Data Collection for Assessment

Research & Innovative Services

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This report provides a compilation of responses from library departments characterizing the current state of data gathering (for statistical reports and other uses) and their relationship to assessment needs. Projects sponsors are Jennifer Nutefall and Ruth Vondracek.

Data Collection for Assessment

Table of Contents

Introduction

The purpose of this project report is to provide Associate University Librarian (AUL) Jennifer Nutefall and the newly formed Assessment Project Team with a baseline of information about the current state of data gathering within OSU Libraries (OSUL). In March 2010, we conducted a series of short interviews with library department heads and Kerrie Cook, Executive Assistant to the University Librarian asking how data is collected, handled and stored and when it is used to report statistics. This expanded to include follow-up with some unit heads as we found we needed clarification or were presented with a new data collecting resource.

Comments gathered in the course of our interviews are presented in the Observations section with the caveat that the lens is our own. Possible follow-up activities that arose from our interviews are reported for the consideration of the Assessment Project Team and/or Research and Innovative Services (RIS). Summaries are provided for each department contacted. These are in alphabetic order and include information on data collected, statistics reported, and preservation/retrieval options.

Our intent is to describe the whole using the sum of its parts. We realize that this picture will have holes. If we have misrepresented or omitted information for a department, we would like an opportunity to make those corrections.

A word on terminology

The distinctions between the terms data, datasets, and statistics may seem obvious, but there is a temptation is to use them interchangeably. Wikipedia provides a short yet complete definition for "data" – groups of information that represent the qualitative or quantitative attributes of a variable or set of variables.[1] Software may be used or scripts created to pull unprocessed data from a web log or counter for manipulation in a statistical resource such as Excel. The results are "datasets" (collections of similar and related information recorded in a common format). When datasets are processed, they can be queried to provide "statistics." Statistics are typically presented in an aggregate form (table, graph, etc.) while "datasets" present us with all available variables to manipulate and aggregate as needed[2]. We attempt to use this terminology consistently in this report.

1. Data. (2010, March 25). In *Wikipedia, the Free Encyclopedia*. Retrieved April 9, 2010, from http://en.wikipedia.org/w/index.php?title=Data&oldid=351912857

2. Darragh, Jen. (2010). Data and Statistics. In Johns *Hopkins University. Sheridan Libraries. Library Guides*. Retrieved April 9, 2010, from http://guides.library.jhu.edu/datastats

Methodology

We interviewed representatives from each department within the OSU Libraries. In informal conversation, we asked the following questions.

1) What statistics are taken on a regular basis?
   - for what purpose is the information gathered (production, usage, …)
   - where is the data found?
   - frequency of reporting
   - who collects them or runs reports to gather them

2) Where are these data and statistics stored? (for example, the wiki, shared drive, local computer, etc.)Who can access the data and/or statistics?

Observations on data collection and reporting statistics

Data collecting at OSUL happens in all departments and covers a range of activities. For example, individual reporting of instruction and off-desk activities is collected through an Access database form created by JoLynn O'Hearn. Reshelving and refiling counts are captured in an Excel spreadsheet, as are circulation data from Millennium that are summarized in a spreadsheet overseen by Kathy Varbel. Acquisition and cataloging figures are reported automatically via a script written by Kyle Banerjee and web log data collected by Urchin is filtered with a script written by Ryan Ordway. Michael Klein set up DSpace so that staff and public users can run their own reports on the data. Usage data is also generated and recorded from the gate counter, photocopiers, printers, scanners, etc. As systems and staffing changes, some of these datasets become legacies of an earlier time. They are no longer needed, no longer used, or inaccessible because they are in an outdated format.

The traditional themes for data collection have been tracking the acquisition and subsequent use of new material and services, staff productivity, and accountability for state funds. The rapid increase of the OSUL website as an entry point for services and resources has added complexity to the tasks of data collecting. We are dependent on software to transform web log data to something that we can interpret. At the same time, we are investing staff time in the creation of research sites for which we want not only traditional usage data but also assessment data which might lead to their improvement and longevity.

