



L-net statistics

2nd Quarterly report, 2005
October 1- December 31, 2005

Caleb Tucker-Raymond
L-net Service Coordinator
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Introduction

This report is a statistical analysis of the use of L-net, Oregon's statewide digital reference service, for the second quarter of 2005. L-net includes both chat and e-mail reference service components.

During the time covered in this report, we answered 3,667 questions.

This report includes information about our patrons, where they live, what time they visited our service and what they had to say about our service. For academic library patrons, we also learn what institutions they are associated with and their roles at those schools.

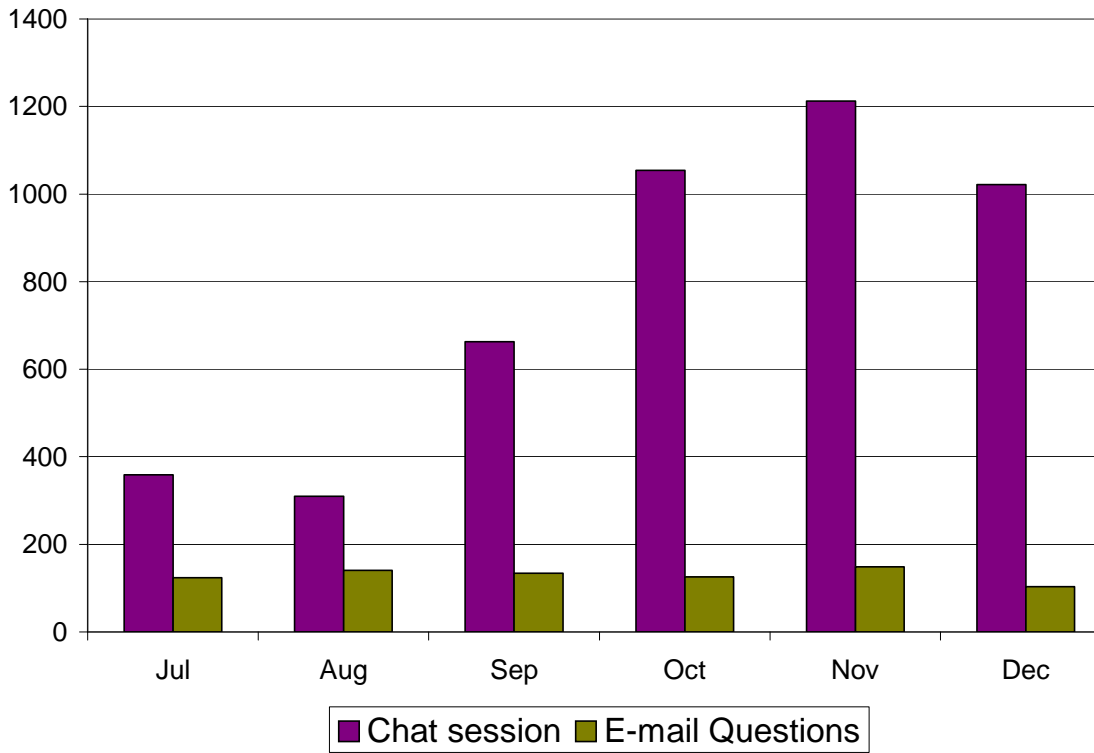
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Overall use

In the 2nd Quarter of 2005-06, we had 3,367 visitors asking questions. For the same period in 2004, we had 1,705 visitors asking questions. Our chat service continues to grow, yet demand for our e-mail service remains at about the same level.

	October	November	December	2nd Qtr	YTD
Chat sessions	1054	1212	1022	3288	4620
E-mail Questions	126	149	104	379	778
Total	1180	1361	1126	3667	5398



Sessions and questions 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 queue which is 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*. Patrons that visited our academic queue are included in the *College/Research category*.

47% of our chat sessions came from K-12 students in the 2nd Quarter. This is only slightly up from the year-to-date totals. This shows demand for chat services is growing with adults as well as with K-12 students.

