Western Washington University

From the SelectedWorks of Elizabeth Stephan

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Statistics for All: Implementing LibAnswers @ WWU

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Statistics for All: Implementing LibAnswers at Multiple Service Points @ WWU

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Why LibAnswers?
- Moving away from LibStats &needed stable statistics collection system
- Ability to integrate several services into one: SMS reference, external and internal knowledge base
- Analytics was key
- Established relationship with LibAnswers developers

How do we categorize what we do?

Implementation

What do we really want to know?
- How will we use stats?
- Is this justifying our existence?
- How are other service desks using stats?
- How to use Q&A to define stats?

Working towards a common language
- Reference vs. Instruction: What did it mean?
- Simplification of terms: less is more
- New perspective of other's work and our own
- Opportunity for organizational development

The Exception to Every Rule: Writing Center
- Tried to fit library terms
- Simplified stats collection: moved from two systems to one
- Lots of terms but it is info needed and wanted
- Unique needs: Know the specific departments

Training
- Flexibility is key
- Multiple people to lead training
- Allow people to choose best time using Google form
- Tailored training to those who were attending (Circulation vs. Writing Center)

Example: Circulation
- Buy-in came during training
- Concerns about workflow
- Hands-on experience was key

Where are we now?
- LibAnswers developed multiple-location interface
- All service points are using LibAnswers
- Service desks could go back to original language, but most didn't

Summer 2010
- LibAnswers implementation group forms
- Reference Desk Trial: 6 month trial of LibAnswers
- Quietly began implementing SMS service
- Used trial time to streamline use