Data collected about web usage had been viewed as suspect due to web robot/spider traffic inflating numbers. This problem was solved by modifying the script within Urchin to filter data. The library currently uses an older version of Urchin. Several voiced the opinion that it is difficult to extract much meaning from Urchin-generated site datasets apart from trends (e.g. the numbers go up). Urchin is a part of the Google Analytics package.

Archives points to the example of the use of its Flickr sites. While it is easy to get data on referrals from Flickr, it is not possible to get information about the collection/image used. They look forward to the possibility of better statistical tools from the Library of Commons Flickr project. The ContentDM

platform for images provides a bigger problem for Urchin, because images are not assigned persistent URLs, so usage information cannot be attached to them. In contrast, the institutional repository software, DSpace, uses a handle-based persistent URL for communities, collections and item descriptions, which make them compatible for web log analysis.

Use of the EZproxy authentication system provides the library with another data log file that includes User IP, resource requested, time/date, and response to request. Parsing this IP information to pinpoint aggregations of users in campus dorms for example, could provide information about venues for targeted marketing of library services.

The general question of what web page referred users to the OSUL site goes unanswered. Yet this information may be significant in answering with greater specificity, the questions "who are our users?" and "how do we find out what our users need?"

While we know at a basic level how state and gift dollars are spent, it is less clear how spending relates to return on investment. Gathering new data and/or applying existing datasets to answer questions about the impact of collections and services is important for the sustainability of the library. To address questions related to ROI and collections, the library needs to be making full use of available tools such as those in Millennium (for example) and training more staff to use them.

Departmental reporting up and out happens primarily via the quarterly report to LAMP and varies in format from lists of department data for the quarter to summary statistics for an array of activities. The quarterly reports are made available on the library shared drive at: \\Cn-share\library\Shared\LAMP.

There are three external reports for which Kerrie Cook collects statistics from departments.

- OUS Library Valuation http://www.ous.edu/cont-div/fpm/fixe.55.105.php#.710

- ACRL, Academic Library Statistics. (limited access to full database of results at: http://www.ala.org/ala/mgrps/divs/acrl/publications/trends/index.cfm

- USDE. Institute of Education Sciences. Integrated Postsecondary Education Data System (IPEDS) Library Statistics Program (http://nces.ed.gov/surveys/libraries/).

This reporting can be time consuming for a department when the definition of a statistic requested does not correspond to a definition used by the library. In addition to Kerrie's time collecting department responses and entering them on behalf of the library, vetting the data at the department level can take as much as a full working day.

ScholarsArchive reporting tools on the site provide usage information about views, downloads and country of use. Reconstruction of DSpace usage data reported can be done locally should that be necessary. Whether the new (1.6) DSpace version will affect the statistical reporting tool's use of charts and graphs has yet to be seen.

On demand reporting is done as well. There are occasional issues that arise from being asked to answer a question for which the data does not exist to fit the need (e.g. calculating the impact of inflation on our serial collection while we are undergoing a large serial cut). Similarly, acquisition statistics vary by department and present some challenges to talk about in the aggregate. For Digital Access Services (DAS) the standard has been to report added items, added bibliographic records and serial check-ins. However, as OSUL replaces print subscriptions with e-journals, serial check-ins are becoming a thing of the past. It becomes more difficult to "count" journal titles in the same way as we did in the print world. For Special Collections and Archives, the standard for reporting is linear feet and the counterpart to the bibliographic record is the Record Guide or finding aid. For the Digital Processing Unit both scanning projects and "digitize on demand" items require a request form. But after that, items are most often disassembled. The number of scanned pages is an easy figure to pull off the scanners. But there is no easy way of recording an "item" using the scanner counter. That leaves a tick mark on a sheet of paper -- a choice that invites inaccuracy and so has not been used.

Most departments maintain statistical reports in Excel spreadsheets. These are maintained on the shared drive in most cases and require a login. While some use the Wiki, it is considered unsuitable by other departments.

