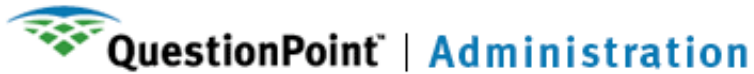


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Institution	Subscription Group	Cooperative Groups
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Report by Single Subscription Group

Knowledge Base Service

Monthly Report 2003 (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
Records Added to Database Automatically(Global)	0	0	0	2	0	0	0	0	0	0	0	1	3
Searches against Knowledge Base(Global)	133	98	9	16	36	21	13	17	26	11	41	91	512
Searches against Knowledge Base(Local Ask?Away)	139	100	9	16	36	23	13	17	26	11	39	87	516
Records Added to Database Manually(Local Ask?Away)	0	0	0	0	0	1	1	1	0	0	0	0	3

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Ask Service

Monthly Report 2003 (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	215	188	114	138	90	81	81	59	110	100	93	70	1339
Questions Referred to Subscription Partner	0	1	0	0	0	0	0	0	1	0	0	0	2
Questions/Chat Transcripts Deleted	99	782	270	183	126	125	25	21	79	37	40	103	1890
Questions Referred to Global Network via Global Network	0	0	0	1	0	0	0	0	0	0	0	0	1
Questions Referred via E-mail	0	0	5	6	6	4	3	11	7	5	4	7	58
Questions Recalled via E-mail	0	0	2	0	0	0	0	0	0	0	0	0	2
Number of Clarifications	2	9	12	13	14	7	10	6	8	13	7	11	112
Number of Patrons Logon	128	207	260	248	183	179	185	151	176	141	155	108	2121
Questions Received via Patron Form	259	346	372	343	205	245	219	224	410	405	392	259	3679
Questions Received from Global Network via Global Network	0	0	0	1	0	0	0	0	0	0	0	0	1
Questions Received via Direct Entry	1	1	4	12	8	3	10	4	11	4	6	6	70
Answers Sent	206	345	314	368	232	258	235	216	457	456	408	287	3782
Questions Received via Referral	0	1	0	0	0	0	0	0	1	0	0	0	2
Questions (Total) Received	260	348	376	356	213	248	229	228	422	409	398	265	3752

Hourly Breakdown Stats -- Number of Clarifications:

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	1	0	1	0	0	2

09:00-09:59	1	0	0	0	0	1	3	0	1	0	0	4	10
10:00-10:59	0	1	1	0	1	1	0	0	0	1	0	1	6
11:00-11:59	1	1	3	2	2	0	1	1	0	0	0	1	12
12:00-12:59	0	0	0	1	0	1	2	0	0	2	0	0	6
13:00-13:59	0	1	1	0	1	1	1	2	3	2	1	0	13
14:00-14:59	0	3	1	1	3	1	0	1	0	1	0	1	12
15:00-15:59	0	1	1	3	1	0	0	0	0	0	0	0	6
16:00-16:59	0	0	1	1	1	1	0	0	0	1	1	2	8
17:00-17:59	0	0	0	1	0	1	0	1	0	2	1	0	6
18:00-18:59	0	0	2	0	0	0	0	0	1	1	1	0	5
19:00-19:59	0	1	1	2	2	0	3	0	1	0	2	1	13
20:00-20:59	0	1	0	2	0	0	0	0	0	1	0	0	4
21:00-21:59	0	0	1	0	3	0	0	0	2	1	0	1	8
22:00-22:59	0	0	0	0	0	0	0	0	0	0	1	0	1
Total	2	9	12	13	14	7	10	6	8	13	7	11	112

