END OF FUNDING PERIOD REPORT
LAUC Statewide Grants, Research & Professional Development Committee

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TITLE OF PROJECT:

Time Period of Grant: 2013-2014
Amount of Award Received: $293.58
Original Abstract as Submitted: $690.00

I. ACCOMPLISHMENTS and EVALUATION
- Describe what was achieved during the time period of the grant.

Co-awardee Cynthia Johnson (Irvine) and I created and presented a poster—"Better Ways to Count Reference, in Order to Count on Reference"--for the October 2013 LAUC-B biennial conference, "Making it Count: Opportunities and Challenges for Library Assessment." We had originally submitted it for a lightning talk/breakout session, but the conference committee asked us to resubmit it as a Poster Session instead. See the poster at http://www.lib.uci.edu/laucb It has been archived in the conference program: http://www.lib.berkeley.edu/LAUC/conference-2013/program

- What aspects were completed as proposed? If your study could not be completed as proposed, explain how your plans were altered.

The poster was completed and presented at the conference. Ms. Johnson and I accompanied it with a laptop, so we could show attendees the online documentation (e.g., description of an equipment answer, directional answer, ready reference answer, research answer; when to use the OFF the desk form versus the ON the desk form) and demonstrate how to enter our interactions with patrons. The poster showed some of the graphs/reports that the RefStats program could generate.

In addition, one goal of the poster was to get ideas from attendees on how they would use the data, including assessment projects and demonstrations of the libraries' value to the mission of the university. To that end, the poster not only displayed our work but gave us an opportunity to learn of ways to use RefStats that we might not have already considered.

- Did the project accomplish what it intended? Did it make a difference?

Ms. Johnson and I were part of a team of Reference Dept. members (in the UCI Libraries) that had been exploring off-the-shelf software for collecting reference statistics and comparing the features and prices with the cost of having Library IT staff create a program in house. The existing program—in use from 2005-2012--was based on a program that UCLA librarians had been using, and the needs for using the data had outgrown its ability to capture what we wanted and to create graphs/reports easily.

We decided to have our in-house IT staff create a program, and—after considerable testing—we began using RefStats on October 1, 2012. By the LAUC-B conference we had one full year of usage and data, which formed the basis of the poster. Coincidentally, in 2012 the UCLA librarians were also upgrading the program they had shared with us in 2004-2005.

- o Include any relevant quantitative data, if applicable (e.g. How many individuals have benefited from this project? In what way? This may include various output measures such as circulation, reference transactions, program attendance, survey responses, etc. as appropriate.)

At UCI, the new RefStats program is used daily at the Ayala Science Library (Check Out desk), Grunigen Medical Library (Check Out/reference desk), and Langson Library (Check Out desk, reference desk, Special Collections reference desk, and Southeast Asian Archive reference desk). Its OFF the desk form captures reference assistance provided by phone, consultation appointments, email, etc.

We are innovatively using our reference statistics to staff and understand better our in-person reference services at our service points. Individual librarians now have a better understanding of their individual work with faculty and students that takes place separate from the traditional reference desk. Some are using the optional notes and patron status fields to tag/describe the data they enter.

Since the October 2013 LAUC-B conference, in order to find out how often we assist community users (not affiliated with UCI), we have conducted two 8-day "surveys" by amending the ON and OFF the desk forms to require the patron status field be completed. That produced accurate, granular data instead of varied recollections and anecdotal information. Also since the LAUC-B conference—because RefStats was created in house—we have created a link from it to another statistics/information-collecting form, also created in house, where "Faculty Interactions" are captured as a text-heavy OFF the desk interaction.

- o Include any anecdotes, if applicable.

Some of the librarians who come to our poster session are currently using simpler systems for recording their reference transactions, including paper/pencil on a sampling basis. We let them know that the UCI Libraries IT staff would be happy to share the programming behind our RefStats, so their counterparts would not have to start from scratch. No one yet has taken us up on our offer, however. In some cases librarians at branch libraries were intrigued but were not sure about trying out RefStats on their own. They didn't know if they needed to get support from all of the campus libraries first. We did not face that hurdle at UCI.

- • What would you do differently next time, if anything?

Maybe wait for more months of use, but the LAUC-B conference takes place only every other year. Since part of the poster was to "show off" the home-grown RefStats program *and* to offer it to our sister campuses, the LAUC-B conference was a logical venue.

- What advice do you have for others applying for LAUC research grants?

The application form and process are very easy, and the list of past recipients is inspiring without being daunting. Early career librarians should be encouraged to take advantage of this funding.

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.

> The funds were spent on airfare, hotel, and ground transportation (BART and cab). I flew up the night before to accept the dinner invitation to all presenters (wonderful hospitality) and to start bright and early the next day at the conference center.

> See the appendix at the end of this report for the original budget submitted. My LAUC-I-based professional development funds are supplementing the shortfall.

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.

> For now, the poster is available as a link on the LAUC-B conference page. When we have more years of data and have discovered more ways in which to manipulate the form for short-term projects, we'll have more information for an article. By October 2014 we will have used it for two years. See the poster 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.

APPENDIX:
Summary of the budget submitted
- 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