

# INFORMATION SERVICE: DATA COLLECTION - A CASE STUDY

by Carola R. Della Porta

## BACKGROUND

Library of Political Sciences "Enrica Collotti Pisichel",  
University of Milano, Italy

Reading rooms: 5  
Total seats: 250  
Average daily library visits: 458 persons  
Average daily loans: 118 items (loans + renewals)  
Information and quick-reference service (3 desks): no previous data available  
Bibliographic reference service (2 reference desks): systematic data available from 2001

## 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

## WHERE

Library Information and Circulation Desks



Reception



Reading room and Periodicals

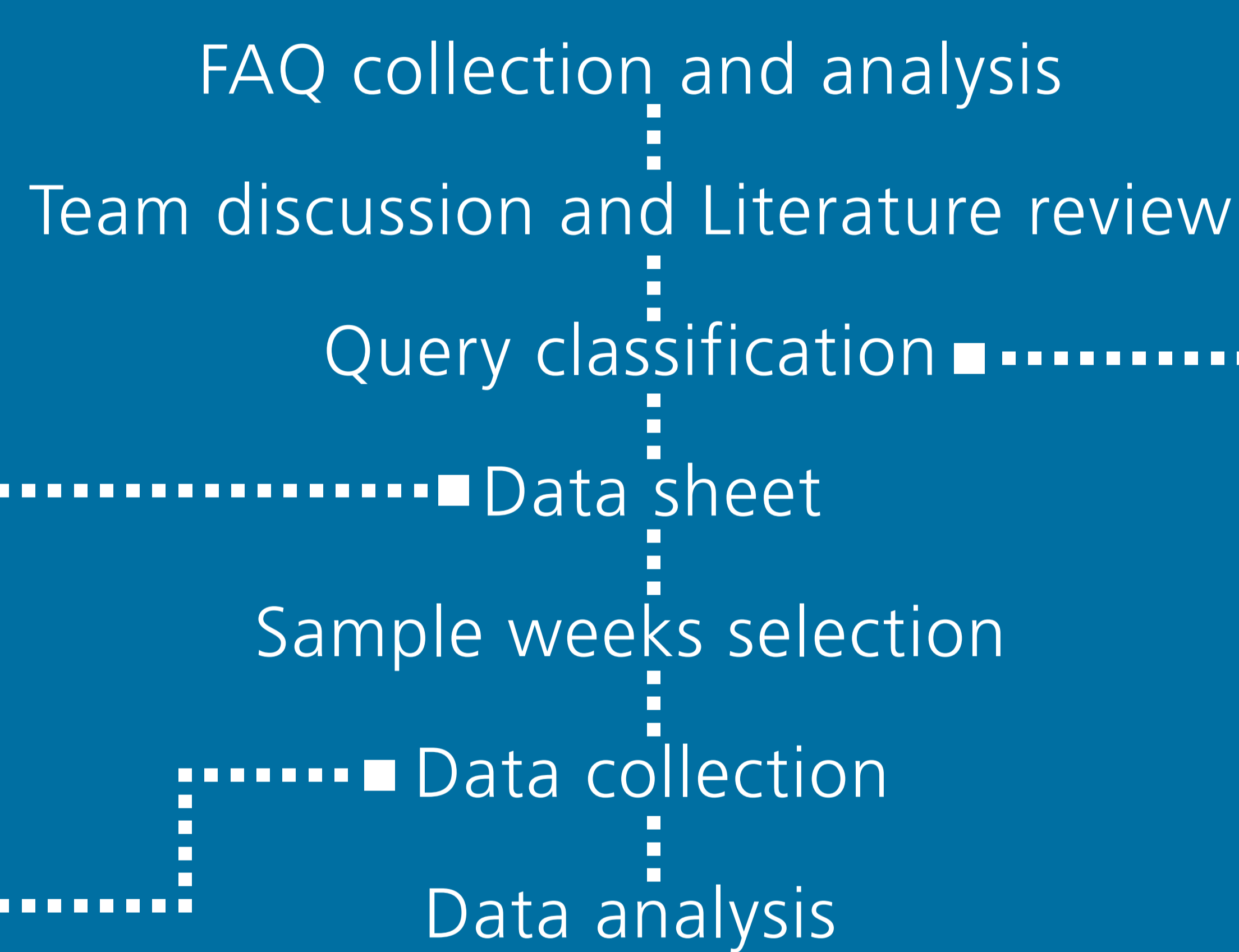


Circulation

## HOW

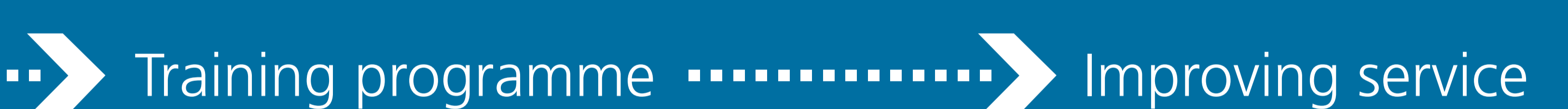
Tipi	Descrizione	Risposte dirette	Rinvio
Documentazione su soggetti e autori			
1	Libreria		
Sistemi bibliotecari e servizi bibliotecari			
2	Sistemi bibliotecari e servizi bibliotecari		
3	Facoltà		
4	Altre		
Altre istituzioni non IRII			
5	Altre istituzioni non IRII		
Attività di assistenza			
6	Consulenza e orientamento		
7	Localizzazione e ricerca		
Altre attività			
8	Reference approfondito		
9	Altre		
Altre domande			
10	Altre		

- Each staff unit was given a data sheet pro day
- Each question asked by patrons was sorted and tallied onto data sheet

