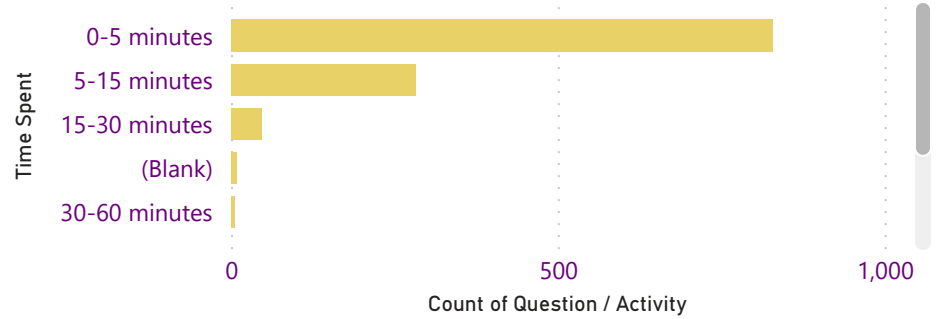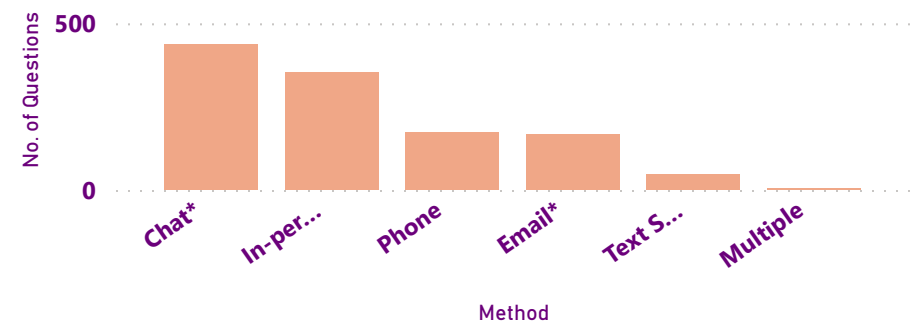# GSA Ref Analytics Insights using Power BI- presented by Arthi Reddy Annadi

Count of Question / Activity by Time Spent
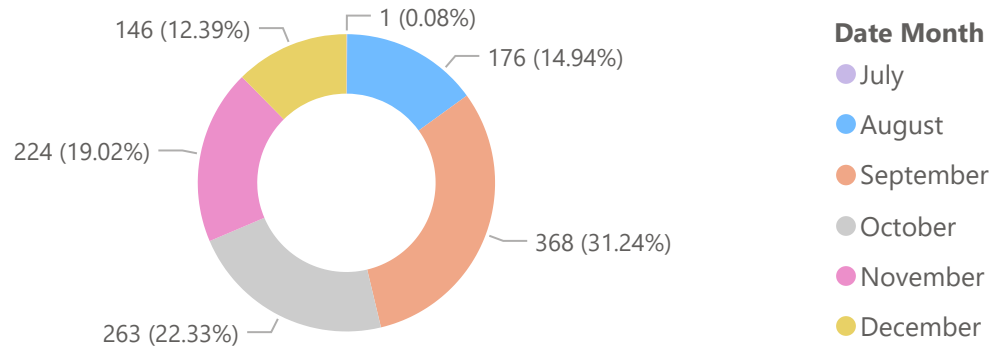
Time Spent:
- 0-5 minutes
- 5-15 minutes
- 15-30 minutes
- (Blank)
- 30-60 minutes

Count of Question / Activity: 0, 500, 1,000

1178
Count of Question / Activity

Time spent on count of questions

No. of Questions: 0, 500

Method: Chat*, In-per..., Phone, Email*, Text S..., Multiple

Count of Question / Activity by Month

- 1 (0.08%)
- 176 (14.94%)
- 368 (31.24%)
- 263 (22.33%)
- 224 (19.02%)
- 146 (12.39%)

