About:
Each year, Libraries Branch helps coordinate the optional Typical Week survey to supplement the Annual Survey of Public Libraries. The goal is to capture information that some libraries are not able to collect on a regular basis over the course of the full year. We recognize that 2020 is not a typical year for libraries due to COVID-19. The purpose of collecting Typical Week data this year is:

- To ensure continuity of data, while adjusting the extrapolation to account for pandemic-related disruptions,
- To provide a snapshot point of reference for comparison against future years as a ‘new normal’ becomes established,
- To pilot test new metrics that have become relevant given how library services have changed due to the pandemic (e.g. digital programming).

In addition, the 2020 Typical Week Survey within Counting Opinions (data collection tool), will include a supplemental section to pilot-test some new metrics that have become relevant given the changes in library service due to COVID-19. Based on feedback from the public library sector, digital programming has emerged as an important metric requiring a more nuanced approach to measurement. These supplemental questions are not mandatory, and at this time are intended to guide the development of suitable metrics for future use, rather than strictly for the purpose of annual data collection. As such, they have not been included in the Typical Week instructions document, but they will be available via Counting Opinions.

Instructions:
The 2020 recommended week for the Typical Week Survey is **Sunday, November 1, 2020 through Saturday, November 7, 2020**. If that week is not representative of a typical week (i.e. ‘new normal’) for your library, or if it is not a convenient time for your library, please select another week that works for you.

Please review the updated questions listed below in the updated form and submit responses to Libraries Branch by December 15th, 2020 via: [http://bc.countingopinions.com (preferred)](http://bc.countingopinions.com) ; or email the form below to llb@gov.bc.ca.

Tips for collecting Typical Week data

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 (e.g. 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 (including phone) 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 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.
• Ask staff answering reference questions to keep track by type (in-person, 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.
• 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.
## Typical Week Survey for B.C. Public Libraries: 2020 – Questions with instructions

<table>
<thead>
<tr>
<th>Question #</th>
<th>Question</th>
<th>Instructions</th>
<th>2020 TW Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>591</td>
<td>In-library use of materials during typical week</td>
<td>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. <strong>Do not</strong> count audio-visual items unless they were used at viewing/listening stations available in the branch.</td>
<td></td>
</tr>
<tr>
<td>602</td>
<td>Number of in-person reference transactions during typical week</td>
<td>Report the number of reference transactions conducted <strong>either in-person or over the phone during the week</strong>. 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 2020, this value included only adult reference transactions, while child and teen reference transactions were counted separately.</td>
<td></td>
</tr>
<tr>
<td>607</td>
<td>Number of electronic reference transactions during typical week</td>
<td>Report the number of reference transactions (definition in #602) received during the week by library staff via email, online chat, or the library website.</td>
<td></td>
</tr>
<tr>
<td>750</td>
<td>Number of public access workstation sessions during typical week</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>773</td>
<td>In-person visits during typical week</td>
<td>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).</td>
<td></td>
</tr>
</tbody>
</table>

**Library:** ____________________________________________________________________________

**Chosen Starting Date: (ex: Sunday, November 1st)** ______________________________________________________________________________________
Typical Week Survey for B.C. Public Libraries: 2020 – Modified Extrapolation Questions

The purpose of these questions is to allow the Typical Week data to be extrapolated to the full year, while accounting for the variations in service during 2020 due to COVID-19.

- If your library suspended telephone/electronic communications during the initial lockdown period starting in mid-March 2020, what date were communications services resumed? If not suspended, enter N/A: __________________________

- Date curbside service started: __________________________

- Date resumed access to building with restrictions (i.e. help/reference questions and holds pickup only, no access to physical materials browsing or public computers): __________________________

- Date resumed access to physical materials browsing: __________________________

- Date resumed access to public computers: __________________________

END.