ResearchHelp Desk Statistics

In LibAnswers' Ref. Analytics, we have 5 free datasets. I used three of them to create stat forms for Email, Chat, and SMS. Since we had two extra datasets, I used those to create stat forms for In-Person and Telephone transactions. Now, all 5 of the Ref. Analytic stat forms reflect the options on the current Qualtrics form. This way, the RHD staffers will have to monitor only one stat system instead of two, and all of the RHD stats will be collected and analyzed in one stat system.

Qualtrics Screen 1

In-person and Telephone screen flow when reference and instruction are selected on screen 2.

The UNIVERSITY of OKLAHOMA

Bizzell Memorial Library, Research Help Desk

Please record the method of access.

| In Person | Telephone | Chat | E-mail |

Submit

Qualtrics Screen 2

The UNIVERSITY of OKLAHOMA

Please record the type of question.

Reference	Technology, Mac
Instruction	Technology, Other
Location and Directions	Guest Login
Hours and Other	Transfer or Referral
Technology, PC	

Submit

Qualtrics Screen 3

The UNIVERSITY of OKLAHOMA

If you have time, select the resource(s) you used.

| | Discover Local Catalog | Research Database | Research Guide | OU Libraries website | Google | OU website | Other |
| I used... | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

Submit

Qualtrics Screen 4

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If you have time, briefly describe the question(s) asked.

Submit

In-person and Telephone screen flow when transfer or referral is selected on screen 2.

Qualtrics Screen 1a

Bizzell Memorial Library, Research Help Desk

Please record the method of access.

| In Person | Telephone | Chat | E-mail |

Submit

Qualtrics Screen 2a

Please record the type of question.

Reference	Technology, Mac
Instruction	Technology, Other
Location and Directions	Guest Login
Hours and Other	Transfer or Referral
Technology, PC	

Submit

Qualtrics Screen 3a

Where did you transfer or refer the question?

| Bizzell Library Circulation | Interlibrary Loan/Sooner Xpress | Branch Library | Special Collections | Subject Liaison | Other |

Submit

In-Person Stat Form

Add Transaction Dataset: Telephone

LibChat is Offline. | You are signed out.

Question

Type the question (140 chars max)

Type more detail (optional). 1000 chars max.

Answer

Type the answer here.

☐ Include this transaction in the public knowledge base. What is this?

Ignore, we are not using a public knowledge base

Search

Time Stamp: ● Current ○ Edit Date/Time

Answered By:

Bednar, Magen

Internal Note:

help

OU Status

Faculty
Staff
Undergraduate Student
Graduate Student
Other

Type of Question

Reference
Location/Directions
Hours
Contact Information
Transfer or Referral
Study Rooms
Technology PC
T
T
T

Resource Used

Discover Local Catalog
Discover
Database
E-Reference
Research Guide
OU Libraries Website
OU Website

Transferred or Referred To

Bizzell Library Circulation
Interlibrary Loan/Sooner X
Branch Library
Special Collections
Subject Liaison

Submit

Submit & Clear

What's the difference?

NOTE: If any of the fields above do not apply, simply leave them blank. Click here to unselect the above fields.

Telephone Stat Form