

How they work

Reports in QuestionPoint

What kind of data is reported in QuestionPoint?

QuestionPoint records how often and when your users access your virtual reference service. Library administrators can access usage statistics by month, day, or hour and by method (number of email requests; number of chat requests). Librarian activity reports are also available, which display the number of chat sessions conducted by each librarian, as well as number of email responses sent per librarian.

Reports are also available for type of question (e.g., business, circulation, etc) and by referring URL, so you can determine how many questions come in through each link to your library's virtual reference service (e.g., how many questions came in through the library's home page versus a link on the library's database page).

For groups, the statistics described above are available per institution, as well as for the group as a whole.

How can I determine how busy my service is?

Statistical reports provide a count of sessions (e.g., users clicked to chat 255 times in January 2009, and 75 of those came in from 2:00 PM to 4:00 PM). Use **Statistical reports** for trends and projections, to determine if overall usage is increasing or decreasing, and to determine what times of day your service is busiest. Reports can be displayed for as far back as your QP subscription goes, back to 2002. **Reports are given in Eastern Time.**

How can I review the session transcripts?

Complete transcripts for each session with your users, or any session done by your librarians, are available in the **Transcript Reviews** section. Reviews are for performance evaluation, textual analysis, and patron demographics. The session transcript includes the full text of the chat session plus any subsequent communication with the patron such as follow up or referral to another librarian. Only the most recent 90 days are available online; older reviews must be requested as offline reviews. Session transcripts can be exported into a delimited file and stored in the library's local database. **Reviews are shown in the time zone of the library viewing them.**

If my library is in a cooperative, can I get a report of cooperative activity?

Yes, using the “Counts of Current Data” statistics (available for the most current 90 day period), you can determine how many sessions your librarians answered for your own users, how many they answered for users from the other libraries in your group, and – for 24/7 Reference Cooperative members – how many they answered for other libraries in the 24/7 Reference Cooperative. These statistics are also available to see who answered questions from your users: either your own librarians, librarians from your group, or librarians from the 24/7 Reference Cooperative.

Who can access the reports?

If you're a Librarian without administrative rights:

A Librarian is able to see selected activity for the entire institution as well as your own activity.

If you're an Institution Administrator:

An Institution Administrator can see all activity for the institution and for all librarians associated with the institution.

If you're a Group Administrator:

A Group Administrator can see the same thing an Institution Administrator sees for each institution in the group, as well as the combined statistics for the group as a whole.

When to use Activity Statistics:

Use Activity Statistics to display monthly and daily statistics for, but not limited to:

- Questions received by your library (chat and email)
- Questions answered by your librarians (chat and email)
- Questions referred to another library or e-mail partner
- Questions received from another library or the Global Reference Network
- Number of simultaneous chat sessions
- Number of records added to your knowledge base
- Searches in your knowledge base

When to use Counts of Current Data:

Use Counts of Current Data to get:

- Counts of Current Data displayed by library, library group, and 24/7 Cooperative
- Chat session statistics linked to actual transcripts
- Profile data
- Librarian contact data
- Data on how transactions have been coded
- Knowledge base subjects and categories

Counts of Current Data—Session Report

OCLC Cooperative Reference Services (100313477) [Home | Reset Clock | Exit] Select Service--

My QuestionPoint Support Help **ASK a LIBRARIAN**

Home Reports Librarian | Institution | QP Usage | Suggest A Report Return to Reports for the Institution Administrator

Sessions Search

BME: Ask a Librarian

Date Entered on or After (MM/DD/YYYY) Date Entered on or Before (MM/DD/YYYY)

These reviews cover only transactions handled within the last 90 days. All timestamps reflect the time zone of the user viewing the reports.

Institution Name	Sessions with Our Patrons				Our Sessions with Others' Patrons*			Total Chats	E-mailed Webform			Grand Total
	Library	BME	Outside BME	Total	BME's	Outside BME	Total		Library	Outside Library	Total	
UCLA Library	56	228	27	311	517	0	517	828	0	0	0	828
UNIV OF CALIFORNIA @ MERCED	14	66	2	82	172	0	172	254	12	0	12	266
UNIV OF CALIFORNIA, BERKELEY	0	0	0	0	0	0	0	0	0	0	0	0
UNIV OF CALIFORNIA, BERKELEY	93	445	0	538	313	0	313	851	0	0	0	851
UNIV OF CALIFORNIA, DAVIS, SHI	0	11	2	13	0	0	0	13	0	0	0	13
UNIV OF CALIFORNIA, IRVINE	139	470	60	669	560	0	560	1229	0	0	0	1229
UNIV OF CALIFORNIA, RIVERSIDE	141	707	31	879	354	0	354	1233	4	0	4	1237
UNIV OF CALIFORNIA, SAN DIEGO	0	0	0	0	0	0	0	0	0	0	0	0
UNIV OF CALIFORNIA, SAN FRANCI	0	0	0	0	0	0	0	0	0	0	0	0

Shows the activity for each library in a group (Base Management Environment). The numbers are linked for the library looking at the report.

Library: The library picked up its own patrons

BME: Someone else in your group picked up your patrons

Outside BME: Someone in the Cooperative picked up your patrons

Sessions with Our Patrons			
Library	BME	Outside BME	Total
56	228	27	311
14	66	2	82
0	0	0	0
93	445	0	538
0	11	2	13
139	470	60	669
141	707	31	879
0	0	0	0
0	0	0	0

Our Sessions with Others' Patrons*			Total Chats
BME's	Outside BME	Total	
517	0	517	828
172	0	172	254
0	0	0	0
313	0	313	851
0	0	0	13
560	0	560	1229
354	0	354	1233
0	0	0	0
0	0	0	0

BME: Your librarians helped patrons of other libraries within the group

Outside BME: Your librarians helped patrons from other libraries in the Cooperative (outside your group)

Total Chats: Grand total chat sessions

Where do I go to get:

CHAT

Number of chat sessions our patrons requested?

Activity Statistics (Institution and Group reports)

Counts of Current Data (Sessions reports, "Our Patrons" Total column)

Number of chat sessions our librarians handled?

Activity Statistics (Institution and Group reports)

Counts of Current Data (Sessions reports, Total Chats for the row)

Number of our patrons' chat sessions picked up by our librarians?

Counts of Current Data (Sessions reports, "Our Patrons" Library column)

Number of patrons outside our group picked up by our librarians?

Counts of Current Data (Sessions reports, "Others Patrons" Outside BME column)

Which of my institutions picked up the greatest number of chat sessions?

Activity Statistics (Report by Institution List, Chat Sessions Accepted activity)

Counts of Current Data (Sessions reports, Total Chats column)

E-MAIL

Number of questions our library received?

Activity Statistics (Institution Report, Ask Service section)

Number of questions our library answered?

Activity Statistics (Institution Report, Ask Service section)

Number of questions our library referred elsewhere?

Activity Statistics (Institution Report, Ask Service section)

KNOWLEDGE BASE

Which institution is contributing the most records to the group's knowledge base?

Activity Statistics (Report by Institution List, Records Added to Database activity)

PATRON DATA

Since every institution or every group asks different questions of their patrons, we don't offer these statistics in the same standardized format as the other statistics. Instead, we gather this information right from your forms, when you request it and report it as *Form Fields*. This is found with Transcript Reviews in the Ask module.

You can get a monthly report for the previous 90 days and have it e-mailed to yourself as a delimited file or an xml file. Or you can produce an Excel file online. You can also see patron data for older transactions through the Offline reporting module.