ALLStAR Official Survey
Frequently Asked Questions
Revised: 2019 October 9

Section - General Questions about the Survey

AOS / AOC (ALLStAR Official Survey / ALLStAR Official Collection)

Question 01:
What is the difference between the AOS and the AOC?

> **Response 01:**
> They are the same. We referred to the AOS while we were developing the instrument and the subsequent public relations. Counting Opinions refers to a survey as a collection, hence, the AOC.

ALLStAR Official Survey Login

Question 01:
Where do I login?

> **Response 01:**
> Login via Counting Opinions (https://allstar.countingopinions.com) and not the NELLCO membership login.

ALLStAR Accounts (change username and/or password; add or remove user accounts)

Question 01:
How can I change the username and/or password?

> **Response 01:**
> 1. Logon onto your ALLStAR account with your current username and password.
> 2. Click on "Profile" in the green bar on the top right of the screen.
> 3. You can change your username and/or password. You may also change your email address or add additional information.
> 4. Click on the "Update" button to save the changes.

Question 02:
How I go about updating the information on our employees? We have a new person, so I need to delete the old employee and add this new person.

> **Response 02:**

There are two options depending upon what you see when you logon using your username and password.

Option #1:
1. Logon to ALLStAR.
2. If you see "Accounts" in the green bar near the top of the screen, click on that. Your library should come up and you can edit accounts.

Option #2:
1. Logon to ALLStAR.
2. Click "Menu" in the blue bar.
3. A small window opens. Click the "X" to the right of Menu to close the window.
4. Then, you should see "Accounts" in the green bar.

If you click on the username under "Username," it opens a small window and brings up the account. There is a "Remove" button near the bottom. You will be asked to confirm that you want to remove the account. Click "OK" and it will be removed.

There is an "Add" button to add staff.

Updated Instructions

Question 01:
Where are the most current instructions for the ALLStAR Official Collection/Survey (AOC/AOS)?

> **Response 01:**
> The most current set of instructions are found on the ALLStAR Official Survey page at https://www.nellco.org/page/AOS.

Calendar or Fiscal Year

Question 01:
What is the time frame for reporting?

> **Response 01:**
> Reporting is based upon the institution's fiscal year, not the calendar year.

Leaving Responses Blank

Question 01:
What if I cannot answer a survey question because I do not have the data?

> **Response 01:**
> Leaving a question blank will exclude your response in any calculations related to that question such as calculated sums and derived ratios. Please consider submitting a 0 (zero)

rather than leaving a response blank. If you need help on how to collect the data to answer, please email allstar@countingopinions.com.

Internal and Public Notes -- Adding/Reviewing

Question 01:
How do we input notes that are only viewable internally? How do we input notes that are publicly viewable?

> **Response 01:**
> Subscribers can add and/or review internal and publicly viewable notes.
> - 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).
>
> 1. 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).

| 111 | NUMBER (IN FTES) OF FULL-TIME LIBRARIANS INCLUDING THE DIRECTOR | B | |
| 112 | NUMBER (IN FTES) OF PART-TIME LIBRARIANS (ABA Q1) | | |

> - a new window opens:

Indicator Notes | Internal viewing only | ✖

Internal Only. This is often useful for recording details about interpretation of the definition in local terms. Examples: who to contact for information, a translation of the text, etc.

Indicator	Number (in FTEs) of full-time Librarians including the Director.
Definition	Provide the number of full-time librarians in FTEs as of November 1 of the past fiscal year. Full-time equivalency (FTE) should be computed according to whatever length of work week is in effect at the reporting institution. Show to two decimal places. - "Librarians" are professional staff as defined by NISO: Staff members doing work that requires professional education (the master's degree or its equivalent) in the theoretical and scientific aspects of librarianship. [NISO 39.7-2013, section 3.4] This question is not directly asked in the ABA survey. Rather, teaching librarians are counting in Part V and non-teaching librarians are counted in Part III (Q.4). Therefore, this question is inserted here to make reporting more meaningful staffing levels easier to compare.
Short Name	NO_FTE_LIBRARIANS

Notes

| | Add | Cancel |

- 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.

2. To add a Note that will be <u>viewable to all subscribers</u> when using the Reports manager, click on the Notes icon (see the red box at the letter B in the first image in this Response).
   - a new window opens:

- type text in the Notes field (highlighted by the red box in the image above).
- all text entered in the publicly-viewable Notes field will be viewable by other subscribers when they review the data via the Reports Manager.