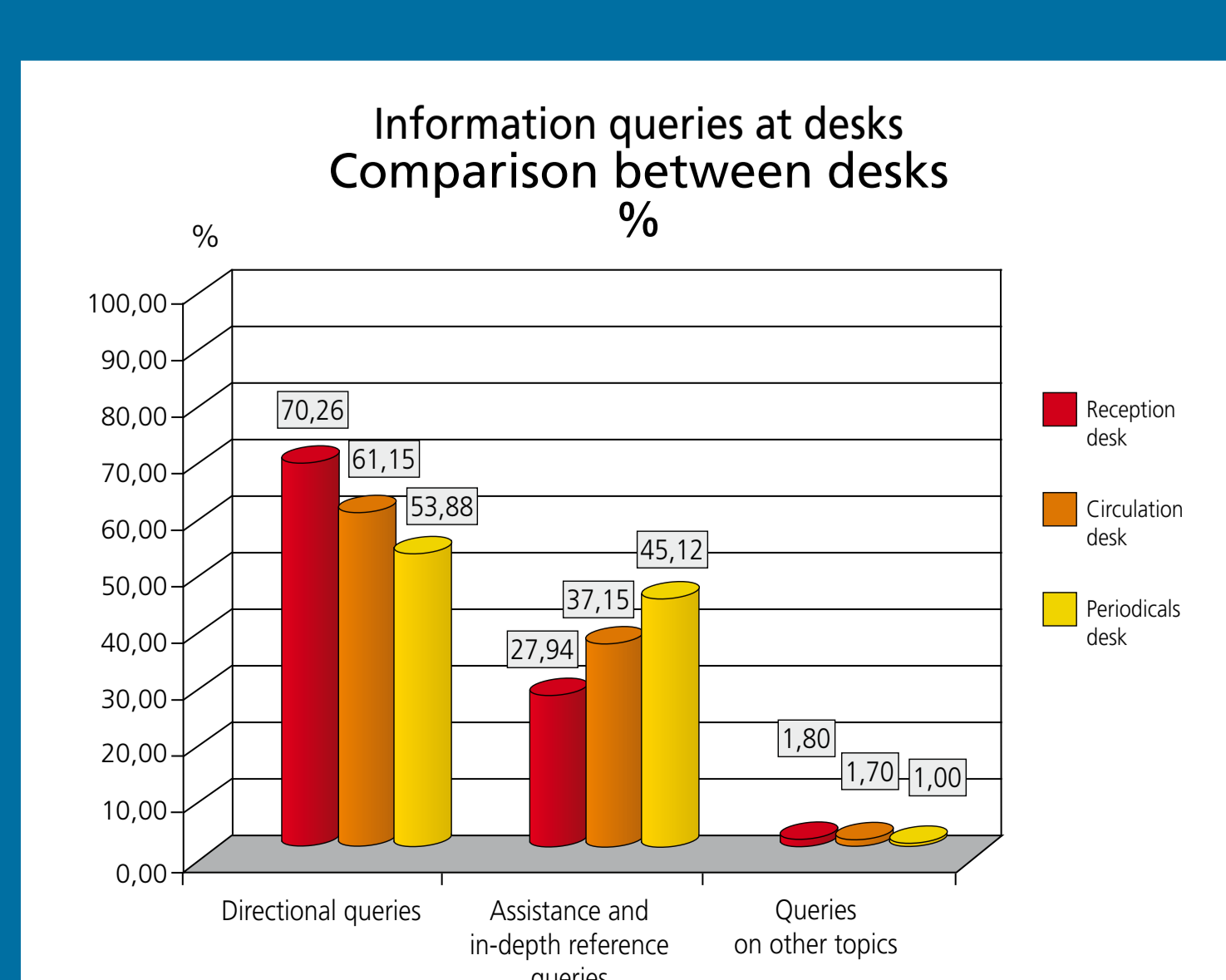
