



## L-net statistics

Quarterly report, October 1 –  
December 31, 2004.

Caleb Tucker-Raymond  
L-net Service Coordinator  
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### Introduction

This report covers use and staffing of L-net, Oregon's statewide digital reference service, for the period of October 1-December 31, 2004. Before this quarter, our live chat service was available 40-48 hours per week. Starting in October 2004, this service has been offered 24 hours a day, 7 days a week. Our evening and weekend hours are staffed by librarians from Tutor.com.

As well as being available at all hours, a brief marketing campaign helped publicize the service, and we saw a sharp increase in demand for the service in October and November. As expected, service slowed down in December, but it would have been a busy month by any of our previous standards.

This and other statistical reports are posted online at [www.oregonlibraries.net/stats](http://www.oregonlibraries.net/stats).

### Data collection and conventions

Data in this report is collected from web forms used to initiate chat and e-mail sessions with L-net. For a full description, see the *L-net 2004 First Quarter report* ([www.oregonlibraries.net/stats/l-net-2004-q1.doc](http://www.oregonlibraries.net/stats/l-net-2004-q1.doc)).

Except for summary statistics and response level, data from e-mail reference questions is not summarized, due to reporting limitations in our e-mail reference software.

*2<sup>nd</sup> Quarter:* the period from October 1, 2004 to December 31, 2004.

*1<sup>st</sup> Quarter:* the period from July 1, 2004 to September 30, 2004.

*YTD:* Year To Date, the period from July 1, 2004 to December 31, 2004.

*Sessions:* chat reference service is counted in sessions. A session may be a new question, continuation of an old question, or may contain several questions.

*Questions:* e-mail reference service is counted in questions. A question may represent several e-mails going back and forth between the patron and librarian.

### Summary statistics

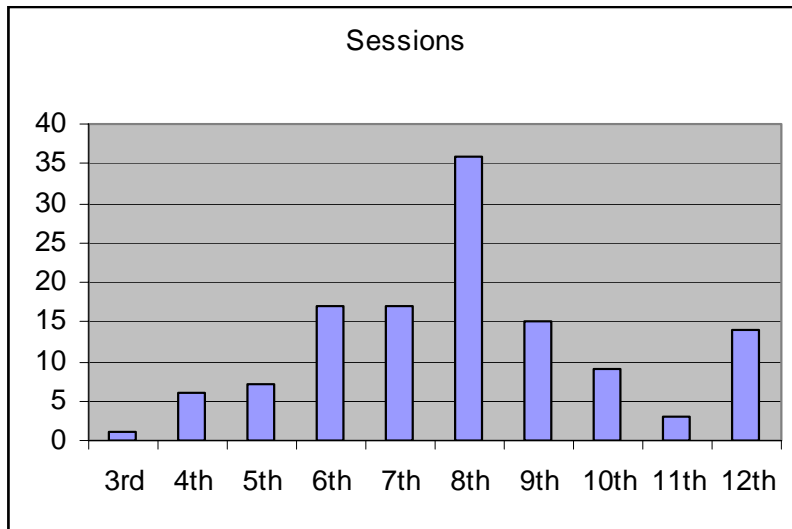
2004	Chat Sessions	E-mail questions	Total
October	468	87	555
November	630	99	729
December	326	95	421
Total 2 <sup>nd</sup> Quarter	1424	281	1705
Year to date	1878	590	2468

## Questions and sessions by Response Level

We ask patrons, “What level of information do you need?”. The *Schools combined* line is for summary only and is not reflected in the totals at the bottom.

Level	Chat Sessions	E-mail Questions	Total	Percent
General Interest	430	170	600	35.19%
Elementary/Middle	358	8	366	21.47%
High School (9-12)	307	7	314	18.42%
<i>Schools combined</i>	665	15	680	39.88%
College/Research	199	44	243	14.25%
Professional	130	52	182	10.67%
<b>Total</b>	<b>1424</b>	<b>281</b>	<b>1705</b>	<b>100.00%</b>

We have asked schools to link directly to a queue set up especially for students. Instead of asking each student “What level of information do you need?”, we ask “What grade are you in?” This data represents only 125 of 665 school-age chat users (18.8%), but starts to give us an idea of this distribution.



Grade	Chat Sessions
3rd	1
4th	6
5th	7
6th	17
7th	17
8th	36
9th	15
10th	9
11th	3
12th	14

It is a little too early to tell, but it appears that students in grades 6-9 are most responsive to our chat reference service. It is also noteworthy that K-12 students do not seem to use our e-mail service very much at all.

