Suggestions for Collecting and Compiling Data for ALLStAR
2019 July 8

Introduction

This document is intended to help law library personnel prepare for, and then complete, library input/output surveys such as the ALLStAR Official Survey (AOS) -- to help to determine "how and where do we find the numbers to respond to this survey question?"

It does not replace the document of instructions and guidance for completing the AOS; this guide supplements those instructions. This document is also expected to be updated and revised as practitioners identify and/or develop additional tools and practices.

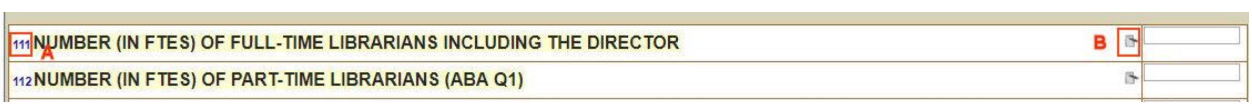
The AOS and similar surveys ask for responses which likely requires many and varying sources of information. The law library may need to request or otherwise retrieve information from financial (expenditures) and personnel (staff classifications) systems at the institutional or law school level, and from the main institutional library. Further, the information received or retrieved externally from the law library may be "raw" in that it is compiled yet unsorted and may not reveal the context needed to complete the surveys without additional effort by law library personnel.

Suggested Internal Practices

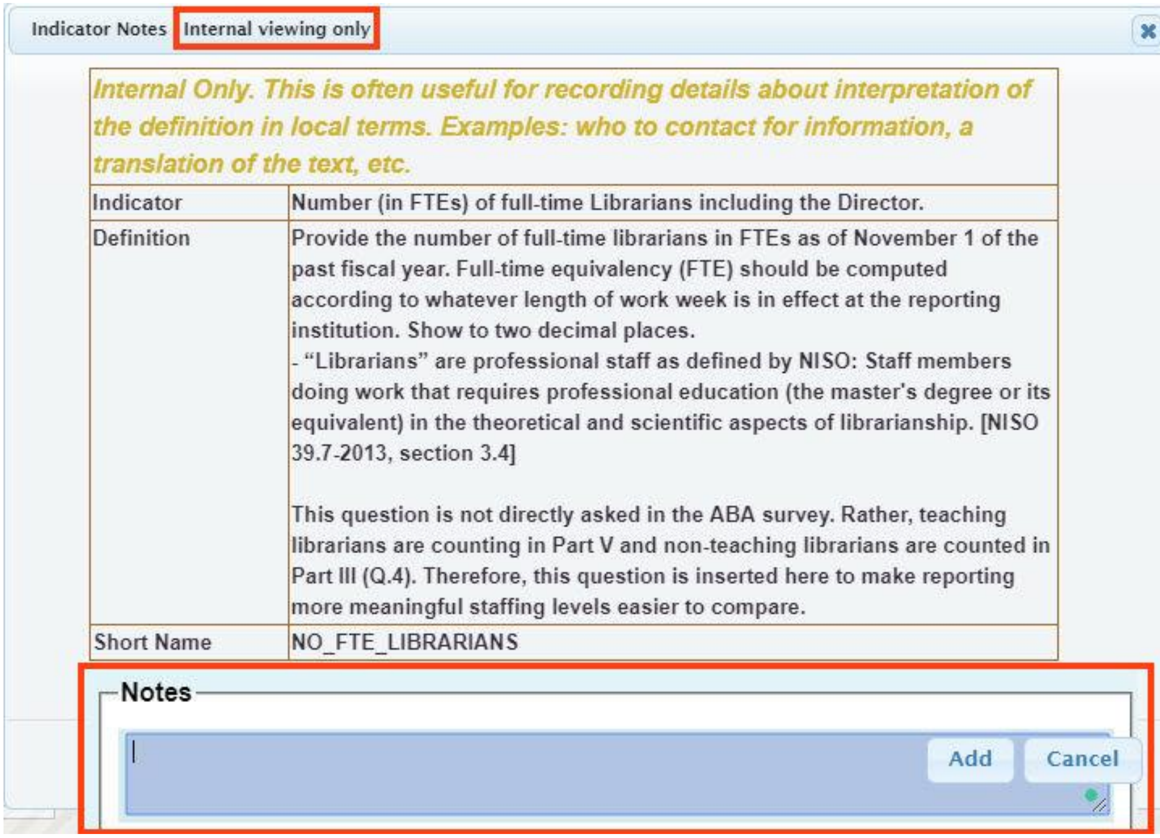
- Organize the data collection effort as an ongoing process during the fiscal year. Waiting until the surveys are due unnecessarily increases stress as an outcome of the urgency to meet survey submission deadlines.
  - formally charge a person to be responsible for managing survey responses. The effort may involve a working team of personnel from library departments which will need to provide data for the surveys, such as circulation and reference.
  - once organized, team members may meet occasionally during the fiscal year to report on their progress and to identify any problems which need to be resolved.
- Create and document replicable procedures and practices.
  - every library experiences staff turnover. The continuing effort to respond to annual surveys is facilitated with documented procedures and practices.
  - create an internal data/statistical management information system. This can be accomplished with spreadsheet software. Following is a screenshot from a spreadsheet-based internal data management system displaying presentations/attendance and reference transactions.

