

## **Public Service Statistics Definitions**

### **Reference transaction**

- Count each transaction that involves knowledge, interpretation, or instruction in the use of one or more information sources by library staff.
- Information sources include print and non-print materials, databases, the Web, library catalogs and other holdings records.
- Count each transaction. If a patron asks three discrete questions in the course of the discussion, report as 3 reference transactions.
- If a contact involves both reference and directional information, count as a reference transaction.
- When information is used from a previous consultation with an information source, report it as a reference transaction even if the source isn't used during this transaction.
- Include transactions in all forms (in person, by phone, email, IM, etc) both at and away from a service desk.

### **Other information transaction**

- Count any other information interaction with a patron that does not meet the definition above (directional information, assistance with circulation issues beyond routine lending activities, questions about policies, assistance with equipment, etc.)

### **In-house use of library materials**

- Count each item (in all formats) that has been used in the library but not checked out and left on tables, counters, book trucks, copy areas, etc.
- Count and record items as they are picked up for re-shelving.

Report these statistics weekly to Amanda Humphries in the Library Office.