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# Improving Our Reference Data, or How We Killed the Hash Mark

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# Improving Our Reference Data, or How We Killed the Hash Mark

Katrina Rouan  
Graham Hukill  
WSU Libraries

MLA Academic Libraries, 2015

## RefStats

Please Select Your Location

Directional

Brief Reference

Extended Reference

Manage Transactions

Launch Pop-Up

?

Today's Stats (click to toggle)

8am  
9am  
10am  
11am  
12pm  
1pm  
2pm  
3pm  
4pm  
5pm  
6pm  
7pm  
8pm  
9pm  
10pm  
11pm



# Background

Hash marks

+

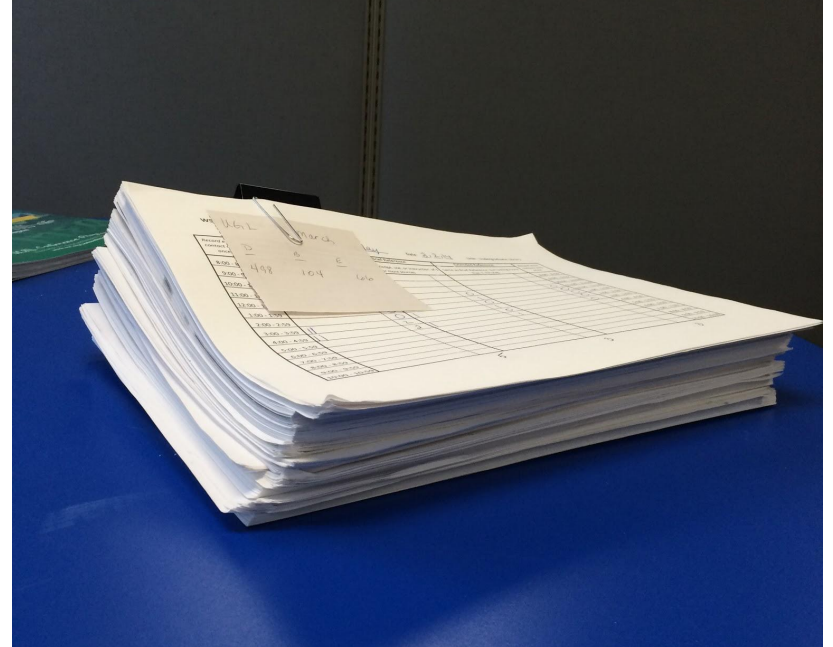
Monthly totals

+

Paper scavenger hunt

=

Need for change



# Why is it?

## Why move online?

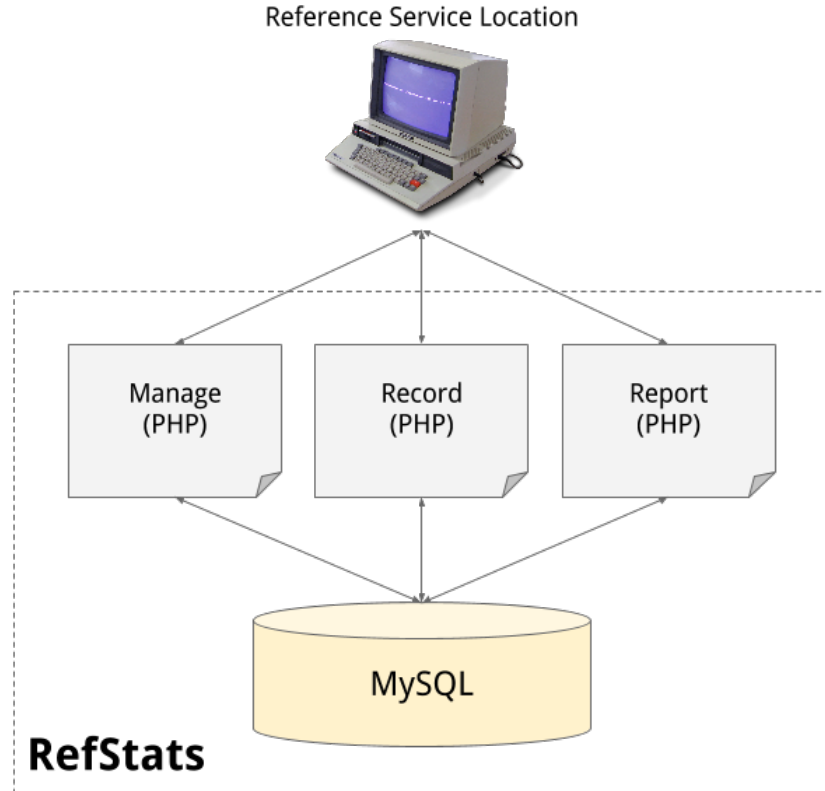