	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
Information services to groups (non-instruction)										
number of presentations	23	16	29	10	21	25	44	36	27	24
total attendance at all presentations	901	443	803	395	467	734	1,606	649	577	607
Instruction Sessions provided by librarians										
number of instruction sessions provided	249	232	392	390	198	203	207	171	225	234
total attendance at instruction sessions	3,038	3,396	4,791	4,829	4,715	4,541	4,601	3,410	4,728	5,847
Information services to individuals	55,022	64,989	64,209	65,732	62,260	57,015	48,328	40,534	37,975	33,482
(sum of interactions/consultations)										
Reference interactions under 20 minutes	54,688	64,497	63,927	65,299	60,526	55,248	45,777	38,379	36,500	30,910
in-person	49,876	59,739	58,573	60,077	51,570	46,443	38,858	32,790	31,275	25,480
virtual	4,812	4,758	5,354	5,222	8,956	8,805	6,919	5,589	5,225	5,430
e-mail and text questions	0	0	0	0	561	834	820	842	924	914
reference chat client (ask-a-librarian)	172	143	435	487	587	711	518	319	533	549
telephone	4,640	4,615	4,919	4,735	7,808	7,260	5,581	4,428	3,742	3,879
mail (letter/other)									26	88
Reference consultations over 20 minutes	334	492	282	433	1,734	1,767	2,551	2,155	1,475	2,572
in-person	114	201	112	136	1,451	1,547	2,399	2,008	1,145	1,896
virtual	220	291	170	297	283	220	152	147	330	676
e-mail and text questions	165	221	138	204	169	73	46	66	268	530
reference chat client	0	0	0	67	39	13	9	8	4	21
telephone	55	70	32	26	75	132	89	72	54	103
mail						2	8	1	4	22

- the library may also use the internal notes function available through ALLStAR to document how the survey response was determined.
  + logon to ALLStAR and click on the Data Input button
  + then, click on a survey collection. For this example, we are using the ALLStAR Official Survey (AOS).
  + to add a note that is only viewable internally, click on the line number (indicated by the letter A on the left hand side of the screen shot below; ignore the letter B on the right hand side)



  + a new window opens:



  + type text in the Notes field (highlighted by the red box in the image above)
  + this Note field is an effective placeholder to add notes for your colleagues, such as how the data was collected or calculated
  + the internal note is then available and viewable by library personnel within the data input side of ALLStAR.
- create a crosswalk from an internal note to the survey question
  + crosswalks are a common practice for documenting how a survey response was created
  + the image below is an example of crosswalks from an internal management information system to the annual ACRL trends and statistics survey. The crosswalk facilitates the submitting of data to the annual survey the following year.

