

# MLD Library Reinvention Committee

Future of Reference Roundtable Discussions – Executive Summary

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September 2017 Reference Survey Results

March 2018

# Future of Reference Roundtable Discussions – Executive Summary

## MLD Library Reinvention Committee

**OBJECTIVE:** The MLD Library Reinvention Committee and NLS are working to envision the future of reference in Nassau libraries. We believe reference skills and authoritative sources are incredibly important, but the service model of having reference librarians posted at a public service desk and waiting for reference questions is not resonating as well with today's patrons. A primary goal of the project is to explore how we can best use reference skills to engage our communities.

**PROCESS:** A survey conducted by 12 member libraries in September 2017 found that 50% of interactions at reference desks are transactional, where traditional reference resources aren't consulted, and a process is carried out on behalf of the patron. Examples include: program registration, placing holds on materials, circulating museum passes, notary services and helping with copying, faxing, and scanning. Directional questions (e.g. those related to library hours, facilities, etc.) were 18% of the total. Computer and device assistance made up 16% of the inquiries. Reader's advisory inquiries, social service referrals, and reference and research assistance accounted for a total of 15% of the interactions combined. While the ratio of interactions in each category varied from library to library, the results showed that the vast majority of what takes place at our reference desks is not traditional reference service.

In November and December 2017, roundtable discussions were held with member library staff to help answer the question: If the expertise of reference staff is often underutilized at the reference desk, what strategies, practices, or services could be introduced or enhanced that would allow reference staff to more effectively utilize their knowledge and skills while serving community needs?

This executive summary briefly presents the results of 3 Future of Reference roundtable discussions held at NLS with groups of staff from various libraries and 9 Future of Reference roundtable discussions held at individual member libraries among colleagues. The same questions were asked at each discussion. Any statements in quotation marks are direct quotes from participants; however, this report does not attribute quotations to specific staff members.

**VALUE OF REFERENCE SERVICE:** There was consensus that the number of reference/research questions asked at reference desks has declined over time. However, interactions that take the most time and require the most attention also have the most impact on patrons' lives (e.g. job help, homebound services, outreach to seniors, one-on-one computer assistance, readers advisory, crisis assistance). Across the board, participants believed that their soft skills were among the most valuable. In particular, listening skills and empathy were seen to help build trusting relationships with patrons. Many librarians have an interest in contributing to public programming in a variety of areas including: instructional programs on information literacy, privacy issues, library instruction, and hosting open houses.

**DETERRENTS:** That patrons can see the librarian at the desk is busy (or appears to be busy) with other things was seen as the greatest deterrent to use of reference services. Inconsistent customer service experiences, depending on which staff member happens to be at the desk, was also seen as a huge barrier. In addition, patrons are not aware of the skills librarians have and how they can help them, due to the lack of publicity and promotion about what reference librarians are capable of doing.

**COMMUNITY OUTREACH:** Numerous librarians expressed the importance of visiting community organizations, agencies, businesses, adult learning classes, hospitals, churches, after school programs, supermarkets, senior centers, and sporting events to reach out to community members who are not coming into the library.

**OFF DESK TIME:** If librarians had more time away from the desk, they would prioritize spending their time on professional development and creating more content for patron use. Another priority was using the time to provide in-depth one-on-one help to patrons who need job search, job application, and resume writing assistance, as well as those who need instruction on the use of technology and databases.

**REFERENCE NOW:** Currently, the reference and research questions most frequently asked at reference desks focus on local history, genealogy, medical research, government forms (especially IRS tax forms and naturalization forms), and consumer information. Patrons often ask for instructions on how to use devices, computers, the Internet, and setting up email accounts. Librarians also receive many requests to provide assistance with job searches and resume help, legal information, financial information, access to social services and crisis assistance.

While some libraries do provide the services below, these are the services that were most requested by patrons but not provided by library staff according to the respondents:

- advice and consultation on medical and legal issues
- on-demand, one-on-one computer and device instruction and repair
- completion of online job applications, government forms (e.g. DMV), and social service applications
- resume writing services and typing resumes for patrons
- proofreading and editing documents
- translation services.

These responses demonstrate that, by and large, patrons don't need help *finding* things, they need help *doing* things. The potential benefits of having a social worker in the library to deal with some of these issues came up in several roundtable discussions.

