



L-net statistics

4th and final Quarterly report,
April 1- June 30, 2005

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Introduction

This report covers use and staffing of, as well as patron satisfaction with L-net, Oregon's statewide digital reference service, for the period of January 1-March 31, 2005. 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.

In the period covered for this report, we received 7,703 chat reference transactions and 1,464 e-mail questions, for 9,167 questions overall.

Use of our service continues to grow, thanks to increased marketing efforts, word of mouth and repeat users. We have seen a sharp increase in use from K-12 students.

This is the first report that all data from our e-mail service and satisfactions surveys have been available.

This and other statistical reports are posted online at www.oregonlibraries.net/stats.

Summary of actions to be taken

The data in this report leads us to take seven specific actions in regards to who is using our service, and when, and how well we answer questions. These are:

1. Offer training on working with teenagers for Oregon librarians.
2. Invite youth and school librarians to participate in staffing L-net.
3. Double-staff the hours of 9am-5pm, Monday-Friday.
4. Initially target marketing to geographic areas with relatively low per-capita use of L-net.
5. Link our exit survey in transcripts and the patron exit page.
6. Initiate quality-control programs for both e-mail and chat reference transactions.
7. Encourage Oregon libraries to link to our website.

Sections

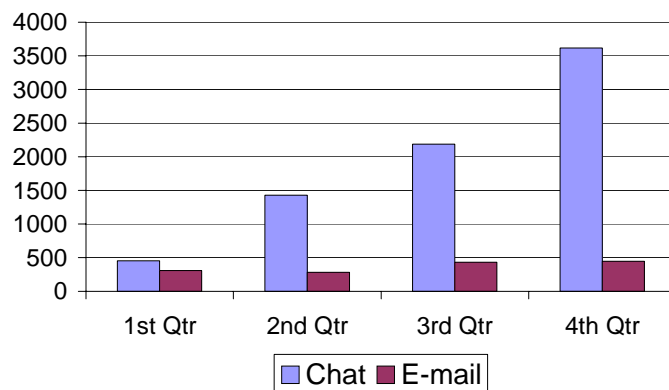
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Summary Statistics

Use of the L-net live chat service has continued to grow each quarter. Demand for our e-mail service has remained steady, accounting for only 16% of our total questions.

We do not anticipate this rate of growth to continue over the summer, and have already experienced a drop in demand similar to the ones we had in 2003 and 2004.

L-net use by quarter

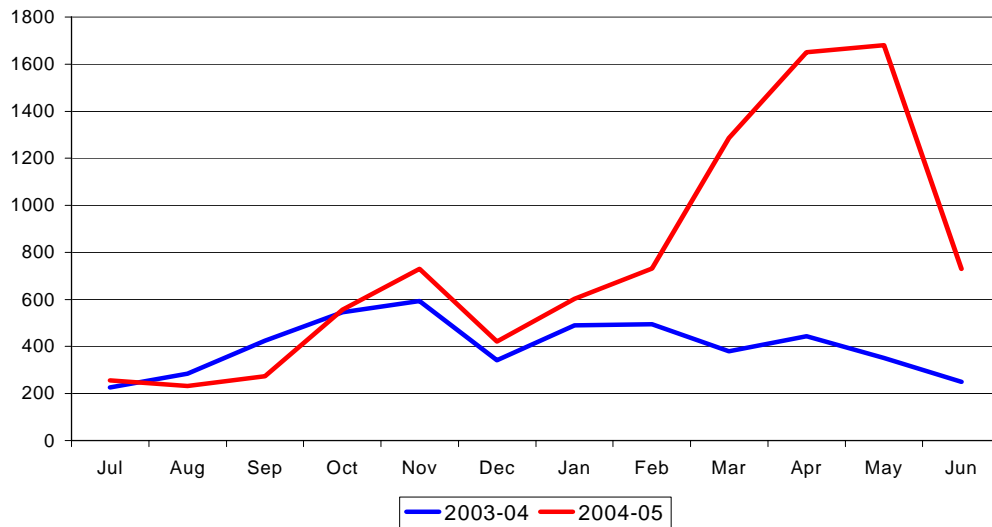


In December, 2004, the L-net Advisory Board set a goal of averaging 1,000 questions per month for the months of January-June, 2005. The goal was met and bested, as the combined services totaled 6,682 questions in that period.

Contacting with Tutor.com has been essential to our success. Undoubtedly, the expansion of our chat service to 24 hours a day, 7 days a week in October 2004 played a big role in our growth, as patrons did not have to wonder if we were open – we are open when they are online. Staff from Tutor.com’s Librarians by Request service also backed up Oregon librarians when the service became busy during the day. In the fall we expect students and other library users to return to our service, and we will continue to rely on Tutor.com staff, as well as adding more librarians to our chat service during the busiest hours.

