**AaL Statistics**

**instructions**

**2015**

**Collaborative stats for my staff:**

Lib Chat

Stats

Dept- statewide

Dates

Status: Answered

Search

Clients/operators

Name: pbcls:search

**Email SMS (local)**

Answers

Tickets

Queue- select pbcls

De-select statewide

Time period

“dates & times”

Answerer and turnaround