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Reports are accessible by all users, but not all users can see all reports. What you can see depends on your permissions level (see Permissions Levels). When you first click on the Reports tab, you will see links to Librarian, Institution, Group, and QP Usage.

Everyone who logs in can see the Librarian and the QP Usage levels of reports.

If you are an Institution Administrator, you can see the Institution level, as well.

And if you are a Group Administrator, you can see all levels.

QuestionPoint has two types of reports: **Activity Statistics** and **Counts of Current Data**.

- **Activity Statistics** include data that are collected as activities occur. Thus, when a librarian clicks on the Send Answer button, the statistic for Answers Sent is increased by 1. These statistics will never change; the data are written to a separate file every night, kept indefinitely, and displayed when called by the software.
- The **Counts of Current Data** type is an on-demand count of a data element in the database that underlies QuestionPoint. Depending on the data element requested, this count can change from day to day and time to time. For example, Descriptive Codes counts change every time a librarian assigns a descriptive code to a transaction. Other data elements--Sessions by Authorization is one--will continually increment as work is done.

Another important difference between Activity Statistics and Counts of Current Data is that the latter numbers link to transactions that make up the count (where applicable). So if you see that one of your librarians accepted 10 chat sessions last month (Reports>>Institution or Group>>Counts of Current Data--Reports of Sessions by Authorization), you can click on **10** to see those transcripts.

## A

[Activity Statistics \(report type\)](#)

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### Activity Statistics (report type)

Definition	The type of QuestionPoint report that notes an activity when it happens. Each time certain buttons, tabs, or links are clicked a statistic is generated and saved. Each action is then rolled up into hourly, daily, and monthly statistics for that particular activity. These reports are available for all years back to 2002.
Time Zone	Eastern (GMT-5; during Daylight Savings GMT-4)
Notes	Activity Statistics are not reflected in reports until the day after the activity. At the monthly level, the current month can only be viewed by looking at Daily statistics
Permissions Level	Activity Statistics are available to all permissions levels: Librarian, and Institution, Group.
Reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a> <a href="#">QP Usage Report</a>

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### Administration Service (section)

Definition	System-wide information of possible interest to administrators.
Notes	This section appears only in the QP Usage report.
In these reports	<a href="#">QP Usage Report</a>
Fields	<a href="#">Number of Patron Authorizations (field)</a> <a href="#">Number of Profiles (field)</a> <a href="#">Number of Librarian Authorizations (field)</a> <a href="#">Number of Cooperative Groups (field)</a> <a href="#">Number of Active Global Knowledge Base Records (field)</a> <a href="#">Reused extant KB records in QP (field)</a> <a href="#">Times extant KB records were reused (field)</a>

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## Answers Sent (field)

Definition	Number of times answers were sent to questions.
Notes	This is the number of times that messages were sent to patrons from a Full Question record in QuestionPoint, using the Answer button. Multiple answers might be sent for a single question. <b>Only answers sent after a live session has ended are counted here for chat sessions; live chat exchanges are <i>not</i> counted.</b>
Frequency	Monthly, Daily, Hourly back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Ask Service (section)

Definition	Statistics on activities within the Ask module.
Notes	Appears as a separate section when reporting on a single librarian, institution, or group. Individual fields are presented as options in a drop-down menu when reporting on a list of institutions or librarians. <b>If there was no activity related to any field reported for the Ask Service, the section is not presented as an option, and it does not appear in the report.</b>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a> <a href="#">QP Usage Report</a>
Fields	<a href="#">Questions Referred to Subscription Partner (field)</a> <a href="#">Questions/Chat Transcripts Deleted (field)</a> <a href="#">Questions Referred to Global Network via Global Network (field)</a> <a href="#">Questions Assigned to Librarian (field)</a> <a href="#">Questions Referred via E-mail (field)</a> <a href="#">Questions Recalled via E-mail (field)</a> <a href="#">Number of Clarifications (field)</a> <a href="#">Number of Patrons Logon (field)</a> <a href="#">Questions Received via Patron Form (field)</a> <a href="#">Questions Received via Direct Entry (field)</a> <a href="#">Answers Sent (field)</a> <a href="#">Questions Received via Referral (field)</a> <a href="#">Questions (Total) Received (field)</a>

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## Avg. Concurrent Session Requests (All Inst.) (field)

Definition	Average number of chat sessions across the entire system that were in progress or waiting for a librarian when one of your patrons requested a chat session
Notes	This statistic gives a sense of average load on the system in any month or on any day. This statistic includes your library and all other libraries that were monitoring chat sessions at the same time as your library. If you are a group administrator looking at this statistic, it represents the number of concurrent sessions when a patron at <i>any</i> of your libraries requested a session.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Avg. Concurrent Session Requests (Your Inst.) (field)

Definition	Average number of chat sessions in your queue that were in progress or waiting for a librarian when one of your patrons requested a chat session.
Notes	This statistic gives you a sense of how busy your chat queue was, on average, during the month or day. If you are an institution administrator looking at this statistic, this statistic includes your queue only. If you are a group administrator looking at this statistic, it represents the number of concurrent sessions across the group's queue when a patron at <i>any</i> of your libraries requested a session.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## B

[Base Management Environment \(BME\) \(definition\)](#)

[Browses against Knowledge Base \(Global\) \(field\)](#)

[Browses against Knowledge Base \(Local\) \(field\)](#)

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### Base Management Environment (BME) (definition)

Definition	Every institution with a QuestionPoint account has access to a Base Management Environment. Institutions that joined QuestionPoint as a group have access to the same BME. In addition to provide for the software for managing receipt and answering of questions, administration, profiling, and reporting, a BME provides a local knowledge base for use by the institution or group and one local knowledge base. See also <i>Subscription Group (definition)</i> .
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### Browses against Knowledge Base (Global) (field)

Definition	Number of times librarians browsed the Global Knowledge Base.
Notes	Before October 2004, another field, Searches against Knowledge Base: Global, contained the number of searches and browses. Beginning in October 2004, this field was added to contain the number of browses.
Frequency	Monthly and Daily back to 2004
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">QP Usage Report</a> <a href="#">Report by Institution List (report)</a>

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### Browses against Knowledge Base (Local) (field)

Definition	Number of times your librarians browsed your local knowledge base.
Notes	Before October 2004, another field, Searches against Knowledge Base: Local, contained the number of searches and browses. Beginning in October 2004, this field was added to contain the number of browses.
Frequency	Monthly and Daily back to 2004
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a>

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## C

### Chat Service (section)

Chat Sessions Accepted. See [Number \(Total\) of Chat Sessions Accepted \(field\)](#)

Chat Sessions Accepted via Coverage Group. See [Number \(Total\) of Chat Sessions Accepted \(field\)](#)

Chat Sessions, Concurrent Requests. See [Avg. Concurrent Session Requests \(All Inst.\) \(field\)](#), [Avg. Concurrent Session Requests \(Your Inst.\) \(field\)](#), [Most Concurrent Session Requests: All Inst. \(field\)](#), [Most Concurrent Session Requests: Your Inst. \(field\)](#)

### Chat Sessions Not Accepted by Coverage Group (field)

Chat Sessions Requested. See [Number of Chat Sessions Requested \(field\)](#)

Chat Sessions Requested: After Hours. See [Number of Chat Sessions Requested: After Hours \(field\)](#)

Chat Sessions Requested via Qwidget. See [Number of Chat Sessions Requested via Qwidget \(field\)](#)

Chat Sessions Routed to Coverage Group. See [Number of Chat Sessions Routed to Coverage Group \(field\) \(No longer used\)](#)

Clarifications. See [Number of Clarifications \(field\)](#)

[Co-Browsing Feature Used \(field\)](#)

[Counts of Current Data \(report type\)](#)

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### Chat Service (section)

Definition	Statistics on activities within the chat module.
Notes	<p>Appears as a separate section when reporting on a single librarian, institution, or group. Individual fields are presented as options in a drop-down menu when reporting on a list of institutions or librarians. If there was no activity related to any field reported for the Chat Service, the section is not presented as an option, and it does not appear in the report.</p> <p>Sessions that were indicated “practice” (either by using the practice chat form or by using the Practice Resolution Code) were not counted in these statistics.</p>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a> <a href="#">QP Usage Report</a>
Fields	<a href="#">Avg. Concurrent Session Requests (All Inst.) (field)</a> <a href="#">Avg. Concurrent Session Requests (Your Inst.) (field)</a> <a href="#">Co-Browsing Feature Used (field)</a> <a href="#">Most Concurrent Session Requests: All Inst. (field)</a> <a href="#">Most Concurrent Session Requests: Your Inst. (field)</a> <a href="#">Number of Chat Sessions Requested (field)</a> <a href="#">Number of Chat Sessions Requested: After Hours (field)</a> <a href="#">Number (Total) of Chat Sessions Accepted (field)</a> <a href="#">Number of Chat Sessions Requested via Qwidget (field)</a>

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## Chat Sessions Not Accepted by Coverage Group (field)

Definition	Number of times that chat group coverage was turned off by a librarian who was monitoring chat.
Notes	Obsolete: This field was seen only by users belonging to a Virtual Group and using the now defunct HTML-based chat service.
Frequency	Monthly and Daily 2003-2008
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a>

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## Co-Browsing Feature Used (field)

Definition	Number of times a librarian started a co-browsing session during a chat session.
Notes	
Frequency	Monthly, Daily, and Hourly
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Counts of Current Data (report type)