	FY2017	Crosswalk to ACRL
Information services to groups (non-instruction)		
number of presentations	24	
total attendance at all presentations	607	
Instruction Sessions provided by librarians		
number of instruction sessions provided	234	ACRL Line 70 (c)
total attendance at instruction sessions	5,847	ACRL Line 71 (c)
Information services to individuals	33,482	
(sum of interactions/consultations)		
Reference interactions under 20 minutes	30,910	ACRL Line 64
in-person	25,480	
virtual	5,430	
e-mail and text questions	914	ACRL Line 67
reference chat client (ask-a-librarian)	549	
telephone	3,879	ACRL Line 67
mail (letter/other)	88	
Reference consultations over 20 minutes	2,572	
in-person	1,896	ACRL Line 65
virtual	676	
e-mail and text questions	530	
reference chat client	21	ACRL Line 67
telephone	103	
mail	22	ACRL Line 67
Total of information resources, other	$928.00	ACRL line 22; add ILL costs of $11,311.11 + $10,722.75 for a total of $22,036.86 from cell K74
document delivery/ILL	$928.00	
preservation of materials		
audio-visual materials		
special collections and archives		
other materials		
Total other operating	$316,509.64	ACRL line 25; less ILL costs of $11,311.11 + $10,722.75 for a total of $22,036.86 from cell K74

- use the data internally as an input into decision making, and demonstrate its value to staff
  - ALLStAR can be used to create reports for internal use including trends, cross tabs, benchmarking with peers, and identifying best practices. Please see the ALLStAR Help Page at https://www.nellco.org/page/help for videos illustrating reports.

Internal and Third-Party Applications Used by ALLStAR Libraries

A survey was conducted by the ALLStAR Advisory Board in early 2019. One question asked about the data collecting and reporting applications used by those libraries responding.

Identified Applications	Notes
Financial	
Banner	university financial system
accounting reports	
Integrated Library System (ILS)	
Sierra (Innovative Interfaces, Inc.)	
Ex Libris Voyager, Aleph and Alma	used to gather collections data; also, analytics
WorldShare Management System (WMS)	OCLC; https://www.oclc.org/en/worldshare-management-services.html; a cloud-based library management system.
SirsiDynix Symphony	
Locally-developed using:	
spreadsheets (e.g., Excel)	
Google forms (home-grown)	
in-house statistical information	"home-grown"
Zoho	https://www.zoho.com/; online office suite that includes tools for word processing, spreadsheets, presentations, databases, note-taking, wikis, customer relationship management, project management, invoicing, and other applications. [maybe like Google docs]
manual record-keeping	
lists	
tic sheets	
SharePoint	Microsoft; web-based collaborative platform that integrates with Microsoft Office. SharePoint is a place to store, organize, share, and access information from almost any device. Used to create data collecting forms.
Access	Microsoft; database management system; for creating business applications, from templates or from scratch.
Third Party Vendors	

Gimlet	monthly or annual subscription service used to track statistics at any service desk. Sidecar Publications, LLC. https://Gimlet.us.
ILLiad for interlibrary loan	OCLC; users will eventually move to Tipasa, a cloud-based ILL management system
COUNTER	
statistics gathered from various vendor databases	May or may not be COUNTER compliant
Springshare's LibApps	Springshare SaaS platform connects to apps including LibGuides, LibAnswers, LibCal, LibInsight, LibStaffer, LibWizard, and LibCRM
LibAnalytics	part of Springshare's LibInsight

ALLStAR's Official Survey by Section

Section 100 - Personnel

Data to collect:

- number of full-time equivalents (FTEs) of personnel.
- number of headcounts of personnel.
- number of hours worked per week to be considered full-time at the institution.
- number of hours per week of staffing a public service desk during different times of the year.