Chat	2 nd Qtr	2 nd Qtr %	YTD	YTD %
Unknown	5	0%	5	0%
College/Research	561	17%	804	17%
Elementary/Middle (K-8)	1,177	36%	1,362	29%
General Interest	991	30%	1,662	36%
High School (9-12)	363	11%	492	11%
Professional	191	6%	295	6%
Total	3,288		4,620	

E-mail	2 nd Qtr	2 nd Qtr %	YTD	YTD %
College/Research	46	12%	89	11%
Elementary/Middle (K-8)	21	6%	27	3%
General Interest	228	60%	490	63%
High School	18	5%	27	3%
Professional	66	17%	145	19%
Total	379		778	

Academic libraries

In our academic queue, www.oregonlibraries.net/academic, we ask patrons to identify a college and role, or “status” – whether they are faculty/staff, undergraduate students or graduate students.

Usage from individual academic institutions is still low, except at Oregon State University, where library staff have established local chat reference service for over a year.

Both Portland State University and Oregon State University have individual queues with L-net. In the chart below, patrons coming to those individual queues are differentiated from those coming to the L-net academic queue.

College/University	Oct	Nov	Dec	2nd Qtr	YTD
Central Oregon Community College	8	3		11	15
Eastern Oregon University	2			2	2
Northwest Christian College	1	3		4	4
Oregon Health & Science University	1	1		2	2
Oregon Institute of Technology	4	3		7	7
Oregon State University	51	26	19	96	109
OSU Queue	56	53	17	126	126
Other or none given	14	15	8	37	44
Portland Community College		3		3	3
Portland State University	10	10	3	23	35
PSU Queue	8	5		13	13
University of Oregon	7	8	7	22	22
Total academic	162	130	54	346	382

“Other” was a popular choice for a college, occurring 37 times. The sessions were few enough that we were able to look at the session transcripts and referring URLs and determine where most of them had originated.

“Other” Colleges	Count
University of Oregon	12
None / unable to determine	10
Oregon State University	6
Portland State University	4
Mount Hood Community College	2
Oregon Institute of Technology	1
Rogue Community College	1
Franklin + Marshall College (PA)	1
	37

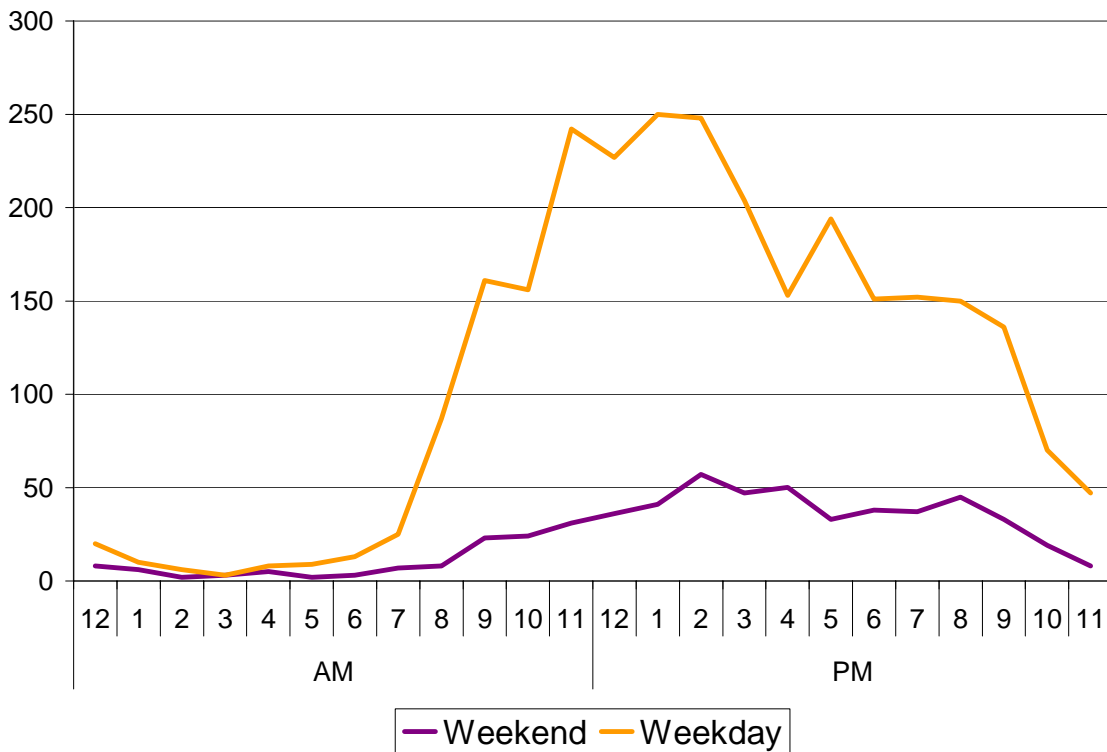
When we analyze the academic queue by role, we can see that the “Undergraduate student” is most often chosen in almost every instance.