Assessment Questions and Possible Follow-up Activities

Additional data collecting activities and interests expressed by those interviewed:

- How to assign priority to projects or items in the digital production queue;
- How to track room use within the library (by graduate students, non-library events);
- Tracking of gifts (items received for free from other institutions, faculty, etc.);
- Work on achieving more granularity in ILL statistics;
- Cost of staff time spent in meetings;
- Need for more floor usage statistic (currently reshelving is just for first LC letter);
- An easy way to pull Hatfield Marine Science Center (HMSC)requests from Summit and OCLC;
- Mac versus PC use in Learning Commons ;
- ContentDM usage data;
- Guidelines for retention of data on external websites such as SurveyMonkey;
- Expansion of the use of DeskTracker (Archives).

Assessment concerns voiced:

- Would like explanation of why some data collecting is needed or how it is used;
- Help in defining usage "success" goals for the institutional repository;
- Can/should we make use of ACRL statistics from other institutions for assessment as long as we are spending a good deal of time contributing to their database;

- What other log file software (e.g. AWStats etc.) is available that is easier to use and/or provides better user/use information;
- Many departments are interested in using the data they collect for assessment – "data collection is not the problem, finding time to analyze it is;"
- Is there a process for assessing the implications of "letting go" of some data collecting activities particularly when the "so what" value is not apparent to those who must collect the data?
- Training: Use of SCAT tables in Millennium;
- Need for equipment such as scanners for reshelvers so quantitative in-house use data can be reported.
- Original RIS concerns:
    - Investigate tools used by other libraries to make their in-house data more accessible.
    - Assess the need for an in-house OSUL "data" clearinghouse.
    - Assess the need for an in-house OSUL "research" clearinghouse.

Department Summaries

Department: Administration

Interviewed Kerrie Cook, Executive Assistant to the University Librarian

Data Collected

Kerrie Cook is responsible for querying Donor gift logs which provide geographic, demographic and giving level information associated with donors. Kerrie Cook also collects data as needed for Karyle Butcher. Two examples of this are gathering data on requests to deliver *The Messenger* by email (to reduce our carbon footprint) and evidence of the effectiveness of a recent donor campaign. In that case, Kerrie worked with the OSU Foundation to track daily donor reports and the level of donor activity was monitored for a period after the campaign and compared to the pre-campaign trends.

Statistics Reported

Kerrie is responsible for regularly compiling statistics for about the library and reporting them to our institution, OUS and professional organizations (see list below). She receives the requests for information, organizes a process for gathering the statistics she needs and once she gets this information, enters it on behalf of the library. These reports include:

- ACRL (alternate years due in April with 2 months lead time); Compiled print report $160.
  Connect to 2002 online. Username: judithlan Password: 34e0e8
  Connect to 2007 online. Username: osulib07 Password: LinusPaul1922 Academic library trends and statistics
- IPEDS (alternates years with ACRL due in Dec/Jan for prior FY); Compiled data is available free.
  http://nces.ed.gov/ipeds/tables_library/
- OUS Valuation (annual in June for July sent to accounting);
  http://www.ous.edu/cont-div/fpm/fixe.55.105.php#.710
- LAMP quarterly report (gleaned from departmental reports if not provided directly).

For the ACRL report, for example, Kerrie is given a two month period to request information from various departments in the library and then spends approximately 8 hours inputting that information into their online reporting form.

Preservation and Retrieval

Most data collected resides at the departmental level.

Department: HMSC (and Cascades) Branches

Interviewed Janet Webster, Head Hatfield Marine Science Library Branch

Note: Given the short timeframe for this project, we were not sure how to tease out the OSU/Cascades library activities from the COCC Library activities and are aware this is a hole that needs filling.