Date Month
- July
- August
- September
- October
- November
- December

Maximun time spent on question/Activity

- General Information — 316
- Research/Reference — 303
- Help/How to — 205
- Service Re... — 120
- Tech Supp... — 83
- Comment/Is... — 52
- Mult... — 25
- Supplies Req...
- Hir...
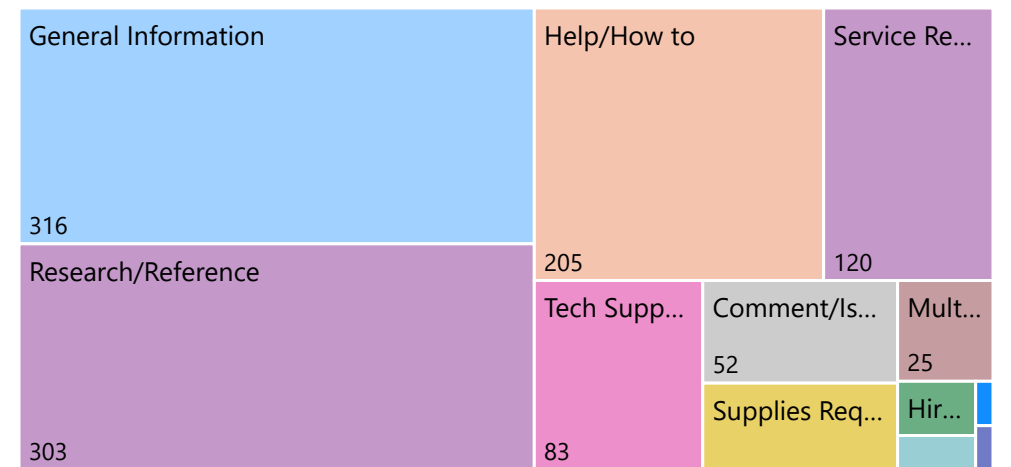
Frequency of questions in a day.

Count of Question / Activity: 0, 5

Time: 12:00 AM, 6:00 AM, 12:00 PM, 6:00 PM
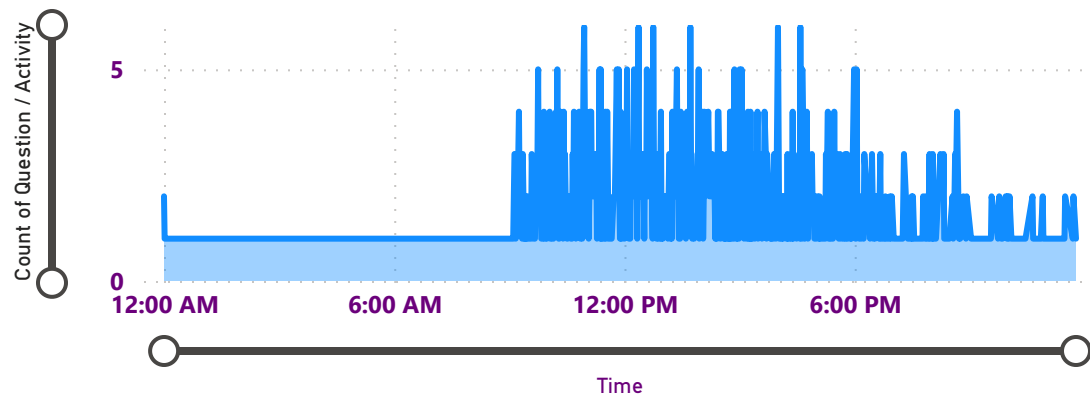
Count of Question / Activity by Patron

Count of Questi...: 0, 500

Patron: Studen..., Gradu..., Under..., Guest/..., Faculty, Unkno..., Forme..., Staff, Other, Other ..., Retire..., Studen...

Word cloud from research question responses and notes

--->**WORD CLOUD FROM ANSWERS:**

The word cloud located on the right-hand side exhibits the words that were most frequently used in the answers field of the Ref Analytics. Based on this visual representation, it can be inferred that the majority of the responses were primarily focused on seeking assistance with accessing and searching articles and databases. Additionally, a significant number of responses pertained to retrieving information from diverse sources.

Furthermore, it is evident that the majority of queries were associated with student accounts, subscriptions, collections, reservations, and guides. Journal articles were searched via the website, and patrons were directed to subject librarians and professors for further assistance.

Answer

   •   ---->**WORD CLOUD FROM NOTES :**

The word cloud, situated on the right-hand side, portrays the most frequent terms derived from the notes column of the reference analytics. Based on the aforementioned representation, it can be deduced that the notes were documented regarding a diverse range of concerns, such as the following:

• Issues related to Interlibrary Loan (ILL)
• Accessing sources, links, and fixing broken links
• Reservation of studio button spaces and cancellation thereof
• Queries regarding open positions via Handshake
• Matters concerning Courtesy Card and Texshare
• Printing cards and lamination services
• Queries related to Coursera and MOOCs offered through UNT
• Inquiries regarding tutoring and writing services

Notes