

FREQUENTLY ASKED QUESTIONS REGARDING BIBLIOSTAT

PURPOSE:

The information collected in Bibliostat has 3 purposes:

To determine whether or not the library meets requirements for receiving Grants-in-Aid (see Title 173-1-3),

To collect information for the Institute of Museum and Library Services national annual survey, and

To provide statistical information that helps West Virginia legislators understand the importance of libraries, enable the WVLC to track data, provide library directors with information they need to better administer their libraries, and provide the general public with library statistics.

QUESTIONS:

When is Bibliostat due?

The report is due by 5 p.m. **on Aug. 15, 2013.**

How do I access Bibliostat?

Go to <http://collect.btol.com> or click on the link from the WVLC homepage.

Where can I get my username and password?

The username and password are the same every year. Please contact a staff member listed below if you need this information. Please include the name of your library in the text of your email.

Why can't I get into Bibliostat?

Make sure that you:

Are not using the letter "o" for zero when entering your login and password

Do not have the caps lock turned on

Still having problems?

If you are trying to access Bibliostat late in the afternoon, you may not be able to get in because of high usage. Please try again in the morning. Also, you may need to try another computer. Sometimes the particular computer you are

working on may lack the software or may have a filter that does not allow you to get into Bibliostat. If these suggestions do not help, contact a staff member at the WVLC or the vendor as listed below.

Can I expect any changes in Bibliostat this year?

Yes, you are able to enter your own Circulation data this year, the Library Board of Trustees questions have been changed to reflect the President, Secretary, and Members specifically, you are given the ability to enter State Capital Revenue distributed by state agencies other than the WVLC, and some of the definitions have changed to align closer with the Federal governments' requirements.

Why can't I see the full screen in Bibliostat?

If you are not able to see the full screen of the Bibliostat report, click the F11 button. To turn it off, you can click F11 again.

“Please wait”—what does that mean?

It means just that. You must wait until the information is loaded or saved. You will not be able to make any additions or changes to Bibliostat while the message is on the screen.

Is there an easy way to get help with a question I don't understand?

While in the report, you may click on the number of the question (if it is underlined) to see instructions or definitions.

I get interrupted so often when I'm trying to complete Bibliostat and it times out on me. How long do I have?

The time-out period for Bibliostat is 90 minutes.

Does the director have to be the one who fills out Bibliostat?

No. The director may pass this task along to someone else.

I tried to submit Bibliostat but it won't let me because I have edit checks. How can I get rid of them?

The question will appear with the reason for the edit check below in bright red. If the data is incorrect, simply correct the data. If the data is already correct, add a Federal note using the notepad to explain the answer. If the edit check is on an automatic total and the figure is wrong, you will need to change the data in the contributing questions.

I created a note to satisfy an edit check, but the edit check does not disappear. Now what?

You will be able to submit only after every edit check has been satisfied. If the edit check message has turned green, it is okay. Go ahead and submit.

I finished the online report and submitted it. How can I be sure that the WVLC received it?

When you click on “submit”, you will see at the top of the screen a “please wait” message. Wait until you see the message “Congratulations, submission successful!” before logging off.

What if I have questions about Bibliostat?

Please do not struggle with any of the questions. Staff members are available to assist at any time. See the contact information at the bottom of the page. Phone calls and email are both welcome. Whichever contact method you select, please tell us your name, phone number and the name of your library.

Whom should I contact to get further information?

For information about the report, data, general questions, etc:

West Virginia Library Commission, 800-642-9021. Press “2” for Library Development, or email us

Susan Hoskins, susan.p.hoskins@wv.gov

For technical/login issues you may also contact Bibliostat by phone:

Jackie Campanello, 866-785-9935