

# A Funny Thing Happened on the Way to Information Desk Training



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# What We Learned from Ref Analytics Implementation & Use

by Susan E. Beck & Mary Chavarria, New Mexico State University

# Our Situation & Challenges



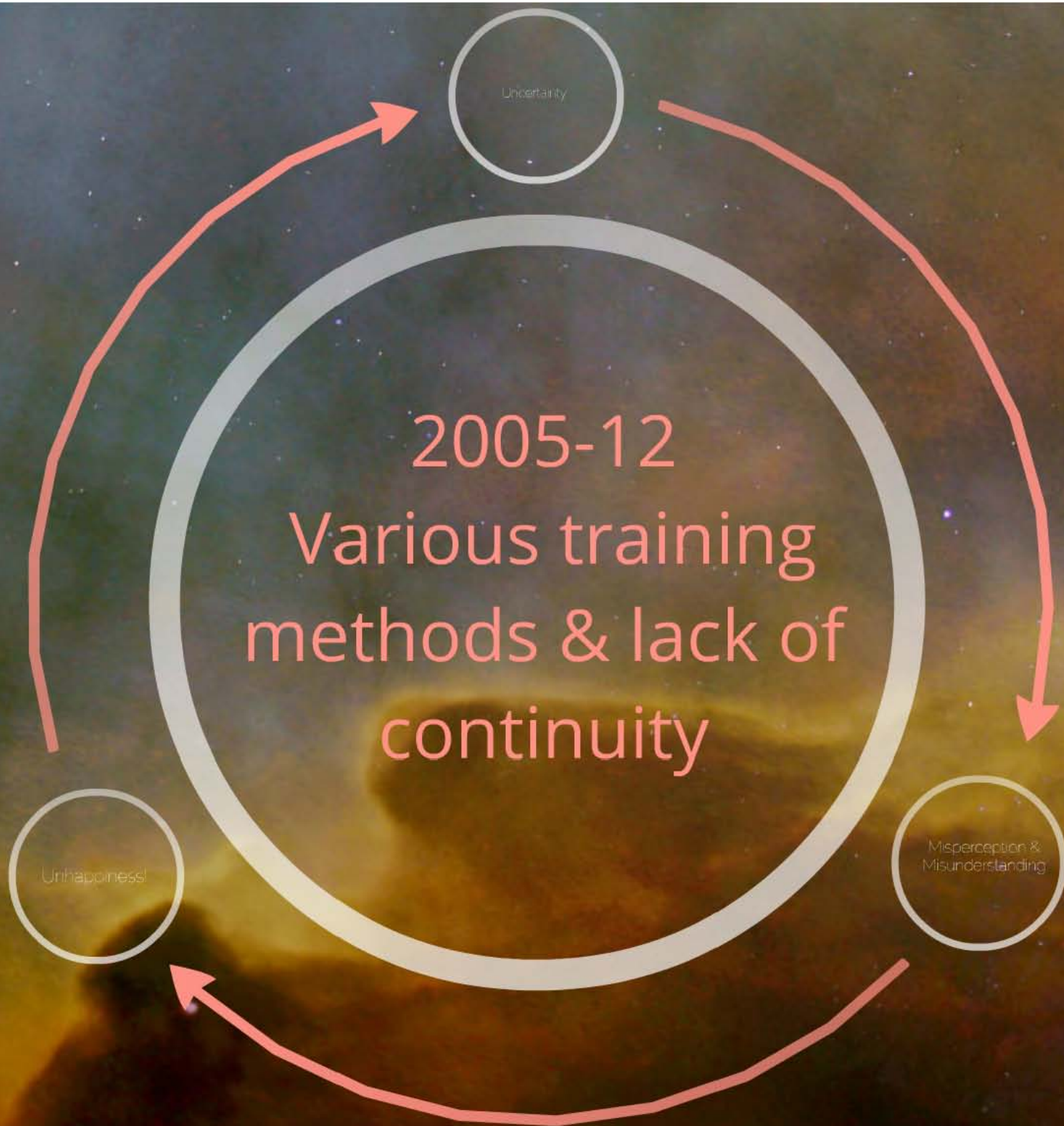


Two buildings, one reference desk





BRANSON  
HALL



A circular frame with a white border is centered on a background of a starry night sky. The sky is dark with numerous small, bright stars. A prominent, glowing yellowish-orange nebula is visible at the bottom of the frame. The word "Uncertainty" is written in a white, sans-serif font in the center of the circle.

