

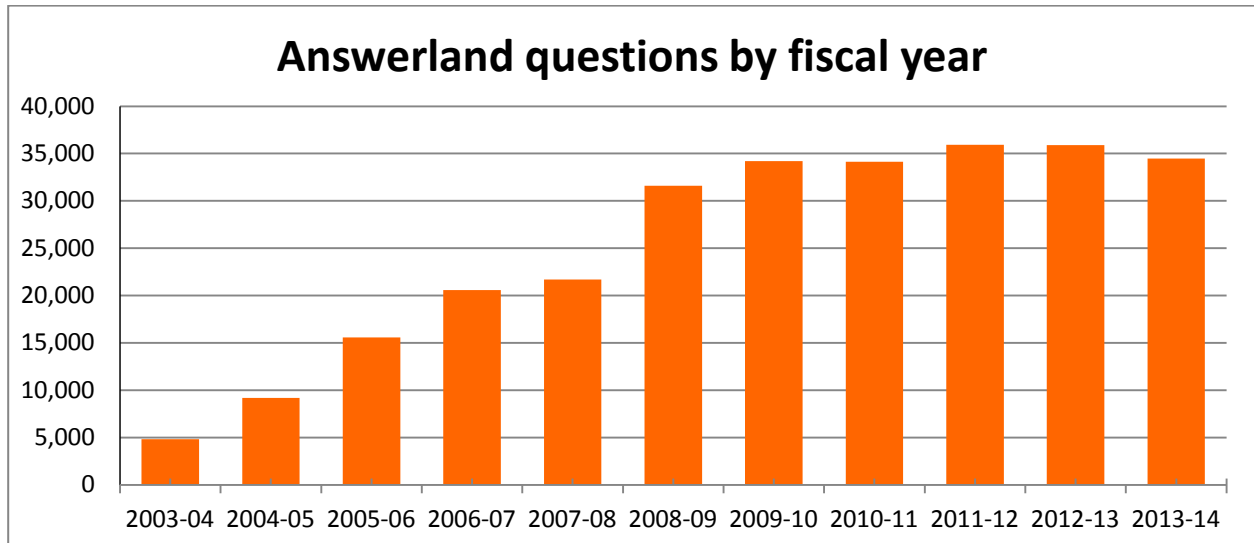


Answerland 2013-14 Statistical report

10/25/2014

July 1, 2013 – June 30, 2014

www.answerland.org/stats

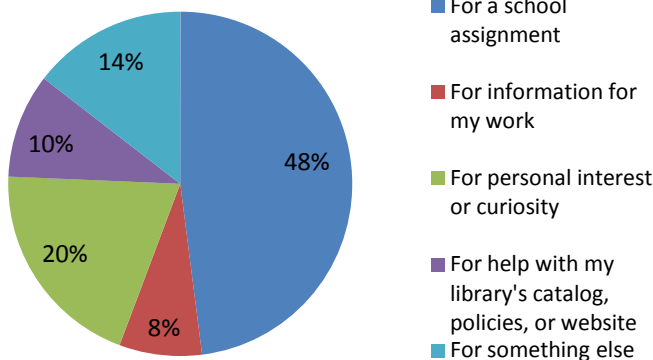


Summary

The overall number of visitors asking questions in 2013-14 was just under 35,000, about the same as it has been since 2009-10.

	2013-14	2012-13
Chat	32,367	33,236
Email	1138	1193
Text	955	1448
Total	34,460	35,877

Answerland supports students



In exit surveys, patrons using the Answerland statewide chat service said that the primary reason they were asking a question was for a school assignment 48% of the time.

Learn More

Contact Emily Papagni, emilyp@multco.us or Rachael Short, rachaels@multco.us, to learn more and participate.

Most patrons identify themselves as public library users.

	2013-14	%	2012-13	%
Academic	11,553	34%	13,141	38%
Public	14,685	43%	20,071	58%
School	921	3%	615	2%
Special	242	1%	229	1%
Unknown	6,600	20%	4,314	13%
Unserviced	20	0%	182	1%

Statistical categories are identified for each chat and email question. Often a question will fit into multiple categories, or into no category.

Patrons like Answerland

Responses to our chat exit survey show that the majority of survey respondents are satisfied with our Answerland, with 74% rating the service they received ‘Excellent’ or ‘Very Good.’ Since most survey responses are linked to individual chats, the dissatisfied ones help us continually improve our service

Widgets are the door of choice

Top Five Widget Users	Chats via widget
Multnomah County Library	6877
Portland State University	6129
Eugene Public Library	1926
University of Portland	1605
Corvallis-Benton County Library	871

The majority of chat users access the service via a widget on their own library’s web page. In 2013-14, 58% of chats (18,856) were sent by patrons through partner library widgets.

Selected comments

“I love this site! I get GREAT answers within seconds! Librarians send me sights to look at relate to my question! If I could I would rate it 500 stars! That's a huge thumb up from me!”

“I had no idea this service existed -- just happened to see the link on the catalog page. This is really fabulous, and to be able to get my question answered on a Sunday evening is nothing short of amazing. I LOVE libraries!”

“Fast and great help from the librarians. They are also friendly too! :)”

“I just spoke to a Lori, who was delightful and helped me thoroughly with some questions I had. I am 96 so a live chat is great... :). No time wasted!”

“this is amazing! saved my grades many times”

“The librarian not only answered my question, but struck up a conversation about similar books, putting some new titles on my radar.”