# BEYOND GOOGLE

### Tools to Optimize Your Library's Web Presence



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# ANALYTICS

Knowing your customers. How do they measure up?

# SEARCH

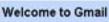
You have the goods. Help customers find them.

# MAPS

Customers have found you online. Now, bring them to your front door.

# YOUR GOOGLE PASSPORT





#### A Google approach to email.

Gmail is a new kind of webmail, built on the idea that email can be more intuitive, efficient, and useful. And maybe even fun. After all, Gmail has:



#### Less spam

Keep unwanted messages out of your inbox with Google's innovative technology.



#### Mobile access

Read Grail on your mobile phone by pointing your phone's web browser to http://gmail.com/app. Learn more



#### Lots of space

Over 7306 851574 megabytes (and counting) of free storage so you'll never need to delete another message.

#### Latest News from the Gmail Blog 🔝

New in Labs: YouTube, Picasa, Flickr and Yelp previews Wed Mar 18 2009 My email is full of links: my friends send around YouTube videos to try and get a laugh, we ....

More posts >

62009 Google - Gmail for Organizations - Gmail Blog - Terms - Help



# **GOOGLE ANALYTICS**

http://www.google.com/analytics/

What does it do? Generates statistics & reports about visitors to a website.



#### How does it do this?

Google Analytics is monitored by tracking code which is a hidden snippet of JavaScript code that is added to every page of a website. This code collects private visitor data and sends it back to Google data collection servers for processing.

#### Why use Google Analytics to track your visitors?

- •It's free.
- It provides individual reports on different metrics.

•Those reports used together can provide valuable insight such as the ability to compare data.

### SETTING UP YOUR ACCOUNT

- 1. Login at www.google.com/analytics
- 2. Click: Create New Website Profile
- 3. Click Add a Profile for a new domain
- 4. Provide the URL of the site you would like to track
- 5. Click: Finish



### **ANALYTICS CODE**

Google Analytics	askbcls@gmail.com
Analytics Settings 📔 View Reports: www.bcls.lib.nj.us 💌	My Analytic
Analytics Settings > Tracking Code	

#### Tracking Code

Tracking Status Information		
Profile Name:	www.bcls.lib.nj.us	
Website URL:	http://www.bcls.lib.nj.us	
Web Property ID: ?	UA-3525498-6	
Tracking Status:	Tracking Not Installed (Last checked: Mar 19, 2009 11:21:58 AM ) The Google Analytics tracking code has not been detected on your website's home page. For Analytics to function, you or your web administrator must add the code to each page of your website.	

#### Instructions for adding tracking

New Tracking Code (ga.js)

Legacy Tracking Code (urchin.js)

Þ

Copy the following code block into every webpage you want to track immediately before the </body> tag. If your site has dynamic content you can use a common include or a template. Learn More

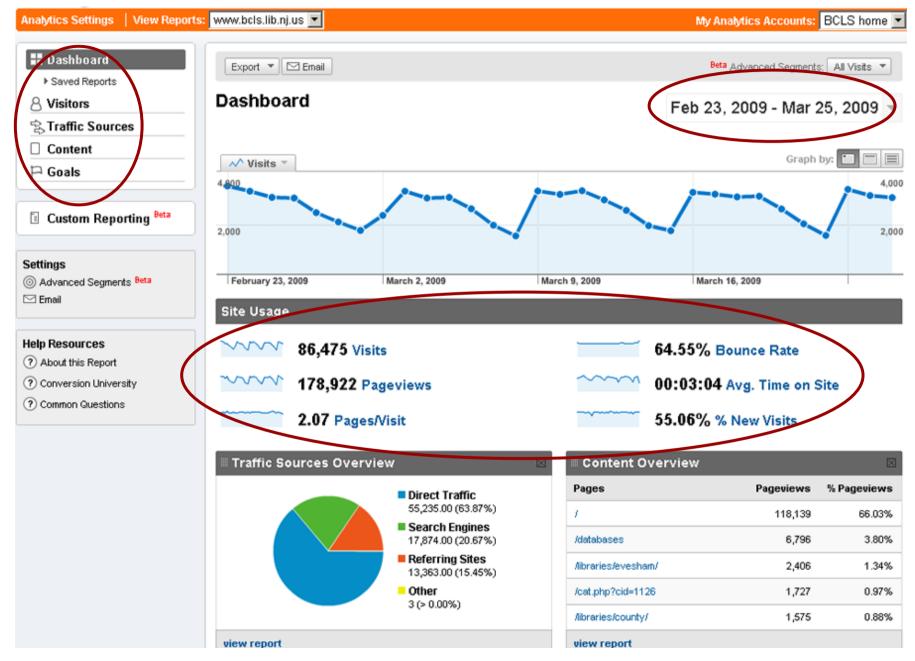
Use this tracking code to gain access to a wide range of exciting **new features** as they become available. </pr

