Collecting gate counts, keeping a tally of every patron that visits the service desk or asks a question on chat, and tracking an information literacy class you’ve taught are all tasks that we have been doing for quite some time now as an effort in demonstrating our value to ourselves, and ultimately, to the powers that be. But as we know, those simple little ‘ticks’ have so much more meaning behind them that is tricky to convey. Faced with budget and staffing challenges, our unit needed, more than ever, to demonstrate our value.

And so our journey began...

For many years, our institution has relied on several different tools to record reference and instruction statistics:

- Western Libraries Instruction & Outreach Database (mandatory)
- Desk Tracker (mandatory)
- Personal records for use in annual reports (optional)
- One tool to capture it all!

The collection of interaction, reference, and research support statistics:

- Reference transactions and instruction can occur in many forms: in person, online, on the telephone, via email.
- Time is spent preparing, and often following up with patrons to meet their information needs.
- The outcome of any of these transactions is to teach information literacy skills to aid in the work of class assignments, theses and dissertations, and research.

Our Unit needed a tool that somehow captured the data we were already collecting along with the missing data that would help us to better demonstrate our value.