Month	E-mail questions	Chat sessions	Total
July 2004	116	140	256
August	100	133	233
September	93	181	274
October	88	468	556
November	99	630	729
December	95	326	421
January	75	527	602
February	116	638	754
March	241	1,045	1,286
April	159	1,491	1,650
May	158	1,523	1,681
June	124	601	725
Total	1,464	7,703	9,167
Average	122.0	641.9	763.9

L-net usage 2003-2005



Since launching live chat service 24/7 in October 2004, our statistics for each month have been higher than for the same month the previous year. We set an objective of averaging 1,400 questions per month for the fiscal year 2005-06. Based on past patterns of use, we expect low usage during the summer and the winter holidays. Higher usage in the fall and spring while school is in session will make up the average.

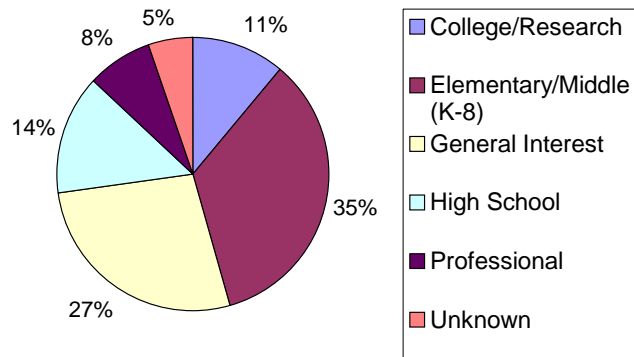
Questions and sessions by Response Level

We ask patrons, “What level of information do you need?” and give them 5 choices: *General Interest, Elementary/Middle School, High School, College/Research* and *Professional*. This is the patron’s *response level*.

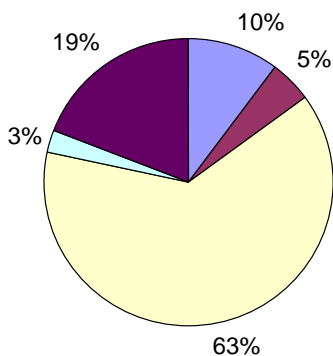
The queues which are set up for working with schools ask for students to select a specific grade. Grades K-8 are included in the *Elementary / Middle School category* and grades 9-12 are included in *High School* category.

Overall for our 2004-05 grant cycle, over half of our users were K-12 students. Though demand for our services is growing in both adult and K-12 patrons, it is growing faster with K-12 students, due to that group’s use of our chat service. K-12 students grew to 75% of chat users in May, 2005, but represent only 8% of e-mail users in the fourth quarter. Chat is clearly the preferred mode of communication for K-12 students group. In some cases, e-mail accounts may not be available to K-12 students.

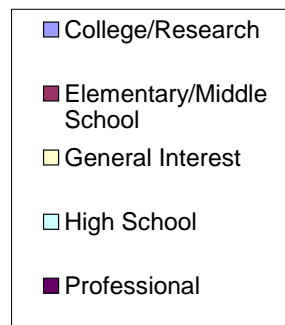
2004-05, all response levels



4th Qtr e-mail response levels



4th Qtr chat response levels



Growth of K-12 and adult chat users

K-12 students grew from 44.4% of L-net chat users in January 2005 to 75.2% of L-net chat users in May 2005.

Age group	Jan	Feb	Mar	Apr	May	Jun	2004-05
K-12 students	234	326	636	1024	1145	280	4,385
Adults	293	312	409	467	378	320	3,321
Total	527	638	1045	1491	1523	600	7,702
% K-12	44.4%	51.1%	60.9%	68.7%	75.2%	46.7%	56.9%

We expect a similar level of demand to continue in the fall of 2006 and spring of 2007.

Action 1

Because many of the librarians that staff L-net are academic or adult services librarians, this fall, we offered *k thanx*, a workshop designed to help librarians work with teenagers in live chat. The workshop was offered in 6 locations in Oregon to make sure as many partner libraries can attend as possible. 57 librarians attended.

Action 2

We will specifically invite youth and school librarians to participate in answering questions for L-net.

Distribution of grade level as identified by K-12 users

Use of chat is significant in grades four and higher, except 10th and 11th grades. It is likely that these oddities will be rounded out over time as more schools promote the service. For example, 19 students chose *Grade 6* in June, 2005, but this may represent only one or two classrooms in the entire state.

Level	April	May	June	4 th Qtr	Total
Kindergarten	21	22	2	45	50
Grade 1	2	5	3	10	11
Grade 2	6	1	1	8	10
Grade 3	13	8	0	21	22
Grade 4	212	121	43	376	429
Grade 5	60	184	44	288	324
Grade 6	11	78	19	108	146
Grade 7	89	46	10	145	353
Grade 8	87	141	10	238	435
Grade 9	113	60	23	196	243
Grade 10	8	33	3	44	70
Grade 11	5	14	3	22	39
Grade 12	38	36	9	83	122
Total	665	749	170	1584	2254

Chat sessions by day and time

Our chat service is available 24 hours a day, 7 days a week. Oregon libraries staff L-net's chat service weekdays, 10am-6pm and Tutor.com's Librarians by Request service answers questions evenings, late nights and weekends.