Data Collected
- Circulation data are collected and reported as a subset of Instruction and User Services (IUS) statistics
- Both HMSC and Cascades report collections data on added items and added bib records, and HMSC reports serial check-ins
- For Cascades Maureen includes statistics for Cascades patron use of COCC
- Printer and copier usage data is recorded
- HMSC is a courier drop site for Lincoln and Tillamook counties so data on the number of packages and items/drop site is recorded
- International ILL via IAMSLIC

Statistics Reported
- IUS reports contain Branch circulation data
- Janet's quarterly report for the branch has Collections information section for HMSC
- Printer and copier stats are sent to Jessee who forwards them to Printing and Mailing
- Instruction activity is reported on JoLynn's access form
- Indirect reporting to ACRL/IPEDS via DAS and IUS (via DAS and IUS, etc.) not sure if International ILLs are part of IUS stats

Preservation and Retrieval
- Rely on DAS and IUS to be the repositories of data;
- Quarterly reports serve as are "meta" data source.

Department: Collection Development

Interviewed Loretta Rielly, Head of Collection Development, and Laurel Kristick, Electronic Services Librarian. Follow-up with Faye Chadwell, Associate University Librarian and Terry Reese, Gray Family Chair for Innovative Library Services. (Note: We did not interview anyone regarding data associated with gifts and exchange, government documents, nor collections at COCC.)

Data Collected

E-resource use data

E-Journals (Laurel):

- Had been getting usage data from publishers downloaded to Excel files
- Have 2008 data for Local Journal Use Report from Thomson-Reuters/ISI (Laurel)
    - http://thomsonreuters.com/products_services/science/science_products/a-z/local_journal_utilization_report
- Retroactive to 2008, E-journal usage stats are downloaded from "Serial solutions' 360 Counter" to an Excel file from which summary reports are run.
    - JR-1= full-text downloads and
    - DB-1=searches in database.
    - Laurel Kristick can "fake" reports for those databases that are not yet COUNTER compliant. She can input these into Serials Solutions 360 Counter
    - http://www.serialssolutions.com/360-counter/

E-Books:

Andrea Wirth gathers use data for e-books (platform has COUNTER-compliant reports)
- http://www.projectcounter.org/

Patron Driven requests (function of allocation and use)

Assessment :

- Have access to WorldCat Collection Assessment tool (no one assigned) http://www.oclc.org/collectionanalysis/
- Database coverage: Gold Rush (Ian) http://grweb.coalliance.org/
- Millennium Reports (Rod) http://www.iii.com/products/management_reports.shtml

Allocation formula project:

- Pulled 5 years of use stats (for items that have circulated at least once);
- Also gathered campus data (from existing sources) for Allocation formula but fund codes don't match programs well)
- May use also for approval plan profiles with YBP;

Statistics Reported

- Reporting for ACRL stats; IPEDS; CDD; LAMP.
- Usage via Serials Solutions 360 Counter (Laurel)
  - Can see grand total of use
  - Top ten titles (rather than data restricted to specific platforms).
  - Special reports for usage by subject designations (Laurel)

Preservation and Retrieval

- 360-Counter data resides on Serial Solutions servers but usage reports are now run quarterly and summarized on wiki with pointers to the CollDev folder on the shared drive -- open to all;
- Cleaning up CollDev files; "Pre-2009" folder contains many reports.
- Some older statistical reports are backed up on a USB drive right now

Department: Digital Access Services (DAS)

Interviewed Michael Boock, Head of DAS; Ian Scofield, Electronic Resources; Sue Kunda, Digital Production Unit Head; Michael Klein, Digital Applications Librarian; and Rod Lawlor, Head of Serials Acquisitions Unit

Data Collected

Acquisitions

- *Monographs Acquisitions* datasets in Excel files (since ~1999/2000) that have been compiled from system-generated reports from Millennium and Blackwell Approval Plan.
- *Serials data*
  - Collected from Millennium Electronic Resources Module and Millennium
  - Coverage loads from Serials Solutions
  - Serials usage data (Rod gets these from Laurel)

Cataloging

- Since 2000, cataloging productivity data has been collected automatically and reports generated via a program written by Kyle or Terry.
- *Serials Cataloging* collects binding and repair stats (2002+). Now these counts are mostly in-house treatments (repairs), as we are binding more infrequently.