Uncertainty



Misperception &  
Misunderstanding



Unhappiness!

# Various statistics collection methods

**NMSU Library Reference Statistics**

Date: 10/10/11

Service Desk: *Computer Services* Staff Member: *Volanda Lilly*

Description of Transaction	Directional	Reference	Subject	Other	Year
<i>Search for information on...</i>		X	<i>GEN 43</i>		<i>5</i>
<i>Search for information on...</i>	X		<i>GEN 46</i>		<i>5</i>
<i>Search for information on...</i>			<i>GEN 46</i>		<i>4</i>
<i>Search for information on...</i>	X		<i>GEN 43</i>		<i>5</i>

**REFSTATS**

Location: *CHESAPEAKE* Date: *10/10/11* Requested By: *CHESAPEAKE* Point Type: *CHESAPEAKE*

**DESCRIPTION** Tuesday, February 10, 2011

Directional	Reference	Subject	Other

**REFERENCE**

Author/Editor	Editorial	Check for updates	Get new transactions

**SEARCH**

SEARCHED	REFRESHED	INDEXED	REINDEXED
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# NMSU Library Reference Statistics

Day: Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Date: 10/04/05

Service Desk: Branson Periodicals

OR

Name of Staff Member: Yolanda Valle

Description of Transaction	Directional			Reference			Subject	Status	Time
	Find Item	Find Place or General Info	Basic Equipment Help	Verify citation	Referral	Research assistance	Software Training/Assist.	Use subject codes on back	UG=undergrad GD=graduate S=staff F=faculty O=other N/A
<p><i>Include brief summary or topic</i></p> <p>Examples:                      Zip codes for Las Cruces &amp; Deming                      Help w/ CINAHL                      Research paper on NM in WWII                      Library Hours</p>									S= 1-4 min. M= 5-10 min. L= 10+ min.
<p>Showed patron how to Access IEEE Journals -JP</p>						X	GEN	UG	S
<p>Showed patron how to use library catalogue to locate Journals -JP</p>		X					GEN	UG	S
<p>Taught patron how to use microfiche machine -JP</p>			✓				GEN	UG	M
<p>E-Journals = finding checked copies. all 130</p>	✓	✓				✓	GEN	G	L
<p>Micro machine 2:20 AM</p>	✓		✓				GEN	UG	M
<p>Helped patron look up item related to Chemical Engineering for ILL purposes; gave ILL instructions 3:30 AP</p>			✓			✓	CHEM	UG	M
<p>Helped patron find back issues of Journal of Adolescent &amp; Adult Literacy on microfiche; showed how to use microform machines 3:40 AP</p>	✓	✓	✓				ENGL GEN	UG	M
<p>patron needed help locating Q1N219 microfiche from 1987 &amp; also showed how to use microfiche machines 10:50 YC</p>	✓		✓			✓	GEN	UG	M



QuickSearch  Go

Log off

New | Quick | DeskStats | Home

Details

Location:

Status:

Received via:

Patron Type:

DeskStats data entry

Tuesday, February 15, 2011

< 1 Min	1 - 5 min	6 - 10 min	11 - 20 min	> 21 min
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Directional

Find Item				
Find Place or General Info				
Basic Equipment Help				

Reference

Verify Citation				
Referral				
Research Assistance				
Software Training/Assist				

Comment

Switch mode Undo Last

Resources

NMSU Subject Codes (from standard list)

Library catalogue

Staff knowledge

Online databases

Stacks

Specialist knowledge

Special collection

Internet

Preferences

zuhlirc01 (CIRC)

[top]

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# Ref Analytics from Springshare

Add Transaction:



**Q**

**A**

Include this transaction in the public knowledge base. [What is this?](#)

See if similar questions are already in the public knowledge base?:

Time Stamp:

Current  Edit Date/Time

Answered By:

Internal Note: [help](#)

READ scale

1

2

3

4

5

6

[reset](#)

[about](#)

Patron Status

Undergraduate  
Graduate  
Staff  
Faculty  
Community  
Other

Received via

Desk  
Phone

Type of Question

Reference  
Directional  
Reference-Referral

Length

Less than 1 Minute  
1 - 5 min.  
6 - 10 min.  
11 - 15 min.  
16 - 20 min.  
More than 21 min.

