

MARK BEATTY (100250517)

[Home | Reset Clock | Exit] --Select Service--



| | | |
|-------------|--------------------|--------------------|
| Institution | Subscription Group | Cooperative Groups |
|-------------|--------------------|--------------------|

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Report by Single Subscription Group

Profile Service

Monthly Report 2007 (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 |
|-----------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Searches against Profile Database | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 4 |

[Export](#)

Knowledge Base Service

Monthly Report 2007 (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 |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Records Added to Database Automatically(Global) | 2 | 1 | 1 | 2 | 1 | 0 | 4 | 1 | 3 | 6 | 2 | 0 | 23 |
| Browses against Knowledge Base(Global) | 0 | 0 | 0 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 4 |
| Browses against Knowledge Base(Local Ask?Away) | 0 | 0 | 0 | 0 | 1 | 1 | 3 | 0 | 0 | 1 | 0 | 0 | 6 |
| Searches against Knowledge Base(Global) | 1 | 6 | 12 | 17 | 8 | 15 | 5 | 14 | 14 | 2 | 3 | 0 | 97 |
| Searches against Knowledge Base(Local Ask?Away) | 1 | 6 | 12 | 18 | 10 | 15 | 5 | 19 | 16 | 2 | 3 | 0 | 107 |
| Records Added to Database Manually(Global) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 4 | 0 | 1 | 2 | 17 |
| Records Added to Database Manually(Local Ask?Away) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 4 | 1 | 1 | 2 | 20 |

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Ask Service

Monthly Report 2007 (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 | 756 | 648 | 583 | 672 | 614 | 462 | 474 | 557 | 618 | 711 | 568 | 405 | 7068 |
| Questions Referred to Subscription Partner | 0 | 4 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 3 | 0 | 2 | 13 |
| Questions Rejected | 66 | 74 | 69 | 75 | 77 | 29 | 25 | 11 | 8 | 48 | 25 | 28 | 535 |
| Questions/Chat Transcripts Deleted | 512 | 908 | 203 | 133 | 365 | 1317 | 1262 | 934 | 457 | 1013 | 885 | 994 | 8983 |
| Questions Referred via E-mail | 173 | 137 | 115 | 151 | 143 | 81 | 101 | 123 | 140 | 181 | 95 | 100 | 1540 |
| Questions Recalled via E-mail | 26 | 27 | 30 | 36 | 41 | 16 | 22 | 22 | 30 | 32 | 17 | 14 | 313 |

| | | | | | | | | | | | | | |
|---|------|------|-----|-----|------|------|------|------|------|------|------|------|-------|
| Questions Referred to Virtual Partner | 3 | 2 | 2 | 3 | 2 | 3 | 4 | 0 | 4 | 6 | 0 | 0 | 29 |
| Number of Clarifications | 5 | 19 | 12 | 24 | 15 | 11 | 18 | 7 | 6 | 6 | 7 | 6 | 136 |
| Number of Patrons Logon | 361 | 215 | 161 | 215 | 189 | 137 | 157 | 183 | 187 | 218 | 175 | 115 | 2313 |
| Questions Received via Patron Form | 1287 | 1467 | 811 | 740 | 1098 | 1905 | 2158 | 1574 | 1112 | 1991 | 1916 | 2346 | 18405 |
| Questions Received from Global Network via Global Network | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 3 |
| Questions Received via Direct Entry | 4 | 5 | 5 | 3 | 8 | 4 | 1 | 8 | 7 | 3 | 3 | 6 | 57 |
| Answers Sent | 886 | 751 | 707 | 722 | 642 | 556 | 543 | 598 | 668 | 863 | 690 | 508 | 8134 |
| Questions Received via Referral | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Questions (Total) Received | 1292 | 1473 | 817 | 744 | 1107 | 1909 | 2160 | 1583 | 1119 | 1996 | 1919 | 2352 | 18471 |
| Question Received From Virtual Partner | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 4 |

