Typical Week Survey for B.C. Public Libraries: 2018 – Questions with instructions

Library: _____

Chosen Starting Date: (ex: Sunday, October 22nd) _____

Question #	Question	Instructions	2018 TW Answer	2017 TW Answer
591	In-library use of materials during typical week	Report the number of materials used inside the library and not checked out. Count any items removed from their usual location by staff or library users. Include reference materials, circulating materials, magazines, newspapers, and all other materials used in the library. **Do not** count audio-visual items unless they were used at viewing/listening stations available in the branch.		
602	Number of in-person adult reference transactions during typical week	Report the number of adult reference transactions conducted either in-person or over the phone during the week. A reference transaction is a request made by a library user that requires the knowledge, assistance, expertise, advice, referral, interpretation, and/or instruction of a library staff member in response. Do not include strictly directional questions. Prior to 2012, this value also included children's and teen reference transactions.		
601	Number of in-person children's and teen reference transactions during typical week	Report the number of reference transactions (definition in #602) asked by children and teens either in-person or over the phone during the week. Include questions asked by patrons who appear to be 18 years of age or younger. To respect patron privacy, staff should not ask patrons their age, but should use their judgement on which category to record the reference transaction.		
607	Number of electronic reference transactions during typical week	Report the number of reference transactions (definition in #602) received during the week by library staff via email, online chat, or the library website. InterLINK libraries should include JustAsk reference numbers here.		
750	Number of public access workstation sessions during typical week	Give the number of public access workstation sessions during the week, excluding those on workstations that can only be used to access the library catalogue (OPAC). Where possible, ignore the length of time of use (i.e. if the same person uses a workstation for two consecutive time periods, count it as one (1) use). In cases where two or more people use the same workstation at the same time, count it as one (1) use.		
773	In-person visits during typical week	Give the number of persons entering the service point for any reason. Persons should be counted each time they enter the service point. Staff should be excluded from the total if doing so is relatively simple (libraries using automatic counters on turnstiles should not try to subtract staff from these totals).		

Submit responses to Libraries Branch by November 30th, 2018 via: http://bc.countingopinions.com ; or email to Matthew.1.Hall@gov.bc.ca

Tips for collecting Typical Week data

Please choose a week that usually has a moderate amount of activity (i.e. not too busy or too quiet).

Libraries Branch Recommended week: Oct 21st – 27th, 2017

In-library use of materials

- **Note:** If your library tracks in-library use of materials year-round, you do not need to answer this question for Typical Week.
- Post signs around the library saying something like, "SURVEY IN PROGRESS – Please do not re-shelve material".
- As often as possible during opening hours (i.e. once every hour), collect the materials that have been moved from their usual shelving position.
- Count the materials and then re-shelve them.

Number of reference transactions (in-person and electronic)

- **Note:** If you record the number of reference transactions (questions) on an on-going annual basis, you may skip the three (3) reference questions on the Typical Week survey. There will be space on the 2017 Annual Survey for you to record your annual totals.
- Please see the definitions on the previous page for an explanation of what constitutes a reference question.
- In-person adult and youth reference transactions should be separated out where possible, based on the instructions above. Do not attempt to separate electronic reference transactions by age group.
- Ask staff answering reference questions to keep track by type (adult, youth, electronic) on a simple tally sheet.

Number of patrons using public access workstations

- **Note:** If you can provide an annual count of workstation use, you do not need to answer this question for Typical Week.
- If you do not have a booking system and/or if you have non-bookable workstations, ask staff to conduct a visual count every 15 minutes. For example, at 1pm count the number of workstations that are in use, and then count again at 1:15pm, and so on for all of the computer workstations for all the library's open hours.
- **Do** count use on workstations that provide access to the Internet, regardless of how the patron is using that workstation.
- **Do not** count use on workstations with access **only** to the library catalogue.

In-person visits

- **Note:** If you have automated gate counts for the entire year, you do not need to answer this question for Typical Week.
- If you have a gate, you may want to check how accurately it counts patrons entering the library. You may need to apply an adjustment factor if the gate under-counts or over-counts people. For example, if your gate counts entries *and* exits, you should halve your totals.
- If you do not have an automated count, please ask staff to count the number of patrons entering the library and mark it on a tally sheet. You may even want to appoint a library greeter for the week.

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