Technology

Print-WEPA  
Print-ICT  
Print-Library  
KIC Station  
Photocopiers  
Software (Canvas, Excel, Word  
Hardware (Keyboards, flash dri  
N/A - not a tech question

[What's the difference?](#)

NOTE: If any of the fields above do not apply, simply leave them blank. [Click here to unselect the above fields.](#)

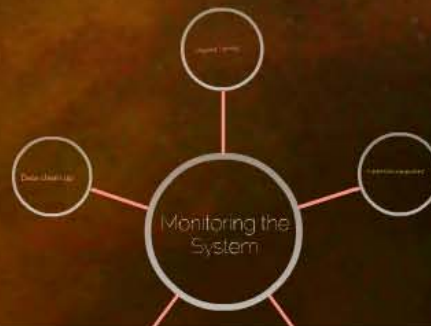
This is our access to Ref Analytics, through our LibAnswers account. It's password protected so you won't be able to try it from home, sorry to say...We're off to a live demo. Hold on, folks, let's hope it works!!

<http://nmsu.libanswers.com>

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<http://nmsu.libanswers.com>

Let's talk about student  
desk training...



## Results from 1<sup>st</sup> Student Training (February 2013)

Transaction	Question Type Agreement	Read Scale Agreement
Q. Do you have the book, Do Androids Dream of Electric Sheep? A. Looked up the book in the catalog by title and gave the call number to the user with directions to the 3rd floor of Zuhl	88.9%	100%
Q. Where is the other library on campus? A. Gave directions to Branson	100%	94.4%
Q. What is a Crimson Scholar? A. Looked up the Crimson Scholar program on the University's web page for the user.	94.4%	88.9
Q. Can you help me find some books on festivals in Mexico? A. Searched the catalog using keywords "Mexico" and "festivals", found some books in the GTs, and also referred user to reference desk when it re-opens tomorrow morning.	100%	77.8%
Q. Why is there a shorter due date for ILL books? A. Explained that the lending library decides the loan period. Referred user to ILL window.	66.7%	66.7%
Q. How do I get this book that is only available in Alamogordo? A. Showed user the Request It! button and explained how it worked.	88.9%	61.1%
Q. Do you have the test or the book, "Early Childhood Environment Rating Scale"? My professor recommended that I use it. A. Looked up the title in the catalog, didn't find anything, referred user to ref desk	100%	55.6%
Q. How do I find a book on reserve for my Women's Studies class? A. Looked up Women's Studies reserve books on Voyager, showed the student the list and she picked the one that she wanted. Then I checked out the book to her.	94.4%	61.1%
Q. How do I find musical scores in the library? A. Typed in "musical scores" in the knowledge base box and found step-by-step instructions for the user.	88.9%	50%
<b>TOTAL</b>	<b>91.4%</b>	<b>72.8%</b>

Question type choices: Directional, Reference

## Student Info Desk Training Follow Up Survey, April 30, 2013

Q1. The RefAnalytics training program provided good preparation for me to use the RefAnalytics system

Strongly Agree	47.1 %	8
Agree	52.9 %	9

Q2. I feel confident using the RefAnalytics system

Strongly Agree	41.2 %	7
Agree	58.8 %	10

Q3. My supervisor(s) provides assistance when I asked for help or guidance using the RefAnalytics system

Strongly Agree	82.4 %	14
Agree	11.8 %	2
Disagree	5.9 %	1

Q4. Other Information Desk students assist me when I needed help or guidance using RefAnalytics

Strongly Agree	58.8 %	10
Agree	35.3 %	6
Disagree	5.9 %	1

Q5. I feel confident assigning READ scale numbers

Strongly Agree	35.3 %	6
Agree	58.8 %	10
Disagree	5.9 %	1

Comments

--they are kind of vague

Q6. I use the public knowledge base to help me find answers to questions

Frequently	11.8 %	2
Sometimes	52.9 %	9
Rarely	17.6 %	3
Never	17.6 %	3

Comments

--when I need to I do

--I will use the NMSU website and Google frequently if the question is outside of finding a library resource

Q7. I edit my entries after I have submitted them when I realize I forgot to add something

Frequently	35.3 %	6
Sometimes	41.2 %	7
Rarely	17.6 %	3
Never	5.9 %	1

Comments

--more often then not, there seems to be a patron that comes to the desk in need of assistance or has a question of there own. requiring me to put the correction on hold, then the line just seems to keep growing at that point.