**ADDITIONAL TRAINING:** Participants were asked, "Would you need additional skills or continuing education to be able to be most effective in offering the new or expanded services you mentioned earlier?" The responses highlighted the need for additional training to build staff knowledge and comfort with technology, devices, apps, online services, and databases. Participants stressed that such training needed to be "constant," mandated by library administrators and required of all staff members, not just those who volunteer to participate. In addition to training, staff also desired informal, dedicated time to practice using equipment and online services. Several participants also wanted more training in "people skills," like correctly interpreting body language and showing compassion. Many of the respondents believe administrators need to recognize the importance of training and make it a priority.

**CONSIDERATIONS FOR LIBRARY ADMINISTRATORS:** This exercise of speaking with frontline reference staff about the realities of their work and their ideas for the future shed light on a number of areas in which administrators can guide and assist reference departments in providing consistent, high-quality service. There may be benefits to having marketing, social media, outreach, instruction, programming, technology training, readers advisory, and web content creation activities be part of the expectations for reference staff, as many reference librarians in larger libraries expressed frustration that their job duties were limited in scope. Administrators should also consider showing support when staff want to contribute in new areas or attend events outside of the library. Reference service cannot become more dynamic unless staff members are given the freedom to step out from behind the desk. It's worth reconsidering the loan rules and location of physical reference collections so that the materials can be put to greatest use by the public.

**MOVING INTO THE FUTURE:** If we accept that the quantity of reference and research questions once asked at reference desks are a thing of the past, libraries need to engage with their communities in new and expanded ways. Some of the ideas that came out of the Future of Reference roundtable discussions can be tried and tested in libraries. These ideas include allowing patrons to make individual appointments for instruction and consultation; offering public programs led by reference staff; pairing reference staff with community organizations to provide assistance with community projects; sending staff out into the community to market and provide services offsite; and including reference staff in cross-departmental projects.

Redefining and restructuring reference service is key to serving our communities well. It's time to use new tactics in order for libraries to reach their potential.

# **Future of Reference Roundtable Discussions**

## **A Report from the MLD Library Reinvention Committee**

### **Introduction**

The MLD Library Reinvention Committee and NLS are working to envision the future of reference in Nassau libraries. A primary goal of the project is to explore how we can best use reference skills to engage our communities.

A survey conducted by 12 member libraries in September 2017 found that 50% of interactions at reference desks are transactional, where traditional reference resources aren't consulted and a process is carried out on behalf of the patron. Examples include program registration, placing holds on materials, circulating museum passes, notary services and assisting with copying, faxing, and scanning. Directional questions (e.g. those related to library hours, facilities, etc.) were 18% of the total. Computer and device assistance made up 16% of the inquiries. Reader's advisory inquiries, social service referrals, and reference and research assistance accounted for a total of 15% of the interactions combined. While the ratio of interactions in each category varied from library to library, the results showed that the vast majority of what takes place at our reference desks is not traditional reference service.

We believe reference skills and authoritative sources are incredibly important, but the service model of having reference librarians posted at a public service desk and waiting for reference questions isn't resonating as well with today's patrons.

In November and December 2017 a number of discussions were held with member library staff to help answer the question: *If the expertise of reference staff is often underutilized at the reference desk, what strategies, practices, or services could be introduced or enhanced that would allow reference staff to more effectively utilize their knowledge and skills while serving community needs?*

This report summarizes the results of 3 Future of Reference roundtable discussions that were held at NLS with groups of staff from various libraries and 9 Future of Reference roundtable discussions that were held at individual member libraries among colleagues. The same questions were asked at each discussion. Any statements in quotation marks are direct quotes from participants; however, this report does not attribute quotations to specific staff members.

### **Responses to Roundtable Questions**

#### ***Do the findings of the September 2017 survey of activities and types of questions asked at reference desks ring true to you?***

There was consensus that number of reference/research questions asked at reference desks has declined over time. Some felt that even 7% for reference/research questions seemed high. A large contingent felt that computer and device assistance was underrepresented in responses.

Participants commented that individual libraries did not always compare apples to apples in their responses to the survey:

- Libraries may not have interpreted the definitions of the categories in the same way.
- The geography of library buildings was a big factor: some libraries have a unified information desk, others have specific service points for inquiries related to readers advisory and tech support, for example, which skew the results.

Several participants pointed out that transactional and directional questions could be answered by paraprofessional library staff and didn't require professional skills. However, it was often asserted that these types of questions tend to lead to more in-depth or complicated inquiries. One librarian mentioned that a question like, "Where is the bathroom?" is often test for whether or not the librarian is approachable, trustworthy, and interested in helping. Many felt that by having only paraprofessionals on the front line there would be missed opportunities for deeper interaction through traditional reference interview techniques that librarians are skilled at employing.