Oregon State University also had a significant amount of use from graduate students. Unfortunately, statistics for “status” of patrons in the Oregon State University queue were not available.

College / University	Faculty/ Staff	Graduate Student	Undergraduate Student	Total
Central Oregon Community College	0	1	10	11
Eastern Oregon University	0	0	2	2
Northwest Christian College	2	0	2	4
Oregon Health & Science University	0	1	1	2
Oregon Institute of Technology	0	0	7	7
Oregon State University	5	36	55	96
OSU Queue	0	0	0	126
Other or none given	4	11	22	37
Portland Community College	3	0	0	3
Portland State University	0	4	19	23
PSU Queue	4	3	6	13
University of Oregon	3	3	16	22
Total academic	21	59	140	346

Chat sessions by time of the day

Similar to findings in previous reports, L-net is busier on weekdays than on weekends and most weekday service is between 9am and 9pm. The busiest weekday times are 11am-3pm.



Sessions and questions by county

We are able to determine each patron's county by interpolating the Zip Code that they supply. In the spring of 2005, we set a goal for 2005-06 to have usage from each county increase by 25%. So far, we have met that goal in three counties (Columbia, Morrow and Sherman) and are on target for 8 others (Baker, Coos, Harney, Hood River, Marion, Multnomah, Tillamook and Washington).

County	2nd Qtr Chat	2nd Qtr E-mail	2nd Qtr Total	YTD Total	Goal for 2005-06	% of goal
Baker	15	0	15	17	32	53%
Benton	41	8	49	105	393	27%
Clackamas	649	27	676	841	2,724	31%
Clatsop	3	3	6	12	27	44%
Columbia	34	2	36	44	34	129%
Coos	21	6	27	50	74	68%
Crook	4	1	5	10	34	29%
Curry	2	0	2	2	20	10%
Deschutes	40	5	45	92	524	18%
Douglas	24	5	29	51	162	31%
Gilliam	2	0	2	4	30	13%
Grant	1	0	1	1	7	14%
Harney	0	0	0	4	8	50%
Hood River	9	2	11	25	50	50%
Jackson	130	24	154	229	670	34%
Jefferson	3	3	6	8	23	35%
Josephine	13	4	17	36	117	31%
Klamath	9	3	12	26	108	24%
Lake	1	0	1	1	9	11%
Lane	98	23	121	237	893	27%
Lincoln	27	3	30	47	225	21%
Linn	26	3	29	50	169	30%
Malheur	6	4	10	10	42	24%
Marion	73	19	92	155	277	56%
Morrow	2	0	2	3	3	100%
Multnomah	866	54	920	1,422	2247	63%
Polk	6	2	8	11	29	38%
Sherman	13	0	13	14	8	175%
Tillamook	5	5	10	14	22	64%
Umatilla	15	5	20	27	55	49%
Union	4	1	5	8	18	44%
Wallowa	0	0	0	0	5	0%
Wasco	10	10	20	42	99	42%
Washington	738	42	780	1,065	1488	72%
Wheeler	0	0	0	0	7	0%
Yamhill	33	3	36	51	164	31%
Unknown	365	112	477	685		
Total	3,288	379	3,667	5,399		

Unknown Zip Codes

Though we require it, not every question includes a zip code anymore. Our academic queue does not collect it at all, and more and more sessions seem to slip through without one.

Almost one-third of our e-mail questions came from outside of Oregon. Generally, if these are *about* Oregon – typically genealogy – we answer them. A few are rejected or referred to a patron’s local library.

Unknown Zip Code	E-mail	Chat	Total
Academic queue		346	346
Blank	19	2	21
Other US	78	10	88
Outside US	15	2	17
Oregon Unknown		5	5
Total	112	19	477

Staffing

Most libraries staffing our live chat service contribute two hours per week. Albany Public Library, Deschutes Public Library System, 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.

Sessions for individual queues from Oregon State University and Portland State University are counted separately.

Until December 27, 2005, Tutor.com provided 24/7 backup service to L-net. OCLC has provided this service since.

