



Noranda Earth Sciences Library — Reference Statistics

Dear Noranda Earth Sciences Library, University of Toronto Libraries frontline staff,

As part of an ongoing user experience research project between the Faculty of Information and the Earth Sciences Library, please use this form to record information concerning ALL questions or inquiries by patrons of the library during the study period between February 11, 2020 and March 9, 2020.

This study aims to answer questions such as: a) Is additional signage needed? b) Do students have a need for group study rooms? c) Are there any issues finding or accessing library resources or spaces? d) Do current opening hours address the need of students?

Data collected from this form will be used to develop an understanding of the current user experience (UX) at the Earth Sciences Library, identify user challenges, and to develop potential recommendations if necessary.

Thank you for your cooperation and assistance!

TYPE OF QUESTION/INQUIRY CATEGORY:*

TECHNICAL OR CIRCULATION – Facilitates or troubleshoots the use of physical equipment or technology. Facilitates the logistical use of the library and does not involve the knowledge, use, recommendation, interpretation, or instruction in the use or creation of information sources except those that describe the library, such as loan policies, library policies, floor plans.

LOOKUP OR DIRECTIONAL – Involves locating a known item, referring to a service point or staff member within or outside the library, or confirming whether a specific service exists and where.

IN-DEPTH REFERENCE – All other interactions that require library resources or expertise, including quick topic or subject searches.

Created by the INF2304H (UX for GLAM) Project Team. Please contact joshua.shum@mail.utoronto.ca for any clarifications, inquiries, or questions regarding this form.



*Required

User Group

- Student
- Alumni
- Faculty
- Staff
- Other: _____

Affiliation (Name of Department or Faculty, Program of Study, etc.)

Your answer

Question/Inquiry Category (What information do users really need? What is the intent of the question?)* *

- In-depth reference (e.g. asking for help to research a topic)
- Look up or directional (e.g. wayfinding; "where are the course reserves? washroom?")
- Technical or circulation (e.g. library materials, computers, and resources; "How do I use a computer? How long can I check out a book for?")
- Other/Miscellaneous

Details *

Your answer