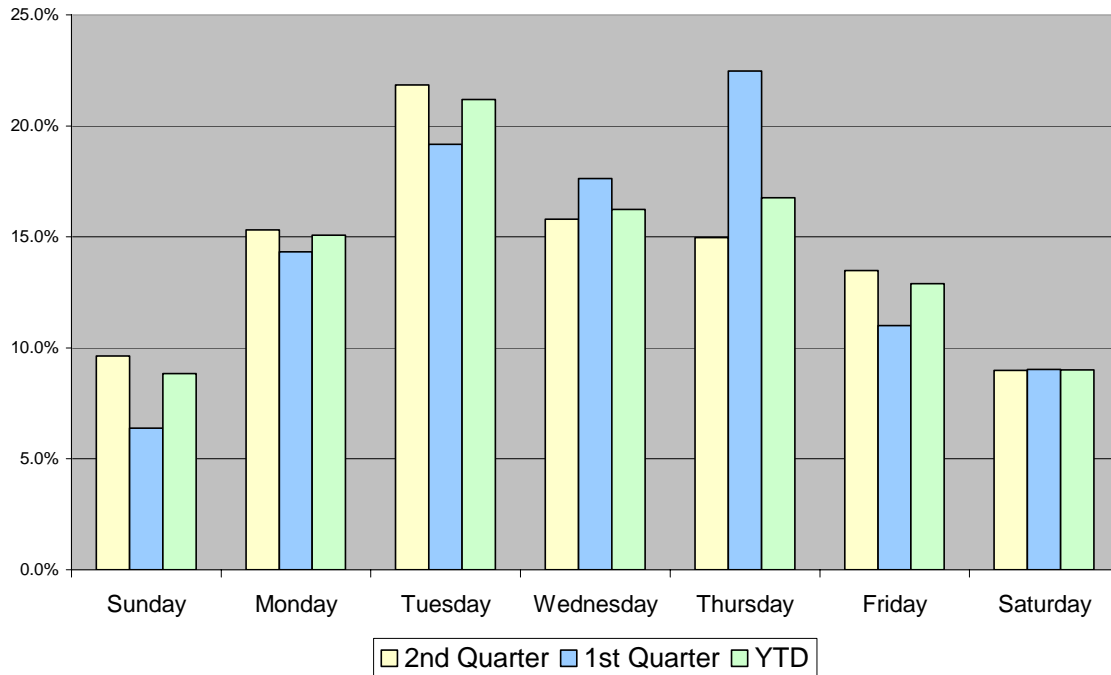
## Chat sessions by weekday

We have consistently found the middle part of the week, Tuesday-Thursday, to be the busiest time for our chat service.

Weekday	Oct-04	Nov-04	Dec-04	2 <sup>nd</sup> Quarter	1 <sup>st</sup> Quarter	YTD
Sunday	52	53	32	137	29	488
Monday	52	117	49	218	65	909
Tuesday	103	148	60	311	87	1120
Wednesday	76	88	61	225	80	1124
Thursday	77	76	60	213	102	1009
Friday	58	101	33	192	50	611
Saturday	50	47	31	128	41	387

The percentage of total questions coming on a given weekday shows the same trends. We can also see that usage on Sundays has increased from 6.4% to 9.6% of total sessions, perhaps reflecting more students using the service for assignments due on Monday.