Definition	The type of QuestionPoint report that takes a count of a particular element in the database at the time of the request. Unlike Activity Statistics, activity is reflected in these reports <i>immediately</i> .
Time Zone	Time zone of viewer, based on profile of affiliated institution.
Notes	<p>These reports are available only at the Institution and Group levels. They are also available at the Librarian level for Ask Administrators. Strictly speaking, not all reports listed in this section are <i>counts</i>, but all are a snapshot from the current database rather than stored data that is displayed when called. List of Librarian Accounts, Reports of Profile Contact Information, and Reports of Profile Information display information from the database, so is a snapshot of that information as it currently stands. There are, however, no counts given.</p> <p>These reports can link to actual transcripts within the database. You can specify reports for exact dates a transcript was created, or range of dates.</p>
Permissions Level	Activity Statistics are available only to administrators: Ask Administrator, Institution Administrator, Group Institution
Reports	<ul style="list-style-type: none"><li><a href="#">Descriptive Codes (report)</a></li><li><a href="#">List of Librarian Accounts (Report)</a></li><li><a href="#">Number of Questions by Patron ID (report)</a></li><li><a href="#">Reports of Knowledge Base Records (report)</a></li><li><a href="#">Reports of Profile Contact Information (report)</a></li><li><a href="#">Reports of Profile Information (report)</a></li><li><a href="#">Reports of Sessions (report)</a></li><li><a href="#">Reports of Sessions by Authorization (report)</a></li><li><a href="#">Resolution Codes (report)</a></li><li><a href="#">Statistics of Profile Status (report)</a></li></ul>

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## D

### [Descriptive Codes \(report\)](#)

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### **Descriptive Codes (report)**

Definition	The number of transactions in your <i>current</i> (90 days) database assigned each of your institution's codes.
Notes	A descriptive code is a way of categorizing your transactions. Any single transaction may have been assigned up to 4 codes. Descriptive Codes are defined and set up in QuestionPoint by your institution.
Permissions Level	Librarian (Ask Administrator), Institution Administrator, Group Administrator
Report Type	Counts of Current Data
Frequency	Activity reflected in real time. User sets date range to report on. Only 90 days available.
Fields	List of codes with occurrence of each

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## E

### [E-mailed Webform \(section\)](#)

[E-mailed Webform: Library \(cell/column\)](#)

[E-mailed Webform: Outside Library \(cell/column\)](#)

[E-mailed Webform: Total \(cell/column\)](#)

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### **E-mailed Webform (section)**

Definition	This counts the number of questions in the database received in your library via web form.
Notes	This report is most useful when you want to review the transactions in the count using the hotlink. For most other statistics for e-mail webform activity, or if transaction review is not your focus, use reports Activity Statistics.
In these Reports	<a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a>
Columns	Library, Outside Library, Total

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## E-mailed Webform: Library (cell/column)

Definition	This counts the number of questions in the database that patrons have e-mailed to you via your web form or that you have added yourself via the Add Question feature.
Notes	This report is most useful when you want to review the transactions in the count using the hotlink. For most other statistics for e-mail webform activity, or if transaction review is not your focus, use Activity Statistics.
Frequency	Activity reflected in real time. User sets time range to report on. Only 90 days available.
In these Reports	<a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a>

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## E-mailed Webform: Outside Library (cell/column)

Definition	This counts the number of e-mailed questions in the database other libraries referred to you or questions that were routed to your library during agreed on times or dates.
Notes	This report is most useful when you want to review the transactions in the count. For most other statistics for e-mail webform activity, or if transaction review is not your focus, use Activity Statistics.
Frequency	Activity reflected in real time. User sets time range to report on. Only 90 days available.
In these Reports	<a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a>

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## E-mailed Webform: Total (cell/column)

Definition	This counts the total number of e-mailed questions in the database received by your library.
Notes	This report is most useful when you want to review the transactions in the count. For most other statistics for e-mail webform activity, or if transaction review is not your focus, use Activity Statistics.
Frequency	Activity reflected in real time. User sets time range to report on. Only 90 days available.
In these Reports	<a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a>

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## G

Group (permissions level). See [Permissions Levels \(definition\)](#)  
Group, Subscription. See [Report by Single Subscription Group \(report\)](#)  
Groups, Cooperative. See [Number of Cooperative Groups \(field\)](#)

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## I

Institution (permissions level). See [Permissions Levels \(definition\)](#)  
Institution List. See [Report by Institution List \(report\)](#)  
[Institution Report](#)

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### Institution Report

Definition	Statistics of all the activity of a single library or institution.
Permissions Level	Librarian, Institution Administrator, Group Administrator
Report Type	Activity Statistics
Frequency	Monthly and Daily back to 2002 The report has some Ask and Chat fields broken down by hour
Fields (fields with no activity will not display)	<i>(All fields listed alphabetically by service)</i>  <i>Profile Service:</i> <a href="#">Searches against Profile Database (field)</a>  <i>Knowledge Base Service:</i> <a href="#">Browses against Knowledge Base (Global) (field)</a> <a href="#">Browses against Knowledge Base (Local) (field)</a> <a href="#">Records Activated (Global) (field)</a> <a href="#">Records Activated (Local) (field)</a> <a href="#">Records Added to Database Automatically (Global) (field)</a> <a href="#">Records Added to Database Manually (Global) (field)</a> <a href="#">Records Added to Database Manually (Local) (field)</a> <a href="#">Records Purged from Knowledge Base (Global) (field)</a> <a href="#">Records Purged from Knowledge Base (Local) (field)</a> <a href="#">Searches against Knowledge Base: Global (field)</a> <a href="#">Searches against Knowledge Base: Local (field)</a> <a href="#">Total times KB records were reused: Global (field)</a> <a href="#">Total times KB records were reused: Local (field)</a>

*Ask Service:*

**Answers Sent (field)**  
**Number of Clarifications (field)**  
**Number of Patrons Logon (field)**  
**Questions Assigned to Librarian (field)**  
**Questions/Chat Transcripts Deleted (field)**  
**Questions Recalled via E-mail (field)**  
**Questions Received from Global Network via Global Network (field)**  
**Questions Received from Virtual Partner (field)**  
**Questions Received via Coverage Group (field)**  
**Questions Received via Direct Entry (field)**  
**Questions Received via Patron Form (field)**  
**Questions Received via Referral (field)**  
**Questions Referred to Coverage Group (field)**  
**Questions Referred to Global Network via Global Network (field)**  
**Questions Referred to Subscription Partner (field)**  
**Questions Referred to Virtual Partner (field)**  
**Questions Referred via E-mail (field)**  
**Questions Rejected (field)**  
**Questions (Total) Received (field)**  
**Text Messages Received (field)**  
**Text Messages Answers Sent (field)**

*Chat Service:*

**Avg. Concurrent Session Requests (All Inst.) (field)**  
**Avg. Concurrent Session Requests (Your Inst.) (field)**  
**Co-Browsing Feature Used (field)**  
**Most Concurrent Session Requests: All Inst. (field)**  
**Most Concurrent Session Requests: Your Inst. (field)**  
**Number of Chat Sessions Accepted via Qwidget (field)**  
**Number of Chat Sessions Requested (field)**  
**Number of Chat Sessions Requested: After Hours (field)**  
**Number of Chat Sessions Requested via Qwidget (field)**  
**Number (Total) of Chat Sessions Accepted (field)**

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## K

Knowledge Base Browsers. See [Browsers against Knowledge Base \(Global\) \(field\)](#), [Browsers against Knowledge Base \(Local\) \(field\)](#)

[Knowledge Base Record Number by Education Level \(section\)](#)

[Knowledge Base Record Number by Format \(section\)](#)

[Knowledge Base Record Number by Geographic Code \(section\)](#)

[Knowledge Base Record Number by Question Language \(section\)](#)

[Knowledge Base Record Number by Status \(section\)](#)

[Knowledge Base Record Number by Subject Area \(section\)](#)

Knowledge Base Records Activated. See [Records Activated \(Global\) \(field\)](#), [Records Activated \(Local\) \(field\)](#)

Knowledge Base Records Added. See [Records Added to Database Automatically \(Global\) \(field\)](#), [Records Added to Database Manually \(Global\) \(field\)](#), [Records Added to Database Manually \(Local\) \(field\)](#)

Knowledge Base Records Deleted. See [Records Purged from Knowledge Base \(Global\) \(field\)](#), [Records Purged from Knowledge Base \(Local\) \(field\)](#)

[Knowledge Base Records, Number of Active](#). See [Number of Active Global Knowledge Base Records \(field\)](#)

Knowledge Base Records. See [Reports of Knowledge Base Records \(report\)](#)

Knowledge Base, Reused. See [Reused extant KB records in QP \(field\)](#), [Times extant KB records were reused \(field\)](#), [Total times KB records were reused: Global \(field\)](#), [Total times KB records were reused: Local \(field\)](#)

Knowledge Base searches. See [Searches against Knowledge Base: Global \(field\)](#), [Searches against Knowledge Base: Local \(field\)](#)

[Knowledge Base Service \(section\)](#)

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### Knowledge Base Record Number by Education Level (section)

Definition	For each education level covered by the local knowledge base of a subscription group (BME), this section indicates the number and percentage of the KB records with that education level.
Permissions level	Group Administrator
In this report	<a href="#">Reports of Knowledge Base Records (report)</a>
Fields	<i>Education Levels</i> Primary/Elementary Secondary Undergraduate/VoTech Master/Ph.D. Adult/Life Long Learner

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## Knowledge Base Record Number by Format (section)

Definition	For each materials format covered by the local knowledge base of a subscription group (BME), this report indicates the number and percentage of the KB records with that format.
Permissions level	Group Administrator
In this report	<a href="#">Reports of Knowledge Base Records (report)</a>
Fields	<i>Format Types</i> Art Work Book Braille Computer File Globe Large Print Manuscript Map Microform Motion Picture Music Newspaper or Magazine Picture Sound Recording Video Recording

