

SAA Annual Meeting-JTFPS Meeting

August 3, 2016

Task force members attending: Tom Flynn, Brenda McClurkin, Jessica Lacher-Feldman, Sarah Polirer, Beth Yakel, Amy Schindler, Christian Dupont; and 6 guests

Amy's notes. Please add, edit, etc.

There was brief discussion of the request from the Open Forum earlier in the day to count answer provided instead of questions asked for the Reference Transaction measure.

Traffic: count this element because it takes time to deal with each.

Discussion of counting the different interactions (related questions from the same user, etc.).

Could we change to count the number of questions received and answered?

How do the measures align with NISO?

Who is the audience for this document?

What tools do repositories use?

Need to track publications and citations; repositories need the numbers as well as the stories that go along with those numbers.

Stories from guests:

- Repository that is part of an academic library, but is also an archives and museum:
  - Counts the time spent with tours(in 15 minute blocks up to 60 minutes), number of bodies, and collections pulled. If their material was part of a performance in front of thousands of people, should that be counted? How? It surpasses all instruction & tours done by the rest of the university libraries' units.
- Public library archives & special collections:
  - Starting from nowhere with data collection
  - Don't know who users are (maybe we should collect)
  - But don't collect demographic data because it is a public library
- Repository that is part of an academic library:
  - Why do we collect this? (because we always have?)
  - Need to justify existence
  - Desire to flip to "what do we want to know?"
- Repository that is part of an academic library:
  - Piloting using the READ scale this year
  - Has alerts set to track citations of collections in new publications