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LAUC-I Research and Professional Development Committee
University of California
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January 29, 2013

A. Summary and current status of the research project/activity

In December 2012, Christina Woo and I submitted a proposal for a lightning talk/breakout session at the 2013 LAUC-B conference, "Making it Count: Opportunities and Challenges for Library Assessment," which will take place on October 25, 2013 at UC Berkeley. On January 4, 2013, we were notified that "the Planning Committee is intrigued and excited about your topic and would like to invite you to present it as a Poster Session instead." Our poster presentation is entitled *Better Ways to Count Reference, in order to Count on Reference*. We accepted the invitation and will add a laptop to the poster to demonstrate our in-house RefStats system and the reports it generates. By October 2013, we will have a full year's worth of experience and data.

Abstract:

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.

B. Description of and timetable for the activities to be funded by the Presentation Grant. If release time is required, please provide a simple signed memo from your department head or supervisor

After a roll-out of the new RefStats program on October 1, 2012, the interface was revised, enhanced, and rearranged in response to user feedback. Most of the changes have been implemented, so the current focus is on the kinds of reports we would like it to generate. Design Services would like to see the content for the poster by early August, so in February-July we will be collecting ideas from those using RefStats to see what kinds of reports we need and examining ways in which we can use the data we are collecting.

A simple, signed memo from my department head is attached (paper only).

C. Summary of the 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

D. Indicate whether the applicant is a member of the bargaining unit represented by the bargaining unit represented by the UC-AFT.


I am not a member.

E. Abstract of the paper or poster for presentation: See A above.

F. Name and sponsoring organization of the conference: LAUC-B

G. Description of any funds that have been requested from other sources.

Professional Development funds provided to UCI librarians will be expended completely on other conferences and workshops. Christina Woo and I may apply for funding from other sources, but at this point we do not know how successful those efforts will be.

 1-30-13

January 9, 2013

To: LAUC and LAUC-I RPDC members

From: Carol Hughes, AUL for Public Services

A handwritten signature in cursive script, appearing to read "Carol Hughes".

Subject: Approval of Release Time for Cynthia Johnson to attend the LAUC-B 2013 conference

As Cynthia's direct supervisor, I approve release time for her to attend the LAUC-B conference in October 2013.