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 | 1 | 0 | 1 | 2 | 1 | 4 | 0 | 1 | 0 | 0 | 0 | 10 |
| 10:00-10:59 | 1 | 3 | 5 | 5 | 4 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 20 |
| 11:00-11:59 | 0 | 3 | 2 | 4 | 3 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 15 |
| 12:00-12:59 | 1 | 1 | 0 | 3 | 2 | 2 | 2 | 0 | 0 | 0 | 1 | 0 | 12 |
| 13:00-13:59 | 0 | 0 | 0 | 2 | 1 | 1 | 1 | 1 | 0 | 1 | 2 | 0 | 9 |
| 14:00-14:59 | 0 | 1 | 1 | 2 | 0 | 0 | 3 | 0 | 1 | 2 | 2 | 1 | 13 |
| 15:00-15:59 | 0 | 1 | 1 | 0 | 2 | 3 | 0 | 1 | 1 | 3 | 1 | 0 | 13 |
| 16:00-16:59 | 0 | 2 | 0 | 3 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 9 |
| 17:00-17:59 | 0 | 5 | 1 | 3 | 1 | 0 | 3 | 2 | 1 | 0 | 0 | 4 | 20 |
| 18:00-18:59 | 0 | 1 | 2 | 0 | 0 | 2 | 1 | 1 | 2 | 0 | 0 | 0 | 9 |
| 19:00-19:59 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| 20:00-20:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| 21:00-21:59 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Total | 5 | 19 | 12 | 24 | 15 | 11 | 18 | 7 | 6 | 6 | 7 | 6 | 136 |

Hourly Breakdown Stats -- Questions Received via Referral:

| Hour | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 14:00-14:59 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 16:00-16:59 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |

Hourly Breakdown Stats -- Questions (Total) Received:

| Hour | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 00:00-00:59 | 34 | 39 | 25 | 16 | 34 | 85 | 68 | 54 | 33 | 67 | 80 | 104 | 639 |
| 01:00-01:59 | 30 | 59 | 19 | 16 | 24 | 72 | 68 | 70 | 23 | 72 | 117 | 132 | 702 |
| 02:00-02:59 | 19 | 57 | 14 | 7 | 17 | 52 | 68 | 45 | 22 | 50 | 87 | 88 | 526 |
| 03:00-03:59 | 21 | 35 | 6 | 14 | 19 | 69 | 59 | 34 | 21 | 53 | 94 | 87 | 512 |
| 04:00-04:59 | 24 | 62 | 19 | 7 | 24 | 64 | 82 | 33 | 20 | 40 | 95 | 92 | 562 |
| 05:00-05:59 | 18 | 58 | 24 | 8 | 21 | 52 | 75 | 31 | 22 | 40 | 41 | 86 | 476 |
| 06:00-06:59 | 17 | 38 | 22 | 14 | 19 | 56 | 76 | 28 | 18 | 46 | 46 | 72 | 452 |
| 07:00-07:59 | 27 | 44 | 17 | 18 | 34 | 38 | 70 | 49 | 30 | 39 | 59 | 76 | 501 |
| 08:00-08:59 | 54 | 38 | 20 | 18 | 31 | 62 | 68 | 55 | 39 | 63 | 75 | 89 | 612 |
| 09:00-09:59 | 78 | 65 | 35 | 40 | 73 | 107 | 78 | 57 | 50 | 93 | 91 | 77 | 844 |
| 10:00-10:59 | 66 | 71 | 36 | 38 | 70 | 100 | 79 | 60 | 64 | 114 | 76 | 95 | 869 |
| 11:00-11:59 | 76 | 84 | 40 | 55 | 49 | 81 | 118 | 83 | 70 | 101 | 81 | 105 | 943 |