Q8. I need additional training on

Entering questions as questions	0.0 %	0
Using the public knowledge base	18.2 %	2
Interpreting the READ scale	27.3 %	3
Differentiating between Directional, Reference, and Reference Referral questions	27.3 %	3
Editing my entries	18.2 %	2
Other--use Comments below	27.3 %	3

Comments

--No need

--None

--I do not need more training

--I think the training we received.

--I'm confident with the RefAna

Q9. What do you like best about RefAna

--we are actually able to see as

that all of this has happened.

--It is easy to use

--Its easy to assign READ numbe

--I like that we have more space

--It helps us realize how much w

--That it is more specific on the

--I really enjoyed how easy ever

--I like that there are more optio

choose why kind of question it i

--Read scale

--The Read scale

--It's very simple to use

--It's easy to use and does not ta

--It's a lot simpler to use and ver

--how easy it is.

--It provides statistics.

Q10. What do you like the least about R

--seems a little unnecessary at t

--It does not really show how bu

books, pins etc... all of which are

--What I like the least is when th

transactions.

--It is very time consuming. I som

question and remembering to s

not adding questions because I

--That we have to do it for every

with patrons and don't have tim

--The read scale almost seemed

--having to enter every single st

--It is kind of a hassle remember

--I don't like how it takes away f

are scheduled alone or when wo

status of the patron, I find it ver

asking a question. I really hope

Q11. What areas would you like more tr

--What is going to be accomplis

--I think the staff is good now si

--I would like to know more abo

--I believe I don't need no furth

--Interpreting the read scale.

--Possibly the read scale

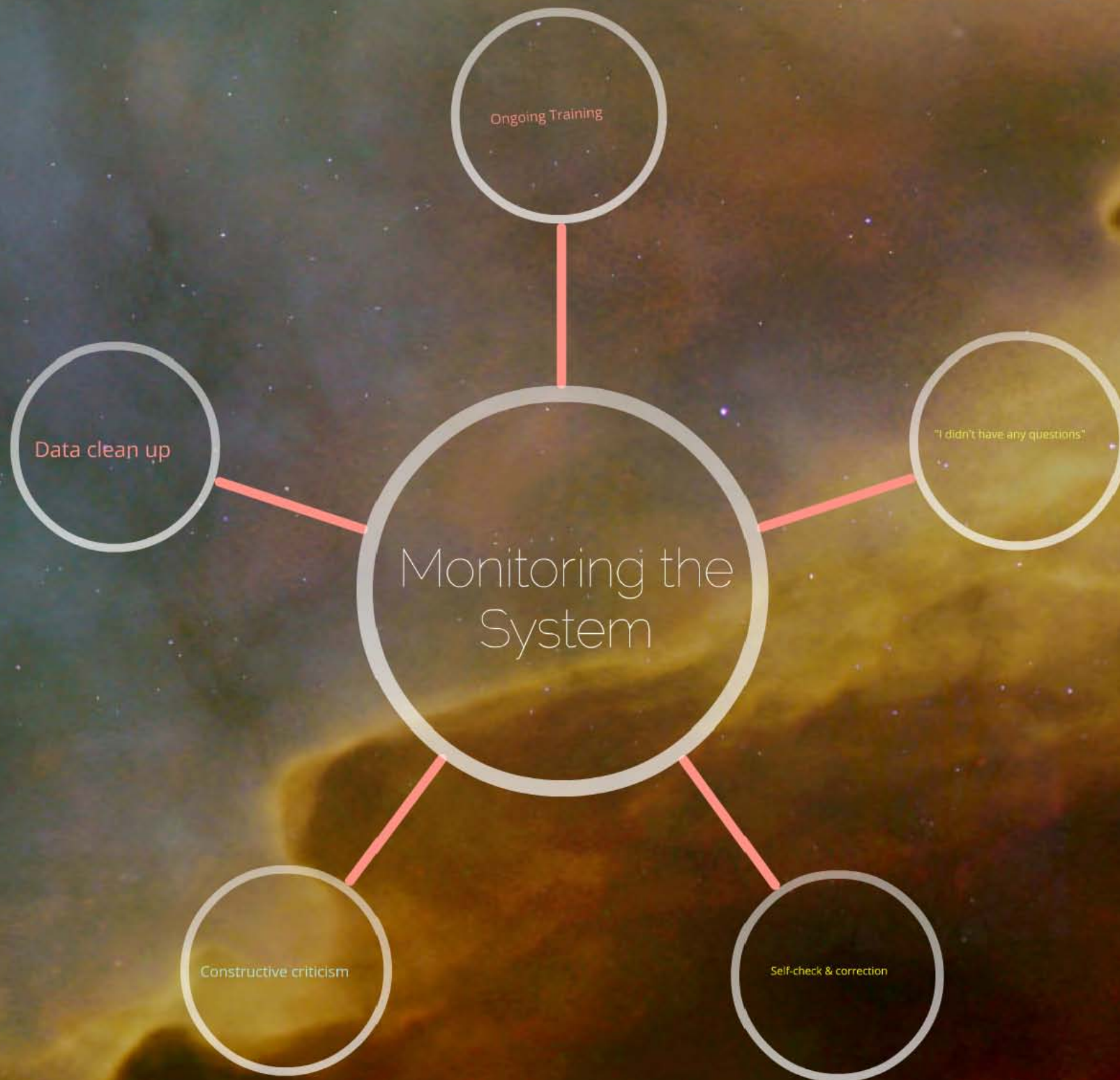
--the read scale if I had to pick.

