

What?

A re-purposed online tool (Google Forms) to track library patron's reference interactions via various contacts points including IM, phone, Email and the reference desk. The purpose of tracking reference services is to inform the efficient design of such services.

Source

Google <https://docs.google.com/> (Form)

Google Sites <https://sites.google.com/> (example for hosting the form)

Refs

- ✓ Bishop, B., & Bartlett, J. (2013). Where Do We Go from Here? Informing Academic Library Staffing through Reference Transaction Analysis. *College & Research Libraries*, 74(5), 489-500.
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- ✓ Gerlich, B., & Berard, G. (2010). *Testing the Viability of the READ Scale (Reference Effort Assessment Data)©: Qualitative Statistics for Academic Reference Services*. *College & Research Libraries*, 71(2), 116-137.
- ✓ LLC, C. (2014). *Compendium Library Services LLC*. [online] Desktracker.com. Available at: <http://www.desktracker.com/> [Accessed 27 May. 2014].
- ✓ Phette.net, (2014). *Reference Statistics Software | phette.net*. [online] Available at: <http://phette.net/projects/reference-statistics-software> [Accessed 27 May. 2014].
- ✓ Readscales.org, (2014). *READ Scale Research*. [online] Available at: <http://readscales.org/> [Accessed 27 May. 2014].