So Fresh and So Clean: Data Clean-up Projects to Improve Public Services Statistics

Aeon Virtual Symposium, June 3, 2020

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Implementation of SAA/RBMS measures and metrics

- Domain 1: User Demographics -- Aeon
- Domain 2: Reference Transactions -- SpringShare LibAnswers
- Domain 3: Reading Room Visits -- Aeon
- Domain 4: Collection Use -- Aeon
- Domain 5: Events -- SpringShare LibInsight / Aeon
- Domain 6: Instruction -- SpringShare LibInsight / Aeon
- Domain 7: Exhibitions -- SpringShare LibInsight / Aeon
- Domain 8: Online Interactions -- Google Analytics

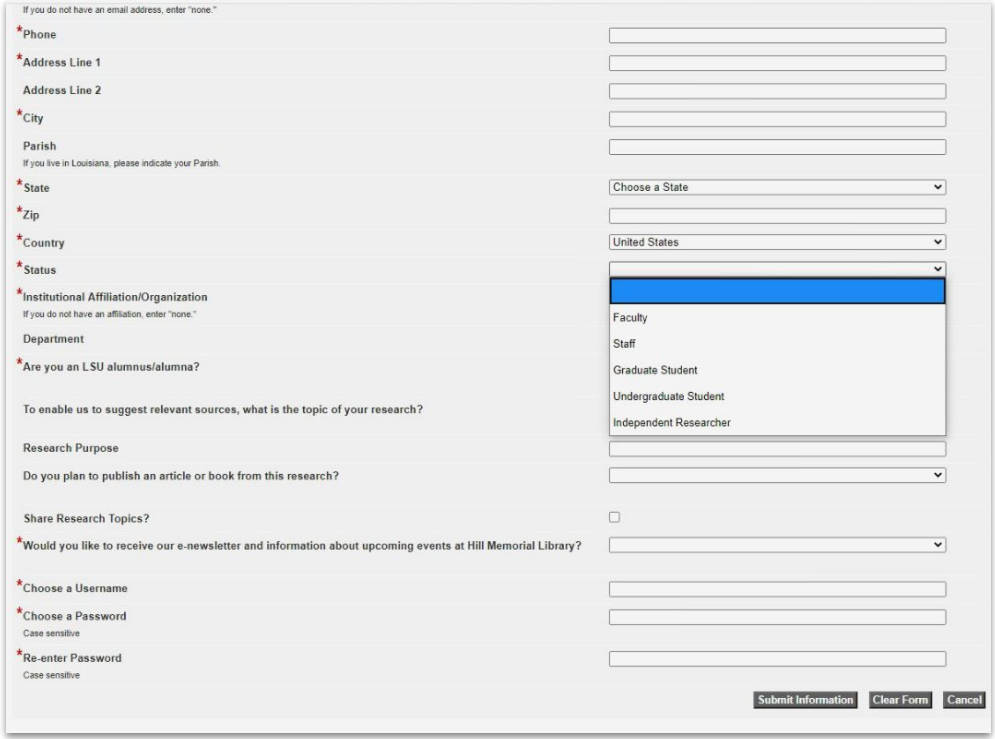
Standardized Statistical Measures and Metrics for Public Services in Archival Repositories and Special Collections Libraries

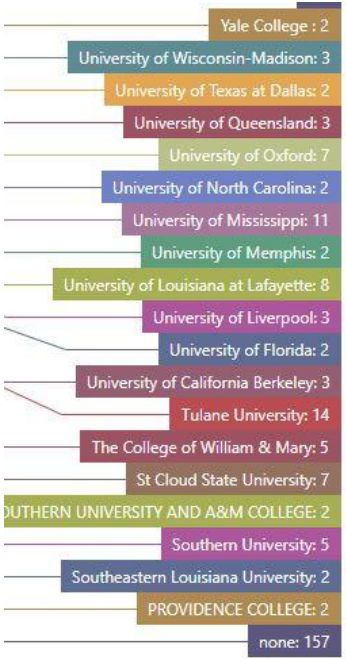
Monthly statistical spreadsheet

READING ROOM VISITS	Jul-19	Aug-19
Reading Room visits (yellow slips)	92	95
Reading Room visits (Reading Room Analytics Visitor Type)		
Faculty	38	10
Graduate Student	21	24
Independent Researcher	20	42
Retired	1	0
Special Collections Staff	0	0
Staff	2	3
Undergraduate Student	3	6
Total	**85**	**85**
Reading Room visitors (Reading Room Analytics Visitor Type)		
New Reading Room visitors	31	29
Returning Reading Room visitors	54	56
Total unique visitors	**49**	**56**
Total user hours	**295**	**241**
REFERENCE TRANSACTIONS (LibAnswers)	Jul-19	Aug-19
Total Reference Inquiries	83	83
Questions Received at P.S. Desk	43	103
Questions Received at Reference Desk	19	29
Questions Received away from service points	53	31
Question Method		
Phone	27	31
In-person	41	97
Email	43	29
Email International	4	0
Letter	0	0

