INFORMATION SERVICE: DATA COLLECTION - A CASE STUDY

by Carola R. Della Porta

BACKGROUND

Library of Political Sciences “Enrica Collotti Pischel”, University of Milano, Italy

WHAT

Quantitative statistical collection and analysis of questions asked by patrons in person

WHEN

November 2007 — November 2008: 5 sample weeks

WHO

Circulation staff (7 units) and part time working students (4 units)

WHY

- to quantify questions
- to establish query topics
- to determine ratio of direct answers vs referrals
- to uncover any difference between desks

HOW

FAQ collection and analysis
Team discussion and Literature review
Query classification
Data sheet
Sample weeks selection
Data collection
Data analysis

STUDY FINDINGS

CONCLUSION

Proposals for Improvement

FURTHER DEVELOPMENTS

User surveys

ACKNOWLEDGEMENTS

Maria Di Bono, director of Biblioteca di Scienze Politiche “Enrica Collotti Pischel”

Carola R. Della Porta, director of Biblioteca di Scienze Politiche “Enrica Collotti Pischel”

Circulation and Reference Staff: Biblioteca di Scienze Politiche “Enrica Collotti Pischel”

Research Issues: University of Brescia, University of Milano, Italy & Mexico

WHERE

Library Information and Circulation Desks

Training programme —— Improving service

<table>
<thead>
<tr>
<th>Query Classification</th>
<th>Category I: Directional queries</th>
<th>Category II: Assistance and reference queries</th>
<th>Category III: Other topics</th>
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</thead>
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<td>regarding the University Library System</td>
<td>regarding the University</td>
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