Definitions of Transactions

Reference Statistics

Transaction	Definition	Example
Directional	Where is something	Where is the printer?
Reference	Informational question	I am looking for a paper about penguins
Technical	How does this work?	How do I look up a book in the catalog?
Consultation	An appointment with an expert (*not* required or curricular demanded; does not include prep-time for a instruction statistic)	Meeting with a student to form a research topic and find material | Not in the syllabus as a requirement for the class
Non-Reference	A question not related directions, reference, or a technical issue	I'm looking for my cell phone in the lost and found

Instruction Statistics

Transaction	Definition	Example
Library Class	Instruction session taught by a librarian/library staff for a credit-bearing course at TAMU.	POLS 367
Workshop	Seminar or presentation for a group, student organization, or campus unit. Tend to be topical in nature.	RefWorks Workshop, GIS Workshops, Copyright Workshop for International Student Fair
Orientation Presentations	Presentations to groups that promote library services and resource awareness. Generally used for populations new to the university.	Fish Camp presentation, Civil Engineering Student Orientation
Outreach	Resource tables, events and other outreach activities in which a presentation is generally NOT given, but rather engagement is done in small groups.	Open House, New Student Conferences, Library Booth at Boonville Days
Library Tour	Tours of library facilities and exhibits for groups.	
Internal Library Training	Internal workshops designed to provide professional development for library faculty and staff.	
K-12 School Visit	K-12 school visits. Typically involves classroom instruction. Can also incorporate tours of physical spaces.	
CE Course	Courses taught by librarians in which attendees can earn continuing education credit.	
Credit Course	Credit-bearing courses taught by librarians. Librarians must be listed in Howdy as an instructor of record.	
Other	An Instructional Activity that does not fit the other Instruction Type descriptions.	