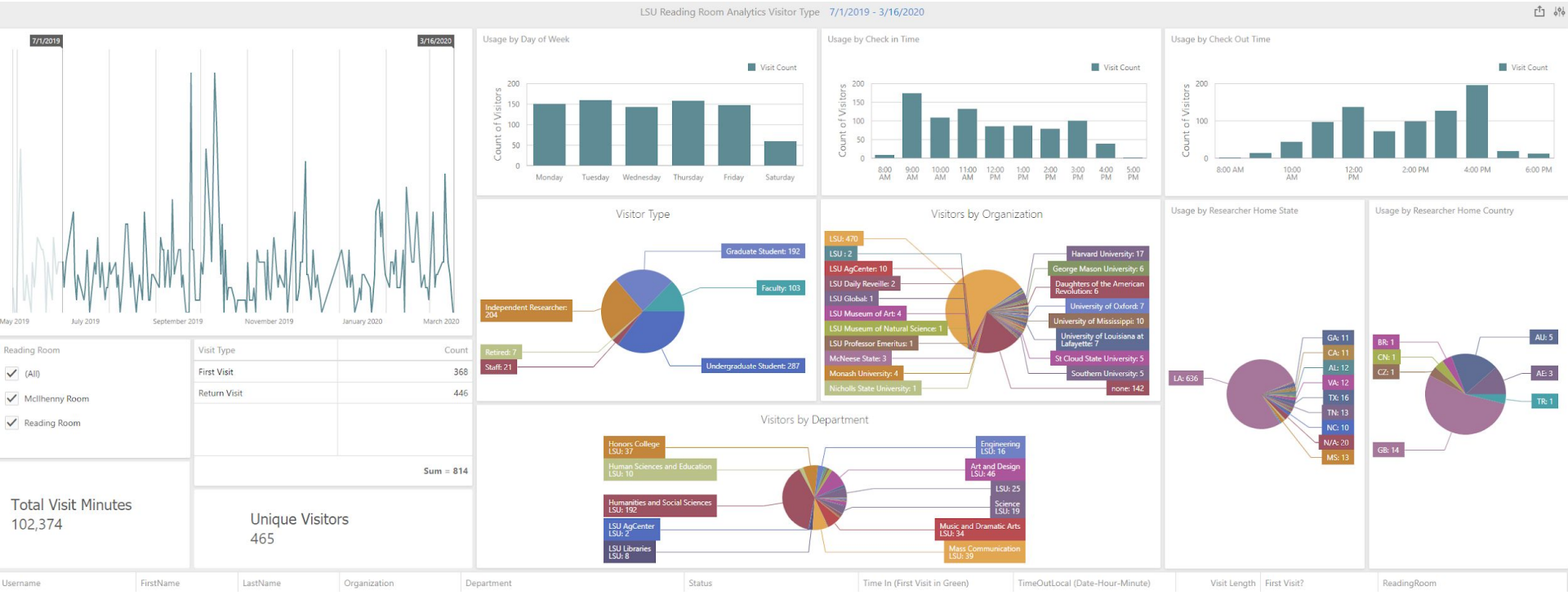
COLLECTION USE	Jul-19	Aug-19
Circulation		
All Checkouts (Total Circulation)	358	460
Total Unique TNs Circulated in Reading Room	304	269
Total Checkouts in Reading Room	332	295
Total Special Collections Staff Checkouts	18	47
Total Activity Checkouts	3	118
Items Used for Exhibits	1	58
Items Used for Instruction	1	28
Reference items used in Reading Room (LibAnswers)	26	15
Duplication		
Total Reproduction Transactions (Completed or Cancelled)	30	50
Reproductions Made	19	39
Total Interlibrary Loan Requests	19	20
Interlibrary Loan Requests Fulfilled	7	11
EVENTS	Jul-19	Aug-19
Total Events Hosted	0	0
Total Attendees	0	0
Total Duration of Events (# of hours)		
INSTRUCTION	Jul-19	Aug-19
Total Instruction Sessions	0	0
Total Attendees	0	0
Total Duration of Sessions (# of minutes)		
Session Preparation Time (# of hours)		
EXHIBITIONS	Jul-19	Aug-19
Total Exhibitions Opened		
Total Visits	22	39
Exhibit Duration (in hours)		

