

All



Search entries or author...

Newest First



Due Feb 8 11:59pm

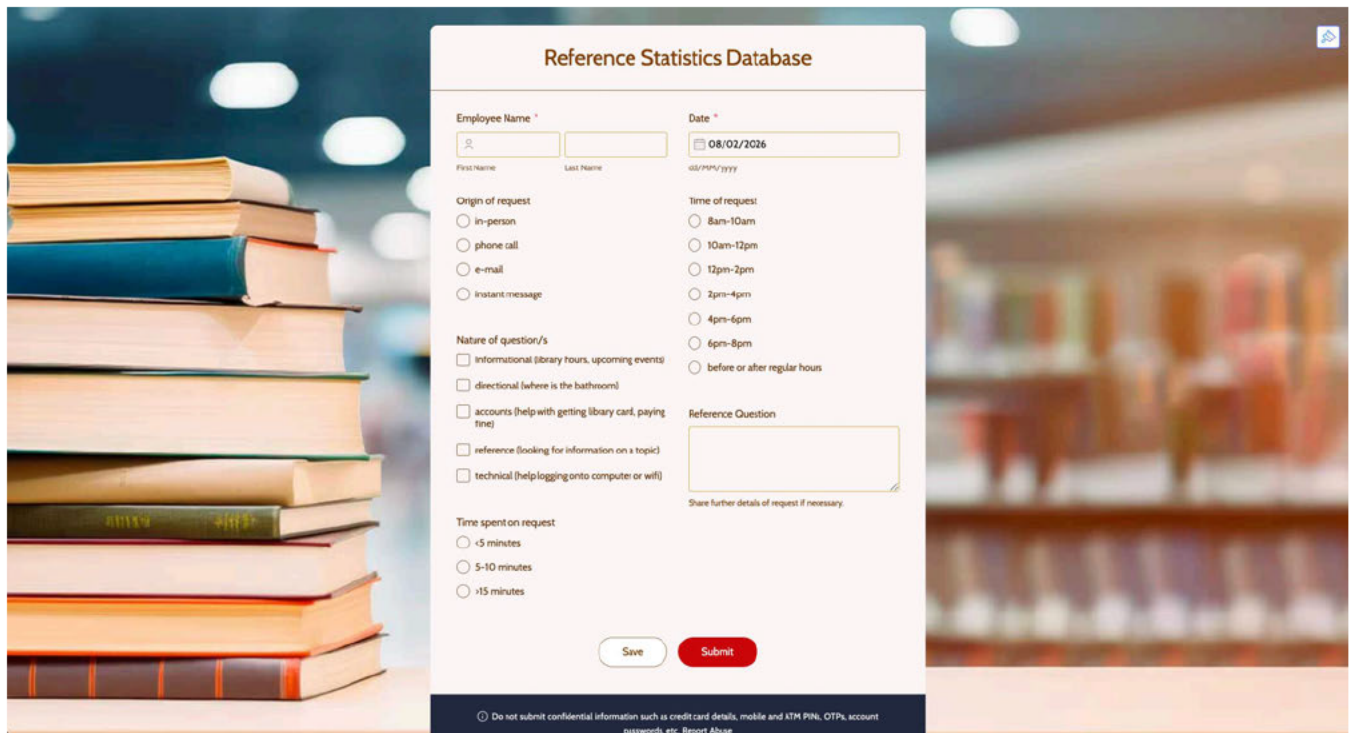
5 points possible

30 Replies

Create a Reference Statistics Database

- After watching this week's lectures, create an account with Zoho at [Zoho Creator](#) 
- Create a Reference Statistics database of your own for your library (if you don't work in a library, pretend you do and think about what types of stats you'd want to keep track of).
- Take a screenshot of your Reference Statistics Database and post it for all of us to see.

