

**Reference  
Guide**



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Integrated Library System

InfoStation<sup>®</sup>  
OPAC Reports

VIRTUA ILS – INTEGRATED LIBRARY SYSTEM

**InfoStation®**  
OPAC Reports Reference Guide  
**Version 16.1**  
**October 2017**

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# 1. Using This Guide

**I**nfoStation®, the Web-reporting product for the Virtua™ ILS – Integrated Library System, offers predefined, configurable reports, which you can use to automate and manage common library tasks. In this reference guide, we provide information about the reports related to the OPAC subsystem.

**Note:** From this point on, we will refer to the Virtua ILS – Integrated Library System as simply Virtua or the Virtua system in this guide.

This guide describes the following reports:

- [Electronic Resource Access Statistics](#)
- [OPAC Search Statistics](#)
- [Server Response Times](#)

Each of these reports belongs by default to the OPAC Report Group.

This reference guide is limited to features that are specific to OPAC reports. This reference guide does NOT provide information on features that are common to ALL reports. A discussion of common report characteristics can be found in the *InfoStation User's Guide* and the *InfoStation Reference Guide*.

The *InfoStation/OPAC Reports Reference Guide* is one guide in a collection of InfoStation documentation. The other InfoStation guides are the . . .

- *InfoStation User's Guide* - Provides an introduction to InfoStation and step-by-step instructions for logging in to InfoStation, creating report configurations, running reports, scheduling reports, and customizing reports.
- *InfoStation Report Parameters Reference Guide* - Provides detailed descriptions of Report-specific Parameters and details on the InfoStation directory structure.
- *InfoStation/Cataloging Reports Reference Guide* - Provides details on InfoStation reports related to the Cataloging subsystem.
- *InfoStation/Circulation Reports Reference Guide* - Provides details on InfoStation reports related to the Circulation subsystem.
- *InfoStation/Acquisitions Reports Reference Guide* - Provides details on InfoStation reports related to the Acquisitions subsystem.
- *InfoStation/Serials Reports Reference Guide* - Provides details on InfoStation reports related to the Serials subsystem.

**Important:** Throughout this reference guide, we assume that you have read the *InfoStation User's Guide*, which provides an overview of the concepts discussed here and details on how you can apply this information to your report configurations.

Each chapter in this guide contains details about a specific OPAC report. For each report, we include some or all of the following information, depending on the complexity of the report:

- A description of the report and its default HTML output.
- A description of all the parameters that appear in the Report-specific Parameters area on the report's Configuration screen.
  - ◆ Each parameter is denoted as being either required or optional.
  - ◆ Where appropriate, we describe each parameter's impact on the database.
- Descriptions of the data elements that a report retrieves by default. In this guide, data elements are identified by their default labels and listed in alphabetical order.

**Note:** The default data elements listed for each report are NOT necessarily returned by default in ALL output formats. By editing a report's output templates, however, you can add to or remove from the output *any* data element available to be returned by that report. For details on editing output templates, see the *InfoStation User's Guide*.

- A list of the variables that you can use to edit output templates. Where appropriate, we include variables for data elements included by default in the MARC Tag List.
- Descriptions of the output templates that are available for the report, including each template's . . .
  - ◆ Name as it appears on the Configuration screen.
  - ◆ Location in the `/usr/vtls/virtua/webrpt_XX_x` directory.
  - ◆ Contribution to the report output.

**Note:** In this reference guide, we describe the default characteristics of each report.

- If you customize your reports (e.g., edit output templates or modify MARC Tag Lists), your report configurations may deviate from the descriptions provided here.
- If you assign a report to a different Report Group, our default Report Group classification will NOT apply.

## 2. Electronic Resource Access Statistics Report

The Electronic Resource Access Statistics report (/usr/vtls/virtua/webrpt\_XX\_x/Opa/Opa\_10) generates statistics on your patrons' use of the A-Z list link in Chamo. The A-Z list link, which is configured via settings on the Subscription Services admin screen in Chamo, allows patrons to access a list of all available e-resource titles. The report returns information on how many times electronic resources were accessed from each branch within a given period of time. The report also provides summary statistics of the following:

- How many times electronic resources were accessed from ALL branches;
- How many times electronic resources were accessed from outside of a branch (i.e., via the Internet); and
- How many times Internet users logged in after choosing to access an electronic resource

Figure 2-1 shows an example of the default HTML output form the Electronic Resource Access Statistics report.

For details about the report specific parameters and the data elements that are returned by the report, see the context-sensitive help buttons on the report configuration screen.

