



L-net follow-up survey

Please answer these questions regarding your experience with L-Net.

1 Why did you choose L-Net? (check all that apply)

- real-time, interactive help
- speed of response
- library was closed
- expertise of librarian
- I like having a transcript
- convenience
- only help available
- it stuck out on the library web page
- Other, Please Specify

2 What did you do as a result of your recent use of L-net? (check all that apply)

- save time
- obtain a specific fact or document
- identify or contacted an organization
- read for pleasure
- do research for homework or another project
- help a child do homework or improve grades
- make a decision for your business or organization
- explore jobs or careers
- obtain information needed for work
- learn more about a legal, social, or political issue
- find information about housing, transport, finance or education
- learn more about a skill, hobby or interest

- find health-related information
- use information you got from L-net for travel
- identify new sources of information to search
- learn how the library can help you
- Other, Please Specify

3 How helpful was L-net with this?

It was a big help.	It helped.	Not helpful.
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3

4 Have you referred to your email transcript since your transaction?

- Yes
- No
- Did not receive an email transcript of my transaction.

5 What had you done to answer your question before contacting L-Net? (check all that apply)

- Nothing
- Checked in my own books
- Consulted a friend
- Checked in a bookstore
- Searched the internet
- Searched a library catalog
- Search other library resources
- Consulted a librarian
- Other, Please Specify

6 When you initiated your chat session, where were you?

- Library
- Home
- School
- Work
- Other, Please Specify

7 Was it helpful to look at and navigate web pages while chatting with a librarian at the same time?

- Yes, it was helpful.
- No, it was not helpful.
- I was not able to look at and navigate web pages with the librarian during my session.

8 Please choose one description of your interaction:

- The interaction between the librarian and me went flawlessly.
- There were a couple of technical problems, but not enough to diminish the effectiveness of the interaction.
- There were a few technical problems that caused some difficulty with the interaction.
- There were many technical problems that negatively impacted the interaction.
- There were so many technical problems that I quit using the service before I got what I needed.

9 How many times have you used L-Net?

- once
- 2 – 5 times
- 6 – 10 times
- more than 10 times

10 How did you learn about the service?

- poster, bookmark or flyer
- search engine results
- newspaper or magazine article
- link on library web page
- from a friend, family member or co-worker
- television
- radio
- from a teacher or instructor
- link on non-library web page
- from a librarian
- library instruction session

Other, Please Specify

11 What live chat tools have you used? (check all that apply)

AOL Instant Messenger

MSN Messenger

Yahoo! Messenger

Live chat to help with your online shopping (ie Lands End, Gateway, Verizon)

Live chat to get information from a government agency

Live chat with an expert on a topic

Other, Please Specify

12 For your information needs, when in an online environment, how long should it take to answer a question:

less than 5 minutes

5 – 10 minutes

10 -20 minutes

20 -30 minutes

more than 30 minutes

13 Please rate the following on a scale of 1 – 5 (with 5 being the highest)

1

2

3

4

5

How well did the response answer your question or lead you to the answer?

1

2

3

4

5

How well did the time between the submission of your question and the answer meet your needs?

1

2

3

4

5

How would you rate your overall satisfaction with the service?

1

2

3

4

5

14 Would you recommend the service to anyone else?

Yes

No

Maybe

15 Is there anything else you would like to tell us about L-Net?

next ...



L-net follow-up survey

Please answer a few questions regarding your use of library services.

17 How often do you visit libraries?

1	2	3	4	5	6
weekly	every few weeks	monthly	every few months	yearly or less often	never

1 2 3 4 5 6

18 Why do you visit your library (check all that apply)?

- to check out items from the collection (books, videos, music, etc)
- to browse
- to do research or find information
- to study
- to use library computers
- to socialize
- to get help from a librarian
- to attend story time
- to attend library-sponsored events
- to attend a library computer class
- to attend non-library sponsored programs or meetings (i.e. investment club, quilting, scouting, etc)
- I don't visit my library
- Other, Please Specify

19 When seeking help from a librarian, do you prefer:

- in person at the library
- telephone
- email

- chat
- do not seek help from librarians

20 How often do you visit the web page of your public, school or college library?

- about once a week
- about once a month
- about once every few months
- about once a year
- I never visit the web page of my library

21 Why do you visit your library's web page (check all that apply)?

- connect with L-Net
- search library catalog to see if materials are available
- renew items
- place holds
- use library databases (search for magazine or newspaper articles, etc)
- check calendar of events
- find local information
- find information on a specific topic (i.e. genealogy, investment, hot topics, etc.)
- email the library for help
- I don't visit my library web page
- Other, Please Specify

22 After using L-Net, would you be more or less likely to use these library services:

	1 more	2 about the same	3 less
resources on library web page	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
attend a class	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
librarian assistance in person	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3
librarian assistance by phone	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3

L-Net

1

2

3

librarian assistance by email

1

2

3

library services in general

1

2

3

check out materials (books, movies, music, etc.)

1

2

3

23 How has L-Net affected your opinion of libraries?

- my opinion has improved
- my opinion has worsened
- my opinion is about the same

24 Is there anything else you would like to tell us about libraries or library services?

next ...



L-net follow-up survey

Please tell us a little about yourself.

25 How old are you?

26 Where in Oregon do you live?

27 What kind of internet access do you have at home?

- None
- Dial-up
- High speed internet

next ...