

# Zip Books: Data Collection and Reporting



Janet Coles  
California State Library  
October 22, 2013





## Data to collect and report

- Staff time to process Zip Books
- Customer satisfaction data (including anecdotal comments)
- Distance of customer residence to library
- Number of customers served
- Number of items ordered and format information: print, large print, audio
- How many Zip Books added to collection
- How long customers kept items
- Category

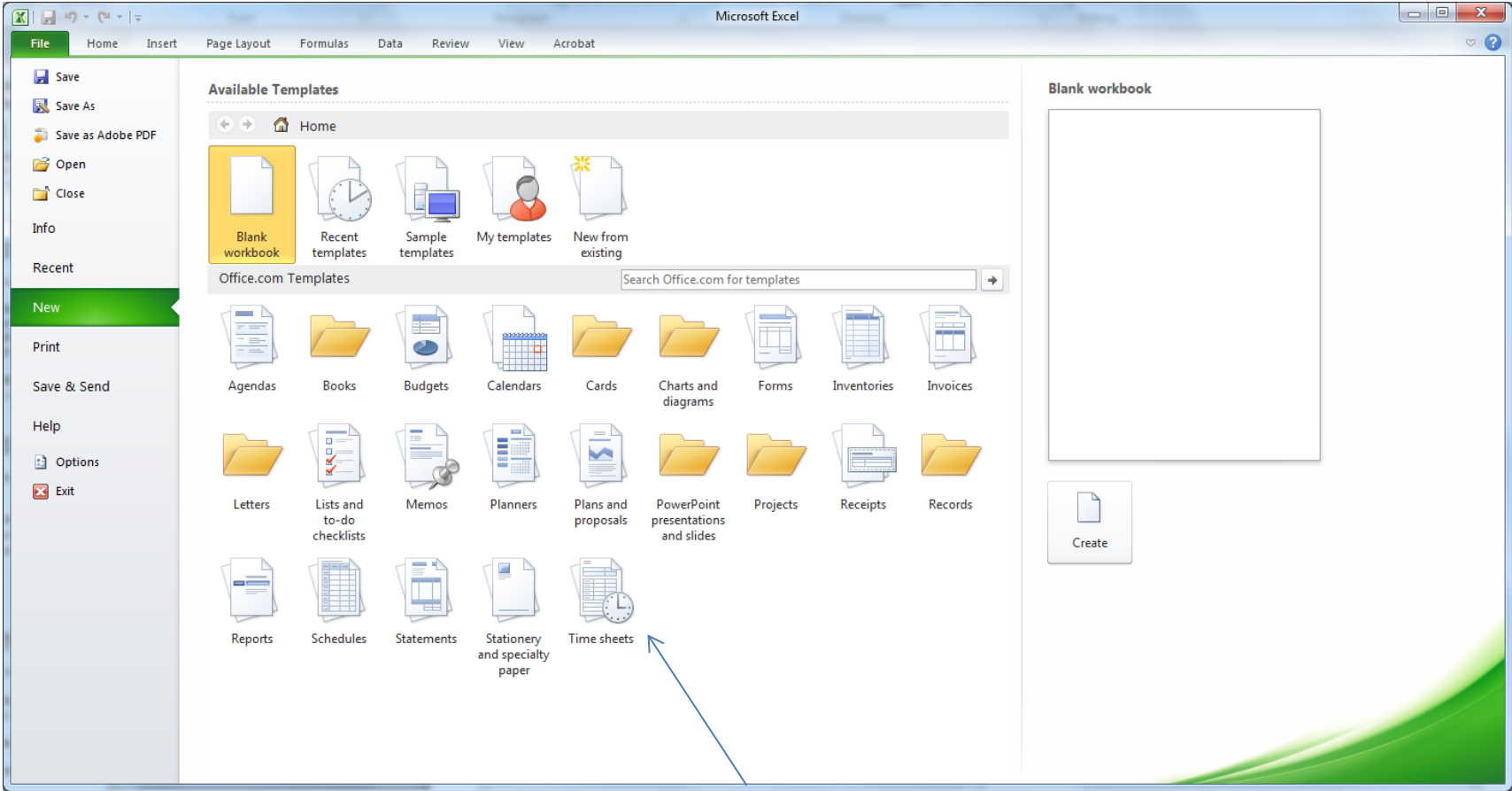


## Data collection methods

- Staff time to process Zip Books
  - Build time into staff schedule(s); keep schedules, then total and report hours quarterly
  - Use time tracking templates (Excel?) or software
  - Incorporate into your current tracking processes



# Data collection methods





## Data collection methods

- Two main instruments: customer survey and Zip Books request form
  - Customer survey form: customer satisfaction data, distance from residence to library
  - Zip Books request form: everything else

You can also download and work with data from Amazon.....



# Data collection methods

Customer satisfaction data (including anecdotal comments); customer home to library distance

What do you think of Zip Books?

How easy was it to understand the request process?

Very Easy  Easy  Moderate  Difficult

How satisfied were you with the arrival time of your Zip Book(s)?

Very  Satisfied  Somewhat  Unsatisfied

How likely are you to use Zip Books again?

Very  Likely  Somewhat  Not Likely



Your comments:

---

---

---

---

---



# Data collection methods

- Number of customers; number of items ordered; format information (hardback, paperback, large print, audio); categories; time customer kept item(s)

**Zip Book Request**                      **Customer Name (last, first)** \_\_\_\_\_

**Customer ID:** \_\_\_\_\_                      **Date:** \_\_\_\_\_

**Phone:** (       ) \_\_\_\_\_                      **E-mail:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Title** \_\_\_\_\_ **Author(s)** \_\_\_\_\_



# Data collection methods

Category:

..... Adult Fiction ..... Bestseller? \_\_\_\_\_ Yes \_\_\_\_\_ No

..... Adult Non-Fiction ..... Bestseller? \_\_\_\_\_ Yes \_\_\_\_\_ No

..... Young Adult Fiction ..... Bestseller? \_\_\_\_\_ Yes \_\_\_\_\_ No

..... Young Adult Non-Fiction ..... Bestseller? \_\_\_\_\_ Yes \_\_\_\_\_ No

..... Foreign Language Fiction ..... Language: \_\_\_\_\_

..... Foreign Language Non-Fiction ..... Language: \_\_\_\_\_

..... Children's Fiction

..... Children's Non-Fiction

..... Other (please list) \_\_\_\_\_

\_\_\_\_\_

|





# Data collection methods

[Your Account](#) > [Your Orders](#)

Search Your Orders:

[Search Orders](#)

[Orders Listed By Date](#) | [Open Orders](#) | [Digital Orders](#)

1 order placed in:

Page: 1 of 1

ORDER PLACED  
**May 8, 2013**

[Order Details](#) | [Invoice](#)

ORDER #112-1324205-0679442  
RECIPIENT **Janet Coles**   
TOTAL **\$6.81**

DELIVERED ON **Saturday, May 11, 2013**  
**Delivered**



**A Killing Frost** (Blue Satan Mystery series)  
Wynn, Patricia  
Sold by **greattimebooks**

[Return or Replace Items](#)

[Write a Product Review](#)



## When you must report

### When you must report

- Oct.-Dec. 2013 – By January 24, 2014
- Jan.-March 2014 – By April 18, 2014
- Apr.-June 2014 – By July 18, 2014

We'll provide you with report forms; they'll be available online later this week.