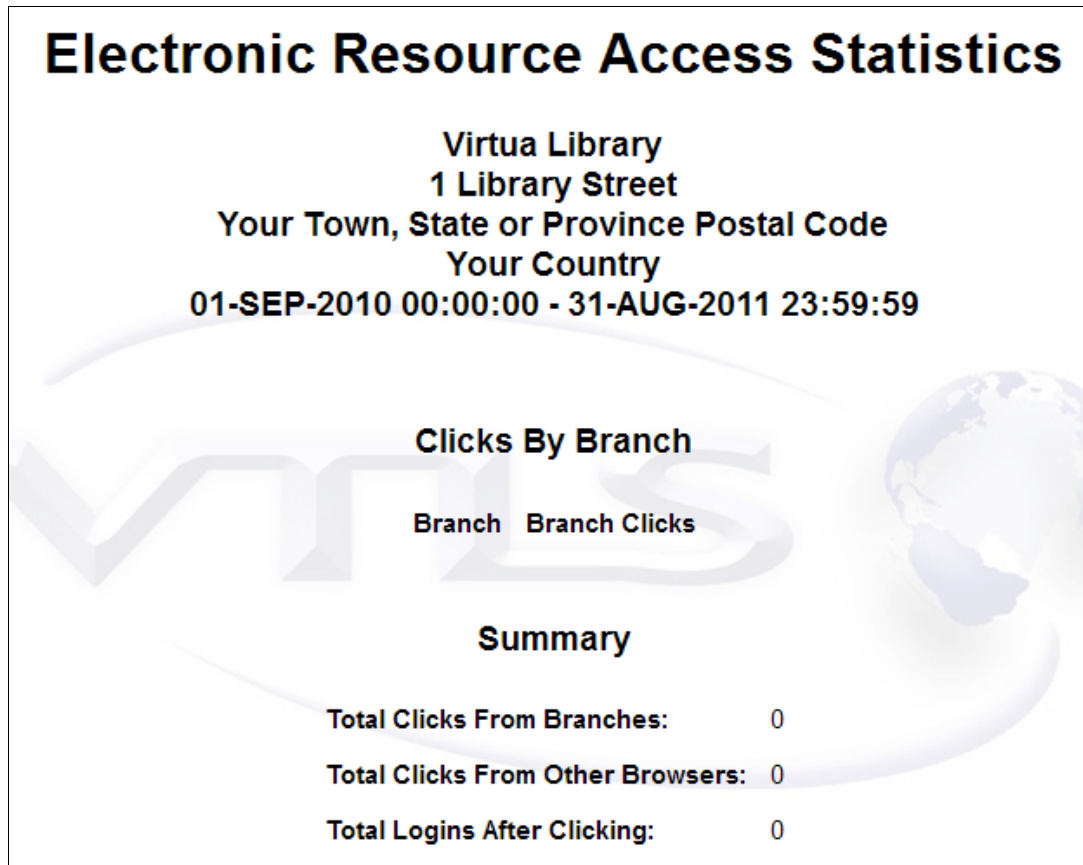


Figure 2-1. Electronic Resource Access Statistics HTML Output



### 3. OPAC Search Statistics Report

The OPAC Search Statistics report gathers statistical data on OPAC searches. In Figure 3-1, we show an example of the default HTML output form the OPAC Search Statistics report.

**Important:** Before you use the OPAC Search Statistics report, you must configure Virtua to gather statistics about OPAC searches. To do this, select the Gather OPAC Statistics option in the Virtua Profiler. For details, see the *Virtua Profiler/OPAC Parameters User's Guide*.

<b>OPAC Search Statistics</b>						
Virtua Library 1 Library Street Your Town, State or Province Postal Code Your Country						
Luxembourg Library: 01-JAN-2002 00:00:00 - 31-DEC-2002 00:00:00						
	OPAC Boolean	OPAC Browse	OPAC Keyword	OPAC Control Number	OPAC Auth Heading Keyword	Total
Anywhere			43			43 (0.2%)
Archive						
Auth ID				4206		4206 (17.2%)
Author		2304	511		22	2837 (11.6%)
Bib ID				2974		2974 (12.2%)
Bibliographic Level			6			6 (0.0%)
Biography						
Boolean	333					333 (1.4%)
Call Number		185				185 (0.8%)
Cartographic						

Figure 3-1. OPAC Search Statistics HTML Output

The report output contains a separate table of results for each location that you select for the report configuration. For example, Figure 3-1 displays the table for the Main Library's search statistics. Above the table, a date range appears, indicating the dates over which the statistics were collected, in this case 01/JAN/2001 - 01/JAN/2002.