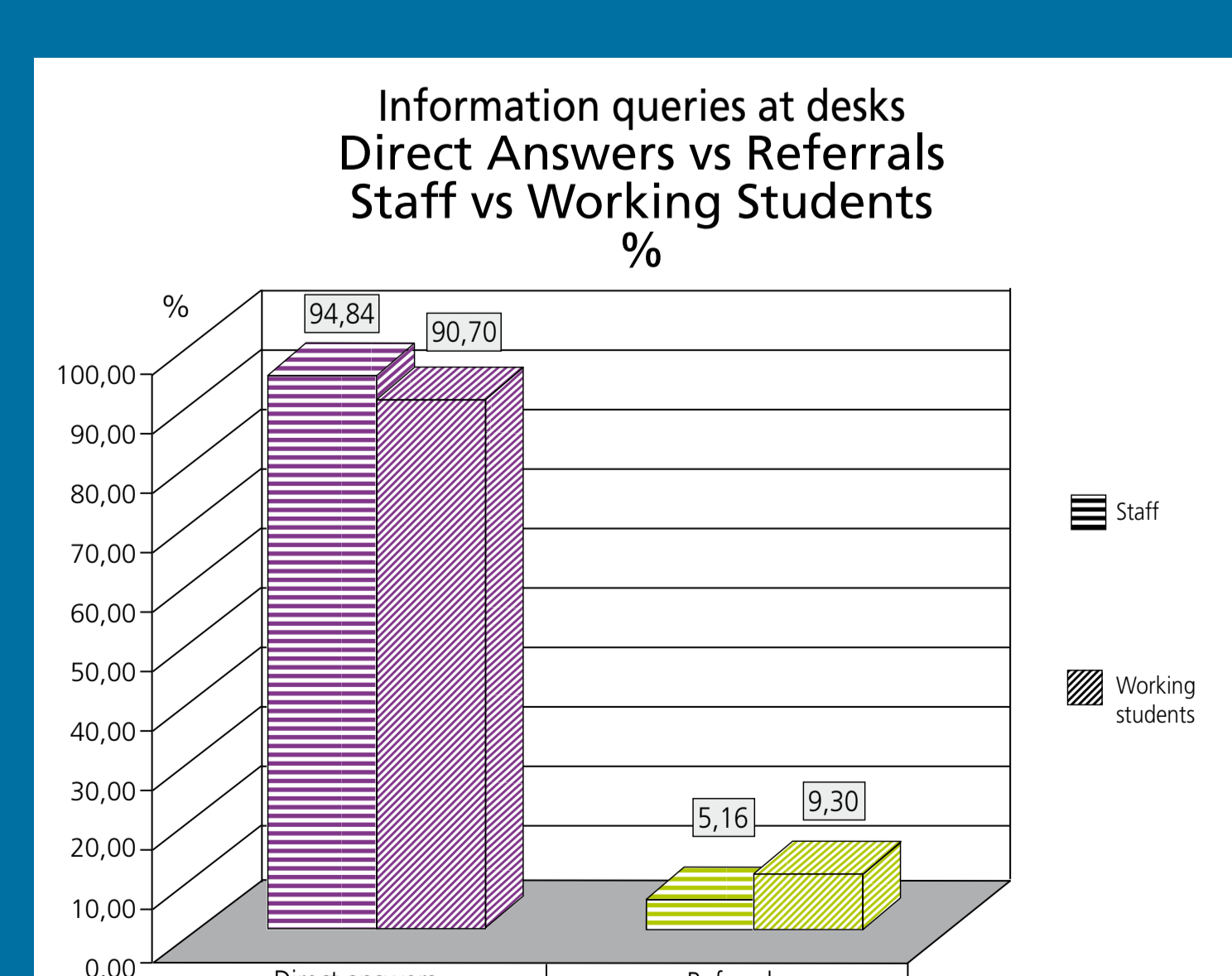
