LibGuides & LibAnswers & LibAnalytics

Libraries have historically created print pathfinders, informational handouts, FAQ sheets, etc. to hand out at the reference desk, to give to library classes, guest lectures, etc. Learn how the LibGuides and LibAnswers software can help you move your handouts and services into an online and interactive environment. LibGuides and LibAnswers are terrific online tools that allow libraries to offer the same services to in-house and off-site users.

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Moon Library
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Online on You tube @ http://tinyurl.com/Library411
Springshare’s LibGuides & LibAnswers & LibAnalytics software tools have transformed how Moon Library handles reference services.

http://www.springshare.com
LibGuides
Moon Library’s LibGuides

- In the Summer of 2012 Moon Library purchased a license for LibGuides http://libguides.esf.edu
- LibGuides at Moon Library – SUNY ESF are created by all of our library staff.
All about LibGuides

• Libraries use the LibGuide software to create customizable online portals to any kind of information.
• LibGuides can be used for how to guides, for guest lectures, for outreach.
• We even use a LibGuide as our access point for our online databases!
• [http://libguides.esf.edu/resources](http://libguides.esf.edu/resources)
All about LibGuides

• LibGuides can be accessed anywhere users have the internet.
• Changes you make are immediate.
• You can customize the names of your LibGuides. For example I work with high school students so their LibGuide is http://libguides.esf.edu/highschool
LibGuides through the years

• As of June 2012 the LibGuides community site had over 258,749 guides created by 46,231 librarians at 3,312 libraries worldwide.

• As of October 2012 the LibGuides community site has over 291,475 guides by 49,697 librarians at 3,606 libraries worldwide!

• As of January 2013 the LibGuides community site had over 312,493 guides by 52,787 librarians at 3,813 libraries worldwide!

• As of November 2014 the LibGuides community site had over 430,455 guides by 66,182 librarians at 4798 libraries worldwide!

• As of December 2015 the LibGuides community site has over 430,966 guides by 66,574 librarians at 4799 libraries worldwide!

• Springshare Community Site http://libguides.com/community.php
Moon Library’s LibGuides
http://libguides.esf.edu
Note on our website we call our LibGuides Research Guides.
Moon Library’s LibGuides
http://libguides.esf.edu
Moon Library’s LibGuides
An example of a LibGuide with videos.

ESF in the High School: Planning a Visit to Moon Library
This guide helps high school student looking for help with doing research. Come here for help on how to use library catalogs and databases. Highlights include a list of free online open access journal article databases. Guide created by: Jane Verostek

Welcome to SUNY ESF and Moon Library
To learn more about SUNY ESF and Moon Library please visit our websites.

SUNY ESF http://www.esf.edu/
F. Franklin Moon Library http://www.esf.edu/moonlib/
Maps and Directions to our campus http://www.esf.edu/maps/
Moon Library’s LibGuides
You can embed screen captures!

Teaching Online Classes: What is Blackboard
This guide introduces Blackboard and shows examples of how to teach information literacy in an online environment. This guide also shows how to get Blackboard help.

What is Blackboard?
Visit the Blackboard website to learn more about this software that we have access to.

Below is text from the Higher Education section of the Blackboard website.
Create an Improved Educational Experience

Teaching and learning in Higher Ed is very different now than it was just 3 years ago. Students have different expectations, consumption patterns, and needs. Their experiences are higher, especially regarding technology. Creating a better educational experience today requires different tools, technology, and thinking by academic leaders.

Academic leaders are struggling with the increase in non-traditional students. More working students, more students who are re-entering the professional workforce and more diverse students all need the added flexibility and access that fully online programs offer.

Beyond the obvious revenue and cost benefits, fully online programs can also provide an improved educational experience. When your institution uses Blackboard it benefits from a more personalized approach to online learning—face-to-face collaboration, integrated social learning tools, and instant access to course materials.

How do I access Blackboard?
To access Blackboard to set up an online course go to:
https://blackboard.syr.edu

Login using your NetID information.

When you log in you will see current courses that you teach and also past courses that you have taught.

There will also be tabs running across the top of the screen from these tabs you can view:

Courses
Organizations
Faculty Support
Student Support

Blackboard Known Issues
There is also the email and phone number to contact at S.U. for Blackboard help:
help@syr.edu or 443-2677.