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## Knowledge Base Record Number by Geographic Code (section)

Definition	For each geographic area covered by the local knowledge base of a subscription group (BME), this report indicates the number and percentage of the KB records with that geographic code.
Permissions level	Group administrator
In this report	<a href="#">Reports of Knowledge Base Records (report)</a>
Fields	<p><i>Geographic codes</i></p> <p>a: Asia</p> <p>  a-af: Afghanistan</p> <p>  a-ai: Armenia (Republic)</p> <p><i>etc. ....</i></p> <p>e: Europe</p> <p>  e-fr: France</p> <p>  e-fr-a: Alsace</p> <p><i>etc. ....</i></p> <p>w: Tropics</p> <p>xa: Eastern Hemisphere</p> <p>xb: Northern Hemisphere</p> <p>xc: Southern Hemisphere</p> <p>xd: Western Hemisphere</p> <p><i>For a complete list, see Profile module&gt;&gt;Institution Services&gt;&gt;Collection Strengths&gt;&gt;Geographic</i></p>

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## Knowledge Base Record Number by Question Language (section)

Definition	For each language covered by the local knowledge base of a subscription group (BME), this report indicates the number and percentage of the KB records with that language.
Permissions level	Group Administrator
In this report	<a href="#">Reports of Knowledge Base Records (report)</a>
Fields	<p><i>Languages:</i> Afrikaans, Arabic, Catalan, Chinese, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek Hebrew, Hindi, Hungarian, Italian, Japanese, Korean, Latvian, Mdebele, Northern Sotho, Norwegian, Polish, Portuguese, Romanian, Russian, Sanskrit, Serbian, Slovenian, Southern Sotho, Spanish, Swazi, Swedish, Thai, Tsonga, Tswana, Turkish, Ukrainian, Venda, Welsh, Xhosa, Zulu</p>

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## Knowledge Base Record Number by Status (section)

Definition	For each record status included in the local knowledge base of a subscription group (BME), this report indicates the number and percentage of the KB records with that status.
Permissions level	Group administrator
In this report	<a href="#">Reports of Knowledge Base Records (report)</a>
Fields	<i>Statuses</i> <i>Active: the record has been indexed and can be searched</i> <i>Inactive: the record has been submitted but not yet indexed. It cannot be searched.</i> <i>Delete Pending: the record can only be accessed by browsing this Delete Pending folder.</i> <i>Review: these records are edited and ready for review. They can then be activated.</i>

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## Knowledge Base Record Number by Subject Area (section)

Definition	For each subject covered by the local knowledge base of a subscription group (BME), this report indicates the number and percentage of the KB records with that subject.
Notes	Uses the top two levels of the Library of Congress Classification System.
Permissions level	Group Administrator
In this report	<a href="#">Reports of Knowledge Base Records (report)</a>
Fields	<i>Subjects</i> <i>See Notes above. For a complete list of subject areas available, see Profile module&gt;&gt;Institution Services&gt;&gt;Collection Strengths&gt;&gt;Subjects.</i>

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## Knowledge Base Service (section)

Definition	The Knowledge Base service section of a report contains statistics on any of the activities listed below (Fields) for which there was related activity. Appears as a separate section when reporting on a single librarian, institution, or group. Individual fields are presented as options in a drop-down menu when reporting on a list of institutions or librarians.
Notes	If there was no activity related to a particular field, the field does not appear in the report. If none of the fields had related activity, the section does not appear in the report. In the “Total times KB records were reused” field, the count represents the number of times the KB Forward button or the Copy button was clicked. It is <i>not</i> a count of re-used records. It is possible the re-used records no longer exist in the knowledge base.
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a> <a href="#">QP Usage Report</a>
Fields	<a href="#">Browses against Knowledge Base (Global) (field)</a> <a href="#">Browses against Knowledge Base (Local) (field)</a> <a href="#">Records Purged from Knowledge Base (Global) (field)</a> <a href="#">Records Purged from Knowledge Base (Local) (field)</a> <a href="#">Records Activated (Global) (field)</a> <a href="#">Records Activated (Local) (field)</a> <a href="#">Records Added to Database Automatically (Global) (field)</a> <a href="#">Records Added to Database Manually (Global) (field)</a> <a href="#">Records Added to Database Manually (Local) (field)</a> <a href="#">Searches against Knowledge Base: Global (field)</a> <a href="#">Searches against Knowledge Base: Local (field)</a> <a href="#">Total times KB records were reused: Global (field)</a> <a href="#">Total times KB records were reused: Local (field)</a>

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## L

Levels, Permissions. See [Permissions Levels \(definition\)](#)

Librarian (permissions level). See [Permissions Levels \(definition\)](#)

Librarian Accounts, List of. See [List of Librarian Accounts \(Report\)](#)

Librarian Authorizations, Number of. See [Number of Librarian Authorizations \(field\)](#)

Librarian List, Report by. See [Report by Librarian List \(report\)](#)

Librarian, Report by Single. See [Report by Single Librarian \(report\)](#)

[List of Librarian Accounts \(Report\)](#)

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### List of Librarian Accounts (Report)

Definition	Selected current data for all the librarian accounts in a subscription group (BME).
Notes	This report is available to group administrators only. The <b>Total Number of Records</b> at the bottom of the report indicates the number of accounts listed in the report.
Permissions Level	Group Administrator
Report Type	<a href="#">Counts of Current Data (report type)</a>
Frequency	Real time
Fields (columns)	Authorization number Name E-mail address Institution Name

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## M

### Most Concurrent Session Requests: All Inst. (field)

### Most Concurrent Session Requests: Your Inst. (field)

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### Most Concurrent Session Requests: All Inst. (field)

Definition	Highest number of chat sessions across the entire system that were in progress or waiting for a librarian when one of your patrons requested a chat session.
Notes	This statistic gives a sense of the greatest load on the system in any month or on any day. This statistic includes your library and all other libraries that were monitoring chat sessions at the same time as your library. If you are a group administrator looking at this statistic, it represents the highest number of concurrent sessions when a patron at <i>any</i> of your libraries requested a session.
Frequency	Monthly and Daily
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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### Most Concurrent Session Requests: Your Inst. (field)

Definition	Highest number of chat sessions in your queue that were in progress or waiting for a librarian when one of your patrons requested a chat session.
Notes	This statistic gives you a sense of the busiest your chat queue was during a particular month or on a particular day. If you are an institution administrator looking at this statistic, this statistic includes your queue only. If you are a group administrator looking at this statistic, it represents the highest number of concurrent sessions across the group's queue when a patron at <i>any</i> of your libraries requested a session.
Frequency	Monthly and Daily
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## N

[Number of Active Global Knowledge Base Records \(field\)](#)  
[Number \(Total\) of Chat Sessions Accepted \(field\)](#)  
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[Number of Chat Sessions Accepted via Qwidget \(field\)](#)  
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[Number of Chat Sessions Requested: After Hours \(field\)](#)  
[Number of Chat Sessions Requested via Qwidget \(field\)](#)  
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[Number of Clarifications \(field\)](#)  
[Number of Cooperative Groups \(field\)](#)  
[Number of Librarian Authorizations \(field\)](#)  
[Number of Patron Authorizations \(field\)](#)  
[Number of Patrons Logon \(field\)](#)  
[Number of Profiles \(field\)](#)  
[Number of Questions by Patron ID \(report\)](#)

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### **Number of Active Global Knowledge Base Records (field)**

Definition	Total number of active records in the Global knowledge base.
Note	This is a cumulative count from month to month.
Frequency	Accumulates monthly
In this section	<a href="#">Administration Service (section)</a>
In these reports	<a href="#">QP Usage Report</a>

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## Number (Total) of Chat Sessions Accepted (field)

Definition	Number of chat session requests to which a librarian responded.
Notes	<p>This field includes Number of Chat Sessions Accepted via Coverage Group (<b>no longer used</b>)</p> <p>This field was added to reports in June 2003. No data for this field is available before June 2003.</p> <p>Sessions that were indicated “practice” (either by using the practice chat form or by using the Practice Resolution Code) are not included in these counts.</p>
Frequency	Monthly, Daily, Hourly back to 2003
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Number of Chat Sessions Accepted via Coverage Group (field) (No longer used)

Definition	Number of chat session requests to which a member of a chat cooperative coverage group responded. Original members of the 24/7 Cooperative will never see statistics for this report. This report was used for virtual chat coverage groups, which are now implemented in a different way and reported differently.
Notes	Statistics for this field have not been produced since June 2008. This data is also included in Number (Total) of Chat Sessions Accepted.
Frequency	<i>Until June 2008</i> Monthly, Daily, Hourly back to 2003
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Number of Chat Sessions Accepted via Qwidget (field)

Definition	Number of Qwidget session requests to which a librarian in your library or group responded.
Notes	This data is also included in Number (Total) of Chat Sessions Accepted.
Frequency	Monthly, Daily, Hourly back to 2010
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Number of Chat Sessions Requested (field)

Definition	Number of chat sessions requested by patrons when someone was monitoring chat.
Notes	Sessions requested via the QuestionPoint widget (Qwidget) are included in this count. But sessions that were indicated “practice” (either by using the practice chat form or by using the Practice Resolution Code) were not counted.
Frequency	Monthly, Daily, Hourly back to 2002
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Number of Chat Sessions Requested: After Hours (field)