pageTracker.\_trackPageview();
) catch(err) ()</script>

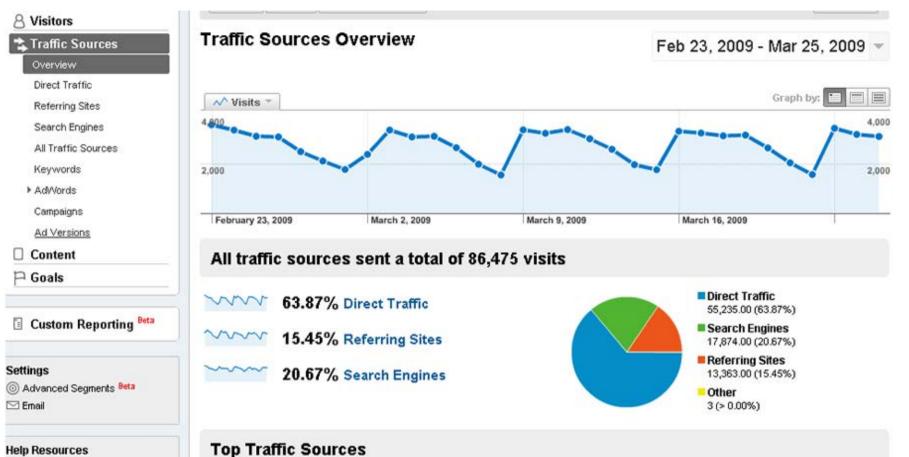
•

SIT TIGHT WHILE VISITORS MOVE AROUND YOUR SITE

### THE DASHBOARD



### **TRAFFIC SOURCES**



#### Help Resources

? About this Report

? Conversion University

(?) Common Questions

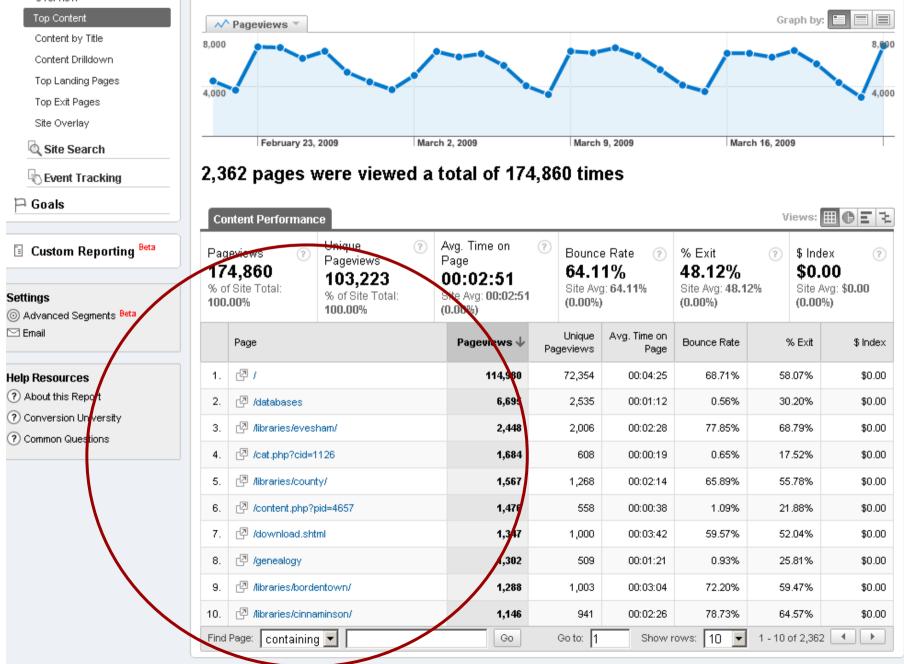
Sources	Visits	% visits
(direct) ((none))	55,235	63.87%
google (organic)	13,482	15.59%
bols lib.nj.us (referral)	4,186	4.84%
hip.bcls.lib.nj.us (referral)	2,748	3.18%
yahoo (organic)	2,059	2.38%

Visits	% visits	
7,461	41.74%	
550	3.08%	
519	2.90%	
474	2.65%	
388	2.17%	
	7,461 550 519 474	

