Cleaning Up Reference Analytics

1. Log into LibAnswers and navigate to View/Edit Reference Analytics

2. Sort the transactions to show only those you entered starting 6/1/17, through the current date. Click Filter.

You should be looking at all of the transactions you entered into Reference Analytics for Summer & Fall 2016, and for Spring 2017.

You need to fill in all blanks, delete “empty” entries, and consolidate multiple entries referring to a single patron interaction into one entry which contains both content (question asked + answer) and the qualitative data about the interaction that we collect for VR. Read on for more information.
Filling in blanks:

Here’s an example of an entry that is just fine, except for one field that has a Blank:

To fill in the blank, you need to look at the ticket. (Remember, all interactions EXCEPT chat are retained in the system as Tickets. To review a CHAT interaction, you would select LibChat> Transcripts.)

To look something up on a ticket:

- Start at the Dashboard & click on Answers>Tickets.
- Find the Ticket you need by clicking the date of the RA transaction on the pop up calendar in the “Updated between” fields.
- The information for the Source, Home Campus & Your Status fields are listed right below the hyperlinked question (which is the ticket title, by default).
- If the Question Type and Topic fields are blank, you’ll likely need to open the ticket and review it to fill in the RA data
- Read on for screenshots demonstrating this process:
If the entry containing a Blank was a Chat transaction, you’ll need to look at the Chat Transcript to find the missing information:

- Starting at the Dashboard, click on LibChat>Transcripts
- Use the date or owner filter to locate the transaction
- Click on the eyeball to open the transcript
- Find the missing information
- Read on for screenshots demonstrating this process
Sort by Owner or Asked from date range to find the transaction.

Click on the eyeball to view the transcript.

If you scroll down, you can read the entire transcript of the chat, if necessary, to get other RA data that might be missing, such as entire question, Question Type and Topic.