| | | | | | | | | | | | | | |
|-------------|------|------|-----|-----|------|------|------|------|------|------|------|------|-------|
| 12:00-12:59 | 95 | 69 | 47 | 47 | 69 | 104 | 148 | 82 | 71 | 121 | 88 | 125 | 1066 |
| 13:00-13:59 | 81 | 96 | 63 | 41 | 69 | 117 | 143 | 117 | 63 | 85 | 82 | 108 | 1065 |
| 14:00-14:59 | 91 | 96 | 55 | 53 | 54 | 112 | 149 | 103 | 61 | 93 | 74 | 119 | 1060 |
| 15:00-15:59 | 96 | 95 | 47 | 60 | 70 | 122 | 150 | 120 | 78 | 96 | 102 | 115 | 1151 |
| 16:00-16:59 | 78 | 87 | 56 | 47 | 53 | 74 | 132 | 78 | 68 | 91 | 77 | 96 | 937 |
| 17:00-17:59 | 72 | 68 | 62 | 56 | 86 | 75 | 112 | 79 | 54 | 106 | 118 | 104 | 992 |
| 18:00-18:59 | 52 | 53 | 36 | 39 | 63 | 70 | 66 | 63 | 61 | 102 | 82 | 96 | 783 |
| 19:00-19:59 | 66 | 51 | 29 | 26 | 57 | 57 | 61 | 70 | 55 | 89 | 60 | 98 | 719 |
| 20:00-20:59 | 51 | 41 | 33 | 32 | 42 | 65 | 72 | 72 | 59 | 119 | 56 | 102 | 744 |
| 21:00-21:59 | 68 | 50 | 50 | 39 | 50 | 78 | 82 | 59 | 53 | 139 | 88 | 75 | 831 |
| 22:00-22:59 | 38 | 57 | 37 | 24 | 27 | 121 | 74 | 65 | 39 | 100 | 70 | 111 | 763 |
| 23:00-23:59 | 40 | 60 | 25 | 29 | 52 | 76 | 62 | 76 | 45 | 77 | 80 | 100 | 722 |
| Total | 1292 | 1473 | 817 | 744 | 1107 | 1909 | 2160 | 1583 | 1119 | 1996 | 1919 | 2352 | 18471 |

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 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| 01:00-01:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| 02:00-02:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| 06:00-06:59 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 07:00-07:59 | 0 | 0 | 2 | 1 | 4 | 5 | 0 | 0 | 3 | 2 | 1 | 1 | 19 |
| 08:00-08:59 | 8 | 5 | 14 | 4 | 4 | 9 | 5 | 10 | 7 | 9 | 4 | 0 | 79 |
| 09:00-09:59 | 81 | 49 | 44 | 48 | 47 | 25 | 32 | 22 | 59 | 55 | 43 | 23 | 528 |
| 10:00-10:59 | 129 | 76 | 87 | 81 | 75 | 70 | 71 | 90 | 84 | 110 | 89 | 76 | 1038 |
| 11:00-11:59 | 69 | 54 | 63 | 67 | 60 | 55 | 61 | 72 | 57 | 83 | 60 | 46 | 747 |
| 12:00-12:59 | 69 | 72 | 84 | 81 | 87 | 62 | 52 | 53 | 71 | 105 | 66 | 53 | 855 |
| 13:00-13:59 | 61 | 57 | 72 | 73 | 70 | 56 | 54 | 46 | 45 | 64 | 59 | 45 | 702 |
| 14:00-14:59 | 112 | 88 | 66 | 64 | 66 | 46 | 50 | 58 | 59 | 99 | 92 | 65 | 865 |
| 15:00-15:59 | 91 | 102 | 74 | 74 | 74 | 50 | 51 | 61 | 71 | 112 | 76 | 61 | 897 |
| 16:00-16:59 | 85 | 73 | 70 | 62 | 48 | 56 | 46 | 62 | 61 | 51 | 73 | 48 | 735 |
| 17:00-17:59 | 96 | 64 | 61 | 55 | 45 | 50 | 64 | 61 | 73 | 77 | 48 | 38 | 732 |
| 18:00-18:59 | 37 | 45 | 32 | 34 | 25 | 27 | 25 | 24 | 30 | 27 | 22 | 21 | 349 |
| 19:00-19:59 | 20 | 19 | 17 | 23 | 17 | 14 | 13 | 15 | 18 | 31 | 20 | 10 | 217 |
| 20:00-20:59 | 15 | 23 | 6 | 27 | 6 | 15 | 10 | 15 | 8 | 16 | 25 | 11 | 177 |
| 21:00-21:59 | 10 | 20 | 6 | 16 | 12 | 10 | 8 | 9 | 12 | 12 | 12 | 8 | 135 |
| 22:00-22:59 | 3 | 3 | 5 | 8 | 0 | 3 | 1 | 0 | 5 | 5 | 0 | 1 | 34 |
| 23:00-23:59 | 0 | 0 | 2 | 1 | 2 | 2 | 0 | 0 | 5 | 3 | 0 | 1 | 16 |
| Total | 886 | 751 | 707 | 722 | 642 | 556 | 543 | 598 | 668 | 863 | 690 | 508 | 8134 |

