# Reviving & Revising Reference Statistics

Piloting an online collection system at the University of Manitoba

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## Purpose

- Move stats tracking online;
- Clean up definitions and categories to match reporting requirements;
- Remove duplication;
- Improve librarian tracking of in-office reference events

## Pilot

- February - March '18
- Unanimous agreement to continue with online tracking after pilot.
- Planning to assess and update categories, titles, descriptions and definitions once / yr

## Design Phases

<table>
<thead>
<tr>
<th>APR 2017</th>
<th>NOV 2017</th>
<th>JAN 2018</th>
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<tbody>
<tr>
<td>Using SpringShare's Reference Analytics module, designed a template for statistics tracking based on paper tick sheets.</td>
<td>Definitions for each category were updated to match current industry norms, plus reasons for cancelling some categories.</td>
<td>All unit library staff involved in reference service were engaged in discussion before and during the pilot phase.</td>
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## Findings & Implications

- New and clearer data points. As easy or easier to use than paper.
- Some confusion on definitions. Manipulation needed for reports.
- Working on extrapolation to other units; finessing report outputs; yr over yr comparisons.

**New!**

Where do we do reference?

- in person: 61%
- email: 22%
- phone: 16%
- other: 1%