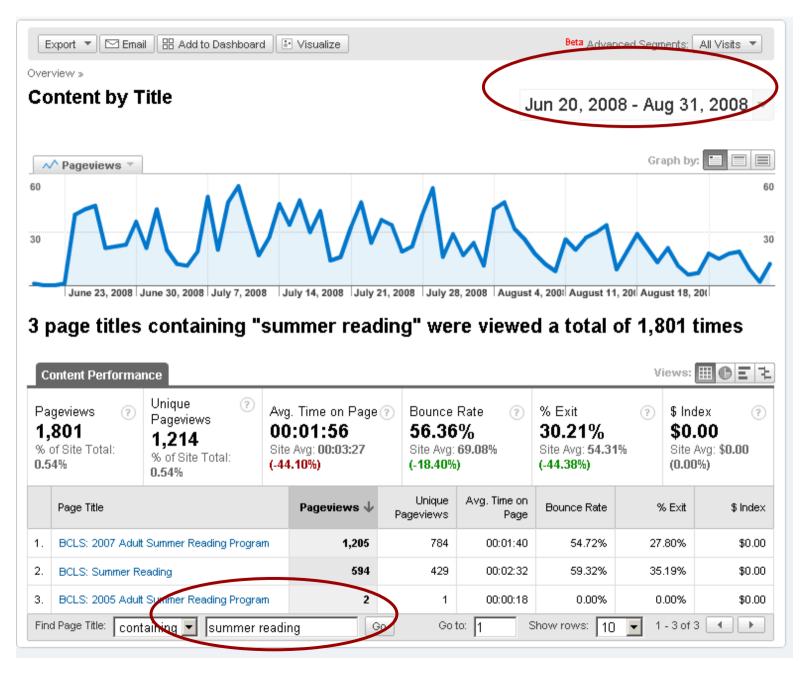
view full report

view full report

### TOP CONTENT



### CONTENT BY TITLE & TIME PERIOD



### A FEW THINGS TO REMEMBER

- Don't read too much into all the numbers.
- Use web metrics with other metrics to create a comprehensive assessment of your services. Clicks don't tell the whole story. (ex: your interlibrary loan page generates "n" pageviews in "x time" period. Should you compare that number to the overall ill requests for that same period?)
- Compare two different time periods and chart them. What was usage like in September of last year compared to this year?
- Track usage of a specific page. How many visits to your guide to African-American resources during Black History month? Does online interest warrant posting the guide this year? Should you tweak the content and see if the numbers improve this year?
- Email reports to key personnel.

# GOOGLE CUSTOM SEARCH

http://www.google.com/coop/cse/

#### What can you use it for?

Create a search function for your site or use it to create a metasearch with sites that you choose to include.

- For non-profit groups, the search results page is ad-free.
- Include one website, multiple websites.
- Host the search box
- Customize the colors and branding to match your existing webpages



Custom Search Engine

Have a website or collection of sites you'd like to search over? With Custom Search Engine, you can harness the power of Google to create a search engine tailored to your needs.

#### Create a search engine tailored to your needs

- · Include one website, multiple websites, or specific webpages
- Host the search box and results on your own website
- Customize the colors and branding to match your existing webpages
- Learn more with our featured examples, developer documentation, and FAQs

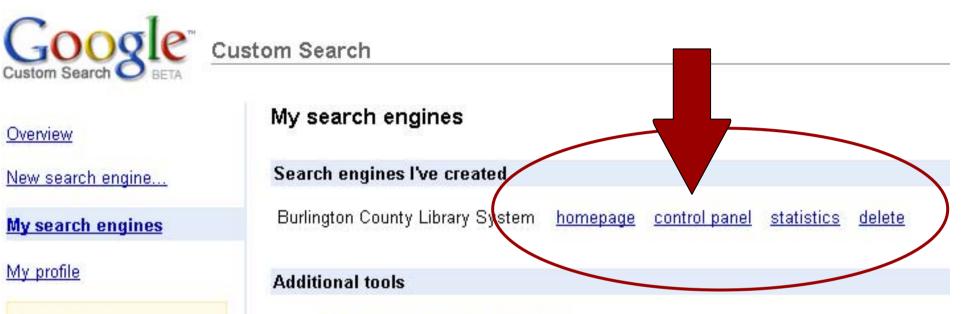
Create a Custom Search Engine

Or, manage your existing search engines.

### CREATE A CUSTOM SEARCH ENGINE

	eate a Custom Search Engine Set up your search engine 2. Try it out	askbols@gmail.com   <u>My Account</u>   <u>Sign o</u>
Basic information		
Give your search engin	e a name and provide a brief description.	
Search engine name:		
	for example, Real Climate Search Engine	
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	C Business edition - Starts at \$100 per year, no ads on results pages.	
🗖 I have read and ag	ree to the <u>Terms of Service</u> .	
Next		

