

How to find your library's statistics in LibAnswers

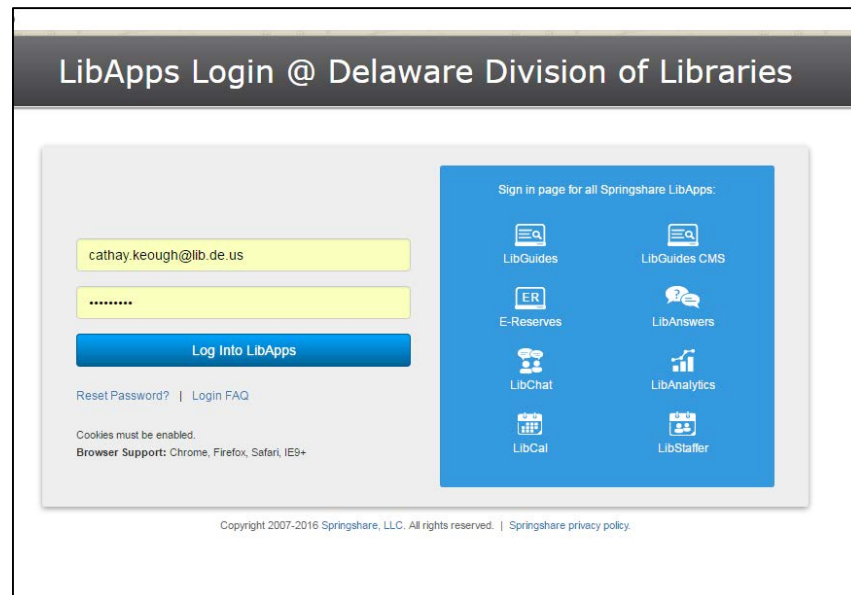
For Ask a Librarian Delaware



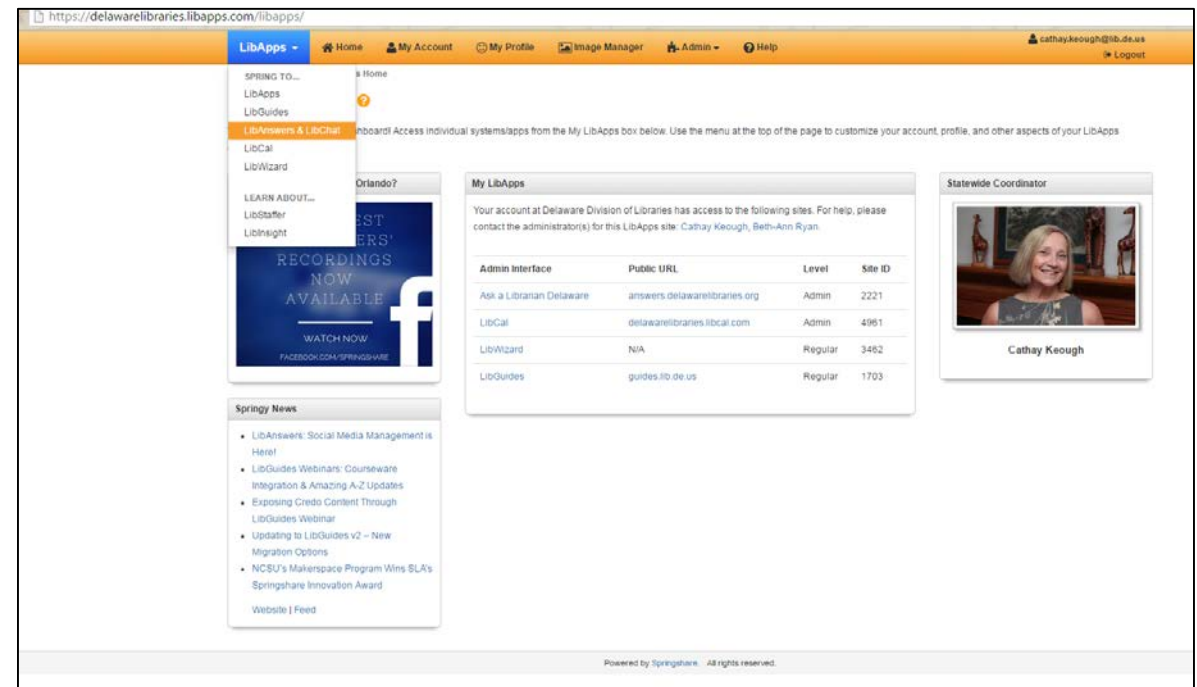
Library liaisons are the Administrators for their LibAnswers accounts.