There were also interesting and insightful comments that may be particularly relevant to library administrators:

- Because transactional questions, requests for computer passes, and setting PIN numbers are so frequent, there is often not enough time to spend on more time-intensive requests like readers advisory services and job search inquiries.
- Reference questions are changing because patrons need help using the technology that can give them the answers (i.e. navigating a website, logging into a computer, using a database, downloading a document), rather than help finding the answers. Once they are comfortable with the technology they're able to search for and find relevant resources themselves.
- Staff is starting to feel like the lines between the services included in the survey are blurring. This is a particular challenge in libraries with different service points for specific services because it is seen as a barrier for the patrons, since libraries put the onus on them to figure out if resume help is a tech question or reference question.
- A couple of librarians noted that when there are service points for specific services it both diluted the power of the patron interaction and led to a loss of confidence for the staff members. Some felt they could rely on technology specialists or readers advisory specialists, and therefore lost confidence answering those types of questions. Librarians in buildings where one service point is expected to answer all types of questions appreciated that in those cases it is up to the individual to "seal the deal, start to finish."

***What aspects of your work are most valuable to the public? What aspects of your work are most valuable to the library?***

Across the board, participants believed that their soft skills were among the most valuable. They mentioned listening skills and empathy in particular, which were seen to help build trusting relationships with patrons. These are the skills put to use during a reference interview. Participants made these statements with regard to which aspects of their work were most valuable:

- "The learned and practiced ability to find what a patron really wants to know."

- “Connecting people to what they’re actually looking for.”
- Providing a “safe environment for intellectual freedom and asking questions.”

The customer service tactic of “upselling” library programs, services, and resources that are relevant to patrons’ interests and needs was also cited as a way those same soft skills have value.

Another popular response highlighted the value of providing access to technology and information. This takes the form of collection development and interlibrary loan activities, as well as “putting the right material in the right hands.”

Other interesting comments included:

- Helping patrons use the copy machine is one of the most valuable things done for the public because it can lead to future library use.
- Time correlates to the value of the interaction; the longer the interaction, the more valuable it is for the patron.
- Interactions that take the most time and require the most attention also have the most impact on patrons’ lives (e.g. job help, homebound services, outreach to seniors, one-on-one computer assistance, readers advisory, crisis assistance).

***In what new ways could reference and research skills be put to good use outside the library in your community?***

Outreach efforts could be expanded into the community in a number of ways:

- Visit community organizations and agencies, businesses, adult learning classes, hospitals, churches, after school programs, supermarkets, Kiwanis clubs, Chambers of Commerce, senior centers, and sporting events, for example.
- Do research on behalf of local businesses or the historical society.
- Manage displays and deposit collections in doctors’ offices, nursing homes, and senior centers.
- Offer sidewalk services in places with foot-traffic, such as pop-up libraries at train stations, community fairs, and grocery stores.
- Give book talks outside the library.
- Attend more community events, college fairs, and job fairs.
- Provide services like A/V and tech support to retirement homes.
- Build better relationships with local schools in order to improve communication, better coordinate library resources needed for school assignments, and arrange school visits.

Participants also thought focusing on marketing and promoting library services outside of the library would be effective. Tactics for achieving this included bringing promotional materials to community business and organizations, having a welcome package for new residents, and increasing and improving efforts to engage the public via social media.

There was a lot of interest in using reference and research skills within the library to better effect than sitting at a reference desk. Many librarians have an interest in participating in public programming in a variety of areas:

- Presenting instructional programs on information literacy, privacy issues, and library instruction; one person suggested hosting a murder mystery program that required the use of databases to solve it!
- Hosting open houses with different library stations to show off the breadth of services.
- Providing government, citizenship, and English language learning help, all of which were cited as huge needs.
- Offering workshops designed for vulnerable groups.
- Providing more opportunities for community service credits.
- Coordinating more author visits.

They are also interested in increasing their focus on local history, by making appointments with members of the public to showcase materials and help with research and by collecting interviews with community figures, like war veterans.

Finally, one interesting idea for utilizing reference librarians' skills involved conducting a research project within the library to measure and evaluate the impact of the library's various programs and services on the community.

***If you had more time off of the desk, what would you prioritize spending your time on?***

Responses to this question tended to be professional development activities. Reference librarians were clear that they need more time to communicate with their colleagues and practice using library technologies. In some libraries, the reference staff is never able to meet face-to-face because of desk schedules. As a result, they feel it is impossible to provide consistent service and set expectations for service provision. Everyone is simply left to their own judgement at the desk.