Digital Production Unit

- Numbers of digitized items;
- ScholarsArchive@OSU: Michael Klein set up the statistics package for DSpace make use data available to all;
- ContentDM: Michael Klein is working on getting use data for ContentDM

Statistics Reported

Cataloging

- DAS provides Kerrie Cook with statistics on cataloged items by unit and titles for the OUS Valuation survey, the ACRL report and the IPEDS report.

Serials

- Serials statistics have been reported quarterly to Michael Boock and compiled annually since 2004 by Rod Lawlor.
- For ACRL reports active subscriptions and current serials purchased /not purchased; electronic and print subscriptions
- For IPEDS: Active subscriptions

Digital Production Unit

- Digitization statistics are part of the quarterly report Sue sends to Michael Boock .

- ScholarsArchive@OSU: Michael Klein
- ContentDM: Michael Klein is working on getting use statistics for ContentDM

Preservation and Retrieval

Most datasets are stored on the Shared Drive in the Technical Services folder, which requires a log-in.

Acquisitions

- Monograph
  https://tss.oregonstate.edu/cn/services/mycn/Library/TechServ/Acquisitions/MonoAcq/MonoAcq%20Statistics/
- Serial Acquisitions:
  https://tss.oregonstate.edu/cn/services/mycn/Library/TechServ/Acquisitions/SerAcq/Statistics/

Cataloging

- https://tss.oregonstate.edu/cn/services/mycn/Library/TechServ/Catalog/STATS/

Digital Production Unit

- Digitization statistics are primarily stored on Sue Kunda's computer. Quarterly Reports are stored on the DAS Wiki space.
- ScholarsArchive@OSU statistics are contained in the dSpace software and there could be an issue with the reporting package when we update to dSpace 1.6.
- ContentDM: Michael Klein is working on getting use statistics for ContentDM – this is problematic because items don't have persistent links so our web stats package (Urchin) is unable to decipher use information and attach it to an item.
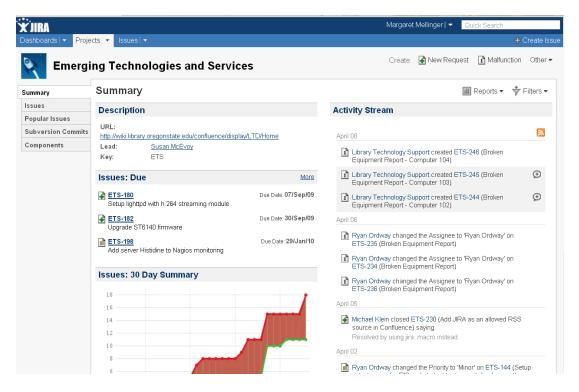
Department: Emerging Technology and Systems

Interviewed Susan McEvoy, Head of Emerging Technology and Systems (Note: we have not spoken with Kim Griggs, System Analyst/Programmer who compiles usage for Library à la Carte tool).

Data Collected

- Student Computing Facilities (SCF) collects usage data from Learning commons computers and this goes to Jolynn O'Hearn, Office Specialist II, who makes reports/tables for TRF proposal;
- Collects error report/requests on computers in the Learning Commons by computer,
- Collecting "broken equipment stats" via JIRA fields populated by form, include location, equipment (photocopier, thin clients, microform reader/scanners/print). See Image 1
- Matthew Gonzalez has written a proposal for a key server to track use of software for staff to see if we could be sharing (non-simultaneous) use of some products.

Image 1: Problem/bug tracking reports for ETS

Statistics Reported

- Quarterly report includes help requests, broken equipment summary.
- Contributes web stats (website visits in a year) for ACRL report;
- Usage data from Urchin for Library web pages, Oregon Explorer, etc. and Summon.
- Library à la Carte usage (Kim Griggs): http://wiki.library.oregonstate.edu/confluence/display/ICATeam/Usability+and+Assessment

Preservation and Retrieval

Most of the data on help requests is in Susan McEvoy's email. Web stats are downloadable from Urchin, and other tracking requests are in the JIRA software package.