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	9	2	7	6	7	6	5	14	12	5	8	81
01:00-01:59	3	5	2	7	3	0	5	4	5	3	7	3	47
02:00-02:59	1	1	3	2	1	5	0	3	4	7	6	7	40
03:00-03:59	0	2	5	2	0	6	1	1	0	0	4	0	21
04:00-04:59	0	0	1	0	1	1	3	3	2	0	4	2	17
05:00-05:59	0	1	1	1	2	1	1	1	1	1	3	0	13
06:00-06:59	0	0	1	2	0	2	1	4	4	4	0	1	19
07:00-07:59	1	1	4	1	4	1	4	3	3	2	4	3	31
08:00-08:59	3	6	8	4	5	6	5	7	11	8	6	4	73
09:00-09:59	15	12	12	11	9	14	11	14	25	16	16	13	168
10:00-10:59	34	17	24	33	19	17	18	15	28	32	31	11	279
11:00-11:59	23	34	28	32	15	21	19	24	29	31	27	18	301
12:00-12:59	33	38	22	37	15	13	20	11	34	31	39	42	335
13:00-13:59	18	21	26	35	17	17	17	22	35	36	32	22	298
14:00-14:59	18	23	27	25	14	22	28	13	36	33	35	24	298
15:00-15:59	28	37	35	31	17	17	14	14	32	33	26	18	302
16:00-16:59	21	35	31	24	20	25	22	15	30	28	27	20	298
17:00-17:59	14	18	29	14	16	11	15	15	28	24	41	17	242
18:00-18:59	11	21	21	20	10	11	9	7	15	19	17	9	170
19:00-19:59	11	11	25	17	12	16	3	6	21	14	18	6	160
20:00-20:59	9	11	15	14	6	9	5	6	22	19	14	10	140
21:00-21:59	7	21	18	14	7	11	10	15	15	15	10	9	152
22:00-22:59	3	15	17	15	10	8	8	14	18	25	12	10	155
23:00-23:59	7	9	19	8	4	7	4	6	10	16	14	8	112
Total	260	348	376	356	213	248	229	228	422	409	398	265	3752

Hourly Breakdown Stats -- Questions Received via Referral:

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	1	0	0	0	1

16:00-16:59	0	1	0	0	0	0	0	0	0	0	0	0	1
Total	0	1	0	0	0	0	0	0	1	0	0	0	2

Hourly Breakdown Stats -- Answers Sent:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	0	1	1	1	0	0	0	0	0	2	1	0	6
01:00-01:59	1	0	0	1	0	0	0	0	3	0	0	0	5
04:00-04:59	0	0	0	1	0	0	0	0	0	0	0	0	1
07:00-07:59	0	0	1	0	0	0	0	0	0	1	0	0	2
08:00-08:59	11	7	3	4	2	3	3	10	12	5	4	2	66
09:00-09:59	8	32	13	24	13	13	10	14	28	22	21	21	219
10:00-10:59	32	38	44	39	18	28	27	24	52	52	43	32	429
11:00-11:59	26	33	21	32	32	32	26	21	50	37	31	24	365
12:00-12:59	20	29	34	37	22	14	27	27	41	45	54	62	412
13:00-13:59	21	21	23	29	21	24	28	24	44	37	35	15	322
14:00-14:59	21	37	32	26	30	22	24	33	42	52	44	28	391
15:00-15:59	20	30	26	33	19	32	18	22	31	51	37	26	345
16:00-16:59	15	33	27	30	16	31	19	11	37	43	42	25	329
17:00-17:59	19	19	22	30	22	11	22	14	35	29	25	16	264
18:00-18:59	4	17	15	14	7	12	14	8	25	21	18	12	167
19:00-19:59	4	18	9	21	6	9	5	3	18	25	26	11	155
20:00-20:59	2	12	17	24	11	17	7	3	11	13	10	6	133
21:00-21:59	1	13	13	12	7	6	3	1	16	15	13	6	106
22:00-22:59	1	5	10	9	6	1	0	0	5	5	4	1	47
23:00-23:59	0	0	3	1	0	3	2	1	7	1	0	0	18
Total	206	345	314	368	232	258	235	216	457	456	408	287	3782

Hourly Breakdown Stats -- Questions Received via Direct Entry:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
10:00-10:59	0	0	1	3	1	0	2	0	0	0	0	3	10
11:00-11:59	1	0	0	0	0	0	0	0	1	0	0	0	2
12:00-12:59	0	0	1	2	1	0	1	0	0	0	0	0	5
13:00-13:59	0	0	0	2	0	0	1	3	3	1	0	0	10
14:00-14:59	0	1	1	1	1	0	1	0	3	0	0	1	9
15:00-15:59	0	0	0	2	0	1	0	0	2	0	1	1	7
16:00-16:59	0	0	0	0	0	0	1	0	0	0	1	0	2
17:00-17:59	0	0	1	0	1	0	1	0	0	1	0	0	4
18:00-18:59	0	0	0	2	1	0	1	1	2	2	2	1	12
19:00-19:59	0	0	0	0	2	2	0	0	0	0	0	0	4
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	1	0	2	0	0	0	0	0	3
Total	1	1	4	12	8	3	10	4	11	4	6	6	70

