Section E – RECORD KEEPING & QUALITY

A report must be sent to your state coordinator at the end of each day that you are scheduled for the Digital Reference Desk.

Real Time & E-mail Activity Form
Real Time & E-mail Activity Form

Date ___________________   Time ______________________  Librarian
_______________________________________

<table>
<thead>
<tr>
<th>Call Received</th>
<th>Call Ended</th>
<th>Completed / Dropped/ Referred</th>
<th>Type</th>
<th>Librarian Comfort Level</th>
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<td>1 – 5</td>
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<td>Bib/Ins/LS/ O/OoS/RA/RR / Res/Tech</td>
<td>1= least &amp; 5 = most</td>
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</tbody>
</table>

E.2
TYPE OF QUESTION RECEIVED
Bibliographic, Instructional, Literature Search, Other, Reader’s Advisory, Ready Reference, Research or Subject Request, Technical

Bibliographic (Bib)
Questions relating to any aspect of authorship or publication of a work.
Examples: Verification of a citation, names of authors, information about works in a series, edition information or copyright information, etc.

Instructional (Ins)
Questions in which the user asks for assistance in using electronic resources that may be available to them that may provide the answer to another reference question.
Examples: how to construct a search, how to use online catalog, how to limit searches, Boolean logic, etc.

Literature Search (LS)
Request for all of the published literature on a given topic or by a given author. May be limited by date, place of publication, peer-reviewed journals, etc.

Other (O)
Questions that are within the scope of the service but do not fit into any of the other categories. Digital reference questions that fit more than one category should be classified as “other.”

Out of Scope (OoS)
A question that can not be answered because it does not meet the criteria set by the service for provision of an answer. Our of scope questions are often referred to another service within the organization or to another agency.

Reader’s Advisory (RA)
Refers to requests for information regarding material the user would like to read. Often take the form of asking for similar books by plot, other books by an author, other books in a series, availability of works in a specific format, works in a particular language, or information about the background of a particular book.

Ready Reference (RR)
Questions that usually have a single, finite answer. Answers generally found in common reference works such as almanacs, encyclopedias, dictionaries, directories, etc.

Research or Subject Request (Res)
One in which the user requests a variety of information on a particular topic. Will most likely have many components to the answer and may consist of responses sent in many formats.

Technical (Tech)
User asks for assistance in the use of the technology required to access digital reference or other aspects of accessing the library’s website.
Examples: How do I open attachments.


E.3