Month: _____ Service Desk: _____

Instructions: Place a tick mark under the appropriate section for each interaction.

REFERENCE TRANSACTIONS RELEVANT TO ALL SERVICE DESKS

Definition of Reference Transactions from the State Library of Iowa (SLI) annual survey:
"information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs.

Reference transactions **DO NOT INCLUDE** formal instruction or exchanges that provide assistance with locations, schedules, equipment, supplies or policy statements."

Unscheduled Individual Instructions (e.g. assist patron on PC, interactions > 10 min. etc.)

Total for Month:

Assistance in Using Information Sources defined as ("a) printed and non-printed material; (b) machine readable databases (including websites and computer-assisted instruction; (c) the **library's own catalog** and other holdings records such as anything under the **Research tab** of the JPL website."

Total for Month:

Reader's Advisory Questions

Total for Month:

Information and Referral Services (e.g. external resources including other libraries)

Total for Month:

TRANSACTIONS FOR IN-HOUSE USE ONLY

Print from email sent to Info account	Make photocopies for a patron
Assist in Scan to Email	Send a Fax
Create/Renew Polaris Account	Assist Patron to Submit Polaris Request
Handout Laptops/Tablets	What's my PIN?