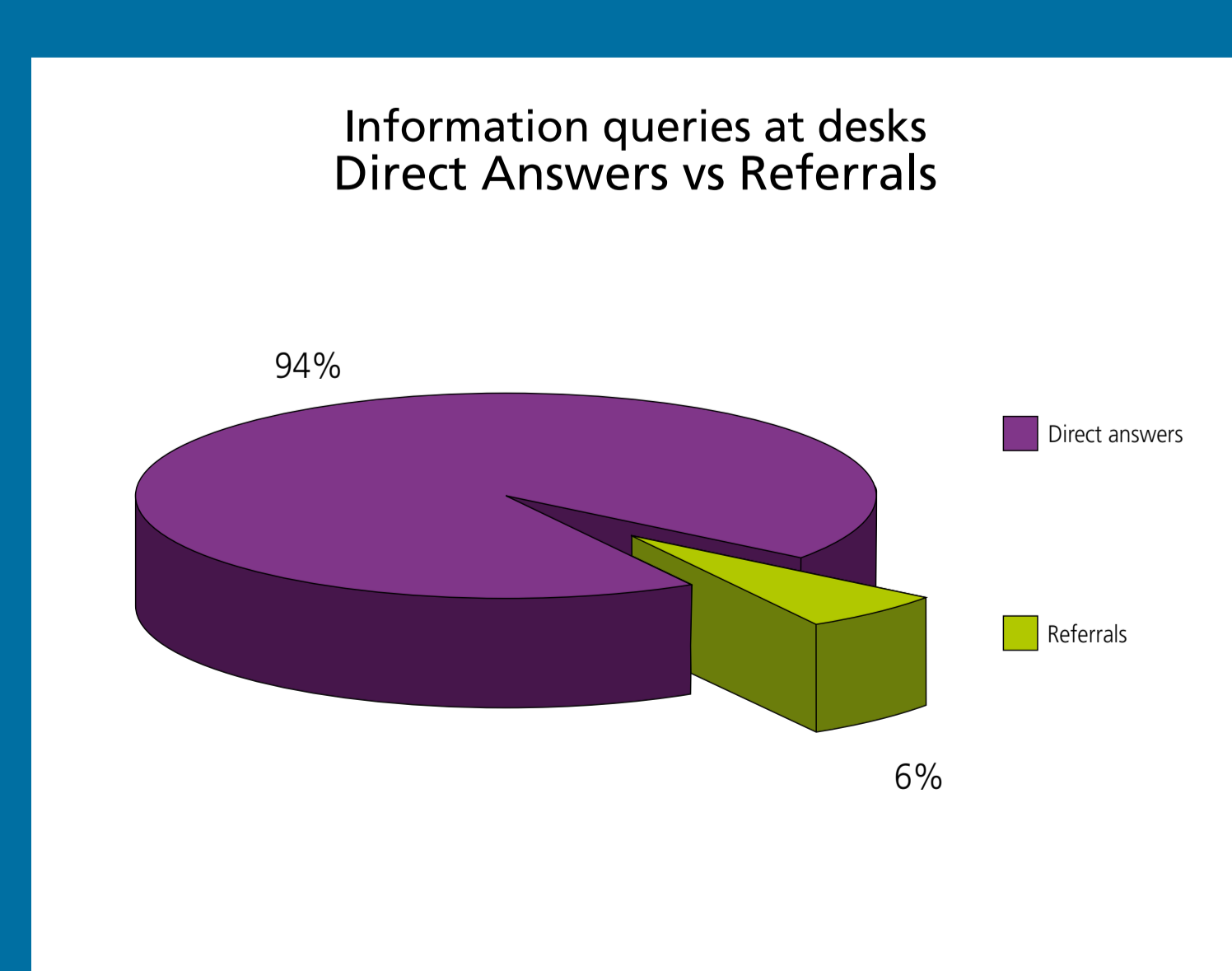
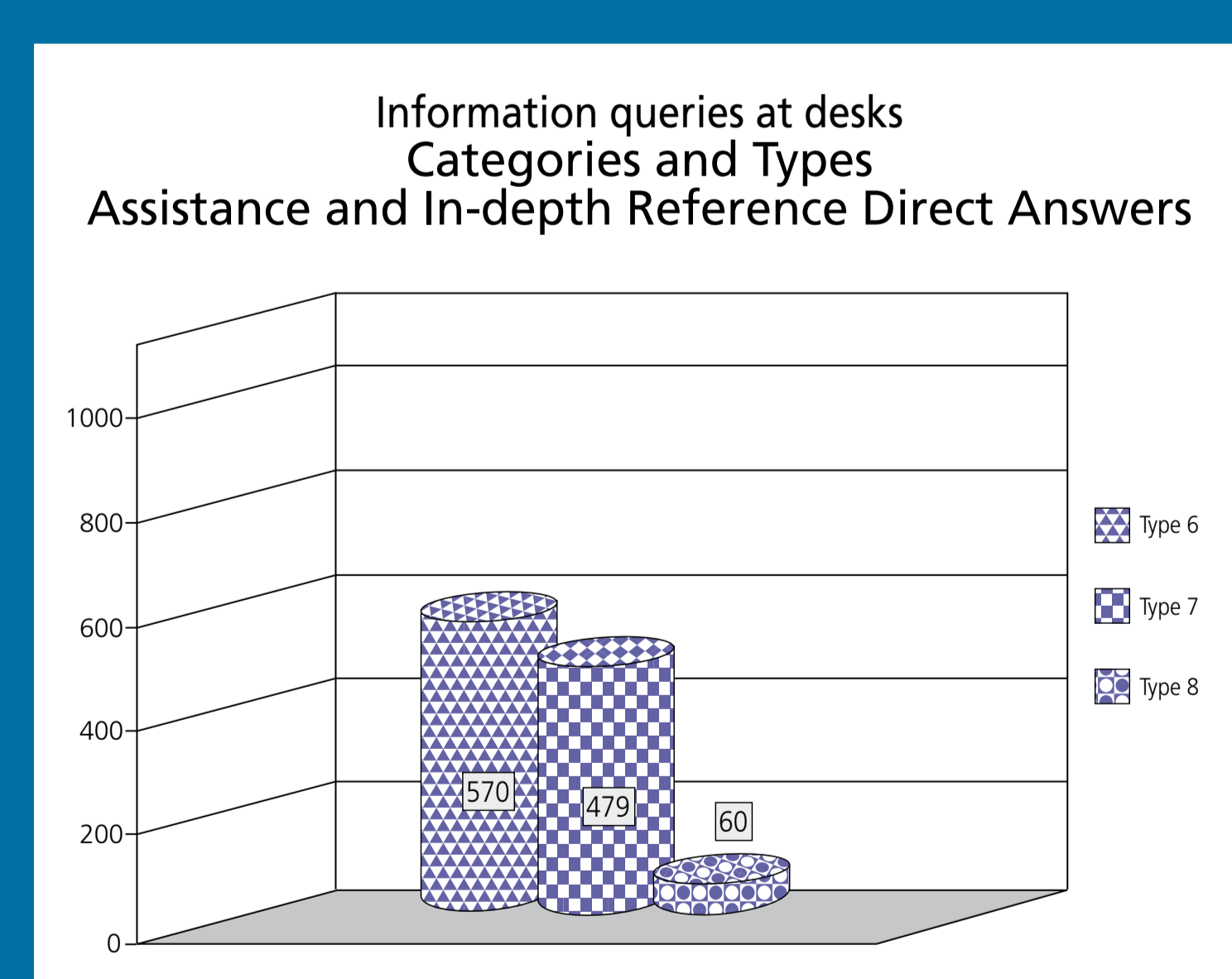