Admins have access to reports and stats on LibAnswers among other ways to view patron use in order to help you and your library make decisions for marketing, staffing, best practices, and more.

Log in to LibAnswers (<http://answers.delawarelibraries/home.php>).



Remember that once you are logged into LibApps, you will need to be on the LibAnswers Dashboard to access your library's questions and stats. From LibApps, select LibAnswers from the dropdown menu.





There are various ways to find usage data. For the purposes of this guide, we'll simplify by showing one main area so you have a starting place that will give you basic statistics.

Here are the steps:

1. From the Dashboard, go to Stats and select Tickets, as shown above.

The default will show you the monthly stats for Ask a Librarian Delaware, from the Dates and Times tab. Ask a Librarian Delaware shares the SMS Texting service statewide.

2. To find more specific information for your library, use the “Queue” dropdown menu and select the box next to your library’s name.

The screenshot shows the LibAnswers Knowledge Base Explorer interface for Tickets. The top navigation bar includes 'LibAnswers', 'Dashboard', 'Answers', 'Social', 'Stats', 'Ref. Analytics', 'LibChat', 'Status Mgmt', 'Admin', and a user profile for 'cathay.keough@lib.de.us'. The main content area is titled 'Knowledge Base Explorer: Tickets' and features several tabs: 'Tickets', 'Dates & Times', 'Source & Form Fields', 'Answerer & Turnaround', 'Referrer', and 'Export'. The 'Dates & Times' tab is active, showing a search filter for 'Asked from' 2016-06-25 to 2016-07-25. The 'Queue' dropdown menu is open, displaying a list of libraries with checkboxes. 'Ask a Librarian Delaware' is selected. Below the filters, it indicates 'Showing statistics for 36 (out of 36) Tickets'. The 'Monthly Breakdown' section shows 'Ask a Librarian Delaware' as the selected queue. A 'Monthly Statistics' chart is partially visible, showing a y-axis for 'Tickets' ranging from 0 to 40.

ies.org/explore.php?m=stats

LibAnswers Dashboard Answers Social Stats Ref. Analytics LibChat Status Mgmt Admin cathay.keough@lib.de.us Logout

Knowledge Base Explorer: Tickets

Tickets Dates & Times Source & Form Fields Answerer & Turnaround Referrer Export

ID Full Text Source All Sources Status All Asked from 2016-07-01 to 2016-07-25

Updated between and Owner View All Queue Ask a Librarian

Limit by Day All Days Limit by Time between 00 hr and 24 hr Turnaround (hours)

Name Email Filter (Clear)

