

Electronic Library Assistants Equipment and Desk Statistics

Date _____

Time	General Questions		Regular Rounds	Special Rounds	Group Studies in Use	Equipment			Training (Instruction)				Issues	Student Initials
	Direction	Information	(check every 15 minutes)	(by request)	(count once each hour)	Workstation Down	Workstation Reboot	Printing Service Calls	Workstation	Printer	MS Office	Library Systems		
9 AM														
10 AM														
11 AM														
NOON														
1 PM														
2 PM														
3 PM														
4 PM														
5 PM														
6 PM														
7 PM														
8 PM														
9 PM														
10 PM														
11 PM														
Totals														

Rounds: Push in chairs, return workstations to start screens, straighten area, pick up books and paper, ask users to put away drinks, etc.

Regular Rounds – every 15 minutes. Special Rounds – when requested by Reference librarians or Systems support personnel.

Examples of service requests:

Direction: Where is the pencil sharpener? Where are the periodicals? Where is Building 2?

Information: What are the Library's hours? Does the Library have a specific book or periodical?

Training: Showing library users how to find a specific website or database, how to print, how to connect to databases off campus, or other similar instruction.

Equipment: Troubleshooting printer and workstation problems.