

Describing Indiana Public Library E-Government Services, Costs, and Benefits: Librarian Activity Log

February 22 Version

Attention ALL Participants: Additional instructions have been added to this document. Please read them carefully and if you have any questions, please contact the Information Institute before completing the Activity Logs or copying Activity Log data onto the Survey.

Thank you!

Introduction

This document provides instructions for the completion of an *E-Government Activity Log*. This log will assist the Indiana State Library and the Information Institute (at the Florida State University) to estimate the costs that Indiana public libraries incur in their provision of e-government services.

You will need this log to help you complete the Internet survey that will be sent to you shortly.

Instructions for Library Administrators

Who should complete the log?

Please have two staff members complete the logs: a professional (MLS degree) staff person and paraprofessional staff person. If your library has only professional or paraprofessional staff members, then just have one person complete the log. Please choose staff members who frequently engage in e-government related services, such as reference and computing staff, and provide this information packet in its entirety to each participant. This packet includes two sets of log sheets, one set each for the professional and paraprofessional staff persons.

When should the log be completed?

The logs should be completed over five work days. The days do not need to be consecutive or represent a single work week so it may take two weeks to complete the log.

How do we return the logs?

Please return completed logs (all 5 sheets of each log) to:
Wendy Knapp

Indiana Public Library E-government Services: Activity Log

Professional Development Office
 Indiana State Library
 315 West Ohio Street
 Indianapolis, IN 46202

Instructions for Library Staff Completing the Activity Log

The log looks like this -

<i>Recipient of Services</i>	<i>Type of Equipment</i>	<5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes
<i>Patrons</i>	<i>Reference Desk</i>					
	<i>PACs</i>					
	<i>Library Laptop</i>					
	<i>Personal Laptop</i>					
	<i>Other Electronic Equipment (e.g. tablets)</i>					
	<i>No Electronic Equipment</i>					
<i>Staff</i>	<i>Personal Computer</i>					
	<i>PACs</i>					
	<i>No Equipment</i>					

Time Spent on E-government Service Transactions

FIRST, determine the recipient of services: While most e-government service activities assist patrons, there are times when staff engage in e-government-related information seeking or career development opportunities for themselves, or assist other staff members with similar activities. Because of this, please identify if the recipient of services is a patron or staff member (include personal research and training as “staff.”)

SECOND, determine the type of equipment used: Please record the type of the equipment used for the service transaction. For a *patron transaction*, select reference desk (staff) computers, public access computer stations (PACs), library laptops lent to patrons, personal laptops brought in by patrons, other devices that your library may offer such as tablets and assistive usability devices, or no electronic equipment (use this to record transactions where information or assistance is provided to a patron without use of a computer or other electronic equipment). For a *staff transaction*, select personal computer (staff computer, including reference desk computer), PACs, or no equipment.

THIRD, determine the amount of time spent on the service transactions: Please place a hash mark under in the field that matches the length of time in which the participating staff member engaged in each e-government service transaction based on recipient of services and type of equipment used. Make a hash mark for *each individual transaction*. If a transaction requires

Indiana Public Library E-government Services: Activity Log

more than 20 minutes to complete, please also record the estimated total amount of time necessary for completion. Do not include the time spent completing this log. This record should reflect the time during which the participating staff member provided service and not any time spent by another staff member or patron.

Each day's log also includes this section –

Estimated Percentage of Time Spent		
<i>Local</i>	<i>State</i>	<i>Federal</i>
%	%	%

At the end of the day, please estimate and record the amount of time spent on local, state, and federal e-government services as a percentage of total hours worked that day. We understand that differentiating local, state, and federal e-government services can be difficult, but we ask that you try to make these estimates to the best of your ability. Because this estimate only represents the amount of time you spend each day on e-government services, these percentages will not add up to 100%. Below are some tips and an example of how to successfully complete this section.

Tips:

- If it would help you to keep track of transactions, please feel free to make a notation next to each recorded transaction that designates if it is for local, state, or federal e-government services
- Because these fields are meant to be an estimate, we recommend rounding up the range of time in order to make calculations easier and best reflect your service commitment unless there is an exact, recorded length of time (i.e. 22 minutes). (You will notice in the example below that we have also rounded up the time ranges for the sake of the estimation).
- In order to easily compute the percentage of time dedicated to each category of e-government services, first convert the length of the staff member's shift into minutes.
For example;
 - Full-time staff (8 hour day) = 480 minutes
 - Part-time staff (4 hour day) = 240 minutes

For other shift lengths, please convert hours appropriately into minutes for ease of calculations.

- Using these conversions, the following equation can be utilized to find the percentage of time spent for each category, where (EP) is the estimated percentage, (T) is the total time spent on a particular category, and (S) is the length of the employees shift in minutes.

- $EP = T / S$

Example:

Indiana Public Library E-government Services: Activity Log

➤ A librarian who works an 8 hour shift (480 minutes) and who has an activity log which looks like this:

<i>Recipient of Services</i>	<i>Type of Equipment</i>	<5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes
Patrons	Reference Desk		I (S)			
	PACs	I (L)	II (S)			
	Library Laptop					
	Personal Laptop					
	Other Electronic Equipment (e.g. tablets)					
	No Electronic Equipment					
Staff	Personal Computer					
	PACs					
	No Equipment					

Would utilize the equation as follows:

- Local(L) EP= 5/480 [0.01= 30/480]
- State(S) EP= 30/480 [0.0625 = 30/ 480]
- Federal(F) EP= N/A

And complete the estimated time section as follows:

Local	State	Federal
1%	6%	0%

Questions

If you have any questions regarding data collection tools and methods, please contact the Information Institute at ii@ci.fsu.edu.

