



L-net 2007-08 1st Quarter statistics

July 1-September 30, 2007

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Summary

In the first quarter of 2007-08, L-net had 2,407 questions from Oregon patrons. Oregon librarians answered an additional 735 questions for the OCLC/24-7 Cooperative.

Summary	Jul	Aug	Sep	2007-08 Q1
E-mail	68	70	84	222
Chat	545	515	1,125	2,185
Oregon Total	613	685	1,209	2,407
Cooperative sessions	247	211	277	735

This report summarizes who answers the questions, who asks, what time of day they ask and how satisfied patrons were with L-net between July 1 and September 30, 2007.

Goals and Objectives

In 2007-08, L-net has three specific objectives:

1. Increase usage by at least 10%, *i.e.* 22,650 questions.

Through the first quarter, L-net had received 2,458 questions, a 5% increase over the same time period in the previous year. This objective is on target.

2. Receive an overall 80% satisfaction rating from patrons.

Through the first quarter, 90% of patrons said they were 'Satisfied' or 'Somewhat satisfied' with the service. This objective is on target.

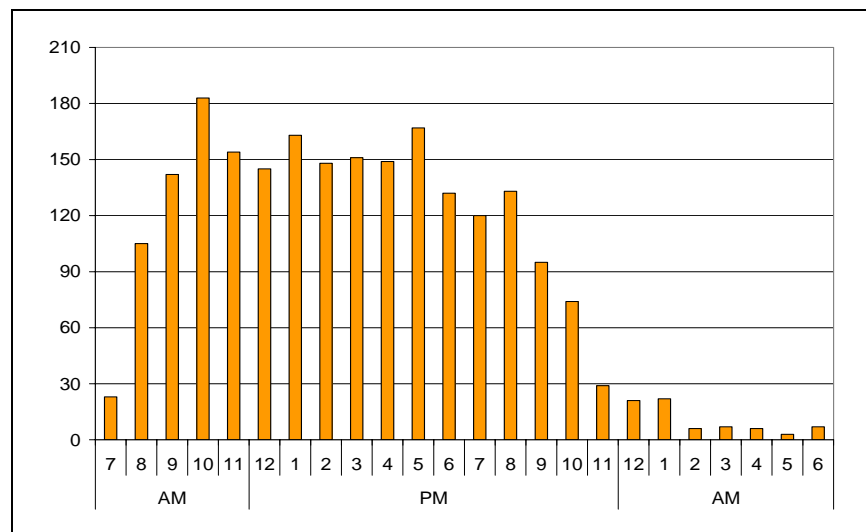
3. Increase the number of hours Oregon librarians staff L-net to 75 hours per week.

At the end of September 2007, Oregon libraries staffed live chat 63 hours per week. This objective is on target.

L-net Sessions by hour of the day

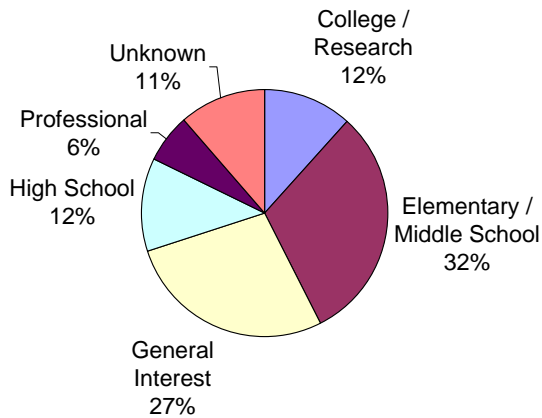
L-net is used steadily throughout the day.

Late-night hours are still underutilized, but the service is active before most libraries are open (8am-10am) and after they close (8pm-10pm).



Who asks questions on L-net

K-12 students are still the heaviest users of L-net, even in the summertime. Academic use of L-net is relatively low but consistent, between 10 and 15% regardless of overall traffic patterns. By county, Multnomah and Washington Counties are still the heaviest users. In Yamhill County, press releases have helped promote L-net.



