



L-net 2006-07 2nd Quarter statistics
 October 1-December 31, 2006
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 March 1, 2007

Introduction

L-net is Oregon’s statewide virtual reference service. The service is funded by a grant from the Oregon State Library under the Library Services and Technology Act. The fiscal agent for the grant is Multnomah County Library. L-net connects all of Oregon’s citizens, students and workers to Oregon librarians 24 hours a day, 7 days a week through live chat and e-mail reference service.

In the second quarter of 2006-07, we served 4,759 patrons. 4,501 visited us in chat sessions and 258 asked e-mail questions.

L-net participates in OCLC's 24/7 cooperative reference service. Oregon librarians answer reference questions for cooperative member libraries in exchange for those members answering questions for us. Unless noted, all statistics reported represent Oregon patrons asking question, regardless of who answered.

Summary	Oct	Nov	Dec	Q2 Total	YTD
Chat	1,555	2,051	895	4,501	6,462
E-mail	109	92	54	255	568
Oregon Total	1,664	2,143	949	4,756	7,030
Chat sessions answered for cooperative libraries	371	299	285	955	1,810
Grand Total	2,035	2,442	1,234	5,711	8,840
Total Chat sessions	1,926	2,350	1,180	5,456	8,272

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Progress on goals for 2006-07

L-net set 3 specific goals for the 2006-07 fiscal year.

Increase usage by at least 10%

Usage in the first half of 2006-07 has increased by 29% over the same period in 2005-06. This goal is on target.

Receive an overall 80% satisfaction rating from patrons

So far this year, 85% of patrons surveyed reported they were satisfied or somewhat satisfied with our service. 95% said they would use our service again. This goal is on target.

Increase the number of hours Oregon librarians staff L-net to 70 hours per week

During the week of November, 2006 (Nov 25-Dec 2), we staffed L-net with 70 hours from Oregon librarians, including 58 from partner libraries and 12 from volunteers.

Who asked the questions

On the general L-net chat queue and e-mail service, patrons are asked to choose one of five *Response levels: General Interest, Elementary/Middle School (K-8), High School (9-12), College/Research or Professional.*

On the schools L-net chat queue, patrons are asked to choose either a grade or *Educator*. Students are also counted in the *Response Level* table in the appropriate grade category. *Educator* is included above with *Professional*.

On the academic L-net chat queue, patrons are asked to choose a college. All questions from the L-net academic queue, the OSU L-net queue and the PSU L-net queue are included with *College/Research* on the *Response Level* table.

Patrons did not choose a grade, a college or a response level are included in the *Response Level* table in the *None selected* category. This information is usually required before the patron connects to chat or sends an e-mail message, but technical problems sometimes prevent us from enforcing the requirement.

Chat	Q1	Q2	YTD	% of known
None selected	3	4	7	
College / Research	361	524	885	14%
Elementary / Middle	386	2,221	2,607	40%
General Interest	816	767	1,583	25%
High School	249	792	1,041	16%
Professional	146	193	339	5%
Total	1,961	4,501	6,462	

E-mail	Q1	Q2	YTD	% of known
None selected	82	38	120	
College / Research	41	48	89	20%
Elementary / Middle	6	15	21	5%
General Interest	143	99	242	54%
High School	7	13	20	4%
Professional	34	42	76	17%
Total	313	255	568	

By grade

L-net continues to be most popular with late elementary and middle school students.