Definition	Number of chat sessions requested by patrons when no one was monitoring chat.
Notes	QuestionPoint began to provide the data for this field in August 2004. Sessions that were indicated “practice” (either by using the practice chat form or by using the Practice Resolution Code) were not counted in these statistics.
Frequency	Monthly, Daily, Hourly back to 2002
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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### Number of Chat Sessions Requested via Qwidget (field)

Definition	Number of chat sessions requested by patrons using the Qwidget feature
Notes	QuestionPoint began to provide the data for this new field in March 2008. Sessions that were indicated “practice” (either by using the practice chat form or by using the Practice Resolution Code) were not counted in these statistics.
Frequency	Monthly, Daily, Hourly back to 2008
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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### Number of Chat Sessions Routed to Coverage Group (field) (No longer used)

Definition	Before 2008, these were chat sessions requested by your patrons that were answered by another library.
Notes	Only libraries that used the original, HTML version of chat would see these statistics. These statistics were tracked for users of virtual groups that were formed to provide chat coverage.
Frequency	Monthly, Daily, and Hourly 2003-March 2008
In this section	<a href="#">Chat Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Number of Clarifications (field)

Definition	Number of times the Request Clarification feature was used from the Full Question page in the Ask module.
Notes	This feature changes the status of a question to Pending, awaiting word back from the patron.
Frequency	Monthly, Daily, and Hourly back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Number of Cooperative Groups (field)

Definition	Total number of subscription groups <i>and</i> virtual groups in QuestionPoint.
Notes	Each month a new, total count is displayed. You can see how many new groups joined QuestionPoint each month by subtracting last month's total from this month's total.
Frequency	Accumulates monthly.
In this section	<a href="#">Administration Service (section)</a>
In these reports	<a href="#">QP Usage Report</a>

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## Number of Librarian Authorizations (field)

Definition	Total number of librarian accounts in QuestionPoint.
Notes	Each month a new, total count is displayed. You can see how much the membership grew each month by subtracting last month's total from this month's total.
Frequency	Accumulates monthly.
In this section	<a href="#">Administration Service (section)</a>
In these reports	<a href="#">QP Usage Report</a>

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## Number of Patron Authorizations (field)

Definition	Total number of patron accounts in QuestionPoint system wide.
Notes	<p>QuestionPoint automatically assigns a patron account for each unique patron e-mail address provided with a question or chat session. If a single patron asked multiple questions and used different e-mail addresses for some of the questions, the patron has multiple accounts. Libraries may turn off the notification of account information that goes to the patron, but the account still exists and is counted.</p> <p>You can see how new patrons each month contacted a library via QuestionPoint by subtracting last month's total from this month's total.</p>
Frequency	Accumulates monthly.
In this section	<a href="#">Administration Service (section)</a>
In these reports	<a href="#">QP Usage Report</a>

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## Number of Patrons Logon (field)

Definition	Number of times that your patrons logged into their private QuestionPoint patron account.
Note	These accounts and, thus, the statistics are associated with the library of this person's <i>first</i> QP-facilitated contact. That is, if a patron using the same e-mail address, asked questions of more than one QuestionPoint library, the patron's account is associated with the first library, only.
Frequency	Monthly, Daily, and Hourly back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Number of Profiles (field)

Definition	Total number of library, or single unit, profiles in QuestionPoint.
Notes	This number includes profiles that have any of the following statuses in the Global Reference Network or in a local group: active, candidate, new, rejected.
Frequency	Monthly
In this section	<a href="#">Administration Service (section)</a>
In these reports	<a href="#">QP Usage Report</a>

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## Number of Questions by Patron ID (report)

Definition	This is the number of QP-facilitated questions each patron associated with your library (or a library in your group) has asked. This includes both chat and e-mail sessions.
Notes	<p>Every e-mail address used to contact a librarian via QuestionPoint is assigned an ID number. The ID number then becomes the way QP recognizes a returning patron. If a patron has used multiple e-mail addresses, each one will have a patron ID. The association between ID number and any other patron identification is not retained for display.</p> <p>The report is in two parts: Current 90-day data is at the top; archived data (transcripts older than 90 days) is the second section.</p> <p>This report is best used to see how many repeat patrons your library (or group) had and how many new patrons. This is a cumulative count, so to see counts on a monthly basis, take a count on the same day, same time each month and subtract the previous month's count from the new one.</p>
Permissions Level	Institution Administrator Group Administrator
Type	<a href="#">Counts of Current Data (report type)</a>
Frequency	Monthly cumulative counts back to 2002
Fields	Patron ID Number of Questions

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## O

[Our Sessions with Others' Patrons \(section\)](#)

[Our Sessions with Others' Patrons: BME's \(cell; column\)](#)

[Our Sessions with Others' Patrons: Outside BME \(cell; column\)](#)

[Our Sessions with Others' Patrons: Total \(cell; column\)](#)

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### **Our Sessions with Others' Patrons (section)**

Definition	The number of chat sessions requested by patrons of <i>other</i> libraries or groups but answered by your librarians.
Notes	These include sessions requested via a Qwidget. This count is further broken down into whether those were patrons of libraries within your group (BME) or outside your group. You set the date range you want to report on.
Date range	Any range within last 90 days. Default is entire 90 days
In these reports	<a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a>
Cells/Columns	BME's Outside BME Total

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## Our Sessions with Others' Patrons: BME's (cell; column)

Definition	<p>For each institution (Reports of Sessions), the number of chat sessions your librarians answered for patrons of other institutions in your group.</p> <p>For each authorization (Reports of Sessions by Authorization), the number of chat sessions a particular librarian answered for patrons of other institutions in your group.</p>
Notes	<p>Each row represents an institution (Reports of Sessions). For institutions in a group, the Our Sessions with Others' Patrons: BME's cell in the final Totals row represents all sessions that group institutions answered for one another.</p> <p>Each row represents an authorization, or librarian (Reports of Sessions by Authorization). This cell in the final Totals row represents all sessions your librarians answered for other institutions in the group.</p> <p>These include sessions requested via a Qwidget. <b>IMPORTANT:</b> This count includes work your library performed for another BME library after a chat session was ended. This may be follow-up work claimed from the Shared Follow Up folder, if you use that feature, and it may be transcripts referred to you.</p>
Date range	Any range within last 90 days. Default is entire 90 days
In this section	<a href="#">Counts of Current Data (report type)</a>
In these reports	<a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a>

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## Our Sessions with Others' Patrons: Outside BME (cell; column)

Definition	<p>For each institution (Reports of Sessions), the number of chat sessions your librarians answered for patrons of other institutions <i>not</i> in your group.</p> <p>For each authorization, or librarian (Reports of Sessions by Authorization), the number of chat sessions a particular librarian answered for patrons of other institutions <i>not</i> in your group.</p>
Notes	<p>These include Qwidget sessions</p> <p>Each row represents an institution (Reports of Sessions). For institutions in a group, the Our Sessions with Others' Patrons: Outside BME cell in the final Totals row represents all sessions that your group's institutions answered for patrons of institutions outside the group.</p> <p>Each row represents an authorization, or librarian (Reports of Sessions by Authorization). The Our Sessions with Others' Patrons: Outside BME cell in the final Totals row represents all sessions that your institution's librarians answered for patrons of institutions outside the group.</p>
Date range	Any range within last 90 days. Default is entire 90 days
In this section	<a href="#">Counts of Current Data (report type)</a>
In these reports	<a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a>

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## Our Sessions with Others' Patrons: Total (cell; column)

Definition	This represents the total number of sessions your librarians answered for patrons other than your own. The number is the sum of the BME's and Outside BME cells under Our Sessions with Others' Patrons.
Notes	These include sessions requested via a Qwidget.
Date range	Any range within last 90 days. Default is entire 90 days
In this section	<a href="#">Counts of Current Data (report type)</a>
In these reports	<a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a>

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Patrons Logon, Number of. See [Number of Patrons Logon \(field\)](#)

[Permissions Levels \(definition\)](#)

Profile Contact Information. See [Reports of Profile Contact Information \(report\)](#)

Profile Information. See [Reports of Profile Information \(report\)](#)

[Profile Service \(section\)](#)

Profile Status, Statistics of. See [Statistics of Profile Status \(report\)](#)

Profiles, Number of. See [Number of Profiles \(field\)](#)

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### Permissions Levels (definition)

Definition	A permissions level depends on your account type. For Librarians, the level depends on the permissions assigned by your Institution Administrator. The level determines what reports you can see, as well as various other feature access within QuestionPoint. Each level can see all reports for that level and for lower levels.
Levels	<p><b>Librarian:</b> This level can see only Activity Statistics. They can see overall institution statistics and statistics for their own account.</p> <p><b>Librarian, Ask Administrator:</b> This level can see overall institution statistics, as well as statistics for their own account. It can also see Descriptive and Resolution Codes and Sessions reports in the Counts of Current Data.</p> <p><b>Institution Administrator:</b> This level can see everything the Librarian and Ask Administrator see, as well as reports on all librarians in the institution</p> <p><b>Group Administrator:</b> This level can see everything the Librarian, Ask Administrator, and Institution Administrator see, as well as reports on all institutions in the group and all librarians in any institution</p> <p><b>Virtual Group:</b> Any institution administrator who has created a virtual group can get reports for that group.</p>

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### Profile Service (section)

Definition	This section displays statistics on searches in the Profile database. It appears as a separate section when reporting on a single librarian, institution, or group. The individual field is presented as an option when reporting on a list of institutions or librarians.
Notes	If there was no search activity in the Profile module, the section does not appear in the report.
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a> <a href="#">QP Usage Report</a>
Fields	<a href="#">Searches against Profile Database (field)</a>