Save, Review, Verify, Timeouts, Submit and Lock the Survey

Question 01:
We are trying to input data to the ALLStAR Official Collection. As we go along, we periodically go down to the bottom of the page and hit Save but nothing much seems to happen. We also tried to hit Review so we could see what we had done so far but nothing happened when we clicked on that button. Are we doing something wrong?

Also, what happens when we hit Verify at the top right of the page? And presumable, once your hit Submit/Lock, you cannot change your data?

Response 01 [from Counting Opinions]:
If you move your mouse over the buttons - you should see a popup that explains their purpose.
Review - Displays the entire set of PIs. You can use this if you have clicked a group name in the left column to display only one group - Review will display all PIs again.
Save - Saves your data. You will not see much happen on the screen but the data has been saved.

<u>Verify</u> - Verifies the data by processing all edit checks.   We do not have Edit checks on the ALLStAR Official collection at this time.

<u>Submit/Lock</u> - Locks your data and you will not be able to make additional edits. Email kkupiec@countingopinions.com if you need it unlocked.

Question 02:
We are working on entering our numbers into ALLStAR and I have a couple of questions to ask. First, I am wondering if I were to submit/lock my numbers can they be unlocked if a change was needed or should I wait to submit/lock them when I am confident they are finalized.

    Response 02:
    If you lock a survey, Counting Opinions can unlock it. Email kkupiec@countingopinions.com to request the survey be unlocked.

Question 03:
Is there an automatic save? If so, is it measured in time?

    Response 03:
    Data is saved when you move off of a field. It is recommended that data submitters hit the Save button during an edit session if they will be working for a while.

Question 04:
How long is the timeout when submitting data? Sometimes we have to attend to another activity when we are submitting data and do not want to lose what we have submitted.

    Response 04:
    The timeout in the AOS and all of the ALLStAR data collections and reporting functions is 30 minutes. Please note that a web browser or workstation may time out before then.

Entering Data: Institution or Law Library?

Question 01:
When I am entering the data, I see that there are parentheticals for a lot of the lines as to where to get the data from. If there are two or more parentheticals, I can enter the data from either report noted because they should be the same, correct?

    Response 01:
    Yes, correct.

Question 02:
If a line does not have that parenthetical information, I assume I just fill that information in from my institutional statistics.

    Response 02:
    Yes, if you mean your library rather than the entire institution.

Question 03:
But, if we don't fill out the ACRL report for instance, do I enter the data for those lines from the institutional statistics that are collected by our university?

> **Response 03:**
> No. Sometimes the instructions popping-up from within Counting Opinions are ARL- or ABA-based and instruct the responder to use institutional data. That is an error from the previous surveys, and we are trying to fix each one as we find them. The instructions provide the guidance we seek. Although it is a long document, we have created headers that are discoverable using a pdf bookmarking or chapter heading function (depending upon your pdf reader).

Sharing the Data

Question 01:
Under what circumstances are you sending data from ALLStAR to any other entities? We did not realize this data was being sent anywhere – we thought ALLStAR was simply a collection repository – so the answer to this question will impact what we feel comfortable sharing through ALLStAR.

> **Response 01:**
> We don't send data anywhere unless we are requested to do so. Specifically, the responses to ACRL data from the AOS can be transferred by Counting Opinions to the ACRL annual survey since they administer both if the law library requests that to happen. If a library answers ARL questions and they are not an ARL, the ARL data will not show up in an ALLStAR report that is just for ARL law libraries.

Auto-Populating Surveys

Question 01:
For data entry, does completing the AOC auto populate ARL/USNews/ABA or is it just the other way around?

> **Response 01:**
> It will populate in both directions once we run the populate program.

Question 02:
Do I fill in the US News questions or are they automatically populated with our responses to US News?

> **Response 02:**
> They will be automatically populated from USNews survey to the Official Survey.

Question 03:

I just finished entering our ABA library data and wanted to make sure there is nothing else I need to enter. We don't belong to ARL, and I assume the rest of the ABA data and the US News data will be entered automatically. Is that correct?

Response 03:
If you submitted the ABA data through the ABA collection in ALLStAR, it will update the ABA questions that are in the ALLStAR Official Survey. Your US News data can be entered through the AOS or through the US News data collection.

Question 03a (follow-up to response 03):
Do you mean that I need to enter all of our ABA data into ALLStAR, or will you be transferring it from the ABA website? And the same for US News?