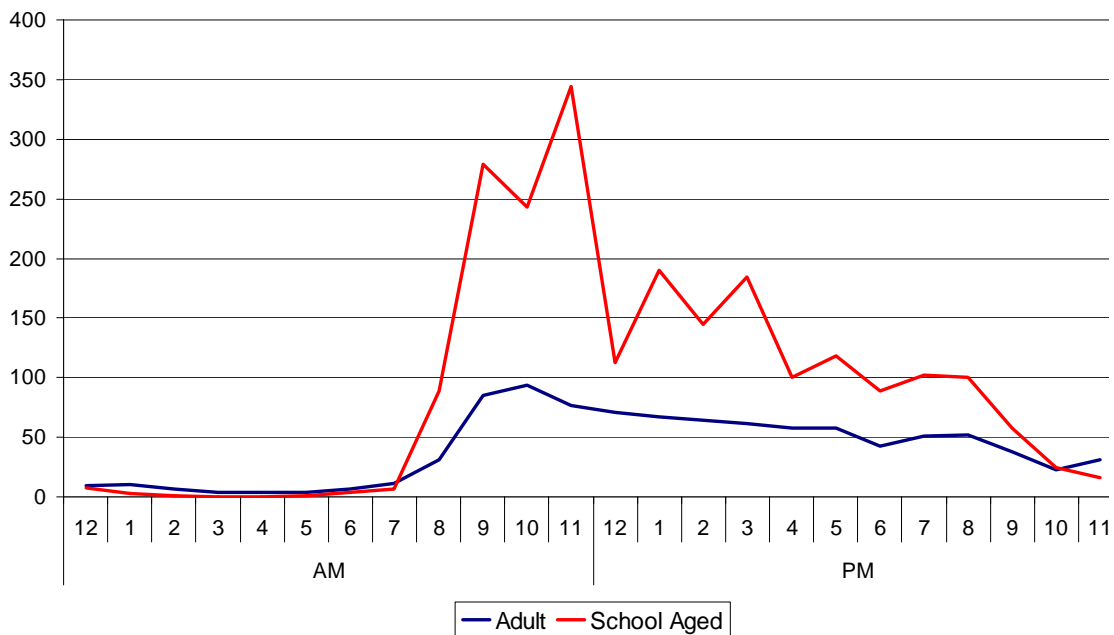
The chart below shows the volume of calls from adult and K-12 users by hour of the day during the 4th quarter. Both groups use the service more often at the beginning of the day, and there are noticeable dips in service at noon and 6pm, presumably for our patrons' lunch and dinner. We should expect similar usage patterns in the fall.

Day	2004-05	%
Sunday	548	7.1%
Monday	1238	16.1%
Tuesday	1494	19.4%
Wednesday	1428	18.5%
Thursday	1324	17.2%
Friday	1152	15.0%
Saturday	519	6.7%
Total	7703	

Action 3

Data from our 4th quarter suggests that there is significant demand for our chat services from 8am-9pm. From 9am-5pm, there is enough traffic to keep at least two librarians busy. We will work towards double-staffing these hours.

Chat service by hour for adult and K-12 students, 4th quarter



Questions and sessions by County

We track data geographically by relating each user's zip code to a town and county. In 2005-06, one of our objectives is to increase use in each county by 25%. Mapping our per-capita usage will help us target marketing to those regions and counties.

A significant amount of our chat traffic this quarter came from Clackamas County. This could be due to L-net outreach librarian talking about the service to school librarians there.

County	Chat		E-mail		Total		Population (2000 census)	Per 1000 capita		2005- 06 goal (125%)
	4th Qtr	2004- 05	4th Qtr	2004- 05	4th Qtr	2004- 05				
Baker	6	15	4	10	10	25	16,741	1.49	*	32
Benton	141	282	18	32	159	314	78,153	4.03	+	394
Clackamas	1,453	2,050	56	129	1,509	2,179	338,391	6.44	++	2,724
Clatsop	5	15	3	6	8	21	35,630	0.59	-	27
Columbia	9	24	1	3	10	27	43,560	0.62	-	34
Coos	24	38	15	21	39	59	62,779	0.94	*	74
Crook	4	23	1	4	5	27	19,182	1.41	*	34
Curry	7	10	4	6	11	16	21,137	0.76	-	20
Deschutes	169	385	9	34	178	419	115,367	3.65	+	527
Douglas	28	103	7	26	35	129	100,399	1.28	*	162
Gilliam	5	23	0	1	5	24	1,915	12.53	++	30
Grant	3	4	0	1	3	5	7,935	0.63	-	7
Harney	3	4	0	2	3	6	7,609	0.79	-	8
Hood River	10	20	5	20	15	40	20,411	1.96	+	50
Jackson	123	470	11	66	134	536	181,269	2.96	+	670
Jefferson	7	15	0	3	7	18	19,009	0.95	*	23
Josephine	23	39	15	54	38	93	75,726	1.23	*	117
Klamath	24	54	9	32	33	86	63,775	1.35	*	108
Lake	2	4	0	3	2	7	7,422	0.94	*	9
Lane	210	543	40	171	250	714	322,959	2.22	+	895
Lincoln	30	164	3	16	33	180	44,479	4.05	+	225
Linn	86	108	13	27	99	135	103,069	1.31	*	169
Malheur	2	23	3	10	5	33	31,615	1.04	*	42
Marion	69	187	11	34	80	221	284,834	0.78	-	279
Morrow	0	1	0	1	0	2	10,995	0.18	--	3
Multnomah	497	1,607	61	190	558	1,797	660,486	2.73	+	2,252
Polk	3	19	0	4	3	23	62,380	0.37	--	29
Sherman	1	5	0	1	1	6	1,934	3.10	+	8
Tillamook	1	5	3	12	4	17	24,262	0.70	-	22
Umatilla	16	28	6	16	22	44	70,548	0.64	-	57
Union	4	13	0	1	4	14	24,530	0.57	-	18
Wallowa	1	3	0	1	1	4	7,226	0.55	-	5
Wasco	24	39	8	40	32	79	23,791	3.32	+	99
Washington	544	1,057	40	133	584	1,190	445,342	2.67	+	1,488
Wheeler	0	4	0	1	0	5	1,547	3.23	+	7
Yamhill	76	118	3	13	79	131	84,992	1.54	*	164
Unknown	5	201	92	340	97	541				
Total	3,615	7,703	441	1,465	4,056	9,167	3,421,399	2.68		
						<i>median county</i>		<i>1.30</i>		

