



## LibraryCo Inc. Revised Definitions: System – Wide Library Use & Document Delivery Statistics September 2011

Please note that time is recorded in parts of hours. Refer to the attached Conversion Chart for details. Items starred in red ★ are mandatory and must be reported to LibraryCo. Changes to the definitions are highlighted in red.

### *Monthly Summary*

- ★ **Number of Hours Staffed per Month** - number of hours during the month in which staff is present in the library. This is NOT the total number of hours that all staff worked during the month.

### *Collection Use*

- ★ **Items Signed Out** - number of items signed out of the library
- ★ **Items Re-Shelved** - number of items re-shelved - include items returned after being signed out

### *Reference Questions*

When counting reference questions do not count those that are purely directional or require very basic information. Examples include hours of operation, types of services provided and where to find library equipment. Supplemental or follow-up questions should not be counted as separate requests.

- ★ **Short Answer** - number of questions asked by library patrons that take up to 5 minutes each to answer. Tick the appropriate box to indicate whether the question was answered using paper or electronic resources. Tick both boxes if you used both types of resources.
- ★ **Reference** - number of questions asked by library patrons that take from 5 to 30 minutes each to answer. Tick the appropriate box to indicate whether the question was answered using paper or electronic resources. Tick both boxes if you used both types of resources.
- ★ **Research** - number of questions asked by library patrons that take over 30 minutes each to answer. Tick the appropriate box to indicate whether the question was answered using paper or electronic resources. Tick both boxes if you used both types of resources.

### *Source of Question*

- ★ **Source of Question** – indicate whether the question was received by telephone, e-mail, in person (walk-in client) or by fax. This figure should match the total number of reference questions.

### *Training*

- ★ **Client Instruction** – number of instances and the time spent by library staff instructing clients in the use of library resources, both paper and electronic.
- **Staff Development** - time spent by staff in educational or training matters, including receiving from or providing training to other staff (e.g. conference attendance, course attendance and preparation, professional reading). This includes attendance at CALL/ACBD, COLAL and similar conferences.

### *Document Delivery*

- ★ **Lending Returnables** - number of items your law library is supplying to another county or district law library or the Great Library. Include any items that are normally to be returned to the lending library.

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- **★Lending Non-Returnables** - items your law library is supplying to another county or district law library or the Great Library. Include any items that normally do not need to be returned to the lending library.
- **★Borrowing Returnables** - number of items your law library is receiving from another county or district law library or the Great Library. Include any items that are normally to be returned to the lending library.
- **★Borrowing Non-Returnables** - items your law library is receiving from another county or district law library or the Great Library. Include any items that normally do not need to be returned to the lending library.

### Time Conversion Chart for Statistics Forms

TIME IN MINUTES	TIME IN PARTS OF HOURS
1 minute	.0166 hours
5 minutes	.083 hours
10 minutes	.166 hours
15 minutes	.25 hours
20 minutes	.33 hours
25 minutes	.41 hours
30 minutes	.50 hours
35 minutes	.583 hours
40 minutes	.666 hours
45 minutes	.75 hours
50 minutes	.833 hours
55 minutes	.916 hours
60 minutes	1 hour

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