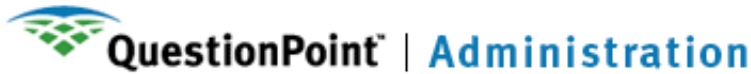


MARK BEATTY (100250517)

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Support Help



Institution	Subscription Group	Cooperative Groups
Accounts Passwords Settings 24/7 Permitted Access Reports Login Announcement		

Report by Single Subscription Group

Knowledge Base Service

Monthly Report 2002 (Ask?Away)

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Daily/Monthly Breakdown Stats:

All statistics here are reported in Eastern Time (-5 GMT)

Time Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Searches against Knowledge Base(Global)	0	0	0	0	0	0	0	0	15	190	169	35	409
Searches against Knowledge Base(Local Ask?Away)	0	0	0	0	0	0	0	0	15	191	165	35	406

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Ask Service

Monthly Report 2002 (Ask?Away)

[History](#) | [Current](#)

Daily/Monthly Breakdown Stats:

All statistics here are reported in Eastern Time (-5 GMT)

Time Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Questions Assigned to Librarian	0	0	0	0	0	0	0	0	10	40	185	80	315
Questions Referred to Subscription Partner	0	0	0	0	0	0	0	0	0	0	0	2	2
Questions/Chat Transcripts Deleted	0	0	0	0	0	0	0	0	0	0	0	61	61
Number of Clarifications	0	0	0	0	0	0	0	0	0	1	12	7	20
Number of Patrons Logon	0	0	0	0	0	0	0	0	12	38	129	24	203
Questions Received via Patron Form	0	0	0	0	0	0	0	0	16	49	259	88	412
Questions Received via Direct Entry	0	0	0	0	0	0	0	0	0	1	0	0	1
Answers Sent	0	0	0	0	0	0	0	0	11	38	211	72	332
Questions Received via Referral	0	0	0	0	0	0	0	0	0	0	0	2	2
Questions (Total) Received	0	0	0	0	0	0	0	0	16	50	259	90	415

Hourly Breakdown Stats -- Number of Clarifications:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
09:00-09:59	0	0	0	0	0	0	0	0	0	0	0	2	2
10:00-10:59	0	0	0	0	0	0	0	0	0	0	0	1	1
11:00-11:59	0	0	0	0	0	0	0	0	0	0	7	0	7
12:00-12:59	0	0	0	0	0	0	0	0	0	0	5	0	5
13:00-13:59	0	0	0	0	0	0	0	0	0	1	0	0	1
14:00-14:59	0	0	0	0	0	0	0	0	0	0	0	1	1
15:00-15:59	0	0	0	0	0	0	0	0	0	0	0	2	2

20:00-20:59	0	0	0	0	0	0	0	0	0	0	0	1	1	
Total	0	0	0	0	0	0	0	0	0	0	1	12	7	20

Hourly Breakdown Stats -- Questions (Total) Received:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	0	0	0	0	0	0	0	0	0	0	0	1	1
08:00-08:59	0	0	0	0	0	0	0	0	0	5	2	1	8
09:00-09:59	0	0	0	0	0	0	0	0	1	1	24	8	34
10:00-10:59	0	0	0	0	0	0	0	0	2	5	30	8	45
11:00-11:59	0	0	0	0	0	0	0	0	4	4	130	6	144
12:00-12:59	0	0	0	0	0	0	0	0	2	7	47	9	65
13:00-13:59	0	0	0	0	0	0	0	0	0	4	4	2	10
14:00-14:59	0	0	0	0	0	0	0	0	1	5	5	8	19
15:00-15:59	0	0	0	0	0	0	0	0	4	0	10	21	35
16:00-16:59	0	0	0	0	0	0	0	0	1	18	3	12	34
17:00-17:59	0	0	0	0	0	0	0	0	0	1	2	4	7
18:00-18:59	0	0	0	0	0	0	0	0	0	0	2	0	2
19:00-19:59	0	0	0	0	0	0	0	0	0	0	0	1	1
21:00-21:59	0	0	0	0	0	0	0	0	1	0	0	7	8
23:00-23:59	0	0	0	0	0	0	0	0	0	0	0	2	2
Total	0	0	0	0	0	0	0	0	16	50	259	90	415

Hourly Breakdown Stats -- Questions Received via Referral:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
11:00-11:59	0	0	0	0	0	0	0	0	0	0	0	1	1
13:00-13:59	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	0	0	0	0	0	0	0	0	0	0	0	2	2

Hourly Breakdown Stats -- Answers Sent:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
08:00-08:59	0	0	0	0	0	0	0	0	0	3	1	3	7
09:00-09:59	0	0	0	0	0	0	0	0	0	0	5	6	11
10:00-10:59	0	0	0	0	0	0	0	0	2	0	6	19	27
11:00-11:59	0	0	0	0	0	0	0	0	1	3	104	6	114
12:00-12:59	0	0	0	0	0	0	0	0	1	1	80	5	87
13:00-13:59	0	0	0	0	0	0	0	0	1	5	3	2	11
14:00-14:59	0	0	0	0	0	0	0	0	0	3	2	1	6
15:00-15:59	0	0	0	0	0	0	0	0	2	7	6	23	38
16:00-16:59	0	0	0	0	0	0	0	0	3	15	2	3	23
17:00-17:59	0	0	0	0	0	0	0	0	1	1	0	3	5
19:00-19:59	0	0	0	0	0	0	0	0	0	0	2	0	2
21:00-21:59	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	0	0	0	0	0	0	0	0	11	38	211	72	332