Showing statistics for 36 (out of 36) Tickets

Monthly Breakdown

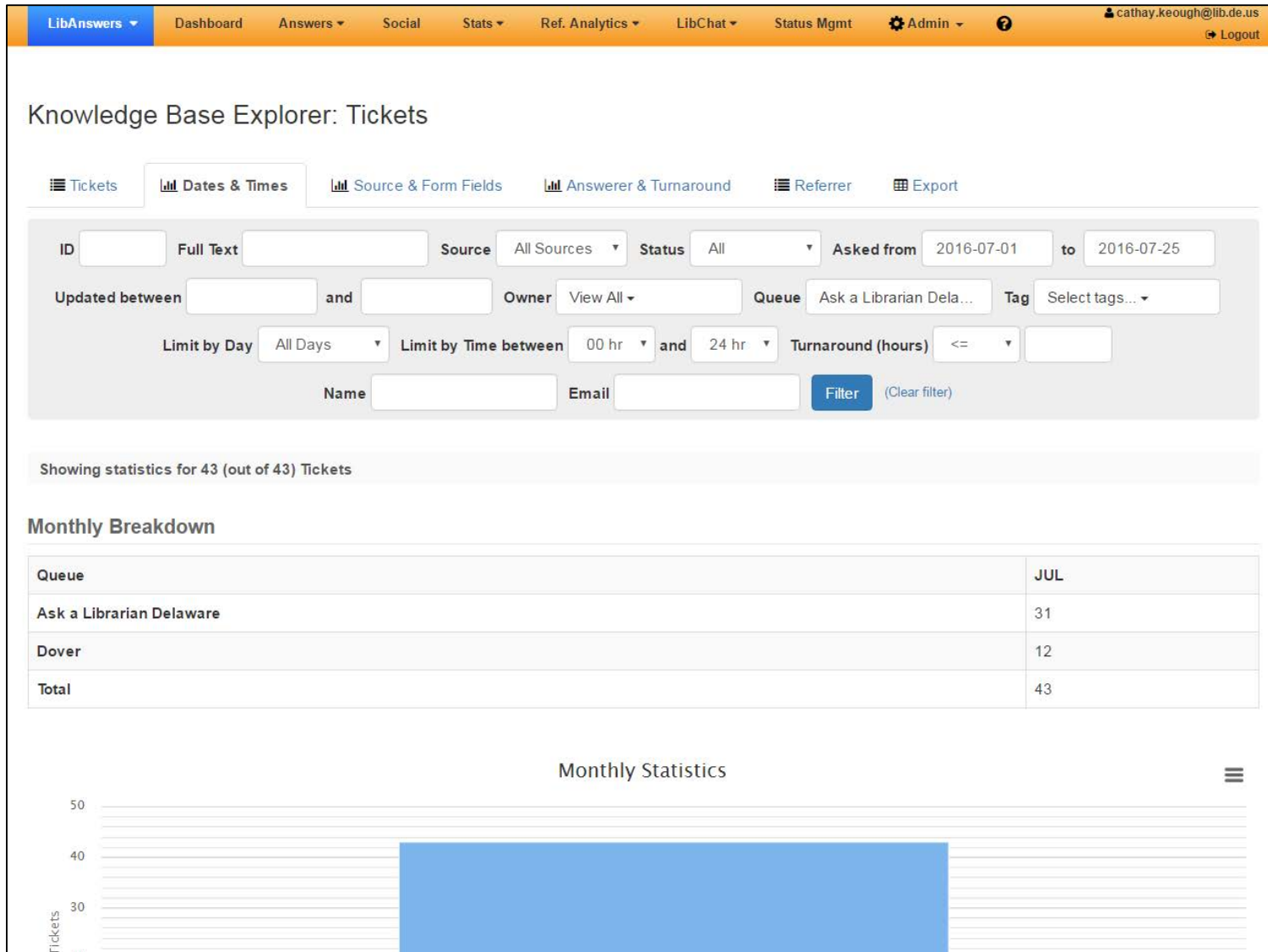
Queue	JUN	JUL
Ask a Librarian Delaware	5	31

