Staff Unit (Department) Assessment Report

Date: March 2011

**Staff Unit:** LRC

**Supervisor**: Patricia Stroud

**Individuals participating**: All LRC Staff – Nancy Nosko, Janet Corbitt, Larry Bukosky, Pearl Foston, Linda Fletcher, Patricia Stroud and part-time employees Melody Anderson and Tillie Ossman.

**Academic Year**: 2010-2011

**Goal/Objective/Process to be assessed**: The LRC needs to have a count of how many people walk through our doors in a week for reporting and statistical purposes.

**Assessment Methods**: During one week in the fall semester (October 18-22) and one week in the spring semester (February 28-March 4), LRC staff on each campus used hand counters to count and then record every person coming through the doors of each LRC. These results were recorded by days of the week (Monday-Friday) and by time slots for each day.

**Result (Data):**

**Gate Count-Fall-October 18-22**

New Martinsville LRC

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Monday** | **8:30:12:00** | **12:00-5:00** | **5:00-7:00** | **Total** | **Week Total** |
| Gate Count | 31 | 77 | 42 | 150 | **611** |
| Public Service | 12 | 41 | 24 | 77 | **212** |
| Computers |  |  |  | 32 | **151** |
| **Tuesday** |  |  |  |  |  |
| Gate Count | 23 | 61 | 22 | 106 |  |
| Public Service | 5 | 13 | 7 | 25 |  |
| Computers |  |  |  | 49 |  |
| **Wednesday** |  |  |  |  |  |
| Gate Count | 45 | 89 | 29 | 163 |  |
| Public Service | 11 | 32 | 12 | 55 |  |
| Computers |  |  |  | 26 |  |
| **Thursday** |  |  |  |  |  |
| Gate Count | 50 | 84 | 15 | 149 |  |
| Public Service | 11 | 24 | 5 | 40 |  |
| Computers |  |  |  | 35 |  |
| **Friday** |  |  |  |  |  |
| Gate Count | 14 | 29 |  | 43 |  |
| Public Service | 5 | 10 |  | 15 |  |
| Computers |  |  |  | 9 |  |

Weirton LRC

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Monday** | **8:30:12:00** | **12:00-5:00** | **5:00-7:00** | **Total** | **Week Total** |
| Gate Count | 34 | 71 | 19 | 124 | **600** |
| Public Service | 19 | 33 | 8 | 60 | **367** |
| Computers |  |  |  | 39 | **220** |
| **Tuesday** |  |  |  |  |  |
| Gate Count | 48 | 62 | 11 | 121 |  |
| Public Service | 26 | 34 | 6 | 66 |  |
| Computers |  |  |  | 45 |  |
| **Wednesday** |  |  |  |  |  |
| Gate Count | 78 | 79 | 13 | 170 |  |
| Public Service | 61 | 56 | 15 | 132 |  |
| Computers |  |  |  | 64 |  |
| **Thursday** |  |  |  |  |  |
| Gate Count | 41 | 100 | 10 | 151 |  |
| Public Service | 20 | 49 | 11 | 80 |  |
| Computers |  |  |  | 62 |  |
| **Friday** |  |  |  |  |  |
| Gate Count | 19 | 15 |  | 34 |  |
| Public Service | 14 | 15 |  | 29 |  |
| Computers |  |  |  | 10 |  |

Wheeling LRC

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Monday** | **8:30:12:00** | **12:00-5:00** | **5:00-7:00** | **Total** | **Week Total** |
| Gate Count | 249 | 330 | 53 | 632 | **2721** |
| Public Service | 30 | 53 | 15 | 98 | **529** |
| Computers |  |  |  | 153 | **593** |
| **Tuesday** |  |  |  |  |  |
| Gate Count | 193 | 279 | 95 | 567 |  |
| Public Service | 49 | 67 | 21 | 137 |  |
| Computers |  |  |  | 151 |  |
| **Wednesday** |  |  |  |  |  |
| Gate Count | 185 | 364 | 64 | 613 |  |
| Public Service | 25 | 66 | 10 | 101 |  |
| Computers |  |  |  | 124 |  |
| **Thursday** |  |  |  |  |  |
| Gate Count | 235 | 337 | 40 | 612 |  |
| Public Service | 44 | 76 | 2 | 122 |  |
| Computers |  |  |  | 120 |  |
| **Friday** |  |  |  |  |  |
| Gate Count | 134 | 163 |  | 297 |  |
| Public Service | 35 | 36 |  | 71 |  |
| Computers |  |  |  | 45 |  |