### YOUR SEARCH ENGINES



Manage your email preferences

Resources

Blog

Support

Featured examples

Documentation

Google Marker

Discussion group

Add the Developer Gadget to your iGoogle homepage for easy access to all your C

### **BASICS: ABOUT YOUR SITE**

Overview	Control panel - Basics: Burlington County Library System				
New search engine	Basic information				
My search engines	Your search engine's name and description will be shown on its Google <u>homepage</u> .				
Control panel	Search engine name: Burlington County Library System				
Basics Sites Indexing	Search engine description: Search the Burlington County Library site.				
<u>Refinements</u> Look and feel	Keywords describe the content or subject of your search engine. These keywords are used to tune your search engine results. <u>Learn more</u> .				
Code Collaboration	Search engine keywords: library books dvds westampton evesham marlton cinnaminson pem e.g. climate "global warming" "greenhouse gases"				
<u>Make money</u> Business account	Search engine language: English				
Advanced	Search engine encoding: Unicode (UTF-8)				
Preview	Reve Channes   Canad				
<u>Statistics</u>	Save Changes Cancel				
My profile	Preferences				

### ADD YOUR SITES (& EXCLUDED SITES)

#### Control panel - Sites: Burlington County Library System

Incl	uded sites Viewing 1 - 6 of 6
Shov	w label: UBL contains: Apply Filter Clear
	Add Sites Delete Label actions
	http://ebooks.bcls.lib.nj.us Search Ebooks Catalog
	http://www.bcls.lib.nj.us
	http://explore.bcls.lib.nj.us/ Information & Research Resources
	http://www.co.burlington.nj.us/ Search only Local Resources
	http://bcopportunities.wordpress.com/ Search Volunteer Opportunities
	http://host7.evanced.info/burlington/evanced/eventcalendar.asp?lib=ALL Search Calendar of Events

Excl	uded sites	Viewing 1 - 4 of 4
URL	contains: Apply Filter Clear	
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	http://www.bcls.lib.nj.us/sql/event/*	
	http://www.bcls.lib.nj.us/bcls/*	
	www.bcls.lib.nj.us/ReadyReference/*	

### **REFINEMENTS!**

$\circ$ 1	askbcis@gmail.com   <u>My Account</u>   <u>Sign out</u>
Google	Custom Search
Custom Search O BETA	
Overview	Control panel - Refinements: Burlington County Library System
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ivew search engine	Add Refinement
My search engines	Search Volunteer Opportunities <u>edit</u> <u>delete</u>
Control panel	Search Ebooks Catalog <u>edit</u> <u>delete</u>
Basics	Information & Research Resources <u>edit</u> <u>delete</u>
Sites	Search Calendar of Events <u>edit</u> <u>delete</u>
	Search only Local Resources <u>edit</u> <u>delete</u>
Indexing	
Refinements	Using search refinements
Look and feel	
<u>Code</u>	Refinements are labels that you apply to websited. They appear as a list of links above search results, offering users a way to narrow their search. When a user clicks a refinement label, the sites that you have labeled are given priority in the results. In addition to
<u>Collaboration</u>	labeling sites, you can also specify additional words that are added to users' queries when they click a label, providing even more targeted results.
<u>Make money</u>	Google maintains a list of existing refinement labels. If you create a label with the same name as one of these, or with the same
Business account	name as a label in another search engine that you or someone who is collaborating with you has created, users will also have the
<u>Advanced</u>	benefit of seeing relevant sites from these sources in their search results. Learn more.
Preview	For example, the Curriculum Search Engine below has refinement labels for Lectures, Assignments, Reference, and Papers.
<u></u>	

### EXAMPLE OF SEARCH REFINEMENTS

### burlington county library system 🛣

knitting

Search

● Burlington County Library System C Web Search

Results 1 - 10 for knitting.

#### Refine results for knitting:

Search Volunteer Opportunities Information & Research Resources Search Calendar of Events Search only Local Resources Search Ebooks Catalog

#### Burlington County Library System

6:30 PM-Adult Knitting & Crocheting Class ... 7:00 PM-Knitting for Tweens & Teens ... 6 PM- KIDS SPRING ADVANCED KNITTING (9 years and older) ... host7.evanced.info/burlington/evanced/eventcalendar.asp?lib=ALL Labeled Search ...

#### [PDF] For Ellen March 2009 Lpub

File Format: PDF/Adobe Acrobat - <u>View as HTML</u> Learn the basics of **knitting** and use what you learn to create scarves or blankets. Adults meet on the second Tuesday of every month unless otherwise noted. ... www.bcls.lib.nj.us/libraries/pemberton/newsletter.pdf

#### Burlington County Library System - Knitting for Dummies®

Now updated and better than ever-the bestselling guide to knitting ... Knitting For Dummies consistently ranks among our top-selling Dummies titles since it ... ebooks.bcls.lib.nj.us/00000016-0000-0000-000000000001/10/237/en/ ContentDetails.htm?ID=%7BB67FC0AA-D80D-422A-98C2... Labeled Search ...