Department: Instruction and User Services (IUS)

Interviewed Cheryl Middleton, Head of IUS and Hannah G. Rempel, Graduate Services Coordinator.

Data Collected

Circulation/ILL

- Raw circulation data is collected at the source daily, and compiled monthly on Excel spreadsheet (see Image 1 below) by Kathy Varbel, Library Technician II
- The Excel spreadsheet was originally set up for Access by Lorraine Borchers (former Head of Access Services). Cheryl has been adding new stats (e.g. self-checkout, spring term checkouts by hour for 24/5 use), which can be accommodated easily.

Reference/Instruction

- Reference desk/chat reference/text-a-librarian data are collected with the Desk Tracker program.
- Library Instruction related data are provided by individual library and archive staff members and collected in the Instruction Database (Access) maintained by JoLynn O'Hearn.
- Graduate student services:
    - Registration data compiled from Graduate Student/Faculty workshops each term.
    - Evaluation data from Literature Review workshop is also taken.
    - Occasional surveys to departments and qualitative focus group findings results are kept.
    - Data on other graduate instruction are contributed to the Instruction Access Database by Subject Librarians. These are not reported as part of the graduate student services.

Statistics Reported

- The Excel spreadsheet categories work well for ACRL and IPEDS reporting as they were designed with those in mind.
- Other uses of the circulation statistic include internal use for service assessment and identifying changes.
- Instruction and Learning Commons statistics are reported for Quarterly Reports, and also for ACRL and IPEDS reports.
- Hannah has begun including graduate student service statistics on her Quarterly Reports.

Preservation and Retrieval

Circulation/ILL

- IUS has from ~1999 to date on Excel Spreadsheets (see Images 2)
- Some legacy stats are housed in a variety of mediums and file types (with Kathy Varbel).

Reference/Instruction: \\Cn-share\library\R&I\Stats ---files are password protected)

- Instruction and Learning Commons statistics include a legacy format (supplied by JoLynn O'Hearn) and now include Desk Tracker reporting, Access DB and another Excel spreadsheet (see image 3 below).
- Graduate Student Services: \\Cn-share\library\R&I\Graduate_Services

Image 2. IUS Circulation Stats 2009-10

	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Year total	%
Borrowers	4458	3787	3924	16485	14624	7111	13420	15428					79237	
Gate count - Valley	45855	35362	35385	152049	140287	68508	119729	128,000					725175	
Items checked out														
Circulation - Valley	7683	6889	7079	23465	22915	11532	20450	23173					123186	
Renewals - Valley	2190	2124	1929	2431	3602	5374	2747	4223					24620	
Total	9873	9013	9008	25896	26517	16906	23197	27396	0	0	0	0	147806	
Circulation - Guin	123	97	126	114	120	155	104	122					961	
Renewals -Guin	35	59	36	23	46	85	17	25					326	
Total	158	156	162	137	166	240	121	147	0	0	0	0	1287	
Circulation - OSU/Cascade	116	68	86	184	199	102	237	168					1160	
Renewals - OSU/Cascade	23	30	66	44	83	139	76	70					531	
Total	139	98	152	228	282	241	313	238	0	0	0	0	1691	
Study Rooms - Valley*	222	195	201	2897	2854	1220	2241	3012					12842	
Laptops - Valley*	635	524	327	4140	4250	1970	2802	4115					18763	
Course Reserves*	1114	704	832	5751	4355	1777	4962	4759					24254	
Total	1971	1423	1360	12788	11459	4967	10005	11886	0	0	0	0	55859	
* %to items checked out	26%	21%	19%	54%	50%	43%	49%	51%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	45%	
Requests processed														
Recalls - Valley	99	77	145	183	141	106	186	114					1051	
Recalls - Guin	0	4	5	3	3	2	0	1					18	
Recalls - OSU/Cascades	7	3	8	11	8	0	8	0					45	
Paged - Valley	147	166	206	340	372	157	347	418					2153	
Paged - ILL														
Storage - Valley	88	104	106	100	94	57	83	120					752	
Collection Maintenance - Valley														
Books/Bound Journals														
In House Use	1570	1528	1151	2896	2056	2122	2578	2706					16607	
Photocopy	1826	1783	1210	1744	1458	865	951	1028					10865	
Checked in	19108	6412	5439	14334	16952	15849	12613	15670					106377	
Subtotal	22504	9723	7800	18974	20466	18836	16142	19404	0	0	0	0	133849	
Unbounds														
In House Use	1280	1347	870	1841	1609	1254	1097	1384					...82	
Total reshelved	23784	11070	8670	20815	22075	20090	17239	20788	0	0	0	0	144531	