<u>Personnel</u>

- compiling information about personnel can be done with a table created in a text document (e.g., Word or Google docs) or on a spreadsheet using rows and columns.
- many libraries probably have staff directories listing personnel.
- for the AOS, the following information should be listed in a row for each person:
  + name. Use a row for each person. Counting the number of rows by person and then by sorting personnel classification will provide overall personnel headcount and headcount by personnel classification (e.g. student assistants).
  + personnel classification (librarian, other professional staff, IT staff, all other paid staff, and student assistants
  + number of hours scheduled per work week.
- ensure that the number of hours a week to be considered full time is accessible; it need not be a separate column for each position
  + calculated FTE: a ratio of the number of hours scheduled for the work week to that of the institution's number of hours to be considered full time. To compute FTEs for each person, take the total number of hours worked per week by the person in each personnel category as of November 1 of the past fiscal year and divide it by the number of hours considered by the reporting library to be a full-time work week. For example, the number of hours per week to be considered full time is equal to 40 hours per week.

If the person is scheduled for 30 hours per week, then divide 30 by 40 to get 0.75. This person's FTE is 0.75.

Hours per Week Staffing a Public Service Desk

- collecting information about hours staffed on a public service desk can be done with table created in a text document (e.g., Word or Google docs) or on a spreadsheet using rows and columns or using a third-party application such as Springshare's LibApps.
- it may be helpful to first list each staffed public service desk.
- information is asked for hours per week and by the personnel classification staffing each public service desk.
- hours per week is determined by the schedule the library is using to staff a public service desk during the academic/fiscal year -- regular and abbreviated.
- the three personnel classifications for the AOS are professional staff (librarians and other professional staff), only full-time support staff, and only part-time staff and student assistants.
- a schedule of the personnel staffing each desk and each week will provide the information which can be compiled at times during or at the end of the fiscal year and transferred to the table or the spreadsheet.

Section 200 - Expenditures, Personnel

Data to collect:

- salaries and wages
  + full-time librarians
  + part-time librarians
  + other professional staff
  + all other paid staff
  + student assistants.
- fringe benefits
  + designated fringe benefit rate.

Salaries and Wages

- expenditures for salaries and wages are usually a found in the financial reporting provided to the law library from the law school or the institution. The reports may be referred to as budget status reports (BSRs) and are available after each pay period, and as a cumulative sum as the fiscal year progresses.
- to compile salaries and wages expenditure information, use the personnel directory created for the Personnel section (100, above) and create a column for the annual expenditure by person and personnel classification (e.g., librarian, other paid staff) for salaries and wages.

Fringe Benefits

- the expenditures for fringe benefits are usually found with the expenditures for personnel salaries and wages on the financial reports provided to the law library by the law school or the institution.

- the AOS and other library surveys ask for a total fiscal year expenditure for fringe benefits, so this need not be tracked on a person-by-person basis.
- the designated fringe benefit rate for ARL may not be immediately apparent from the financial reports the law library receives. The library may need to seek that information from financial staff in the law school or the institution. Please note that fringe benefit rates may vary between personnel classifications as well as between full- and part-time positions.
  + ARL provides this instruction:
    fringe benefits are not paid from the law library budget please provide an estimate. Use the institution's official designated percent for your estimation. For example, if the library budget for salaries and wages is $2,000,000 and the official designated percent is 30%, multiply $2,000,000*.30 = $600,000 and report the estimated amount of $600,000. As another example, if the official designated percent is 30% for professional staff and 20% for support staff, estimate the dollar amount by multiplying the salaries for professional staff and the salaries for support staff with the appropriate percent and sum the totals.

Section 300 - Expenditures, Non-personnel

Data to collect:

- materials/services to support collections
  + one time purchase of books, serial backfiles, and other materials
    • one-time purchase of e-books
  + ongoing commitments to subscriptions (aka, ARL's ongoing resource purchases)
    • ongoing expenditures for e-books
    • e-journal expenditures
  + all other materials/service cost (aka, ARL's collection support).
- preservation services.
- all other operations and maintenance expenses (aka, ARL's other operating expenditures).
- law library collection management applications or services.
- professional staff development expenditures.
- external contributions from consortia / networks / bibliographic utilities / system office
  + print/physical
  + digital/electronic.