Data clean up for affiliations and departments

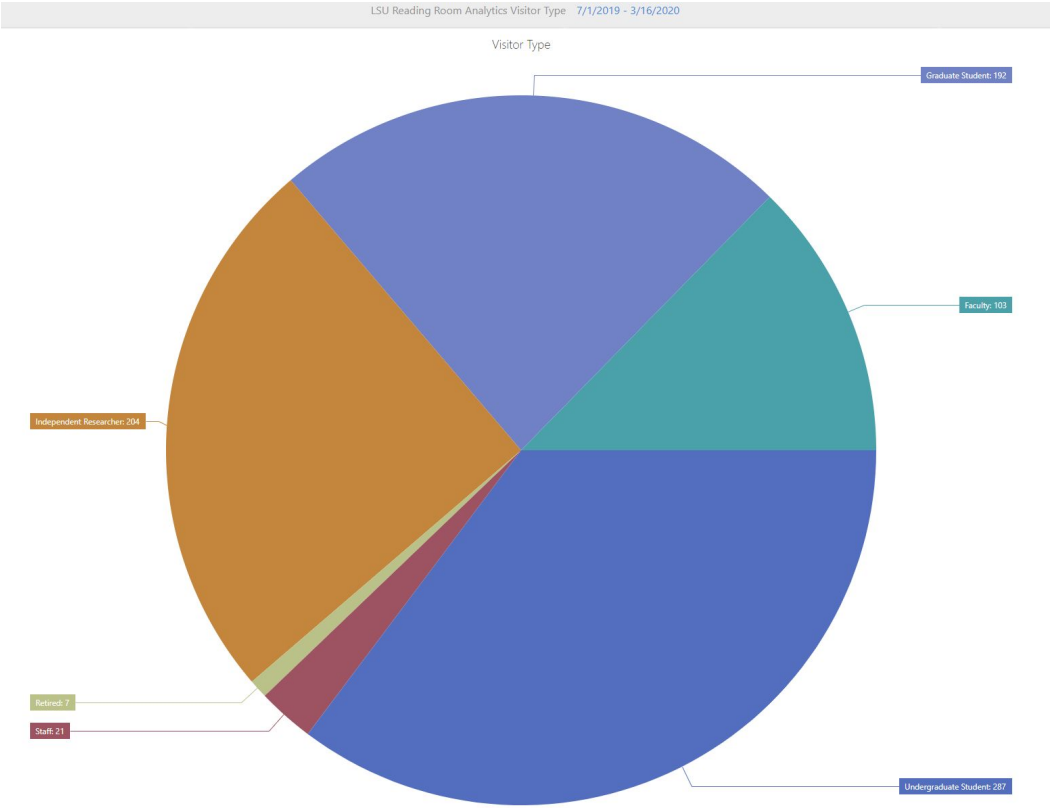




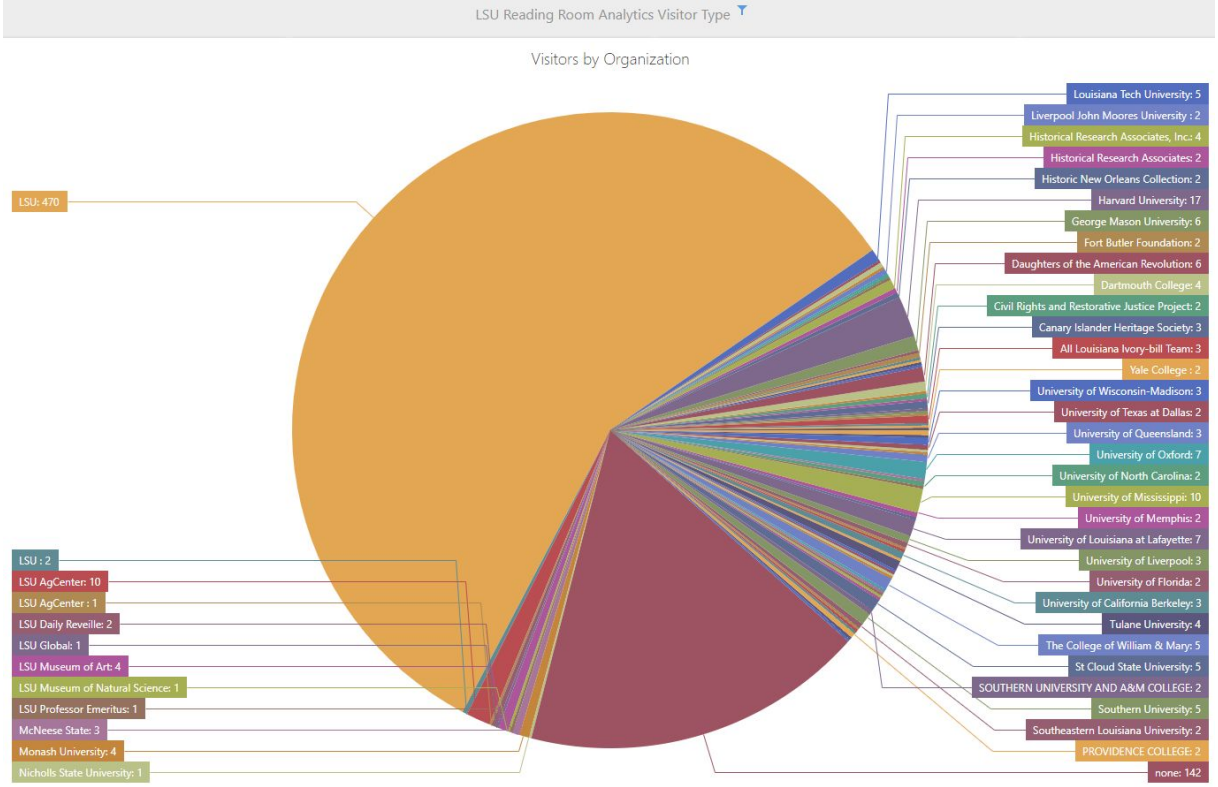
Patron affiliation dashboard



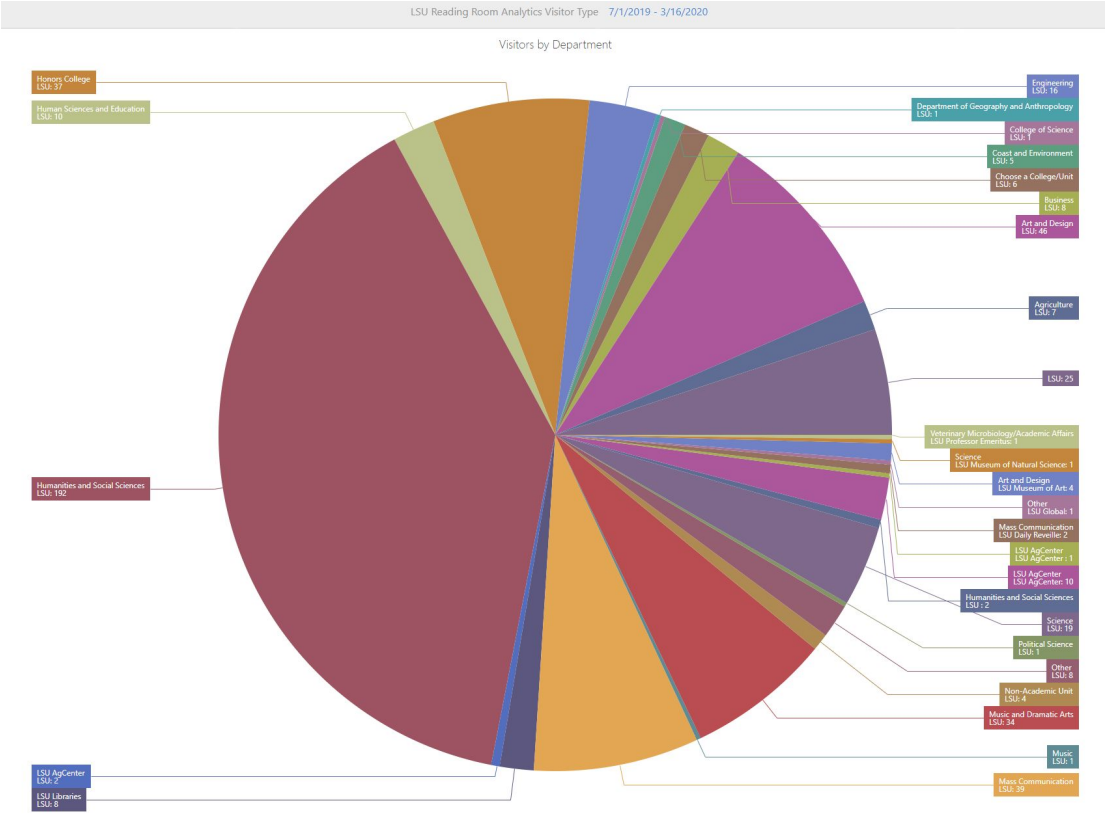
Visitor type



Visitors by organization

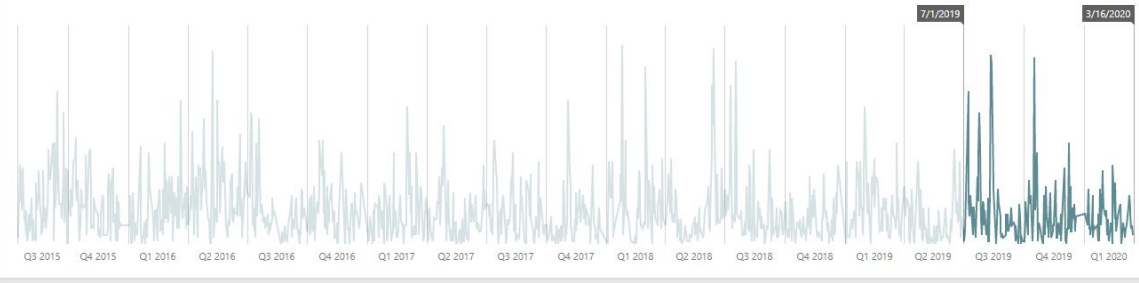


LSU visitors by department



Collection Usage

Collection Usage 7/1/2019 - 3/16/2020



Total Requests
1,879

Total Minutes Used
85,168

Total Unique Requests
1693

ItemTitle	DocumentType	Number of checkouts	MinUsed (Sum)