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[Questions Assigned to Librarian \(field\)](#)

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[Questions Rejected \(field\)](#)

[Qwidget reports. See Number of Chat Sessions Requested via Qwidget \(field\)](#)

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## QP Usage Report

Definition	Report of the combined activity of all QuestionPoint members.
Notes	Provides a good overview of activity and load on the QuestionPoint system.
Permissions Level	Librarians as well as administrators may view these reports.
Report Type	Home module: Reports tab, QP Usage link
Frequency	Monthly.
Fields	<p> <a href="#">Browses against Knowledge Base (Global) (field)</a>  <a href="#">Searches against Knowledge Base: Global (field)</a>  <a href="#">Total times KB records were reused: Global (field)</a>  <a href="#">Questions Referred to Subscription Partner (field)</a>  <a href="#">Questions Received from Global Network via Global Network (field)</a>  <a href="#">Questions (Total) Received (field)</a>  <a href="#">Questions Referred to Coverage Group (field)</a>  <a href="#">Questions Referred to Virtual Partner (field)</a>  <a href="#">Number of Patron Authorizations (field)</a>  <a href="#">Number of Profiles (field)</a>  <a href="#">Number of Librarian Authorizations (field)</a>  <a href="#">Number of Cooperative Groups (field)</a>  <a href="#">Number of Active Global Knowledge Base Records (field)</a>  <a href="#">Reused extant KB records in QP (field)</a>  <a href="#">Times extant KB records were reused (field)</a>  <a href="#">Number of Chat Sessions Requested (field)</a>  <a href="#">Number of Chat Sessions Requested: After Hours (field)</a>  <a href="#">Number (Total) of Chat Sessions Accepted (field)</a> </p>

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## Questions Assigned to Librarian (field)

Definition	Number of times that questions were assigned to a librarian or administrator.
Notes	A question is assigned when it is: Answered by a librarian or administrator Assigned to a librarian or administrator by an administrator Claimed by a librarian A question can be assigned to only one librarian or administrator at a time, at a library. However, a question may be assigned to more than one librarian or administrator at a library during the life of the question.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Questions/Chat Transcripts Deleted (field)

Definition	Number of questions or chat transcripts that were deleted by an administrator.
Notes	All content except date of receipt and question ID number is removed from a deleted record; the record can no longer be acted on. Only institution administrators may delete a record.
Frequency	Monthly and Daily back to 2008
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Questions Recalled via E-mail (field)

Definition	Number of times that questions were recalled from a subject-matter expert after they had been referred to the expert using the Refer by E-mail method.
Notes	This includes the number of times that questions were referred to additional experts without first being recalled from previous experts.
Frequency	Monthly and Daily back to 2003
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Questions Received from Global Network via Global Network (field)

Definition	Number of questions received by a library from the Global Reference Network.
Notes	None
Frequency	Monthly, Daily, and Hourly back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a> <a href="#">QP Usage Report</a>

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## Questions Received from Global Network via Global Network: On Call (field)

Definition	Number of questions received by a library from the Global Reference Network's on-call librarian.
Notes	An on-call librarian (usually a Library of Congress librarian) is one with special permissions to oversee the Global Reference Network and make sure that all questions are responded to in a timely manner. When questions are rejected more than 3 times or when too much time elapses, the on-call librarian will reroute a question to another library for an answer.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Questions Received from Virtual Partner (field)

Definition	Number of questions received by a library via referral from another library in a virtual group to which it belongs. The referring library will have used the Refer to Partner (Cooperative) option.
Notes	The statistic will be written using this label <i>if</i> (1) the referring library is in the receiving library's subscription group; (2) the subscription group has been made "public," <i>and</i> (3) the referring library selected the receiving library from the Refer to Partner (Cooperative Groups) option.
Frequency	Monthly and Daily back to 2004
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Questions (Total) Received (field)

Definition	Total of all questions received via web form, referral, direct entry, or e-mail coverage. This statistic is the total of the following fields: Questions Received via Patron Form Questions Received from Global Network via Global Network; Questions Received from Subscription Partner; Questions Received from Virtual Partner Questions Received via Direct Entry Questions Received via Coverage Group
Notes	This statistic does <i>not</i> include chat requests.
Frequency	Monthly, Daily, and Hourly back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a> <a href="#">QP Usage Report</a>

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## Questions Received via Coverage Group (field)

Definition	Number of questions received by a library while covering for other libraries in its web-form cooperative coverage group.
Frequency	Monthly, Daily, and Hourly back to 2003
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Questions Received via Direct Entry (field)

Definition	Number of questions that were entered into QuestionPoint via the Add Question feature in the Ask module.
Notes	The Add Question feature lets libraries enter questions asked at the reference desk, by telephone, or in an e-mail message. This statistic tracks how many times that feature is used.
Frequency	Monthly, Daily, and Hourly back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Questions Received via Patron Form (field)

Definition	Number of questions received via a library's QuestionPoint question form on the Web.
Notes	These forms are actually e-mailed into QuestionPoint. They are asynchronous.
Frequency	Monthly, Daily, and Hourly back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Questions Received via Referral (field)

Definition	Number of questions received from another library in your Subscription Group, via QuestionPoint's referral mechanism.
Notes	The referring library must have used the Refer to Partner (Subscription) to count in this category
Frequency	Monthly, Daily, and Hourly back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Questions Referred to Coverage Group (field)

Definition	Number of questions that were automatically forwarded from your library to another library providing web-form coverage for you.
Notes	Web-form coverage groups are “virtual groups,” set up within QuestionPoint by your library or joined by your library. On the days/times you need coverage, your web-form questions are automatically forwarded to another library that has promised coverage for these times. These questions appear as Pending in your questions lists, but they are New in the coverage library’s lists.
Frequency	Monthly, Daily, and Hourly back to 2003
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a> <a href="#">QP Usage Report</a>

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## Questions Referred to Global Network via Global Network (field)

Definition	Number of questions submitted to the Global Reference Network.
Notes	The GRN is available to all libraries to forward a question to if a library’s own resources are not adequate to answering the question or the question is out of scope for that library. The question is coded by subject, time needed, language, and other parameters, and then automatically matched to the best library to answer it according to QuestionPoint profiles. Not all libraries have agreed to answer questions from the GRN.
Frequency	Monthly, Daily, and Hourly back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a> <a href="#">QP Usage Report</a>

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## Questions Referred to Subscription Partner (field)

Definition	Number of questions referred to other libraries in your Subscription Group using the Refer to Partner (Subscription) option.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a> <a href="#">QP Usage Report</a>

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## Questions Referred to Virtual Partner (field)

Definition	Number of questions referred to other libraries in your Virtual Groups or Subscription Group using the Refer to Partner (Cooperative) option.
Notes	A count appears under this label for a Subscription Group member <i>if</i> the Subscription Group has been made public and the referred-to library was selected using the Refer to Partner (Cooperative) option.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a> <a href="#">QP Usage Report</a>

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## Questions Referred via E-mail (field)

Definition	Number of times questions were forwarded to an e-mail address, using the Refer to E-mail Partner option.
Frequency	Monthly and Daily back to 2003
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Questions Rejected (field)

Definition	Number of times that a library rejected a question referred to it by another library.
Notes	The Reject link is present when a question is received via any referral method except E-mail Partner.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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[Records Purged from Knowledge Base \(Global\) \(field\)](#)  
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[Report by Institution List \(report\)](#)  
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### **Records Activated (Global) (field)**

Definition	Number of question-and-answer records activated in the Global Knowledge Base.
Notes	After a question-and-answer record is activated, librarians can retrieve the record with a search and view it in the Global Knowledge base.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Records Activated (Local) (field)

Definition	Number of question-and-answer records activated in a local knowledge base.
Notes	After a question-and-answer record is activated, librarians can retrieve the record with a search and view it in the local knowledge base.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Records Added to Database Automatically (Global) (field)

Definition	Number of question-and-answer records submitted to the Global Knowledge Base automatically by the QuestionPoint system when the questions are closed.
Notes	Any question routed to the Global Reference Network is automatically submitted to the GKB when the answered question is closed. Records are submitted only; an editor must activate them for indexing and searching.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Records Added to Database Manually (Global) (field)

Definition	Number of question-and-answer records manually submitted or added to the Global Knowledge Base.
Notes	Records are manually submitted or added by a librarian or administrator from a question list or Full Question page in the Ask module or from the Add New Record page in the Knowledge Base module. These are submittals--only librarians with global edit permissions can activate a record for indexing and searching.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Records Added to Database Manually (Local) (field)

Definition	Number of question-and-answer records manually submitted or added to a local knowledge base.
Notes	Records are manually submitted or added by a librarian or administrator from a question list or Full Question page in the Ask a Librarian module or from the Add New Record page in the Knowledge Base module. These are submittals--only librarians with local edit permissions can activate a record for indexing and searching.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Records Purged from Knowledge Base (Global) (field)

Definition	Number of question-and-answer records removed from the Global Knowledge Base by a knowledge base editor at your library with authorization to purge records in this database.
Notes	Records can only be purged after they have been deleted. Purged records are completely gone from the database; they are not recoverable.
Frequency	Monthly and Daily back to 2004
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Records Purged from Knowledge Base (Local) (field)

Definition	Number of question-and-answer records removed from a local knowledge base by a knowledge base editor at your library with authorization to purge records in the local database.
Notes	Records can only be purged after they have been deleted. Purged records are completely gone from the database; they are not recoverable.
Frequency	Monthly and Daily back to 2004
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Report by Institution List (report)