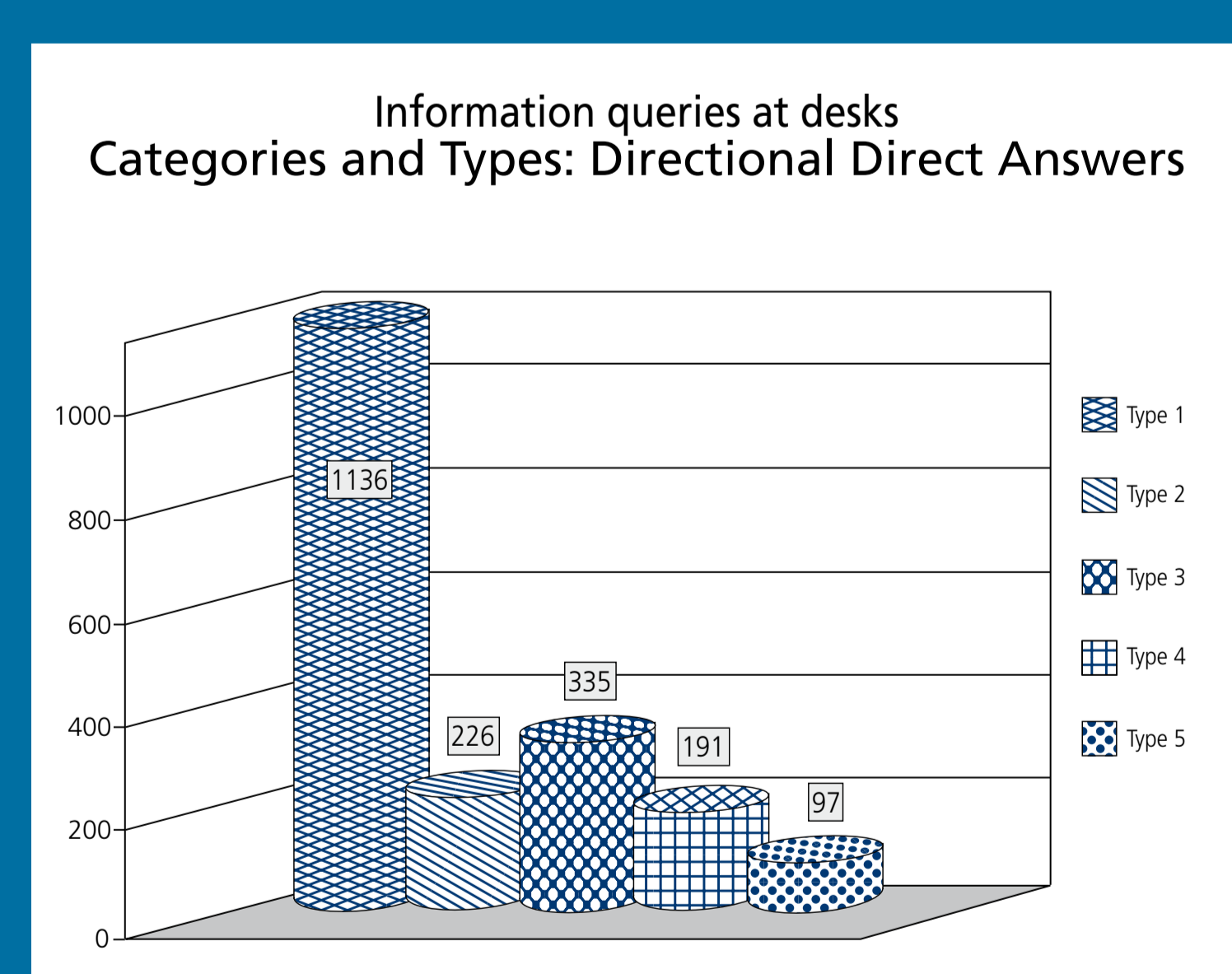