Jules M. Burguières, Jr. Papers	Archive/Manuscript	1	40
La rose de Smyrne, et L'ermite de Niagara, Poëmes par A. Mercier, Américain.	Book	1	5
[A 1500-gallon concrete dipping vat]	Book	1	3
[Baton Rouge, La., city directory]	Book	1	28
[Church] records [microform]	Archive/Manuscript	1	55

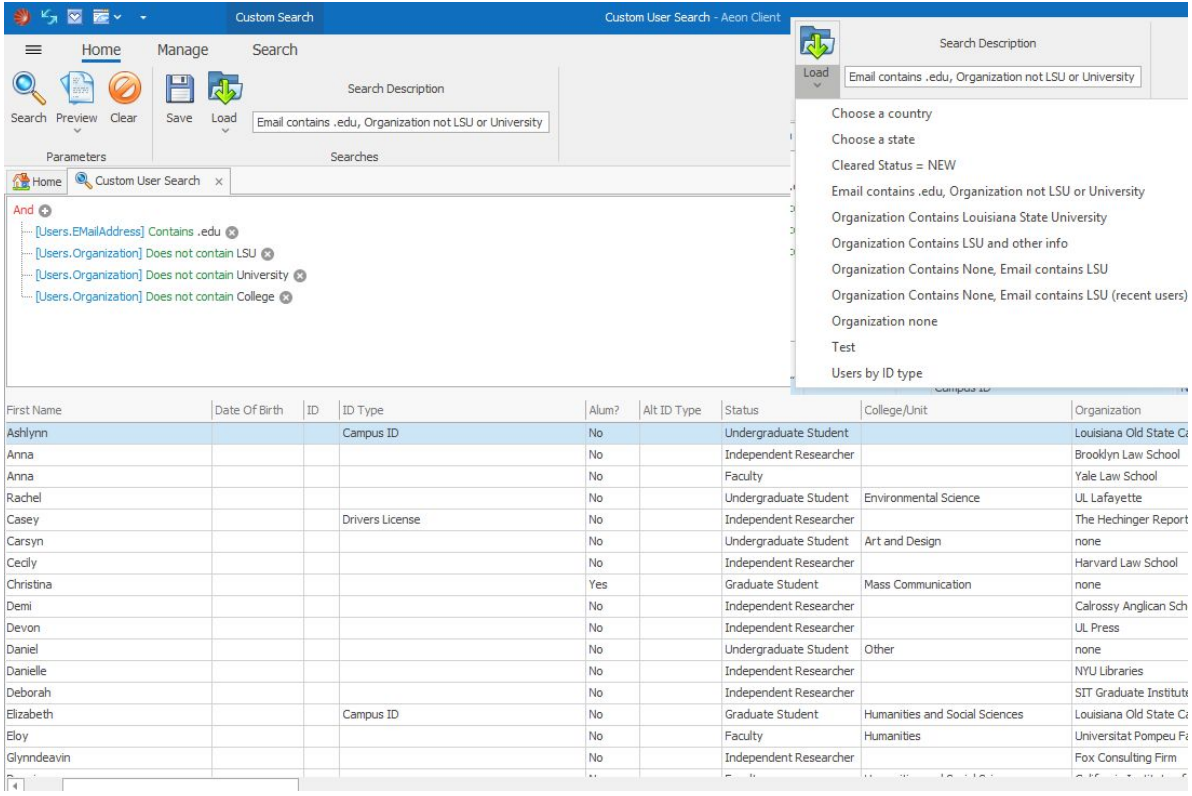
Checkouts per collection

	Grand Total
Archive/Manuscript	1208
Audio-visual	12
Book	390
Map	22
Microform	130
Microform non-circulating	6

