“...effective use of ICT tools for individual study and group-work, as well as active and self-regulated study strategies have a positive and significant impact on students' perceptions of course effectiveness.”

(Venkatesh, et al., 2014. *Perceptions of Effectiveness of Instructional Uses of Technology in Higher Education in an Era of Web 2.0*)
I'll find a picture for it later.
Break one task into manageable steps

Propose target-due dates

Link to resources at time of need

Assist time management

Lower stress and library anxiety

Support information literacy coaching
6 STEPS TO SUCCESS

- Understand the Assignment: 5%
- Get Organised: 5%
- Research: 25%
- Take & Make Notes: 30%
- Plan the Structure: 5%
- Write, Reference & Proofread: 30%
CONCLUSION

• Incorporates accepted IL concepts
• Available anytime & anywhere
• Students gain control
• Enables self-directed learning
• Aids faculty in determining project due-dates
• Low cost
ASPIRATIONS

• Build in multi-media resources
• Tailor tool to target audiences / tasks
• Monitor traffic
• Marketing
• Form part of embedded IL instructions
• Manage independent of IT
• Study usage impact
  – On-time submissions
  – Stress / anxiety / procrastination
REFERENCE
TRACKING
“Academic libraries must provide **reference** services to their patrons in a timely, **efficient** manner with **limited human resources**”

(Bishop and Bartlett, 2013. *Where Do We Go from Here? Informing Academic Library Staffing through Reference Transaction Analysis*)
WHERE ARE MY KEYS!?

IT'S THE NSA. THEY SAID TO LOOK ON THE COUNTER.
HANDS UP!

• Do you track patrons’ reference interactions?
• Do you use paper-based tracking?
• Do you use a software tool?
ASSESS

• Patron motivations
• Frequency patterns
• Traffic sources
• Use of staff time / knowledge
REQUIREMENTS

• Easy setup and customisation
• Web accessibility
• Easy data entry
• Instant results
• Easy data export
• Low cost
**AS Library 28th April -- 4th May**

See [HELP](#) for data entry instructions.

Selected the wrong variable? Hit **F5** and start again.

* Required

### Question Type (x8)

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<td>Finding specific library materials</td>
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<td>Research assistance</td>
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<td>Technical issues (printers, library software, wireless)</td>
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### Time spent *

- [ ] 1 – 5 minutes
- [ ] 6 – 10 minutes
- [ ] 11 – 15 minutes
- [ ] More than 15 minutes
**QUESTION TYPES**

**Count of incidents**

- Finding specific library materials
- Ready reference
- Research Assistance

$n = 84$
TRAFFIC VOLUME

Count of incidents

28th April / Aungier Street

Time brackets

09-10 10-11 11-12 12-13 13-14 14-15 15-16 16-17 17-18 20-21 21-22

n = 81

n = 81
CHALLENGES

• Secure staff buy-in (full-time & part-time)
• Tracking takes up staff time
• Perception that staff performance is scrutinised
• Accuracy / consistency of tracking
• Appropriate modus operandi (snapshots vs. continuous tracking)
BENEFITS

• Plan reference service staffing
• Identify student reference trends and needs
• Identify students’ library knowledge needs
• Inform library induction content
• Identify library staff training needs
• Inform library marketing activities
Alexander Kouker
Research Librarian | DBS Library