Hourly Breakdown Stats -- Questions Received via Direct Entry:

| Hour | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 00:00-00:59 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 07:00-07:59 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| 08:00-08:59 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 1 | 0 | 1 | 6 |
| 09:00-09:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 2 |
| 10:00-10:59 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 5 |
| 11:00-11:59 | 0 | 1 | 2 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 7 |

| | | | | | | | | | | | | | |
|--------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| 12:00-12:59 | 1 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 3 | 10 |
| 13:00-13:59 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 |
| 14:00-14:59 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 2 | 1 | 1 | 1 | 0 | 8 |
| 15:00-15:59 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 2 | 1 | 0 | 0 | 1 | 6 |
| 16:00-16:59 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| 17:00-17:59 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| 19:00-19:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| 20:00-20:59 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Total | 4 | 5 | 5 | 3 | 8 | 4 | 1 | 8 | 7 | 3 | 3 | 6 | 57 |

Hourly Breakdown Stats -- Question Received From Virtual Partner:

| Hour | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|--------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 12:00-12:59 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 16:00-16:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| 19:00-19:59 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 20:00-20:59 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 4 |

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 |
|--------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 04:00-04:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| 10:00-10:59 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 15:00-15:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Total | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 3 |

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 | 34 | 39 | 25 | 16 | 34 | 84 | 68 | 54 | 33 | 67 | 80 | 104 | 638 |
| 01:00-01:59 | 30 | 59 | 19 | 16 | 24 | 72 | 68 | 70 | 23 | 72 | 117 | 132 | 702 |
| 02:00-02:59 | 19 | 57 | 14 | 7 | 17 | 52 | 68 | 45 | 22 | 50 | 87 | 88 | 526 |
| 03:00-03:59 | 21 | 35 | 6 | 14 | 19 | 69 | 59 | 34 | 21 | 53 | 94 | 87 | 512 |
| 04:00-04:59 | 24 | 62 | 19 | 7 | 24 | 64 | 82 | 33 | 20 | 39 | 95 | 92 | 561 |
| 05:00-05:59 | 18 | 58 | 24 | 8 | 21 | 52 | 75 | 31 | 22 | 40 | 41 | 86 | 476 |
| 06:00-06:59 | 17 | 38 | 22 | 14 | 19 | 56 | 76 | 28 | 18 | 46 | 46 | 72 | 452 |
| 07:00-07:59 | 26 | 44 | 17 | 18 | 34 | 38 | 70 | 48 | 30 | 39 | 59 | 76 | 499 |
| 08:00-08:59 | 54 | 38 | 20 | 18 | 31 | 61 | 68 | 54 | 37 | 62 | 75 | 88 | 606 |
| 09:00-09:59 | 78 | 65 | 35 | 40 | 73 | 107 | 78 | 56 | 50 | 93 | 90 | 77 | 842 |
| 10:00-10:59 | 66 | 70 | 36 | 38 | 67 | 100 | 79 | 60 | 63 | 114 | 75 | 95 | 863 |
| 11:00-11:59 | 76 | 83 | 38 | 55 | 46 | 81 | 118 | 82 | 70 | 101 | 81 | 105 | 936 |
| 12:00-12:59 | 94 | 67 | 46 | 46 | 68 | 104 | 148 | 82 | 69 | 121 | 88 | 122 | 1055 |
| 13:00-13:59 | 79 | 96 | 63 | 41 | 69 | 117 | 143 | 117 | 63 | 85 | 82 | 107 | 1062 |
| 14:00-14:59 | 91 | 96 | 54 | 53 | 52 | 111 | 149 | 101 | 60 | 92 | 73 | 119 | 1051 |
| 15:00-15:59 | 96 | 95 | 46 | 60 | 70 | 122 | 149 | 117 | 77 | 96 | 102 | 114 | 1144 |
| 16:00-16:59 | 78 | 85 | 56 | 46 | 53 | 74 | 132 | 78 | 68 | 90 | 77 | 96 | 933 |
| 17:00-17:59 | 72 | 68 | 61 | 55 | 86 | 75 | 112 | 79 | 54 | 106 | 118 | 104 | 990 |
| 18:00-18:59 | 52 | 53 | 36 | 39 | 63 | 70 | 66 | 63 | 61 | 102 | 82 | 96 | 783 |
| 19:00-19:59 | 65 | 51 | 29 | 26 | 57 | 57 | 61 | 70 | 55 | 88 | 60 | 98 | 717 |
| 20:00-20:59 | 51 | 41 | 33 | 31 | 42 | 64 | 71 | 72 | 59 | 119 | 56 | 102 | 741 |