Questions?
Contact Jane Verostek for questions or comments about this guide, or to report broken links.
The Roosevelt Wildlife Station: History of the Roosevelt Wildlife Station

This guide created by SUNY ESF Associate Librarian Jane Verostek reviews the history of the Roosevelt Wildlife Station and connects users to archival items relating to the Roosevelt Wildlife Station and Theodore Roosevelt located at SUNY ESF.

**What is the RWLS?**

The existing Roosevelt Wildlife Station at the SUNY College of Environmental Science and Forestry has a website rich with information. Here from their website is information on the history of the Roosevelt Wildlife Station, http://www.esf.edu/wildlife/about.htm

**History**

The Roosevelt Wildlife Station was established by an act of the New York State Legislature in 1919 to memorize Theodore Roosevelt as a wildlife conservationist. The station was established at the College of Forestry at Syracuse University (now SUNY ESF) through the efforts of Dr. Charles C. Adams, who was a professor of forestry at the College and director of the New York State Museum in Albany.

"There can be no greater issue than that of conservation in this country." Theodore Roosevelt, pictured here as a young man.

In the beginning, the station's research focus was driven by a lack of basic understanding of the biology of forest-dependent animals, primarily game species. Thanks to powerful conservationists who relied on scientific information provided by institutions such as the Roosevelt Wildlife Station, wildlife conservation became recognized as a “natural resource” worthy of management alongside timber, pasture, and water. The Roosevelt Wildlife Station provided some of the earliest investigations into the natural history of wildlife, such as beaver and their importance to ecosystems and society.
Moon Library’s LibGuides

We use a LibGuide as a way for students and faculty to access all of the links to our subscribed databases!
Behind the Scenes – LibGuides

The “Dashboard” is your control panel for all of your Springshare products - LibGuides - LibAnwers - LibAnalytics
Behind the Scenes – LibGuides

The “Dashboard” is your control panel for all of your Springshare products - LibGuides - LibAnwers – LibAnalytics

Here is the screen you see when you go to CREATE A NEW LIBGUIDE
Creating a LibGuide

When you create a new LibGuide you can –

1. Create one from scratch.

2. Use one you or a colleague already created and just change it/update.

Behind the Scenes – LibGuides

Easy to Edit!

Look for the PENCIL icon or the + PLUS sign to edit and/or add content.
Behind the Scenes – LibGuides

This screen shows what it looks like when you are editing a text box – here is where you can also insert urls and images, etc.
Behind the Scenes – LibGuides

Need to add another column or change column sizes or how many columns – easy to do with just a couple clicks. For adding a column click on the ADD BOX link.
Behind the Scenes – LibGuides

Need to add another column or change columns sizes or how many columns – easy to do with just a couple clicks. To change the number of columns or the sizes – widths of the columns click on the LAYOUT pull down menu.
Behind the Scenes – LibGuides
When you create a LibGuide it is unpublished – you’ll need to publish it when you are ready for all to see.
Behind the Scenes – LibGuides

When you create a LibGuide it gets a generated URL with the usual long list of letters and numbers. However you can change your LibGuide URL very easily – click on the pencil next to URL and enter in a word or words to make it easy for people to find your LibGuide.
Behind the Scenes – Link Checker

On the top of the toolbar is a TOOLS drop down menu – the LINK CHECKER will give you a list of BAD LINKS in all of your organization’s LibGuides.
Behind the Scenes - Statistics

Also on the toolbar is a STATISTICS option. Here you can get usage statistics for all of your LibGuides.
Behind the Scenes - Statistics

System-wide usage statistics and detailed statistics for all your guides.

Guide Tracking - Total Views

23 guides, 2684 views, 372 days

Guide ID | Guide Name | Views
---|---|---
77382 | ESF in the High School | 655
77385 | Citation Styles, Generators and Managers | 510
77383 | EST 132 Introduction to Environmental Studies | 347
77403 | SUNY ESF Library Catalog & Other Useful Library Catalogs | 259
77418 | EST 983 Research Methods and Design | 168
413750 | Searching for Jobs | 133
77387 | Teaching Online Classes | 106
320854 | The works of William Halsey | 85
77408 | SUNY ESF Subscribed Databases and Open Access Databases | 79
77402 | EMR 407 | 63
Behind the Scenes - Statistics
LibGuides – Take-a-ways

• You can customize the name of your LibGuide.
• You can view statistics.
• You can check your links through LibGuides.
• When you create a LibGuide it has the status of UNPUBLISHED until you change it to PUBLISHED.
• You decide if you want others to be able to re-use your guide information.
• The keywords you enter into your LibGuide description are searchable via the Internet.
• Always be on the look out for new opportunities to create LibGuides.
• Regularly check in with faculty, staff, students and the community, etc. to see if they have a need for specific LibGuides and promote LibGuides!
LibGuides – Get the word out!

