

Results of the “tracking on-line library services” survey

17 February 2009

71 respondents completed the survey

**Q1: Other than iCONN databases, how many subscription databases does your library offer?**

	Response Percent	Response Count
0	13.3%	10
<b>1-5</b>	<b>44.0%</b>	<b>33</b>
6-10	22.7%	17
more than 10	20.0%	15
Answered question		75
Skipped question		0

**Q2: Is someone at your library responsible for tracking and reporting database usage statistics? (Reporting can be to any internal or external entity-- department head, director, board president, town manager, etc.)**

	Response Percent	Response Count
<b>Yes</b>	<b>79.7%</b>	<b>59</b>
No	20.3%	15
Answered question		74
Skipped question		1

**Q3: Does your library's website incorporate any kind of statistics capture (Google Analytics, SiteMeter, FreeFind, Google Custom Search, etc.)?**

	Response Percent	Response Count
Yes	49.3%	35
<b>No</b>	<b>50.7%</b>	<b>36</b>
Answered question		71
Skipped question		4

**Q4: Is someone at your library responsible for tracking and reporting website usage statistics? (Reporting can be to any internal or external entity--department head, director, board president, town manager, etc.)**

	Response Percent	Response Count
<b>Yes</b>	<b>58.3%</b>	<b>42</b>
No	41.7%	30
Answered question		72
Skipped question		3

**Q5: This space is for any comments you may like to add regarding the collection of database and website usage statistics.**

Answered question: 24

Skipped question: 51

1. With no current standards in place and different aggregators, I find that the statistics may not be an accurate indication of usage for comparison purposes.
2. The website is on Microsoft Office Sharepoint Server. It may have usage tracking, but we are new to using it and haven't found/activated it yet.

3. We have not had the time to be able to find a consistent format for reporting these types of stats. We simply have been collecting them without putting them into a usable form.
4. Used mainly for monthly reports and deciding DB renewals.
5. Website usage would be good to capture. If the methods you mentioned are free, I will try to incorporate them.
6. We would like very much to capture website usage statistics, as well as in-house use of databases usage. In our library people need to come to the library to search our databases. On our website, we would like to know what parts people are hitting most. Thank you for your interest in this timely topic.
7. All the databases count differently so have to try to use numbers that are at least similar. We try to count visits to the site, not the number of searches or hits from the search. Website use is reported as part of our monthly statistics to the Board. Each database count is available and see usually by a Technology Committee. Use the stats to determine if we should continue to subscribe, or if need to do some publicity. Each month we feature a database on the e-newsletter and use always goes up that month on that database.
8. Our consortium (Bibliomation) provides web site usage stats once a month, but we don't keep any stats ourselves, nor is there a counter on the site itself.
9. Not so much interested in website stats as catalog logins
10. Our use is low and we get our data from the vendor. We have not tracked the website.
11. our webhost offers tools to gather website stats, but I haven't taken advantage of them yet
12. We began tracking website hits in 2008; our total hits for the year:62,191, and for December alone: 12,503, up from 7,836 in November! It's a good stat to track.
13. Vendors should be more responsive at providing use statistics than they are now.
14. webpage statistics are captured by town's IT department, not by library personnel.

15. On the previous no answers, the correct response would be "I don't know", but that wasn't an option. I collect statistics for some of or dbs, they are not available for all dbs. Until SUSHI is universally accepted, the statistics are often meaningless for comparing different vendor usage.
16. Our usage is down and we will probably not be renewing some of them.
17. Database statistics checking not always easy. Some vendors make the collection much more accessible.
18. Each of our DB's offers usage tracking.
19. We count general computer usage (21 for the public) with a large card on the keyboard which asks the user (before logging on) to "check it out" at the circ desk. The user can use his/her name or just "guest". This way we have daily and monthly usage #s and the time usage as well, in case of a waiting line.
20. Google analytics is such a wonderful tool for gathering statistics--it is very easy to use, provides excellent stats, and best of all is FREE!
21. We ask all our web products vendors to supply usage stats at least once a year. Some supply them monthly via email. Others I have to go to the web product to get. There is great variety in the level of usage captured so we often end up comparing apples to oranges.
22. We capture database searches and website visits monthly and add them to our statistics spreadsheets. We've experienced wide swings in these statistics, and it's often difficult to tell why. We've stopped reporting them to our Board, because consistency is hard to achieve.
23. We track number of user logins - which would be numbers of people using the computers.
24. We are part of the Town's website and the software that the Town uses is Absolute News Manager, which keeps track of the number of views on each page.

**Q6: Please describe your role at your library.**

	Response Percent	Response Count

Director	26.8%	19
<b>Department Head</b>	<b>32.4%</b>	<b>23</b>
Librarian	26.8%	19
Systems Librarian	5.6%	4
Library Assistant	4.2%	3
Other	4.2%	3
Answered question		71
Skipped question		4

**Q7: Please indicate what type of library you work in.**

	Response Percent	Response Count
<b>Public</b>	<b>81.4%</b>	<b>57</b>
Academic	12.9%	9
Medical	0.0%	0
Engineering	1.4%	1
Other Special	4.3%	3
Other Other	0.0%	0
Answered question		70
Skipped question		5