



L-net 2010-11 Statistical report

8/31/2011

July 1 2010 – June 30 2011

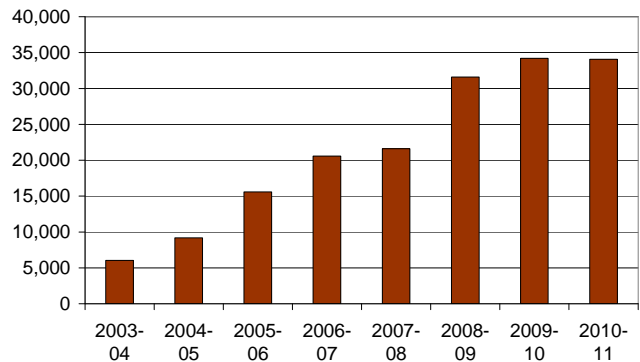
www.oregonlibraries.net/stats

Summary

The overall number of visitors asking questions in 2010-11 is about the same as it was for 2009-10.

	2010-11	2009-10
Chat	31,523	32,428
Email	1,491	1,774
Text Messaging	1,061	n/a
Total	34,075	34,202

L-net traffic 2003-2011



L-net Local is growing

L-net Local allows Oregon libraries use L-net's software to offer a local chat reference service. Currently 11 libraries take advantage of this program. The number of questions initiated with L-net Local grew by 57% in 2010-11.

	2010-11	2009-10	2008-09
All chats	31,523	32,428	29,309
L-net Local chats	9,627	6,138	274
% L-net Local	31%	19%	1%

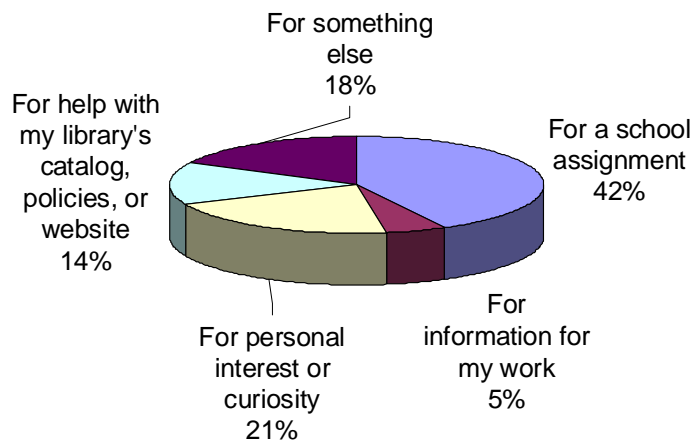
Kids use L-net a lot

In exit surveys, patrons using the L-net statewide chat service said that the primary reason they were asking a question was for a school assignment 42% of the time.

Learn More

Contact Emily Papagni, emilyp@multco.us, or Caleb Tucker-Raymond, calebt@multco.us, to learn more and participate.

What is the main reason you were asking a question?



Academic library usage is increasing

Statistical categories are identified for each chat and email question. Often a question will fit into multiple categories, or into no category. In large part due to L-net Local, Academic library patrons are using L-net more often.

Email and chat only	2010-11	2010-11 %	2009-10	2009-10 %
Academic	7,527	23%	6,819	20%
Public	23,291	71%	26,102	76%
School	2,273	7%	3,401	10%
All email and chat	33,014		34,202	

Questions are not necessarily exclusive to one category. Not all categories are included in this summary.

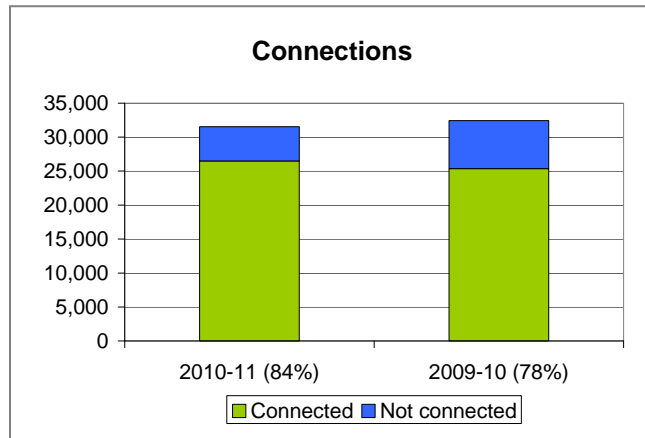
Oregon libraries contribute to L-net

Oregon libraries do the work of delivering L-net's service. In 2010-11, both unpaid volunteers and Oregon library staff contributed more time than ever before.

In-kind staffing contributions	2010-11	2009-10
Oregon library contributions	\$ 237,989	\$ 195,506
Oregon library chat hours	4,486	3,505
Volunteer hours	906	800

More people are getting connected

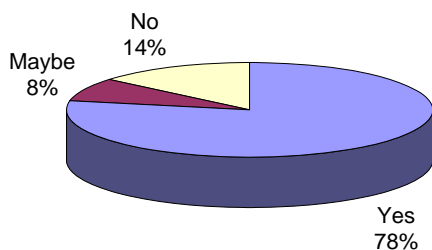
Not every patron who comes to L-net to chat with a librarian gets connected with us. Some patrons give up after waiting too long. Some patrons have technical problems. The good news is that we're improving.



Patrons like L-net

Our chat exit survey tells us we do a good job but also that we can do better.

Would you use this service again?



Selected comments

"The women i got to assist me was welcoming, kind, and very helpful. I would definitely use the ask a librarian service again!"

"I chatted with Jeff. He not only sent me helpful links, but also gave me tips on how to search for credible sources on my own!"

"This was fast, easy and very courteous. Our library is a treasure and a very valuable asset to our community.!"