Definition	Reports of the QuestionPoint activity of the libraries of a subscription group. One activity is shown per report; each institution is listed, with the number of times someone in that institution performed that activity.
Notes	These reports are available to subscription group administrators only. The administrator selects one of the activities in the drop-down menu (see the list of fields below), then each institution appears listed in the report. If an institution had no activity for what was selected, it is not listed.
Permissions Level	Group Administrator
Report Type	<a href="#">Activity Statistics (report type)</a>
Frequency	Monthly, Daily, and Hourly back to 2002
Fields	<p>For a Daily or Monthly Breakdown</p> <p><i>Ask Module:</i></p> <ul style="list-style-type: none"> <li>Answers Sent</li> <li>Number of Clarifications</li> <li>Number of Patrons Logon</li> <li>Questions Assigned to Librarian</li> <li>Questions/Chat Transcripts Deleted</li> <li>Questions Claimed by Librarian</li> <li>Questions Recalled via E-mail</li> <li>Questions Received from Global Network via Global Network</li> <li>Questions Received from Virtual Partner</li> <li>Questions Received (Total)</li> <li>Questions Received via Coverage Group</li> <li>Questions Received via Direct Entry</li> <li>Questions Received via Direct Entry (Global Only)</li> <li>Questions Received via Patron Form</li> <li>Questions Received via Referral</li> <li>Questions Referred to Coverage Group</li> <li>Questions Referred to Global Network via Global Network</li> <li>Questions Referred to Subscription Partner</li> <li>Questions Referred to Virtual Partner</li> <li>Questions Referred via E-mail</li> <li>Questions Rejected</li> <li>Text Messages Answers Sent</li> <li>Text Messages Received</li> </ul> <p><i>Chat Module:</i></p> <ul style="list-style-type: none"> <li>Avg. Concurrent Session Requests (All Inst.)</li> <li>Avg. Concurrent Session Requests (Your Inst.)</li> <li>Co-Browsing Feature Used</li> <li>Most Concurrent Session Requests (All Inst.)</li> <li>Most Concurrent Session Requests (Your Inst.)</li> </ul>

Number of Chat Sessions Accepted (Total)  
 Number of Chat Sessions Accepted via Coverage Group  
 Number of chat Sessions Accepted via Qwidget  
 Number of Chat Sessions Requested  
 Number of Chat Sessions Requested (After Hours)  
 Number of Chat Sessions Requested via Qwidget  
 Number of Chat Sessions Routed to Coverage Group  
*Knowledge Base Module:*  
 Browsers against Knowledge Base (Global)  
 Browsers against Knowledge Base (Local)  
 Records Activated (Global)  
 Records Activated (Local)  
 Records Added to Database Automatically (Global)  
 Records Added to Database Manually (Global)  
 Records Added to Database Manually (Local)  
 Records Marked for Delete Pending from Knowledge Base (Global)  
 Records Marked for Delete Pending from Knowledge Base (Local)  
 Records Purged from Knowledge Base (Global)  
 Records Purged from Knowledge Base (Local)  
 Searches against Knowledge Base (Global)  
 Searches against Knowledge Base (Local)  
 Total times KB records were reused (Global)  
 Total times KB records were reused (Local)  
 Undo Delete Pending for Knowledge Base (Global)  
 Undo Delete Pending for Knowledge Base (Local)  
*Profile Module:*  
 Searches against Profile Database  
 -----  
 For an Hourly Breakdown  
 Ask Module:  
 Answers Sent  
 Number of Clarifications  
 Number of Patrons Logon  
 Questions Received from Global Network via Global Network  
 Questions Received from Virtual Partner  
 Questions Received (Total)  
 Questions Received via Coverage Group  
 Questions Received via Direct Entry  
 Questions Received via Direct Entry (Global Only)  
 Questions Received via Patron Form  
 Questions Received via Referral  
 Questions Referred to Coverage Group  
 Text Messages Answers Sent  
 Text Messages Received  
 Chat Module:  
 Co-browsing Feature Used  
 Number of Chat Sessions Accepted (Total)  
 Number of Chat Sessions Accepted via Coverage Group

	Number of Chat Sessions Accepted via Qwidget Number of Chat Sessions Requested Number of Chat Sessions Requested (After Hours) Number of Chat Sessions Requested via Qwidget Number of Chat Sessions Routed to Coverage Group
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## Report by Librarian List (report)

Definition	Reports of the QuestionPoint activity of a library or group. One activity is shown per report; each librarian is listed, with the number of times he or she performed that activity.
Notes	These reports are available to institution or subscription group administrators only. The administrator selects one of the activities in the drop-down menu (see the list of fields below), then each librarian appears listed in the report. If a librarian had no activity for what was selected, s/he is not listed.
Permissions Level	Institution (administrator)
Report Type	<a href="#">Activity Statistics (report type)</a>
Frequency	Monthly, Daily, and Hourly back to 2002
Fields	FOR A DAILY OR MONTHLY BREAKDOWN <i>Ask Module:</i> Answers Sent Number of Clarifications Questions Assigned to Librarian Questions Claimed by Librarian Questions Recalled via E-mail Questions Referred via E-mail Text Messages Answers Sent <i>Chat Module:</i> Co-Browsing Feature Used Number of Chat Sessions Accepted (Total) Number of Chat Sessions Accepted via Coverage Group Number of Chat Sessions Accepted via Qwidget <i>Knowledge Base Module:</i> Records Activated (Global) Records Activated (Local) Records Marked for Delete Pending from Knowledge Base (Global) Records Marked for Delete Pending from Knowledge Base (Local) Records Purged from Knowledge Base (Global) Records Purged from Knowledge Base (Local) Undo Delete Pending for Knowledge Base (Global) Undo Delete Pending for Knowledge Base (Local)

	<p>-----</p> <p>FOR AN HOURLY BREAKDOWN</p> <p>Answers Sent</p> <p>Co-browsing Feature Used</p> <p>Number of Chat Sessions Accepted (Total)</p> <p>Number of Chat Sessions Accepted via Coverage Group</p> <p>Number of Chat Sessions Accepted via Qwidget</p> <p>Number of Clarifications</p> <p>Text Messages Answers Sent</p>
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### Report by Single Librarian (report)

Definition	Statistics of the QuestionPoint activity of a single librarian or administrator account.
Permissions Level	<p>Librarian, Institution Administrator, Group Administrator</p> <p>The Librarian level users can access statistics only for the account under which the user is logged in. The Institution level user can view any of the librarians in the institution for which the user is logged in. The Group level user (a BME, or group, administrator) can view any of the librarians in any of the institutions belonging to the group under which the group administrator is logged in.</p>
Report Type	<a href="#">Activity Statistics (report type)</a>
Frequency	<p>Monthly and Daily back to 2002</p> <p>The report has some Ask and Chat fields broken by hour</p>
Fields	<p><i>(All fields listed alphabetically)</i></p> <p><i>Profile Service</i></p> <p>Searches against Profile Database</p> <p><i>Knowledge Base Service</i></p> <p>Browses against Knowledge Base (Global)</p> <p>Browses against Knowledge Base (Local)</p> <p>Records Added to Database Automatically (Global)</p> <p>Records Added to Database Manually (Global)</p> <p>Records Added to Database Manually (Local)</p> <p>Records Purged from Knowledge Base (Global)</p> <p>Records Purged from Knowledge Base (Local)</p> <p>Records Activated (Global)</p> <p>Records Activated (Local)</p> <p>Searches against Knowledge Base (Global)</p> <p>Searches against Knowledge Base (Local)</p> <p><i>Ask Service</i></p> <p>Answers Sent</p>

	Number of Clarifications Questions/Chat Transcripts Deleted Questions Claimed by Librarian Questions Recalled via E-mail Questions Referred to Subscription Partner Questions Referred to Virtual Partner Questions Referred to Coverage Group Questions Referred to Global Network via Global Network Questions Referred via E-mail Questions Rejected Text Messages Answers Sent <i>Chat Service</i> Co-Browsing Feature Used Number of Chat Sessions Accepted via Qwidget Number (Total) of Chat Sessions Accepted
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### Report by Single Subscription Group (report)

Definition	Statistics of the QuestionPoint activity of a subscription group (BME).
Permissions Level	Group Administrator
Report Type	<a href="#">Activity Statistics (report type)</a>
Frequency	Monthly and Daily The Daily report has some Ask and Chat fields broken by hour
Fields	<i>(All fields listed alphabetically)</i> <i>Profile Service</i> Searches against Profile Database <i>Knowledge Base Service</i> Browses against Knowledge Base (Global) Browses against Knowledge Base (Local) Records Added to Database Automatically (Global) Records Added to Database Manually (Global) Records Added to Database Manually (Local) Records Purged from Knowledge Base (Global) Records Purged from Knowledge Base (Local) Records Activated (Global) Records Activated (Local) Searches against Knowledge Base (Global) Searches against Knowledge Base (Local)

Total times KB records were reused (Global)  
Total times KB records were reused (Local)  
*Ask Service*  
Answers Sent  
Number of Clarifications  
Number of Patrons Logon  
Questions Assigned to Librarian  
Questions/Chat Transcripts Deleted  
Questions Recalled via E-mail  
Questions Received from Coverage Group  
Questions Received from Global Network via Global Network  
Questions Received from Virtual Partner  
Questions Received via Patron Form  
Questions Received via Direct Entry  
Questions Received via Referral  
Questions Referred to Subscription Partner  
Questions Referred to Virtual Partner  
Questions Referred to Coverage Group  
Questions Referred to Global Network via Global Network  
Questions Referred via E-mail  
Questions Rejected  
Questions (Total) Received  
Text Messages Answers Received  
Text Messages Answers Sent  
*Chat Service*  
Avg. Concurrent Session Requests (All Inst.)  
Avg. Concurrent Session Requests (Your Inst.)  
Co-Browsing Feature Used  
Most Concurrent Session Requests (All Inst.)  
Most Concurrent Session Requests (Your Inst.)  
Number of Chat Sessions Requested  
Number of Chat Sessions Requested (After Hours)  
Number of Chat Sessions Requested via Qwidget  
Number of Chat Sessions Accepted via Qwidget  
Number (Total) of Chat Sessions Accepted