Each search index, or category, that you choose for the report configuration appears as a separate row in each location-specific table. In Figure 3-1, the Main Library table displays search statistics for six search categories: Author, Call Number, Item Barcode, Journal Title, Subject, and Title.

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The table's column headings display the search command(s) that you select for the report configuration. Figure 3-1 displays search statistics on the following commands: Boolean, browse, control number, keyword, and authority heading keyword.

The number of rows and columns that appear in the table depends upon the number of search categories and commands that you select for the report configuration.

For each count that appears in the output, the report may also display a percentage, which is calculated according to the Calculate Percentage setting in the report configuration. For details, see the following section "[Parameters Available for the OPAC Search Statistics Report.](#)"

The output table also displays a Total . . .

- Column, which displays the total number of searches performed on each category.  
-AND-
- Row, which displays the total number of searches performed using each search command.

The bottom, right cell of the table displays the total number of searches performed on all search categories and commands selected for the report configuration.

In the output, the Virtua users you select for the configuration are not specifically reported. Rather, the tables include counts of OPAC searches performed by ALL the users you select for the report configuration. For example, if you select OPAC User and Circ User for the configuration, the report returns a total of all searches performed within a given category and command by both users.

After each location specific table, the output displays a table that displays OPAC search statistics for ALL locations (not shown in Figure 3-1). This table shows within the specified date range, for each search category and command the sum of the OPAC search counts for ALL locations.

## 3.1 Parameters Available for the OPAC Search Statistics Report

The OPAC Search Statistics report offers the following Report-specific Parameters:

- **E-mail Column Width** (*required*) - For e-mail output, lets you specify the character width of each column in the data table. Within the table, all data elements and labels are allowed the number characters specified by this parameters. Data elements and labels that exceed this width will be truncated to allow for proper formatting of the table. In this text box, you can enter any two-digit number.

**Note:** While this parameter is required for each configuration of the OPAC Search Statistics report, it is used *only* when you generate plain text e-mail output. Other output formats ignore this parameter and use other formatting methods.

- **Log-in Locations** (*required*) - Lets you choose one or more log-in locations for which to gather statistics. To be included in the results, an OPAC search must have been performed at one of the log-in locations that you select for the report configuration.
- **Users** (*required*) - Lets you choose one or more Virtua users for which to gather statistics. To be included in the results, an OPAC search must have been performed by one of the users that you select for the report configuration.
- **Commands** (*required*) - Lets you choose one or more OPAC commands for which to gather statistics. You can gather statistics on the following commands:
  - ◆ **OPAC Browse** - Gathers statistics on authority browse searches.
  - ◆ **OPAC Control Number** - Gathers statistics on control number searches.
  - ◆ **OPAC Keyword** - Gathers statistics on bibliographic keywords search queries that use a single category and search for a single word or phrase.
  - ◆ **OPAC Boolean** - Gathers statistics on bibliographic keyword search queries that search for two or more keywords.
  - ◆ **OPAC Auth Heading Keyword** - Gathers statistics on authority heading keyword searches.
- **Search Indexes** (*required*) - Lets you choose the search attributes, or categories, for which to gather statistics.

- **Date Range** (*required*) - Lets you specify a date range for collecting statistics. The output includes statistics on searches performed within the date range that you specify for the report configuration.
- **Calculate Percentage** (*required*) - Lets you choose a calculation to include in the output. You can select . . .
  - ◆ **Calculate Percentage of Command** - InfoStation will calculate . . .
    - The distribution of each search command across search indexes (i.e., the percentage that each search category contributes to the total number of searches performed using a given search command).  
-AND-
    - The percentage that each search category contributes to the total number of searches performed using all commands.  
-OR-
  - ◆ **Calculate Percentage of Search Index** - InfoStation will calculate. . .
    - The distribution of each search index across search commands (i.e., the percentage that each search command contributes to the total number of searches performed on a given search category).  
-AND-
    - The percentage that each search command contributes to the total number of searches performed on all search indexes.  
-OR-
  - ◆ **Do Not Calculate Percentages** - InfoStation will NOT include a percentage calculation in the output.

## 3.2 Data Elements Returned by the OPAC Search Statistics Report

In addition to the counts and calculations for each search index and command, the OPAC Search Statistics report returns other data elements, which are represented by the Field Labels on the Configuration screen. In the following table, we list the name, variable, and description each of these data elements.