Response 03a (follow-up to Question 03a):
All of US News and most of ABA can be entered through the ALLStAR Official Collection. Some of the data reported in the law school's ABA "Standard 509 Information Report," also known as the "509 Required Disclosures," are uploaded into ALLStAR when available.

Hierarchy of Survey Responses

Question 01:
What is the hierarchy of surveys? Is there a hierarchy of the four national surveys when using the ALLStAR Official Survey? It appears that the ABA instructions appear before the other surveys.

Response 01:
Yes. The survey hierarchy, highest to lowest is: ABA → ARL → US News → ACRL.

Data Used in Survey Reports

Question 01:
When are the data in the ALLStAR Official Survey updated for the reports?

Response 01:
The reports are re-run (also known as recalculating) at the beginning of each month.

The ACRL Survey

Question 01: what is the status of the inclusion of the ACRL annual survey as a separate collection in ALLStAR?

Response:
The ACRL annual survey is not available [2017-2018] as a collection in ALLStAR. The survey questions, other than the trend questions, are in the ALLStAR Official Survey.

Question 02:

My library has been entering ACRL data (independent from our main university library) using a login that is different from the ALLStAR login we use for all other data collection. The username we've had for ACRL data to date is: ACRL_********

Can we enter this year's ACRL data using our ALLStAR login? ATS******

I would really like all of our data to be entered under the same account, but I don't want to mess up any data collection with relationship to the ACRL login we were given before.

Response 02 [from Counting Opinions]:
The ACRL survey is new to ALLStAR this year [2018-2019] and we are still designing the workflow from one to the other. If you enter your data into ALLStAR it will be transferred to the ACRL survey before it closes. If you wish to answer the supplemental questions however - you will need to do that at ACRL survey site.

If you wish to answer the ACRL survey's supplemental questions - I would start there with the login that begins ACRL_. We anticipate the workflow will be streamlined by the next AOS data cycle [2019-2020].

Question 03:
I noted that the ACRL annual survey available through the ALLStAR portal includes survey questions from the other national surveys. Should I submit the ACRL responses through the ACRL survey or through the ALLStAR Official Collection/Survey?

Response 03:
The questions for the annual ACRL survey are in the ALLStAR Official Collection/Survey (AOC/AOS). It is strongly recommended that ALLStAR subscribers complete the ACRL survey through the AOC/AOS rather than through the ACRL data collection via the ALLStAR portal. That's because the ACRL survey available through the ALLStAR necessarily includes many questions in addition to the ACRL questions because ACRL is the fourth national survey mounted on the ALLStAR portal; the ARL, US News and ABA surveys were available through ALLStAR before the ACRL survey was mounted. A survey question may only be aligned once in Counting Opinions. Therefore, ACRL questions that are also asked by these other surveys must be included in the ALLStAR version of the ACRL survey.

Question 04 (filling out ACRL data):
Do we leave questions blank that are derived from ACRL data since we do not participate in the ACRL survey?

Response 04:
You can leave the ACRL questions blank.

Question 05:
We responded to the ACRL questions using the ALLStAR Official Collection/Survey (AOC/AOS). Do we need to manually re-enter the data onto the ACRL Annual Survey, or can the ACRL data we provided through the AOC/AOS be uploaded to ACRL?

Response 05:

Counting Opinions recommends that you contact them for assistance. Counting Opinions can copy the data over to ACRL since both use the same platform (LibPas) or create a report for you so that you may re-enter your data directly into ACRL. If there are many law libraries using the AOC/AOS to enter their ACRL data, and then want it copied to ACRL, Counting Opinions will explore automating the process as an ALLStAR subscriber-chosen option to transfer ACRL data from the AOC/AOS to ACRL.

The ABA Survey

Question 01:
What is the status of the ABA survey for libraries?

> **Response 01:**
> The ABA ceased collecting law library data after the 2016 fiscal year (July 1, 2015 - June 30, 2016). ALLStAR was created to continue as a resource for collecting and reporting data about academic law libraries.

Question 02:
It appears that not all of the ABA questions are included in the AOS. Is that so, and why?