Feb 8 9:30pm



Reference Statistics Database

Employee Name * Date *

First Name Last Name dd/MM/yyyy

Origin of request
☐ in-person
☐ phone call
☐ e-mail
☐ instant message

Time of request
☐ 8am-10am
☐ 10am-12pm
☐ 12pm-2pm
☐ 2pm-4pm
☐ 4pm-6pm
☐ 6pm-8pm
☐ before or after regular hours

Nature of question/s
☐ informational (library hours, upcoming events)
☐ directional (where is the bathroom)
☐ accounts (help with getting library card, paying fine)
☐ reference (looking for information on a topic)
☐ technical (help logging onto computer or wifi)

Reference Question

Share further details of request if necessary.

Time spent on request
☐ <5 minutes
☐ 5-10 minutes
☐ >15 minutes

Do not submit confidential information such as credit card details, mobile and ATM PIN, OTPs, account passwords, etc. [Report Abuse](#)

For this form, I based the information off the lecture, conversations with people who work in libraries, and browsing through my classmates' answers. I do not work in a library, but my mom does so I asked her if she tracks any statistics on reference services. She works for a small public library where sometimes she, as "extra help" and not a librarian, is the only staff member in a small library branch. She said that when she started working they would tally reference questions but that they no longer track those kinds of questions because they just don't happen all that often.

She noted that the questions she receives through e-mail and phone calls is most often questions about ILL services while in person she's mainly just asked for help locating a book or the bathroom.

that was part of your thought process and even a physical signage reminder to help the staff create the habit. Also the books are very happy and sweet. Thanks!

~ [REDACTED]

[← Reply](#)

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[Jax Skorich \(They/Them\)](#)

Feb 7 8:49pm | Last reply Feb 8 5:05pm

I created a Reference Statistics Database using Zoho Creator to track how reference questions are received and resolved across multiple service points. The form records the interaction date and time, location or service point, point of contact (in-person, email, chat, etc.), question type (directional, informational, or research), duration of the interaction, patron type, and whether the question was resolved during the interaction.

I also included a short notes field to summarize the question and document any resources or follow-up needed, while avoiding personal information. After creating the form, I entered several sample interactions to demonstrate how the database could be used to identify trends in question types, service channels, and staff workload. I can see how a tool like this would be useful for staffing decisions, training needs, and evaluating how reference services are being used both in person and remotely. I can also see the benefit for systems like this in my current role in Human Resources.

The screenshot shows a web browser window displaying a Zoho Creator form titled "RefStats-Jax". The form is part of a database named "Info 287 First Database". The form fields include:

- Date-Time: 07-Feb-2026 20:26:18
- Location/Service Point: -Select-
- Point of Contact: -Select-
- Question Type: -Select-
- Duration (minutes): #####
- Resolved During Interaction?: ☐ Yes ☐ No
- Patron Type: -Select-
- Question Summary / Notes: A large text area for notes.
- File upload: Select File

A "Submit" button is located at the bottom right of the form. The browser address bar shows the URL: creatorapp.zoho.com/jax.skorich_sjsu/info-287-first-database/#Form:RefStats_jax_RefDesk. The browser tabs include "jax.skorich_sjsu - Info 287 First Database" and "library management zoho library".

The image above shows the blank form I created. The Image below is of the recorded entries.

Info 287 First Database

Book Nook RefDesk Report

Point of Contact	Question Type	Location/Service Point	Duration (minutes)	Patron Type	File upload
In-Person	Informational	Youth Desk	10	Child	
Email	Research	Virtual/Remote	20	Adult	
Chat/IM	Informational	Virtual/Remote	9	Adult	
In-Person	Directional	Circulation/Reference Desk	2	Adult	

Showing 4 of 4

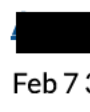
[Hide 1 Reply](#)
[Reply](#)
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 Feb 8 5:05pm

Hi Jax, it was so nice to see your example of what entries look like for your form and the different ways you found the information valuable. I really appreciate your note on utilizing the data for staff training and evaluations. I can see how this could be helpful in some ways for my current position as well. Thanks for sharing!

