



L-net and reference services in Oregon

1 What kind of organization do you represent?

- academic library
- public library
- other - please specify

Please rate the importance of the following reference services at your library:

2 Answering reference questions in person

very important	important	somewhat important	unimportant	not applicable – our library does not offer this service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3 Answering reference questions by telephone

very important	important	somewhat important	unimportant	not applicable – our library does not offer this service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4 Answering reference questions by e-mail

very important	important	somewhat important	unimportant	not applicable – our library does not offer this service
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5 Answering reference questions by live chat or instant messaging

very important	important	somewhat important	unimportant	not applicable – our library does not offer this service
1	2	3	4	5

6 If you are not already offering reference services by live chat or instant messaging, are you currently planning on offering this service in the future?

If not, what are the barriers to offering it?

7 Currently, participation in L-net, our statewide virtual reference service is free and is open to all libraries and staff that regularly provide reference service. Funding for L-net pays for software, marketing, 24/7 backup service and administrative staff.

L-net provides live chat and e-mail reference services to all Oregon citizens, students, and workers.

If L-net were not free, what would your library be willing to pay to be able to offer these reference services to your patrons?

- less than \$100 per year
- less than \$500 per year
- less than \$1,000 per year
- less than \$5,000 per year
- \$5,000 or more per year