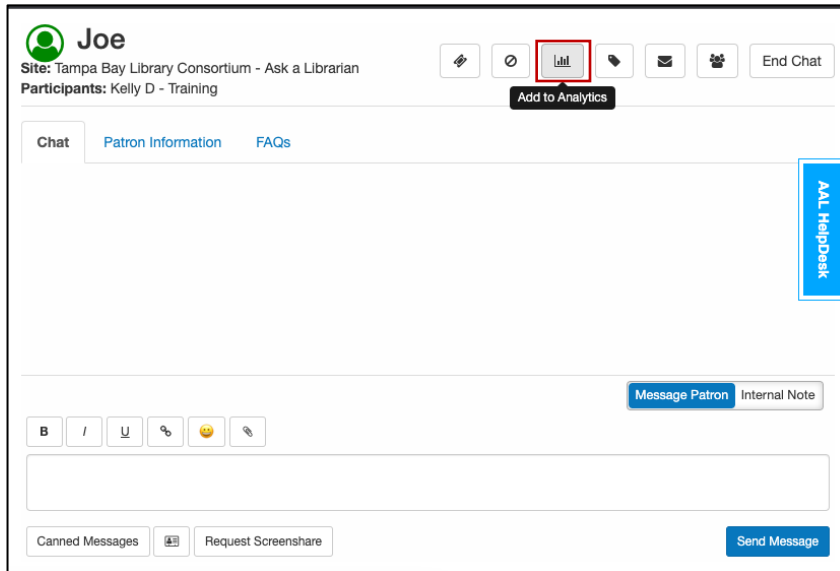


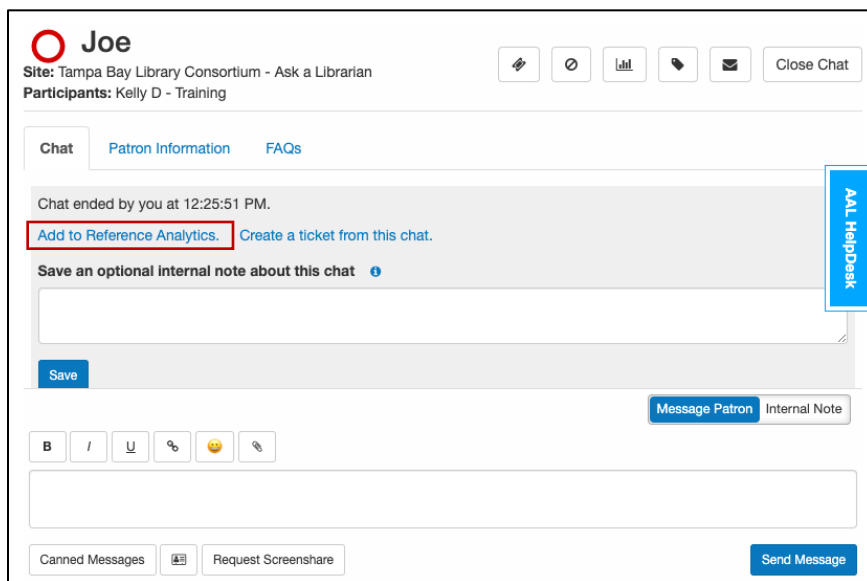
# Reference Analytics Collection

## Contributing from Chat:

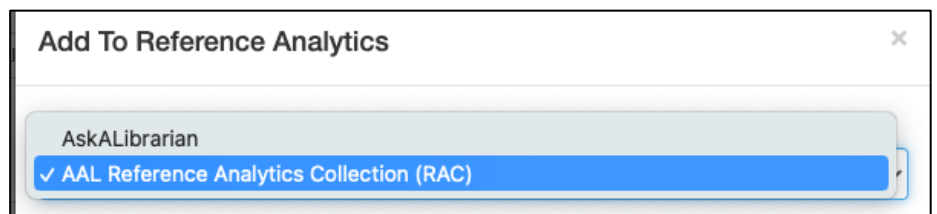
During the active chat, Reference Analytics can be added from the top icon bar



Once a chat has ended (but before the chat box is closed) Reference Analytics can be added through the URL above the internal note box



Be sure to select the appropriate dataset. For the sitewide Annual Reference Analytics Collection, please be sure "AAL Reference Analytics Collection (RAC)" is selected.



Use the dropdown menus to answer each question. If you need more information about how the Primary Question Types are defined, visit our Knowledge Base Entry about RAC: <https://toolbox.askalibrarian.org/knowledge-base/reference-analytics-collection-rac-descriptions/>

Patron Type (Required) Select One

Staff role who answered (Required) Select One

Question Source (Required) Select One

Primary Question Type (Required) Select One

Referral needed (Required) Select One

Internal Note:

Save

### **Contributing from Email and SMS:**

Before submitting a reply, select the dropdown menu for “Add to Analytics”

Add Links

CC Answer to  Add Email

Emails in the list will receive notifications of replies and be allowed to post replies. Emails removed from the list will no longer be able to add replies to the ticket.

Add to Analytics ⓘ Do not add to Analytics Dataset

Submit Reply as Closed Save Draft Preview Email Cancel

The list of questions will populate. This the same dataset and list of questions as the ones shown in for Chat above. Be sure to select the appropriate dataset. For the sitewide Annual Reference Analytics Collection, please be sure “AAL Reference Analytics Collection (RAC)” is selected.

Add to Analytics ⓘ AAL Reference Analytics Collection (RAC)

Patron Type (Required) Select One

Staff role who answered (Required) Select One

Question Source (Required) Select One

Primary Question Type (Required) Select One

Referral needed (Required) Select One

Internal Note:

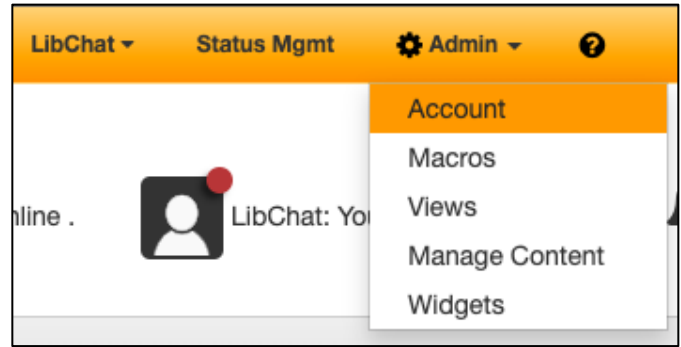
Submit Reply as Closed Save Draft Preview Email Cancel

Submit Reply as usual

**Helpful Tip:**

You can set your default dataset through Admin>Account

Choose “AAL Reference Analytics Collection (RAC)” to have that dataset display first



**Manage Account**

Edit account information.

To edit your email, name, password, or email signature, you must go to your LibApps account screen:

[Go to LibApps](#)

Edit the account information and click 'Save'.

**Nickname**

Kelly

Currently used for LibChat public display. If left blank your name will be used.

**Use nickname for ticket replies and public pages**

If selected, your nickname above will be used in place of your full name on all ticket replies and where applicable on public pages (e.g. where FAQ owner names are displayed).

**Default Analytics Instance**

AAL Reference Analytics Collection (RAC)

This filter allows you to select a dataset to be chosen by default for a user's account. Please note: This dataset will be the default across all queues/chat transactions for this user.