

Collecting gate counts, keeping a tally of every patron that visits the service desk or asks a question on chat, and tracking an information literacy class you've taught are all tasks that we have been doing for quite some time now as an effort in demonstrating our value to ourselves, and ultimately, to the powers that be. But as we know, those simple little 'ticks' have so much more meaning behind them that is tricky to convey. Faced with budget and staffing challenges, our unit needed, more than ever, to demonstrate our value.

And so our journey began...

For many years, our institution has relied on several different tools to record reference and instruction statistics:

- ✓ Western Libraries Instruction & Outreach Database (mandatory)
- ✓ Desk Tracker (mandatory)
- ✓ Personal records for use in annual reports (optional)
- ✗ One tool to capture it all!

CAPTURING OUR VALUE:

THE COLLECTION OF INSTRUCTION, REFERENCE, AND RESEARCH SUPPORT STATISTICS

We realized that the information entered into these tools does not really capture the whole picture of the work involved:

Our Journey Continues...

- Fine tuning the database
- Demonstrating the success of this all-in-one database to all Units
- Eliminating the need to record statistics in multiple databases
- The output is only as good as the input!



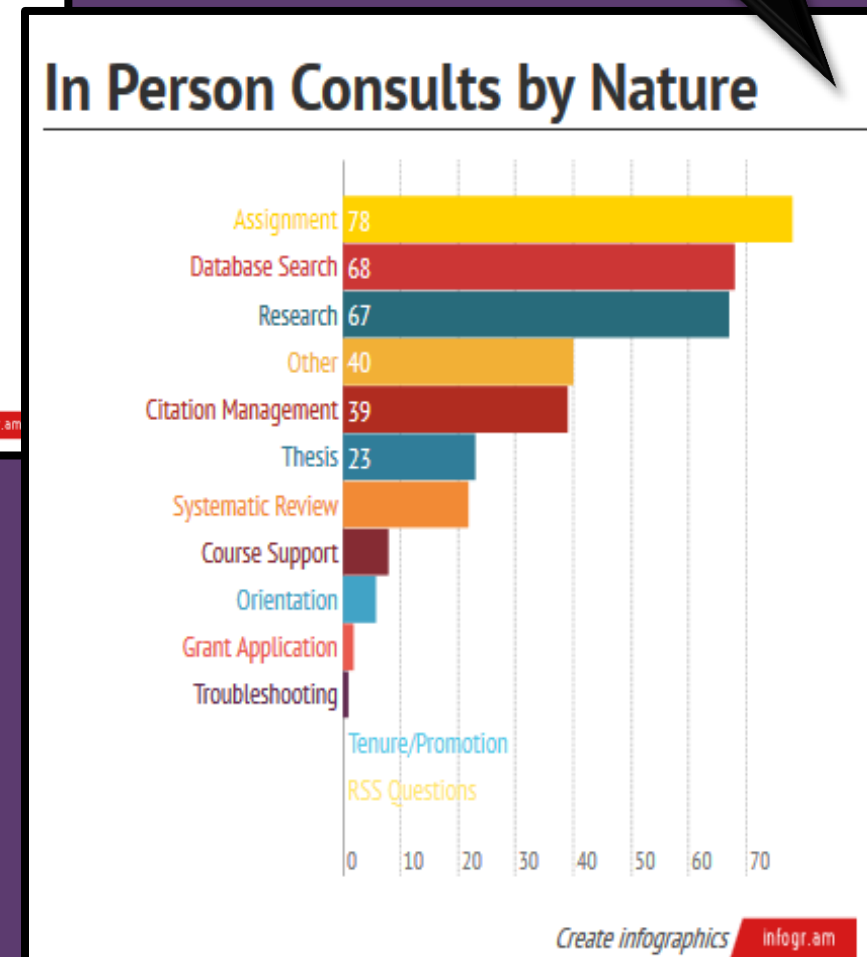
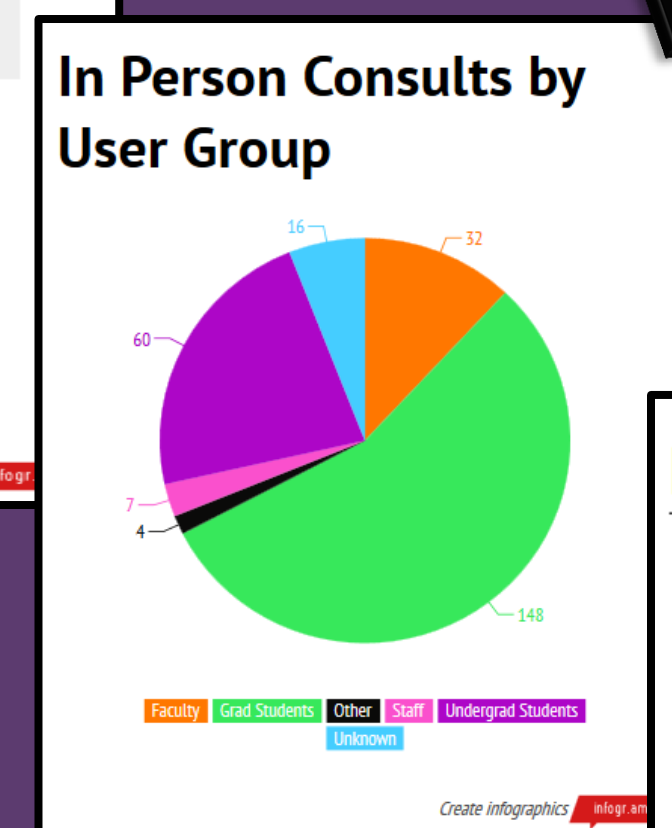
MARISA SURMACZ & MEAGAN STANLEY