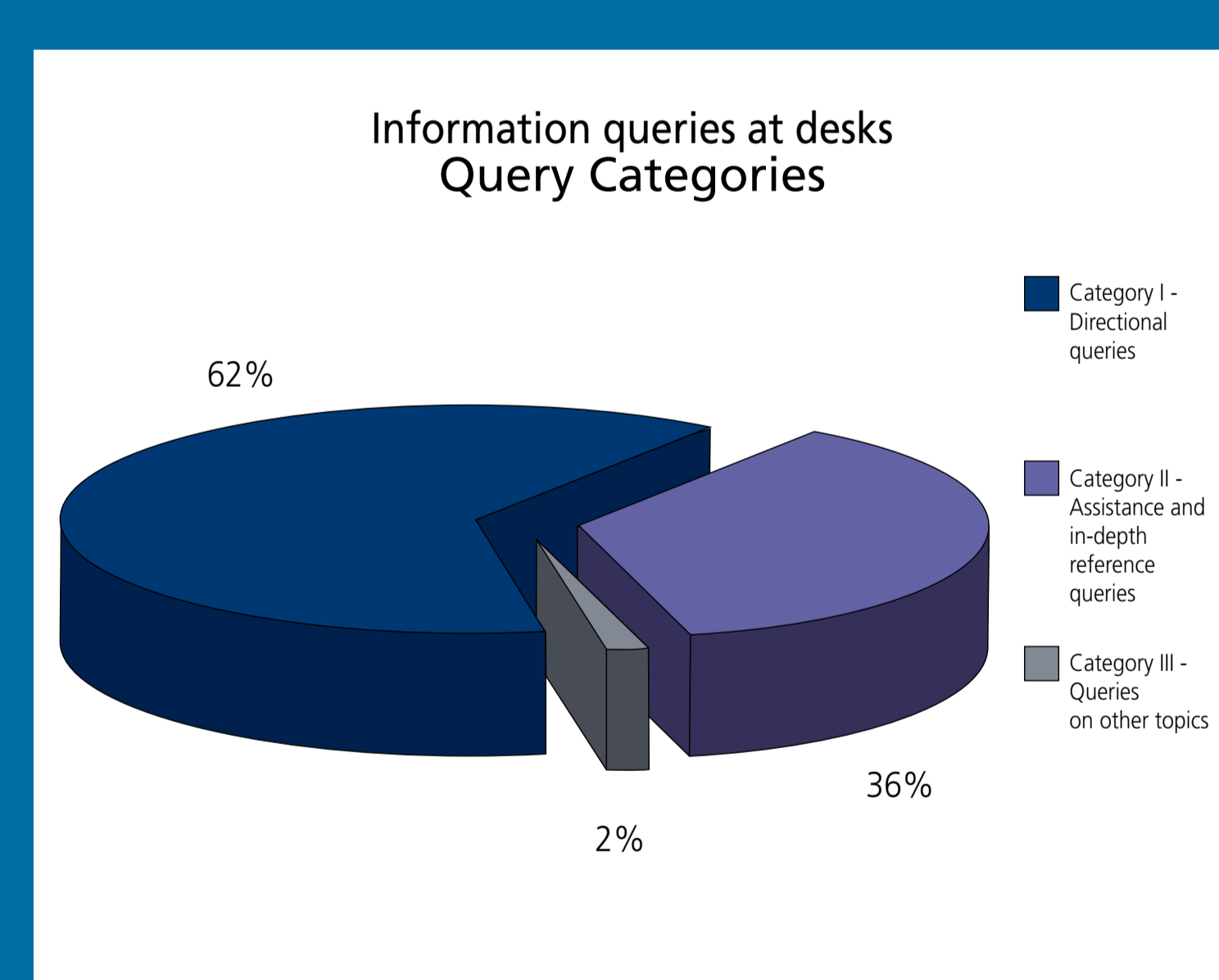