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## Reports of Knowledge Base Records (report)

Definition	Statistics on records in your local knowledge base. Reports on how many records, and the percentage of the total, are coded in each of various categories.
Notes	These are counts of what is currently in your local KB, regardless of status. This does not report on Global Knowledge Base.
Permissions Level	Group Administrator
Report type	<a href="#">Counts of Current Data (report type)</a>
Frequency	These are cumulative counts. They are updated in real time.
Fields	<p>Knowledge Base Record Number by Education Level</p> <p>Knowledge Base Record Number by Format</p> <p>Knowledge Base Record Number by Question Language</p> <p>Knowledge Base Record Number by Status</p> <p>Knowledge Base Record Number by Subject Area</p>

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## Reports of Profile Contact Information (report)

Definition	A summary of information from the Profile Contact page presented in table format. Information is for all the institutions in a subscription group (BME).
Notes	This information makes it easy to track contacts for your institution. For those active in the Global Reference Network, you can also judge how extensive your use and coverage are.
Permissions Level	Group Administrator
Report type	<a href="#">Counts of Current Data (report type)</a>
Frequency	These are cumulative counts. They are updated in real time.
Fields	<p>Institution ID</p> <p>Institution name</p> <p>Alert E-mail address (this is for use if the institution participates in the Global Reference Network)</p> <p>Contact method</p> <p>Primary Name</p> <p>Gender (for purposes of proper address only)</p> <p>Primary E-mail (address of primary contact)</p> <p>Primary Phone (number of primary contact)</p> <p>Fax (for primary contact)</p>

	<p>Secondary Name (for secondary contact)</p> <p>Gender (of secondary contact)</p> <p>Secondary E-mail (address of secondary contact)</p> <p>Secondary Phone (number of secondary contact)</p> <p>Fax (for secondary contact)</p> <p>Home page URL</p> <p>Submitted per week (number of questions estimated to go to the GRN each week)</p> <p>Process per week (number of questions you agree to handle per week from the GRN)</p> <p>Agent Quota (number of persons you will commit to answering GRN questions)</p>
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### Reports of Profile Information (report)

Definition	A summary in table format of the status of all the institutions in a group (BME).
Notes	The group administrator can see at a glance which institutions have made themselves active in the group and which have not.
Permissions Level	Group
Report type	<a href="#">Counts of Current Data (report type)</a>
Frequency	These are cumulative counts. They are updated in real time.
Fields	<p>Institution ID</p> <p>Inst Name</p> <p>Language of Inst Name</p> <p>Subordinate Unit</p> <p>Team/Work Group</p> <p>Apartment Number</p> <p>PO Box</p> <p>Street Address</p> <p>Address (Cont.)</p> <p>City</p> <p>State/Province</p> <p>Zip/Postal Code</p> <p>Country</p> <p>Time zone</p> <p>Do you observe daylight savings in your area?</p> <p>Profile status (within in your group or BME)</p>

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## Reports of Sessions (report)

Definition	<p>The count of a group's chat sessions and email or walk-up transactions, from the last 90 days. Reports one institution per line. Shows the number of sessions with the institution's patrons (whether handled by the institution, by another institution in the group, or by an institution outside the group) and the number of sessions the institution's librarians handled for patrons of other institutions, inside and outside the group.</p> <p>All institution totals are rolled into group totals in the last line.</p>
Notes	<p>This report is probably most useful to members of the 24/7 Cooperative and other chat cooperatives. All transactions, including Deleted and Practice, are included here. Numbers hotlink to the actual transaction.</p>
Permissions Level	<p>Ask Administrator; Institution Administrator; Group Administrator</p>
Report type	<p><a href="#">Counts of Current Data (report type)</a></p>
Frequency	<p>You set the date range, within approximately the last 90 days, that you want to report on. These statistics are updated in real time.</p>
Fields	<p><i>Sessions with Our Patrons</i></p> <ul style="list-style-type: none"> <li>Library (number of sessions the viewer's library accepted)</li> <li>BME (number of sessions the viewer's group, but not library, accepted)</li> <li>Outside BME (number of sessions Cooperative members accepted)</li> <li>Total</li> </ul> <p><i>Our Sessions with Others' Patrons</i></p> <ul style="list-style-type: none"> <li>BME's (number of sessions the viewer's librarians accepted for others in the group. This column includes follow-up work your library did when a transcript was claimed from Shared Follow Up)</li> <li>Outside BME (number of sessions the viewer's librarians accepted for patrons that came through a Cooperative member's web site)</li> <li>Total</li> </ul> <p><i>Total Chats</i> (Note that a group administrator must use this number with caution: the count in column 2 is duplicated in column 5. Also, column 5 could contain some of the counts from columns 1, 2, or 3.)</p> <p><i>E-mailed Webform</i></p> <ul style="list-style-type: none"> <li>Library</li> <li>Outside Library (emails referred to the viewer's library)</li> <li>Total</li> </ul> <p>Grand Total</p>

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## Reports of Sessions by Authorization (report)

Definition	<p>The count of an institution's chat sessions and email or walk-up transactions, from the last 90 days. Reports one authorization, or librarian, per line. Shows the number of sessions with the institution's patrons (whether handled by the librarian, by librarians from another institution in the group, or by librarians from an institution outside the group) and the number of sessions the institution's librarians handled for patrons of other institutions, inside and outside the group.</p> <p>All librarian totals are rolled into institution totals in the last line.</p>
Notes	<p>This report is probably most useful to members of the 24/7 Cooperative and other chat cooperatives. All transactions, including Deleted and Practice, are included here. Numbers hotlink to the actual transactions.</p>
Permissions Level	<p>Ask Administrator, Institution Administrator. Group Administrators can see statistics for only the librarians in the institution associated with the Group Admin account.</p>
Report type	<p><b>Counts of Current Data (report type)</b></p>
Frequency	<p>You set the date range, within approximately the last 90 days, that you want to report on. These statistics are updated in real time.</p>
Fields	<p><i>(See field notes in previous report, Reports of Sessions)</i></p> <p><i>Sessions with Our Patrons</i></p> <ul style="list-style-type: none"> <li>Library</li> <li>BME</li> <li>Outside BME</li> <li>Total</li> </ul> <p><i>Our Sessions with Others' Patrons</i></p> <p>BME's (this column includes follow-up work your library did for another library in your group when the transcript was claimed for Shared Follow Up)</p> <ul style="list-style-type: none"> <li>Outside BME</li> <li>Total</li> </ul> <p>Total Chats</p> <p><i>E-mailed Webform</i></p> <ul style="list-style-type: none"> <li>Library</li> <li>Outside Library</li> <li>Total</li> </ul> <p>Grand Total</p>

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## Resolution Codes (report)

Definition	The number of chat sessions that were assigned each of 5 possible codes. Only one code can be assigned per session. Codes cannot be assigned until a session has ended. The codes determine the disposition of the transcript.
Notes	For members of chat coverage groups. Most often used by the members of the 24/7 Cooperative. Numbers hotlink to the actual transcripts.
Permissions Level	Ask Administrator, Institution Administrator, Group Administrator
Report type	<a href="#">Counts of Current Data (report type)</a>
Frequency	You set the date range, within approximately the last 90 days, that you want to report on. These statistics are updated in real time.
Codes	<p><b>Answered.</b> The question was answered and requires no further action. The transcript is filed in the Answered folder.</p> <p><b>Followup By Me.</b> The chat librarian intends to do more work after the session ends. The transcript is filed in the New folder of the chat librarian's open questions.</p> <p><b>Followup By Patron's Library.</b> The patron's library is expected to do additional work on this question or make the final decision as to its disposition. The transcript is filed in the New folder of the patron's library's open questions. If the patron's library is part of a group that utilizes Shared Followup, the transcript will also appear there.</p> <p><b>Lost Call.</b> Used to indicate a patron who left the session or who was otherwise lost and who did not leave an e-mail address for follow up.</p> <p><b>Practice.</b> The session was a practice sessions. No further action is required.</p>

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## Reused extant KB records in QP (field)

Definition	Cumulative total of the number of Global and local knowledge base records that have been forwarded to patrons or copied to the message text box on the Answer page (Ask module) to answer questions.
Notes	<p>If a record is copied or forwarded multiple times, the record is counted only once in this field.</p> <p>A record is counted whether or not it is saved as a draft before the answer is sent to the patron.</p> <p>If a record is deleted from a knowledge base, it is removed from the total--thus, the "extant" in the field label.</p>
Frequency	This is a cumulative count that has been reported monthly since 2004.
In this section	<a href="#">Administration Service (section)</a>
In these reports	<a href="#">QP Usage Report</a>

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[Searches against Knowledge Base: Local \(field\)](#)

[Searches against Profile Database \(field\)](#)

Sessions by Authorization. See [Reports of Sessions by Authorization \(report\)](#)

Sessions report. See [Reports of Sessions \(report\)](#); [Reports of Sessions by Authorization \(report\)](#)

[Sessions with Our Patrons \(section\)](#)

[Sessions with Our Patrons: Library \(cell/column\)](#)

[Sessions with Our Patrons: BME \(cell/column\)](#)