Per capita key: - below median. -- exceptionally below median
 * median
 + above median; ++ exceptionally above median

Action 4

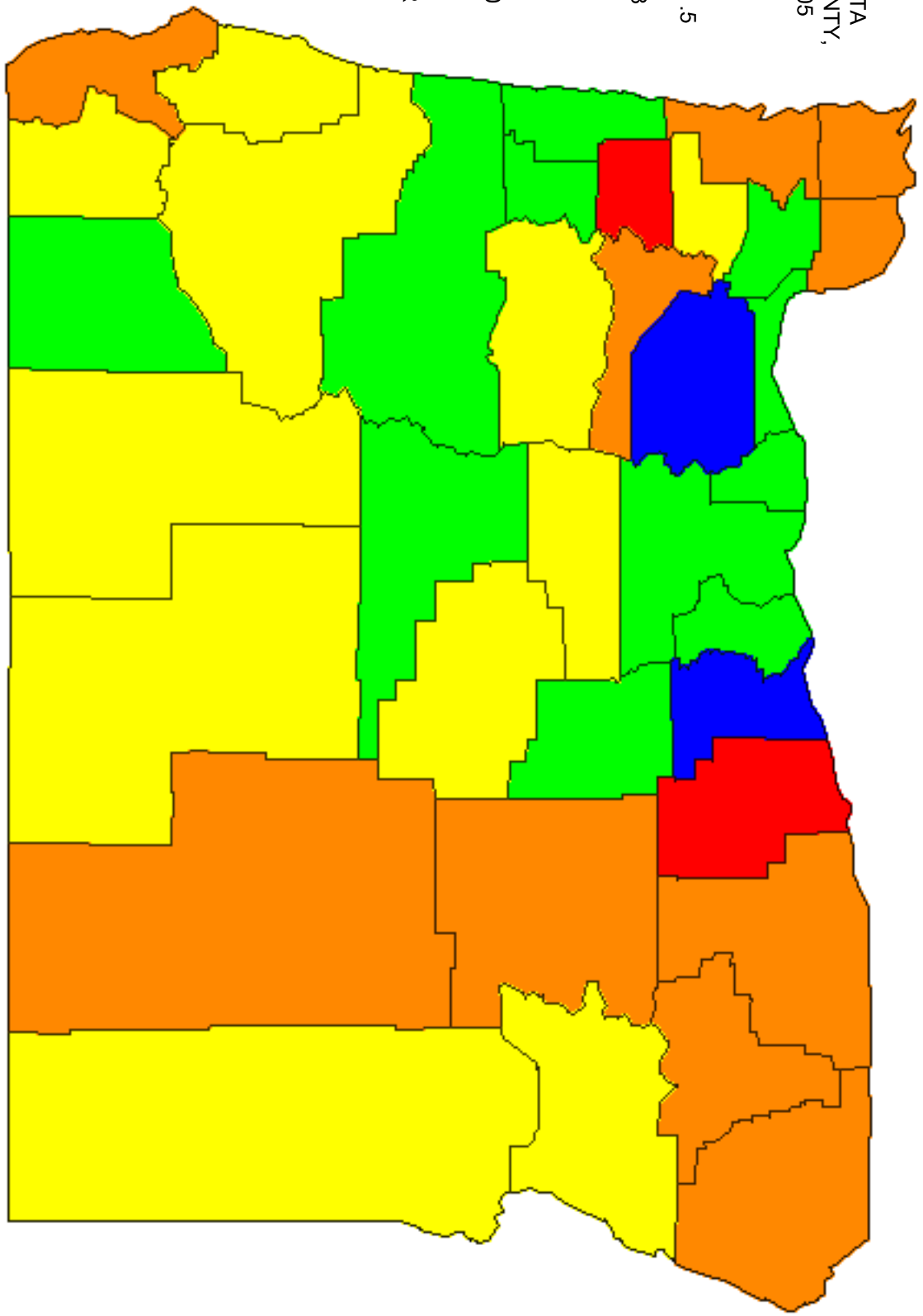
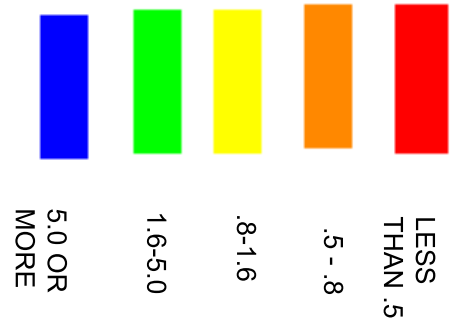
While we will continue to market our service to all Oregonians and all Oregon libraries, we will focus initially in the geographic areas below and exceptionally below the per capita median.