--None.

## Results from 2nd Student Training (September 2013)

Transaction	Question Type Agreement	Read Scale Agreement
Help me find a book I need by Tobias Wolff	83.3%	95.8%
Where are the PZ books?	87.5%	83.3%
Do you have scantrons?	50%	54.2%
Where can I get a PIN?	66.7%	75%
Where are the restrooms?	100%	100%
Where can I access the catalog? I've never used one before. Can you show me how?	100%	79.2%
Where are the photocopiers? Can you show my how to enlarge an image and print it double-sided?	95.8%	66.7%
Who do I talk to about borrowing a book from another library?	91.7%	95.8%
I found some books about body image and gender but I'm having trouble finding more resources. Is there a librarian I can set up an appointment with?	87.5	95.8%
Can you help me make a pie chart and set up formulas in Excel? I've never used Excel before.	83.3%	54.2%
<b>TOTAL</b>	<b>95%</b>	<b>80%</b>

Question type choices: Directional, Reference, Reference/Referral



Ongoing Training

Data clean up

Monitoring the System

"I didn't have any questions"

Constructive criticism

Self-check & correction



Ongoing Training

A magnifying glass with a red handle is positioned over a starry space background. The lens of the magnifying glass is a large white circle containing a quote. The background shows a dark blue and black space with numerous small white stars and some larger, glowing yellowish-orange nebulae or galaxies. The magnifying glass handle is a thick red line extending from the left edge of the frame towards the center of the lens.

"I didn't have any questions"



Self-check & correction



Constructive criticism

The image features a dark, starry space background. A large, light-colored magnifying glass is positioned over the center, focusing on a specific area of the sky. The text "Data clean up" is written in a light pink color across the center of the magnifying glass's lens. A pink handle is visible on the right side of the magnifying glass.