| | | | | | | | | | | | | | |
|--------------|-------------|-------------|------------|------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|
| 21:00-21:59 | 68 | 50 | 50 | 39 | 50 | 78 | 82 | 59 | 53 | 139 | 88 | 75 | 831 |
| 22:00-22:59 | 38 | 57 | 37 | 24 | 27 | 121 | 74 | 65 | 39 | 100 | 70 | 111 | 763 |
| 23:00-23:59 | 40 | 60 | 25 | 29 | 52 | 76 | 62 | 76 | 45 | 77 | 80 | 100 | 722 |
| Total | 1287 | 1467 | 811 | 740 | 1098 | 1905 | 2158 | 1574 | 1112 | 1991 | 1916 | 2346 | 18405 |

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 | 6 | 1 | 7 | 8 | 0 | 6 | 3 | 2 | 2 | 1 | 5 | 1 | 42 |
| 01:00-01:59 | 3 | 6 | 4 | 0 | 2 | 1 | 1 | 0 | 0 | 3 | 0 | 0 | 20 |
| 02:00-02:59 | 7 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 15 |
| 03:00-03:59 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 3 |
| 04:00-04:59 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 7 |
| 05:00-05:59 | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 4 | 1 | 11 |
| 06:00-06:59 | 3 | 2 | 2 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 10 |
| 07:00-07:59 | 2 | 0 | 2 | 6 | 4 | 2 | 1 | 2 | 5 | 4 | 2 | 2 | 32 |
| 08:00-08:59 | 10 | 8 | 4 | 2 | 8 | 4 | 5 | 5 | 7 | 8 | 10 | 8 | 79 |
| 09:00-09:59 | 21 | 5 | 5 | 10 | 15 | 6 | 11 | 6 | 8 | 18 | 9 | 6 | 120 |
| 10:00-10:59 | 15 | 27 | 11 | 9 | 14 | 9 | 2 | 10 | 15 | 10 | 15 | 1 | 138 |
| 11:00-11:59 | 20 | 13 | 11 | 13 | 20 | 7 | 12 | 12 | 13 | 11 | 14 | 13 | 159 |
| 12:00-12:59 | 34 | 26 | 10 | 22 | 20 | 9 | 18 | 14 | 19 | 12 | 13 | 11 | 208 |
| 13:00-13:59 | 34 | 12 | 21 | 22 | 17 | 11 | 8 | 13 | 21 | 16 | 17 | 12 | 204 |
| 14:00-14:59 | 30 | 14 | 10 | 26 | 14 | 8 | 13 | 24 | 10 | 16 | 9 | 9 | 183 |
| 15:00-15:59 | 34 | 11 | 11 | 15 | 16 | 11 | 22 | 17 | 3 | 11 | 14 | 9 | 174 |
| 16:00-16:59 | 36 | 11 | 11 | 15 | 15 | 10 | 16 | 6 | 18 | 19 | 13 | 9 | 179 |
| 17:00-17:59 | 16 | 17 | 7 | 15 | 6 | 5 | 10 | 20 | 21 | 19 | 9 | 7 | 152 |
| 18:00-18:59 | 21 | 10 | 13 | 15 | 5 | 12 | 1 | 8 | 6 | 16 | 7 | 6 | 120 |
| 19:00-19:59 | 13 | 10 | 6 | 14 | 9 | 4 | 7 | 18 | 7 | 21 | 13 | 2 | 124 |
| 20:00-20:59 | 12 | 10 | 12 | 6 | 3 | 11 | 7 | 7 | 10 | 7 | 0 | 4 | 89 |
| 21:00-21:59 | 24 | 4 | 5 | 7 | 9 | 4 | 2 | 10 | 8 | 9 | 7 | 4 | 93 |
| 22:00-22:59 | 9 | 8 | 7 | 4 | 5 | 9 | 12 | 5 | 3 | 6 | 13 | 6 | 87 |
| 23:00-23:59 | 10 | 12 | 2 | 5 | 5 | 4 | 6 | 3 | 8 | 7 | 1 | 1 | 64 |
| Total | 361 | 215 | 161 | 215 | 189 | 137 | 157 | 183 | 187 | 218 | 175 | 115 | 2313 |

