

Cornell University Library: Convenient Business Hours Study – Summary of Services (based upon Library Profiles submitted by unit libraries)

March 2003

Library	Ref. Offered all hours?	Comments/staffing	Regularly capture statistics?	Statistics documented by time?	Comments/description of statistics
Africana	Y		Y	N	-Compile weekly stats for reference, instruction, and new material.
Annex	NA	-Don't offer reference services.	NA	NA	NA
Asia	N	-Asia Desk staffed by 1 person. -Asia Desk is staff to 11pm not to midnight.	Y	Y	-By type of question and if by email, phone or in person. Types: info/directional, referral, reference/instruction, DVD/video fetching, a/v equipment help.
CISER	Y	-1 person minimum to open library.	Y	N	-Date, status, netid, college/dept. affiliation, supervising faculty member, brief description of information needed, point person referred from or to.
Engineering	N	-1 person minimum on reference. -Reference not staffed after 10PM weeknights, limited weekend service.	Y	Y	-Tally sheets in broad time categories – morning, afternoon, evening.
Entomology	Y	-Have only one desk for circ/res/ref. Have public access computers, photocopier and fiche/film readers. All services staff by a single person. -Some additional hours staffed by volunteer graduate students.	Y	N	-Modeled after Mann's. Keep track of patron contact that isn't otherwise logged by the computer. Divided into reference and information. Make a tick for each patron contact in those 2 areas and have stats by day only, not hour. No indication of length of patron contact.
Fine Arts	N	-Reference open M-F 9am-5pm.	Y	Y	-Directional, instructional, verification, e-mail.
Geneva	Y	-Generally, there is 1 person avail at their circ/ref desk. Their office area is behind the desk so no one actually sits at the desk, but up to 3 people might be avail at any given time.	Y	N	-Modeled after Mann's. Keep track of patron contact that isn't otherwise logged by the computer. Divided into ref and information. Make a tick for each patron contact in those 2 areas and have stats by month only, not day or by hour. No indication of length of patron contact.
Hotel	N	-Hotel has desktop computers, laptop loans, quiet study room, group study rooms, a/v equipment, film/fiche reader/printer, newspapers and current periodicals. All are staffed from the circ and reference desks.	Y	Y	-Informational/directional, reference, search, problem collected hour by hour while reference desk is staffed.
ILR	Y	-1 person at all times. -Kheel Center hours (1 others person) are more restricted than rest of library. -Current periodical/newspapers desk (1 other person) opens M-F at 9am.	Y	Y	? Will send reference stat sheet separately.
Law	N	-Schedule: M-Th 9-11 on call, 11-5, 6-9; F 9-11 on call, 11-5, Sat. 1-5. -Experimenting with chat reference w/ other law libraries. -Each ref person assigned to law faculty as direct liaison (9 yrs now). Also have liaisons to the 3 Cornell law reviews.	Y	Y	-This is the 1 st year they are experimenting with taking statistics only on certain weeks. It might be more accurate. -2 categories: regular, more involved. Also note if question is by email.
Management	N	-Reference staffed 65 hours/week. M-Th 8-5,6-10, F 8-5, Sat-Sun. – selected – 1-5.	Y	N	-Ticks on a monthly sheet. Breaking out e-reference and Sunday statistics for service evaluation.
Mann	N	-Reference desk closes at 9pm M-Th; open 1-5pm Sat while the library is open noon-6pm. Night supervisor has reference training.	Y	Y	-Collect tick marks for every question asked at the desk by hour. 4 categories: directional, technical, reference and search (a search is a question that takes more than 15 minutes to answer).

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Mathematics	N	-Reference only available M-F 8-5, although info service is provided at the circ desk whenever the library open. -1 person staffs reference desk.	Y	N	-Tally sheets of reference questions are gathered and then recorded on a monthly basis.
Medical	N	-Reference desk staffed with one person 9am-6pm M-F.	Y	N	-Record ref stats on 28 days selected during the course of their academic year. #s collected are averaged out to compile an annual total. Days selected by a system borrowed from their Info. Serv. Dept., U. of Conn. Health Center Library. -Record 3 categories using hash marks for both walk-up and phone calls. Patron asking multiple questions is recorded as one encounter and n transactions. If not given answer, but shown how to get it, recorded as one instruction. Simple, directional questions not recorded at all. -Electronic ref questions are archived by a staff member and not sampled but counted in total for the year.
Music	Y	-1 person at a time (though occasionally more than one will come to help patrons) – this staff person does the scanning for e-reserves and puts physical items on reserve as well as giving reference service and doing some copy cataloging.	N	—	-Do samples several times a year. They are divided between informational question and substantive questions. They are just ticks on a sheet.
Olin	N	-Reference 1-3 people. Covered by Student Database Asisstants 10-midnight Sun-Th, 6-9 F.	Y	Y	-Recorded on separate sheets for ref/info assistants and librarians. -Recorded by hour, and by in person or by phone. -Categories: instruction/subject, verification/factual, directional, refer to librarian
Physical Sciences	N	-Reference is not always available. -Staffed by 1 person.	Y	Y	-Tally sheets.
RMC	N	-Staffed by 1 person.	Y	N	-Check marks on sheets kept at the desk, compiled as requests are taken. Summary statistics compiled annually.
Uris	N	-1 person on desk. No service 8am-10am, 5pm-7pm M-F; 5pm-10pm F; noon-1pm Sat and Sun; 5pm-7pm Sun.	Y	Y	-Recorded on separate sheets for ref/info assistants and librarians. -Recorded by hour, and in person or by phone. -Categories: instruction/subject, verification/factual, directional, refer to librarian
Veterinary	N	-Reference is available 8-5 M-F only.	Y	N	-Tick marks per question divided into 4 categories: directional, reference, technical and search. Also keep statistics on number of tours, instruction sessions and the vet access service.