for data collection: Libanalytics, Yale.libanalytics.com

Archive: data are exported monthly, every first of the month, from Libanalytics and stored as .csv files on guides.library.yale.edu. Use form `yyyymm_publicdesk.csv`

Describes data fields and values for all public desk-patron interactions. Instruction and public service librarian activity are described elsewhere. Includes interactions at Circulation and Information desks. Data are recorded by desk staff at Yale University Library. Library staff need an account in Libanalytics to enter data.

All interactions between patrons and staff at information and circulation desks are gathered in the Public Desk data set. This includes interactions between patrons and these staff that happen via email or other virtual mode.

Recording Public Desk Data (<http://yale.libanalytics.com>)

Once in Libanalytics, you will need to be in the Public Desk data set. Use the **Add record(s)** option from the top menu. Enter data as described below. When you are finished with a record click Submit (enters data and keeps form filled out) or click Submit&Clear (all fields will be deleted and a blank form displayed for the next interaction).

If you get behind and need to enter lots of data quickly, you may submit multiple data entries at one time. Use the "Number of records to insert" box.

Items with a * are required.

Top of Form. There is a top section for all Libanalytics data entry forms. In the Public Service Librarian form, the top section consists of **Question/work type**, **Question details**, **Time Stamp**, and **Entered By**.

1. * **Question/work type:** Choose from the list of prepopulated work types. More details about the question can be entered in the next field called Details. See examples at the end of the document.
DO NOT ADD A NEW PREDEFINED TYPE.

- Directional
- Other
- Reference

2. **Details:** Optional, give specifics about the question asked.

3. **Time Stamp:** Defaults to the day you create the data entry (you don't need to enter anything). If you enter data close to when you get the question, do not change the setting: the time will automatically be recorded.

If you are entering data much later in the day or on another day, use the calendar to change this to the day of the transaction. Select the date from the calendar. Move the slider to pick the start and end time. Time is entered in 24 hour time: if you answer a question at 1:00 PM select 13.

4. **Entered By:** Your name will be displayed. Leave as is.

Lower Form. The lower area of the form is divided into three columns.

Leftmost Column

5. **How I answered.** Select **all** the resources/methods you used to answer the question.

Center Column**6. *Patron Status (required)**

- Yale student - any Yale student, undergraduate or graduate
- Yale faculty - any Yale faculty
- Yale staff – staff, including librarian
- Yale alumnus – a graduate of Yale
- Yale other – anyone with a Yale affiliation not in a category above, for example a post-doctoral student
- Non-Yale – unaffiliated with Yale
- Unknown – use if you are unsure of the patron status

7. *Mode (required)

- In-person - questions received directly from the patron, physically in the same location
- E-mail - questions that arrive by e-mail, direct or from a form
- Phone - questions received over the telephone
- Chat - received via instant message in the Libanswers system
- Text message – text sent from a phone
- Social media – from Facebook, Twitter, etc.
- Other - questions that come in the physical mail, fax or ?.

8. *Time elapsed: Select the approximate length of time spent on the question in minutes. (required)**9. Referred to:** When you do not answer the question but send the patron to another staff member, department or program, choose from the list. Select the general department or service, not the individual. If the service you refer to is not listed select Other.**10. Other information:** Use this field to further characterize the interaction. This field may be used by specific departments who are interested in a particular aspect of interactions, but other units may ignore. Refer to your department supervisor. Available fields include

- **Access/privileges/account.** Questions about the extent of services the patron may receive at the Yale Library, circulation policies or procedures, patron's account, document delivery, including interlibrary loan and Borrow Direct. Examples
 - a. I'm new faculty. How long may I keep out a book?
 - b. I'm the spouse of a student. Can I read library online journals at home?
 - c. I just got a notice that I have a fine, but I'm sure I returned this book. Can you help me?
- **Technology.** Questions about using hardware or software. Technology questions include assistance with the operation of a printer, computer, microform reader, photocopy machine, or other equipment, and questions about problems using software such as Endnote. Examples
 - a. Could you help me use GIS software?
 - b. I suddenly can't access JAMA online. What is wrong?

- c. How do I set up my laptop for wireless access?
- d. How do I print a list of references from Orbis?
- e. How do I log in to one of these computers?
- f. How do I use my laptop to project in this meeting room?
- Yale Administrative. Use by MSSA only.

Rightmost Column

11. ***Home area/group** Select from the list the major group/library where you work.

- | | |
|------------------------|-----------|
| • Arts | • MSSA |
| • Bass | • Medical |
| • Beinecke | • SML |
| • CSSSI and affiliates | • Walpole |
| • Divinity | • YCBA |
| • Law | |

12. **Home Department:** Choose a specific department if necessary to further identify workplace group.

- | | | |
|--------------------|-----------------------|----------------------|
| • Arts Special Col | • ICRS-East Asia | • Maps |
| • Classics | • ICRS-Judaica | • Math |
| • Engineering | • ICRS-Latin America | • Med Hist |
| • Fortunoff | • ICRS-Near East | • Microforms |
| • Geology | • ICRS-Slavic | • Music |
| • Historical Sound | • ICRS-South Asia | • Oral Hist of Music |
| • ICRS-Africa | • ICRS-Southeast Asia | • VRC |

Question/Work Type Definitions

Directional Simple “where is” questions about locations or times in the library. You may use your own knowledge to answer or you may consult a floor plan, policy handbook, or schedule. Examples

- I’m looking for a book with the call number H34 123. Where would that be?
- What’s a good Thai restaurant in New Haven?
- Where do I get a new student I.D.?

Not directional: “I think you have the book Jarhead. Where would that be?” In this case you need to consult Orbis to search for a title, find the call number, and then tell them where the book would be. This is a reference transaction.

Reference. A question that requires the knowledge, use, recommendations, interpretation, or instruction in the use of one or more library information sources. The term includes information and referral service. Information sources include (a) printed and non-printed material such as journals, ejournals, books and ebooks;

(b) databases such as Academic Search, Web of Science and Proquest (c) the library's own catalogs such as Orbis, Morris, SFX, Metalib, Yufind and finding aids; and (d) other libraries, librarians and institutions through communication or referral. Examples

- How can I find out if the library owns a copy of Alice in Wonderland?
- Where can I find articles about honey bees?
- I've got part of a citation to an article. Can you help me find out the rest of the citation?
- I need to read a particular dissertation. I can't find it in Orbis. Is it online?
- I'm looking for some images of a Princeton Yale football game played at Yale in 1909.
- I'm looking for information about Prof. Harry Smith. He taught at Yale in 1882.
- How do I cite this article?

Other: any question which doesn't seem to fit another category. Be sure to enter details about it in the space provided. Include Access/Privileges and Technology questions.

- The printer is broken. Can you fix it?
- Do I have access to Refworks?
- I'm a graduate student. Can my husband borrow books?
- Why do I have a fine? I returned this book.

Remember that data you enter in Libanalytics are viewable by other library staff and the server is not secure.