

**College of Marin Library
Reference Statistics
Fall 2013**

Total Questions for Fall 2013		
Fall 2013 August 19 – December 20	1 st Half of Semester August 19 – October 18	2 nd Half of Semester October 21 – December 20
702	422	280

Reference hours for fall 2013 were Monday – Thursday, 10:00 AM – 8:00 PM.
Based on “Detailed” report function.
Totals include questions recorded outside of normal reference hours.
Questions varied in duration, from 0-2 minutes, to 20+ minutes.

Total Questions by Hour		
Hour	Number Questions	Percentage of Total Questions
12:00 PM	108	15.4%
11:00 AM	94	13.4%
2:00 PM	86	12.3%
1:00 PM	73	10.4%
3:00 PM	70	10.0%
4:00 PM	60	8.5%
10:00 AM	49	7.0%
6:00 PM	43	6.1%
7:00 PM	42	6.0%
5:00 PM	32	4.6%
Total = 657		93.7%

Reference hours for fall 2013 were Monday – Thursday, 10:00 AM – 8:00 PM.
Based on total number of questions per hour over the entire semester using the “Detailed” report unction.
Percentages do not include questions recorded outside of normal reference hours.

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Total Questions by Day		
Day	Average Number of Questions / Hour	Percentage of Total Questions
Monday	151	21.5 %
Tuesday	224	31.9 %
Wednesday	155	22.1 %
Thursday	149	21.2 %
Friday	22	3.1 %
Saturday	1	0.1 %

Reference hours for fall 2013 were Monday – Thursday, 10:00 AM – 8:00 PM.
Based on total number of questions per day over the entire semester using the “Detailed” report unction.
Percentages include questions recorded outside of normal reference hours.

Range of Questions per Day		
Fall 2013 August 19 – December 20	1st Half of Semester August 19 – October 18	2nd Half of Semester October 21 – December 20
2 - 41	4 - 41	0 - 29

Reference hours for fall 2013 were Monday – Thursday, 10:00 AM – 8:00 PM
Includes days with the highest/lowest number of questions/day based on “Overview” report function.
Does not include questions recorded on Fridays, Saturdays, or Sundays.
Questions vary in duration, from 0-2 minutes, to 20+ minutes.

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Total Questions by Week		
Week	Dates	Number of Questions
Week 1	August 19 – 23	94
Week 2	August 26 – 30	68
Week 3	September 2 - 6	47
Week 4	September 9 - 13	24
Week 5	September 16 – 20	39
Week 6	September 23 – 27	38
Week 7	September 30 - October 4	41
Week 8	October 7 – 11	26
Midterm - Week 9	October 14 – 18	45
Week 10	October 21 – 25	23
Conference - Week 11	October 28 – November 1	32
Week 12	November 4 – 8	27
Veteran's Day - Week 13	November 11 – 15	30
Week 14	November 18 – 22	66
Holiday – Week 15	November 25 - 27	34
Week 16	December 2 – 6	22
Week 17	December 9 - 13	28
Finals - Week 18	December 16 - 20	17

Reference hours for fall 2013 were Monday – Thursday, 10:00 AM – 8:00 PM.

Based on total number of questions per week using the “Detailed” report unction.

Total questions for finals week may have been negatively impacted by decreased availability of a librarian at desk.

Does not include Fridays or Saturdays.

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Total Questions by Type			
	Fall 2013 August 19 – December 20	1 st Half of Semester August 19 – October 18	2 nd Half of Semester October 21 – December 20
Research	538	305	233
Non-Research	164	117	47
Total	702	422	280

Reference hours for fall 2013 were Monday – Thursday, 10:00 AM – 8:00 PM.
Based on total number of questions by duration using the “Overview” report unction.