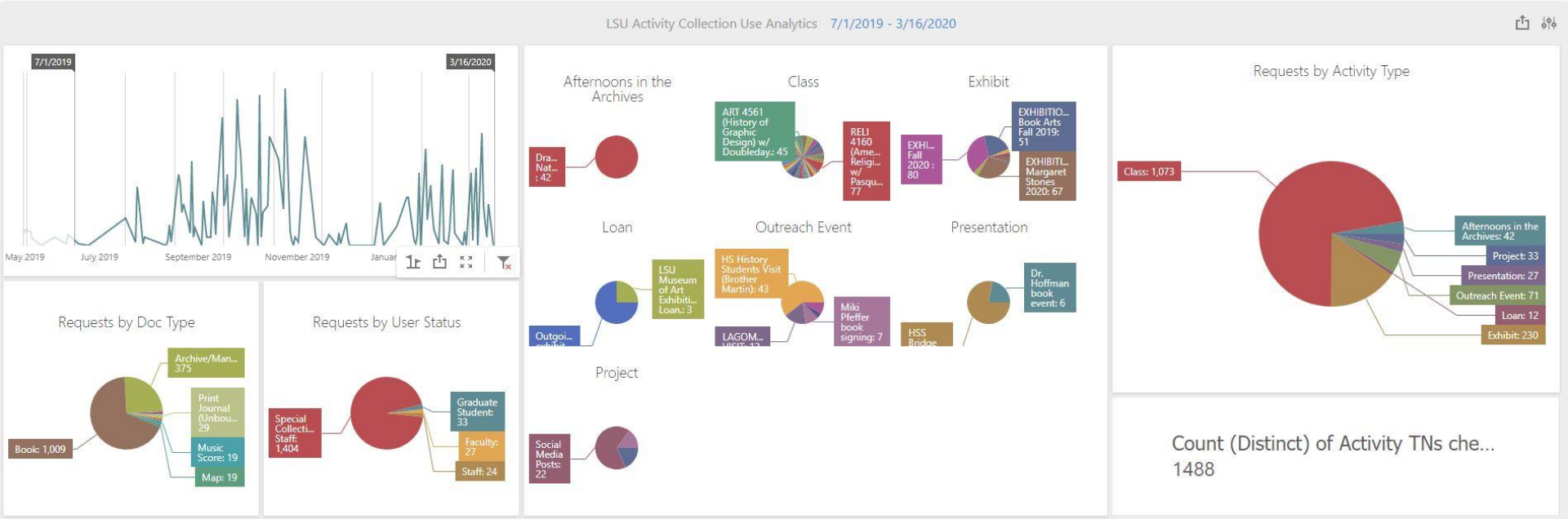
Minutes used per collection

	Grand Total
Archive/Manuscript	47618
Audio-visual	552
Book	17723
Map	494
Microform	12112
Microform non-circulating	368

