Who’s Learning?: Using Library Instruction and Office Statistics to Plan for the Future
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“Statistics are like a bikini. What they reveal is suggestive, but what they conceal is vital.”
--Aaron Levenstein

Outline
- Introduction & background
- Office & Instruction Statistics
- Trends
- Use of Data
- Questions & Discussion

The Databases
View of entry screens and format of generated data

Office Statistics Database
Add Entry

The Databases
View of entry screens and format of generated data
Instruction Statistics Database

Office Statistics

1 January 2009-3 May 2011

Lies, D____ Lies, and Statistics

Not all librarians have reliably entered office statistics into the database
Librarians have left and joined the Library
Ask a Librarian may be entered twice (if referred to another librarian)
Depending on who is on the Info Desk . . .
**Patron Status**

Nine categories:
- Two not on chart: government 6 and visiting faculty 9

- Community 62,77%
- Staff 2,7%
- Faculty 4,1%
- Grad 16%
- Undefined 2%
- Undergrad 41%
- Other 18%
- Staff 107
- Faculty 382
- Grad 642
- Undergrad 1,07
- Other 395

**Referral?**

- Yes 2,95
- No 3,22

- Yes 7%
- No 93%

**Discipline**

71% of questions from 15 areas (one is empty)

- Hum Dim Nat Res 50
- For Lang & Lit 51
- Bioag Sci Pst M 58
- Design & Merch 71
- Speech 92
- Engl Lang & Lit 101
- Forestry 115
- Other 133
- Natural Res 162
- History 177
- Social Work 229
- Hum Dev Fam S 442
- empty 655

**Time Spent (1)**

- 1796.8 hours total
- 75 interactions were 2 hours or longer
  - 54 were between 2-3 hours
  - 13 were between 3-4 hours
  - 5 were between 4-5 hours
  - 2 were 5+ hours

**Time Spent (2)**

- 608 were 1 hour or longer
  - 132 between 1h30 and 1h55
  - 63 between 1h20 and 1h25
- 1033 were 10 minutes or less (=30%)
  - 111 were between 1-3 minutes
  - 362 were between 4-7 minutes
Time Spent (3)

- 375 were 11-30 minutes
- 2479 were 35 minutes or less (≈71%)

Length of Interaction

- 2+ hours
- 1-2 hours
- Under 1 hour

Business Office Statistics

Calendar Year
Office Stats – Biz Discipline

<table>
<thead>
<tr>
<th></th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacts</td>
<td>210</td>
<td>356</td>
<td>360</td>
<td>298</td>
</tr>
</tbody>
</table>

Biz Trends: Dip in 2010

- Enrollment?
- What else is happening?
  - Where are students getting info (or not?)
- No College of Biz office hours in 2010 . . .
  - Was that the culprit?

Spring Semester
Office Stats – Biz Discipline

<table>
<thead>
<tr>
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<th>2010</th>
<th>2011</th>
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<tbody>
<tr>
<td>Contacts</td>
<td>103</td>
<td>149</td>
<td>162</td>
<td>134</td>
<td>161</td>
</tr>
<tr>
<td>Time (hrs)</td>
<td>37</td>
<td>104</td>
<td>102</td>
<td>72</td>
<td>82</td>
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</table>

College of Biz – Office Hours

<table>
<thead>
<tr>
<th></th>
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<th>2009</th>
<th>2010</th>
<th>2011 sp</th>
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</thead>
<tbody>
<tr>
<td>Contacts</td>
<td>20</td>
<td>2</td>
<td>0</td>
<td>16</td>
</tr>
<tr>
<td>Time hr</td>
<td>11</td>
<td>&lt;1</td>
<td>0</td>
<td>6</td>
</tr>
</tbody>
</table>
Future tracking

- How did you find me?
- Trends in contacts (is it now going up?)
- Community and business development

Biz Trends: Digging Further

- Nature of questions
- Do class sessions increase or decrease office consultations?
- Different classes have different ref needs
  - E.g. entrepreneurs (# of students helped in one interaction/entry)

Liberal Arts & More

Office Statistics 1 January 2007-3
May 2011

6 Lib Arts & 1 Applied Hum Sci

- 801 total office interactions; 362 hours
- Sp 2011 76
Contact Type

- appts: 176 (22%)
- drop in: 309 (38%)
- e-mail: 246 (31%)
- other: 69 (9%)
- phone: 1 (0%)

Referral?