Total Questions by Duration		
Duration	Total Number of Questions	Percentage of Total Questions
0 – 2 Minutes	254	36.2 %
2 – 10 Minutes	329	46.9 %
10 – 20 Minutes	88	12.5 %
20+ Minutes	31	4.4 %
Total	702	100%

Notes and Summary of Findings:

- The recording system, Gimlet, was implemented prior to the first day of fall semester on August 19, 2013. This system was new for 2 of the 3 library faculty.
- All numbers are approximate, as library faculty may have forgotten to record all questions.
- Numbers include research and non-research questions.
- Tuesdays were busiest days at Kentfield reference desk.
- Thursdays were slowest days at Kentfield reference desk.
- 11:00 AM to 2:00 PM are the busiest hours at the Kentfield reference desk.
- The first half of the semester (August 18 – October 18, 2013) was significantly busier than the second half (October 21 – December 20, 2013), with 422 questions compared to 280 questions.

College of Marin Library

Reference Statistics

Fall 2013

- Total number of questions for finals week may have been impacted by decreased availability of a librarian at the desk.

**College of Marin Library
Reference Statistics
Spring 2014**

Total Questions for Spring 2015		
Spring 2014 January 13 – May 23	1 st Half of Semester January 13 – March 14	2 nd Half of Semester March 17 – May 23
431	240	191

Reference hours for spring 2014 were Monday – Thursday, 10:00 AM – 8:00 PM.
Based on “Detailed” report function.
Totals include questions recorded outside of normal reference hours.
Questions varied in duration, from 0-2 minutes, to 20+ minutes.

Total Questions by Hour		
Hour	Number Questions	Percentage of Questions Asked During Normal Reference Hours
10:00 AM	35	8.1 %
11:00 AM	53	12.3 %
12:00 PM	45	10.4 %
1:00 PM	50	11.6 %
2:00 PM	43	10.0 %
3:00 PM	40	9.3 %
4:00 PM	12	2.8 %
5:00 PM	30	7.0 %
6:00 PM	54	12.5 %
7:00 PM	19	4.4 %
Total = 381		88.4 %

Reference hours for spring 2014 were Monday – Thursday, 10:00 AM – 8:00 PM.
Based on total number of questions per hour over the entire semester using the “Detailed” report unction.
Percentages do not include 50 questions (11.6 %) recorded outside of normal reference hours.

**College of Marin Library
Reference Statistics
Spring 2014**

Questions by Day		
Day	Average Number of Questions / Day	Percentage of Total Questions
Monday	113	26.2 %
Tuesday	97	22.5 %
Wednesday	103	23.9 %
Thursday	109	25.3 %
Friday	9	2.1 %
Saturday	0	0 %

Reference hours for spring 2014 were Monday – Thursday, 10:00 AM – 8:00 PM.
Based on total number of questions per day over the entire semester using the “Detailed” report unction.
Includes questions recorded outside of normal reference hours.

Range of Questions per Day		
Spring 2014 January 13 – May 23	1st Half of Semester January 13 – March 14	2nd Half of Semester March 17 – May 23
0 - 19	0 - 19	0 - 19

Reference hours for spring 2014 were Monday – Thursday, 10:00 AM – 8:00 PM
Includes days with the highest/lowest number of questions/day based on “Overview” report function.
Does not include holidays, breaks, or questions recorded on Fridays, Saturdays, or Sundays.
Includes questions recorded outside of normal reference hours.
Questions vary in duration, from 0-2 minutes, to 20+ minutes.

**College of Marin Library
Reference Statistics
Spring 2014**

Total Questions by Week		
Week	Dates	Number of Questions
Week 1	January 13 – 17	11
MLK Day - Week 2	January 20 – 24	30
Week 3	January 27 – 31	41
Week 4	February 3 – 7	32
Week 5	February 10 – 14	16
President's Day - Week 6	February 17 – 21	19
Week 7	February 24 – 28	26
Week 8	March 3 – 7	43
Midterm - Week 9	March 10 – 14	22
Week 10	March 17 – 21	27
Week 11	March 24 – 28	36
Week 12	March 31 – April 4	23
Week 13	April 7 – 11	11
Spring Break - Week 14	April 14 - 18	0
Sarah Out April 23-25 - Week 15	April 21 – 25	21
Week 16	April 28 – May 2	23
Week 17	May 5 – 9	16
Week 18	May 12 – 16	21
Finals – Week 19	May 19 - 23	13

Reference hours for spring 2014 were Monday – Thursday, 10:00 AM – 8:00 PM.