Monthly Stats | 2007-current Valley Summary | yearly-IUS | Yearly-circ comparisons | Yearly- ILL | ILL Turnaround | 1999-current Valley Summary

Image 3. Reference and Instruction Statistics

	Ref	Tech	Direct	Month Total	CLC Head Count	IC Head Count	Pub Email	ADA	Chat	Off Desk	Credit	Instruction	Seminar/Workshops	Orient/ Tours	Month Total
2010															
January	911	434	875	2,220	9229	24885	176	0	164	41	0	39	6	0	45
February	930	321	710	1,961	10190	28480	236	0	193	55	0	48	7	0	55
March	579	257	520	1,356	7983	20726	96	0	203	22	0	0	0	0	0
Quarterly	2,420	1,012	2,105	5,537	27402	74091	508	0	560	118	0	87	13	0	100
April				0				0							0
May				0				0							0
June				0				0							0
Quarterly	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
July				0				0							0
August				0				0							0
September				0				0							0
Quarterly	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
October				0				0							0
November				0				0							0
December				0				0							0
Quarterly	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grand Total	2,420	1,012	2,105	5,537	27402	74091	508	0	560	118	0	87	13	0	100
	1	1	1		3	3	3	3	1	2	2	2	2	2	

Where the stats are coming from

Desk Tracker	1
Access DB	2
Another SS	3

Department: OSU Archives

Interviewed Larry Landis, University Archivist, Tiah Edmunson-Morton, Archivist

OSU Archives collects data on acquisitions, materials use, reference questions, and instruction related to the Archives collection. In addition, Archives staff handles some questions and collection maintenance for microforms, maps and some government documents.

Data Collected

- Collections: "other library materials added -- Microforms-Computer files -- Manuscripts/Archives -- Audiovisual (included maps);
- Reference transactions;
- Library digital activities Use (access + queries);
- Direct cost of personnel--equipment etc. OUS library valuation; spreadsheet for reference favors;
- extended public service duty (maps and microform stats; records management; tours/presentation (hadn't been using JoLynn's form but now up to date, wondering about report functions of these);
- Not using Desk Tracker (need next subscription level to get an additional location)

Statistics Reported

- Contribute to ACRL report;
- Requests for use of images (included in narrative about use in quarterly report)
- Transactions registered
- Flickr use and referral form
- Archival materials are measured in Linear Feet, which is a difference from other collection measures in the library.

Preservation and Retrieval

- Most Archives statistics stored on shared drive in a restricted folder. No use of the Wiki.

Department: Research and Innovative Services & Oregon Explorer

Interviewed Ruth Vondracek, Head of Research and Innovative Services

Data Collected

For RIS

- Number of reports and projects
- Use of Survey Monkey to gather survey data for a variety of purposes- need to back up and clean up the survey data
- Librarians within RIS contribute their instruction and off-desk reference data to IUS via the Access reporting form (JoLynn O'Hearn, Office Specialist II).

For Oregon Explorer (OE)

- Usage data
- Results from OE User Surveys
- OE outreach, budget, trouble shooting , error reports (notifications of tools not working which are then fixed – part of ETS' JIRA tracking), reference type questions and requests, such as "can you put this in SA@OSU?"