~ 
[Reply](#)
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 Feb 7 3:01pm | Last edited Feb 7 3:16pm

Hi Everyone, I work at a public library. Our current method of tracking reference stats is using a sheet of paper where we just count the amount of help we provide, for f2f and phone interactions. The same is done for the youth services desk and all small branches.

My reference tracker's categories are similar to that of the video, however I added patron demographics/age. I used the shift (morn, afternoon, evening), instead of the date stamp. This will help us see the shifts that are the busiest. In addition, any times reference staff are too busy to record the interactions as they happen.

Regarding location, I added the youth services desk and a roving reference librarian. Adding the YS desk allows both desks to use the same form. The addition of the roving reference will cover other librarians who happen to be on the field.

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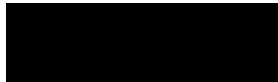
[Mark as Unread](#)



Feb 7 3:11pm

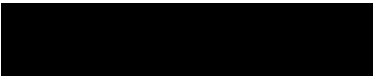
Hi [REDACTED], I would love to have questions delivered by butterfly! It would make working the reference desk much more exciting!

I would recommend not having name as a required category. In my experience at a public library, not all patrons want to give their first and last name. Or they are hard to hear for spelling purposes, or there is a huge line of people to help and it would be too hard to remember later on.



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Feb 6 6:25pm | Last reply Feb 7 8:54pm

Reference Statistics Database

I found this creator app to be incredibly easy to use. I decided to include some additional radio buttons to provide more information about the types of tech questions we are getting. At our library, we just transitioned to a new printing software and it is taking a lot of staff time to teach the new software to patrons, but there have also been a lot of problems that are taking staff time. If I were admin, I'd want to track how many questions we get related to problems with the

new system and make sure that number is going down over time.

MFC

My first Creator app

Home

All Reports >

+ Add New

Reference Question Trackers

Reference Question Tracker

All Reference Question Trackers

kelly.heinlein

Reference Question Tracker

Name *

First NameLast Name

Date *

dd-MMM-yyyy

Day of the Week *

-Select-

Time *

HH:mm:ss

Staff Location *

-Select-

Patron Location *

-Select-

Type of Question *

Directional

Reference

Tech Help

If reference question, please enter question:

Tech Help

Help with personal device

Help with branch computer

Help with printing

Problem with system

Other

Submit

Hide 1 Reply Reply Mark as Unread



[Jax Skorich \(They/Them\)](#)

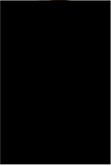
Feb 7 8:54pm

Hi [REDACTED], I really liked how intentional your database design was around tracking technology-related questions. Adding radio buttons for specific tech issues, especially during a transition to new printing software, seems like a smart way to capture where staff time is actually being spent. I also appreciated your point about wanting to see whether those numbers decrease over time, since that kind of longitudinal data could be especially useful for evaluating training effectiveness or system improvements.

Your approach made it clear how reference statistics can be used not just for reporting, but for identifying problem areas and supporting administrative decision-making.

← [Reply](#)

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Feb 6 12:10am

My form focuses on gathering information for patrons who request tech help, which was my job for over 2 years at a library. The form starts with Branch, then the Date and Time, which are all mandatory fields. Next, we have Patron's Approximate Age, followed by Device Used and Type of Help Provided. The last field is Time Spent with the Patron.

Some of the questions, like the age question, might get a double-take, but the intent is to determine the need for age-specific classes and workshops, such as Tech Help for Seniors. The time field is divided into 2-hour ranges to more precisely identify when we might receive a specific type of question. Type of Help Provided is a field that needs some revision, pending feedback, because I am aiming to make the categories broad enough to avoid using the "other" radio button while still specific enough to ensure we are receiving meaningful data. All of the data gathered would provide insight into how to better serve the community and its needs.