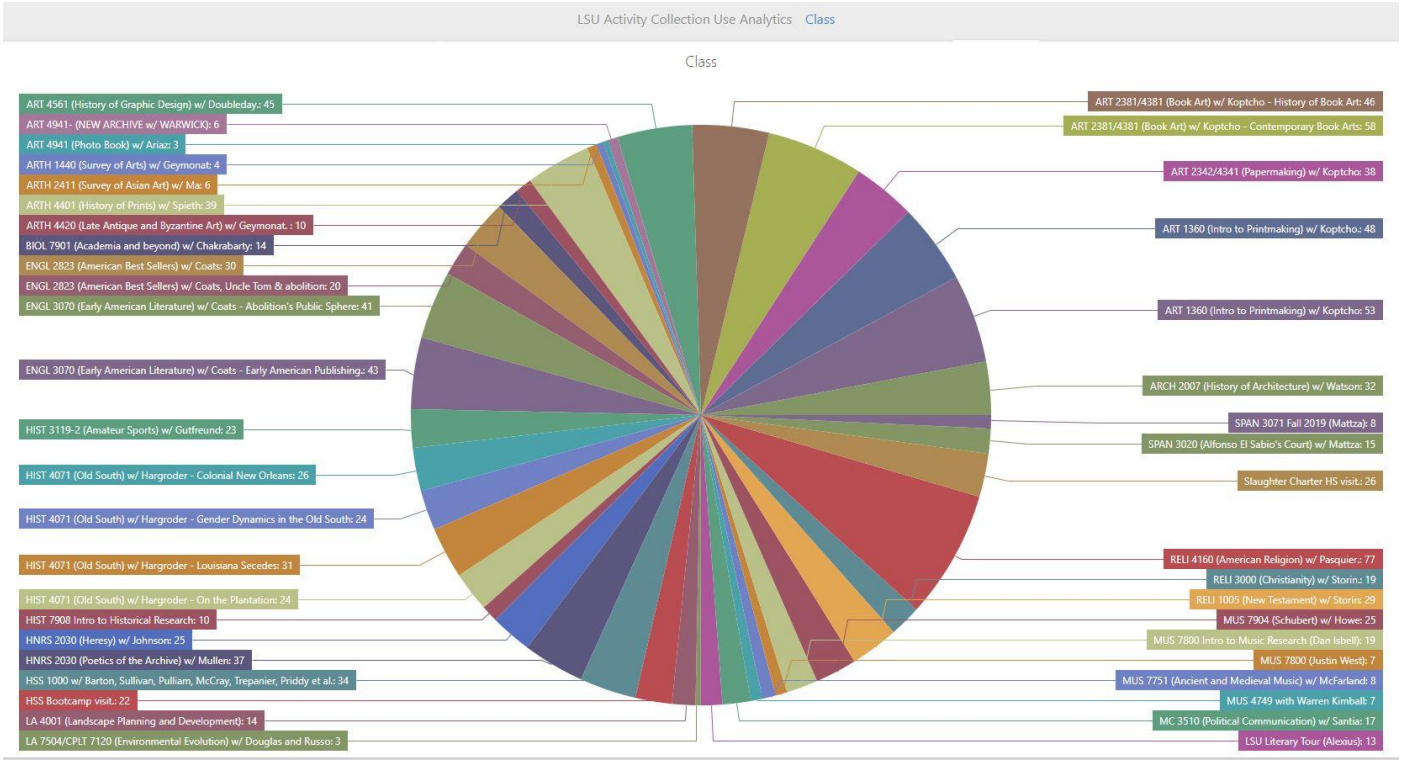
Aeon client cleanup



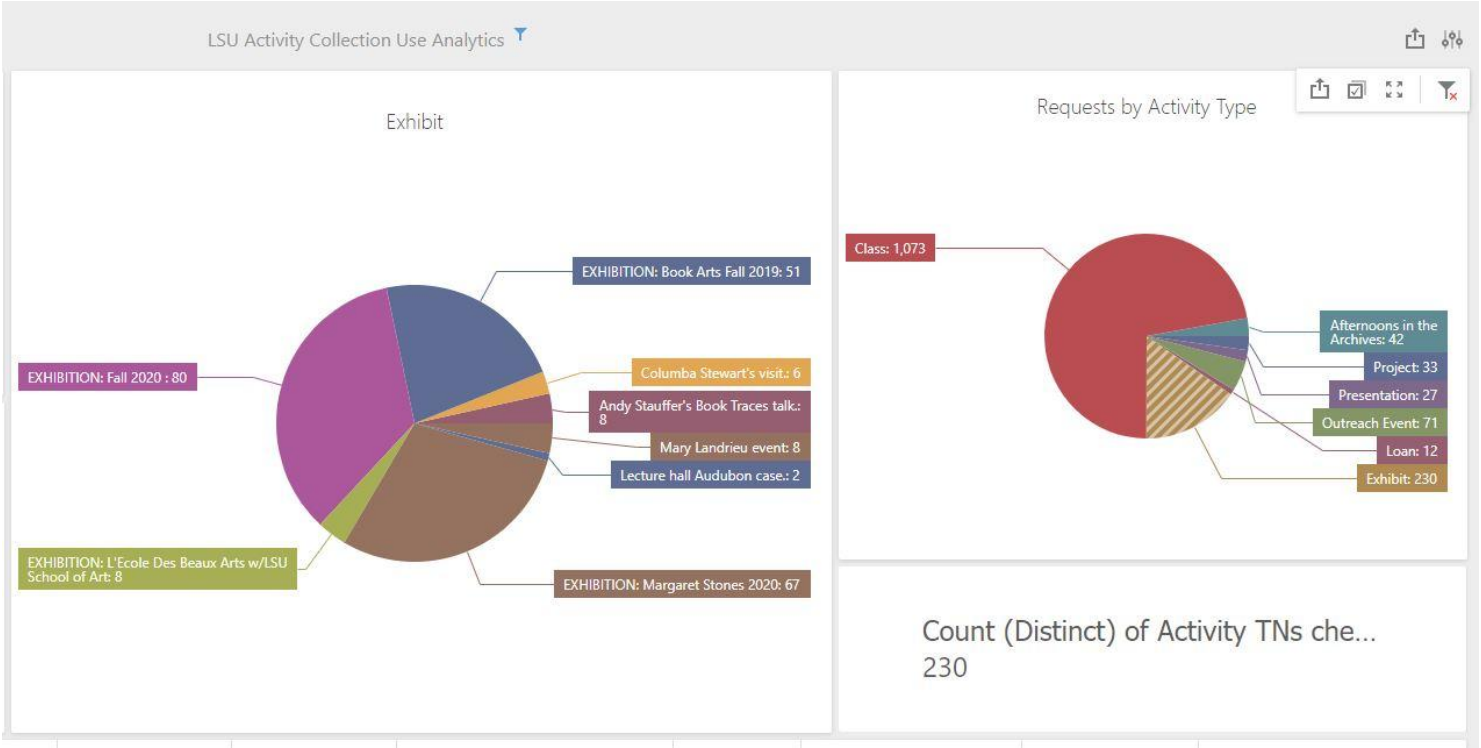
Detailed information about Aeon activities



Class instruction FY20



Exhibitions FY20



Interlibrary loan tracking - Aeon

Customization | Z39.50 | Email Templates | Queues | Routing | Batch Processing | Server Addons | Billing Defaults | Service Packages

	ID	Name	Web Display Name	State	Include In Request Limits	Queue Type	Menu Group
	50	Outside Loan for ILL		Item On Hold	☐	Transaction	ILL
	55	Item On Hold for ILL	Item On Hold for ILL	Item On Hold	☐	Transaction	ILL
	51	In Retrieval for ILL		In Item Retrieval	☐	Transaction	ILL
	49	In Photoduplication for ILL		In Photoduplication	☐	Transaction	ILL
	48	ILL Request	ILL Request	Awaiting Request Processing	☐	Transaction	ILL

Customization | Z39.50 | Email Templates | Queues | Routing | Batch Processing | Server Addons | Billing Defaults | Service Packages

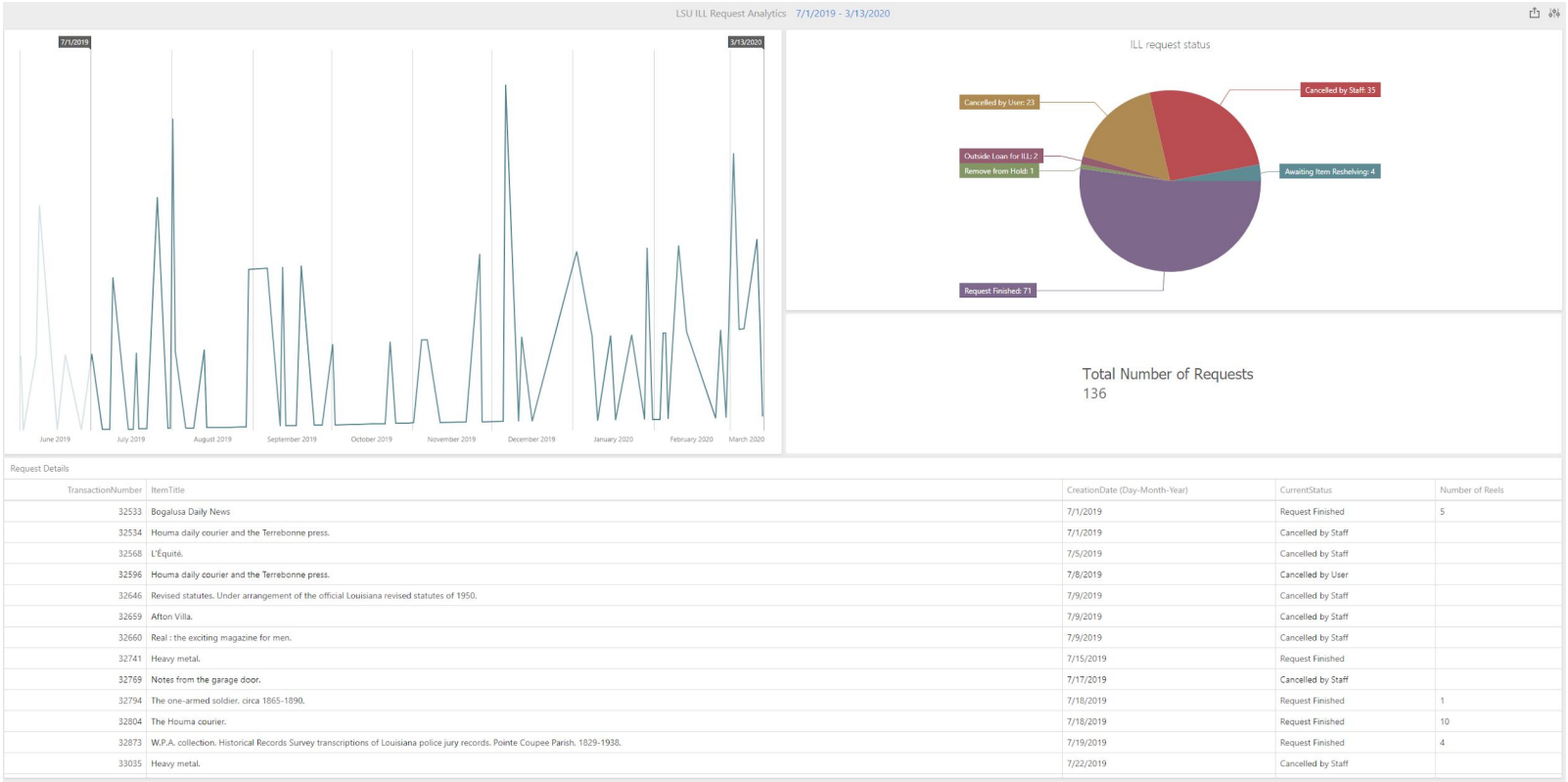
Transaction Status	New Transaction Status	Match String	Description
Active Routes			
Awaiting Request Processing	ILL Request	t.username = 'libill'	
Submitted by User	ILL Request	t.username = 'libill'	
In Item Retrieval	In Retrieval for ILL	t.username = 'libill'	