The most popular response was the need for pockets of time to practice downloading ebooks, use the library's databases and online services, and review new databases. Participants said without this practice they have a lack of confidence recommending or instructing patrons in the use of these tools.

A couple of public-facing services were also mentioned. With more time off the desk, librarians felt they would be able to create more content for patron use, such as manuals, guides, tutorial videos, booklists and movie recommendations, as well as make contributions to the library's website content. Another priority was using the time to provide in-depth one-on-one help to patrons who need job search, job application, and resume writing assistance, as well as those who need instruction on the use of technology and databases. Participants universally expressed that they are not always able to spend enough time with individual patrons, especially when they are the only one assigned to the reference desk.

### ***What are the biggest barriers to providing effective reference service at your library?***

This question resulted in some of the liveliest discussion at the roundtables, and participants voiced several significant barriers to the use of reference services and the reference desk.

Patrons can be reluctant to approach librarians at the desk. They may have sensitive issues that they are embarrassed about or don't want others to overhear. Language barriers also play a role in questions not being asked.

The fact that patrons can see that the librarian at the desk is busy (or appears to be busy) with other things was seen as the greatest deterrent. Many librarians don't spend any part of their workday off the desk and are expected to perform all of their duties while there, including collection development and program planning. Further, reference desks are often charged with taking registration and "being the box office" for library events. Under these circumstances "there's no way to give the patron the attention they need."

Other issues related to time included the fact that patrons don't have time to wait for the answers to in-depth reference questions and the unpredictable traffic at reference desks that can result in lines for service as well as long stretches of time without anyone to assist.

Inconsistent customer service experiences, depending on which staff member happens to be at the desk, was also seen as a huge barrier. While some librarians "do too much, go too far" trying to help patrons, others don't do enough, and expectations for the extent of services provided are unclear in most libraries. While some staff members have made the effort to become familiar with current technologies, others are unwilling to learn new skills and will pass patrons off to other staff members who they know will help. Once a patron has the experience of being passed off they are unlikely to return to the reference desk with their next request and will likely seek out the staff member they found to be helpful. Some participants wished their library administrators would enforce service standards and provide clear direction for their department, enabling their departments to be proactive rather than reactive.

Comments from participants also touched on the morale problems that can be caused when staff members are allowed to provide inconsistent levels of service. Capable and willing staff members are saddled with many responsibilities while others are seen to be "allowed to coast." Ironically, the staff members with more responsibilities are sometimes newer to the profession and compensated significantly less than those with lower performance expectations. In another troubling scenario, participants mentioned that "problem" or low-output librarians are sometimes transferred to reference and assigned to the desk for large stretches of time. When this happens they "become the face of the library" and further alienate the public from using reference services.

Internal and external communication was seen as a barrier as well. Among library staff, poor communication across departments and within them results in staff having a lack of knowledge of library policies and procedures as well as upcoming programs and new services offered. This was especially problematic in libraries where staff doesn't read the newsletter or where part-timers don't

have access to internal communications through email and staff meetings, nor access to continuing education.

External communication also presented problems for patrons. Participants were concerned that patrons don't know what reference means and don't intuitively know the difference between reference and circulation services. There is also a lack of publicity and promotion about what reference departments are able to do. Patrons aren't aware of the skills librarians have and how librarians are able to help them.

***Do you have thoughts about why reference and research questions aren't being asked at the desk?***

Patrons have access to "tons of information" via personal technology, feel they are self-sufficient, and don't know what they're missing by not seeking out reference services. Public perception is that "Google has all the answers." Further, library technology is difficult to use and often slower and older than devices and equipment owned by patrons. Patrons therefore prefer to use what they already have and are familiar with.

***When you do get reference/research questions, what do they tend to be about?***

The reference and research questions asked at reference desks tend to be about:

- Local history and genealogy, including searches for obituaries
- Looking up phone numbers for businesses and individuals
- Medical research, including credentials of particular doctors, ratings and recommendations for doctors, and researching specific conditions and medication
- Government forms, especially IRS tax forms and naturalization forms
- Consumer information and requests for *Consumer Reports*
- How to use devices, computers, the Internet, and setting up email accounts
- Job search and resume help
- Locating primary sources for school assignments
- Legal information
- Biographical information
- Financial information, including personal finance
- Access to social services and crisis assistance.

Participants noted that the reference questions they do get tend to be difficult and time consuming because patrons have already exhausted basic internet searches and utilized the tools they have access to.