**Gate Count – Spring – February 28 – March 4**

New Martinsville LRC

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Monday** | **8:30:12:00** | **12:00-5:00** | **5:00-7:00** | **Total** | **Week Total** |
| Gate Count | 34 | 73 | 21 | 128 | **457** |
| Public Service | 9 | 11 | 8 | 28 | **129** |
| Computers |  |  |  | 34 | **128** |
| **Tuesday** |  |  |  |  |  |
| Gate Count | 28 | 68 | 16 | 112 |  |
| Public Service | 5 | 10 | 6 | 21 |  |
| Computers |  |  |  | 32 |  |
| **Wednesday** |  |  |  |  |  |
| Gate Count | 20 | 54 | 10 | 84 |  |
| Public Service | 7 | 25 | 4 | 36 |  |
| Computers |  |  |  | 21 |  |
| **Thursday** |  |  |  |  |  |
| Gate Count | 38 | 67 | 12 | 117 |  |
| Public Service | 8 | 22 | 6 | 36 |  |
| Computers |  |  |  | 37 |  |
| **Friday** |  |  |  |  |  |
| Gate Count | 7 | 9 |  | 16 |  |
| Public Service | 4 | 4 |  | 8 |  |
| Computers |  |  |  | 4 |  |

Weirton LRC

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Monday** | **8:30:12:00** | **12:00-5:00** | **5:00-7:00** | **Total** | **Week Total** |
| Gate Count | 76 | 60 | 15 | 151 | **543** |
| Public Service | 35 | 46 | 6 | 87 | **292** |
| Computers |  |  |  | 59 | **230** |
| **Tuesday** |  |  |  |  |  |
| Gate Count | 29 | 64 | 16 | 109 |  |
| Public Service | 15 | 33 | 13 | 61 |  |
| Computers |  |  |  | 37 |  |
| **Wednesday** |  |  |  |  |  |
| Gate Count | 63 | 57 | 14 | 134 |  |
| Public Service | 29 | 49 | 6 | 84 |  |
| Computers |  |  |  | 79 |  |
| **Thursday** |  |  |  |  |  |
| Gate Count | 44 | 54 | 8 | 106 |  |
| Public Service | 10 | 24 | 7 | 41 |  |
| Computers |  |  |  | 39 |  |
| **Friday** |  |  |  |  |  |
| Gate Count | 24 | 19 |  | 43 |  |
| Public Service | 13 | 6 |  | 19 |  |
| Computers |  |  |  | 16 |  |

Wheeling LRC

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Monday** | **8:30:12:00** | **12:00-5:00** | **5:00-7:00** | **Total** | **Week Total** |
| Gate Count | 137 | 367 | 72 | 576 | **2996** |
| Public Service | 42 | 68 | 26 | 136 | **574** |
| Computers |  |  |  | 122 | **580** |
| **Tuesday** |  |  |  |  |  |
| Gate Count | 299 | 430 | 33 | 762 |  |
| Public Service | 44 | 96 | 7 | 147 |  |
| Computers |  |  |  | 141 |  |
| **Wednesday** |  |  |  |  |  |
| Gate Count | 199 | 370 | 44 | 613 |  |
| Public Service | 34 | 76 | 5 | 115 |  |
| Computers |  |  |  | 122 |  |
| **Thursday** |  |  |  |  |  |
| Gate Count | 225 | 422 | 83 | 730 |  |
| Public Service | 38 | 52 | 10 | 100 |  |
| Computers |  |  |  | 122 |  |
| **Friday** |  |  |  |  |  |
| Gate Count | 174 | 141 |  | 315 |  |
| Public Service | 55 | 21 |  | 76 |  |
| Computers |  |  |  | 73 |  |

Gate Count Totals

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **New Martinsville** | **Weirton** | **Wheeling** | **OVERALL** |
| **Fall** | 611 | 600 | 2721 | **3932** |
| **Spring** | 457 | 543 | 2996 | **3996** |