> **Response 02:**
> That is correct; not all of the ABA questions are includes in the ALLStAR Official Survey. ABA questions that are not include: 7a; all parts of 11, 12, 13, 14, 15, 16, 18, 19 and 20. These questions were reviewed by subscribers of a working committee of the Content Committee of the ALLStAR Advisory Board.
>
> The ABA questions not included did not full align with the questions and data requested of the ARL, US News and ACRL annual surveys. ABA questions 11, 12 and 14 are collection-related; questions 14, 15, 16, 18, 19 and 20 are expenditures-related. ABA question 7a is for interlibrary loan -- it was concluded that the question was poorly worded and asked only for the number of requests for ILLs. ABA question 7b was retained as it requests the number of ILLs filled by other libraries.
>
> The Excel worksheet used to review the alignment of ABA questions to the AOS is found as a pdf at:
> https://cdn.ymaws.com/www.nellco.org/resource/resmgr/allstar/aba_questions_for_faq.pdf.

Question 03:
We like ABA's questions. How do we approach this with the AOS?

> **Response 03:**
> Most of the ABA's questions are in the AOS. However, you may continue to submit data through the ABA collection; some of the data will cross-populate into the AOS, but not all ABA questions are in the AOS survey (see response above). Then, we recommend that you go into the AOS collection and submit additional data via the questions which are not ABA-

aligned. Completing the AOS, ABA, and US News collections provide the data found in the legacy survey collections.

The ARL Survey

Question 01:
As an ARL library, how should we approach entering data?

Response 01:
The AOS collection includes all of the ARL survey questions. If you complete all of the AOS, the data aligned with the ARL survey will cross-populate into the ARL data collection to use for reporting.

An alternative (and requiring more data input) would be for ARL law libraries to first complete the ARL data collection, then the AOS data collection, the US News survey third, and the ABA survey last.

Please note that we also upload data from ARL into the ALLStAR when it becomes available directly from ARL. This usually occurs in March. However, if you enter data into the AOS or the ARL collection via ALLStAR, you will have access to the data months sooner than loaded in from ARL.

We are not an ARL Library

Question 01:
If we are not an ARL library, can we manually input data into the ALLStAR Official Survey?

Response 01:
If you are not an ARL library, you can still use the AOS. There are questions supporting the ABA, ACRL and US News surveys.

US News Rankings

Question 01:
Are the US News rankings for law schools available in ALLStAR?

Response 01:
Yes. The law school rankings back to 2011-2012 are found in the US News collection. We appreciate Rick Buckingham's help with compiling the data for upload into ALLStAR.

Derived Ratios

Question 01:
Are there any calculations in the AOS besides that "calculated sums" that will facilitate data review?

Response 01:

Yes. ALLStAR includes about 100 derived ratios. A derived ratio is a performance indicator divided by another performance indicator to yield a ratio or a percentage. Examples include the number of reference transactions per full-time student, and the percentage of expenditures for collection support of total library expenditures.

Opting Out of the AOS

Question 01:

Is there a way to opt out of the Official survey as a Tier 1 school? Do you have recommendations?

Response 01:

Yes, you can opt out of the ALLStAR Official Survey. Another alternative – just fill out the parts of the Official Survey aligned with the ABA and US News. Your responses will populate both of those separate data collections. All of the US News questions are in there, and much of ABA except for a few performance indicators that the ALLStAR Advisory Board thought were unnecessary (one that I recall was about ILLs that no one remembered ever using) and were dropped since the ABA no longer collects library data.

I hope that you will complete the ALLStAR Official Collection in the future. The survey questions are likely not to change much if at all next year. While I understand the movement is towards collecting evaluation and assessment data, input and output data still has a role in reporting library activity. And, if there are problems with the ALLStAR Official Collection, we can address them and improve the instrument which we could not do with the ABA and US News surveys. ACRL reviews their instrument each year and has made changes to improve collection and reporting as needed; ALLSTAR will follow their practice.

Section 100   Personnel - FTE, Headcount and Hours

Question 01:

Do we report personnel by their position classification or by their educational level? For example, if we have graduate-degreed librarians working in staff positions, do we report those persons as librarians/professional staff, or as all other paid staff?

Response 01:

Report FTEs by position/personnel classifications supported from the library budget. For example, if a person holding a graduate degree in library science is assigned to a position that is classified by the institution/law school to be a staff position, report that as an "other paid staff."

Section 200 Expenditures, Personnel

Staff Expenditures

Question 01:
I assume you want the annual expenditure, rather than monthly, but want to make sure.

Response 01:
Expenditures, including salaries, are requested on the basis of the library's annual fiscal year.

Section 250 - Fringe Benefits

Question 01:
Can you help me with the difference between Lines 252 and 253 if the library pays librarian, professional staff, and support/classified staff benefits?

Response 01:
Fill in Line 252 if Line 251 is yes. The amount reported is the actual recorded expenditure from the library's budget.