Hourly Breakdown Stats -- Questions Received via Patron Form:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	0	9	2	7	6	7	6	5	14	12	5	8	81
01:00-01:59	3	5	2	7	3	0	5	4	5	3	7	3	47
02:00-02:59	1	1	3	2	1	5	0	3	4	7	6	7	40

03:00-03:59	0	2	5	2	0	6	1	1	0	0	4	0	21
04:00-04:59	0	0	1	0	1	1	3	3	2	0	4	2	17
05:00-05:59	0	1	1	1	2	1	1	1	1	1	3	0	13
06:00-06:59	0	0	1	2	0	2	1	4	4	4	0	1	19
07:00-07:59	1	1	4	1	4	1	4	3	3	2	4	3	31
08:00-08:59	3	6	8	4	5	6	5	7	11	8	6	4	73
09:00-09:59	15	12	12	11	9	14	11	14	25	16	16	13	168
10:00-10:59	34	17	23	30	18	17	16	15	28	32	31	8	269
11:00-11:59	22	34	28	32	15	21	19	24	28	31	27	18	299
12:00-12:59	33	38	21	35	14	13	19	11	34	31	39	42	330
13:00-13:59	18	21	26	32	17	17	16	19	31	35	32	22	286
14:00-14:59	18	22	26	24	13	22	27	13	33	33	35	23	289
15:00-15:59	28	37	35	29	17	16	14	14	30	33	25	17	295
16:00-16:59	21	34	31	24	20	25	21	15	30	28	26	20	295
17:00-17:59	14	18	28	14	15	11	14	15	28	23	41	17	238
18:00-18:59	11	21	21	18	9	11	8	6	13	17	15	8	158
19:00-19:59	11	11	25	17	10	14	3	6	21	14	18	6	156
20:00-20:59	9	11	15	14	6	9	5	6	22	19	12	10	138
21:00-21:59	7	21	18	14	6	11	8	15	15	15	10	9	149
22:00-22:59	3	15	17	15	10	8	8	14	18	25	12	10	155
23:00-23:59	7	9	19	8	4	7	4	6	10	16	14	8	112
Total	259	346	372	343	205	245	219	224	410	405	392	259	3679

Hourly Breakdown Stats -- Questions Received from Global Network via Global Network:

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

Hourly Breakdown Stats -- Number of Patrons Logon:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	3	5	0	2	4	4	3	2	3	4	3	1	34
01:00-01:59	1	3	2	2	0	2	3	1	1	3	2	0	20
02:00-02:59	0	0	0	0	0	1	0	0	0	2	0	2	5
03:00-03:59	0	0	1	0	1	0	0	3	0	0	1	0	6
04:00-04:59	1	0	1	0	1	0	1	1	0	0	4	0	9
05:00-05:59	0	0	0	1	3	0	0	1	0	2	1	1	9
06:00-06:59	1	1	1	0	0	2	0	1	6	0	0	0	12
07:00-07:59	1	1	0	4	1	2	0	0	1	1	1	1	13
08:00-08:59	4	3	3	3	5	7	3	5	6	2	6	6	53
09:00-09:59	11	6	3	7	8	13	13	5	4	4	3	2	79
10:00-10:59	7	14	11	22	6	8	14	9	18	10	11	6	136
11:00-11:59	14	16	13	17	18	13	14	19	15	11	13	10	173
12:00-12:59	10	8	14	29	14	16	11	20	10	3	12	8	155
13:00-13:59	12	7	28	33	18	16	15	8	16	15	11	12	191
14:00-14:59	13	20	19	14	10	20	22	14	13	10	12	8	175
15:00-15:59	15	15	30	11	14	11	18	11	16	16	19	11	187
16:00-16:59	8	26	22	23	26	11	16	9	11	11	12	12	187

17:00-17:59	6	22	9	12	17	14	15	13	13	13	10	2	146
18:00-18:59	1	11	21	16	9	11	7	10	13	5	12	4	120
19:00-19:59	4	8	12	16	5	7	10	2	7	4	9	6	90
20:00-20:59	3	9	16	6	6	4	1	3	6	6	3	7	70
21:00-21:59	5	13	18	13	5	1	4	4	8	1	4	6	82
22:00-22:59	8	9	26	12	8	9	9	5	6	12	4	3	111
23:00-23:59	0	10	10	5	4	7	6	5	3	6	2	0	58
Total	128	207	260	248	183	179	185	151	176	141	155	108	2121

