

Useful administrative reports in Library Online

Application usage report

Purpose: Tells you how many times each application on the computer has been used.

Caveats: If you are not listing each application separately (so patrons get the "normal" desktop, for example), you cannot get statistics on each application.

Can limit by: Workstation type, date range

What the columns mean:

- Application name: Name of the application, as it is listed in the Library Online application window
- Number of times launched: Count of the number of times the application has been launched on each type of workstation.

Average Booking Duration

Purpose: Tells you total time available/used, total sessions available/used, average length of session

Caveats: There are many for this report:

- If you have added or removed workstations, or changed types of workstations during the time period, the counts will not be accurate. Amounts are calculated on the current number of available workstations.
- If you have changed your booking schedule, the amount of time available will not be accurate. Amounts are calculated on the current booking schedule.
- Schedule changes, additions and deletions of workstations, and moving workstations to different types should be done first thing in the morning (ideally before the library is open). That way, the counts for that evening will be accurate. If schedule changes are made mid-day,

some of the percentages will be incorrect for that day.

- The "Bookings Used" number counts each session of a consecutive, consolidated session individually. So, if a patron had a session that was 3 consecutive, consolidated sessions, the number of "Bookings used" for that session will be 3.
- If your last session of the day is less than a full session, it is still counted as an "available booking" but would be less time.
- Special workstation bookings will be counted under the default type, if the library employees a workstation type schedule.
- The report now gathers and bundles all data for the day at 11:00 at night, so changes to adding, subtracting, moving about workstations should not impact the report data, except for that day.

Can limit by: Workstation type, patron category (Temporary, regular, special workstation booking), Date range.

Can total by: Day, month

What the columns mean:

- Workstation type: Each type is listed individually in this column.
- Number of workstations: The *current* number of workstations in this workstation type.
- Booking length: The current booking length for this type.
- Total available bookings: Sum of all available bookings during the time period.
- Total available time: Sum of all hours, based on current booking schedule. (Total number of hours+minutes multiplied by workstations.)
- Booking used: Number of bookings used during the date range. No-shows are not counted. Each consecutive session that is consolidated into a single session is counted individually.
- Total time used: Total time used by patrons during the time period.
- Average time: Total time used/Bookings used

- Time Used (%): $\text{Total time used} / \text{total available time} * 100$
- Booking used (%): $\text{Booking used} / \text{Total available bookings} * 100$

Booking source statistics

Purpose: Tells how many sessions are walk-up sessions, pre-reserved sessions, or special workstation bookings.

Caveats: For those libraries that are using special workstation bookings to "close" during part of the day, the percentage of that type of booking will be particularly high. This report also includes all types of reservations, including no-shows and cancellations.

Can limit by: Workstation type, patron category (Temporary, regular, special workstation booking), Date range.

Can total by: Day, month

What the columns mean:

- Booking source: where the booking came from
 - Calendar = pre-reservation
 - Workstation = walk-up use
 - IVR = automated telephone reservations (will be 0 for everyone)
 - Reserve = special workstation bookings
- Booking count: Number of bookings from that source (includes no-shows and cancellations)
- Percentage: Percentage of total number of bookings made from that source

Equipment utilization report

Purpose: To tell hour-by-hour usage for a particular date

Caveats: This report is a little strange. Please read the column descriptions carefully to understand how it works!

Can limit by: Workstation type, patron category (Temporary, regular, special workstation booking), single date.

What the columns mean:

- Workstation type: type of workstation being reported
- Booking Length: Maximum length of time a patron can stay in a session.
- Time Interval: The time of day being measured.
- Workstations in use: Number of workstations logged in during that time period. If a session spans over 2 time intervals, it is counted during each time interval. Also, if a computer is used by two different individuals during the time interval, it is counted twice.

- Minutes used: Total amount of time used during this time interval on all workstations.

Equipment utilization summary

Purpose: Gives a simple count of sessions and bookings for a specific time period.

Caveats: No-show bookings are not included in the report.

Can limit by: Workstation type, date range.

What the columns mean:

- Workstation type: type of workstation being reported

- # of Bookings: Like the Average Booking Duration report, this column counts each reservation of a consecutive, consolidated session individually. So, if a patron had a session that was 3 consecutive, consolidated reservations, the number in the "# of Bookings" column for that session will be 3.

- # of Sessions: This column counts each consecutive, consolidated session as one session, no matter how many sessions were consolidated. This number is a more accurate count of "patrons" or "sessions".