Reference Transactions to the Rescue: Using Libstats to Enhance Library Instruction, Direct Staff Continuing Education, and Make Effective Management Decisions

Danielle Theiss-White   Jason Coleman   Kristin Whitehair
dtheiss@ksu.edu   coleman@ksu.edu   kwhitehair@kumc.edu

Recommended Readings on Reference Assessment

Ackerman, E. (2007). Program Assessment in Academic Libraries: An Introduction for Assessment Practitioners. *Research & Practice in Assessment 1*(2): 1-9.

Arnold, J. and Kaske, N. (2005). Evaluating the Quality of Chat Service. *Portal: Libraries and the Academy 5*(2): 177-193.

Baker, S. and Lancaster, W. (1991). *Measurement and Evaluation of Library Services*. Arlington, Va.: Information Resources Press.

Barton, E. and Westmantel, A. (2006) Ref Logs Now. *Library Journal (1976) 131*(16):28-30.

Carter, D. and Janes, J. (2000). Unobtrusive Data Analysis of Digital Reference Questions and Service at the Internet Public Library: An Exploratory Study. *Library Trends 49*(2): 251-265.

Chowdhury, G. (2002). Digital Libraries and Reference Services: Present and Future. *Journal of Documentation 58*(3): 258-283.

Ciucki, M. (1977) Recording Reference/Information Service Activities: A Study of Forms Currently Used. *Reference Quarterly 16*(4): 273-283.

Dervin, B., and Dewdney, P. (1986). Neutral questioning: A new approach to the reference interview. *Reference Quarterly, 25*(4), 506-513.

Fennewald, J. (2006). Same questions, different venue: An analysis of in-person and online questions. In E. Novotny (Ed.), *Assessing reference and user services in a digital age*. Binghampton, NY: Ha worth Information Press.

Gerlich, B. and Berard, G. L. (2007). The READ (Reference Effort Assessment Data) Scale Study, 2007 retrieved March 16, 2008 from http://bkarrgerlich.googlepages.com/.

Houlson, V., McCready, K., & Pfahl, C. S. (2006). A window into our patron's needs: Analyzing data from chat transcripts. *Internet Reference Services Quarterly, 11*(4), 19-39.

Katz, W. A. (2002). *Introduction to reference work: Basic information services* (8th ed., Vol. 1). Boston: McGraw Hill.

Lakly, D,, Morgan, A., Theiss-White, D. and Weaver, J. (2008). Refereed Reference: Measuring and Enhancing Library Services through a Web-Based Tracking System. In *Summary of Proceedings,*

61st Annual Conference of the American Theological Library Association, 163-172.

Lavoie, B., Dempsey, L., and Connaway. L.S. (2006). Making Data Work Harder. *Library Journal 131*(1): 40-42.

Mosley, P. A. (2007). Assessing user interactions at the desk nearest the front door. *Reference & User Services Quarterly, 47(*2), 159-167.

Novotony, E. (2002). *Reference Service Statistics & Assessment: Executive Summary*, SPEC Kit 268. Washington, DC: ARL.

Phillips, S. M. (2004). The Search for Accuracy in Reference Desk Statistics. *Community & Junior College Libraries 12*(3): 49-60.

Pierson, R. (1985). Appropriate settings for reference service. *Reference services review, 13*(3), 13-29.