

# LiRN New Statistics Form

June 2025

# Why?

- ▶ LiRN is now using one of the SpringShare modules, LibInsights, to help us more efficiently generate our reports to our shareholders to reflect the use of staff and resources in courthouse libraries.
- ▶ After evaluating the existing form which we have used for a couple of years, LiRN would like to make it more streamlined as well.
- ▶ We had originally asked for additional information that we thought we might use for trends, etc. but have found that the burden of collecting some of this information, outweighs what we need to report to our funder (LSO).
- ▶ [LiRN: Key Impacts 2024 - LiRN](#)

# Ch Ch Ch Changes

- ▶ We have worked hard to minimize the changes in this new streamlined version.
- ▶ We will walk through the entire form and have highlighted the parts in RED that are new.
- ▶ We will now be using the [READ Scale.org](https://www.readscale.org) to better reflect your work doing reference, etc.
  - The **READ Scale (Reference Effort Assessment Data)** is a six-point scale tool for recording qualitative statistics gathered when reference librarians assist users with their inquiries or research-related activities by **placing an emphasis on recording the effort, skills, knowledge, teaching moment, techniques and tools utilized by the librarian** during a reference transaction.
  - More on this when we look at the Form in detail and under Excel Tab: STATS FORM EXPLAINED
- ▶ There will also be an **NEW** end of year standardized form for any electronic subscriptions that you subscribe to **OUTSIDE** of e-LiRN.
  - You will no longer need to report these quarterly.
  - **No longer need to provide usage reports** for these databases.
  - The form will have standardized names for the databases/subscriptions that you will select from to make it more efficient for you and LiRN.

# Collection Use

Now collecting STATS on a MONTHLY basis to input into Springshare.  
Continue to SUBMIT on a QUARTERLY basis to LIRN.

Legal Size paper if you wish to print it. TALLY Ho!

We don't track the # of people who enter the library since so many staff are part-time it would not be an accurate #.

Association Name:		Month/Year:
<b>1. Collection Use</b>	 Tally (optional)	Total
Items Signed Out		
Items Reshelfed		
<b>2. Interlibrary Loans (print or electronic)</b>	Tally (optional)	Total
Sent to another county or district library		
Borrowed from another county or district library		
Sent to an external organization		
Borrowed from an external organization		
Using the Great Library Document delivery service		

# Collection Use Explained

- These stats demonstrate the use of the print collection of your library and are an important element in demonstrating the value of the collection.
- Interlibrary loans (ILLs) are when you borrow or loan books to other libraries.
- Borrowing and lending within the network helps illustrate that courthouse libraries are thoughtful in their collection development and sharing resources where possible to serve library users while keeping costs under control. Borrowing and lending externally shows that courthouse libraries use all resources at their disposal to help lawyers with their legal research and may illustrate gaps in the collection. ILLs can be print or electronic.
- The Great Library (GL) offers a service to photocopy documents from the collection, such as pages from a text, cases, legislation, ETC. Please use their Document Delivery Service Form for these requests. [Document Delivery Request Form | Law Society of Ontario](#)

# READ Scale for your Reference work

3. Reference Effort Assessment Data (READ)	Tally (optional)	Total
Category 1: Directional-type questions		
Category 2: Quick Reference - minimal effort & skills		
Category 3: Reference -some effort, skill & time		
Category 4 - Reference - skill & consultation of multiple resources		
Category 5 - Research - more substantial effort		
Category 6 - Research - In-depth cannot be answered immediately		

# 1. Directional-type Questions

Library skills needed	None
Subject specialist skills needed	None
Depth of instruction to user	None
Resources consulted	None
Typical time required*	< 5 min
Consultation or follow-up with user	None

Description of Directional

Answers require least amount of effort; no specialized knowledge skills or expertise; no consultation of resources; less than 5 minutes

**Examples**

directional; library/service hours; rudimentary machine/computer assistance; using printer

## 2. Quick Reference - minimal effort & skills

Library skills needed	Minimal
Subject specialist skills needed	None
Depth of instruction to user	Minimal
Resources consulted	Minimal
Typical time required*	< 10 minutes
Consultation or follow-up with user	None

Answers given which require more effort;  
require only minimal specific knowledge skills or expertise;  
answers may need nominal resource consultation