Use Line 253 if Line 251 is no. From ARL instructions: "If fringe benefits are not paid from the library budget please provide an estimate using the institution's official designated percent for your estimation."

Section 300 Expenditures, Non-Personnel

Question 01:
(relating to E-books/e-journals (Lines 312, 322 and 323)
We get so much content from main campus that if we exclude that, it looks like we have nothing, but if we include it, it would hard to determine what percentage is interdisciplinarity relevant to law – what do we really want to measure and how can we do it to have apples and apples?

Response 01:
We want to measure the law library's expenditures to acquire and support its collection.

Section 400 Collections

Section 410 - Titles Held

Question 01 (E-books):
Could you help me differentiate 412 & 431? We reported the same number for both, so I wonder if they are duplicative.

Response 01:
412 is aligned with ACRL and US News and is an e-book <u>title</u> count only.
431 is a subset of Line 421 (ARL and US News) is an e-book <u>volume</u> count.

Question 02 (non-serial continuations):
(related to Line 411):
Does this mean that a supplement to a code volume (pocket part got too fat) would be counted as a separate book in print? I think yes, but just want to be sure we're on the same page.

> **Response 02:**
> Yes, that would count as a volume.

Section 420 - Volumes

Question 01: The "Fillers"
On the survey, is there an explanation for questions that end with "(FILLER needed for report structure)"? For instance, Volumes held as of June 30 Digital/Electronic (FILLER needed for report structure).

> **Response 01:**
> The fillers are in there for the necessary internal formatting of the survey at Counting Opinions. There are two such fillers: between Lines 421 and 422, and again between Lines 423 and 424. Please just ignore them.

Section 430 - E-Books Volumes

Question 01 (E-books):
Could you help me differentiate 412 & 431? We reported the same number for both, so I wonder if they are duplicative.

> **Response 01:**
> 412 is aligned with ACRL and US News and is an e-book <u>title</u> count only.
> 431 is a subset of Line 421 (ARL and US News) is an e-book <u>volume</u> count.

Question 02:
(relating to E-books/e-journals (Lines 412, 431, 436, 442, and 457)
We get so much content from main campus that if we exclude that, it looks like we have nothing, but if we include it, it would hard to determine what percentage is interdisciplinarity relevant to law – what do we really want to measure and how can we do it to have apples and apples?

> **Response 02:**
> We want to measure the law library's collection; the collections supported through the law library's expenditures.

Section 500 Services

Section 510 - Circulation / Usage

Question 01 (initial circulation):
(related to Line 512)
We have a number of other items that we circulate that are not electronic equipment or computers (chargers, calculators), but that don't fall in the definition of "books, media, and serials." Examples include board games, book stands, markers, study room keys. I am inclined to want to count those kinds of things (chargers, calculators, study room keys, markers) -- they are heavily used and require a lot of staff time to maintain. Can they be explicitly included or excluded from the ACRL definitions?

> ### Response 01:
> If an item is not explicitly excluded, count and report its initial circulation.

Section 520 - Use of Electronic Resources

Question 01 (e-serials usage):
I'm working on ACRL stats and would love to know how your library reports e-serials usage on Line 527. Specifically, what do you count and how do you count it? I'm guessing there are as many answers as there are folks answering the question, so I'm not looking for a single definitive answer. I'm interested in everything you include but have a specific interest in the kinds of usage data you get from HeinOnline and whether you integrate that info. into your answer.

> ### Response 01:
> We referred to the instructions for Line 527, specifically:
> - When possible record usage at the article level. If COUNTER 5 reports are available, use TR_J1. The most relevant COUNTER 4 report is JR1 (which includes any use in JR1GOA and JR1a reports).
> - Viewing a document is defined as having the full text of a digital document or electronic resource downloaded. [NISO Z39.7-2013, section 7.7]
> - If available, include the count for open access e-serial usage if the title is accessible through the library's catalog or discovery system.
> - An electronic resource management system (ERMS) and/or a usage consolidation service may be helpful for collecting e-serial usage statistics.
> - 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.

Question 02:
I have trouble seeing how we can gather these statistics from all our non-COUNTER-compliant systems. In addition, we share a wireless network with the rest of campus, so there is really no way to determine who is reading an e-book and whether they should or should not be counted, especially once you overlay that with the goals of reader confidentiality.

> ### Response 02:
> Understood. You may consider adding a footnote about the constraints your law library faces with e-resources usage.

