Statistics Gathering and Reporting Simplified:
A Web-based Client-Staff Interactions Repository System

Farrah Omar and Joseph Tan
The University of Texas Southwestern Medical Center at Dallas Library

Introduction

Data were scattered in different places on the shared network drive. A centralized data repository was needed to simplify statistics gathering and reporting.

Objective

To develop and implement a Web-based system to capture and report client-staff interactions.

Program

Technology Used:

Adobe ColdFusion , AJAX (Asynchronous JavaScript and XML), Microsoft SQL Server.

Data Collected:

Client information, contact method, services and resources used, interaction summary, and client feedback.

Brief Form:

For transactions less than 5 minutes. Used primarily by Information Desk staff.

Extended Form:

For transactions more than 5 minutes. Used primarily by Library researchers, educators, liaisons, and collection management staff.

Brief Form

Extended Form

Search Feature

Select	ID	Client Name	Staff Name	Topic	Date	Service Type
○	1180	Farrah,Omar	Joseph Tan	ETD	11/05/2007	ITS
○	3077	Siew,Chen	Joseph Tan	ETD	04/08/2008	ITS
○	1735	Saqib,Khalil	Joseph Tan	Web Publishing	01/16/2008	ITS

Report: Services Performed

Service Type Total: Details

	AccMain	Clrn	CollReq	Direct	Enforce	Pay	Refl	Refn	Trbsht	Total
Sep:	77	160	0	137	19	6	56	745	97	1297
Oct:	188	131	0	82	2	3	50	574	53	1083
Nov:	25	119	0	47	3	3	43	503	35	778
Dec:	37	188	0	45	5	0	41	223	24	541
Jan:	60	216	0	82	8	6	57	498	36	963
Feb:	29	167	0	64	4	2	42	374	21	704
Mar:	51	184	11	49	3	3	33	409	33	776
Apr:	49	141	12	27	7	1	33	274	26	570
May:	15	106	9	27	0	1	18	184	15	375
Jun:	19	361	14	68	0	1	37	336	22	838
Jul:	15	402	9	36	0	4	20	306	19	811
Aug:	37	415	14	70	2	4	32	533	31	1136
Total:	602	2590	69	734	52	34	420	4959	412	9872

Report: Resources Used

Resource	Number	Percentage	Name	Number	Percentage
AcademicSearch:	4	0.16%	MICROMEDX:	13	0.51%
Access Medicine:	2	0.08%	Scopus:	14	0.55%
CINAHL Plus Full Text:	6	0.24%	MEDLINE (Ovid):	29	1.15%
Cochrane Library:	4	0.16%	Methods in Enzymology:	0	0.00%
COS Grants Funding:	2	0.08%	NCBI Database:	3	0.12%
Current Protocols:	3	0.12%	Ovid Database:	74	2.93%
Electronic Journals (A to z):	516	20.43%	PsycINFO (Ovid):	8	0.32%
Faculty of 1000 Biology:	0	0.00%	PubMed:	187	7.40%
Facult of 1000 Medicine:	0	0.00%	SciFinder Scholar:	6	0.24%
First Consult:	4	0.16%	Stat!Ref:	8	0.32%
EndNote:	18	0.71%	UpToDate:	10	0.40%
Harrisons:	4	0.16%	Web of Science:	11	0.44%

Results

Improved Efficiency and Accuracy:

Data captured systematically, thus improving accuracy.

Improved Access:

- Data centrally located.
- Easy access to forms encourages staff participation.
- Multiple reports available in real-time.

Data Utilization:

- Determined the number of staff needed to operate the Information Desk at a specific hour.
- Identified frequently asked questions so that appropriate measures may be taken to address problem areas.
- Identified underutilized resources and/or services to target in marketing campaigns.

Acknowledgements