Data clean up

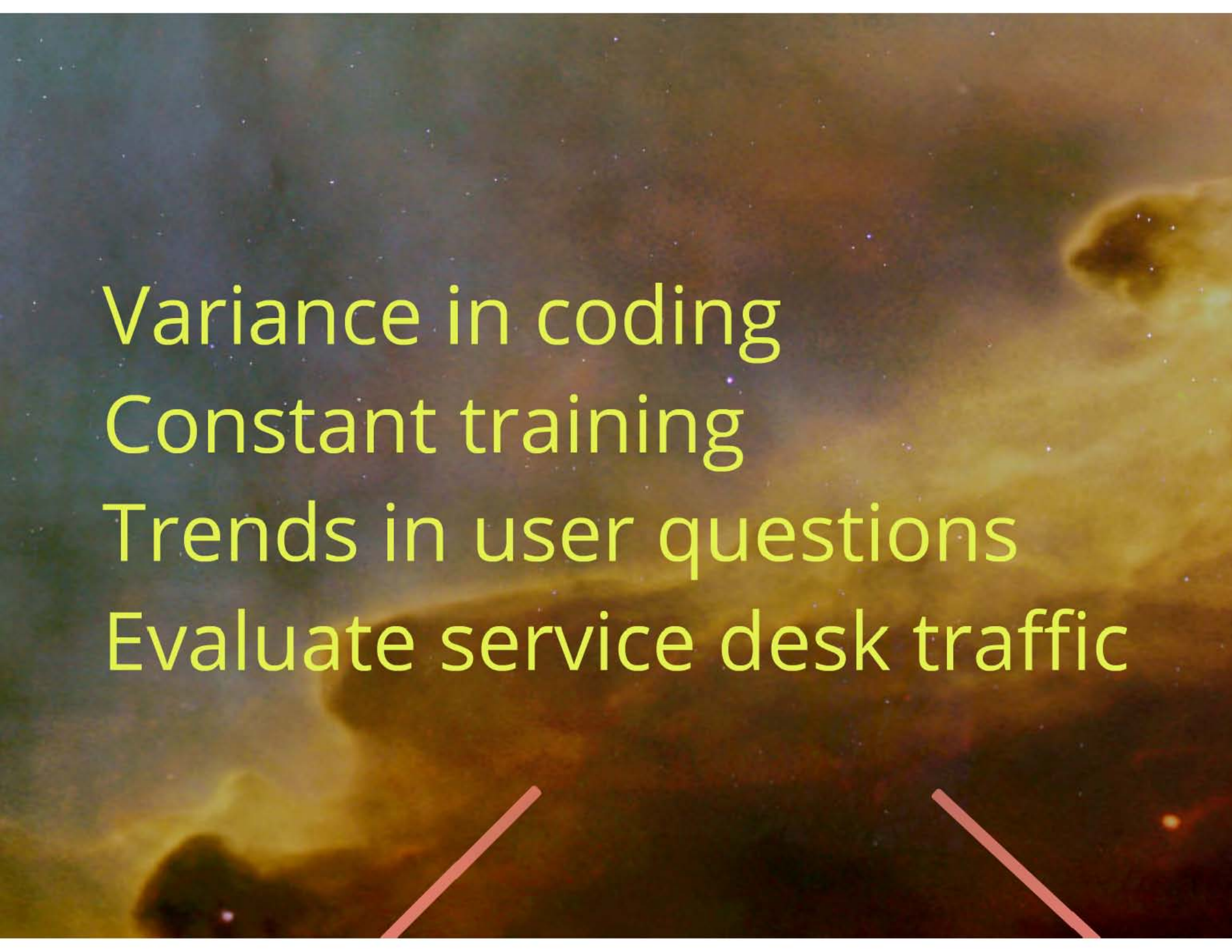
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# What we learned & where we're headed next

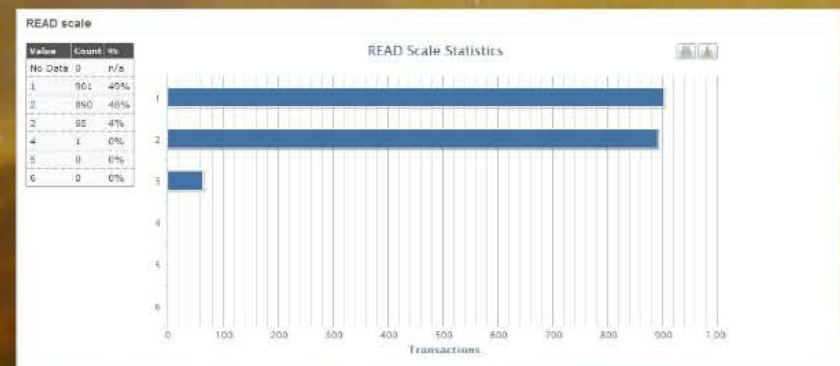
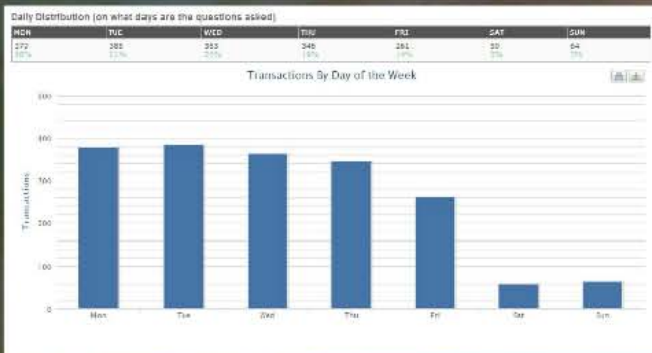
- Variance in coding
- Constant training
- Trends in user questions
- Evaluate service desk traffic



Variance in coding  
Constant training  
Trends in user questions  
Evaluate service desk traffic



# Branson Statistics



# Zuhl Statistics