Section 530 - Reference

Question 01:
As we're filling out the AOS I ran into some questions about our reference statistics – for ARL Q16, we just report total reference transactions. The ACRL survey asks us to break out the transactions by transaction, consultation, and virtual reference in Line 531, 532, and 533.

For the "virtual reference" question: we don't track how transactions are conducted, only the initial contact method, so I think we'd only be able to estimate this by counting the number of emails that come to the reference desk email, and then only if we largely assume that emails to the reference desk don't usually result in completing that transaction via phone or in person. Should we not attempt to report this for this year, or report what we have and make a note about how we're estimating it?

> **Response 01:**
> ACRL began collecting virtual reference because more and more libraries were conducting reference via chat and emails, etc. and librarians wanted to know that figure to get an idea, if possible, about the trends towards virtual reference. You can always wait until next year to report.

Question 02:
Do we include a count of virtual reference transactions on Line 531 even though Line 533 specifically asks the library to report virtual reference transactions?

> **Response 02:**
> Yes, include the number of virtual reference transactions in Line 531. Line 533 is for information purposes; the data submitted on this line is not summed elsewhere (such as Lines 534 and 535) in the ALLStAR Official Collection. Librarians have sought to learn about the ratio (percentage) of virtual reference transactions to all reference transactions, and to learn if there is a discernible trend - a decrease or increase over time - of virtual reference transactions undertaken.

Question 03:
Should the instructions (Line 532) make clear whether we should not count meetings with students in courses for credit that we teach? Or does that matter?

> **Response 01:**
> Are the meetings to consult about library services, or are they course content related?

> **Question 01a (follow-up to Response 01 from questioner):**
> That is hard to answer -- in teaching a research course I am regularly saying the same kind of thing that I might also say at the reference desk, when helping somebody with a paper, etc.

> **Response 01a (follow-up to Question 01a):**
> If you are answering research/library questions outside of the classroom, regardless of if the questioner is a student in your class, the consultation should be counted.

Section 550 - Presentations / Instruction

Question 01:
I think the way that the total number of presentations (Line 554) is calculated is incorrect. It sums 551 and 552, which is fine if presentations are broken down between in person and online. But, if they are not broken down you report that in line 553. This line is ignored in the calculation for line 554. So since we report the un-broken down value of N, line 554 says 0.

Instead of 554 being the sum of 551 and 552, there needs to be a conditional ie sum 551 552 If Exist else 553

That's the way it looks to me, but I could be missing something. Let me know if I've misunderstood.

Response 01:
We have changed the calculated sums for presentations and attendance by introducing two new performance indicators (Lines 556 and 566) and by following your suggestion to create conditional statements.

Line 556: Total number of presentations

IF
there is data inputted on Line 553: Number of presentations - total (if breakdown not available) (ARL Q14) (ACRL Line 70 Column C)
then carry that number to Line 556: Total number of presentations
ELSE
Line 551: Number of presentations - physical (ACRL Line 70, Column A) greater than zero
+ Line 552: Number of presentations - digital/electronic (ACRL Line 70, Column B) greater than zero
= Line 556: Total number of presentations

Line 566: Total Attendance at Presentations

IF
there is data inputted on Line 563: Total Attendance at all Presentations (calculated if breakdown is available) (ACRL Line 71 Column C)
then carry that number to Line 566: Total Attendance at Presentations
ELSE
Line 560: Total attendance at all presentations - physical (ACRL Line 71, Column A) greater than zero
+ Line 561: Total attendance at all presentations - digital/electronic (ACRL Line 71, Column B) greater than zero
= Line 566: Total Attendance at Presentations

Question 02:
When I read the definitions for information services to groups, I am wondering about how to characterize the following:

A professor requests a series of bibliographic instruction modules regarding a variety of research tools to be included in a course that is online only. The instructional designer and professor require that each module include a few questions and answers (using playposit) to assure that the students are actually watching the entire videos.

Does that count as a class visit each time, counting the students again every time there is a different session? Or does it count as a training session each time, but only count the student bodies present one time?

Or does it not count at all because the inserted playposit questions turn it into a tutorial?

Response 01:
This is a presentation, AOS line 552 (ACRL line 70, column B). Is the library involved in each session (as the instructional designer, the professor, or the question/answer provider)? If yes, great, that is one presentation. Now, are each of the questions/answers different for each of the online sessions? If yes (and would expect that they are), then it is a different presentation. Therefore, the number of presentations would equal the number of different modules for which the library contributed content (questions and answers) and are used in the course.

