

Survey Results (Included Responses)



L-net follow-up survey

Go to Individual Complete Responses:

Show respondent's emails.

[INCLUDED RESPONSES](#)

[EXCLUDED RESPONSES](#)

Included Respondents: 56

Excluded Respondents: 0

- [Cross Tabulate](#)
Cross reference multiple questions
- [Download Results](#)
Receive results in spreadsheet format
- [View Recipient Status](#)
Check the response status of each of your recipients

Report created on: Tuesday, July 26, 2005 1:02:00 PM

The results of your survey are displayed below. If your survey includes text responses, click the "View" button to read individual results. To exclude a particular response, click the Included Responses button. You can then view the set of individual responses that are currently included and select those you wish to exclude. Results below contain only Included responses

[EXCLUDE BLANK RESPONSES](#)

Launch Date 11/01/2004 - 4:44 PM

Modified Date

Close Date

Email Invites 185

Visits 68

Partials 0

Completes 56

Responses: Completes only Partials only Completes & Partials

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

Do you have a library card for your local public, school or college
1. library?

	Number of Responses	Response Ratio
Yes 	56	100%
No	0	0%
Don't know	0	0%

2. How often do you visit libraries?

The top percentage indicates total respondent ratio; the bottom number represents actual number of respondents selecting the option

	1 weekly	2 every few weeks	3 monthly	4 every few months	5 yearly or less often	6 never
1.	45%	29%	11%	9%	7%	0%
	25	16	6	5	4	0

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

	Number of Responses	Response Ratio
to check out items from the collection (books, videos, music, etc)	49	88%
to browse	31	55%
to do research or find information	40	71%
to study	14	25%
to use library computers	18	32%
to socialize	2	4%
to get help from a librarian	19	34%
to attend story time	4	7%
to attend library-sponsored events	7	13%
to attend a library computer class	2	4%
to attend non-library sponsored programs or meetings (i.e. investment club, quilting, scouting, etc)	2	4%
I don't visit my library	0	0%
VIEW Other, Please Specify	11	20%

4. When seeking help from a librarian, do you prefer:

	Number of Responses	Response Ratio
in person at the library	34	61%
telephone	3	5%
email	8	14%
chat	11	20%
do not seek help from librarians	0	0%
Total	56	100%

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

	Number of Responses	Response Ratio
about once a week	31	55%
about once a month	12	21%
about once every few months	10	18%

about once a year	3	5%
I never visit the web page of my library	0	0%
Total	56	100%

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



	Number of Responses	Response Ratio
connect with L-Net	25	45%
search library catalog to see if materials are available	44	79%
renew items	31	55%
place holds	32	57%
use library databases (search for magazine or newspaper articles, etc)	21	38%
check calendar of events	11	20%
find local information	10	18%
find information on a specific topic (i.e. genealogy, investment, hot topics, etc.)	17	30%
email the library for help	11	20%
I don't visit my library web page	0	0%
VIEW Other, Please Specify	6	11%

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

The top percentage indicates total respondent ratio; the bottom number represents actual number of respondents selecting the option

	1 more	2 about the same	3 less
1. resources on library web page	40% 22	55% 30	5% 3
2. attend a class	14% 7	76% 38	10% 5
3. librarian assistance in person	26% 14	64% 34	9% 5
4. librarian assistance by phone	21% 11	54% 28	25% 13
5. L-Net	77% 41	15% 8	8% 4
6. librarian assistance by email	45% 24	47% 25	8% 4
7. library services in general	37% 19	59% 30	4% 2
8. check out materials (books, movies, music, etc.)	31% 16	67% 35	2% 1

8. How has L-Net affected your opinion of libraries?

	Number of Responses	Response Ratio
my opinion has improved 	35	65%
my opinion has worsened	0	0%
my opinion is about the same 	19	35%
Total	54	100%

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

[VIEW](#) 32 Responses

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






10. When you initiated your chat session, where were you?

	Number of Responses	Response Ratio
Library 	8	15%
Home 	32	58%
School 	5	9%
Work 	15	27%

11. Why did you use L-Net? (check all that apply)

	Number of Responses	Response Ratio
only help available 	6	11%
real-time, interactive help 	32	57%
speed of response 	26	46%
library was closed 	13	23%
expertise of librarian 	24	43%
I like having a transcript 	9	16%
convenience 	33	59%
it stuck out on the library web page 	9	16%
VIEW Other, Please Specify 	15	27%