#### Burlington County Library System - The Friday Night Knitting Club

Its Friday Night Knitting Club is improvised by some of Georgia's regulars, who stroll into the shop looking for tips on knitting and end up finding much, ... ebooks.bcls.lib.nj.us/00000016-0000-0000-000000000001/10/237/en/ ContentDetails.htm?id=23E399C8-D53C-4FFE-B86C... Labeled Search ... Click to limit results to just the calendar of events.

### **REFINEMENT LABELS**

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	dd Sites Delete	Label actions		
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Excluded	://host7.evanced.info/b	Remove label Search Ebooks Catalog	L Search Calendar of Events	Viewing 1 - 4 of 4
URL conta	ains: dd Sites Delete	Apply Filter Clear		
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Control panel - Look and feel: Burlington County Library System

## CUSTOMIZE YOUR RESULTS PAGE

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Coogle" Custom Search Note: Wate mark req lifes JauaScript Coogle" Coogle" Custom Search
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Sample       First Result Title       Tits is the first result text.       www.urli.com/- 12k - Cacked       Second Result Title       Tits is the second result text.       www.urli2.com/- 12k - Cacked       Border     # CCCCCC
Title       #       0000000       Background #       FFFFFF       FFFFFF         Text       #       0000000       B       Links       #       3366000       B         Visited Links#       \$300066       B       Cached Links#       Cancel         Save Changes       Cancel       Cancel       Cancel
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Add a logo to your search englie's Google-hosted results page.
Sangte
burlington county library system
💿 Burlington County Library System 🗢 Web Search
Image URL: Intrp://www.bcis.lib.nj.us/test/new/Wlogockar.png (optional) JPG, PNG or GIF; max 100px height Link logo to URL: Intrp://www.bcis.lib.nj.us/
(oppose) e.g. http://www.google.com/coop
Save Changes Cancel

### THE CODE

#### Control panel - Code: Burlington County Library System

#### Search results hosting options

- Host the result on a Google page
- C Host results on your website:
  - If if ame requires two pages: one for the search box and another for the results
  - overlay requires one page, but presents results in a modal overlay

#### Search box code

Paste this code in the page where you'd like your search box to appear.

# Google.com maps.google.com

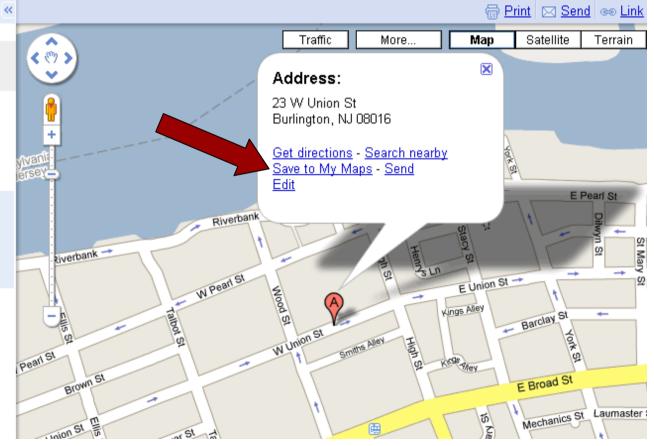
23 W Union St Burlington, NJ 08016

> Selected businesses at this address: Library Co of Burlington

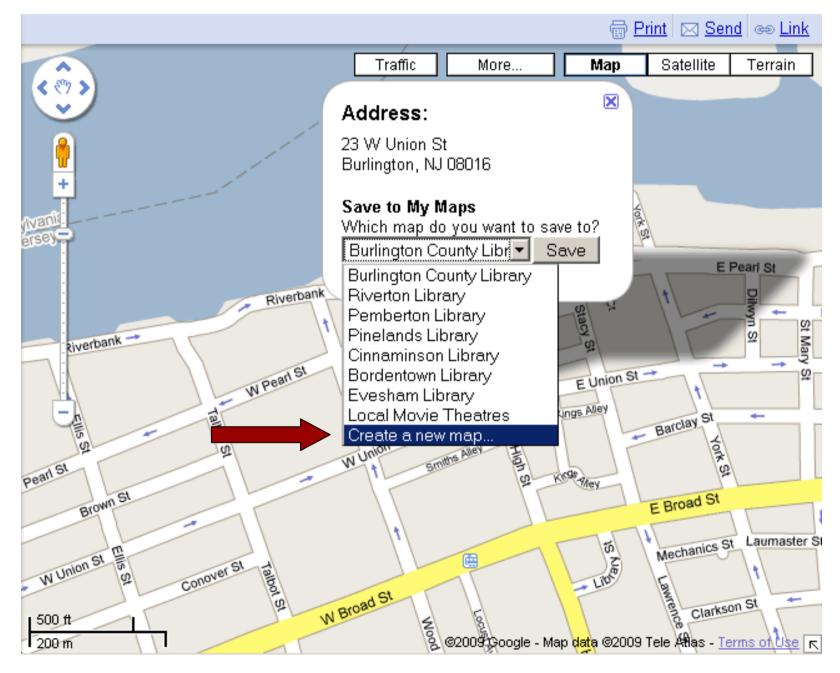
All businesses at this address »