It is also significant to note that 343 (23%) of our e-mail questions came from outside of Oregon. Unlike our chat service, we do not verify that a patron using our e-mail service has a valid Oregon zip code. Part of the original idea was to let patrons ask questions *about* Oregon, and they do, most often in the form of genealogical research.

Most of the non-Oregon questions came from elsewhere in the United States. At least 11 were from Canada and 9 others of certain international origin. Because we do not verify the zip codes, some patrons were able to enter gibberish.

Origin	Questions
United States (not Oregon)	279
Canada	11
Other International	9
Unknown	41
Total	340

L-NET PER 1000 CAPITA
QUESTIONS BY COUNTY,
JULY 2004 - JUNE 2005



Patron satisfaction

At the end of each chat session, the user is sent a pop-up exit survey with six questions. The survey is posted at www.oregonlibraries.net/staff/wiki/SurveyInstruments. An identical survey is linked at the bottom of each e-mail answer we send.

Survey replies

The percentage of replies to our survey is decreasing, perhaps due to pop-up blockers and use in classroom and school situations where students do not have time to fill out a survey.

L-net survey response rates

Chat service	April	May	June	4 th Qtr	2004-05
sessions	1,491	1,523	601	3,615	7,703
surveys	146	137	53	336	790
response rate	9.8%	9.0%	8.8%	9.3%	10.3%

E-mail service	April	May	June	4 th Qtr	2004-05
questions	159	158	124	446	441
surveys	17	7	9	33	33
response rate	10.7%	4.4%	7.3%	7.4%	7.5%

Our chat survey response rates are continuing to drop slightly. This is the first quarter that we have had an e-mail response rate, so we can use the data here as a benchmark.

It is likely that the chat survey pop-up window is blocked or hidden by the patron's pop-up-blocking software.

Action 5

To address pop-up blocking on our patrons' computers, we will provide a link to the survey form the patron exit page and transcript, along with the pop-up window.

1. Were you satisfied with the answer you received?

Chat service exit survey

	April	May	June	4 th Qtr	2004-05
Not Satisfied	45	27	10	82	169
Satisfied	35	40	10	85	439
Very Satisfied	66	70	33	169	169
No answer	0	0	0	0	13
Total	146	137	53	336	790
% Satisfied or Very Satisfied	69.2%	80.3%	81.1%	75.6%	77.0%

The percentage of users satisfied with their answers was slightly below the average for the year, but showed improvement. Satisfaction with *answers* is consistently lower than

satisfaction with the *service*. One user explained, “I wasn’t satisfied because I didn’t find what I was looking for but the people were very nice to me.”

E-mail service exit survey

	April	May	June	Total
Not Satisfied	0	0	0	0
Satisfied	4	1	2	7
Very Satisfied	13	6	7	26
Total	17	7	9	33
% Satisfied or Very	100.0%	100.0%	100.0%	100.0%

Action 6

To address user satisfaction rates, we will initiate quality-control programs for both e-mail and chat reference transactions.

Survey respondents who used our e-mail service were consistently satisfied with their answers from L-net. The sample size for our e-mail service is much smaller than for our chat service, and it may be that patrons not satisfied did not bother filling out the survey.

2. Was this the first time you used this service?

Repeat users have continued to grow dramatically, peaking at close to 60% of survey respondents in May. Repeat users are a sign of satisfaction. Repeat users also have a better idea of what to expect from our service, which is good for both patrons and librarians.

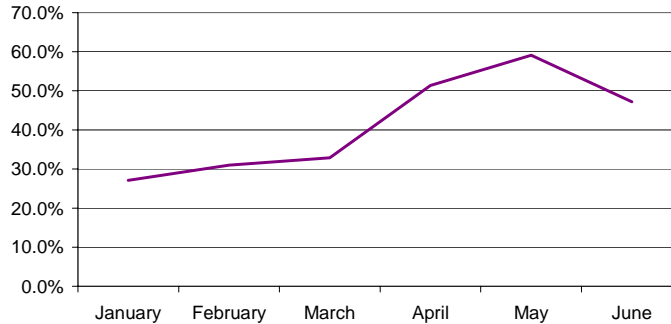
Chat survey respondents

	April	May	June	4 th Qtr	2004-05
No	75	81	25	181	326
Yes	71	55	28	154	457
No answer	0	1	0	1	7
Total	146	137	53	336	790
% Repeat	51.4%	59.1%	47.2%	53.9%	41.3%

E-mail survey respondents

	April	May	June	4 th Qtr
No	3	4	4	11
Yes	14	3	5	22
No answer				0
Total	17	7	9	33
% Repeat	17.6%	57.1%	44.4%	33.3%

Growth of Repeat Chat Users, Jan-Jun 2005



3. How did you hear about this service?

We gave survey respondents a list of choices, plus the option to write in their own. Libraries, websites and word-of-mouth sources like librarians, friends and teachers are the most common.