- Remember to promote and publicize LibGuides – via your webpage, signage, table tents, handouts, social media, newsletters, bulletin boards, email and more!
How much does it cost?

The pricing is based on the size of your institution (FTE for academic, or # of card holders for public), and ranges between $899/year and $2,999/year ($549 for K-12). Most libraries would be in the lower price range - email us for an exact quote, and chances are you'll be pleasantly surprised.

We can pro-rate licenses to coincide with your fiscal year.

What happens to our data if we cancel the service?

If you ever decide to cancel LibGuides we will give you all of your data back in an XML format within 30 days of canceling. Then you can
All about LibAnswers

• Libraries use LibAnswers software to create an online forum for reference questions and answers.
• LibAnswers software is available via Springshare
  http://www.springshare.com/libanswers
All about LibAnswers

- As of July 2012 the LibAnswers community site had 167,320 answered questions at 621 institutions.
- As of October 2012 the LibAnswers community site had 210,095 answered questions at 703 institutions.
- As of January 2013 the LibAnswers community site had 254,626 answered questions at 766 institutions.
- As of December 2015 the LibAnswers community site has 651,463 answered questions at 687 institutions.

- Current Springshare LibAnswers Demo website
  - [http://demo.libanswers.com/](http://demo.libanswers.com/)
Moon Library’s LibAnswers

• In the Summer of 2012 Moon Library purchased a license for LibAnswers http://libanswers.esf.edu

• The first step was setting up the Administrative Side.
Let’s Look at Moon Library’s Administrative Side
Here is a look at our Administrative System Settings

**System Settings**
Administrative options for your site.

### System-Wide Settings

#### Institutions Information
- **System Name**
  - The name for your system, e.g., 'LibAnswers', 'Answers', 'FAQ' etc. You get the idea... (90 characters max)
  - Library FAQ
- **System Tag Line**
  - A catchy phrase displayed on the homepage and answer pages. (140 characters max)
- **Institution Reference**
  - A reference to your institution, e.g., 'So-and-So Library', 'Blah Blah College'... It will be used as the first element of the navigation breadcrumbs in the upper left corner.
- **Administrator Email**
  - Set the administrative contact for your system. This email will be copied in on all requests through the support form
  - spwalter@esf.edu
- **Institution URL**
  - A link to your institution’s website for the navigation breadcrumbs, when users click on the "Institution Reference" (see below). Enter the full URL including the http://
  - http://www.esf.edu/moonlib/
  - Library
  - Related LibAnswers Institutions
  - Other LibAnswers systems that are given prominence for transfers and other interactions. Enter system id’s, separated by commas (i.e., "123, 143, 21"). To find the id for a LibAnswers site, go to that site’s login page and look at the URL (where id=x).

#### Answer Page
- **Catalog Search URL**
  - This setting should be a URL, not HTML code. For further help, please read the catalog search setup instructions.

- **All Answers Private By Default?**
  - Is the "This is a private question/answer" box checked by default when answering questions?
    - Answers private by default? [NO]

Behind the Scenes you need to set your Look and Feel

Banner and Colors
Background Color/Gradient
The color of the shaded background header at the top of the content frame.
Your current background color is: green

Hex Color Value for Title Headings
The color of the headings <h2> and <h3> on the home page. Also the color of the Question on the answer page. Enter the hex value without the "#" character, e.g. FF9911.

Top Banner
The banner that appears at the top of the screen, above any custom header you specify in the section below. The banner must be exactly 985 pixels wide; the recommended height is between 60 to 80 pixels. You can remove this banner and define another using CSS, in the "Custom <HEAD>" or "Custom Header" sections below.

Do not change the current banner image.