12. I have used L-Net for help with: (check all that apply)

	Number of Responses	Response Ratio
general information need 	30	55%
school-related question 	19	35%
work-related question 	10	18%
health-related question 	4	7%
		

information specific to my library	11	20%
VIEW Other, Please Specify	9	16%

13. How many times have you used L-Net?

	Number of Responses	Response Ratio
once	26	46%
2 – 5 times	21	38%
6 – 10 times	6	11%
more than 10 times	3	5%
Total	56	100%

14. How did you learn about the service?

	Number of Responses	Response Ratio
poster, bookmark or flyer	5	9%
search engine results	3	5%
newspaper or magazine article	0	0%
link on library web page	31	55%
from a friend, family member or co-worker	8	14%
television	0	0%
radio	0	0%
from a teacher or instructor	10	18%
link on non-library web page	2	4%
from a librarian	11	20%
library instruction session	4	7%
VIEW Other, Please Specify	7	13%

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

	Number of Responses	Response Ratio
AOL Instant Messenger	26	54%
MSN Messenger	20	42%
Yahoo! Messenger	21	44%
Live chat to help with your online shopping (ie Lands End, Gateway, Verizon)	5	10%
Live chat to get information from a government agency	1	2%
Live chat with an expert on a topic	7	15%
VIEW Other, Please Specify	11	23%

What had you done to answer your question before contacting L-16.Net? (check all that apply)

	Number of Responses	Response Ratio
Nothing	10	18%
Checked in my own books	15	27%
Consulted a friend	7	13%
Checked in a bookstore	2	4%
Searched the internet	34	61%
Searched a library catalog	19	34%
Search other library resources	15	27%
Consulted a librarian	9	16%
VIEW Other, Please Specify	3	5%

17. Please rate L-Net's impact on your research:

	Number of Responses	Response Ratio
It was a big help.	35	63%
It helped.	15	27%
No impact.	4	7%
Better off without it.	2	4%
Total	56	100%

18. Please choose one description of your interaction:

	Number of Responses	Response Ratio
The interaction between the librarian and me went flawlessly.	39	71%
There were a couple of technical problems, but not enough to diminish the effectiveness of the interaction.	11	20%
There were a few technical problems that caused some difficulty with the interaction.	3	5%
There were many technical problems that negatively impacted the interaction.	1	2%
There were so many technical problems that I quit using the service before I got what I needed.	1	2%
Total	55	100%

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

	Number of Responses	Response Ratio
Yes, it was helpful.	38	69%
No, it was not helpful.	7	13%
I was not able to look at and navigate web pages with the	10	18%

librarian during my session.

Total 55 100%

20. Have you referred to your email transcript since your transaction?

	Number of Responses	Response Ratio
Yes	29	53%
No	22	40%
Did not receive an email transcript of my transaction.	4	7%
Total	55	100%

21. What did you learn as a result of your chat session? (check all that apply)

	Number of Responses	Response Ratio
Circulation information	15	31%
About helpful online resources	23	48%
About helpful print resources	5	10%
Research databases vs. free web	6	13%
Constructing search strategy	6	13%
Keyword vs. subject searches	7	15%
How to evaluate and revise search strategy	7	15%
VIEW Other, Please Specify	15	31%

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

	Number of Responses	Response Ratio
less than 5 minutes	21	38%
5 – 10 minutes	28	51%
10 -20 minutes	5	9%
20 -30 minutes	1	2%
more than 30 minutes	0	0%
Total	55	100%

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

The top percentage indicates total respondent ratio; the bottom number represents actual number of respondents selecting the option

	1	2	3	4	5
1. How well did the response answer your question or lead you to the answer?	14%	7%	7%	34%	38%
	8	4	4	19	21
2. How well did the time between the submission of your question and the answer	14%	9%	5%	23%	48%

meet your needs?	8	5	3	13	27
3. How would you rate your overall satisfaction with the service?	14%	2%	14%	16%	54%
	8	1	8	9	30

24. Would you recommend the service to anyone else?

	Number of Responses	Response Ratio
Yes 	49	88%
No	1	2%
Maybe 	6	11%
Total	56	100%

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

[VIEW](#) 34 Responses