Grade	Oct	Nov	Dec	Q2 Total	YTD
educator	19	19	16	54	72
grade k	28	53	15	96	106
grade 1	6	4	1	11	14
grade 2		8	3	11	12
grade 3	4	7	2	13	14
grade 4	17	122	30	169	169
grade 5	74	300	96	470	494
grade 6	212	222	51	485	554
grade 7	74	134	24	232	258
grade 8	98	70	14	182	232
grade 9	53	36	31	120	181
grade 10	31	25	11	67	86
grade 11	19	31	10	60	70
grade 12	35	51	14	100	138
Subtotal	670	1082	318	2,070	2,400
none	885	969	577	2,431	4,062
Total	1,555	2,051	895	4,501	6,462

By academic status

College and status	Other / Unknown	Faculty / Staff	Graduate Student	Undergraduate Student	Q2 Total	YTD
None selected	10			1	11	78
Central Oregon Community College	1	3	1	16	21	36
Eastern Oregon University	0	0	0	2	2	3
Klamath Community College	0	0	0	1	1	2
Oregon Health & Science University	0	0	0	2	2	2
Oregon Institute of Technology	0	1	1	14	16	17
Oregon State University	3	5	17	43	68	108
Other		1	3	17	21	40
Portland Community College	1	2	2	20	25	34
Portland State University	0	3	47	59	109	143
University of Oregon	0	0	0		0	2
Western Oregon University	1	0	0	11	12	14
Total	16	15	71	186	288	479

By county

County	Chat	E-mail	Q2 Total	YTD
Unknown	479	116	598	1,303
Baker	3	2	5	7
Benton	82	1	83	116
Clackamas	592	5	597	750
Clatsop	2	3	5	8
Columbia	16	1	17	36
Coos	5	5	10	16
Crook	0	0	0	3
Curry	0	0	0	4
Deschutes	66	2	68	109
Douglas	18	2	20	65
Gilliam	10	0	10	20
Grant	3	0	3	5
Harney	36	0	36	69
Hood River	2	3	5	38
Jackson	182	5	187	241
Jefferson	3	0	3	7
Josephine	11	2	13	22
Klamath	10	5	15	19
Lake	9	0	9	12
Lane	100	10	110	183
Lincoln	8	3	11	29
Linn	39	0	39	47
Malheur	4	1	5	8
Marion	61	5	66	92
Morrow	1	0	1	9
Multnomah	853	35	888	1,388
Polk	14	1	15	25
Sherman	2	0	2	2
Tillamook	25	6	31	33
Umatilla	42	4	46	65
Union	52	3	55	58
Wallowa	0	0	0	0
Wasco	10	4	14	16
Washington	1,396	30	1,426	1,877
Wheeler	0	0	0	0
Yamhill	77	1	78	94
Total	4,213	255	4,458	6,776
Academic	288			
Grand Total	4,501	255	4,756	7,038

We record a Zip code for each patron who submits a question to our e-mail service, general chat queue or schools chat queue. We interpolate a County for each Zip Code.

Unknown locations

We record a Zip Code for each patron, but since changing software in January 2006, we no longer restrict the service to patrons with Oregon Zip codes.