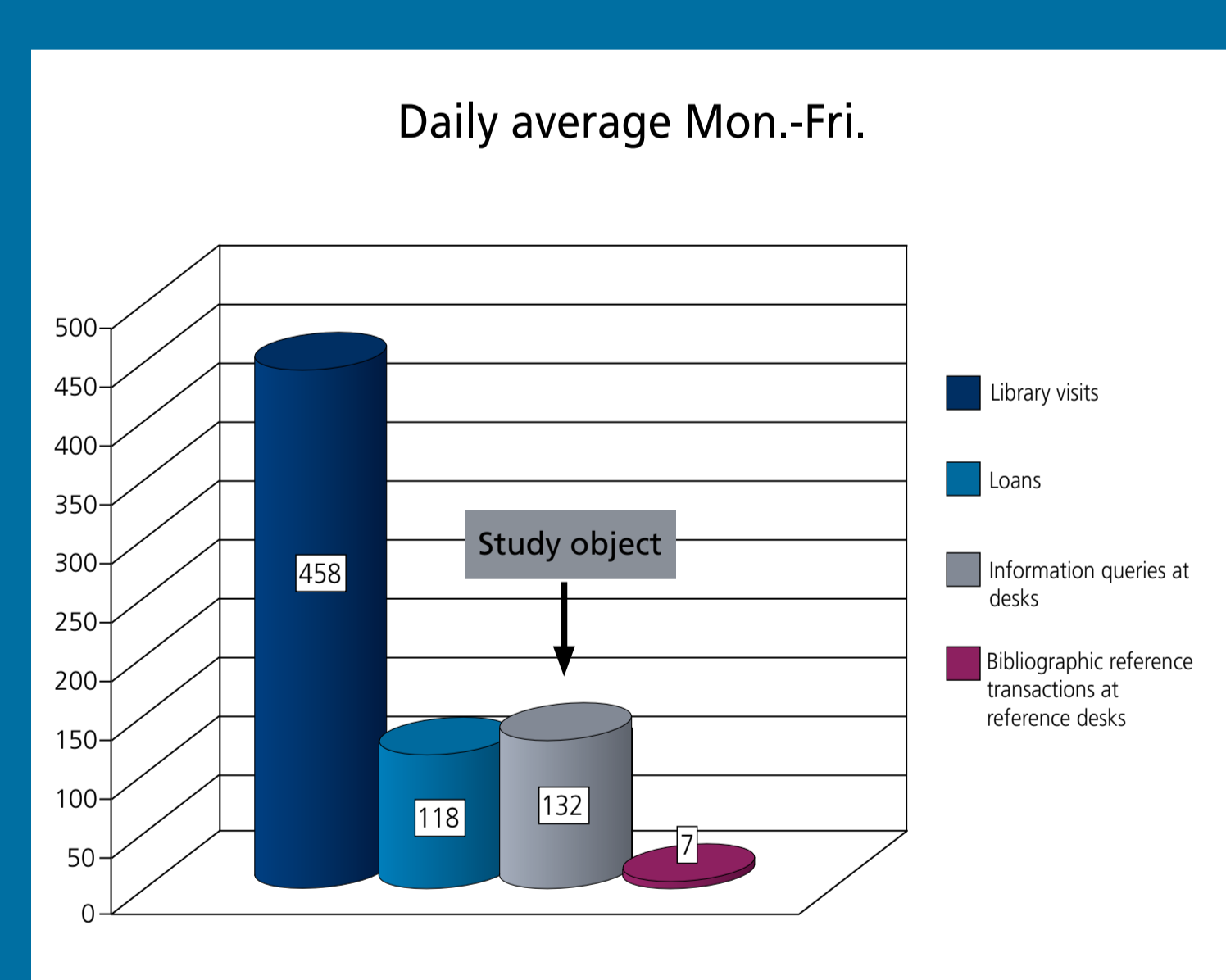