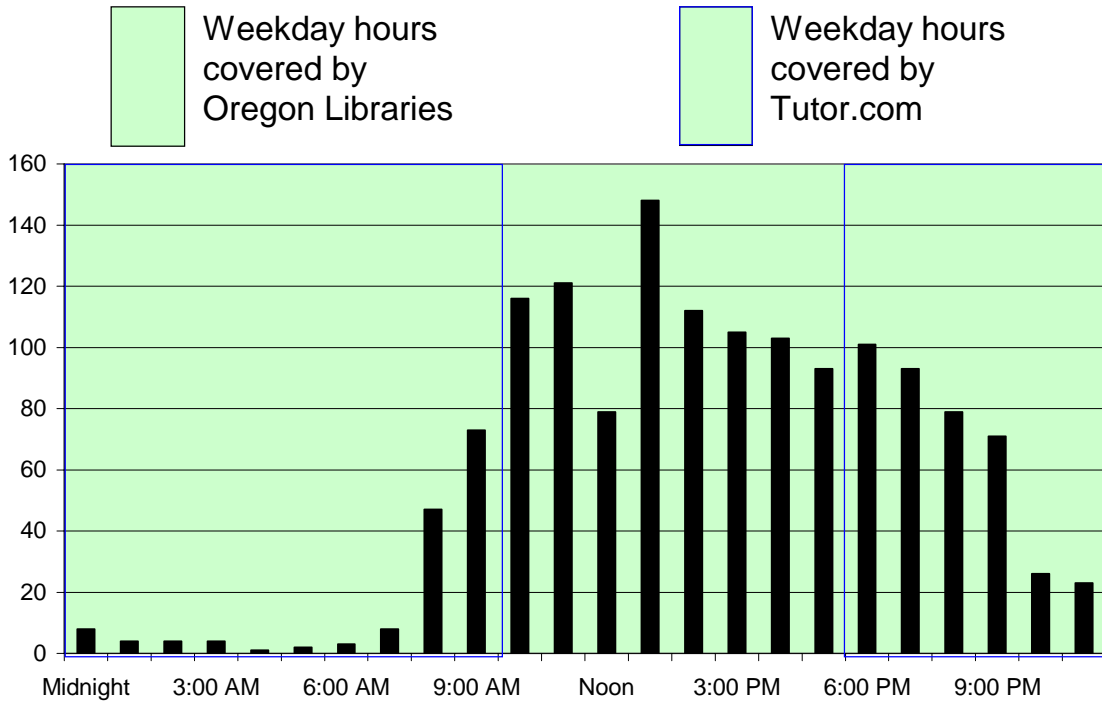
### Percent of chat sessions for each weekday



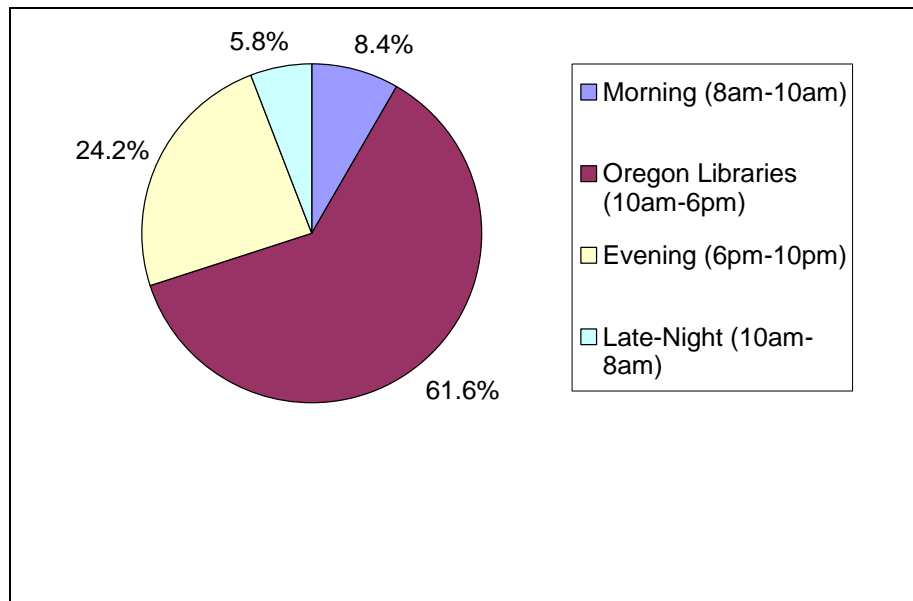
## Chat sessions by hour

Extending our service to 24 hours a day, 7 days a week has given us a complete picture of what time of the day our patrons ask for help. Most of them (61.6%) are coming during the hours we normally staff the service with Oregon librarians on weekdays. The data here represents both weekdays and weekends, but shows the general trends.

**Chart: sessions by hour.**



**Chart: percent of sessions, by time block**



## Chat sessions by county

Counties are determined by the Zip Code a person enters at the beginning of each session. The last column, *Questions per 1000 residents, per year*, is pro-rated to reflect an entire calendar year, based on data from the first half of this fiscal year.