The attendance would be in AOS line 561 (ACRL Line 71 Column B). The instructions state that "For multi-session classes, count each person only once regardless of the number of sessions attended if possible/feasible." I would characterize your specific example as a multi-session class. Therefore, the number of students in the online course would be counted once.

To sum, report the number of "different" presentations based upon the number of classes in which these librarian-developed presentations are used. Report the number of students once for attendance

Section 580 - Hours and Weeks Open

Question 01 (hours open):
I was preparing to enter my numbers into ALLSTAR for the ABA questionnaire. I have a question about how I should define the two questions:
- Number of hours per week library is open - regular schedule (Line 581)
- Number of hours per week library is open - abbreviated schedule (Line 582)

We provide 24/7 access for our students but close the library to the general public at 9:00 pm during the semester and close at 6:00 pm during the summer and winter breaks. So, when you say "schedule" I'm not sure if I should think about it from the 24/7 point of view or from the view of when we close the doors to non-law school students. The answer will vary quite a bit depending on the definition.

Response 01:
The ALLStAR Advisory Board reviewed these two questions to determine application. The definitions remain unchanged. However, we added a new performance indicator -- Line 585 -- as a "yes or no" response to indicate that there are times in which the law library may be unstaffed, but the law library's space is available for use during regular, abbreviated or expanded schedules.

Section 600 Interlibrary Loan

Question 01:

For those of you with a main campus with ILLIAD/ILL and also law ILL, are you reporting total ILL from the law collection and to all law patrons?

Or are you reporting just those that go through the law school's ILL?

The former better reflects the intellectual activity of the institution and the utility of the collection for outside libraries, but the latter better reflects the law library's ILL workload.

This is further complicated by cross campus and consortial borrowing that do not go through ILL at all.

Response 01a [from ALLStAR]:

We asked in the AOS/AOC instructions that for Line 630, ILL - Total number of filled requests received from other libraries that you do not include transactions between libraries at your institution.

Second, because this survey is aimed at academic law libraries, reporting the data as much as possible just for these law libraries increases the effectiveness of the data when used for aggregated, best practices, and benchmarking studies.

Response 01b [from a member of the ALLStAR Advisory Board]:

This is worth discussing next year.

My initial thought would be that the comparison I care most about making is with other law schools, rather than other institutions.

You are right about the complications of cross-campus and consortial borrowing. I am curious how others treat those situations. I did include our consortial sharing on the premise that it is interlibrary loan using another management system. Akin to adding ALA forms along with transactions from Worldshare (or Illiad or Tipasa). My thinking was that there is staff work involved in pulling items and preparing them for shipment and that should be counted somewhere.

Response 01c [from the subscriber who posed the initial question]:

A campus page collects items from us, takes the items to a central processing location, and then the books go overseas, to ILL, to other members of the consortium, and direct delivery to offices all over our three campuses. Our internal ILL is much more bespoke, including providing files, carefully packaging books destined for specific users we know, etc. In addition, we have a document delivery service with a Rush option, no, not the Canadian band. Some libraries use it instead of ILL due to speed. Are they speedy ILL? Something different?

I also think we are all sharing files with our colleagues all the time. I love watching INT-LAW requests. Zero ILL requests are generated or counted, but obscure documents are winging their way around the world every day. I am not saying we should try to capture all this statistically, but I am at the point where I am not sure how much weight to give ILL statistics in the grand scheme of things.

Question 02:

In terms of the ILL questions, it seems as though the survey is only asking for borrowing data and not lending data. Am I reading this correctly?

Response 02:
Yes, if you are referring to ABA. Line 630 = ILL - Total number of filled requests received from other libraries (ARL Q22) (ACRL Line 82) (ABA Q7b). Note that ABA Q7a was confusing and was therefore eliminated by the ALLStAR Advisory Board. The one we are using for "loaned" is Line 620 - Total number of filled requests provided to other libraries (loaned) (ARL Q21) (ACRL Line 81).

If you complete ABA Q7a. it will not be transferred to the ALLStAR Official Survey but will be captured on the ABA survey collection.

Other Questions

Tracking Tools for ALLStAR

Question 01:
Are there any tracking tools associated with ALLStAR that will help us track numbers through the year, so they are all in the same system when it comes time to enter them or do we have to create our own tracking tools.

