



## L-net final statistical report 2005-06

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### Executive summary

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 2005-06, the total number of visitors asking questions was 16,473, an 80% growth over the last year. By far, most visitors preferred to initiate chat sessions with than to send an e-mail question. Demand for e-mail service even dropped slightly.

L-net's partner libraries contribute staff time to our reference service weekdays, roughly 10am-6pm. Evenings, weekends and late nights are covered by backup staff. The number of hours Oregon libraries contributed grew by 17% and the number of questions that Oregon libraries answered (as opposed to backup staff) grew by 66%.

	2004-05	2005-06	Growth
All visitors asking questions	9,167	16,473	80%
Chat sessions	7,703	14,249	85%
E-mail questions	1,464	1,337	-9%
Chat sessions answered by Oregon libraries	3,665	6,102	66%
Hours provided by Oregon libraries	2,236	2,626.25	17%

Overall, 51% of L-net's chat sessions were with K-12 students. L-net is most popular with students in the fourth through ninth grades.

14% of our chat sessions were with people affiliated with an academic institution, and most often these were undergraduate students. Most of the success from academic patrons came from campuses where the library is actively promoting L-net, especially Oregon State University and Portland State University, which operate local L-net queues.

Patrons surveyed about their satisfaction with L-net indicated that they were satisfied with their answer 79% of the time. Patrons would use our service again 94% of the time. These satisfaction ratings are consistent with ones for the previous year.

The rest of this report shows more detailed statistics about who asked questions, when they asked, who answered and how satisfactory the experience was for patrons. Sometimes it is useful to show changes that have happened over time, and graphs and tables are used to demonstrate those changes. Where little change has occurred, only yearly totals are presented.