[Export](#)

Chat Service

Monthly Report 2007 (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 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Greatest Chat Response Time (seconds) | 434 | 761 | 238 | 342 | 311 | 233 | 212 | 231 | 377 | 350 | 449 | 289 | 761 |
| Most Concurrent Session Requests (All Inst.) | 51 | 70 | 53 | 55 | 51 | 49 | 36 | 33 | 41 | 82 | 67 | 63 | 82 |
| Most Concurrent Session Requests (Your Inst.) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 8 | 7 | 5 | 8 |
| Co-Browsing Feature Used | 16 | 9 | 6 | 12 | 7 | 6 | 9 | 12 | 10 | 4 | 9 | 3 | 103 |
| Number of Chat Sessions Requested | 949 | 895 | 835 | 792 | 698 | 470 | 482 | 459 | 533 | 767 | 712 | 497 | 8089 |
| Number of Chat Sessions Requested (After Hours) | 0 | 3 | 6 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 11 |

| | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| Number(Total) of Chat Sessions Accepted | 373 | 584 | 467 | 416 | 436 | 238 | 266 | 235 | 293 | 503 | 463 | 312 | 4586 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|

Hourly Breakdown Stats -- Number of Chat Sessions Requested (After Hours):

| Hour | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 00:00-00:59 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| 10:00-10:59 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 11:00-11:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| 16:00-16:59 | 0 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| 21:00-21:59 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total | 0 | 3 | 6 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 11 |

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 | 10 | 10 | 11 | 20 | 10 | 11 | 9 | 9 | 5 | 10 | 13 | 11 | 129 |
| 01:00-01:59 | 8 | 8 | 8 | 5 | 4 | 3 | 2 | 13 | 10 | 5 | 9 | 5 | 80 |
| 02:00-02:59 | 5 | 3 | 2 | 4 | 2 | 0 | 0 | 7 | 8 | 4 | 9 | 1 | 45 |
| 03:00-03:59 | 4 | 6 | 0 | 1 | 3 | 2 | 2 | 1 | 1 | 4 | 5 | 5 | 34 |
| 04:00-04:59 | 3 | 4 | 2 | 3 | 2 | 1 | 1 | 1 | 1 | 3 | 0 | 0 | 21 |
| 05:00-05:59 | 2 | 2 | 3 | 3 | 1 | 0 | 1 | 1 | 1 | 0 | 5 | 3 | 22 |
| 06:00-06:59 | 5 | 2 | 3 | 2 | 1 | 2 | 3 | 1 | 0 | 2 | 3 | 6 | 30 |
| 07:00-07:59 | 2 | 1 | 2 | 5 | 8 | 0 | 5 | 7 | 3 | 3 | 2 | 4 | 42 |
| 08:00-08:59 | 14 | 10 | 10 | 6 | 9 | 13 | 10 | 7 | 13 | 11 | 8 | 10 | 121 |
| 09:00-09:59 | 26 | 36 | 26 | 30 | 20 | 21 | 12 | 19 | 14 | 32 | 25 | 15 | 276 |
| 10:00-10:59 | 44 | 86 | 47 | 49 | 48 | 31 | 35 | 34 | 29 | 34 | 28 | 32 | 497 |
| 11:00-11:59 | 127 | 81 | 75 | 71 | 48 | 30 | 39 | 37 | 36 | 48 | 69 | 27 | 688 |
| 12:00-12:59 | 107 | 86 | 94 | 67 | 95 | 39 | 51 | 47 | 53 | 72 | 72 | 49 | 832 |
| 13:00-13:59 | 55 | 48 | 50 | 55 | 33 | 33 | 33 | 25 | 32 | 83 | 57 | 28 | 532 |
| 14:00-14:59 | 69 | 79 | 62 | 64 | 47 | 41 | 43 | 36 | 32 | 63 | 49 | 32 | 617 |
| 15:00-15:59 | 105 | 87 | 82 | 78 | 62 | 40 | 36 | 32 | 37 | 59 | 59 | 37 | 714 |
| 16:00-16:59 | 78 | 68 | 55 | 52 | 60 | 31 | 49 | 23 | 40 | 49 | 45 | 31 | 581 |
| 17:00-17:59 | 48 | 52 | 52 | 50 | 57 | 38 | 33 | 32 | 49 | 47 | 36 | 33 | 527 |
| 18:00-18:59 | 54 | 45 | 64 | 42 | 40 | 36 | 19 | 24 | 33 | 47 | 47 | 30 | 481 |
| 19:00-19:59 | 45 | 57 | 36 | 40 | 50 | 26 | 18 | 25 | 23 | 35 | 24 | 40 | 419 |
| 20:00-20:59 | 45 | 51 | 42 | 47 | 35 | 19 | 35 | 27 | 31 | 52 | 45 | 28 | 457 |
| 21:00-21:59 | 48 | 31 | 41 | 35 | 31 | 23 | 17 | 19 | 37 | 45 | 44 | 27 | 398 |
| 22:00-22:59 | 28 | 25 | 34 | 40 | 17 | 21 | 12 | 19 | 23 | 42 | 31 | 28 | 320 |
| 23:00-23:59 | 17 | 17 | 34 | 23 | 15 | 9 | 17 | 13 | 22 | 17 | 27 | 15 | 226 |
| Total | 949 | 895 | 835 | 792 | 698 | 470 | 482 | 459 | 533 | 767 | 712 | 497 | 8089 |