Library	Chat sessions		E-mail answered		Average length of chat sessions	Average chat patron wait time
	2nd Qtr	YTD	2nd Qtr	YTD		
Albany Public Library	112	112	0	0	12:43	1:22
Central Oregon Community College	27	44	1	1	22:05	1:05
Corvallis-Benton County Library	31	39	53	113	15:32	0:28
Deschutes Public Library System	80	140	22	73	13:39	1:04
Eastern Oregon University	0	0	30	34		
Eugene Public Library	107	162	23	43	12:26	1:05
Hillsboro Public Library	41	61	0	0	14:16	1:00
Jackson County Library Services	99	156	39	98	12:34	0:59
Multnomah County Library	208	296	62	151	19:25	2:02
Northwest Christian College	22	22	0	0	11:50	0:57
Oregon Health & Sciences University	0	0	1	3		
Oregon Institute of Technology	50	68	0	1	12:15	1:12
Oregon State Library	36	57	37	65	19:23	0:26
Oregon State University	47	107	29	29	17:53	1:37
<i>Oregon State University – local queue</i>	126	150				
Portland Community College	13	13	0	0	32:01	1:52
Portland State University	62	63	1	1	17:48	2:05
<i>Portland State University – local queue</i>	13	52		2		
Project Coordinators	14	16	30	30	10:20	1:45
Salem Public Library	118	171	17	31	34:27	0:44
University of Oregon	68	95	20	44	10:48	0:41
Washington County Law Library	0	0	6	6		
Washington County Cooperative Library Services	39	58	8	14	10:41	1:37
West Linn Public Library	30	59	0	0	9:42	0:43
Oregon Total	1,343	1,941		759	17:01	1:19
OCLC staff	51	51			11:10	1:33
Tutor.com staff	1,894	1,894			16:04	1:11
Total	3,288	3,886	379	759	16:23	1:15

In-kind support

The in-kind contribution of each partner library is based on a rate of \$37.80 per hour, which is the cost of the salary and benefits of a typical librarian at Multnomah County Library. This figure is use used to represent the value each library is contributing to the service. Time spent on answering e-mail questions is not yet included.

	Hours Scheduled		In-kind contribution	
	2nd Qtr	YTD	2nd Qtr	YTD
Albany Public Library	104	104	\$ 3,931.20	\$ 3,931.20
Central Oregon Community College	12	18	\$ 453.60	\$ 680.40
Corvallis-Benton County Library	14	26	\$ 529.20	\$ 982.80
Deschutes Public Library System	44	90	\$ 1,663.20	\$ 3,402.00
Eastern Oregon University		0		\$ -
Eugene Public Library	50	90	\$ 1,890.00	\$ 3,402.00
Hillsboro Public Library	24.75	49	\$ 935.55	\$ 1,842.75
Jackson County Library Services	50	98	\$ 1,890.00	\$ 3,704.40
Multnomah County Library	96	186	\$ 3,628.80	\$ 7,030.80
Northwest Christian College	22	22	\$ 831.60	\$ 831.60
Oregon Health & Sciences University		0		\$ -
Oregon Institute of Technology	22	46	\$ 831.60	\$ 1,738.80
Oregon State Library	25	51	\$ 945.00	\$ 1,927.80
Oregon State University	24	50	\$ 907.20	\$ 1,890.00
Portland Community College	14	16	\$ 529.20	\$ 604.80
Portland State University	38	84	\$ 1,436.40	\$ 3,175.20
Salem Public Library	56	98	\$ 2,116.80	\$ 3,704.40
University of Oregon	24	46	\$ 907.20	\$ 1,738.80
Washington County Law Library		0		\$ -
Washington County Cooperative Library Services	24	42	\$ 907.20	\$ 1,587.60
West Linn Public Library	12	38	\$ 453.60	\$ 1,436.40
Total	655.75	1225.75	\$24,787.35	\$ 46,333.35

Patron satisfaction

A blank copy of our exit survey is available on the L-net website at www.oregonlibraries.net/staff/wiki/SurveyInstruments.

Response rates

Though we offer one after every chat session and at the bottom of every e-mail answer, most visitors do not complete our exit survey. Our chat exit survey has always used a pop-up survey. Due to the increase in use of pop-up blockers, fewer and fewer patrons are responding to it.