Based on total number of questions Monday - Friday using the "Detailed" report function.

Total questions for finals week may have been negatively impacted by decreased availability of a librarian at desk.

Does not include Fridays or Saturdays.

**College of Marin Library
Reference Statistics
Spring 2014**

Total Questions by Type			
	Spring 2014 January 13 – May 23	1 st Half of Semester January 13 – March 14	2 nd Half of Semester March 17 – May 23
Research	282	146	136
Non-Research	99	46	53
GoPrint	50	48	2
Total	431	240	191

Reference hours for spring 2014 were Monday – Thursday, 10:00 AM – 8:00 PM.
Based on total number of questions by duration using the “Overview” report unction.

Total Questions by Duration		
Duration	Total Number of Questions	Percentage of Total Questions
0 – 2 Minutes	120	27.8 %
2 – 10 Minutes	195	45.2 %
10 – 20 Minutes	86	20 %
20+ Minutes	30	7 %
Total	431	100 %

**College of Marin Library
Reference Statistics
Spring 2014**

Notes and Summary of Findings:

- Spring 2014 was the librarians' second semester using the recording system, Gimlet.
- All numbers are approximate, as library faculty may have forgotten to record all questions, or incorrectly recorded questions inputted retroactively.
- Questions were categorized as research, non-research, or GoPrint. The GoPrint category was added for spring semester to track questions related to the new print management system.
- Totals in tables above include research, non-research, and GoPrint questions.
- The reference desk was not routinely staffed on Fridays during spring 2014.
- Mondays and Thursdays were busiest days at Kentfield reference desk.
- Tuesdays were slowest days at Kentfield reference desk.
- 11:00 AM to 2:00 PM and 6:00 to 7:00 PM are the busiest hours at the Kentfield reference desk.
- The first half of the semester (January 13 – March 14, 2014) was significantly busier than the second half (March 17 – May 23, 2014), with 240 questions compared to 191 questions.
- Total number of questions for finals week may have been impacted by decreased availability of a librarian at the desk due to meetings and campus wide events for faculty and staff.
- The total number of reference questions for February 17 – March 7, 2014 may have been impacted by John being on medical leave. This may have caused decreased availability of a librarian at the desk when instruction and meetings overlapped.
- Total number of questions for April 21-25, 2014 may have been impacted by Sarah being off campus at a conference, April 23-25, 2014. This may have caused decreased availability of a librarian at the desk when instruction and meetings overlapped.

**College of Marin Library
Reference Statistics
AY 2013-14**

Total Questions for AY 2013-14			
Total	Fall Semester, 2013	Spring, 2014	Summer, 2014
1195	702	431	62

Reference hours for fall and spring were Monday – Thursday, 10am-8pm;
Reference hours for summer were M & Th: 10am-2pm T & W: 4pm-8pm

Based on “Detailed” report function.
Totals include questions recorded outside of normal reference hours.
Questions varied in duration, from 0-2 minutes, to 20+ minutes.

Total Questions by Hour		
Hour	Number Questions	Percentage of Questions Asked During Normal Reference Hours
10:00 AM	99	8.3 %
11:00 AM	160	13.4 %
12:00 PM	165	13.8 %
1:00 PM	132	11.0 %
2:00 PM	134	11.2 %
3:00 PM	110	9.2 %
4:00 PM	73	6.1 %
5:00 PM	64	5.4 %
6:00 PM	100	8.4 %
7:00 PM	62	5.2 %
Other Times	96	8.0%
Total = 1195		100.0 %

Reference hours for fall and spring were Monday – Thursday, 10am-8pm.
Reference hours for summer were M & Th: 10am-2pm T & W: 4pm-8pm.
Based on total number of questions per hour over the entire semester using the “Detailed” report function.