- Faster data
- More data
- Less paper

## Why build our own?

- Easy and inexpensive
- Creative control
- Not more than we needed

# What is it?

- 1:1 with paper stats
- PHP, JavaScript, MySQL
- Designed to be **reliable**
  - no large frameworks (only CSS)
  - few dependencies
  - little javascript



# What is it?

- “CRUD” interface for management of stats
  - create
  - read
  - update
  - destroy

## RefStats

Current location: UGL

[Main Page](#) [Manage Transactions](#) [RefStats Bookmark](#)

### Add Transaction

[New Transaction](#)

### Edit Transactions

What location would you like to view?

Undergraduate Library

< Today >

Location: UGL  
Tuesday, 05-12-15  
20 transactions

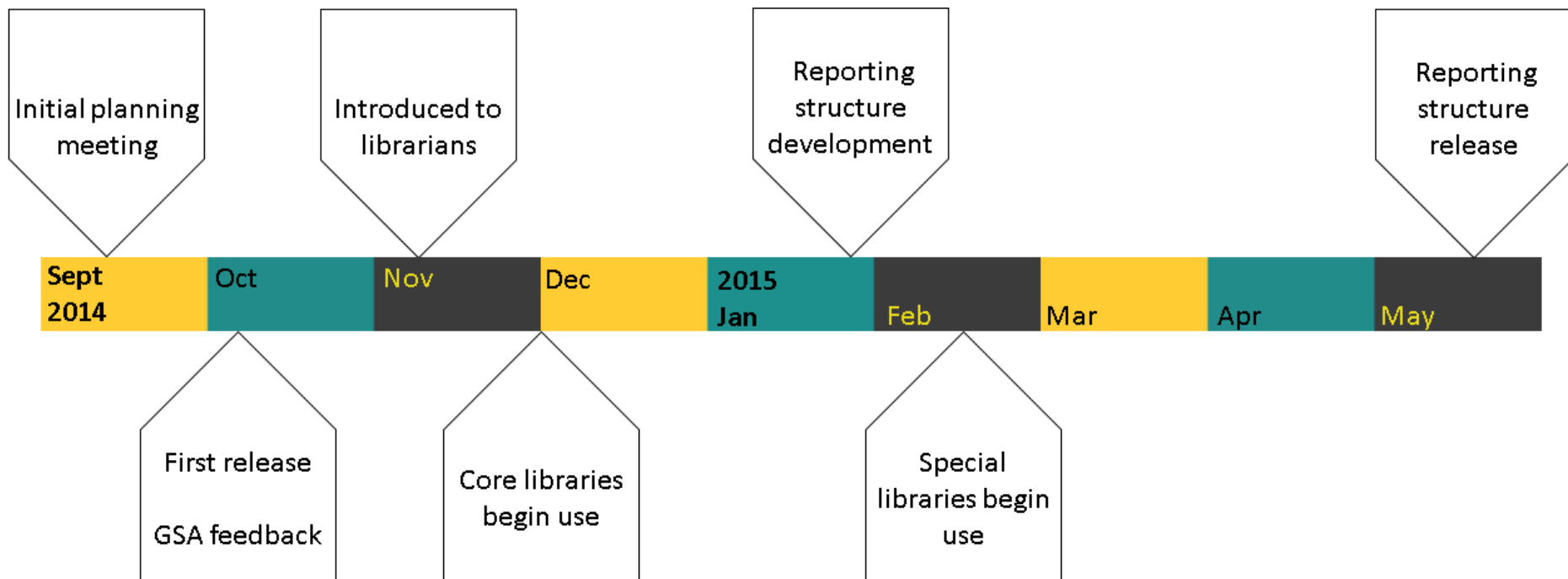
#### Edit Table (click to toggle)