Public Answer Page
Show Related Answers and Related Guides
Related Answers: Show links for up to 10 other questions at the bottom of the page. These related answers are based on the words in the currently viewed question.
Related Guides: Show links for up to 10 LibGuides at the bottom of the page. These related guides are based on the words in the currently viewed question. This will also affect the related guides on the topic browse page. (Note: LibGuides subscription required.)

- Show Both
- Show Neither
- Show only Related Answers
- Show only Related Guides

Save
Behind the Scenes you need to set up your Forms
What you see individually behind the scenes
LibAnswer TIPS

• As you set up your LibAnswers look at other LibAnswers sites for ideas for both the look and feel and for question and answer ideas!

• Pre-populate your LibAnswers as much as you can.

• Look at print handouts you already have for ideas for pre-populating your LibAnswers.

• Ask students, faculty, etc. to ask for ideas and feedback.
Moon Library’s LibAnswers the public side.
After you have used LibAnswers check out your statistics!

System Statistics Summary
Insight on how your system is being used.

<table>
<thead>
<tr>
<th>Questions (Public/Private)</th>
<th>Analytics Transactions by...</th>
<th>Other...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Month, Day, and Hour</td>
<td>Month, Day, and Hour</td>
<td>Query Spy</td>
</tr>
<tr>
<td>Metadata Values</td>
<td>Metadata Values</td>
<td>SMS Usage</td>
</tr>
<tr>
<td>User Account</td>
<td>User Account</td>
<td>LibChat</td>
</tr>
<tr>
<td>Public Views</td>
<td>Cross Tabs</td>
<td>Transfers</td>
</tr>
<tr>
<td>Turnaround Time</td>
<td></td>
<td>User Votes</td>
</tr>
<tr>
<td>Referring URL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knowledge Base Growth</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Questions: 159
Public Questions: 113
Private Questions: 46
Comments: 2

Total Views for All Answers: 3400
Total # of Queries: 351
Successful Queries: 194
Query Submissions: 18
Unsuccessful Queries: 139

(Note: Mobile and LibGuide source stats start with 8/2011)
LibAnswers - Take-a-ways

• Remember to review your Q & A’s on a regular basis to make sure they are current and up to date.
• Remember to run spell check before you submit answers.
• Remember to add in URLs – Links.
• Remember to promote LibAnswers!
Once you have your LibAnswers page setup and you’ve pre-populated it – you’ll want to advertise via your webpage, signage, table tents, handouts, social media, newsletters, bulletin boards, email and more!
How Much Does LibAnswers Cost?
The pricing is based on the size of your institution (FTE for academic, or # of card holders for public), and ranges between $599/year and $1,099/year. All price tiers include an unlimited number of concurrent logons and an unlimited number of accounts in the system. Most libraries would be in the lower price range.

The Analytics module is optional, it costs between $299/year and $699/year, depending on your library's size.
LibAnalytics
LibAnalytics

• In the Fall of 2013 Moon Library started using LibAnalytics as a way to keep track of our reference questions and as a way to get back reference statistics.

• Each time a question is asked at our main reference – circulation desk – the question and answer are input into the LibAnalytics Database.
LibAnalytics – What you see
LibAnalytics – How to enter data
LibAnalytics – Statistics

Reference statistics - Data Explorer
Slice and dice your data to gain valuable insights!

Date Range: to
limit to: All Days
between 00 hr and 24 hrs
Duration: minutes.

Question: Answer: Internal Note:

Add Filter: Select Field

Generate Reports help clear all filters
LibAnalytics – Statistics

Reference statistics - Data Explorer

Slice and dice your data to gain valuable insights!

Data Range: to

Limit to: All Days between 00 hrs and 24 hrs Duration: minutes.

Entered By: Everybody

Question: Answer: Internal Note:

Add Filter: Select Field

Generate Reports help clear all filters

Saved Reports

Data Grid Field Analysis Time-Based Analysis Duration Distributions Cross Tab Report Export Data Save Rpt.