Hourly Breakdown Stats -- Questions Received via Direct Entry:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
13:00-13:59	0	0	0	0	0	0	0	0	0	1	0	0	1
Total	0	0	0	0	0	0	0	0	0	1	0	0	1

Hourly Breakdown Stats -- Questions Received via Patron Form:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
13:00-13:59	0	0	0	0	0	0	0	0	0	1	0	0	1
Total	0	0	0	0	0	0	0	0	0	1	0	0	1

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	0	0	0	0	0	0	0	0	0	0	0	1	1
08:00-08:59	0	0	0	0	0	0	0	0	0	5	2	1	8
09:00-09:59	0	0	0	0	0	0	0	0	1	1	24	8	34
10:00-10:59	0	0	0	0	0	0	0	0	2	5	30	8	45
11:00-11:59	0	0	0	0	0	0	0	0	4	4	130	5	143
12:00-12:59	0	0	0	0	0	0	0	0	2	7	47	9	65
13:00-13:59	0	0	0	0	0	0	0	0	0	3	4	1	8
14:00-14:59	0	0	0	0	0	0	0	0	1	5	5	8	19
15:00-15:59	0	0	0	0	0	0	0	0	4	0	10	21	35
16:00-16:59	0	0	0	0	0	0	0	0	1	18	3	12	34
17:00-17:59	0	0	0	0	0	0	0	0	0	1	2	4	7
18:00-18:59	0	0	0	0	0	0	0	0	0	0	2	0	2
19:00-19:59	0	0	0	0	0	0	0	0	0	0	0	1	1
21:00-21:59	0	0	0	0	0	0	0	0	1	0	0	7	8
23:00-23:59	0	0	0	0	0	0	0	0	0	0	0	2	2
Total	0	0	0	0	0	0	0	0	16	49	259	88	412

Hourly Breakdown Stats -- Number of Patrons Logon:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
08:00-08:59	0	0	0	0	0	0	0	0	0	6	0	2	8
09:00-09:59	0	0	0	0	0	0	0	0	2	1	4	4	11
10:00-10:59	0	0	0	0	0	0	0	0	1	4	8	0	13
11:00-11:59	0	0	0	0	0	0	0	0	2	0	44	2	48
12:00-12:59	0	0	0	0	0	0	0	0	0	1	57	6	64
13:00-13:59	0	0	0	0	0	0	0	0	0	1	5	0	6
14:00-14:59	0	0	0	0	0	0	0	0	3	8	1	0	12
15:00-15:59	0	0	0	0	0	0	0	0	0	6	3	4	13
16:00-16:59	0	0	0	0	0	0	0	0	3	8	5	2	18
17:00-17:59	0	0	0	0	0	0	0	0	1	1	1	2	5
18:00-18:59	0	0	0	0	0	0	0	0	0	2	1	0	3
21:00-21:59	0	0	0	0	0	0	0	0	0	0	0	1	1
23:00-23:59	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	0	0	0	0	0	0	0	0	12	38	129	24	203

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Chat Service

Monthly Report 2002 (Ask?Away)

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Daily/Monthly Breakdown Stats:

All statistics here are reported in Eastern Time (-5 GMT)

Time Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Greatest Chat Response Time (seconds)	0	0	0	0	0	0	0	0	270125	4972	1639	2567	270125
Most Concurrent Session Requests (All Inst.)	0	0	0	0	0	0	0	0	21	24	13	8	24
Number of Chat Sessions Requested	0	0	0	0	0	0	0	0	37	80	243	64	424

Hourly Breakdown Stats -- Number of Chat Sessions Requested:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
08:00-08:59	0	0	0	0	0	0	0	0	0	0	1	0	1
09:00-09:59	0	0	0	0	0	0	0	0	2	0	7	8	17
10:00-10:59	0	0	0	0	0	0	0	0	4	2	14	8	28
11:00-11:59	0	0	0	0	0	0	0	0	4	3	12	4	23
12:00-12:59	0	0	0	0	0	0	0	0	3	10	116	7	136
13:00-13:59	0	0	0	0	0	0	0	0	4	10	22	0	36
14:00-14:59	0	0	0	0	0	0	0	0	2	11	12	8	33
15:00-15:59	0	0	0	0	0	0	0	0	5	18	21	11	55
16:00-16:59	0	0	0	0	0	0	0	0	6	19	21	11	57
17:00-17:59	0	0	0	0	0	0	0	0	4	3	6	1	14
18:00-18:59	0	0	0	0	0	0	0	0	0	3	1	1	5
19:00-19:59	0	0	0	0	0	0	0	0	2	0	5	0	7
20:00-20:59	0	0	0	0	0	0	0	0	0	0	2	0	2
21:00-21:59	0	0	0	0	0	0	0	0	1	1	3	5	10
Total	0	0	0	0	0	0	0	0	37	80	243	64	424

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