Monthly Statistics

40

3. Determine the date range for the statistics you need.

4. When finished, select “Filter”.

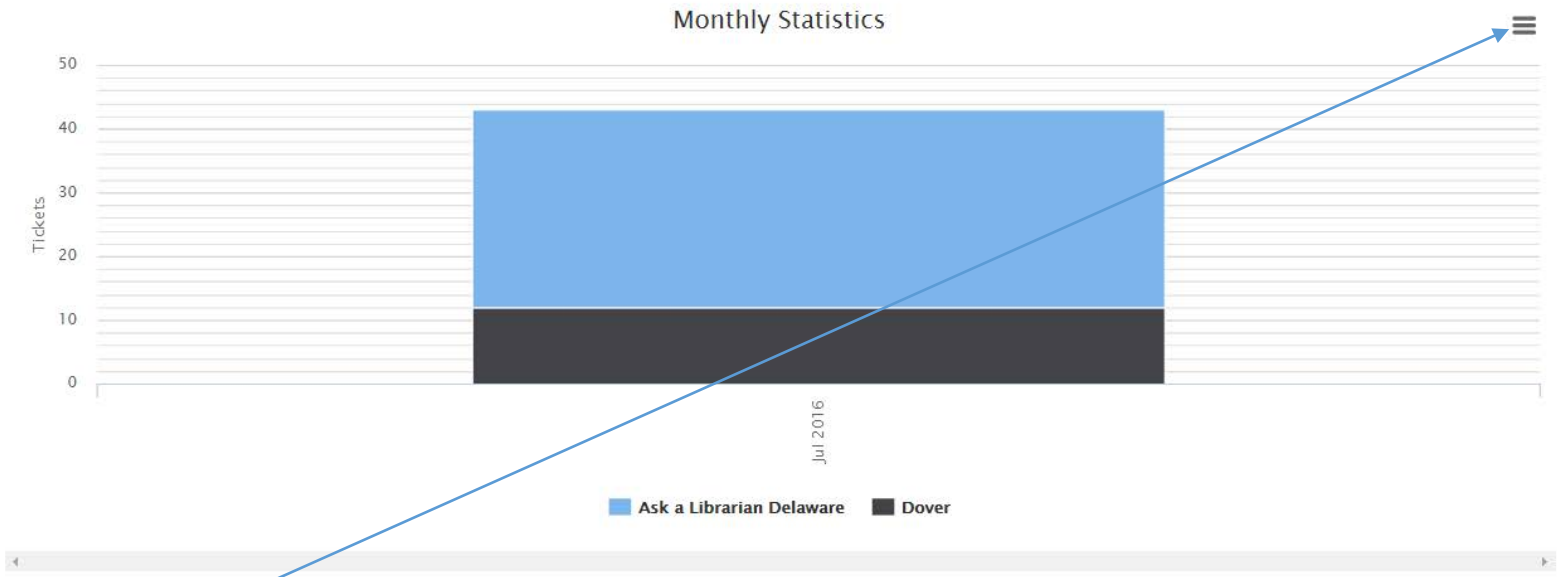


- For the purposes of this demonstration, Dover Public Library and Ask a Librarian Delaware were selected for the date range July 1 – 25, 2016. When Filter was pressed, it showed the monthly breakdown for 43 Tickets.

Total 43

6. This area shows the following statistical views:

- a. Monthly Statistics
- b. Daily Distribution
- c. Daily Statistics
- d. Hourly Distribution
- e. Hourly Statistics
- f. Daily/Hour Distribution Table
- g. Daily/Hour Graph



Daily Distribution (on what days are the tickets created)

Queue	MON	TUE	WED	THU	FRI	SAT	SUN
Ask a Librarian Delaware	3	5	7	7	5	2	2
Dover	1	1	3	2	4	1	0
Total	4	6	10	9	9	3	2

Most of these views can be saved as PDFs, etc. See the symbol in the upper right corner of some areas.

Daily Statistics

LibAnswers Dashboard Answers Social Stats Ref. Analytics LibChat Status Mgmt Admin cathay.keough@lib.de.us Logout

Knowledge Base Explorer: Tickets

Tickets Dates & Times Source & Form Fields Answerer & Turnaround Referrer **Export**

ID Full Text Source All Sources Status All Asked from 2016-07-01 to 2016-07-25

Updated between and Owner View All Queue Ask a Librarian Dela... Tag Select tags...