Sponsored Links

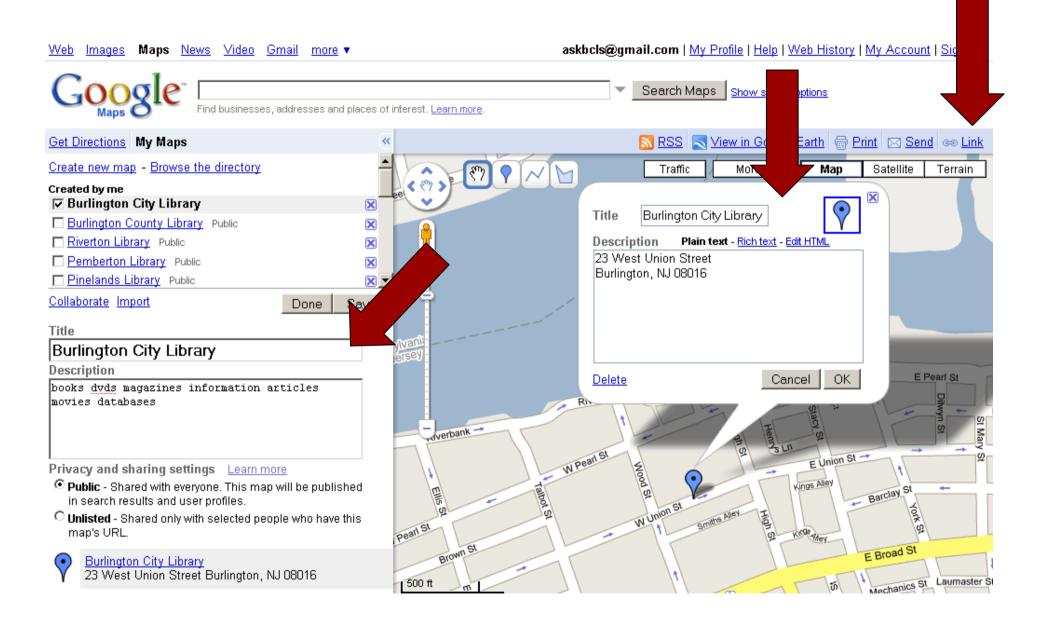
Local Public Libraries Find Listings for Local Public Libraries at YellowPages.com ® Libraries.YellowPages.com