**EXAMPLES:** call number inquiry; item location;  
general library/policy information;  
minor to more complex machine/computer equipment assistance such as saving a file or  
launching an application

### 3. Reference - some effort, skill & time

Library skills needed	Some
Subject specialist skills needed	Minimal
Depth of instruction to user	Minimal
Resources consulted	Some
Typical time required*	< 30 minutes
Consultation or follow-up with user	Some

Answers require some effort and time;  
consultation of ready reference materials needed;  
minimal instruction of user required; reference knowledge and skills come into play

**EXAMPLES:** require specific reference resources such as dictionary or database;  
basic instruction on searching catalogue/database;  
how to scan/save images; increasingly complex technical problems such as remote use  
instruction

## 4. Reference - Skills & multiple sources

Library skills needed	Some
Subject specialist skills needed	Some
Depth of instruction to user	Moderate
Resources consulted	Many
Typical time required*	< 30 minutes
Consultation or follow-up with user	Some

Answers require consultation of multiple resources;  
subject specialists may need to be consulted;  
reference knowledge and skills needed; efforts can be more supportive in nature for user;  
finite answers difficult to find; exchanges can be more instruction based as staff teach users  
more in-depth research skills

**EXAMPLES:** how to use complex search techniques in database;  
cross-reference resources and track related supporting materials;  
assist user if focusing or broadening searches to redefine or clarify topic

## 5. Research - more substantial effort

Library skills needed	Substantial
Subject specialist skills needed	Some
Depth of instruction to user	Complex
Resources consulted	Many
Typical time required*	30 + minutes
Consultation or follow-up with user	Some

More substantial effort and time spent; subject specialists need to be consulted; appointments or follow-up with user may be needed; efforts cooperative in nature between user and librarian and colleagues; multiple resources used; research and reference knowledge and skills needed; back-and-forth dialogue between user and librarian

**EXAMPLES:** false leads; question evolution; expanding searches beyond locally available; interdisciplinary research; access issues to be investigated

## 6. Research - in-depth, cannot be answered immediately

Library skills needed	Substantial
Subject specialist skills needed	Substantial
Depth of instruction to user	Complex
Resources consulted	Many
Typical time required*	30 + minutes

Most effort and time required;  
**requests cannot be answered on the spot;**  
staff providing in-depth research for specific needs of user

**EXAMPLES:** creating bibliographies;  
relaying specific answers and supplying supporting materials;  
working with outside vendors; collaboration and on-going research

# Research Questions over 30+ minutes

- ▶ If a research question takes over 30 minutes to complete, we are now asking people to break the question up into reasonable chunks and record it as multiple questions.
  - Perhaps you had to go back and ask more questions of the requestor
  - perhaps you had to do several searches on different databases
  - consult more texts, etc.
- ▶ We are asking people to use their judgement about how to break the time up but we want to reflect that more & more of your time is spent on doing research for lawyers which requires more skill, etc.

# Current Awareness

4. Current Awareness	Tally (optional)	Total
Library staff-generated		
Forwarded (vendors, government information etc.)		

Explanation
<p>Library staff-generated current awareness may include newsletters, blog-posts, social media posts, new title lists, etc. that includes library content that you may have created / written. This can include if you copy &amp; paste to create a larger email, etc.</p>
<p>Forwarded current awareness may include vendor-created e-mails, posts, flyers, training opportunities, government notices, will requests, Practice Directions, etc. This is content created / written / posted by others that you may have forwarded or re-posted to your audience.</p>

# Library Training

5. Library Training	Tally (optional)	Total
Ad hoc training		
Formal Sessions - (i.e. orientations, workshops, CPD events developed by library staff) Can be CPD accredited		
Vendor Training Sessions (or other outside resource)		

Explanation
<p>These are training sessions that you do on an ad hoc basis. It could be showing someone how to use the printer or photocopier, or how to use a database. It demonstrates the importance of this value-added service by library staff.</p>
<p>Formal sessions are when you develop a session and invite lawyers to attend on a scheduled date. These include Board Members / Summer Student / Articling Student Orientation Sessions and /or training on a resource, etc. This may also include CPD events that you have been involved in creating / developing.</p>
<p>Please include training sessions that you help facilitate that are conducted by Vendors, or another outside resource.</p>

# Library Training Materials (print & electronic)

## 6. Library Training Materials (print or electronic)

List the title or short description of the material

Explanation

Please tell us the title of any in-house training materials that you create.