Limit by Day All Days Limit by Time between 00 hr and 24 hr Turnaround (hours) <=

Name Email Filter (Clear filter)

Showing statistics for 43 (out of 43) Tickets

Monthly Breakdown

Queue	JUL
Ask a Librarian Delaware	31
Dover	12
Total	43

Monthly Statistics

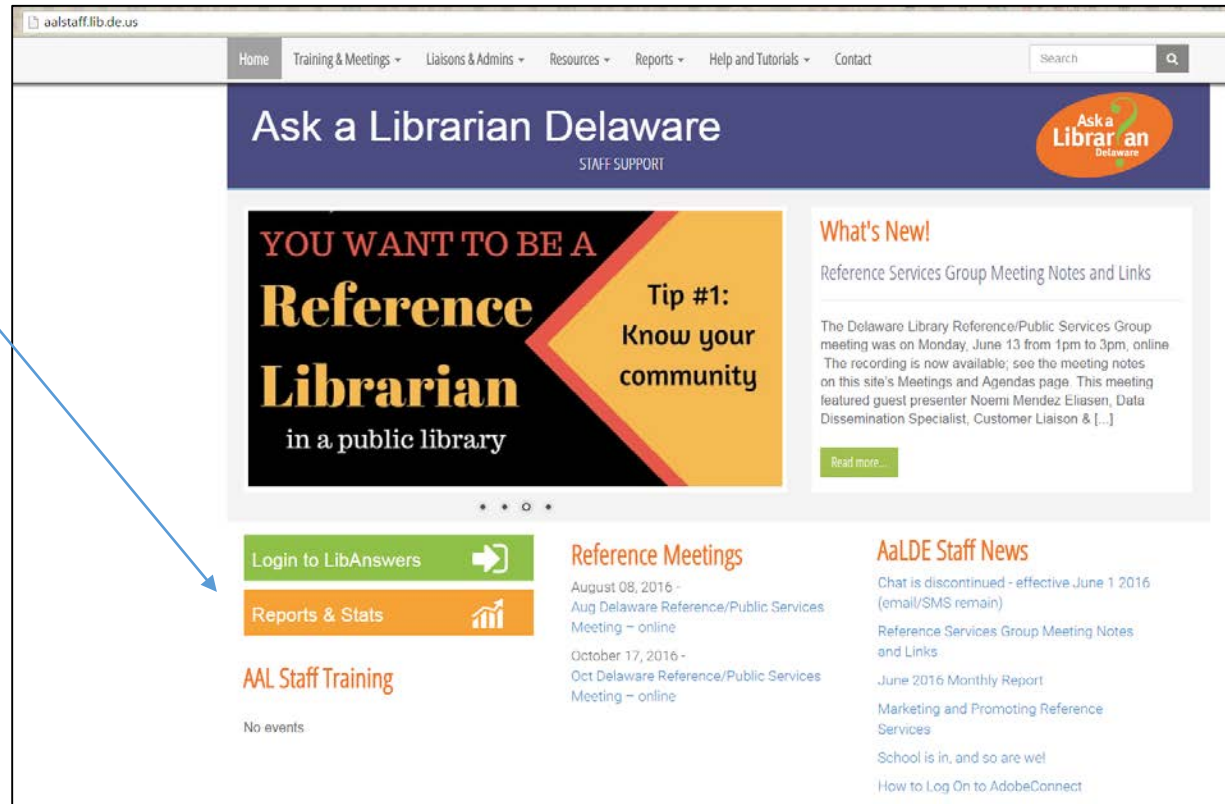
Tickets

7. You can also save this data as an Excel spreadsheet using the Export option.

8. Reports and Stats like these (and more) are also compiled by the Reference Services Statewide Coordinator and submitted. You'll find these on the Ask a Librarian Delaware staff support site at:

<http://aalstaff.lib.de.us/liaisons/reports/>

There is a shortcut for “Reports and Stats” on the home page, as shown.



If you are searching for reference usage data and are not able to find what you are looking for, please email Statewide Coordinator Cathay at: cathay.keough@lib.de.us

Thank you!