Interlibrary loan tracking - Excel

Institution	Number of Reels in Use
⊞DLM	2
⊞OQW	8
Grand Total at other Libraries	10

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Aeon TN #	LUU TN #	ILL #	Borrowing Institution	Borrower Code	Address	Telephone	Item Loaned	Call Number	Reel Number	Request Date	Return Date	Still Out?
35	36335	5637230	200575679		OQW			St. Francisville Democrat	94	23	1/3/2020		YES
36	36335	5637230	200575679		OQW			St. Francisville Democrat	94	24	1/3/2020		YES
37	36335	5637230	200575679		OQW			St. Francisville Democrat	94	25	1/3/2020		YES
38	36335	5637230	200575679		OQW			St. Francisville Democrat	94	26	1/3/2020		YES
39	36335	5637230	200575679		OQW			St. Francisville Democrat	94	27	1/3/2020		YES
40	36335	5637230	200575679		OQW			St. Francisville Democrat	94	28	1/3/2020		YES
41	36335	5637230	200575679		OQW			St. Francisville Democrat	94	29	1/3/2020		YES
42	36335	5637230	200575679		OQW			St. Francisville Democrat	94	30	1/3/2020		YES
43	36688	5642526	201190056		AGLSL			Bogalusa Daily News	2669	74	1/27/2020	5/28/2020	
44	36688	5642526	201190056		AGLSL			Bogalusa Daily News	2669	75	1/27/2020	5/28/2020	
45	36688	5642526	201190056		AGLSL			Bogalusa Daily News	2669	76	1/27/2020	5/28/2020	
46	36688	5642526	201190056		AGLSL			Bogalusa Daily News	2669	77	1/27/2020	5/28/2020	
47	36688	5642526	201190056		AGLSL			Bogalusa Daily News	2669	78	1/27/2020	5/28/2020	
48	36688	5642526	201190056		AGLSL			Bogalusa Daily News	2669	79	1/27/2020	5/28/2020	
50	37792	5656328	202161541		DLM			Houma Courier	217	294	3/4/2020		YES
51	37792	5656328	202161541		DLM			Houma Courier	217	295	3/4/2020		YES

