

#### 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.

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

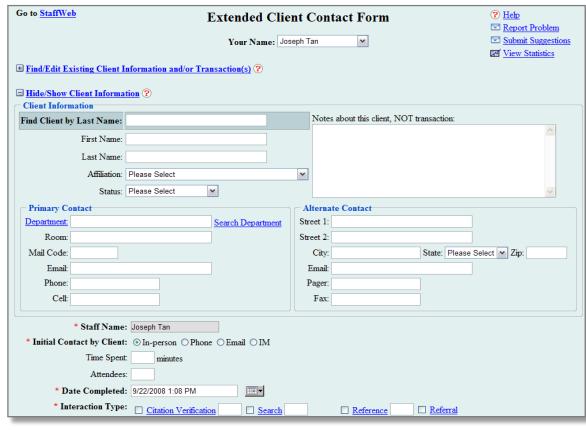
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#### **Brief Form**



#### **Extended Form**



#### **Search Feature**



## **Report: Services Performed**

	<b>AccMain</b>	Clrn	CollReq	Direct	Enforce	Pay	Refl	Refn	<b>Trbsht</b>	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	19	223	24	541
Jan:	60	216	0	82	8	6	57	498	36	963
Feb:	29	167	0	64	3	4	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	17	336	22	838
Jul:	15	402	9	36	0	4	20	306	19	811
Aug:	37	415	14	70	2	2	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	0.00%
COS Grants Funding:	2	0.08%	Enzymology:		0.00.0
Current Protocols:	3	0.12%	NCBI Database:	3	0.12%
Electronic Journals (A to	516	20.43%	Ovid Database:	74	2.93%
z):			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%
Harrsions:	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

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