Found 5424 records, out of total 5424 in this dataset (or 100%)

Showing records 1 to 500

<table>
<thead>
<tr>
<th>Id</th>
<th>Info</th>
<th>Time</th>
<th>Entered by</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>7414941</td>
<td>Book researcher looking for information on Timber Companies in the 1930's.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Book researcher looking for information on Timber Companies in the 1930's. They are working with Douglas Emblen on a book about FDR and the new deal. I was able to look through timber books in our archives and special collections to find some but it was not enough. I ended up pulling timber related journals from the 1930's in our stacks and discovered the advertisements in them were ad for timber companies. I scanned a number of those ads. I also found lists of advertisers in the timber journals and those were a great resource listing our timber companies. I scanned those too. All scans were loaded to Google Drive and the patron was able to retrieve them. Where were you?: My Office Question Source: LibAnswers Question Type: Archives Request Who Asked?: Other/Unknown How many in the group?: 2 Duration: 180 Difficulty Level: 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Nov 03 2014, 14:19 Verostek, Jane</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
LibAnalytics – Statistics
LibAnalytics – Statistics

Question Type

- Library Systems: 2.08%
- In Depth Research Question: 1.77%
- Archives Request: 0.33%
- ILL question: 1.94%
- Reserves Request: 5.81%
- Basic Research: 14.73%
- Printer Assistance: 13.15%
- General Library Info: 33.96%
- Directions: 11.76%
- Equipment Troubleshooting: 6.08%
- Lost and Found: 4.63%
- Equipment Instruction: 3.76%
LibAnalytics – Statistics

Reference statistics - Data Explorer
Slice and dice your data to gain valuable insights!

Date Range: to Enter By - Everybody
Limit to: All Days - 24 hr.
Duration: minutes

Question: Answer: Internal Note:
Add Filter: Select Field

Generate Reports help clear all filters

Data Grid Field Analysis Time-Based Analysis Duration Distributions Cross Tab Report Export Data Save Rpt.

Pick one of the Select or Scale fields to chart relative distribution of its options, or Analyze all Fields by Group (i.e., all Select fields, all Numeric fields, etc.).

Question Type Line Chart Draw chart

Or Analyze Fields by Group

Question Type

Entries

Basic Research Printer Assistance Directions Equipment Troubleshooting Equipment Instruction Lost and Found General Library Info Reserves Request ILL Question Archives Request In Depth Research Question Library Systems
LibAnalytics – Statistics
LibAnalytics - Take-a-ways

• Have staff meetings to involve everyone in the move to LibAnalytics.
• Have regular training for all staff – including student workers.
• Have generic log-ins – such as “student worker” along with staff log-ins.
• With LibAnalytics many times staff need to be reminded to add in their questions/statistics.
• LibAnalytics is worth it – electronically recording our desk questions and being able to see so many reports and statistics is so much better than our old paper system with tick marks and notes jotted down, etc.
LibAnalytics – Cost

Low Price, Great Value!

Get one Dataset version of LibAnalytics for FREE! Yep, that’s right - completely free. Need more Datasets? Check out our affordable pricing table below.

A Dataset is defined as one set of customizable data fields (up to 50 fields) and elements to track.

**LibAnalytics Price Table**

<table>
<thead>
<tr>
<th>Instance</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Analytics Instance</td>
<td>$FREE</td>
</tr>
<tr>
<td>Up to 5 Instances</td>
<td>$499/year</td>
</tr>
<tr>
<td>Up to 10 Instances</td>
<td>$599/year</td>
</tr>
<tr>
<td>Up to 20 Instances</td>
<td>$999/year</td>
</tr>
</tbody>
</table>

Free Version FAQ

1. Is it really free? What’s the catch?
One Dataset of LibAnalytics is really free, and there is no catch. All features which are available in paid price tiers are available in the free Dataset as well.

2. If I don’t need more than one Dataset will I ever have to pay for LibAnalytics?
No. It is free, forever!

3. Is there a limit to how many transactions I can record or accounts I can issue?
No. Behind the scenes, LibAnalytics is built with the same feature set as the paid version.

4. If I start with one Dataset, can I upgrade easily?
Yes. Just contact us at sales@springshare.com and we’ll make it happen.
LibGuides & LibAnswers & LibAnalytics

Libraries have historically created print pathfinders, informational handouts, FAQ sheets, etc. to hand out at the reference desk, to give to library classes, guest lectures, etc. Learn how the LibGuides and LibAnswers software can help you move your handouts and services into an online and interactive environment. LibGuides and LibAnswers are terrific online tools that allow libraries to offer the same services to in house and off-site users.

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Online on You tube @ http://tinyurl.com/Library411