[Sessions with Our Patrons: Outside BME \(cell/column\)](#)

[Sessions with Our Patrons: Total \(cell/column\)](#)

[Statistics of Profile Status \(report\)](#)

[Subscription Group \(definition\)](#)

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### **Searches against Knowledge Base: Global (field)**

Definition	Number of searches performed in the Global Knowledge Base.
Notes	Before October 2004, this field contained the number of searches and browses. Beginning in October 2004, it contains only the number of searches. Another field, <a href="#">Browses against Knowledge Base: Global</a> , was added to contain the number of browses.
Frequency	Monthly and Daily back to 2004
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">QP Usage Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Searches against Knowledge Base: Local (field)

Definition	Number of searches performed in your local knowledge base.
Notes	Before October 2004, this field contained the number of searches and browses. Beginning in October 2004, it contains only the number of searches. Another field, Browses against Knowledge Base: Local, was added to contain the number of browses.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Searches against Profile Database (field)

Definition	Number of searches performed in the profiles of libraries.
Notes	Profile searches can be performed in the Profile module by administrators of subscription groups or administrators of full subscribers that are not subscription group members.
Frequency	Monthly and Daily back to 2002
In this section	<a href="#">Profile Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Sessions with Our Patrons (section)

Definition	The number of chat sessions requested by patrons who used your library's chat form or Qwidget. This number is further broken into who answered the patron's request: the library; another library in the group, a library in the 24/7 Cooperative but not in the viewing library's group.
Notes	Each row represents an institution. For institutions in a group, the Totals row represents all institutions.
In these reports	<a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a>
Cells/Columns	Library BME Outside BME Total

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## Sessions with Our Patrons: Library (cell/column)

Definition	For each institution (Reports of Sessions), the number of chat sessions requested by your patrons that your librarians answered. For each authorization (Reports of Sessions by Authorization), the number of chat sessions requested by your patrons that a particular librarian in your institution answered.
Notes	Each row represents an institution (Reports of Sessions). For institutions in a group, the Sessions with Our Patrons: Library cell in the final Totals row represents all sessions that were answered by the patron's library. Each row represents an authorization, or librarian (Reports of Sessions by Authorization). The Sessions with our Patrons: Library cell in the final Totals row represents all sessions that were answered by your institution's librarians.
Frequency	You set the date range, within approximately the last 90 days, that you want to report on. These statistics are updated in real time.
In these reports	<a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a>

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## Sessions with Our Patrons: BME (cell/column)

Definition	<p>For each institution (Reports of Sessions), the number of chat sessions requested by your patrons that another institution in your group answered.</p> <p>For each authorization (Reports of Sessions by Authorization), the number of chat sessions requested by your patrons that a librarian from another institution in your group answered.</p>
Notes	<p>Each row represents an institution (Reports of Sessions). For institutions in a group, the Sessions with Our Patrons: BME cell in the final Totals row represents all sessions that were answered by anyone in the group.</p> <p>Each row represents an authorization, or librarian (Reports of Sessions by Authorization). The Sessions with our Patrons: BME cell in the final Totals row represents all of your institution's sessions that were answered by librarians from other institutions in the group.</p>
Frequency	<p>You set the date range, within approximately the last 90 days, that you want to report on. These statistics are updated in real time.</p>
In these reports	<p><a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a></p>

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## Sessions with Our Patrons: Outside BME (cell/column)

Definition	<p>For each institution (Reports of Sessions), the number of chat sessions requested by your patrons that a 24/7 Cooperative institution not in your group answered.</p> <p>For each authorization (Reports of Sessions by Authorization), the number of chat sessions requested by your patrons that librarians from 24/7 Cooperative institutions not in your group answered.</p>
Notes	<p>Each row represents an institution (Reports of Sessions). For institutions in a group, the Sessions with Our Patrons: Outside BME cell in the final Totals row represents all sessions that were answered by anyone not in your group.</p> <p>Each row represents an authorization, or librarian (Reports of Sessions by Authorization). The Sessions with our Patrons: Outside BME cell in the final Totals row represents all of your institution's sessions that were answered by librarians from institutions not in your group.</p>
Frequency	<p>You set the date range, within approximately the last 90 days, that you want to report on. These statistics are updated in real time.</p>
In these reports	<p><a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a></p>

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## Sessions with Our Patrons: Total (cell/column)

Definition	See Sessions with Our Patrons (Section) above. This represents the sum of the Library, BME, and Outside BME cells.
Frequency	You set the date range, within approximately the last 90 days, that you want to report on. These statistics are updated in real time.
In these reports	<a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a>

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## Statistics of Profile Status (report)

Definition	The number and percentage of the profiles of the members of a group that have a status of Active.
Permissions level	Group Administrator
Report type	<a href="#">Counts of Current Data (report type)</a>
Frequency	These are cumulative counts. They are updated in real time.

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## Subscription Group (definition)

Definition	A group of institutions that subscribe to QuestionPoint together.
Notes	<p>A Subscription Group (sometimes referred to as a BME—Base Management Environment) has an administrative account that controls various settings for all members of the group. A Subscription Group has a knowledge base (local KB) that all members share and, usually, at least one chat queue that all members can offer to their patrons and monitor.</p> <p>Most reports are available at the Subscription Group level, meaning the group administrator can get statistics for the groups as a whole, for each institution in the group, and for each librarian in each institution.</p>

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## T

[Text Messages Answers Sent \(field\)](#)

[Text Messages Received \(field\)](#)

[Times extant KB records were reused \(field\)](#)

[Total Chats \(cell/column\)](#)

[Total times KB records were reused: Global \(field\)](#)

[Total times KB records were reused: Local \(field\)](#)

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### **Text Messages Answers Sent (field)**

Definition	Number of answers sent in response to questions received as text messages.
Notes	Since multiple answers can be sent for a single question, this number is often greater than the number of questions received as text messages.
Frequency	Monthly, Daily, and Hourly back to 2010
In this section	<a href="#">Ask Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Librarian List (report)</a> <a href="#">Report by Single Librarian (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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### **Text Messages Received (field)**

Definition	Number of questions received as text messages
Notes	Must also subscribe to a texting service that is integrated with QuestionPoint
In this section	<a href="#">Ask Service (section)</a>
Frequency	Monthly, Daily, and Hourly back to 2010
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## Times extant KB records were reused (field)

Definition	Cumulative total of the number of times that Global and local knowledge base records have been forwarded to a patron or copied to the message box on the Answer page (Ask module) to answer questions.
Notes	<p>If a record is used (forwarded or copied) multiple times, each use is counted in this field.</p> <p>A use is counted whether or not the record is saved as a draft before the answer is sent to the patron.</p> <p>If a record is deleted from a knowledge base, its reuses are removed from the total. (Thus, the term "extant.")</p> <p>QuestionPoint began to record this statistic in February 2004.</p>
Frequency	Monthly back to 2004
In this section	<a href="#">Administration Service (section)</a>
In these reports	<a href="#">QP Usage Report</a>

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## Total Chats (cell/column)

Definition	The total number of chat sessions either coming into this library (Our Patrons) or into other libraries but handled by our librarians (Our Sessions with Others' Patrons).
Notes	(Reports by Sessions) Each row represents an institution in the group. <b>Caution:</b> Group administrators should remember that in the final Total row, this cell overstates the total number of chat sessions handled because sessions counted under Our Patrons as picked up by another institution in the group will be counted for that other institution in their Our Sessions with Others' Patrons: BME's cell.
Frequency	You set the date range, within approximately the last 90 days, that you want to report on. These statistics are updated in real time.
In these reports	<a href="#">Reports of Sessions (report)</a> <a href="#">Reports of Sessions by Authorization (report)</a>

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## Total times KB records were reused: Global (field)

Definition	Number of times that Global knowledge base records were forwarded to a patron or copied to the message box on the Answer page (Ask module) to answer questions.
Notes	If a record was used (forwarded or copied) multiple times during the month, each use is counted in this field. A use is counted whether or not the record is saved as a draft before the answer is sent to the patron. QuestionPoint began to record this statistic in April 2007.
Frequency	Cumulative
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a> <a href="#">QP Usage Report</a>

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## Total times KB records were reused: Local (field)

Definition	Number of times that local knowledge base records were forwarded to a patron or copied to the message box on the Answer page (Ask module) to answer questions.
Notes	If a record was used (forwarded or copied) multiple times during the month, each use is counted in this field. A use is counted whether or not the record is saved as a draft before the answer is sent to the patron. QuestionPoint began to record this statistic in April 2007.
Frequency	Cumulative
In this section	<a href="#">Knowledge Base Service (section)</a>
In these reports	<a href="#">Institution Report</a> <a href="#">Report by Institution List (report)</a> <a href="#">Report by Single Subscription Group (report)</a>

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## V

### Virtual Group (definition)

Virtual Group (permissions level). See [Permissions Levels \(definition\)](#)

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### Virtual Group (definition)

Definition	A group that has been created by a QuestionPoint institution in the Administration module. This can be a subscription group that has been opened to other institutions outside the group for referral purposes. It can also be a completely new group made up of various single institutions not in the same subscription group. Virtual groups can be used for referring questions to one another or for covering one another's email questions.
Notes	<p>A virtual group has access to a local knowledge base if the creator of the group is a subscription group administrator. In this case, the KB is the local KB of the subscription group.</p> <p>Virtual group statistics appear as line items within the Ask Service section of Activity Reports: Questions Received from/Referred to Virtual Partner, and Questions Received from/Referred to Coverage Group</p> <p>Unlike Subscription Group administrators, creators of virtual groups cannot see activity at the individual institution level.</p>

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