- Yes: 661 (83%)
- No: 140 (17%)

Referral may be faculty referral; does include Information/Help Desk referrals

Patron Status

- Community: 427 (53%)
- Elsewhere: 127 (16%)
- Faculty: 176 (21%)
- Staff: 5 (1%)
- Undergrad: 166 (21%)
- Visiting fac: 55 (7%)
- Grad: 17 (2%)

Discipline

- 35 categories (16 with 1 entry; 5 with 2-4)

- History: 133
- English Lang & Lit: 100
- Design & Merch: 92
- Speech: 83
- Art: 75
- Journalism: 68
- General: 58
- Edu: 46
- Slavic: 21
- Afric: 16
- Asian: 12
- Afric: 11
- Amer: 6
- Asian: 6
- Afric: 5

Classroom Instruction Statistics

1 January 2007-Spring 2011
(Pretty Accurate too)

All Instruction (34 Instructors)

- By year (2170 total; 48,182 students)
  - 2007: 471
  - 2008: 525
  - 2009: 505
  - 2010: 504
  - Sp 2011: 165
Instructors
- 10 Librarians and 1 staff currently active
- 10 GTAs (past and current)
- 9 Librarians retired/temporary/leave
- 1 Librarian occasionally active
- 1 staff reported one semester; still active

Busiest 6 (1237 of 2170 or 57%)
- A 324 sessions
- B 224 sessions
- C (Lederer) 205 sessions
- D (Feldmann) 175 sessions
- D' 175 sessions
- E 134 sessions

Most Frequent Class Taught
- CO150 First Year Comp. 762 (multiple)
- CO300 Writing Arguments 131
- AGRI116 Plants & Civilizations 54 (multiple)
- HONR192 Honors Orientation 40 (multiple)
- HDFS492 Seminar Program Proposal 34
- BUS100 Intro to Biz 32

Instruction Primary Liberal Arts
1 January 2007-Spring 2011

Lib Arts & Other Instruction

<table>
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<tr>
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<th>2009</th>
<th>2010</th>
<th>Sp 2011</th>
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</thead>
<tbody>
<tr>
<td>Classes</td>
<td>50</td>
<td>39</td>
<td>45</td>
<td>56</td>
<td>15</td>
</tr>
<tr>
<td>Students</td>
<td>1096</td>
<td>1107</td>
<td>864</td>
<td>1193</td>
<td>361</td>
</tr>
</tbody>
</table>

Most Frequent Classes (205 Total)

- HIST 492 (13%)
- AGRI 116
- AM270
- ART 430
- CO 150
- CO 301A
- CO 301C
- DM 501
- E 600
- JTC 210
- LB 200
- LB 300
- ARTstor
- All Others (52%)
By Department (205 Total)

- History
- ART
- Jrism
- Art
- Speech
- Design & M
- Lib. Arts
- English
- Grad Sts
- Comp.
- Agriculture
- Other

9.6%
23%
17%
5%
19%
22%
11%
18%
19%
10%

Use of Data

- Administration/Unit
  - Tutorials? Programs?
  - Impact
  - Budget & Hiring
  - Productivity
  - Quantify
- Individuals
  - Impact
  - Promote instruction
  - Develop online guides
  - Develop tutorials
  - Follow trends

Business Instruction

March 2005-2010

2005 2006 2007 2008 2009 2010

Classes 12 34 34 41 46 33
Students 519 777 528 1091 1162 767

Uses of Data

- Administration/Unit
- Individuals

Business Instruction

2006 2007 2008 2009 2010 2011

Classes 8 4 6 12 8 7
Students 203 137 342 353 201 241
The problem with numbers...

- Web page statistics not reflected here.
- It all depends on how you manipulate the data.
- Just a portion of librarian’s total work.

Use wisely and with care.

Questions? Discussion?

Thank you for attending!

Naomi Lederer & Louise Feldmann

http://lib.colostate.edu/

Colorado State University