Data Entry Tips & Guidelines

LibAnalytics URL: [http://yale.libanalytics.com/](http://yale.libanalytics.com/)

Use the Public Desk form to record patron interactions by staff monitoring public service points.

**Form Header (All Transactions)**

- **Question/work type (Required):** click the arrows next to the entry box and select one of the pre-defined elements in the list
  
  - Directional – simple “where is” questions; may include locating material within the library. Questions about hours of operation are also included in the ‘directional’ category
  
  - Reference - a question that requires the knowledge, use, recommendations, interpretation, or instruction in the use of one or more library information sources. The term includes information and referral service. Information sources include (a) printed and non-printed material such as journals, ejournals, books and ebooks
  
  - Other - category for all questions that do not fit the ‘Directional’ or ‘Reference’ categories

- **Details:** Optional, Add additional detailed information about transaction

- **Time Stamp:** Defaults to date/time of entry; edit field to reflect date/time of actual class or transaction

- **Entered By:** Defaults to your name

- **Internal Note:** Optional, Use to apply keyword tags to transactions, if desired

**Form Details**

- **Left Column:**
  
  - How I Answered: Select all the resources and methods you used to answer the question

- **Middle Column:**
  
  - Patron status (Required): identify the status of the patron who asked the question. Select ‘Unknown’ if you are unable to identify.
  
  - Mode (Required): describe how you received the question
  
  - Time duration (Required): approximate time it took to complete the transaction
  
  - Referred to: select if the transaction involved a referral to a specialist or department within the library
  
  - Other Information: Use this field to further characterize the interaction. This field may be used by specific departments who are interested in a particular aspect of interactions, but other units may ignore. Refer to your department supervisor.

- **Right Column**
  
  - Home area/group (Required): select the library where you work
  
  - Home department/library: select the department (may not apply to all staff)

- **Additional Documentation:** [http://guides.library.yale.edu/libanalytics](http://guides.library.yale.edu/libanalytics)
LibAnalytics Reporting Tips

To access reports, select ‘View/Analyze’ all records in the LibAnalytics dashboard

- View your records: select your name from the ‘Entered By – Everybody’ list box
- Web Reports Available:
  - Field Analysis: reports available for the following fields: Interaction type, Patron, Undergrad PL program patrons, Time duration, Preparation time, Other information, Instruction type, Location, Home Area/Group, Home Department/Library, Mode, Instruction other info
  - Time Based Analysis
  - Duration (Not Available for Reference, Instruction, & Outreach dataset)
  - Distributions
  - Cross Tab Report: select two fields and create a cross-tab analysis
  - Export Data: exports file to csv format; use to analyze data in Microsoft Excel
- Additional Documentation: http://guides.library.yale.edu/libanalytics

LibAnalytics Account Questions

Please contact Sarah Tudesco for any LibAnalytics account questions, including setup of new accounts for new staff and password resets.

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