R&I Division Statistics: Off-the-Desk Reference Transactions

Off-the-Desk Reference Transactions are defined in the Public Services Statistics Definitions (see http://sun3.lib.uci.edu/~riadm/STATISTIC/statdefs.htm). These transactions occur while NOT on reference desk (or ERS) duty, and initial contact by patron is made directly to the individual librarian, by telephone or in person, e-mail, or mail.

Name: _____ Dept: _____ Month: _____ Year: _____

Date	Type of Transaction (check one)			Status of User (check one)					Method of Initial Contact Made by Patron (check one)				Time Spent (check one)				Notes
(mm/dd/yy)	Dir	HC	Ref	U	G	F	S	Non UCI	By Phone	In Person	Email	Mail	<15 min	15-30 min	30-60 min	>60 min	(e.g. nature of inquiry, type of assistance provided, course number, department, follow-up action taken, such as BI, referral, or other…)
Totals*																	

* For Department Recordkeeper's use only

Abbreviations/Definitions:

Type of Transaction: **Dir** = Directional, **HC** = Holdings Check, **Ref** = All Other Reference

Status of User: **U** = Undergraduate, **G** = Graduate, **F** = Faculty, **S** = Staff, **Non-UCI** = User is not UCI faculty, staff, or student