**College of Marin Library
Reference Statistics
AY 2013-14**

Questions by Day		
Day	Number of Questions	Percentage of Total Questions
Monday	282	23.6 %
Tuesday	341	28.5 %
Wednesday	265	22.2 %
Thursday	275	23.0 %
Friday	31	2.6 %
Other	1	0.1 %

Based on total number of questions per day over the entire semester using the "Detailed" report function.

Range of Questions per Day		
Fall 2013	Spring 2014	Summer 2013
0 - 29	0 - 19	0 - 7

This is the highest/lowest number of questions/day based on "Overview" report function.
Does not include holidays, breaks, or questions recorded on Fridays, Saturdays, or Sundays.
Includes questions recorded outside of normal reference hours.
Questions vary in duration, from 0-2 minutes, to 20+ minutes.

**College of Marin Library
Reference Statistics
AY 2013-14**

Total Questions by Type		
	Total	Percentage
Research	860	72%
Non-Research	280	23%
GoPrint	55	5%
Total	1195	100%

“GoPrint” category was created partway through the year. Based on total number of questions by duration using the “Overview” report function.

Total Questions by Duration		
Duration	Total Number of Questions	Percentage of Total Questions
0 – 2 Minutes	393	33
2 – 10 Minutes	553	46
10 – 20 Minutes	185	15
20+ Minutes	64	5
Total	1195	99

**College of Marin Library
Reference Statistics
AY 2013-14**

Notes and Summary of Findings:

- 2013-2014 was the librarians' first academic year using the recording system Gimlet.
- All numbers are approximate, as library faculty may have forgotten to record all questions, or incorrectly recorded questions inputted retroactively.
- Questions were categorized as research, non-research, or GoPrint. The GoPrint category was added for spring semester to track questions related to the new print management system.
- Totals in tables above include research, non-research, and GoPrint questions.
- The reference desk was not routinely staffed on Fridays during spring 2014.
- Reference questions at IVC Library were not included for most of the academic year.
- Tuesdays were busiest days at Kentfield reference desk.
- Comparing Monday through Thursday, Wednesdays were slowest days at Kentfield reference desk.
- 11:00 AM to 2:00 PM and 6:00 to 7:00 PM are the busiest hours at the Kentfield reference desk.
- The fall semester appears to be significantly busier than the second semester.

**College of Marin Library
Reference Statistics
Summer 2014**

Total Questions for Fall 2013

Summer 2013 June 16 – July 26	1 st Half of Semester	2 nd Half of Semester
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Reference hours M & Th: 10am-2pm T & W: 4pm-8pm
Based on "Detailed" report function.
Totals include questions recorded outside of normal reference hours.
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Total Questions by Hour

Hour	Number Questions	Percentage of Total Questions
12:00 PM	108	15.4%
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Week 7	February 24 – 28	26
Week 8	March 3 – 7	43
Midterm - Week 9	March 10 – 14	22
Week 10	March 17 – 21	27
Week 11	March 24 – 28	36
Week 12	March 31 – April 4	23
Week 13	April 7 – 11	11
Spring Break - Week 14	April 14 - 18	0
Sarah Out April 23-25 - Week 15	April 21 – 25	21
Week 16	April 28 – May 2	23
Week 17	May 5 – 9	16
Week 18	May 12 – 16	21
Finals – Week 19	May 19 - 23	13

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- The total number of reference questions for February 17 – March 7, 2014 may have been impacted by John being on medical leave. This may have caused decreased availability of a librarian at the desk when instruction and meetings overlapped.
- Total number of questions for April 21-25, 2014 may have been impacted by Sarah being off campus at a conference, April 23-25, 2014. This may have caused decreased availability of a librarian at the desk when instruction and meetings overlapped.