Id	Ref Type	Location	User Group	Ip	Timestamp	Actions
33024	Directional	UGL	None	141.217.175.57	02:40:40 PM	<a href="#">Edit / Delete</a>
33018	Directional	UGL	None	141.217.175.57	02:19:07 PM	<a href="#">Edit / Delete</a>
33016	Extended	UGL	None	141.217.175.57	01:59:49 PM	<a href="#">Edit / Delete</a>
33012	Directional	UGL	None	141.217.175.57	01:45:19 PM	<a href="#">Edit / Delete</a>
33010	Directional	UGL	None	141.217.175.57	01:42:07 PM	<a href="#">Edit / Delete</a>
33002	Directional	UGL	None	141.217.175.57	01:05:30 PM	<a href="#">Edit / Delete</a>
32996	Brief	UGL	None	141.217.175.57	12:39:04 PM	<a href="#">Edit / Delete</a>
32992	Directional	UGL	None	141.217.175.57	12:32:59 PM	<a href="#">Edit / Delete</a>
32974	Directional	UGL	None	141.217.175.57	12:18:27 PM	<a href="#">Edit / Delete</a>
32970	Directional	UGL	None	141.217.175.57	12:04:47 PM	<a href="#">Edit / Delete</a>
32968	Brief	UGL	None	141.217.175.57	11:59:33 AM	<a href="#">Edit / Delete</a>

#### Stats Graph (click to toggle)

8am  
9am  
10am  
11am  
12pm  
1pm  
2pm  
3pm  
4pm  
5pm  
6pm  
7pm  
8pm  
9pm  
10pm  
11pm

# How we did it



# GSA Feedback

“At a glance, there is **no way of knowing** what type of interactions have occurred”

“**there's no way to** select a time or hour period if you are inputting data manually.”

“the tool is **easy to forget** about as it just looks like another Firefox browser window being open and **doesn't have** a 'reference stats' title on it in the start bar ”

“If a scroll bar could be placed into the bookmark version of the tool **that would be really nice!**”

“It's really large and **would be even easier** to remember if it was able to exist in the bottom corner of the screen regardless of the other windows open.”

“editing the stats after making them is **super confusing**, maybe there is a way to edit the stats in the quick look area.”

“we **can accidentally** change another reference station's stats, **is there a way** to only see our stats in the edit function? ”



Wayne State University Lib
Wayne State University Lib

library.wayne.edu/quicksearch/#q=antidepressants
☆

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### Articles

**Antidepressants**

Authors: Farinde, Abimbola  
Date: 09/2013  
Nursing, 43(9)

**Antidepressants**

Authors: Sivagnanam, G  
Date: 07/01/2012  
Journal of Pharmacology and Pharmacotherapeutics, 3(3)

**Antidepressants**

Authors: Belavic, Jennifer  
Date: 07/2010  
Nursing, 40(7)

[View more results... \(206917\)](#)

### Books and Media

Study of the use of antidepressants for depression in dementia [electronic resource] : the HTA-SADD trial , a multicentre, randomised, double-blind, placebo-controlled trial of the clinical effectiveness and cost-effectiveness of sertraline and mirtazapine / Banerjee S, Hellier J, Romeo R, ... [et al.].

**See on Shelf**

AVAIL. ONLINE  
ELECTRONIC BOOK-NCBI Bookshelf  
Libraries Electronic Books

Second-generation antidepressants in the pharmacologic treatment of adult depression [electronic resource] : an update of the 2007 comparative effectiveness review / Gartlehner, Gerald.

**See on Shelf**

AVAIL. ONLINE  
ELECTRONIC BOOK-NCBI Bookshelf  
Libraries Electronic Books

### General Information

From wikipedia:

An antidepressant is a psychiatric medication used to alleviate mood disorders, such as major depression and dysthymia and anxiety disorders such as social anxiety disorder. According to Gelder, Mayou & Geddes (2005) people with a depressive illness will experience a therapeutic effect to their mood; however, this will not be experienced in healthy individuals. Drugs including the monoamine oxidase inhibitors (MAOIs), tricyclic antidepressants (TCAs), tetracyclic antidepressants (TeCAs), selective serotonin reuptake inhibitors (SSRIs), and serotonin-norepinephrine reuptake inhibitors (SNRIs) are most commonly associated with the term. These medications are among those most commonly prescribed by psychiatrists and other physicians, and their effectiveness and adverse effects are the subject of many studies and competing claims.

[Read more about antidepressants...](#)

### Databases

No Database results were found. Please try another search in Databases

### WSU Site Search

Streaming **Antidepressants**, Mood Stabilizers & Anxiety Medications

0.25x 0.5x 1x 1.1x 1.2x 1.3x 1.4x 1.5x 1.6x 1.7x 1.8x 1.9x 2x 2.1x 2.2x 2.3x 2.4x 2.5x. 00:00 00:00. Paste this HTML code on your site to embed. spaceplay / ...

