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USFT Services Assessment Copyright 20190509

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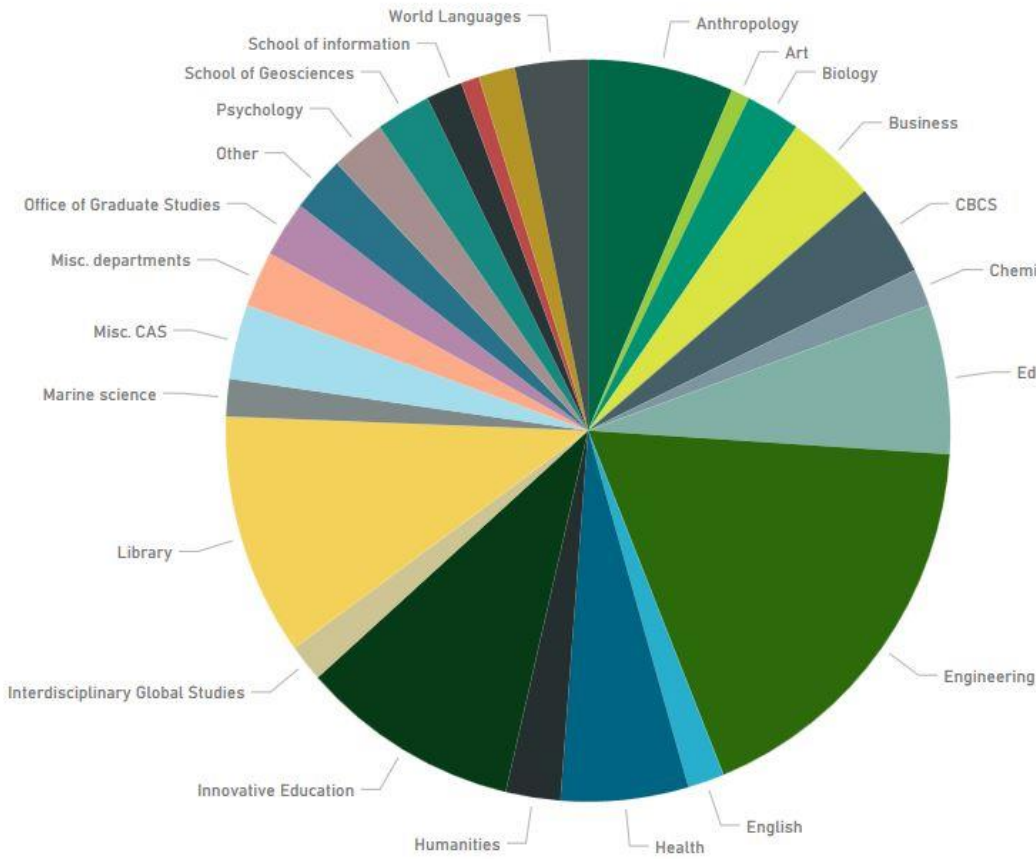
Copyright Services Tracking and Assessment

The copyright contact form attached to the copyright LibGuide and entry portal record patron questions in SmartSheet. Questions received via other channels are added weekly. General contact information, patron name, email, phone, etc., are used to verify patron status, department, and sometimes to construct mailing lists. Identifying patron information is removed from exported data sets and/or not permanently stored. Statistics drawn from copyright service information are available in a visual display via Power BI:

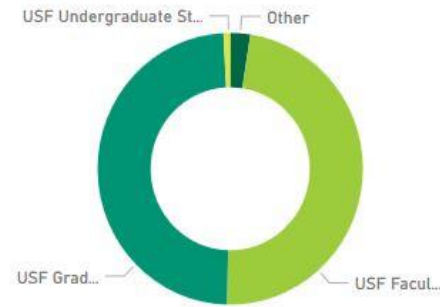
<https://powerbi.microsoft.com/en-us/landing/signin/?ru=https%3A%2F%2Fapp.powerbi.com%2F%3Froute%3Dgroups%252fme%252freports%252fe0f9a50f-16b0-445c-9f25-1c3988f64de6%252fReportSectiondaa6d6ac61b0d7d41bf3%26noSignUpCheck%3D1>

- **Patron Status** is recorded to help delineate the needs of specific user groups.
- **Department** is recorded to show both what units across campus use copyright services and what departments do not. Departments who do not use the services as much may be targeted for specific outreach in order to grow the service in the future. Departments for which only one user group but not others, ex. graduates but not faculty, use the service also provide guidance on outreach activities.
- **Question Type** helps to track what topics and questions are of most interest to our institution. This information helps guide development of the LibGuide, entry portal, tutorials, and other online tools to provide supplemental information points for hot topics. The question type column is decided by the copyright librarian and assigned on weekly sheet updates.
- **Duration** is recorded to help sort which questions become more in depth consultations and also to track demand on librarian time.
- **Referral** information records whether the question was first posed to another librarian or department. This information sheds light on the network of information and other user entry points as well as informs the cultivation and management of relationships across campus that support the referral.
- **Complexity** is added in 2019, for the FY2020. This will also be assigned by the librarian when updating the sheet. Tracking complexity will accomplish a couple goals: 1.) it will help, along with web site and LibGuide tracking, to confirm whether online informational tools are having an effect, i.e. if the online tools are being used to answer basic questions, the overall complexity of questions received by the librarian should go up. 2.) A rise in the complexity of questions will also indicate an overall change to the understanding of copyright issues in the university community. Ratings based on rubric developed for the purpose.
- **Web page and LibGuide hit counts** are used in concert with some of the above data points in order to provide some insight on the usefulness and effect of information provided via the Libraries' online pages.

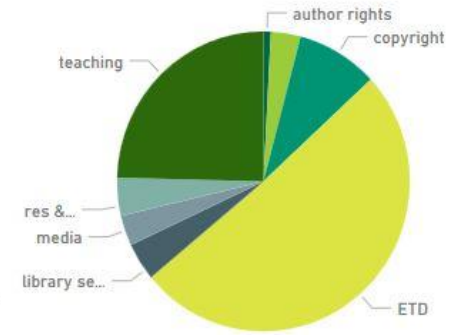
Copyright Questions per Department



Questions per Patron Type



Question Type



Questions Received by Month (FY)