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Chat Service

Monthly Report 2003 (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)	1398	1416	966	1247	868	596	1855	1020	571	827	1851	1507	1855
Most Concurrent Session Requests (All Inst.)	7	9	8	14	11	9	12	8	10	13	16	17	17
Number of Chat Sessions Requested	81	330	215	250	124	102	110	99	304	388	367	262	2632
Number of Chat Sessions Accepted via Coverage Group	0	0	0	0	0	0	0	0	0	0	0	4	4
Number(Total) of Chat Sessions Accepted	0	0	0	0	0	58	97	78	255	291	304	230	1313
Number of Chat Sessions Routed to Coverage Group	0	0	0	0	0	0	0	0	0	0	0	4	4

Hourly Breakdown Stats -- Number of Chat Sessions Requested:

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	1	3	0	4
01:00-01:59	0	0	0	0	0	0	0	0	1	0	0	0	1
03:00-03:59	0	0	0	0	0	0	0	0	0	0	1	0	1
04:00-04:59	0	0	0	0	0	0	0	0	0	1	1	0	2
06:00-06:59	0	0	0	0	0	0	0	0	0	4	0	0	4
07:00-07:59	0	0	0	0	0	0	0	0	0	1	1	0	2
08:00-08:59	1	1	0	0	0	0	0	0	0	3	0	1	6
09:00-09:59	5	7	1	3	0	1	0	0	2	0	7	0	26
10:00-10:59	7	21	3	9	0	1	2	0	8	20	17	10	98
11:00-11:59	17	7	0	6	4	0	2	0	24	26	34	19	139
12:00-12:59	14	20	7	13	23	16	11	3	29	40	31	20	227
13:00-13:59	6	7	8	3	10	5	17	4	30	36	28	12	166
14:00-14:59	6	57	30	68	17	13	15	16	22	41	36	21	342
15:00-15:59	14	66	43	39	17	14	18	19	34	34	28	52	378
16:00-16:59	7	63	39	29	11	15	11	12	37	33	41	23	321
17:00-17:59	3	22	22	18	11	7	14	23	33	41	35	27	256
18:00-18:59	0	19	13	24	3	7	2	10	29	25	30	22	184
19:00-19:59	1	8	21	16	6	7	5	4	15	18	33	23	157
20:00-20:59	0	18	16	11	10	11	9	4	18	36	17	15	165
21:00-21:59	0	14	11	11	12	5	4	4	20	24	21	16	142
22:00-22:59	0	0	1	0	0	0	0	0	2	4	1	1	9

23:00-23:59	0	0	0	0	0	0	0	0	0	0	2	0	2
Total	81	330	215	250	124	102	110	99	304	388	367	262	2632

Hourly Breakdown Stats -- Number of Chat Sessions Routed to Coverage Group:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
12:00-12:59	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
16:00-16:59	0	0	0	0	0	0	0	0	0	0	0	1	1
18:00-18:59	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	4	4

Hourly Breakdown Stats -- Number(Total) of Chat Sessions Accepted:

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	0	1	1
09:00-09:59	0	0	0	0	0	1	0	0	1	0	1	0	3
10:00-10:59	0	0	0	0	0	1	2	0	7	14	16	8	48
11:00-11:59	0	0	0	0	0	0	1	0	16	18	20	15	70
12:00-12:59	0	0	0	0	0	10	11	3	28	37	32	20	141
13:00-13:59	0	0	0	0	0	4	14	4	27	28	26	13	116
14:00-14:59	0	0	0	0	0	3	13	13	20	32	29	17	127
15:00-15:59	0	0	0	0	0	9	17	17	29	30	27	47	176
16:00-16:59	0	0	0	0	0	12	11	10	30	27	31	21	142
17:00-17:59	0	0	0	0	0	1	13	17	23	25	31	25	135
18:00-18:59	0	0	0	0	0	5	2	4	27	26	23	17	104
19:00-19:59	0	0	0	0	0	5	5	4	12	15	32	17	90
20:00-20:59	0	0	0	0	0	5	5	3	13	24	15	14	79
21:00-21:59	0	0	0	0	0	2	3	3	20	15	19	14	76
22:00-22:59	0	0	0	0	0	0	0	0	2	0	2	1	5
Total	0	0	0	0	0	58	97	78	255	291	304	230	1313

Hourly Breakdown Stats -- Number of Chat Sessions Accepted via Coverage Group:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
12:00-12:59	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
16:00-16:59	0	0	0	0	0	0	0	0	0	0	0	1	1
18:00-18:59	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	4	4

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