### Query Classification

- Category I: Directional queries
- Type 1: regarding the Library
  - Type 2: regarding the University Library System
  - Type 3: regarding the School of Political Science
  - Type 4: regarding the University in general
  - Type 5: regarding other libraries in Milano or elsewhere
- Category II: Assistance and reference queries
- Type 6: demonstration or instruction queries
  - Type 7: simple finding material queries
  - Type 8: in-depth reference and consultation queries
- Category III: Other topics
- Type 9: other topics

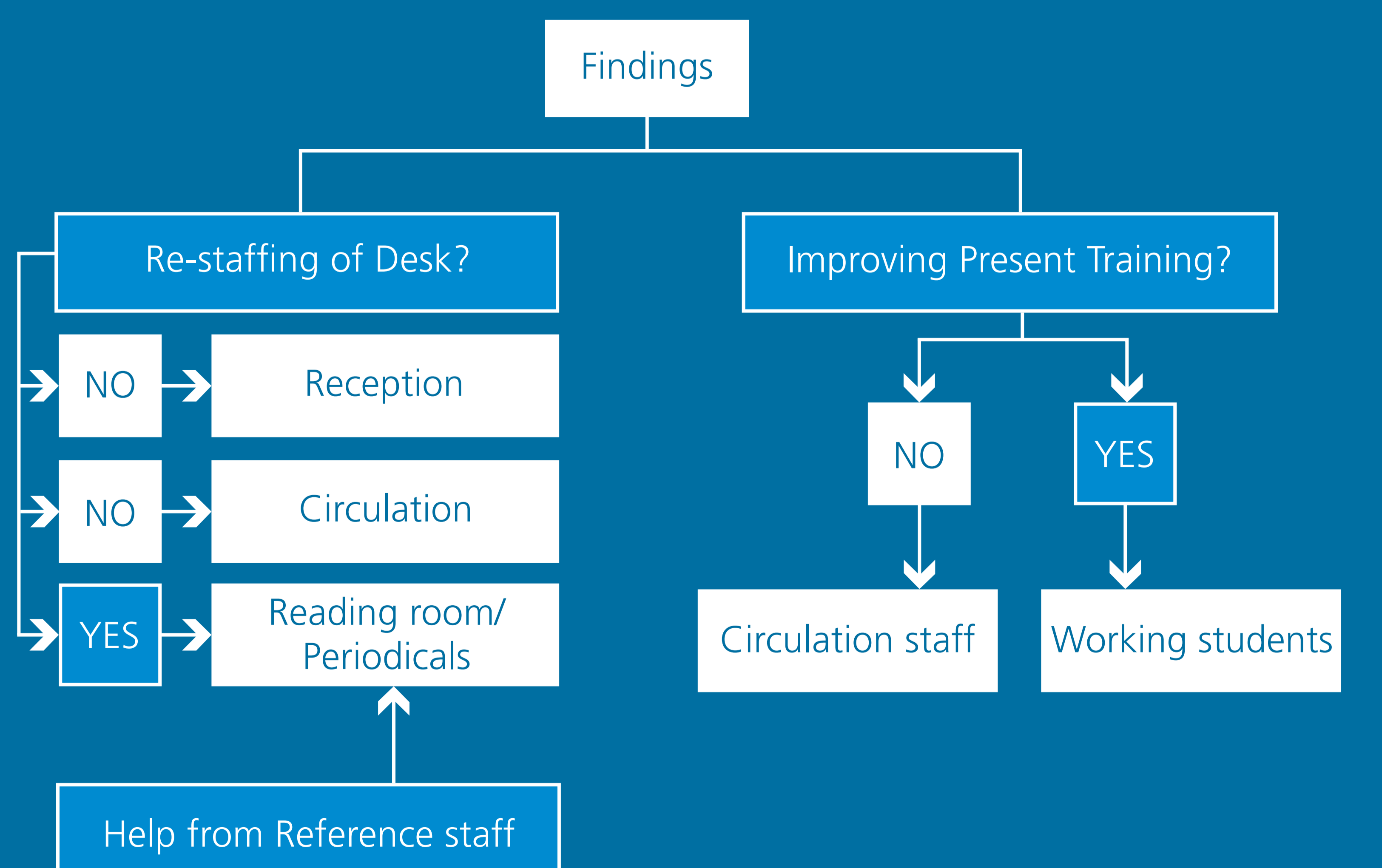


## STUDY FINDINGS



## CONCLUSION

Proposals for Improvement



## FURTHER DEVELOPMENTS

User surveys

## ACKNOWLEDGEMENTS

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