Survey respondents picked all of the choices where they had heard of L-net, so the results do not total to the number of surveys submitted.

	Chat	Email	Total	Total % (369 surveys)
Library web site	128	15	143	38.8%
Library	117	14	131	35.5%
Friend or relative	74	1	75	20.3%
Bookmark	27	2	29	7.9%
School	18		18	4.9%
Teacher	15		15	4.1%
On the internet	12	4	16	4.3%
School Librarian	9		9	2.4%
Poster	7		7	1.9%
Other	6		6	1.6%
Librarian	6		6	1.6%
Newspaper ad	5	1	6	1.6%
Newspaper article	5		5	1.4%
Public transportation ad	5		5	1.4%
Radio	3		3	0.8%
School Library	3		3	0.8%
Oregon.gov	3		3	0.8%
Library Organization (OEMA, OLA)	3		3	0.8%

Those that entered something for *other* wrote:

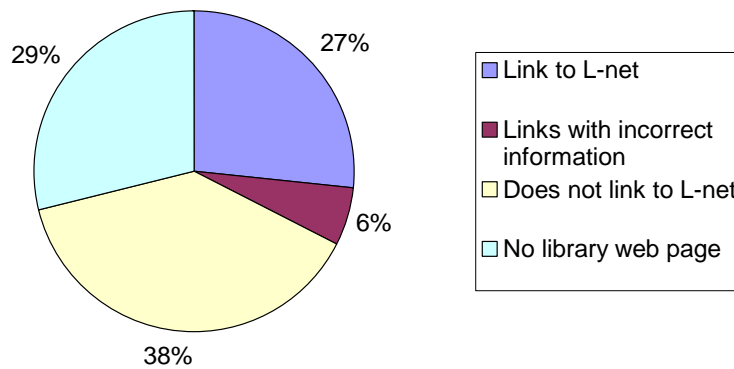
Back of a milk carton

Boss
bulletin
I guessed!
none of your business
playboy article

Action 7

Since the most popular answer for where a user found out about L-net was “library website”, it is clear that we have to encourage Oregon libraries to link to us. As of May, 2005, only 45 public libraries and public library consortia web pages linked to L-net. Of those, 8 linked to our old Answerland site or contained other errors.

Public library websites linking to L-net



4. Would you use this service again in the future?

Chat survey respondents would use our service again 85-95% of the time, consistently higher than the rate for whether or not they are satisfied with their answer (#1). Curiously, this is not true for e-mail survey respondents. For both chat and e-mail respondents, over 90% would use L-net again.

Chat survey respondents

	April	May	June	4 th Qtr	2004-05
Maybe	31	24	10	65	111
No	19	9	3	31	52
Yes	93	100	40	233	617
No answer	3	4		7	10
Total	146	137	53	336	790
% Maybe or Yes	84.9%	90.5%	94.3%	88.7%	92.2%

E-mail survey respondents

	April	May	June	Total
Maybe		1	1	2
No		1		1
Yes	17	5	7	29
No answer			1	1
Total	17	7	9	33
% Maybe or Yes	100.0%	85.7%	88.9%	93.9%

5. Do you have any additional comments/suggestions to help us improve this service?

Patron comments are too numerous to list here. Most are thankful or helpful. Some are clearly angry, often owing to high traffic periods when librarians cannot respond right away.

In March 2005, we began to distribute patron comments in *L-net goings ons*, a bi-weekly newsletter. The newsletter is sent to the L-net e-mail distribution list (<http://listsmart.osl.state.or.us/mailman/listinfo/l-net>).

6. Can we contact you about your experience?

We may send you a follow-up survey, reply to your comments, or invite you to participate in a focus group or other activity.

A follow-up survey was sent to respondents who answered affirmatively to this question. So far, 56 have replied. The survey has 25 questions, so results will only be summarized here.

L-net users are library users

All survey respondents have library cards. 45% use the library every week. Most use the library to check out books or other materials (88%), to do research or find information (71%) and to browse (55%). Getting help from a librarian (34%), using library computers (32%) and studying (25%) are not far behind. Socializing, attending library computer classes and attending non-library events (all 4%) were least popular.

Patrons most prefer to get help from a librarian in person (61%). Chat service was the next most popular choice (20%), followed by e-mail (14%) and telephone (5%).

L-net users are online library users

55% of respondents use the library web page every week – 10% more than those that visit in person that often.

L-net users use the library website to see if items are available (79%), to place holds (57%) and to renew items (55%). Other popular activities are connecting with L-net

(45%), using online databases (38%) and finding information on a specific subject or topic (30%).