Professional Library Staff Member Log

Date:

Professional Title:

Day 1

<i>Recipient of Services</i>	<i>Type of Equipment</i>	<5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes
Patrons	<i>Reference Desk</i>					
	<i>PACs</i>					
	<i>Library Laptop</i>					
	<i>Personal Laptop</i>					
	<i>Other Electronic Equipment (e.g. tablets)</i>					
	<i>No Electronic Equipment</i>					
Staff	<i>Personal Computer</i>					
	<i>PACs</i>					
	<i>No Equipment</i>					

Time Spent on E-government Service Transactions

Estimated Percentage of Time Spent		
<i>Local</i>	<i>State</i>	<i>Federal</i>
%	%	%

If you need extra copies of this log or would like to contribute additional details or anecdotes regarding e-government service transactions, please access <http://indiana.ii.fsu.edu>

Indiana Public Library E-government Services: Activity Log

Professional Library Staff Member Log

Date:

Professional Title:

Day 2

<i>Recipient of Services</i>	<i>Type of Equipment</i>	<5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes
Patrons	Reference Desk					
	PACs					
	Library Laptop					
	Personal Laptop					
	Other Electronic Equipment (e.g. tablets)					
	No Electronic Equipment					
Staff	Personal Computer					
	PACs					
	No Equipment					

Time Spent on E-government Service Transactions

Estimated Percentage of Time Spent

Local	State	Federal
%	%	%

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Professional Library Staff Member Log

Indiana Public Library E-government Services: Activity Log

Date:

Professional Title:

Day 3

Time Spent on E-government Service Transactions

<i>Recipient of Services</i>	<i>Type of Equipment</i>	<5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes
Patrons	Reference Desk					
	PACs					
	Library Laptop					
	Personal Laptop					
	Other Electronic Equipment (e.g. tablets)					
	No Electronic Equipment					
Staff	Personal Computer					
	PACs					
	No Equipment					

Estimated Percentage of Time Spent

Local	State	Federal
%	%	%

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Professional Library Staff Member Log

Date:

Professional Title:

Day 4

<i>Recipient of Services</i>	<i>Type of Equipment</i>	<5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes
Patrons	Reference Desk					
	PACs					
	Library Laptop					
	Personal Laptop					
	Other Electronic Equipment (e.g. tablets)					
	No Electronic Equipment					
Staff	Personal Computer					
	PACs					
	No Equipment					

Time Spent on E-government Service Transactions

Estimated Percentage of Time Spent		
Local	State	Federal
%	%	%

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Professional Library Staff Member Log

Date:

Professional Title:

Day 5

<i>Recipient of Services</i>	<i>Type of Equipment</i>	<5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes
Patrons	Reference Desk					
	PACs					
	Library Laptop					
	Personal Laptop					
	Other Electronic Equipment (e.g. tablets)					
	No Electronic Equipment					
Staff	Personal Computer					
	PACs					
	No Equipment					

Time Spent on E-government Service Transactions

Estimated Percentage of Time Spent		
Local	State	Federal
%	%	%

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Paraprofessional Library Staff Member Log

Date:

Professional Title:

Day 1

<i>Recipient of Services</i>	<i>Type of Equipment</i>	<5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes
Patrons	Reference Desk					
	PACs					
	Library Laptop					
	Personal Laptop					
	Other Electronic Equipment (e.g. tablets)					
	No Electronic Equipment					
Staff	Personal Computer					
	PACs					
	No Equipment					

Time Spent on E-government Service Transactions

Estimated Percentage of Time Spent		
Local	State	Federal
%	%	%

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Paraprofessional Library Staff Member Log

Date:

Professional Title:

Day 2

<i>Recipient of Services</i>	<i>Type of Equipment</i>	<5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes
Patrons	Reference Desk					
	PACs					
	Library Laptop					
	Personal Laptop					
	Other Electronic Equipment (e.g. tablets)					
	No Electronic Equipment					
Staff	Personal Computer					
	PACs					
	No Equipment					

Time Spent on E-government Service Transactions

Estimated Percentage of Time Spent

Local	State	Federal
%	%	%

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Paraprofessional Library Staff Member Log

Indiana Public Library E-government Services: Activity Log

Date:

Professional Title:

Day 3

Time Spent on E-government Service Transactions

<i>Recipient of Services</i>	<i>Type of Equipment</i>	<5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes
Patrons	Reference Desk					
	PACs					
	Library Laptop					
	Personal Laptop					
	Other Electronic Equipment (e.g. tablets)					
	No Electronic Equipment					
Staff	Personal Computer					
	PACs					
	No Equipment					

Estimated Percentage of Time Spent

Local	State	Federal
%	%	%

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Paraprofessional Library Staff Member Log

Date:

Professional Title:

Day 4

<i>Recipient of Services</i>	<i>Type of Equipment</i>	<5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes
Patrons	Reference Desk					
	PACs					
	Library Laptop					
	Personal Laptop					
	Other Electronic Equipment (e.g. tablets)					
	No Electronic Equipment					
Staff	Personal Computer					
	PACs					
	No Equipment					

Time Spent on E-government Service Transactions

Estimated Percentage of Time Spent		
Local	State	Federal
%	%	%

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Paraprofessional Library Staff Member Log

Date:

Professional Title:

Day 5

<i>Recipient of Services</i>	<i>Type of Equipment</i>	<5 Minutes	6-10 Minutes	11-15 Minutes	16-20 Minutes	>20 Minutes
Patrons	Reference Desk					
	PACs					
	Library Laptop					
	Personal Laptop					
	Other Electronic Equipment (e.g. tablets)					
	No Electronic Equipment					
Staff	Personal Computer					
	PACs					
	No Equipment					

Time Spent on E-government Service Transactions

Estimated Percentage of Time Spent		
Local	State	Federal
%	%	%

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