  Please note that IPEDS may request external contributions expenditures in the future.

<u>Materials/Services to Support Collections</u>

- the law library may receive only one or two lines of expenditures information from the law school or the institution, likely broken down as books or one-time acquisitions, and subscriptions. However, this information may lack detail between print and e-resources expenditures such as e-books, e-journals and databases.
- many libraries capture this information internally using spreadsheets. The expenditure details need not be broken down by title. Oftentimes it is possible to break out expenditures for one-time purchases for books and serial backfiles (in print, electronic and microform formats), and graphic materials. Further, the same organization of the

spreadsheet by columns and rows can also be used to track expenditures for subscriptions divided into books, serials, microforms, and databases.
- a suggestion is to enter data for the collection expenditures spreadsheet as frequently as possible, such as daily or weekly; an example is when the invoice is received and paid. Trying to collect and organize collections expenditures information once a year likely results in frustration and statements that "it takes too long to gather the data."

Preservation Services
- ARL and ACRL apply different definitions concerning preservation services. The AOS instructions provide guidance for both. Briefly, ACRL breaks out expenditures for binding and digitization of collection materials; ARL includes these expenditures in "Collection Support (ARL question 7c).
- libraries may have a separate budget line for preservation (contract binding, etc.).

Professional Staff Development Expenditures
- sometimes libraries are provided a separate budget line for library personnel travel.
- expenditures for dues and memberships supported through the law library may come from the travel budget or may come from the "other operating" expenditures.
- a worksheet is helpful for tracking this expenditure. It could be arranged by a column for each type of expenditure such as travel, per diem, registrations, etc., and then by row for each individual occurring expenditures for the fiscal year.

External Contributions from Consortia / Networks / Bibliographic Utilities / System Office
- ACRL and ARL already requests expenditures information for external contributions; ACRL collects expenditures for print and e-resources and ARL seeks only expenditures information on e-resources.
- IPEDS will likely include a request for consortia expenditures from academic libraries, such as shared collections, within the next few years.
- this expenditures information will originate from the consortia; each consortium should be able to provide each member with a breakdown of these expenditures by format via a spreadsheet or as a memorandum at the end of each fiscal year.

Section 400 - Collections

Data to collect:
- titles held
  + physical
  + digital.
- volumes held
  + physical
  + digital.
- databases.
- media.
- microforms.
- other non-book titles.

- serials.
- off-site collections.
- institutional repositories.

Titles
- collection data will likely come from a collection management module of the library's integrated library system (ILS) administered by the law library or another administrative unit such as the main institutional library.
- some libraries use a discovery system in place of the ILS; this system should also be able to provide a report of at least the number of titles in electronic format accessible through the system.
- counting the 245 field when the library provides stewardship for those resources may be informative.
- e-book titles may be found through the library's link resolver knowledge base in addition to the ILS or discovery system.

Volumes
- ARL and USNews collect volume data; ACRL only requests volume data for print materials if available.
- the number of volumes may be more difficult to report. The ILS should be able to provide this report but counts for e-volumes are vaguer because the ILS or the discovery system is likely to measure distinct titles than volumes.
- an older means of compiling this data involves the number of items added to, and weeded from, the collections on an annual basis. A library takes the volume counts from the previous fiscal year, then calculates the net difference of the addition of new volumes and those weeded from the collection during the fiscal year, and then adds this calculated sum to the previous year's report. Libraries may use a "tic" type of recording (image below)

  or a spreadsheet of the number of volumes/titles added and weeded throughout the year for internal asset management.
- if a volume count has not been kept, ARL instructs that it may be estimated through sampling a representative group of title records and determining the corresponding number of volumes, then extrapolating to the rest of the collection. As an alternative, an estimate may be made using the following formula:
  + 52 documents pieces per foot
  + 10 "traditional" volumes per foot
  + 5.2 documents pieces per volume.