Response 01:
I am not aware of any tracking tools in ALLStAR or any of Counting Opinions' portals. We used a variety of tools at the University of West Florida. For example, we rolled the reference transactions and presentations numbers up into a monthly spreadsheet using our SpringShare tools, and then rolled the monthly sums into an annual sum for reporting to ACRL. Serials usage came from our EBSCO administrative system as well as other vendor reports. Our collection size reports came from our Ex Libris system as well as our circulation transaction numbers. Are those the types of tools you are referring to? [there was no follow-up response]

ABA Data

Question 01:
What data from the ABA is loaded into ALLStAR?

Response 01:
The following data appears is have been pulled from the ABA and loaded into ALLStAR:

Faculty and Administrators
Total Full-Time Faculty
Total Non-Full-Time Faculty
Total Faculty
Full-Time Librarians
Part-Time Librarians

Total Librarians
Full-Time Administrators
Part-Time Administrators
Total Administrators

Student Enrollment (Current Academic Year)
Total Number of JD Students (FT and PT Combined)
Total Number of JD Degrees Awarded in Reporting Year

Curriculum (Prior Year)
Number of Positions Available in Simulation Courses
Number of Clinic Seats Available in Faculty Supervised Law Clinics

LSAT
75th Percentile LSAT
50th Percentile LSAT
25th Percentile LSAT
Not Included in LSAT Calculations

Outcomes Measurement

Question 01:
Can ALLStAR be used to measure outcomes?

> **Response 01:**
> ALLStAR includes input and output measures. It is not an outcomes measurement tool by most definitions applied in the library science or education literature. However, there are outcomes measurement tools available for the academic library community.
>
> ACRL
> In 2019, ACRL introduced "Project Outcome: Measuring the True Impact of Libraries" at https://acrl.projectoutcome.org/home (last accessed August 12, 2019). Project Outcome's resources are available for free for all academic and research libraries (citation = https://acrl.projectoutcome.org/surveys-resources/faq). Resources include (citation = https://acrl.projectoutcome.org/surveys-resources):
> - Getting Started
> - Surveys
> - Data Collection
> - Data Analysis
> - Taking Action
> - From the Field
>   This linked document, "What Is Outcome Measurement?" briefly discusses the importance of need assessment, output, outcome, and patron satisfaction.
>   There is a YouTube recording of an August 6, 2019 presentation, ACRL Project Outcome: Assessing the Learning Outcomes of Library Instruction, with speakers Eric

Ackermann and Sara Goek.
(https://www.youtube.com/watch?v=LaYWbFpuiV8&feature=youtu.be)

The Private Academic Library Network Inc (PALNI)
The Private Academic Library Network Inc (PALNI) (http://www.palni.org/) recently worked with The IDEA Center (https://www.ideaedu.org/), a nonprofit organization dedicated to improving student learning in higher education, to create a freely available assessment survey focused on the educational role and institutional effectiveness of the library.

Many libraries are facing reductions in areas such as staffing, budget, and resources. While there are several assessment tools already available to assess library value, they are often cost prohibitive for smaller institutions. In response to this cost issue, PALNI convened a group to create a low-cost tool to assess user needs and behaviors to help libraries develop a strategy to improve and demonstrate effectiveness, relevance, and value of libraries to home institutions.

Utilizing the "ACRL Standards for Libraries in Higher Education" principles as a starting point, a PALNI-convened committee limited the focus of the survey to those principles of most interest to both library directors and administrative stakeholders. The committee crafted questions from the top principles identified, "Institutional Effectiveness" and "Educational Role." PALNI contracted with IDEA to craft appropriate questions, use the correct academic language, and create the survey and reporting structure.

Under the Creative Commons license, any library, group, or interested user may adopt, adapt, and administer the survey instrument on the platform of their choice. Users that adopt the survey may choose to do their own data analysis or may contract with IDEA. Those libraries interested in implementing a similar project on their campus, individual or consortially, can find more information on the toolkit libguide:
https://libguides.palni.edu/libraryvalue/.

[Source: PALNI Releases Freely Available Library Impact Assessment Tool, October 7, 2019. http://www.palni.org/2019/10/07/palni-releases-freely-available-library-impact-assessment-tool/. Last accessed October 9, 2019.]

Accessibility (Section 508; VPAT)

Question 01:
Is ALLStAR compliant with Section 508?

Response 01:
Yes. Counting Opinion's VPAT: Voluntary Product Accessibility Template can be found at https://www.nellco.org/resource/resmgr/allstar/VPAT_for_ALLStAR.pdf.