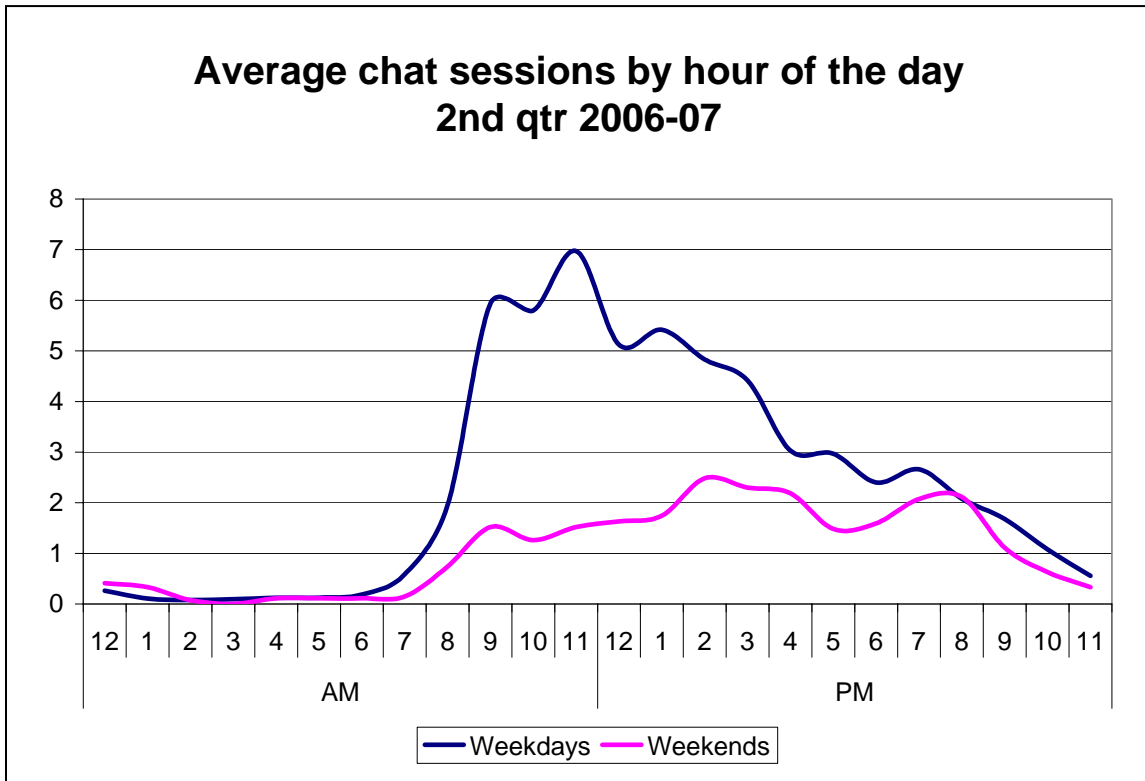
We have recorded many Zip Codes for areas outside of Oregon, as well as postal codes for other countries, usually Canada.

We have also recorded a few Zip Codes that appear to be inside the state of Oregon but do not match the United States Postal Service records.

We are now requiring that the patron enter something so the Zip Code field cannot be left blank.

What time of day do chat sessions arrive?

We record the time of day that each chat session arrives. The chart below represents the average number of questions that arrived during the 2nd quarter of 2006-07 during each hour of the day for weekends and weekdays. An hour begins at minute 0 and ends at minute 59, so the hour for 11am begins at 11:00am and ends at 11:59am.



Weekdays are much busier than weekends. During the second quarter, there was an average of at least one question between 8am and 11pm, with an average of at least three questions between 9am and 4pm. Weekday service peaks during the 11am hour. On weekends, the chat service had at least one question an hour between 9am and 10pm. Weekend chat service peaks during the 2:00pm hour.

Weekend traffic is busier than weekday traffic between midnight and 2am and between 8pm and 9pm.

Staffing

L-net offers both a live chat service and an e-mail reference service. Both are available 24 hours a day, 7 days a week.

Chat service

In-kind contributions are calculated at \$40.12 per hour scheduled. This represents the salary and benefits for a librarian at Multnomah County Library. Included in the table above are summary statistics for chat sessions answered by cooperative and QuestionPoint back-up staff, who are online when Oregon librarians are not.