Databases

- libraries may or may not create a bibliographic record for each database subscription, especially when databases are in aggregated collections.
- the discovery system may help provide the count for databases.
- another source for the count may be the invoices for the database subscriptions.

Media
- ACRL and IPEDS requests reports for titles of media in print and electronic format.
- the definition for Media is found in the AOS instructions.
- the simplest means is to report the counts from the ILS or discovery system, or the library's link resolver knowledge base.
- it is acknowledged that this is a difficult count to compile; the justification for reporting media is that media is an important format for many academic libraries -- this may not be the case for law libraries.

Microforms
- USNews continues to request the number of microform titles as well as the number of equivalent volumes of microforms.
- ARL requests microform titles to be included in the count for its Question 1; ACRL requests microforms be reported in the number of print media titles.
- The AALL and the ABA adopted the following formula to determine equivalent volumes of microforms for the conversion in 1988:
  six fiche = one volume
  one reel = five volumes
  (Source: ""Highlights of This Issue."" Technical Services Law Librarian 14, no. 1 (August 1988): 32. https://www.aallnet.org/tssis/wp-content/uploads/sites/17/2018/01/Technical-Services-Law-Librarian-14-1-August-1988.pdf)."

Serials
- ACRL and IPEDS requests the number of print and e-serials titles.
- the library's catalog or discovery system is a source for counting serial titles held.
- a source for counting e-serials may be a library- or vendor-developed A-Z title list of e-journals.
- e-serial titles may also be found through the library's link resolver knowledge base in addition to the catalog or discovery system.

Off-Site Collections
- USNews request the number of volumes stored off-site that are systematically retrievable and non-systematically retrievable, based upon whether or not the law library has a formalized procedure of retrieving materials upon request.
- if this situation is applicable, the data would be available through the collection management module of the ILS and/or the retrieval system used to manage the off-site collections.

Institutional Repositories

- institutional repositories (IRs) are usually administered at the main library or institutional level.
- this section of the AOS requests both the size of the collection (items held) as well as item usage; however, it must be noted that the bases of the counts for items held and used are still being discussed and developed.
- numbers to be reported are generated by the IR platform in use (e.g., DSpace, Digital Commons, Islandora).
- the number of cumulative uploads is used for the number of items in the IR.
- the number of downloads from the IR is reported for usage. If downloads are not available, usage statistics may include page views, visits or other data related to the access of the items in the institutional repository.

Section 500 - Services

Data to collect:

- initial circulation
  + physical
  + digital/electronic.
- usage of electronic resources
  + full text articles
  + regular searches
  + federated searches
  + e-books
  + e-serials.
- number of reference
  + transactions
  + consultations
  + hours of reference service provided during the year.
- number of presentations / instructions and their attendance
  + number of physical
  + number of digital/electronic.
- gate counts.
- number of hours and weeks open.

<u>Initial Circulation</u>

- circulation is usually counted using the integrated library system.
- ARL excludes the initial circulation of e-books (Question 17) while ACRL includes initial e-book circulation in its reporting for digital/electronic circulation.
- an electronic resource management system (ERMS) and/or a vendor-supported usage consolidation service may be helpful for collecting e-book usage statistics.

<u>Usage of Electronic Resources</u>

- information resource vendors and libraries are implementing practices to improve reporting of electronic resources usage.

