**Public Service Statistics**

Procedures for Recording

[**http://mulibraries.missouri.edu/test/pss/viewform.php**](http://mulibraries.missouri.edu/test/pss/viewform.php)

**Circulation Statistics**

**Initial Check-outs**

* This statistic records the checkouts for all non-reserve items. It does not record renewals.
* This number is taken from a Millennium circulation checkout report by location (see p.9). All numbers with “reserve” in their location should be subtracted from the overall total as their circulation totals are recorded elsewhere.

**Renewals**

* This statistics is the number of renewals for all non-reserve items.
* This number is taken from a Millennium circulation renewal report by location (see p.9). All numbers with “reserve” in their location should be subtracted from the overall total.
* Reserve items should not be renewed. If the report shows reserve items with renewals, look at the Millennium circulation renewal report by IType (see p.9) to get a breakdown of what type of reserve items were renewed. Use this breakdown to add all reserve items to the appropriate reserve circulation totals. For example, if the IType report shows that 3 laptops were renewed, that would not be counted towards renewals. In the Reserve Loans section, three would be added to the laptop circulation total.

**Reserve Loans – Reserve Desk**

**Scholarly Materials**

**Print (MERLIN)**

* This statistic records the circulation of print scholarly reserve materials.
* Run a Millennium circulation report by IType (see p.9). Add all print scholarly numbers for the total. (These will be the “\_\_\_ hour reserve” items. Example: “2 hour reserve.”)

**Equipment Reserve Loans**

* This statistic records the circulation of non-scholarly reserve items.
* Categories:

A/V Equipment
Laptops
Tablets/iPads
Ebook Readers

Accessories

Miscellaneous

* A rough definition of A/V Equipment is equipment with which you can take a picture or project a screen. It varies by location, but includes:
* 24 hour equipment
* 3 day equipment
* Digital Camcorder and case
* Digital Camera and Case
* Projectors
	+ Microscanner Lenses
* Accessories vary by location but include:
	+ - * AC Adaptor Checkout
			* Floor tripod
			* Headphones
			* Mouse Checkout
			* TV remote/cables
			* Microphones
* Miscellaneous varies by location but include:
	+ Realia (in Engineering, this would be actual objects – machine parts, etc.)
	+ Mugs
	+ Whiteboard markers/erasers (MU)
	+ Book Trucks
* Branch Libraries:
	+ Run a Millennium circulation report by IType (see p.9). Use this report to assign reserve checkouts to the proper categories.
	+ Remember that any renewals of reserve items should be added to the appropriate reserve circulation totals and not counted as renewals. To run a report on renewed reserve items, use a Millennium circulation renewal report by IType (see p.9). Use the report to add reserve renewals to the appropriate reserve circulation category. For example, a renewed headphone would count towards reserve circulation of accessories.

**Branch Libraries: Proposed Categories of Reserve Materials with ITYPES**

SCHOLARLY MATERIALS

* Books
* articles, reports or book chapters that cannot be placed on ERes because of copyright restrictions

ITYPES

* 136 2 hour reserve
* 137 1 day reserve
* 138 3 day reserve
* 139 7 day reserve
* 140 1 hour reserve
* 141 4 hour reserve
* 142 14 day reserve
* 143 2 day reserve
* 144 30 day reserve
* 145 Overnight reserve
* 146 5 day reserve
* 147 4 week reserve
* 148 3 hour reserve

A/V EQUIPMENT

* Audiovisual equipment (cameras, webcams, camcorders, audio recorders, projectors)

ITYPES:

* 167 Webcam + Case
* 179 MP3 Player (iPod, etc)
* 180 Digital Camera + Case
* 181 Digital Camera for FIGs
* 189 Digital Audio Recorder + Case
* 190 Digital Voice Recorder
* 191 Digital Camcorder + Case

**Branch Libraries
Proposed Categories of Reserve Materials with ITYPES** *continued*

LAPTOPS

ITYPES:

* 162 Laptop (MU Libraries)
* 187 Laptop - Geology Library

EBOOK READER

* 186 Ebook Reader (e.g., Kindle)

IPAD/TABLETS

* 188 iPad

ACCESSORIES

* Tripods, adapters, cables, batteries, headphones, mice, microphones

ITYPES:

* 163 Mouse (MU Libraries)
* 165 Headphones (MU Libraries)
* 168 Laptop Accessories - cables, etc
* 182 Microphone (MU)
* 183 Flexible Tripod – 1 week
* 184 Floor Tripod (MU)
* 185 TV Remote, Cable, Wireless Devcs
* 192 Flexible Tripod – 24 hours
* 193 24 hour Equipment
* 194 3 day Equipment
* 195 1 week Equipment

MISCELLANEOUS

* 23 Realia (in Engineering, this would be actual objects – machine parts, etc.)
* 164 Mugs
* 166 Whiteboard markers/erasers (MU)
* 169 Book Trucks

**E-Reserves (ERes)**

* This statistic records the number of document hits and page views for ERes materials.
* To run an ERes statistics report for document hits:
	+ Log in to Eres. <http://eres.missouri.edu/eres/login.aspx>
	+ Choose “Reports” on the right side of the page, then choose “Hits: Documents” as your report type.
	+ In report options:
1. Choose “Monthly” for the date grouping
2. Choose document association for the item grouping.
3. Choose “Numbers” in display format.
4. Enter the appropriate date range.
5. Check the box at the bottom next to the instruction "Check this box to export data into another application or deliver the report via email."
6. Click on view. It may take awhile for the system to generate the report, so be patient while it loads.
	* If you have a pop-up blocker enabled, a message should display which tells you to temporarily disable pop-up blockers so that you will be able to view the new window.
	* A window will open offering you several data export options. Choose the Microsoft Excel option and click on view. Choose to open the file.
	* Once you are in the Excel file, click on the corner cell in the upper left-hand side of the worksheet (the box above row one and to left of column a) to highlight the entire sheet. From the top menu bar, choose format. In the format cells dialog box, click on the alignment tab. Unclick the box next to “merge cells” and click ok to apply changes. (If you do not do this, your cells may not copy and paste properly in later steps.)
	* With the cells still highlighted, click on Sort & Filter. Choose Custom Sort.
7. Choose to sort by Course Reserves Page.
	1. Sort on Values.
	2. Order A to Z.
8. Scroll through and verify that the whole list is in alphabetical order. Sometimes only part of the file is sorted for some reason and you may need to redo the sort to get it to work.
9. Then scroll through the list for the relevant prefixes. Copy and paste the relevant rows into a new excel spreadsheet.
10. Even when you set the date criteria correctly, there may be some wrong months. Sort the information by date, and delete the rows from different months.
11. Add the numbers (Highlight cells, “formulas” tab, auto sum button)
* To run an ERes statistics report for Course Reserve page hits in Eres:
1. Log in to Eres. <http://eres.missouri.edu/eres/login.aspx>
2. Choose “Reports” on the right side of the page, then choose “Hits: Course Reserves Pages” as your report type.
3. Choose “Monthly” for the date grouping
4. Choose “course reserves page” for the item grouping.
5. Choose “Numbers” in display format.
6. Enter the appropriate date range.
7. Check the box at the bottom next to the instruction "Check this box to export data into another application or deliver the report via email."
8. Click on view. It may take awhile for the system to generate the report, so be patient while it loads.
9. The Excel list should be in alphabetical order by prefix. Scroll through and find all relevant prefixes.
10. Copy/paste items to a new worksheet in that month’s ERES excel file. Remember to delete any rows from other months.
* **Remember to add the document hits and page views for the ERes total**.

**Shelving, In House Use for those branch libraries which record this statistic (Ellis Access Services uses clickers)**

* This statistic records items that were used in the library but were not checked out. (For example, this will record the number of items that were out-of-place because they were used by a patron but would not show up as a circulation statistic because they were never checked out.) This statistic will not record items that are checked out to patrons but must be kept in the library.
* To get this number, run an InHouse report in Millennium (see p.9).
	+ This report records all items scanned in Millennium’s “count use” module.
	+ The report is divided by location code, so add the relevant location codes together for the total. This will vary by library, but add any “in house” statistics kept by paper to this total.
* Any reserve locations (ending in \*\*xii: cnxii, cjxii, cexii, cmxii, cgxii, chxii, cvxii) in the InHouse report should not be added to the in house use total.
* Numbers that show up as reserve items in this report should be added to the appropriate reserve circulation total.