Answering library	Chat sessions		Hours staffed		In-kind contributions	
	Q2	YTD	Q2	YTD	Q2	YTD
Albany Public Library	132	205	52	104	\$ 2,086.24	\$ 4,172.48
Central Oregon Community College	38	49	14	18	\$ 561.68	\$ 722.16
Corvallis-Benton County Public Library	52	77	20	32	\$ 802.40	\$ 1,283.84
Deschutes Public Library System	139	254	44	92	\$ 1,765.28	\$ 3,691.04
Eugene Public Library	139	234	50	100	\$ 2,006.00	\$ 4,012.00
Hillsboro Public Library	52	90	26	44	\$ 1,043.12	\$ 1,765.28
Jackson County Library System	168	274	52	100	\$ 2,086.24	\$ 4,012.00
L-net Volunteers	136	137	97	98		
Multnomah County Library	272	533	104	200	\$ 4,172.48	\$ 8,024.00
Newport Public Library	101	217	34	70	\$ 1,364.08	\$ 2,808.40
Oregon Institute of Technology	40	57	24	36	\$ 962.88	\$ 1,444.32
Oregon State Library	79	133	26	51	\$ 1,043.12	\$ 2,046.12
Oregon State University	86	159	28	50	\$ 1,123.36	\$ 2,006.00
Portland Community College	41	41	12	12	\$ 481.44	\$ 481.44
Portland State University	134	208	40	70	\$ 1,604.80	\$ 2,808.40
Salem Public Library	105	200	52	86	\$ 2,086.24	\$ 3,450.32
Southridge High School	15	38	9	15.75	\$ 361.08	\$ 631.89
Tigard Public Library	40	55	26	30	\$ 1,043.12	\$ 1,203.60
Tualatin High School	29	51	8	18	\$ 320.96	\$ 722.16
Washington County Cooperative Library Services	88	160	20	42	\$ 802.40	\$ 1,685.04
Washington County Law Library		0			\$ -	\$ -
West Linn Public Library	52	73	19.5	33.5	\$ 782.34	\$ 1,344.02
Western Oregon University	49	64	42	52.5	\$ 1,685.04	\$ 2,106.30
L-net staff	158	213	1	1		
Unknown	17	17				
Oregon Total	2,162	3,539	800.5	1,355.75	\$ 28,184.30	\$ 50,420.81
QuestionPoint Backup staff	1,858	2,665				
24/7 Cooperative staff	1,436	2,068				
Grand Total	5,456	8,272				

Who are L-net volunteers?

Volunteers for the L-net chat service are Oregonian library school students, retired librarians and part-time librarians. Volunteers are required to have some reference experience and to have a broadband internet connection at home. They staff the service on evenings and weekends when no Oregon libraries are available to cover our chat service.

Volunteers receive valuable reference experience and professional satisfaction. L-net is able to connect more Oregon patrons with Oregon librarians than would otherwise be possible. Typically, our volunteers answer fewer questions per hour than more experienced L-net librarians. For an example, compare the volunteers to the experts at the Albany Public Library – each group answers nearly the same number of sessions, but the Albany Public Library does it in about half as many hours.

Seven volunteers have contributed to L-net so far this year. Their sessions are reviewed for quality assurance and feedback by the L-net training coordinator, Emily Papagni.

E-mail service

Elsewhere in this report, e-mail statistics refer to the number of questions *asked*. In a collaborative reference service, more than one library may work on the answer to any particular question. The table below is an attempt to quantify that work.

When patrons visit the L-net e-mail service, they can choose which library to send their question to, or they may choose "any library will do" or "other". Questions by patrons who choose "any library will do" are rotated between libraries willing to answer general questions*. Questions sent to "other" go to L-net staff for referral to the most appropriate library. Once a question has been sent, a library may refer it to another library.

In the table below, *Ref.* and *Orig.* refer to the number of questions referred to and the number of questions that originated at each library (the patron chose this library to answer the question).

Total indicates number of questions that the library worked on, either by sending the answer, referring the question or asking the patron a clarifying question. It does not show the number of answers sent.

The *% Ref.* column shows the percentage of questions worked on that were referred to each library. In the row for totals at the bottom of the table, the total *% Ref.* cell shows the percentage of all questions *asked* that were referred.

Also not shown here are the many more answers are sent over e-mail as follow-up to chat sessions. Data about e-mail sent as follow-up is not yet available.

*Libraries taking general questions are Corvallis-Benton County Library, Deschutes Public Library System, Eastern Oregon University, Eugene Public Library, Jackson County Library Services, Multnomah County Library, Oregon State Library, Oregon State University and Salem Public Library.

