

## Understanding usage statistics in ALE

### How do I get usage statistics for my subscription to ALE?

- Monthly usage statistic reports can be provided to customers of Ancestry Library Edition.
- All requests for usage statistic reports must be channeled through your **account manager**.
- Statistics are mailed out by Ancestry to the stated recipient at the end of the first week of each month. Please note that usage statistics are only sent out the first and third weeks of each month. If you have submitted a request during a week when statistics are not sent, the request will be fulfilled the following week.
- If you will be requiring a yearly total or multiple month reports, you need to request these a week in advance so that they can be completed and sent out on time.

### Description of statistics

- Sessions = every time ALE is accessed
- Connect Time = the total amount of time connected to the website
- Avg Session Time (minutes) = average amount of time spent on the website for each session.
- Total Page Views = total number of pages viewed on Ancestry Library Edition (for example, if you go to the website that is one view, type in a search and hit go, that's another page view, etc.)

### Where To Find Help

#### In North America:

- **Technical Support**  
Phone: 800-889-3358  
Email: [tsupport@proquest.com](mailto:tsupport@proquest.com)  
Web: <http://www.proquest.com/en-US/support>
- **Search Assistance**  
Phone: 800-889-3358  
Email: [technicalsupport@proquest.com](mailto:technicalsupport@proquest.com)  
Web: <http://proquest.com/techsupport>
- **Product Help**  
Product help and downloadable guides:  
<http://www.proquest.com/en-US/support/training/materials.shtml>

#### Outside of North America:

- **Technical Support**  
Email: [support@proquest.co.uk](mailto:support@proquest.co.uk)  
Freephone: 0880 220 710 (UK only)  
Telephone: +44 1223 271 496 (Outside of UK)  
Web: <http://www.proquest.co.uk/en-UK/support>
- **Product Help**  
Product help and downloadable guides:  
<http://www.proquest.co.uk/en-UK/support/training/materials.shtml>