Statistics Reported

- Department Quarterly reports

Preservation and Retrieval

- OE Stats in Shared Drive (restricted),
- OE Stats on Wiki (also restricted)
- Some OE stats possibly on Kuuipo Walsh's computer

Department: Special Collections

Interviewed Cliff Mead, Head of Special Collections; Chris Petersen, Faculty Research Assistant; and Ryan Wick, Information Technology Consultant

Special Collections collects data on the activity of their various collections, both online and in-house use.

Data Collected

- Take daily in-person use/requests for reference requests
- Track (via forms) the number of researchers using the Linus Pauling Collections (etc.), collections in-house;
- Do not track (are not asked for) information on non-Special Collections (vault) requests -- assume that is done elsewhere;
- Web usage data are collected constantly using Urchin and are included in monthly tallies. A known problem had been the inflation of these use number due to web-bots, crawlers . Now this issue has been largely resolved as ETS figured out how to filter the log file information more effectively.
- Additions to Special Collections are measured in linear feet for NWRA

Statistics Reported

- Primary reporting is monthly (since 2000) to the departmental Wiki. These statistics are for internal use though they can be requested from Chris Peterson or Ryan Wick.
- Advantage of Wiki as medium of reporting is that it can be searched in ways that flat files on the shared drive cannot.
- Report to NWRA/NWDA occasionally
- Report regularly to Kerrie for OUS valuation and ACRL library statistics biennial reports.
- Web statistics are important to Special collections – would like to get more out of log file, Urchin data.

Preservation and retrieval

Preservation of stats on the Wiki currently goes back to 2000 ("forever"). The statistics page is login protected to keep search engines from indexing the page. They record specific patron requests in statistics summaries and don't want this information to be available to the wider world, out of privacy considerations.

Appendix: Table of Statistics, Location and Contact Person

Department	Statistics Stored	Contact Person
Administration	Most data collected resides at the departmental level	Kerrie Cook
Branches	Circulation data on IUS shared drive Collection and other data on CD and DAS shared drives Quarterly reports on LAMP shared drive	Janet Webster
Collection Development	Wiki, pointing to shared drive	Loretta Rielly
Electronic Resources	Use data in http://www.serialssolutions.com/360-counter/	Laurel Kristick
E-books		Andrea Wirth
Digital Access Services	Shared drive, mostly	Michael Boock
Monograph Acquisitions	https://tss.oregonstate.edu/cn/services/mycn/Library/TechServ/Acquisitions/MonoAcq/MonoAcq%20Statistics/	
Serials Acquisition	https://tss.oregonstate.edu/cn/services/mycn/Library/TechServ/Acquisitions/SerAcq/Statistics/	Rod Lawlor
Cataloging	https://tss.oregonstate.edu/cn/services/mycn/Library/TechServ/Catalog/STATS/	Richard Sapon White
Digital Production Unit	Sue Kunda's computer ScholarsArchive ContentDM	Sue Kunda Michael Klein

Department	Statistics Stored	Contact Person
Emerging Technology & Systems	Susan McEvoy's computer JIRA system Urchin Library a la Carte http://wiki.library.oregonstate.edu/confluence/display/ICATeam/Usability+and+Assessment	Susan McEvoy Kim Griggs
Instruction & User Services	Personal Computer/Shared Drive Shared drive \\Cn-share\library\R&I\Stats \\Cn-share\library\R&I\Graduate_Services	Kathy Varbel (circ and ILL statistics) JoLynn O'Hearn (instruction statistics) Victoria Heidushke (reference, learning commons statistics) Hannah Rempel (graduate services)

Department	Statistics Stored	Contact Person
Research & Innovative Services/Oregon Explorer		
RIS	Departmental Reports on LAMP shared drive	Ruth Vondracek
OE	Statistics on restricted shared drive On Wiki Some may be on Ku'uipo Walsh's PC	
Special Collections	All statistics stores on Wiki (restricted)	Cliff Mead, Ryan Wick or Chris Petersen