Fall 2010
- Began working on roll-out to other library locations
- Explored how to make LA work with multiple desks
- Made list of desks to include, but list grew as more became interested: some gentle nudging required
- Met with reps from other service locations
- Developed common terms for locations
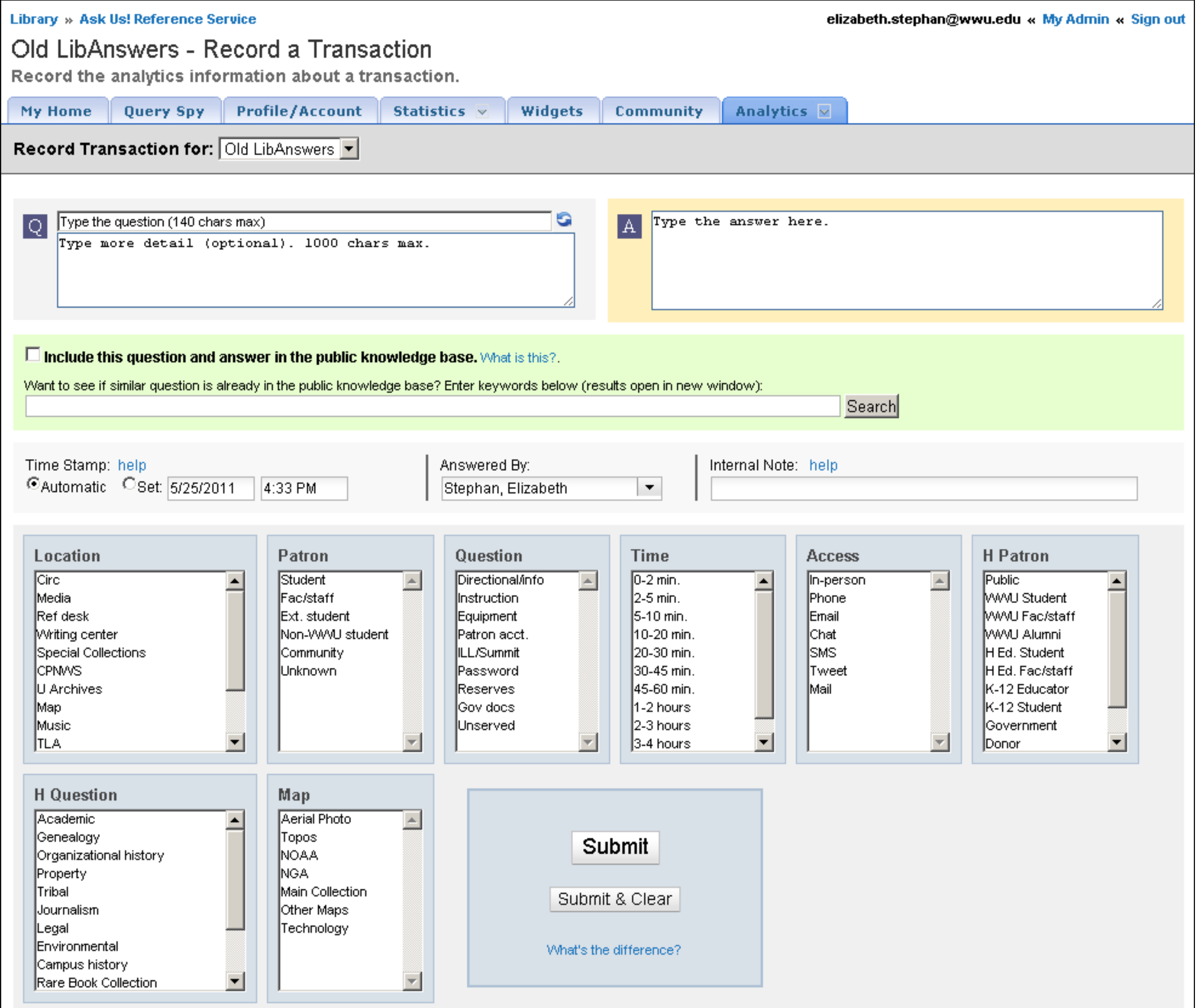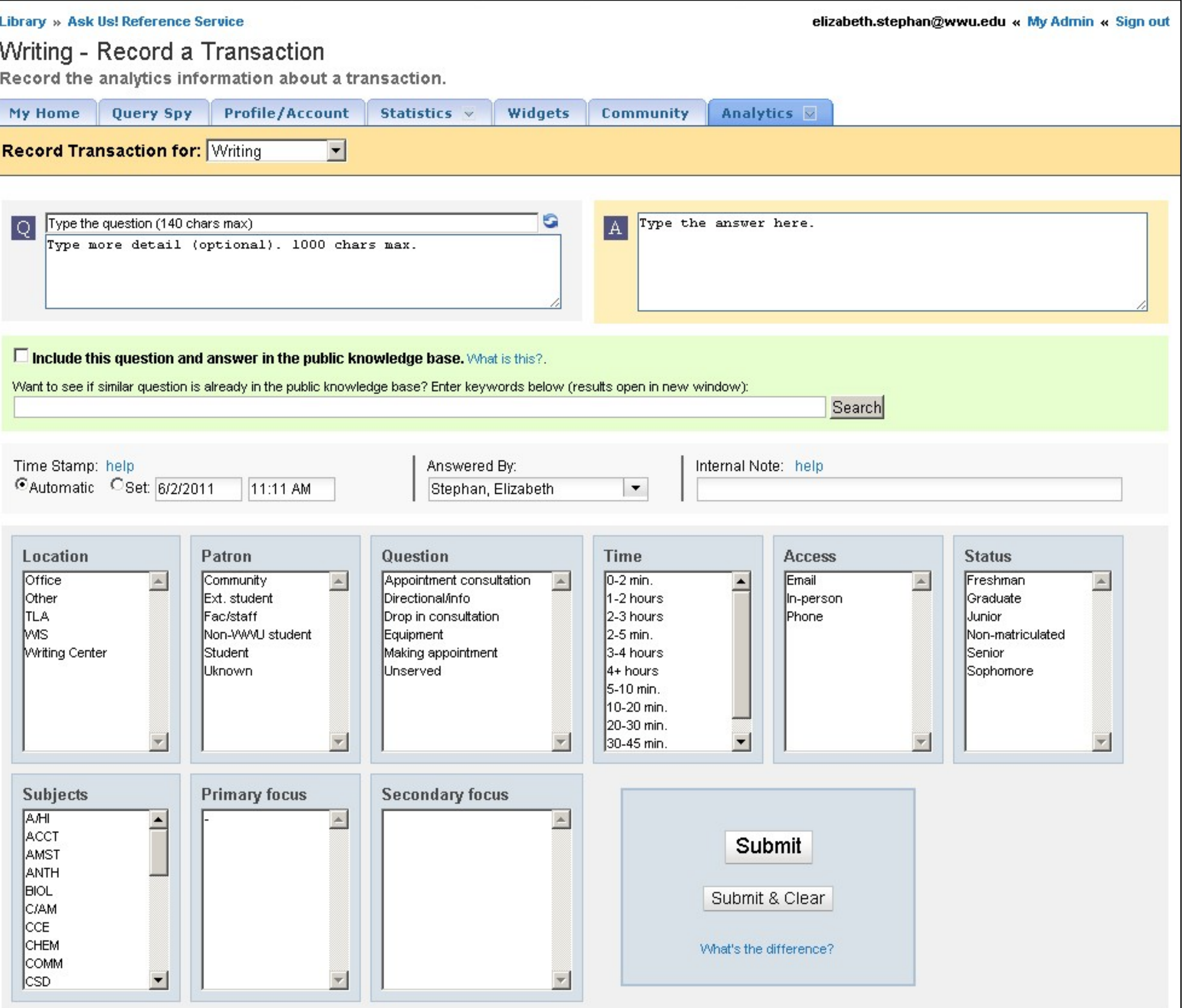
Winter Break 2011
- Training group formed
- Set up small & individualized sessions
- Created an online guide for reference

Spring 2011
- Training& location setups finalized
- Customized multiple-location features introduced
- Slight change in interface

Summer 2011 & Beyond
- Multiple-location LA fully implemented
- Possibly implement LA chat reference and instruction stats modules
- Grow public knowledgebase