County	2 <sup>nd</sup> Quarter	YTD	2000 Population ( <a href="http://www.census.gov">www.census.gov</a> )	Questions per 1000 residents, per year
Baker	3	3	16,741	0.36
Benton	49	66	78,153	1.69
Clackamas	112	126	338,391	0.74
Clatsop	3	4	35,630	0.22
Columbia	8	9	43,560	0.41
Coos	2	3	62,779	0.10
Crook	16	18	19,182	1.88
Curry	1	1	21,137	0.09
Deschutes	40	46	115,367	0.80
Douglas	34	34	100,399	0.68
Gilliam	3	3	1,915	3.13
Grant	1	1	7,935	0.25
Harney	1	1	7,609	0.26
Hood River	4	6	20,411	0.59
Jackson	223	237	181,269	2.61
Jefferson	3	3	19,009	0.32
Josephine	8	10	75,726	0.26
Klamath	12	13	63,775	0.41
Lake	0	0	7,422	0.00
Lane	146	200	322,959	1.24
Lincoln	102	103	44,479	4.63
Linn	12	12	103,069	0.23
Malheur	11	13	31,615	0.82
Marion	51	61	284,834	0.43
Morrow	0	1	10,995	0.18
Multnomah	364	430	660,486	1.30
Polk	6	7	62,380	0.22
Sherman	0	0	1,934	0.00
Tillamook	1	3	24,262	0.25
Umatilla	5	6	70,548	0.17
Union	2	3	24,530	0.24
Wallowa	1	1	7,226	0.28
Wasco	6	8	23,791	0.67
Washington	175	233	445,342	1.05
Wheeler	0	0	1,547	0.00
Yamhill	19	30	84,992	0.71
Unknown		183		
<b>Totals</b>	<b>1424</b>	<b>1878</b>	<b>3,421,399</b>	<b>1.10</b>

## Staffing

Most libraries staffing our live chat service contribute two hours per week. Deschutes County Public Library, Eugene Public Library, Jackson County Library Services, Multnomah County Library, Portland State University and Salem Public Library all regularly contribute 4 hours per week or more. Corvallis-Benton County Library contributes two hours every other week.

Library	Chat sessions		E-mail questions		Total sessions/questions		Chat Service Hours		Average Time in Chat Session	
	2 <sup>nd</sup> Qtr.	YTD	2 <sup>nd</sup> Qtr.	YTD	2 <sup>nd</sup> Qtr.	YTD	2 <sup>nd</sup> Qtr.	YTD	2 <sup>nd</sup> Qtr.	YTD
Project Manager	22	32	5	13	27	45	2	4	0:11:44	0:19:09
Central Oregon Community College	18	20	0	0	18	20	16	20	0:15:56	0:18:25
Corvallis-Benton County Library	16	24	50	101	66	125	14	24	0:32:39	0:26:50
Deschutes County Public Library	44	66	21	54	65	120	46	74	0:16:54	0:14:57
Eastern Oregon University	n/a	n/a	34	38	34	38	n/a	n/a	n/a	n/a
Eugene Public Library	56	79	24	49	80	128	46	74	0:12:35	0:14:41
Jackson County Library Services	44	61	28	57	72	118	44	72	0:11:30	0:11:31
Lake Oswego Public Library	21	52	n/a	n/a	21	52	22	50	0:08:56	0:12:14
Multnomah County Library	54	242	59	146	113	388	64	366	0:20:25	0:17:29
Oregon Health Sciences University	n/a	n/a	2	7	2	7	n/a	n/a	n/a	n/a
Oregon Institute of Technology-Portland	32	60	2	2	34	62	22	42	0:16:55	0:16:52
Oregon State University	22	47	16	26	38	73	26	52	0:15:09	0:15:30
Portland Community College	8	16	7	9	15	25	10	14	0:40:37	0:25:37
Portland State University	59	75	1	3	60	78	50	82	0:22:31	0:20:34
Salem Public Library	80	111	3	9	83	120	46	86	0:25:23	0:20:45
University of Oregon	33	45	22	46	55	91	26	48	0:27:11	0:24:10
Washington County Cooperative Library Services	44	51	7	29	51	80	18	28	0:10:22	0:11:52
West Linn Public Library	53	79	n/a	n/a	53	79	22	44	0:19:00	0:18:15
Winston Churchill High School	0	0	n/a	n/a	0	0	2	2	-	-
Tutor.com Librarians	818	818	0	0	818	818	1645	1645	0:16:58	0:16:58
Total / Average	1424	1878	281	589	1705	2467	2121	2727	0:17:38	0:18:12