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 | 1 | 9 | 2 | 3 | 4 | 1 | 3 | 4 | 8 | 9 | 3 | 47 |
| 09:00-09:59 | 4 | 31 | 17 | 12 | 13 | 11 | 3 | 3 | 12 | 25 | 34 | 11 | 176 |
| 10:00-10:59 | 45 | 64 | 47 | 58 | 42 | 26 | 31 | 24 | 41 | 80 | 66 | 36 | 560 |
| 11:00-11:59 | 58 | 67 | 65 | 59 | 68 | 29 | 36 | 30 | 24 | 70 | 44 | 38 | 588 |
| 12:00-12:59 | 55 | 72 | 50 | 51 | 51 | 20 | 31 | 23 | 48 | 51 | 41 | 32 | 525 |
| 13:00-13:59 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 0 | 0 | 1 | 2 | 1 | 8 |
| 14:00-14:59 | 7 | 9 | 7 | 7 | 19 | 5 | 4 | 4 | 9 | 16 | 16 | 10 | 113 |

| | | | | | | | | | | | | | |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| 15:00-15:59 | 36 | 92 | 77 | 32 | 36 | 24 | 27 | 26 | 22 | 46 | 31 | 26 | 475 |
| 16:00-16:59 | 53 | 109 | 78 | 62 | 68 | 44 | 48 | 33 | 39 | 60 | 58 | 45 | 697 |
| 17:00-17:59 | 37 | 48 | 33 | 45 | 46 | 19 | 21 | 16 | 20 | 44 | 44 | 28 | 401 |
| 18:00-18:59 | 43 | 49 | 47 | 47 | 52 | 27 | 33 | 33 | 44 | 55 | 68 | 48 | 546 |
| 19:00-19:59 | 35 | 42 | 36 | 40 | 36 | 28 | 30 | 40 | 28 | 46 | 48 | 34 | 443 |
| 20:00-20:59 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 2 | 0 | 6 |
| 21:00-21:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Total | 373 | 584 | 467 | 416 | 436 | 238 | 266 | 235 | 293 | 503 | 463 | 312 | 4586 |

Hourly Breakdown Stats -- Co-Browsing Feature Used:

| Hour | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| 09:00-09:59 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| 10:00-10:59 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| 11:00-11:59 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 3 |
| 12:00-12:59 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 6 |
| 13:00-13:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| 15:00-15:59 | 7 | 1 | 0 | 0 | 3 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 15 |
| 16:00-16:59 | 4 | 0 | 2 | 3 | 3 | 1 | 4 | 5 | 4 | 1 | 2 | 0 | 29 |
| 17:00-17:59 | 3 | 5 | 0 | 4 | 1 | 2 | 1 | 2 | 1 | 0 | 0 | 0 | 19 |
| 18:00-18:59 | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 1 | 2 | 0 | 1 | 2 | 11 |
| 19:00-19:59 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 2 | 2 | 3 | 0 | 10 |
| 20:00-20:59 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 2 |
| Total | 16 | 9 | 6 | 12 | 7 | 6 | 9 | 12 | 10 | 4 | 9 | 3 | 103 |

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