We collect demographic information about patrons before sessions begin. The large number of 'unknown' patrons in each table demonstrates that a lot of patrons are avoiding the questions. We should consider alternative ways of collecting demographic information.

by College	Count
Central Oregon Community College	16
Eastern Oregon University	2
Oregon Institute of Technology	5
Oregon State University	8
Other / Unknown	32
Portland Community College	15
Portland State University	35
Southern Oregon University	1
Western Oregon University	6
Total	120

by College Status	Count
Faculty/Staff	15
Graduate Student	23
Unknown	19
Undergraduate	63
Total	120

by County	Count
Baker	1
Benton	25
Clackamas	103
Clatsop	1
Columbia	2
Coos	10
Crook	0
Curry	1
Deschutes	56
Douglas	9
Gilliam	2
Grant	4
Harney	25
Hood River	5
Jackson	10
Jefferson	0
Josephine	1
Klamath	9
Lake	1
Lane	72
Lincoln	9
Linn	17
Malheur	13
Marion	51
Morrow	1
Multnomah	629
Polk	7
Sherman	0
Tillamook	5
Umatilla	20
Union	6
Wallowa	0
Wasco	44
Washington	744
Wheeler	0
Yamhill	125
Oregon unknown	31
Academic (Zip Code not collected)	120
Other, USA	183
Other, Canada	11
Other, unknown	54
Total	2,407

Who answers questions on L-net

L-net partner libraries contribute a number of hours each week based on each library's service agreement. In 2007-08, each hour is attributed at \$42.60, which represents the cost per hour of salary and benefits for an experienced librarian at Multnomah County Library, the fiscal agent for L-net.

Library	Hours	In-kind contribution	Chat sessions
Albany Public Library	40	\$ 1,704.00	33
Cedar Mill Community Library	17	\$ 724.20	35
Central Oregon Community College Library	4	\$ 170.40	6
Corvallis-Benton Count Library	26	\$ 1,107.60	78
Deschutes Public Library System	50	\$ 2,130.00	97
Eugene Public Library	52	\$ 2,215.20	98
Hillsboro Public Library	16	\$ 681.60	15
L-net staff	19	n/a	115
L-net Volunteers	18	n/a	4
McMinnville Public Library	4	\$ 170.40	16
Multnomah County Library	114	\$ 4,856.40	196
Newberg Public Library	4	\$ 170.40	16
Newport Public Library	37	\$ 1,576.20	63
Oregon Institute of Technology	6	\$ 255.60	10
Oregon State Library	25	\$ 1,065.00	28
Oregon State University	26	\$ 1,107.60	25
Portland State University	38	\$ 1,618.80	65
Salem Public Library	53	\$ 2,257.80	68
Southern Oregon University	2	\$ 85.20	6
Southridge High School	10	\$ 426.00	19
Tigard Public Library	26	\$ 1,107.60	22
Washington County Cooperative Library Services	17	\$ 724.20	76
West Linn Public Library	19	\$ 809.40	37
Western Oregon University	19	\$ 809.40	9
Totals	642	\$ 25,773.00	1,137

We are unable to report on e-mail and chat follow-up questions answered at this time.

The QuestionPoint backup staff and member libraries in the OCLC/24-7 Cooperative answer the majority of questions on L-net.

Who answers	%
QuestionPoint staff	40%
Cooperative	31%
Oregon libraries - chat	20%
Oregon libraries - e-mail	9%

Patron satisfaction

An exit survey is sent to each chat service patron with a pop-up window, a link to the survey in their current window, and as a link to the survey at the end of their transcript. E-mail service patrons receive only the link to the survey at the end of their transcript.

We had 223 surveys from 2,407 questions for a response rate of 9%. Not every patron answered every question, so totals for each question vary.

Based on this sample size, we can be 95% sure that our results are accurate within 6.25%.

Were you satisfied with the answer you received to your reference question?

	count	%
Satisfied	155	74%
Somewhat satisfied	33	16%
Not satisfied	22	10%

Is this the first time you have used this service?

	count	%
Yes	156	70%
No	66	30%

Will you use this service again?

	count	%
Very Likely	168	76%
Maybe	48	21%
Never	6	3%

Where did you hear about this service?

	count	%
Library Website	134	61%
Surfing the net	30	14%
School Teacher/School Librarian	24	11%
Friend/Relative	19	9%
Librarian Public Library	9	4%
Newspaper/Radio/TV/Billboard	2	1%
Librarian Academic Library	1	0%