# REFSTATS

You Changed Your Location

Purdy Kresge Library - Desk 1

Directional

Brief Reference

Extended Reference

Manage

Launch Pop-Up

?

#### Today's Stats (click to toggle)

8am	
9am	■
10am	■
11am	■
12pm	■
1pm	
2pm	■
3pm	
4pm	
5pm	
6pm	
7pm	
8pm	
9pm	
10pm	
11pm	

Library System

# Ask the Audience...

How do you collect  
reference stats?

What are you  
collecting?



# Dashboard/Reporting

### Select Location(s) and Date Range

- All  Purdy/Kresge  Undergraduate Library  Neef Law Library  
 Shiffman Medical Library  Applebaum Learning Resource Center

Start Date:

please click to set

End Date:

please click to set

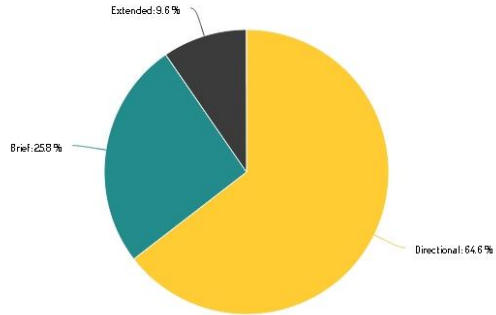
Update

# Questions about reference

- Who wants to hear about reference statistics?
- What can we do with the data in RefStats?
- What is most useful about the data we collected?

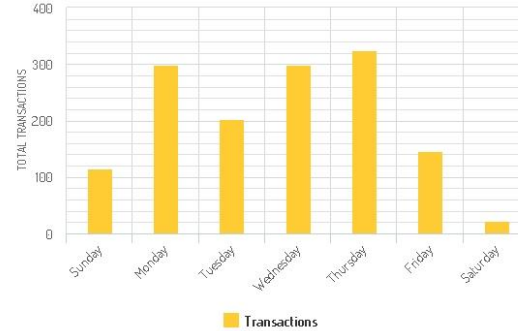
# Dashboard

TRANSACTION TYPE BREAKDOWN



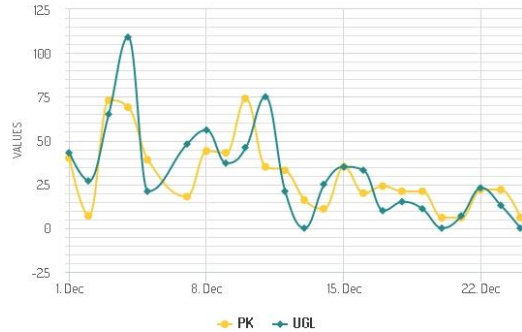
HijCharts.com

BUSIEST DAYS PER WEEK



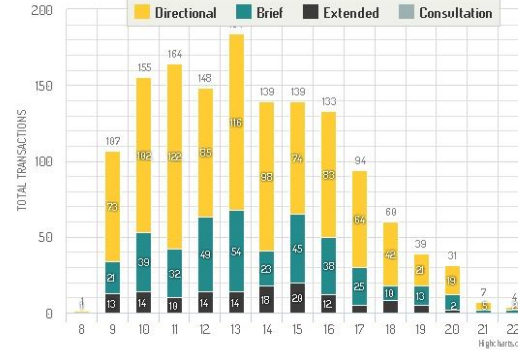
HijCharts.com

TRANSACTIONS PER LOCATION



HijCharts.com

BUSIEST HOURS PER DAY



HijCharts.com

# What we've learned about reference

- Real-time access and mobile capabilities are valuable
- We aren't just "busy on Tuesdays"
- Question type ratios are steady
- There's much more to think about

# What we've learned about other things

- Feedback saved us
- Keep it simple
- Data questions are the new frontier
- We can be friends
- Bigger and better? Let's just not.

# Ask the Audience...

What are you  
learning from your  
reference data?

What would you  
*like* to learn?





# Thanks!

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**Slides available on DC@WSU**

<http://digitalcommons.wayne.edu/libsp/104/>

**Code is freely available on Github**

[https://github.com/WSULib/ref\\_stats](https://github.com/WSULib/ref_stats)