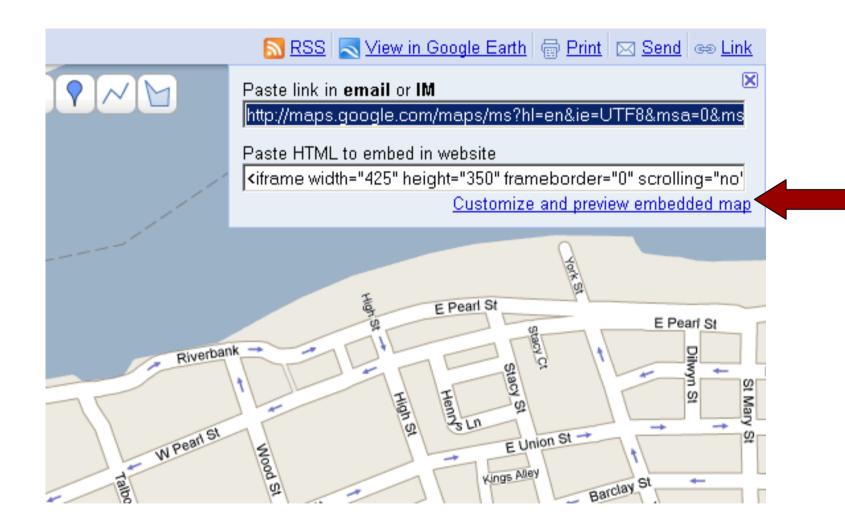
### CREATE NEW MAP



### MAKE FINAL EDITS



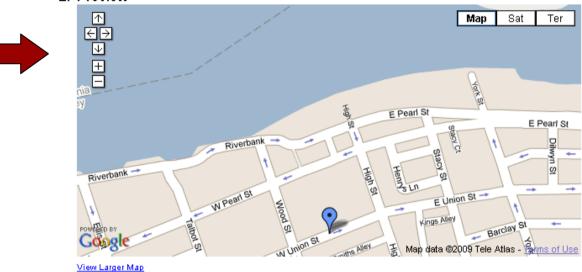
### Embed Map in Your Page



### CUSTOMIZE 1. CL & PREVIEW



2. Preview



#### 3. Copy and paste this HTML to embed in your website



### EXAMPLE: BURLINGTON COUNTY LIBRARY

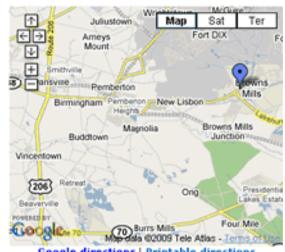
burlington county library system HOME My Account Ask us About BCLS Books, Movies & Music Events Locations Research & Learning Topics.

#### pemberton library



Sunday	1 pm - 5 pm	and Break design
Monday	10 am - 8:30 pm	<ul> <li>16 Broadway</li> <li>Browns Mills NJ 08015</li> <li>Phone: (605) 893-8262</li> <li>Fax: (609) 893-7547</li> <li>Email (Form)</li> <li>Pemberton Chapter: March 2009</li> </ul>
Tuesday	10 am - 8:30 pm	
Wednesday	10 am - 8:30 pm	
Thursday	10 am - 8:30 pm	
Friday	10 am - 5 pm	
Saturday	10 am - 5 pm*	

\*\*July through Labor Day: Saturday 10 am - 1 pm, closed



Google directions | Printable directions

library services

#### FACILITY

Sundavs

- New 18,000 sq. ft. building in the Arts & Crafts style
- Spacious adult & children's service areas
- Quiet Study/small group meeting rooms
- Large meeting room for educational & community-oriented programs accommodates up to 124 people
- New Jersey Room
- Relaxing reading areas
- Separate Young Adult Room
- Star Field Dome in children's fun area
- Cafe offering drinks & snacks
- Art Display areas throughout the library
- Computer Center with twelve PCs
- PCs with Internet and Microsoft applications
- Periodicals, business and subject databases for research
- Job Search PCs
- Wireless Hotspot

#### ADULT SERVICES

#### UPCOMING EVENTS

- Adult Book Discussion When: Tuesday, April 21, 2009 -6:00 PM Where: Pemberton..
- Toddler Time When: Wednesday, April 22, 2009 -10:30 AM Where: Pemberton.
- Earth Day Craft When: Wednesday, April 22, 2009 -4:00 Pfl Where: Pemberton ...
- Toddler Time When: Thursday, April 23, 2009 -10:30 AM Where: Pemberton...
- Preschool Story Time When: Thursday, April 23, 2009 -11:30 AM Where: Pemberton.
- Parachute Play When: Friday, April 24, 2009 -10:30 AM Where: Pemberton... Movie Time:Tinkerhell

Simple map incorporated on a branch library page.

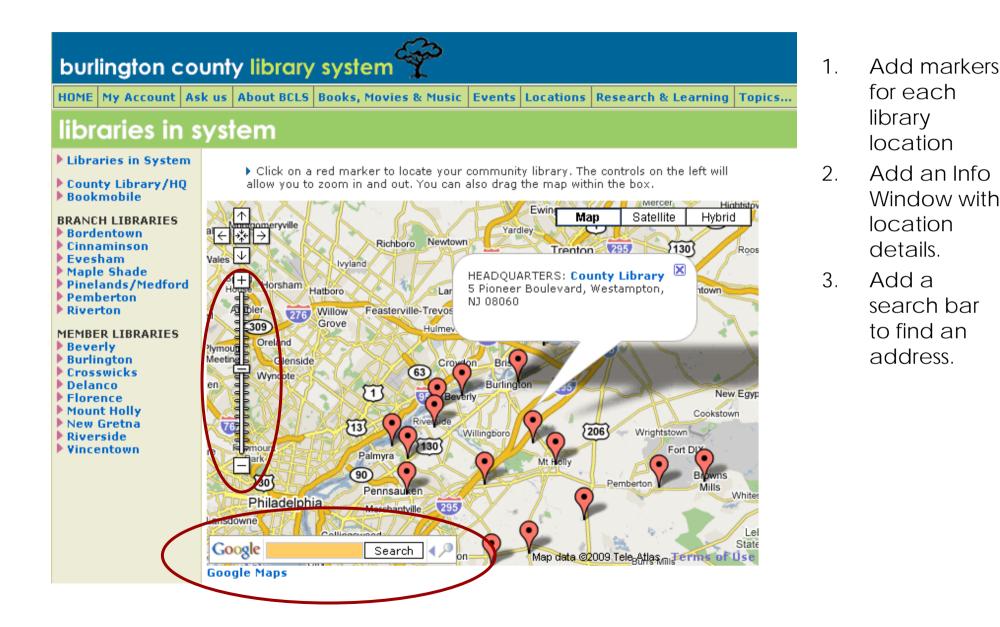
### GOOGLE MAPS WITH MORE CONTROLS

### MENU

Sign Up for a Google Maps API: The Google Maps API lets you embed Google Maps in your own web pages. http://code.google.com/apis/maps/signup.html