L-net has improved users' opinions of libraries

L-net has improved 65% of respondents' opinions of libraries – the remaining group's opinion has remained the same.

After using L-net, respondents were more likely to use resources on the library web page (40%), attend a library class (14%), get librarian assistance in person (26%), get librarian assistance by phone (21%), use L-net (77%), get librarian assistance by e-mail (45%), check out materials (31%) and use library services in general (37%).

25% of users were also *less* likely to seek help from a librarian by telephone. 8% of users were less likely to use L-net again. Interestingly, this figure matches the 92% that would use L-net again in our short survey's question #4.

L-net users use the library from home

58% of respondents used L-net from home, 28% from work 15% from a library and 9% from school.

Respondents used L-net because of the real-time, interactive help (57%), the speed of the response (46%), and the expertise of the librarian (43%). The most popular reason for using L-net was convenience (59%). 23% used it because the library was closed, and 11% because it was the only help available.

55% of respondents used L-net for general purposes. 38% used it for school related information, and 20% for local library information.

About half of our respondents were first-time users (46%). 5% had used L-net more than 10 times.

L-net users use Instant Messaging

74% of respondents have used either AOL Instant Messenger (54%), Yahoo! Messenger (44%) or MSN Messenger (42%) for instant messaging.

18% of respondents came to L-net before looking going to any other source.

61% searched the internet on their own. 34% searched the library catalog, 27% looked in another library resource, and 27% looked in their own books. 16% consulted a librarian before coming to L-net.

63% said L-net was a big help. 7% said it was no help and 4% said they were better off without L-net.

71% of respondents had no technical problems. Of those remaining, 20% had some technical problems but not enough to diminish the effectiveness of the interaction.

69% of respondents found it helpful to have the librarian share web pages with them. 13% said it was not helpful, and 18% said the librarian did not share web pages – this figure is close to the 20% technical problem rate.

53% of patrons referred to their transcript since visiting L-net, and 40% did not. Only 7% said they did not get a transcript, astonishing because the patron must enter an e-mail address to receive one.

Asked what they learned as a result of their session, 48% said they learned about helpful online resources. 31% learned circulation information.

Does L-net take too long?

51% of users said L-net should take 5-10 minutes, and 38% said it should be less than 5%. Only 9% said 11-20 minutes and 2% more than 20 minutes.

50% of L-net sessions in the 4th quarter met this standard, but on average, L-net takes about 15 minutes.

On a scale of 1-5, respondents rated the L-net answer 4 or higher 72% of the time. Respondents rated the time the session took 4 or 5 71% of the time. Respondents rated their overall satisfaction 4 or higher 70% of the time.

Respondents rated each of these only 1 14% of the time.

88% would tell their friends about l-net

11% might tell their friends

2% would not.

We asked patrons if they had anything else to say about their chat with a librarian. Patrons wrote:

a very helpful service. The L-Net librarian has helped me with searches and got results every time I've used it. Thank You!

Any technical glitches or slow responses were mine since the process was so new to me - at 78 I'm still learning. Thanks for the help.

Great service, continue on.....

I am the a public library director. I have used L-Net to answer more complex questions. I appreciate the help from colleagues. Some of the above answers may seem odd, such

as how often to you visit (five times a week!) Anyway, you are great and the service you do is fabulous.

I am very impressed with how quickly people can receive help through L-Net and how friendly a service it is, in spite of not being face to face.

I didn't know during the interaction what the person in the other side was doing, like in "Messeger", that says if the other person is writing an answer or not. Otherwise is fantastic.

I love L-Net! Chatting with librarians is very helpful when the local reference line is closed.

I love L-Net. I've trained all of my 4th and 5th grade students to research first and then use L-Net when a specific question remains unanswered. I do believe the statistical data required on the right side of the screen is too complex for these little guys. I couldn't believe how many of them don't know their zip code. Well, rock on. L-Net is my technology pick for the year.

I think that you should popup the chat screen in a new window without the built-in browser back, forward and stop buttons because I often accidently click on my browsers back button instead of the one on the chat screen. I think it would also be nice if I could still browse when the session is paused.

I think the service should be advertised more. I think a lot of people would use it if they knew about it. It is great.

I will definitely use L-Net again.

it felt like chatting with an old friend, the librarian was very patient with me and very informative.

It seems that it's good for directing you to the department within the library that can help you, but it'd be good if the person handling the chat had more tools to help research specific problems him/herself.

It was a slow connection, but I got what I needed in the end.

It was perfect for my needs. I have recommended to others. I will use in the future. Thanks for the service and for the computer service at my library as well as everything else the library offers--books, classes, magazines, etc. THANKS.

Just keep up what you are doing, & I hope that the L-Net is always going to be out there for people like me.

Librarians were courteous and knowledgable.

L-net rocks!!!!!!!

my question may not have been answerable!

need additional training of librarians, need awareness of limited availability of licensed databases beyond MCL, need awareness of utility of print resources for quick reference questions.

Need the ability to access a librarian at a specific library. Also, the text in chat scrolled in opposite direction as typical IM services - this caused confusion on my part - a computer guru.

Nothing will replace face-to-face with a human, but this was a great alternative since I couldn't get to my branch. Thank you very much.