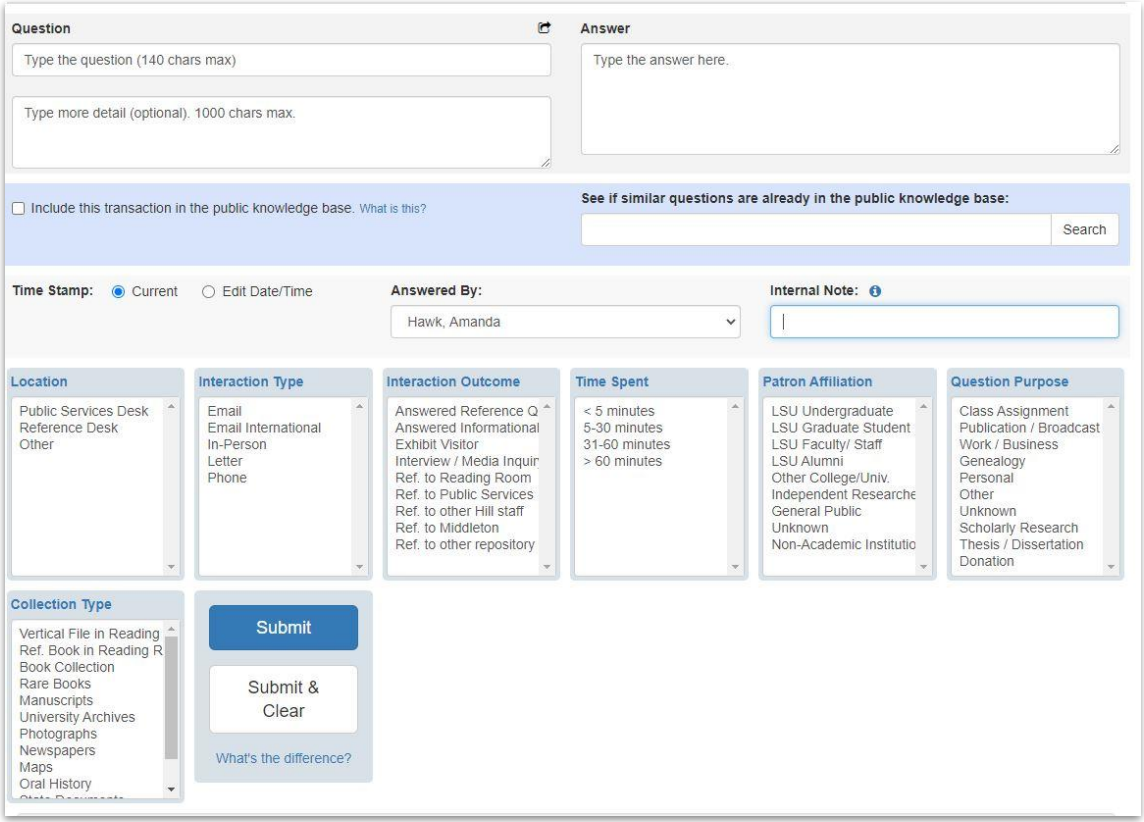
Interlibrary loan dashboard



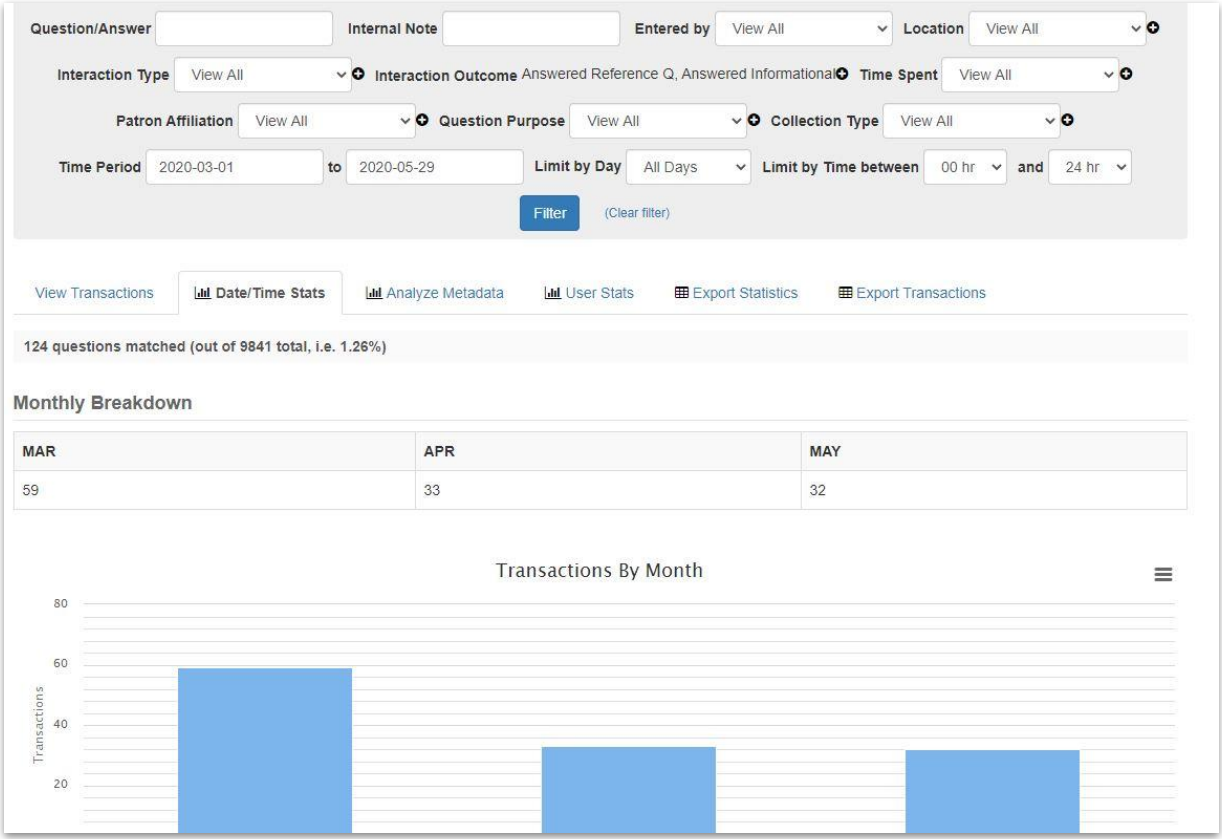
Request Details

TransactionNumber	ItemTitle	CreationDate (Day-Month-Year)	CurrentStatus	Number of Reels
32533	Bogalusa Daily News	7/1/2019	Request Finished	5
32534	Houma daily courier and the Terrebonne press.	7/1/2019	Cancelled by Staff	
32568	L'Équité.	7/5/2019	Cancelled by Staff	
32596	Houma daily courier and the Terrebonne press.	7/8/2019	Cancelled by User	
32646	Revised statutes. Under arrangement of the official Louisiana revised statutes of 1950.	7/9/2019	Cancelled by Staff	
32659	Afton Villa.	7/9/2019	Cancelled by Staff	
32660	Real : the exciting magazine for men.	7/9/2019	Cancelled by Staff	
32741	Heavy metal.	7/15/2019	Request Finished	
32769	Notes from the garage door.	7/17/2019	Cancelled by Staff	
32794	The one-armed soldier, circa 1865-1890.	7/18/2019	Request Finished	1
32804	The Houma courier.	7/18/2019	Request Finished	10
32873	W.P.A. collection. Historical Records Survey transcriptions of Louisiana police jury records. Pointe Coupee Parish. 1829-1938.	7/19/2019	Request Finished	4
33035	Heavy metal.	7/22/2019	Cancelled by Staff	

Reference tracking in LibAnswers (SpringShare)



LibAnswers statistics



Thanks for joining us!

Questions? Email Amanda at ahawk1@lsu.edu or Kyle at kneff@lsu.edu