

END OF FUNDING PERIOD REPORT

LAUC Statewide Grants, Research & Professional Development Committee

Primary Applicant(s): Cynthia Johnson Campus: UC Irvine

Email: cynthiaj@uci.edu

Telephone: 949-824-0081

TITLE OF PROJECT:

Better Ways to Count Reference, in order to Count on Reference

Time Period of Grant: Fiscal year 2013-2014

Amount of Award Received: \$500

Original Abstract as Submitted:

In October 2012, UC Irvine launched a new program for recording and reporting reference statistics on and off the reference desk. This poster will review:

- why we decided to create an in-house program rather than buy an off-the-shelf product
- the information we are capturing that may not be considered traditional for reference statistics
- the reports we are able to generate
- how we are innovatively using our reference statistics to staff and understand better our in-person reference services at our service points, and for individual librarians to understand better their individual work with faculty and students that takes place separate from the traditional reference desk
- ideas for using this data to connect to other data the UCI Libraries capture, to give us more granular details about how our patrons use our services. Our poster will describe what kinds of assessment and statistics can be recorded for reference interactions. We will also include ideas about how UC libraries can use the data we capture from our reference services to assist in demonstrating the value libraries add to the university's mission. We will also have a laptop to demonstrate how the system works and the reports we can generate.

I. ACCOMPLISHMENTS and EVALUATION

Poster completed and shown at the 2013 LAUC-B Conference , "Making it Count: Opportunities and Challenges for Library Assessment," which took place on October 25, 2013 at UC Berkeley.

II. IS YOUR PROJECT COMPLETED? Yes_x_ No__

If No, what is needed to complete the project? Is more time needed? Or more funds?

III. FINANCIAL STATEMENT

Please explain how the funds received were spent. Attach your original budget and indicate how well your estimates matched with actual expenditures. Receipts are not necessary.

Original Budget:

- Airfare from LAX to OAK: \$380
- Parking: 20
- Ground transportation from OAK to Cal: 10
- Poster printing costs (per person): 100
- Hotel cost (one night): 180
- Total projected cost: \$690

Actual Expenses:

- \$282.83 (hotel and ground transportation)
- \$39 poster printing (\$19.50 per person)
- Note: Because I attended the SLASIAC in-person meeting (I am the LAUC representative to SLASIAC) the day before the LAUC-B conference, my flight and parking costs were covered by LAUC funds.

IV. SHARING YOUR PRODUCT/RESULTS

What are your plans for disseminating the results of your work? If it will be a web page or product, or published article or book, when will it be available to the public? Include citations/URLs if known.

Electronic version of the poster is available at <http://www.lib.uci.edu/laucb>

V. NOTE

Information included in this report may be reprinted or posted on the web for dissemination to UCOP, other UC Libraries, and future potential LAUC grant applicants.