

QUANTIFIED SELF: ACADEMIC LIAISON LIBRARIAN

More than Just Numbers

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What is the nature of Work?



What is digital work?



Librarians – “Desk Set” 1952



Wilfrid Laurier University – Waterloo, Canada





Academic Librarian

Information Desk – “Desk Set” 1952



<http://archive.constantcontact.com/fs161/1102824136985/archive/1111757162519.html>

Where do the Numbers Come From?

- Registrar's office – data collection for student numbers, faculty numbers
- Specialized software for book purchases
- Google for listserv numbers
- Specialized software for service information desk
- Self-Tracking with pen and paper



Number Collection Constraints

- All data calculated for the year: May 1, 2012 to April 30, 2013
- Data collected does not include time spent on Scholarly and Professional Activity

May 1, 2012 – April 30, 2013

The Numbers

- The Campus
 - 14,899 the number of Students on campus
 - 3, 287 number of students in the Faculty of Science (includes Psychology department) [22 %]
 - 107 the number of Faculty in Science
- Six Departments
 - Biology
 - Chemistry
 - Kinesiology & Physical Education
 - Health Science
 - Physics & Computer Science
 - Mathematics



People



Resources



Develop and Maintain Subject Collections

- 5,588 the number of book citations that are browsed to determine which ones to purchase
- 838 the total number of books ordered
- \$61.56 average book price
- 5 number of meetings with vendors or publishing companies
- 222 the number of journals browsed



Provide Information Services at Desk

- 328 hours spent working the Information Desk (represents **26% of a 35-hour week** from September to April)
- 9,319 questions asked at the Desk
- 993 number of questions at the Desk regarded as librarian level (11%)



Provide Service in my Office

- 65 the number of personal meeting in my office
- 1 hour the average time each office question takes to answer
- 3 the average number of questions asked at the Reference desk per hour per person at the Desk (calculated from previous year)

Office



Provide Liaison Services and Subject Orientated Library Instruction

- 14 hours the total time spent in meeting with Faculty
- 3 the number of Departmental Review Reports on Library Services completed
- 30 hours the total amount of instruction contact time



Assigned Library Administration and Committee Work

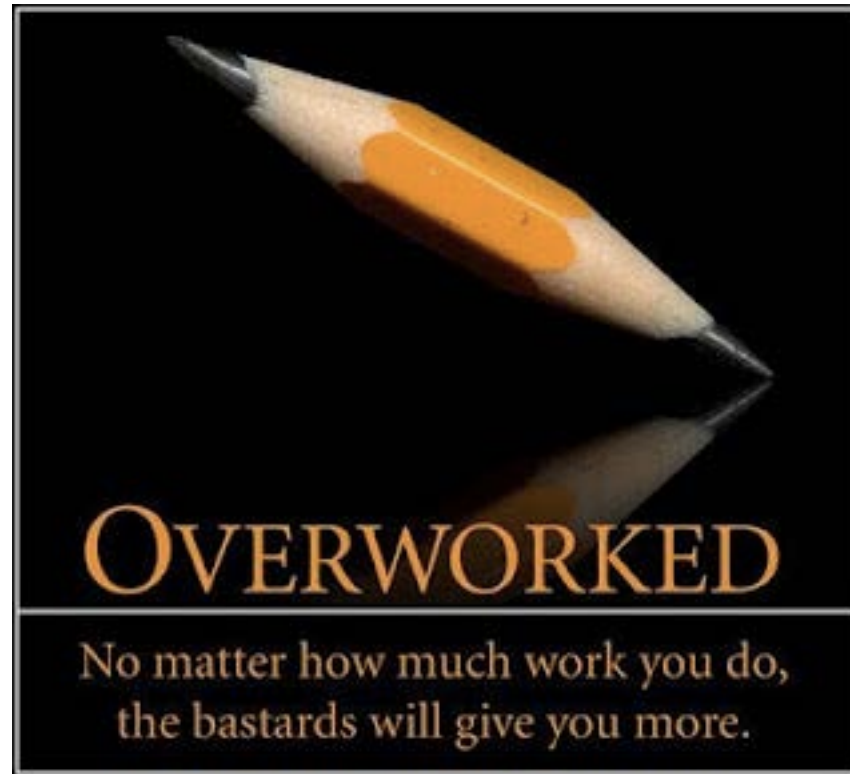
- 5 the number of Reports
- 59 the total number of pages for all Reports
- 9 % the time spent in Meetings based on a 35 hour week



Community Service

- 781 the number of email messages from Chemistry listserv
- 670 the number of email messages from Science listserv
- 161 the number of email messages from the Canadian Library Association
- 15 the number of Webinars viewed
- 7 the number of University Writing Circle Community of Practice meetings
- 15 hours spent in meetings in the Faculty of Science

When there is too much work?



Can self-tracking help?

I have no time for self-tracking – I have too much work to do!

Information Desk

Assessment was already being done on the nature of the questions

Policy Change

The Library made the decision to remove librarians from the Information Desk



Information Desk Staff

Desk staffed by Library support staff and Library associates

Implications

Assessing job activity is
not an indication of job
quality

Complications

Assessment is meaningless if there is no appropriate change in behaviour and/or policy

Change is difficult

Data alone will not influence
changes

Change is hard

It takes time for change to happen

Thoughts

Only One Person

Can we extrapolate to the many?

What happens when....

Quantified-self in a work environment – the slippery slope to workplace monitoring?

Future Thoughts

How will future technology change the nature of my work?

Data is best served as visualizations

BATGIRL



was
a
Librarian!

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