ALLYN & BETTY TAYLOR LIBRARY

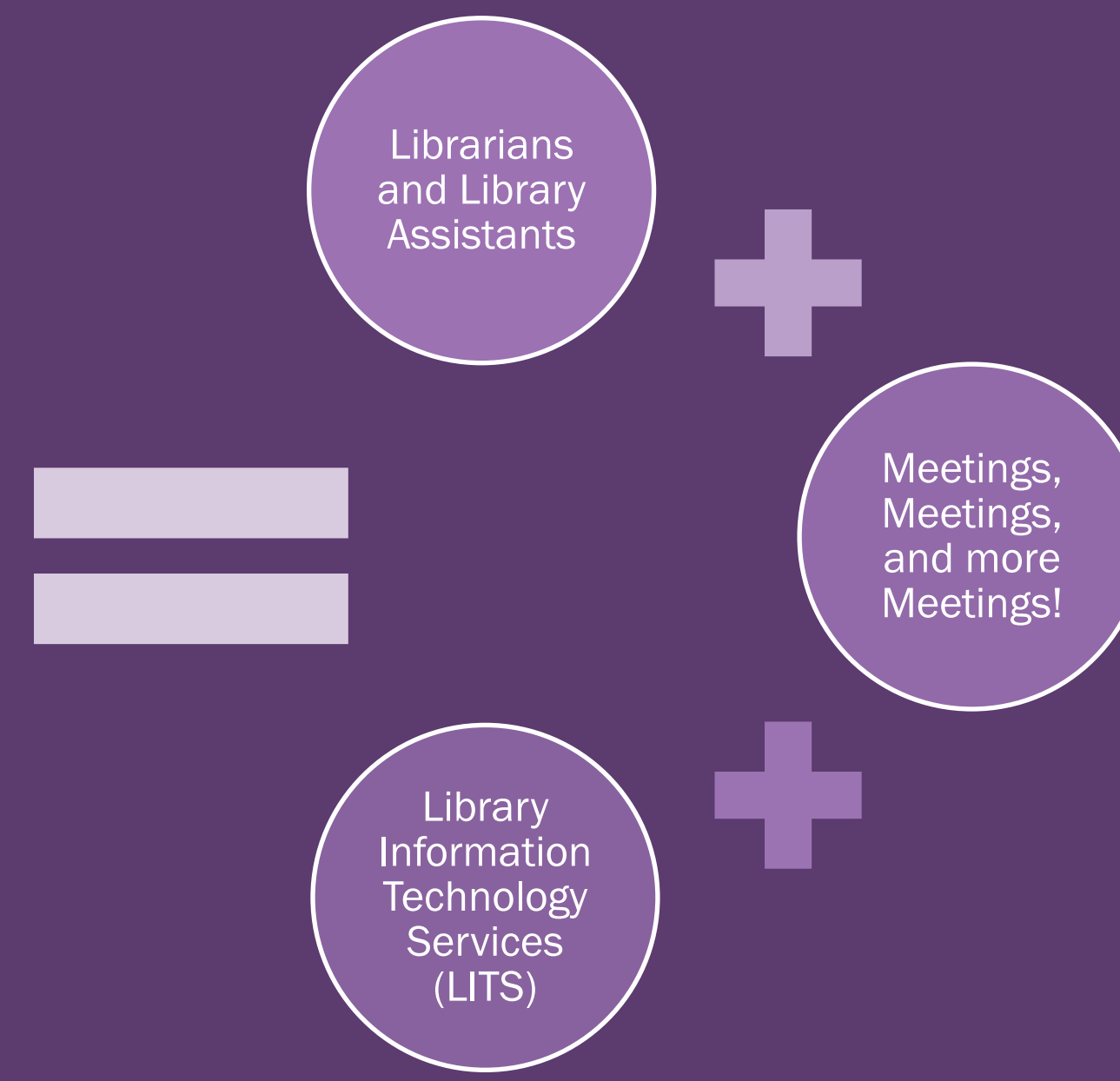
- Reference transactions and instruction can occur in many forms: in person, online, on the telephone, via email.
- Time is spent preparing, and often following up with patrons to meet their information needs.
- The outcome of any of these transactions is to teach information literacy skills to aid in the work of class assignments, theses and dissertations, and research.

KA-POW!

	Number of Classes	Number of Participants
In Person	125	7365
Online	21	2146



A Database that Collects:
 All-in-one statistics (instruction, reference, research support)
 Type of instruction (hands-on, lecture, drop-in)
 Mode of delivery (in-person, online)
 Preparation time
 Duration
 Number of users
 Type of users (undergraduate, graduate, faculty, international)
 Nature of transaction (thesis, research, etc.)
 Outcomes



Our Unit needed a tool that somehow captured the data we were already collecting along with the missing data that would help us to better demonstrate our value.