- ARL collects usage for successful full-text article requests (Question 18), regular searches in databases (Question 19) and federated searches (Question 20). ARL instructions state that "Items reported should follow definitions as defined in the current COUNTER Code of Practice." The current code is COUNTER 5 (January 2019). Many information vendors provide COUNTER-compliant reports.
- ACRL and IPEDS seeks usage reports for e-books; ACRL collects data on e-serial usage, and IPEDS will begin to collect this information starting with fiscal year 2019-2020. Instructions from ACRL and IPEDS also refer to the application of the current COUNTER Code of Practice.
- ALLStAR recommends using COUNTER 5 (in effective January 2019) if the reports are available.
    + e-books
      COUNTER 5: TR_B1: Book Requests.
    + e-media
      COUNTER 5: DR_D1: Database Search and Item Usage report is most relevant.
    + e-serials
      Libraries may need to ask vendors for e-serial usage reports; reports may not be delivered automatically or in easily-understood formats by the vendor to the library. COUNTER 5: use TR_J1.
- If COUNTER 5 reports are not available, then use COUNTER 4.
    + e-books
      COUNTER 4's BR1 and BR2.
    + media
      COUNTER 4's MR1 and MR2.
    + e-serials
      COUNTER 4's JR1 (which includes any use in JR1GOA and JR1a reports).
- in cases where vendors do not provide COUNTER reports, libraries may report using other means for monitoring digital/electronic circulation/usage (downloads, session views, transaction logs, etc.).

<u>Reference</u>

- Transactions
    + libraries may use a tic system which is compiled into a daily/weekly/monthly spreadsheet and then summed into an annual fiscal year count
    + libraries may also use third-party applications such as Springshare's LibApps.
- Consultations
    + libraries may use a tic system which is compiled into a daily/weekly/monthly spreadsheet and then summed into an annual fiscal year count
    + librarians may also use a calendar system to keep track of consultations. For example, they may indicate a consultation by date, time and with whom using Google's calendar or an equivalent. The consultations are then summed (daily/weekly/monthly) and reported as an annual fiscal year count.
    + libraries may also use third-party applications such as Springshare's LibApps.
- Hours of service
    + hours of reference service per week is requested by USNews

  + the library may provide different hours of reference service during the fiscal year
  + this information is likely available from reference personnel.

<u>Presentations / Instructions and their Attendance</u>

- ARL asks just for the number of presentations/instructions conducted; ACRL requests additional information, if available, as to the mode of the presentation/instruction -- physical or digital/electronic.
- attendance for the presentations/instructions is also requested by ARL and ACRL; again, ACRL seeks information about attendance by the mode of delivery of the presentation/instruction.
- libraries may use a tic system to count the number of presentations/instructions which is compiled into a daily/weekly/monthly spreadsheet and then summed into an annual fiscal year count.
- librarians may also use a calendar system to keep track of presentations/instructions. For example, they may indicate a presentations/instruction by date, time and with whom using Google's calendar or an equivalent. The presentations/instructions are then summed (daily/weekly/monthly) and reported as an annual fiscal year count.
  + libraries may also use third-party applications such as Springshare's LibApps.

<u>Gate Counts</u>

- annual gate counts are requested by ARL and ACRL. ACRL also asks for the gate count in a typical week if that data is available.
- libraries may have an electronic counter(s) mounted on the entrance(s)/exit(s) to provide this information on an hourly/daily basis. Then, the information is converted or otherwise compiled onto a spreadsheet by day, week or month. It is summed for the annual report. An example of the number of library entrances for a week from an electronic gate count system is illustrated below.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Entrance	**10/15/2017**	**10/16/2017**	**10/17/2017**	**10/18/2017**	**10/19/2017**	**10/20/2017**	**10/21/2017**
0:00 - 1:00	0	9	13	9	13	4	0
1:00 - 2:00	0	6	6	3	5	4	0
2:00 - 3:00	0	0	0	6	5	8	0
3:00 - 4:00	0	0	0	0	0	0	0
4:00 - 5:00	0	0	0	0	0	0	0
5:00 - 6:00	0	0	0	0	0	0	0
6:00 - 7:00	0	0	2	2	0	0	0
7:00 - 8:00	0	52	51	49	53	34	5
8:00 - 9:00	0	144	131	129	117	113	17
9:00 - 10:00	0	309	242	267	201	164	26
10:00 - 11:00	0	289	343	343	287	181	28
11:00 - 12:00	4	311	220	308	181	181	80
12:00 - 13:00	119	346	336	338	321	148	49
13:00 - 14:00	92	232	220	177	190	103	43
14:00 - 15:00	83	286	256	260	244	64	53
15:00 - 16:00	77	241	200	243	160	79	55
16:00 - 17:00	80	139	169	184	132	46	43
17:00 - 18:00	118	228	166	188	160	57	45
18:00 - 19:00	128	164	117	110	98	30	24
19:00 - 20:00	190	165	202	133	99	11	21
20:00 - 21:00	128	203	125	132	65	1	0
21:00 - 22:00	82	87	87	78	41	0	0
22:00 - 23:00	55	58	83	80	33	0	0
23:00 - 0:00	22	27	17	36	14	0	0
Total	**1178**	**3296**	**2986**	**3075**	**2419**	**1228**	**489**