Average gate count (fall and spring together)

|  |  |  |
| --- | --- | --- |
|  | **Per Week** | **Per Day** |
| **New Martinsville** | 534 | 107 |
| **Weirton** | 572 | 115 |
| **Wheeling** | 2859 | 572 |
| **Overall – 3 LRCs** | **3965** | **794** |

Actual questions asked of staff (Public Service) compared to the total gate count.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Gate Count** | **Public Service** | **% Difference** |
| **NM** |  |  |  |
| Fall | 611 | 212 | 34.7% |
| Spring | 457 | 129 | 28.23% |
| **Weirton** |  |  |  |
| Fall | 600 | 367 | 61.17% |
| Spring | 543 | 292 | 53.78% |
| **Wheeling** |  |  |  |
| Fall | 2721 | 529 | 19.44% |
| Spring | 2996 | 574 | 19.6% |

Comparisons

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **HC** | **FTE** | **Gate** | **Public Service** | **Computers** |
| **NM** |  |  |  |  |  |
| Fall | 625 | 408.81 | 611 | 212 | 151 |
| Spring | 661 | 358.42 | 457 | 129 | 128 |
| **Weirton** |  |  |  |  |  |
| Fall | 925 | 571.66 | 600 | 367 | 220 |
| Spring | 914 | 535.13 | 543 | 292 | 230 |
| **Wheeling** |  |  |  |  |  |
| Fall | 1771 | 1190.49 | 2721 | 529 | 593 |
| Spring | 1702 | 1124.24 | 2996 | 574 | 580 |
| **Overall** |  |  |  |  |  |
| Fall | 3363 | 2196.1 | 3932 |  |  |
| Spring | 3307 | 2033.59 | 3996 |  |  |

HC – Head Count totals from Fall and Spring Census Enrollment Comparison Report

FTE – Full Time Equivalent from Fall and Spring Census Enrollment Comparison Report

**Analysis (Discussion):**

Along with the gate count, the LRCs also have listed the results for each of these days of our regular procedure of recording our public service interactions. In this count each day we record every time a patron asks a question of a staff member in several different categories of questions: informational/directional, reference, research, or computer questions. These records are valuable in recording what type of contact that we have with our patrons. However, this system left out a lot of people who just come in to study or use our computers and do not ask staff for information or help. The gate count will help in giving us an idea of how many people are in our libraries during the week. As we do not have any type of gates or gate counters, we had no idea of the people in our libraries. We also recorded the students who signed in to use our computers each day on each campus during this time period to show how many were using our computers. Campus enrollment statistics will also be listed and viewed to compare our use with enrollment during that semester.

Each campus LRC has a different set up as to access and student traffic. In New Martinsville, the LRC is located on the first floor by the main entrance and the student service center. The area of the LRC is shared with an open computer lab, the tutoring center, and a large study area. The LRC can be separated by a gate and locked but is open most days along with these other areas. LRC staff here did their best to count only library patrons. In Weirton, the LRC is on the first floor but separate and down its own hallway. Most people entering the LRC are coming specifically to use our area. In Wheeling, the LRC is in the middle of the 2nd floor. When we are open, many people use the LRC as a means to go from one side of the floor to the other during our normal operating hours. The LRC shares the floor with classrooms, a computer lab, the tutoring center, the disabilities center, and the Ohio County GED center. The chart comparing the gate count with our Public Service statistics is an attempt to look at the percentage differences on each campus of direct service with location of the LRC and the amount of the gate count. The Weirton LRC being the highest percentage (it is separate and in its own wing) and the Wheeling LRC the lowest percentage because of the walk through people but the LRC still is serving a great many more people than the two other campuses.

The total gate counts were impressive when compared with the enrollment figures on the comparisons chart. The average gate count chart of fall and spring semesters together shows just how many people we see in our areas each day and each week.

**Recommendations:**

The LRCs should continue to do gate counts on a recurring basis in order to comply with questions required on statistical reports from library organizations and federal government agencies. It will also give us important data on our service to students. Future counts will then be able to be compared with this count and give us more information on our routine service to our clientele.

**Summary/Conclusions**

This assessment was an important baseline for future counts. It also gave us important information about who we serve and at what levels on each campus. The data will also be included on future statistical reports from government agencies, and state and national library organizations.