She didn't really get to the bottom of my question, rather she took it at face value. My need was actually a bit more complex than my initial question.

Thank you for having this service!

they said i disconnected and i didnt so i hade to wait for a nother liberian and ya

What an amazing service. Do you know how hard it is to contact a real person anywhere? And to have a research expert available 24/7!!!! What a great thing.

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. Lake Oswego Public Library is not longer providing chat service with L-net.

Partner	Chat Sessions		E-mail questions		Total Questions		Average Session Length	
	4th Qtr	2004-05	4th Qtr	2004-05	4th Qtr	2004-05	4th Qtr	2004-05
Central Oregon Community College	75	129	0	0	75	129	11:24.3	13:25.0
Corvallis-Benton County Library	54	92	93	289	147	381	11:35.7	16:05.7
Deschutes Public Library	53	196	14	72	67	268	10:47.7	16:19.5
Eastern Oregon University			31	126	31	126		
Eugene Public Library	148	338	32	112	180	450	13:12.1	12:33.7
Hillsboro Public Library	77	83			77	83	12:01.1	11:51.7
Jackson County Library System	220	414	56	170	276	584	10:06.7	10:14.1
Lake Oswego Public Library		69				69		11:24.4
Multnomah County Library	267	646	95	314	362	960	15:29.4	16:15.2
Oregon Health Sciences University			5	14	5	14		
Oregon Institute of Technology	76	219	3	13	79	232	10:35.5	12:03.2
Oregon State University	67	156	39	107	106	263	12:00.7	14:25.0
Portland Community College	40	107	3	14	43	121	18:35.6	17:22.1
Portland State University	152	300	3	9	155	309	19:12.9	18:29.8
Project Coordinator	52	96	20	62	72	158	13:06.3	13:45.9
Salem Public Library	132	317	14	33	146	350	39:29.0	41:03.8
University of Oregon	63	140	21	75	84	215	23:41.7	27:39.7
Washington County Cooperative Library Services	76	155	12	54	88	209	10:38.1	11:30.3
West Linn Public Library	85	208			85	208	14:07.8	16:26.2
Oregon Libraries Total	1,637	3,665	441	1,464	2,078	5,129	15:51.6	17:09.3
Tutor.com	1,978	4,038			1,978	4,038	13:56.1	14:56.2
Total	3,615	7,703	441	1,462	4,056	9,167	14:48.4	15:59.8

In-kind contributions

Partner libraries with L-net contribute staff hours to our chat and e-mail reference services. Our scheduling software tells us how many hours each partner contributes. We estimate the value of that contribution at \$37.08 per hour. This figure represents the average salary, with benefits, of a librarian at Multnomah County Library, the fiscal agent for the project. While this number may not represent the partner library's actual cost, it does represent the value of their contributions to the service.

We have not yet quantified time spent answering e-mail questions, or volunteering with an L-net team or the L-net advisory board. All of our partner libraries' contributions are valued.

Partner	Chat Hours covered		In-kind chat contribution	
	4th Q	2004-05	4th Q	2004-05
Central Oregon Community College	24	62	\$889.92	\$2,298.96
Corvallis-Benton County Library	18	52	\$667.44	\$1,928.16
Deschutes Public Library	48	162	\$1,779.84	\$6,006.96
Eugene Public Library	70	186	\$2,595.60	\$6,896.88
Hillsboro Public Library	34	42	\$1,260.72	\$1,557.36
Jackson County Library System	72	184	\$2,669.76	\$6,822.72
Lake Oswego Public Library		64		\$2,373.12
Multnomah County Library	126	548	\$4,672.08	\$20,319.84
Oregon Institute of Technology	34.5	98.5	\$1,279.26	\$3,652.38
Oregon State University	36	110	\$1,334.88	\$4,078.80
Portland Community College	25.5	61.5	\$945.54	\$2,280.42
Portland State University	60	176	\$2,224.80	\$6,526.08
Salem Public Library	64	188	\$2,373.12	\$6,971.04
University of Oregon	32	98	\$1,186.56	\$3,633.84
Washington County Cooperative Library Services	32	76	\$1,186.56	\$2,818.08
West Linn Public Library	32	98	\$1,186.56	\$3,633.84
Total	734	2236	\$27,216.72	\$82,910.88

Data collection and conventions

When a patron connects to L-net, they fill out a form that includes their name, e-mail address, library, Zip Code, level of information and question (see right).

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

In our schools queue, this question is changed to, “What grade are you in”, with a range of Kindergarden to 12th grade.

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

This information is used by the librarian to quickly determine where their home library is, and how best to serve them. We also export this data from our chat reference system and run reports.

E-mail reference questions on L-net are initiated with a web form that collects this same information, but unfortunately, we cannot export the data and run the same reports as we do for chat reference sessions.

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:* The period from July 1, 2004 to September 30, 2004.
- 2nd Quarter:* The period from October 1, 2004 to December 31, 2004.
- 3rd Quarter:* The period from January 1, 2005 to March 31, 2005.
- 4th Quarter:* The period from April 1, 2005 to June 30, 2005.
- 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.



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