If it doesn't have a title, include a short description.

Examples of library training materials:

- hand-out with instructions on how to use the photocopier
- how to access e-LiRN resources in your library
- a guide for articling students
- creating a LibGuide, or other instructional aids.

This is a good opportunity to show how varied and important your services are to users.

# CPD, LSO or Other Vendor Replays

7. CPD, LSO or Other Vendor Replays	Group Registrations	Total # of Sessions	Attendees
Do you participate in group registrations? Yes or No?			
Please record the number of sessions and attendees outside of group registrations:			

**Explanation**

Many law associations provide CPD programming and may consider it either library or association-related work (see the [Additional Library Services and Responsibilities Policy](#) for more info).

LiRN includes stats on CPD as part of its reporting showing the value of library and association services. Excluding OCLA's group registrations; we will be getting the registration numbers directly from OCLA so here we are only asking **if you participate or not in group registrations.**

We have moved reporting of **originally developed CPDs** to the Library Training section as a "Formal Session". It takes many of the same skills; the main difference is the type of content. Here, we are tracking the replays you arrange.

We are no longer asking for the names of the training sessions as the benefit of having them does not outweigh the effort of collecting them.

# Client Feedback - V.I.P.

## 8. Client Feedback

Share verbal or written feedback about your services or resources (may attach emails, etc.)

	Explanation
	<p>LiRN would like you to capture client feedback about your services or resources that LiRN provides, such as e-LiRN.</p> <p>Please include anecdotes and quotes that help us showcase the importance of your services or the resources provided to lawyers.</p> <p>These are a key element in our report to our funder so please share with us this important feedback about your services / LiRN resources!</p>

# Snaps!! from *Legally Blonde*

## 9. Library/Staff Achievements

Share any library innovations, events and/or library staff professional development or accomplishments

### Explanation

New in April 2025. Please share with library staff achievements (aka “Snaps”)!

You can include accomplishments like staff passing their Library Technician course, an event you created, installation of digital signage, privacy booths, quiet zones, ETC!

We are very interested to learn about you and your library achievements and may share these in our regular LiRN Updates (staff/association boards only), our external LiRN Newsletter and the Annual Impacts Report to Shareholders.

**Don't be shy—brag on yourself and your colleagues!**

# Electronic Resources NOT part of e-LiRN

## 8. Electronic Resources NOT Part of e-LiRN - to be moved to a separate Annual Form

List name of resource only; # of logins not required

### Explanation

This has moved to an **Annual Form**.

LiRN will send the *Electronic Resources Form not part of e-LiRN* in December each year.

There will now be a standardized list that you can select from.

See *Non e- LiRN Resources* tab on the Explanatory Notes Excel Form for the list.

Non e-LiRN Stats Form not yet created. Will be ready in November.

**Vendor Usage reports will no longer be required.**

We are no longer asking for your vendor usage reports as the benefit of having them does not outweigh the effort of collecting them.

# When to use the New Stats Form ?

- ▶ The Stats Form will be launched over the Summer as a soft launch.
- ▶ This will give you time to become more familiar with the READ scale while time is less pressing.
- ▶ We will share the Form with library staff, association presidents and our shareholders in late June.
- ▶ It will be in effect as of July 1, 2025.
- ▶ First Quarter for the new Form will be July 1 to Sept. 30<sup>th</sup>.  
Due in mid-October.
- ▶ Please remember to collect the stats on a MONTHLY Basis but submit QUARTERLY.
- ▶ Tally Ho!

# Thank you

- ▶ We worked with **Library Advisory Team (LAT)** members over several months to find the best way to gather the most relevant information for LiRN's report to our shareholders and make it user-friendly for library staff.
- ▶ **Najla Nureddin**, a library technician from the Waterloo Region Law Association, who has taken database management courses as part of their undergrad degree and has also worked as a data manager for an engineering firm. She developed the READ Scale Explanatory Notes in the *Stats Form Explained.xls* document.
- ▶ Others who took the time to offer thoughts about the Stats Form over the past while.