E-mail questions worked on

Library	2 nd Qtr				YTD			
	Ref.	Orig.	Total	% Ref.	Ref.	Orig.	Total	% Ref.
Albany Public Library (OR)	0	7	7	0%	0	8	8	0%
Corvallis-Benton County Public Library	1	18	19	5%	3	37	40	8%
Deschutes Public Library System	0	3	3	0%	0	15	15	0%
Eastern Oregon University, Pierce Library	0	14	14	0%	0	18	18	0%
Eugene Public Library	1	22	23	4%	2	57	59	3%
Hillsboro Public Library	0	2	2	0%	0	3	3	0%
Jackson County Library System	0	24	24	0%	3	54	57	5%
L-net staff	3	31	34	9%	15	64	79	19%
Multnomah County Library	12	40	52	23%	33	103	136	24%
Newport Public Library	1	1	2	50%	1	4	5	20%
Oregon County Law Libraries [†]	7	2	9	78%	14	3	17	82%
Oregon Health & Science University	1	1	2	50%	1	5	6	17%
Oregon Institute of Technology	2	3	5	40%	5	6	11	45%
Tualatin High School	1	0	1	100%	1	0	1	100%
Oregon State Library	2	23	25	8%	5	57	62	8%
Oregon State University	1	20	21	5%	6	45	51	12%
Portland State University	1	4	5	20%	2	11	13	15%
Salem Public Library	3	18	21	14%	4	37	41	10%
Tigard Public Library (OR)	0	2	2	0%	0	2	2	0%
University of Oregon	1	0	1	100%	6	0	6	100%
Washington County Cooperative Library Services (WCCLS)	3	4	7	43%	6	20	26	23%
Western Oregon University (OR-A)	0	7	7	0%	1	8	9	11%
Other / unknown	1	9	10	10%	2	11	13	15%
Total	41	255	296	14%	110	568	678	19%

[†] *Oregon County Law Libraries* refers to the Lane County Law Library and the Washington County Law library, who answer questions for L-net equally.

Was our service satisfactory?

At the end of each chat session and at the bottom of each e-mail answer sent, the patron is asked to fill out a survey about our service. In the 2nd quarter of 2006-07, 432 surveys were received. Unfortunately, only 7 of them were related to our e-mail service.

The 425 survey responses to our chat service makes for a 9% response rate to the exit survey. With this sample, we can be confident that our results are accurate within 4.5%.

1. Were you satisfied with the answer you received to your reference question?

Chat	Q2	YTD
Blank	32	33
Satisfied	275	431
Somewhat Satisfied	76	99
Not Satisfied	56	87
Total	425	617
% Satisfied or somewhat satisfied	86%	86%

We set the goal that 80% of our patrons should say they are satisfied or somewhat satisfied. We are meeting that goal.

2. Is this the first time you have used this service?

Chat	Q2	YTD
blank	1	1
No	173	247
Yes	251	406
Total	425	654
% Repeat users	41%	38%

A poll posted to the www.oregonlibraries.net website in January, 2007, asked users how often they connected to our service gives different results to this question. Only 36% were first-time visitors.

This suggests that repeat users are less likely to fill out the exit survey. Surveys that reach a more diverse group of users will be needed in the future.

3. Will you use this service again?

Chat	Q2	YTD
blank	5	5
Maybe	83	112
Never	18	32
Very Likely	319	503
Total	425	652
% Maybe or Very Likely	96%	95%

These responses are consistent with what we have recorded in the past.

4. *How did you find out about this service?*

Chat	Q2	YTD
Library Website	186	320
School Teacher/School Librarian	117	143
Surfing the net	41	69
Friend/Relative	38	51
Librarian Public Library	21	38
Librarian Academic Library	9	13
Bookmark/Flyer	5	8
Newspaper/Radio/TV/Billboard	2	3
blank	6	9
Total	425	654

These responses are consistent with what we have recorded in the past. The vast majority of patrons find us through a library's website.

Differences in satisfaction rates by queue

L-net offers three *queues* for our chat service. Queues define who the patron will be connected to and enable us to collect different information about different patrons. There is a queue for K-12 students, a queue for academic library patrons and a queue for general questions.