***Do your patrons ask for things your department is not able to do? If so, what?***

While certain libraries do provide some of the services below, these are the services that were most requested but not provided by library staff:

- Advice and consultation on medical and legal issues

- Reading and interpretation of research
- On-demand one-on-one computer and device instruction
- Completion of online job applications, government forms (e.g. DMV), and social service applications (e.g. food stamps, housing) on behalf of patrons
- Resume writing services and typing resumes for patrons
- Proofreading and editing documents
- Computer/device/appliance repair
- Translation services
- Tax preparation services
- Personal tasks like making reservations, online shopping, selling on eBay, and posting to Craigslist.

People are often instructed by agencies and employers to go to the library to fill out job applications or apply for benefits online. Those patrons enter the library with the expectation that they will receive hands-on help as soon as they arrive. Often these patrons have no experience using a computer and no email address. Unfortunately, staff is often not able to give them the time and attention required to complete their task. With regard to social services, staff are often fearful of making a mistake with critical consequences. For example, staff wonder if helping patrons to obtain part-time employment will jeopardize their social assistance benefits.

The potential benefits of having a social worker in the library to deal with some of these issues knowledgably came up in several roundtable discussions.

***Would you need additional skills or continuing education to be able to be most effective in offering the new or expanded services you mentioned earlier? What other organizational adjustments would need to be made?***

Additional training to build staff knowledge and comfort with technology, devices, apps, online services, and databases was seen to be most important. Participants stressed that such training needed to be “constant,” mandated by library administrators and required of all staff members, not just those who volunteer to participate. In addition to training, staff also desired informal, dedicated “play time” to practice using equipment and online services. Database practice is particularly important; staff is “not using databases enough, so they don’t know how to use them.” More training at NLS for databases was also requested.

Reference staff also expressed a desire to acquire skills in developing public programs and public speaking. They want to be trained to vet members of the community with unique skills who wish to deliver public programming. They also want to participate in train-the-trainer workshops to become better at educating and explaining things to people.

A number of participants also wanted more training in “people skills,” like correctly interpreting body language and showing compassion. While staff is enthusiastic about the idea of roving rather than being tied to a desk, they are not always comfortable approaching people and would need additional support.

Other topics for additional training that came up were:

- Readers advisory services
- Basic Spanish language skills
- How to seek community demographic information
- Cultural awareness training
- Workforce development, including career advice, job searching, and best practices and easy templates for resumes
- Social work skills and psychology training that would help staff deal with aging people, people with memory loss, and people with mental illness
- Safety issues, like medical emergencies, active shooter situations, and knowing when to call police.

A number of changes to library practices were also desired in order for training to be effective. Many believed continuing education should be mandatory for all reference staff, including part-timers. Staff believe administrators need to prioritize and recognize the importance of training and let staff attend when it is offered. Staff also believed continuing education opportunities should not be limited to a staff member's current responsibilities.

Other changes that would be beneficial are assigning staff members as back-up for the reference desk so the person at the desk is enabled to attend to reference questions that require more time; installing updated versions of software; and allowing more time for staff to communicate with one another across departments.

***What should have been asked in this discussion that wasn't? What else is there to talk about?***

We wanted to make sure that participants had an opportunity to express anything else that was on their minds with regard to the future of reference service. Instead of offering comments, many participants took the opportunity to ask questions. These are some of the issues that were raised:

- How do we become more community-based? We don't do a good job of finding out what patrons want. We make a lot of assumptions. How can we ask them?
- How can departments collaborate to advance or evolve reference service? How can we cultivate better teamwork within the library? How can we break the mold of old libraries still based on hierarchical structures?
- How can we ensure local library schools are preparing students to meet current patron needs?
- What makes a librarian different from other library staff members? Is there a meaningful distinction? Some staff expressed concerns about the "deprofessionalization" of librarianship.
- How can we counter public perception that library staff and librarians don't do anything special? After all, anybody can Google.
- How should we design the reference desk? Should it be on wheels, combined with circulation functions, or should there be little stations deployed in all areas of building?

## **Considerations for Library Administrators**

This exercise of speaking with frontline reference staff about the realities of their work and their ideas for the future shed light on a number of areas in which administrators can guide and assist reference departments in providing consistent, high-quality service.