**Hint:** To identify its corresponding field label variable, add **u\_** to the beginning and **\_label** to the end of each variable. For more information on variables and field label variables, see the *InfoStation User's Guide*.

Data Element	Variable	Description
Command	command	An OPAC search type, either browse, control number, Boolean, or keyword.
Date Range	date_range	The date range over which a set of statistics is collected, specified in the report configuration.
Shelf Location	location	The log-in location to which a set of statistics applies. You can select one or more locations for each configuration.
Search Index	attribute	A search category for which statistics are collected, specified in the report configuration.
Virtua User	user	A Virtua user for which statistics are collected, specified in the report configuration.

### 3.3 Output Templates for the OPAC Search Statistics Report

Location of files: /usr/vtls/virtua/webprt\_XX\_x/Opa/Opa\_2

Template	Contribution to Output
html_page.tem	Generates all the information that appears in HTML output.
email_page.tem	Generates all the information that appears in e-mail output.

### 3.4 Troubleshooting: When the Report Produces No Results

The OPAC Search Statistics report requires that OPAC data is recorded in the operation\_log table in the database. For OPAC data to be recorded in the table, statistics gathering must be enabled for the OPAC subsystem. If statistics gathering is NOT enabled on the server, the OPAC Search Statistics report will not produce results.

**To enable statistics gathering for the OPAC subsystem,**

- In the OPAC Basic Options parameter of the Virtua Profiler, select the Gather OPAC Statistics check box.

## 4. Server Response Times Report

The Server Response Times report generates a summary of the response times of the Virtua server to all Z39.50 search requests. Response time is considered to be the amount of time that elapses from the time the server receives a request and when it returns a response.

**Note:** Any searches initiated on versions of the server earlier than version 44.0 will have a response time of 0. Because of this, if you have OPAC entries in the operation\_log table dating from an earlier version of Virtua, you will need to specify a date range for the report that begins *after* your move to version 44.0 of the software.

Figure 4-1 shows an example of the HTML output for the Server Response Times report.

