Reference transaction assessment: New York State libraries

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This view of reference transaction assessment data in academic and public libraries was extracted from a survey sent to 400 libraries in New York State. The intent of the survey was to determine how libraries use reference transaction data, whether they are satisfied with the assessment process, and how they would like to use data in the future. Included with the published article is information about the tools used in these libraries.

Table: # of Reference Transactions (peak month)

<table>
<thead>
<tr>
<th>Collection size</th>
<th>&lt;1K</th>
<th>1K - 5K</th>
<th>&gt;5K</th>
<th>Not sure or don't count</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;250K</td>
<td>23</td>
<td>3</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>250K - 1M</td>
<td>11</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>&gt;1M</td>
<td>2</td>
<td>5</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

Figure 1. Number of academic library responders according to number of peak month reference transactions and size of collection.

Satisfaction with assessment of reference transactions

17.9% satisfied
6.0% not satisfied
72.6% satisfied but would like to improve or would like to improve

Conclusions

Majority of respondents believe there is value in assessing transactions.
Analysis of data collected and data needed for decision making: do these match?
Decide how you would like to invest your time and your priorities for assessment.
Determine your assessment goals: data for reporting, making improvements, special needs?

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