

Statistics About Your Patrons Available in Your QP Account:

I want to know *how many* calls have been made by my patrons.

1. Login to your QP account (9 digit administrator login or 6 digit librarian login)
2. Click on **Reports tab** in red navigation bar:
3. Under **Librarian Tab**, choose Institution Report
OR
Under **Institution Tab** (only viewable by institutional admins), choose Institution Report
4. Choose Monthly to view a list of monthly totals for Jan - Dec
OR
Choose Daily to see hourly breakdown for a single month
5. Choose Year and Month
6. Choose to Generate Report for Chat
7. Click Submit

I want to know *how many* of my patrons have been helped by my own staff vs. staff from other libraries.

1. Login to your QP account (9 digit administrator login or 6 digit librarian login)
2. Click on **Reports tab** in red navigation bar:
3. Under **Institution Tab** (only viewable by institutional admins), choose **Reports of Sessions**
4. Choose the date range you wish to view, but **please note**: this information is only accurate for the past 90 days.

Statistics Available on the Librarians' Portal:

I want to know *how many* of my patrons have been helped by my staff vs. staff from other institutions for a longer period of time than the past 90 days.

1. Point your browser to the Librarians' Portal: <http://www.eln.bc.ca/askaway>
2. Choose the For Local Administrators tab and scroll down to AskAway Statistics.
3. Reports by Sessions tables are available here from September 2006 onwards, with totals by month, term and cumulatively.

I want to know (on average) *when* my patrons are asking questions on AskAway.

1. Point your browser to the Librarians' Portal: <http://www.eln.bc.ca/askaway>
2. Choose the For Local Administrators tab and scroll down to AskAway Statistics.
3. Under Other Statistics, reports of questions by hour are available for each institution for September - December 2007.

I want to know *which* of my patrons are asking questions on AskAway (i.e. 1st-2nd year, grad student, faculty, etc.).

1. Point your browser to the Librarians' Portal: <http://www.eln.bc.ca/askaway>
2. Choose the For Local Administrators tab and scroll down to Form Field Statistics.
3. Click on Jan2007toAug2007 or Sept2007toDec2007 spreadsheets.
4. These reports tell you how your patrons are self-identifying as either 1st-2nd year, 3rd-4th year, college, grad student, faculty, or other.

I want to know *where* my patrons are logging in from (the library, from home, etc.).

1. Point your browser to the Librarians' Portal: <http://www.eln.bc.ca/askaway>
2. Choose the For Local Administrators tab and scroll down to Form Field Statistics.
3. Click on Jan2007toAug2007 or Sept2007toDec2007 spreadsheets.
4. These reports tell you where your patrons identify themselves as logging in from (i.e. home, library, off-campus, etc.).

I want to see responses to the patron exit survey.

1. Point your browser to the Librarians' Portal: <http://www.eln.bc.ca/askaway>
2. Choose the For Local Administrators tab and scroll down to Survey Results.