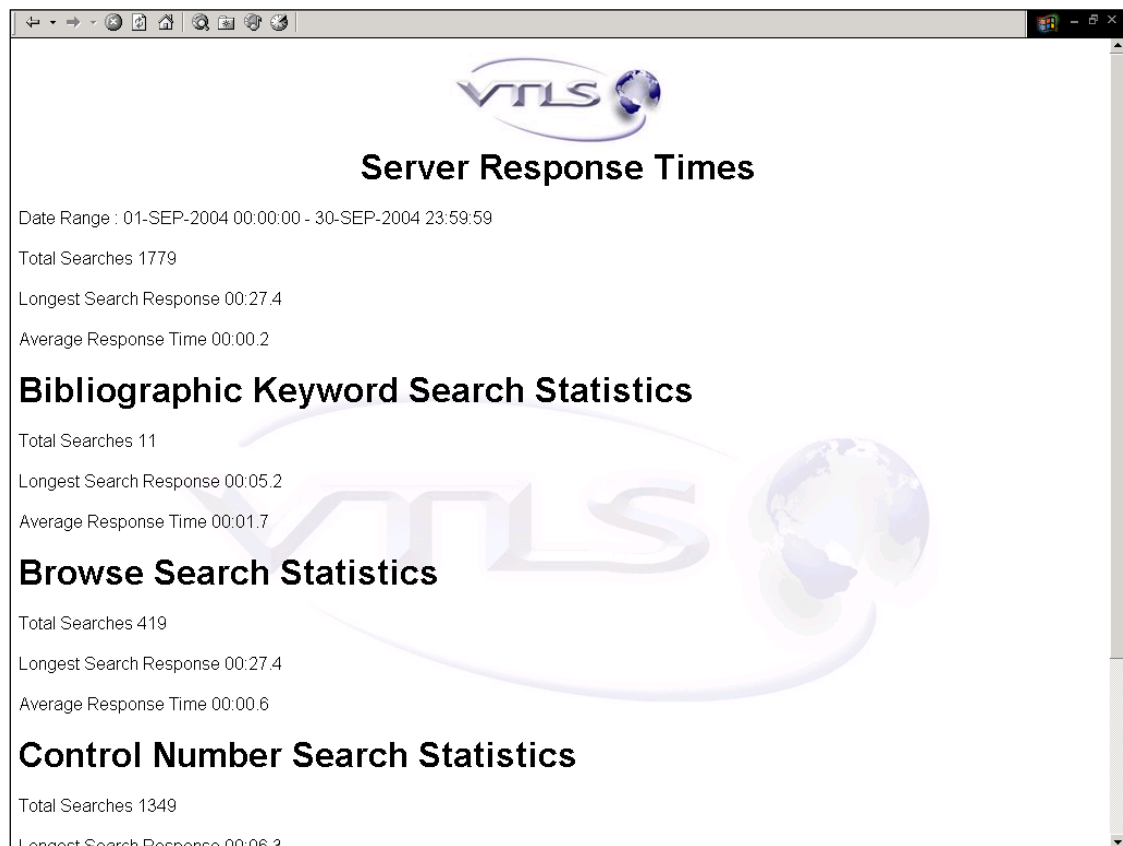


Figure 4-1. Server Response Times HTML Output

The report output consists of general statistics about the searches conducted during the date range, including:

- Total Searches
- Longest Search Response Time
- Average Response Time

For each type of search specified on the Configuration screen (i.e., bibliographic keyword, browse, heading keyword, or control number), the report output also lists:

- Total Searches
- Longest Search Response
- Average Response Time

## 4.1 Parameters for the Server Response Times Report

The Server Response Times report offers the following Report-specific Parameters:

- **Date Range** (*optional*) - Lets you specify a date range for collecting statistics. The output includes statistics on searches performed within the date range that you specify for the report configuration.
- **Bibliographic Keyword Searches** (*optional*) - Lets you specify whether the report output includes statistics on response times for bibliographic keyword searches.
- **Browse Searches** (*optional*) - Lets you specify whether the report output includes statistics on response times for browse searches.
- **Heading Keyword Searches** (*optional*) - Lets you specify whether the report output includes statistics on response times for heading keyword searches.
- **Control Number Searches** (*optional*) - Lets you specify whether the report output includes statistics on response times for control number searches.



## 4.2 Data Elements for the Server Response Times Report

The Server Response Times report returns various data elements, which are represented by the Field Labels on the Configuration screen. In the following table, we list the name, variable, and description each of these data elements.

**Hint:** To identify its corresponding field label variable, add **u\_** to the beginning and **\_label** to the end of each variable. For more information on variables and field label variables, see the *InfoStation User's Guide*.

Data Element	Variable	Description
<b>Date Range</b>	start_date end_date	The start and end dates of the date range specified on the Configuration screen.
<b>Total Searches</b>	total_searches	The total number of searches executed during the specified date range.
<b>Longest Search Response</b>	longest_search	The longest response time for a search executed during the date range.
<b>Average Response Time</b>	average_response	The average response time for searches executed during the date range.
<b>Bibliographic Keyword Search Statistics</b>	bib_keyword_searches bib_keyword_longest bib_keyword_average	Detailed statistics on the bibliographic keyword searches executed during the date range, including: <ul style="list-style-type: none"> <li>• Total number of bibliographic keyword searches executed.</li> <li>• Longest response time for a bibliographic keyword search.</li> <li>• Average response time for a bibliographic keyword search.</li> </ul>
<b>Browse Search Statistics</b>	browse_searches browse_longest browse_average	Detailed statistics on the browse searches executed during the date range, including: <ul style="list-style-type: none"> <li>• Total number of browse searches executed.</li> <li>• Longest response time for a browse search.</li> <li>• Average response time for a browse search.</li> </ul>

<b>Heading Keyword Search Statistics</b>	heading_keyword_searches heading_keyword_longest heading_keyword_average	Detailed statistics on the heading keyword searches executed during the date range, including: <ul style="list-style-type: none"> <li>• Total number of heading keyword searches executed.</li> <li>• Longest response time for a heading keyword search.</li> <li>• Average response time for a heading keyword search.</li> </ul>
<b>Control Number Search Statistics</b>	control_number_searches control_number_longest control_number_average	Detailed statistics on the control number searches executed during the date range, including: <ul style="list-style-type: none"> <li>• Total number of control number searches executed.</li> <li>• Longest response time for a control number search.</li> <li>• Average response time for a control number search.</li> </ul>

## 4.3 Output Templates for the Server Response Times Report

Location of files: /usr/vtls/virtua/webprt\_XX\_x/Opa/Opa\_7

Template	Contribution to Output
html_page.tem	Generates the overall framework of the HTML output.
html_summary.tem	Generates the summary display of information for all searches.
html_search.tem	Generates the display of response times for all selected searches.
email_page.tem	Generates the overall framework of the e-mail output.
email_summary.tem	Generates the summary display of information for all searches.
email_search.tem	Generates the display of response times for all selected searches.

## **5. Appendix A - Changes in this Guide**

### **5.1 Changes for Version 16.1**

No changes were made.

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