- another mean to capture gate counts are mechanical-based, such as a turnstile, which provides an ongoing count and recorded by library staff on a regular basis for reporting.
- libraries may also sample during the academic year on a weekly basis using a manual tic system or handheld counter to extrapolate a weekly/monthly/annual gate count.

<u>Number of Hours and Weeks Open</u>
- this information is requested by USNews and ACRL for different time periods during the fiscal year: regular, abbreviated and expanded schedules.
- information should be available from library personnel, or through a calendar system.

Section 600 - Interlibrary Loan

Data to collect:
- number of filled requests provided to other libraries
    + returnables
    + non-returnables.

- number of filled requests received from other libraries
  + returnables
  + non-returnables.
- number of documents received from commercial delivery services.

Number of ILLs provided and received
- depending upon the institution, interlibrary loan (ILL) services may be conducted by the main library or by the law library.
- libraries may have staffed ILL offices within the library, or specific staff responsible for administering ILL services within other library functions such as circulation or reference.
- libraries use several means to track this data, including tic-systems complied into spreadsheets, and reports from interlibrary loan intermediaries depending upon how ILL services are internally supported.
- intermediaries include OCLC's WorldShare ILL (WSILL) through Tipasa (cloud-based) or ILLiad (client/server architecture) and RapidILL (Ex Libris). These services provide statistical reports.

Commercial Services
- commercial services include "Get It Now" from the Copyright Clearance Center which provide reports.
- if a report is not provided by the commercial service, their invoices will likely specify the number of items received.

Section 700 - Facilities

Data to collect:
- new square footage.
- total feet of shelving available.
- total number of seats available.

Net Square Footage
- the institution's facilities department should be able to provide the gross and net square feet of the law library.

Shelving
- shelving is measured in linear feet.
- if the law library does not readily have this figure available, it can be calculated
  + identify the different shelving lengths in the library (most 20th-21st century shelving is 3 linear feet per shelf; however, not all shelving units have 3 foot shelves)
  + count the number of shelving units of the measured shelves
  + count the number of shelves for one identical unit
  + multiply the number of identical shelving units by the total number of shelves per one unit, and then multiply that sum by the number of linear feet of one shelf (example: 100 shelving units times six shelves per unit times 3 feet per shelf = 1,800 linear feet of shelving).

Seats
- many libraries keep internal inventories of the number of seats and tables which can be used to provide this information.
- if an inventory is not kept, a manual count of seats can be conducted.

Section 800 - Degrees, Faculty & Enrollments

Data to collect:
- number of doctors' degrees.
- number of full-time instructional faculty.
- student enrollment
  + FTEs
  + headcounts.

Number of Doctor's Degrees Awarded and Number of Fields
- the law school can provide this information.

Number of Full-Time Instructional Faculty
- the law school can provide this information.
- this information is reported in the law school's ABA "Standard 509 Information Report", also known as the "509 Required Disclosures."

Student Enrollment
- the law school can provide this information.
- this information is reported in the law school's ABA "Standard 509 Information Report", also known as the "509 Required Disclosures."

Section 900 - Information Technology

Data to collect:
- yes or no response about if entering students are required to own a computer, a legacy question from the USNews survey.