In December, 2005, we added a link to our survey on our exit page in addition to the pop-up survey. Response rates have since improved.

Chat session exit survey response rates	Oct	Nov	Dec	2 nd Qtr Total	YTD
Replies	106	103	134	343	505
Sessions	1,054	1,212	1,022	3,288	4,620
Response Rate	10%	8%	13%	10%	11%

Response rates for our e-mail service have never been good. The only link to our e-mail exit survey is at the bottom of the e-mail containing the answer to the patron's question. Responses to our e-mail survey may be too low to make any generalizations from.

E-mail exit survey response rates	Oct	Nov	Dec	2 nd Qtr Total	YTD
Replies	5	8	5	18	45
Questions	126	149	104	379	778
Response Rate	4%	5%	5%	5%	6%

Question 1: Were you satisfied with the answer you received?

Answer	Chat 2 nd Qtr	Chat YTD	E-mail 2 nd Qtr	E-mail YTD
Very Satisfied	153	243	12	31
Satisfied	108	152	4	8
Not Satisfied	78	104	2	5
Blank	4	4	0	0
Total	343	503	18	44
% Very Satisfied or Satisfied	76%	79%	89%	89%

Satisfaction with our e-mail service has remained constant.

Satisfaction with our chat service has dropped slightly. Since surveys are not linked to session transcripts, it is difficult to know why. With the implementation of OCLC’s “Flash Chat” software, expected in mid-March, surveys will be linked to transcripts, so this issue will be investigated at a later time.

Question 2: Was this the first time you used this service?

Half or more of patrons who filled out our survey were first-time users for both our chat and e-mail services. The implication for us is that most patrons coming to L-net may not know what to expect from us. At the same time, the number of repeat users is growing, indicating that they were happy with our service.

Answer	Chat 2nd Qtr	Chat YTD	E-mail 2nd Qtr	E-mail YTD
Yes	181	276	9	25
No	159	223	9	20
Blank	3	3	0	0
Total	343	502	18	45
% Yes	53%	55%	50%	56%

Question 3: How did you hear about our service? (check all that apply)

Patrons continue to indicate that they hear about L-net through library websites, libraries, librarians, schools and teachers.

Chat survey	Count	%
Library web site	169	49%
Librarian	83	24%
Library	60	17%
Other, please specify	40	12%
School	39	11%
Teacher	35	10%
Friend or relative	31	9%
Bookmark	18	5%
Poster	12	3%
Public transportation ad	8	2%
Newspaper ad	8	2%
Radio	7	2%
Newspaper article	7	2%
Movie theater	6	2%
<i>Other responses:</i> accident already used it (3) Bar, Police force, Speed dating Bibliography browsing e found it on the site help i am not sure how i seen it I looked for a website like this on google.com. i saw the icon so i clicked and now i go on it I'm a librarian demonstrating this in a class Infiniteens internet Internet search (2) it popped up on the page I was on	just happened to find it on the oslis home page my own research OEMA board meeting OEMA conference OLA online listing oregon state website (3) Playboy Magazine (specious) porn videos (2, specious) school website during State of Jefferson Scavenger Searching in the web stumbled accrost it test Training Training for librarians web search you	

E-mail survey	Count	%
Library web site	6	33%
Other, please specify	4	22%
Librarian	4	22%
Library	3	17%
Teacher	1	6%
School	1	6%
Poster	1	6%
Bookmark	1	6%
Radio	0	
Public transportation ad	0	
Newspaper article	0	
Newspaper ad	0	
Movie theater	0	
Friend or relative	0	
<i>Other responses:</i> Directed to web site when I inserted Oregon Law. Fell on it on the net Internet OEMA		

Responses for 'Other' include some specious reports that people are learning about L-net through pornographic media. We have no doubt that these are pranks.

Question 4: Would you use this service again in the future?

Survey respondents again overwhelmingly indicated they would use our service again.

Answer	Chat	Chat YTD	E-mail	E-mail YTD
Yes	252	374	17	42
No	21	26	0	0
Maybe	52	84	1	3
Blank	18	18	0	0
Total	343	502	18	45
% Yes or Maybe	89%	91%	100%	100%

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*.

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. 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, 2005 to September 30, 2005.
2nd Quarter: The period from October 1, 2005 to December 31, 2005
YTD: Year-to-date
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