**Turnstile Count**

This statistic records the number of people who came into the library during the month. This will vary by library, but the general formula is (closing-opening)/2

**Instruction**

**Classes & Tours**

* This statistic is the number of formal and informal classes, tours, and instruction sessions. An example of an informal tour would be if a new student asked for a tour of the library. This would count as one tour with one participant.
* Library instruction classes are:
* Instructional programs designed to teach library users how to locate the information they need quickly and effectively.  Library Instruction usually covers the library’s system of organizing materials, the structure of the literature of the field, research methodologies appropriate to the discipline, and specific resources and finding tools (catalogs, indexes and abstracting service, bibliographic databases, etc.).  Library instruction is usually course-related or course-integrated.  It may include hands-on-practice in the use of online catalogs, bibliographic databases, and internet resources.
* A library tour is:
* A guided walk through a library facility, usually conducted by a librarian or library assistant, to orient new users to the location of services and resources.

**Participants**

* This statistic is the total number of participants for all classes, tours, and instruction sessions from that month.

**Reference Questions**

**Reference**

* This statistic records all reference and technical questions. How these statistics are kept will vary by branch, but combine all technical questions and reference questions for this total.
* A reference question is a request from a library user for assistance in locating specific information or in using library resources in general, made in person, by telephone, or electronically.  A reference interview may be required to determine the precise nature of the information need.  The questions may involve substantive questions, instructing users in the selection and use of appropriate tools and techniques for finding information, conducting searches on behalf of the patron, assisting in the evaluation of information, referring patrons to resources outside the library when appropriate.  Simple directional questions are not included in the category.

Reference Questions include questions about:

* Assisting patrons with checking their accounts online, requesting materials online, etc.
* Electronic Databases
* Internet resources
* Non- print materials
* Online catalogs
* Other Library institutions
* Persons both inside and outside the library
* Printed materials

Technical questions include questions about:

* Printer maintenance
* Printing troubleshooting
* Questions prompting a call to DoIT or LTS
* Software availability and troubleshooting

**Directional**

* This statistic records all directional questions.
* A directional question can be answered at the information desk, reference desk or other service desk by sending the patron to the location of specific resources, service, or facilities within the library, as opposed to a question requiring substantive information, instruction in the use of library resources, or referral to an outside agency or authority.

Directional questions include questions about:

* Locating facilities such as restrooms, telephones, drinking fountains, pencil sharpeners, copy room, and other offices or classrooms, etc.
* Locating library staff and users.
* Locating materials for which the user has a call number.
* Supplying materials such as pencils, paper clips, scissors
* Hours, services, fines, checkout periods.
* Printer location

**Appendix**

**Branch Libraries: Millennium Circulation Reports**

How to Run Circulation Reports for Statistics:

1. [http://merlin.mobius.umsystem.edu:4448/managerep/mainview/0//](http://merlin.mobius.umsystem.edu:4448/managerep/mainview/0/)
2. Under “circulation” click “circ activity” and log in
3. After entering the following parameters, you will need to click the “submit button” when you are done.
4. When choosing a special location, you will need to enter the proper location codes:
	1. Engineering: cnbii, cniii, cnrii, cnxii, cnrri, cndfi
	2. Math: cmiii, cmrii, cmxii, cmrri, cmoii, cmcii
	3. Geology: cgrri, cgrii, cgxii, cgiii, cgoii, cgmii, cgdii, cgdmi, cgcii, cgiib, cgeii
	4. Journalism: cjrii, cjrri, cjiii, cjxii, cjcii, cjoii, cjpii, cjpoi, cjfii, cjmii, cjnii, cjiib, cjvii, cjami, ceswi, cjwii, cjfdi, cjpoy, cjeii, cjpmc
	5. Health Sciences: chrii, chrib, chric, chrid, chrin, chrio, chiii, choii, chpii, chpil, chpio, chgii, chgmi, chaii, chcai, chcii, chill, chmii, chmim, chmmi, chmri, choni, chpim, chpin, chsii, chsoi, chxii, chxir, chcli, chpic, chiib, chhii, chhib, cheii
	6. Vet Med: cvrii, cvrin, cvxii, cvcii, cvoii, cvpii, cvmii, cvfii, cvofi, cviii, cviib, cveii
5. When printing a report, you can print normally and only the table will print.
6. Checkout report by IType
	1. Select “checkout,” “last mo,” “special” and “I Type”
7. Checkout report by location
	1. Select “checkout,” “last mo,” “special” and “Loc”
8. Renewal report by location
	1. Select “renewal,” “last mo,” “special” and “Loc”
9. Renewal report by IType
	1. Select “renewal,” “last mo,” “special” and “I Type”
10. In house use report
	1. Select “Inhouse,” “last mo,” and “Location.” You may also have to click the “status” button when it appears.