Go to the free utilities/code site: API Developer's Guide http://code.google.com/apis/maps/documentation/index.html

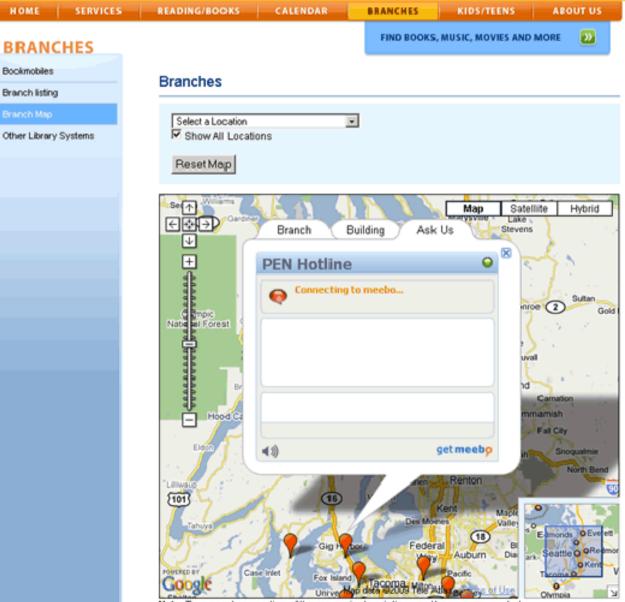
### EXAMPLE: BURLINGTON COUNTY LIBRARY



### EXAMPLE : PIERCE COUNTY LIBRARY

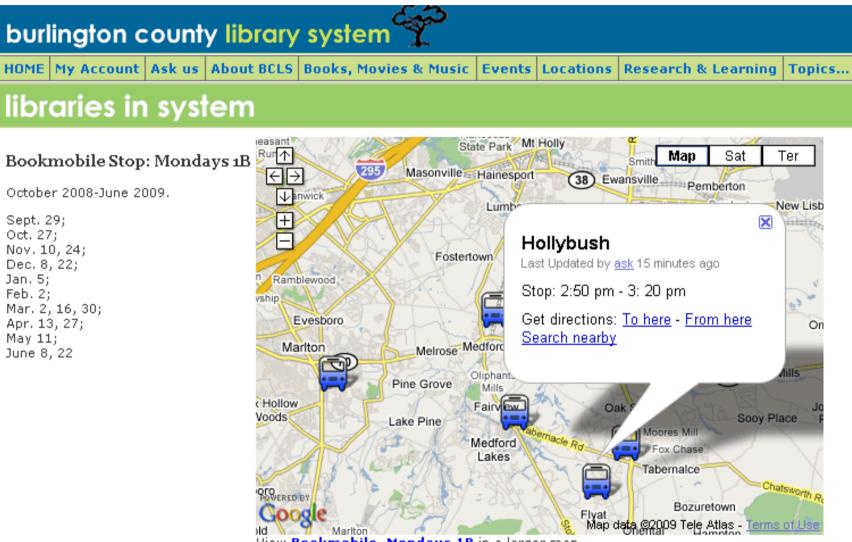
HOME

Add tabs to the Info Window for more types of information.



Note: To expand any portion of the map prior to printing use the + - zoom control.

### EXAMPLE: BOOKMOBILE SCHEDULE



View Bookmobile, Mondays 1B in a larger map

### BUT WAIT. THERE'S MORE!



### WHERE TO GO FOR HELP

#### **Google Analytics:**

- YouTube Google Analytics Channel: The official channel for all videos about and related to Google Analytics. http://www.youtube.com/user/googleanalytics
- **Google Analytics Help Page:** Google's official support site. Search for specific topics or browse popular topics. http://www.google.com/support/googleanalytics/

#### **Google Custom Search**

• **Google Help Page**: Browse their popular topics or search articles, user discussions, and more. http://www.google.com/support/customsearch/

#### **Google Maps**

- **API page** for more customized maps http://code.google.com/apis/maps/
- Maps Channel's Instant Map Creator
   http://www.mapchannels.com/InstantMapCreator.aspx

#### Other:

• **Google AJAX API Playground**: For codesters who want to experiment with and customize pre-written Google code. http://code.google.com/apis/ajax/playground/