From the L-net website, www.oregonlibraries.net, patrons choose which queue they wish to connect to. Some libraries link directly to the general, K-12 or academic queue.

Results below are for the 2nd quarter of 2006-07 only. The PSU L-net queue is included in the academic queue. In general, the small number of questions asked in the academic queue, and the even smaller sample size means that we can not be sure of the results for that category.

1. *Were you satisfied with the answer you received to your reference question?*

Queue	Satisfied	Somewhat Satisfied	Not Satisfied	Total answers	% Satisfied or Somewhat Satisfied
K-12	78	29	25	132	81%
Academic	23	5	2	30	93%
General	174	42	29	245	88%
Total	275	76	56	407	86%

2. *Is this the first time you have used this service?*

	No	Yes	Total	% Repeat
K-12	74	60	134	55%
Academic	6	25	31	19%
General	93	166	259	36%
Total	173	251	424	41%

3. *Will you use this service again?*

	Very Likely	Maybe	Never	Total	% Very likely or maybe
K-12	90	34	10	134	93%
Academic	16	3	2	21	90%
General	203	46	6	255	98%
Total	309	83	18	410	96%

4. *How did you find out about this service?*

Academic queue	#	%
Library Website	25	83%
School Teacher/School Librarian	5	17%
Total	30	

General queue	#	%
Library Website	142	56%
School Teacher/School Librarian	42	16%
Surfing the net	28	11%
Friend/Relative	19	7%
Librarian Public Library	15	6%
Librarian Academic Library	5	2%
Bookmark/Flyer	2	1%
Newspaper/Radio/TV/Billboard	2	1%
Total	255	

K-12 queue	#	%
School Teacher/School Librarian	70	52%
Friend/Relative	19	14%
Library Website	19	14%
Surfing the net	13	10%
Librarian Public Library	6	4%
Librarian Academic Library	4	3%
Bookmark/Flyer	3	2%
Total	134	

Patrons in different queues clearly find out about L-net in different ways. These results also show that K-12 students are using all three queues.

Data collection and conventions

When a patron connects to L-net through our main chat queue or e-mail service, she fills out a form that includes their name, e-mail address, library, Zip Code, level of information and question (see below).

For the question “What level of information are you looking for”, the patron is allowed to choose *General Interest*, *College/Research*, *Elementary/Middle School (K-8)*, *High School (9-12)*, or *Professional*.

The patron’s name, Zip Code, level of information and question are required.

In our schools queue, instead of asking for a *response level*, we ask “What grade are you in”, with a range of Kindergarten to 12th grade, plus *Educator*.

In our academic queue, we ask the patron to indicate which college they are associated with and if they are undergraduate students, graduate students for faculty/staff.

This information is used by the librarian to quickly determine where their home library is, and how best to serve them. L-net administrators also use this data to create reports.

E-mail reference questions on L-net are initiated with a web form that collects this same information. Patrons are also allowed to choose which library to send their question to.

Chat reference is counted in *sessions*. A chat session may contain more than one question, or it may contain none. A future study of a sample of chat reference questions could help determine a general ratio of reference questions per session.

E-mail reference is counted in *questions*, with the assumption that each question submitted is unique, even though several e-mails may be exchanged between the librarian and patron to answer it.

We refer to them as e-mail reference because the answer is sent to the patron over e-mail.

We use the following conventions in this report:

1st Quarter or Q1: The period from July 1, 2006 to September 30, 2006.

2nd Quarter or Q2: The period from October 1, 2006 to December 31, 2006.



Please enter your name (required):

To receive a transcript of this session, please enter your email address:

Which library do you regularly use?

Please enter your zip code (required):

What level of information are you looking for (required)?

How may we help you (required)?

To remain an anonymous user check this box:

Connect 

Exit 

Click here to view a session that you have had in the last 7 days.

Old Transcripts 