### *Organizational Considerations*

Participants from larger libraries questioned the value of having separate technology, readers advisory, adult services, and reference departments. Some felt that reference staff members did not have enough responsibilities other than desk duty and said “it can be troubling” not to have responsibilities. Reference staff members also felt “cut off” from outreach, technology, marketing, and readers advisory activities and wished they could contribute more in those areas. One reference librarian described an environment so siloed and hierarchical that s/he needed approvals from 3 colleagues to create a book display.

There may be benefits to having marketing, social media, outreach, instruction, programming, technology training, readers advisory, and web content creation activities be part of the expectations for reference staff. Administrators should also consider showing support when staff want to contribute in new areas or attend events outside of the library.

Staff from libraries that do not currently have a technology specialist or technology department were in agreement that such a position or department would be beneficial. However, it is important for libraries with a technology specialist to maintain expectations for a standard of technology skills for the entire staff. Some staff admitted to relying on technology specialists as a “crutch.” One of the most important roles for technology specialists is to provide the staff training on technology topics that all participants agreed was critically important.

### *Operational Considerations*

If reference staff members are to be enabled to participate in the activities mentioned above it will be necessary for them to have time off the desk to focus on expanded responsibilities. Reference service cannot become more dynamic unless staff members are given the freedom to step out from behind the desk.

Participants also considered but did not conclude what should be done with their print reference collections. Most attendees said their library had significantly pared down its collection in recent years and some have transitioned almost entirely to online reference resources. Others had interfiled their reference collection with their circulating nonfiction collection and retained the non-circulating status of reference materials; others still had started to allow their reference materials to circulate. It’s worth considering how a library’s reference collection can be put to greatest use by the public.

### *Service Provision and Performance Considerations*

Staff are unsure how involved they should get in sensitive patron issues regarding health, the law, finances, social services, and crisis assistance. Without a clear set of expectations for their departments, individual staff members are left to judge for themselves where to draw the line with the amount and intensity of the help they offer. Library administrators should help reference departments to standardize service provision. Patrons will benefit from having consistency and staff will take comfort in the guidance.

Library administrators should also attempt to address performance issues in staff members who do not meet expectations for standards of service. The concern among staff that problem staff members get reassigned to reference has a notable impact on the morale of reference departments.

### **Moving into the Future**

If we accept that the quantity of reference and research questions once asked at reference desks are a thing of the past, libraries need to engage with their communities in new and expanded ways. The following ideas that came out of the Future of Reference roundtable discussions can be tried and tested in libraries:

- Allowing patrons to make individual appointments with staff members for research assistance, job search and resume help, and basic technology instruction.
- Allowing reference staff to present public programs on topics staff are passionate about.
- Pairing reference staff with community organizations to provide reference and research services for community projects (a.k.a. embedded reference).
- Producing and distributing publications for the public.
- Giving reference staff responsibilities for collection development, marketing, social media, readers advisory, tech training, physical displays, or outreach.
- Weeding radically, including reference sections.
- Do you need reference librarians? What if you just have librarians?
- Assigning reference staff time to be out from behind the desk.
- Mandating continuing education and technology practice time for all staff.
- Send staff to where the patrons are in the community in order to market and promote services; libraries “need to be in their faces!”
- Include reference staff members in cross-departmental projects where their skills can shine.
- Patrons don’t need help finding things, they need help doing things. What can reference staff help them *do*?

**MLD Library Reinvention Committee - September 2017 Reference Survey Results**

Library	Social Services / Community							Library Total
	Transactional	Computer Assistance	Device Assistance	Agency Referrals	Reader's Advisory	Research / Reference	Directional	
Baldwin	326	166	8	2	62	80	108	752
Bethpage	263	54	3	3	28	10	426	787
East Meadow	714	183	6	12	55	166	104	1240
Farmingdale	225	79	26	29	45	33	80	517
Freeport	282	15	5	13	19	20	20	374
Hempstead	464	200	0	8	60	32	130	894
Levittown	251	112	1	17	41	43	114	579
Merrick	366	64	8	10	74	50	86	658
Plainedge	207	75	2	0	51	5	105	445
Port Washington	167	73	5	18	8	85	66	422
Roslyn	290	41	22	3	39	31	112	538
Uniondale	334	72	1	34	0	15	60	516

<b>Question Type Total</b>	<b>3889</b>	<b>1134</b>	<b>87</b>	<b>149</b>	<b>482</b>	<b>570</b>	<b>1411</b>	<b>7722</b>
<b>Percentage of Total</b>	<b>50%</b>	<b>15%</b>	<b>1%</b>	<b>2%</b>	<b>6%</b>	<b>7%</b>	<b>18%</b>	