

# Ask a Librarian

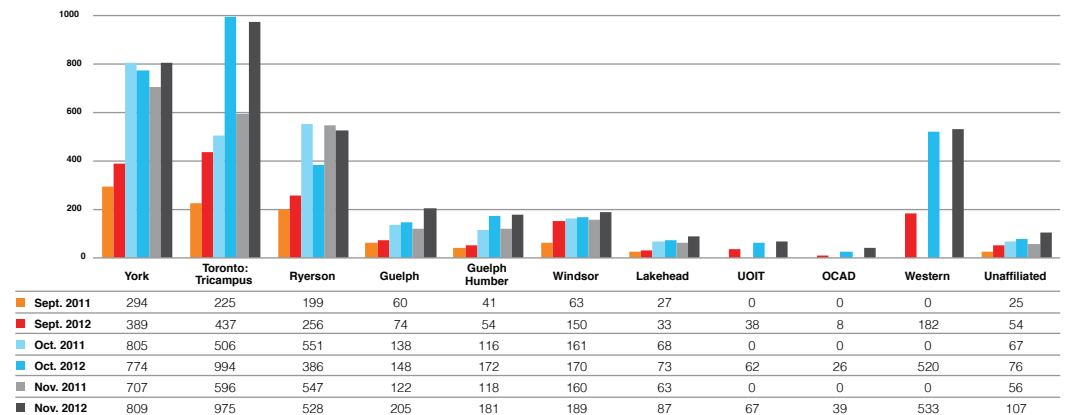
## Fall 2012 Service Summary



Ask a Librarian is a collaborative chat reference service offered at several Ontario universities through OCUL and Scholars Portal. The service launched in September 2011 and added three new members in fall 2012, bringing the total number of participating OCUL libraries to nine.

While this represents an increase of 26% in the size of the community served by Ask, use of the service in fall 2012 showed a nearly 50% increase when compared to fall 2011. To meet this growing demand, the hours of service were expanded from 62 to 67 hours per week. The number of operators was also increased this year, with four or five concurrent operators on most shifts.

Monthly Chats by Library  
Fall 2011 vs. Fall 2012



### Busiest day:

Thursday, November 8, 2012 - **197 chats in 12 hours**

### Busiest shift:

Friday, November 9, 2012, 2pm - **29 chats in one hour**

Total chats since September 2011:

**23,110**

Number of trained operators:

**265**

Number of interns:

**40**

Average number of chats per hour (Fall 2012)

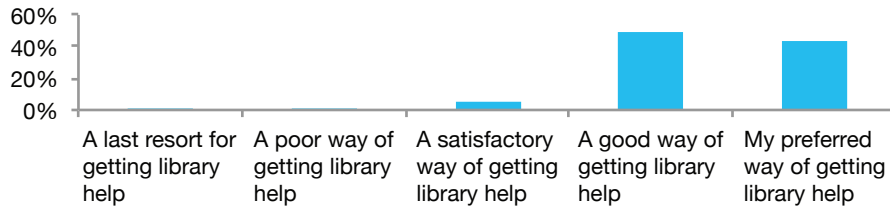
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
10:00	10	11	10	10	7		
11:00	11	11	11	12	11	8	9
12:00	12	13	10	11	10	9	8
13:00	12	13	12	10	9	8	7
14:00	13	13	12	11	10	7	7
15:00	12	13	12	11	8	8	9
16:00	11	10	11	10	8	8	8
17:00	9	9	8	9			
18:00	9	9	9	8			
19:00	10	10	10	7			
20:00	9	10	8	8			
21:00	8	9	7	7			

# Exit Surveys Sept - Nov 2012

The charts on this page summarize responses to the optional exit survey presented at the end of every chat. The high satisfaction ratings are a credit to the 265 operators (library staff and interns) who work on the service each week.

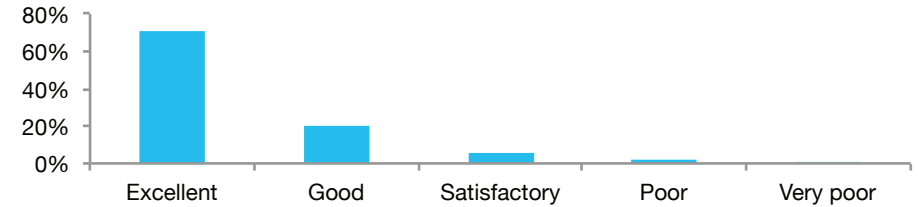
## This chat service is...

1097 responses



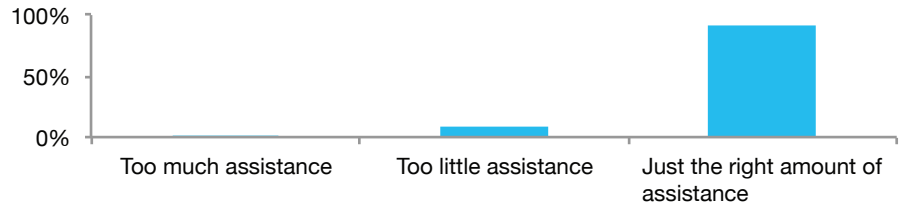
## The service provided by the librarian was...

1106 responses



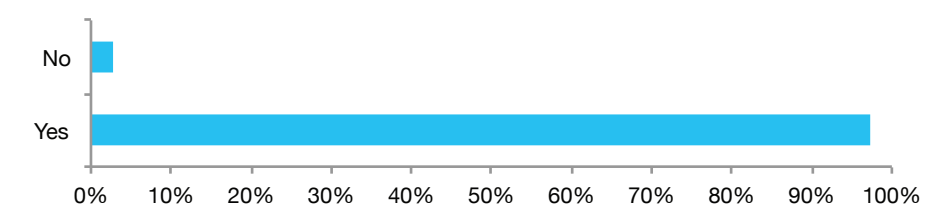
## The librarian provided me with...

1092 responses



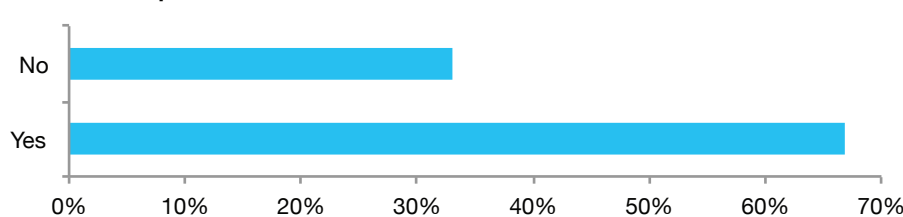
## Would you use this service again?

1093 responses



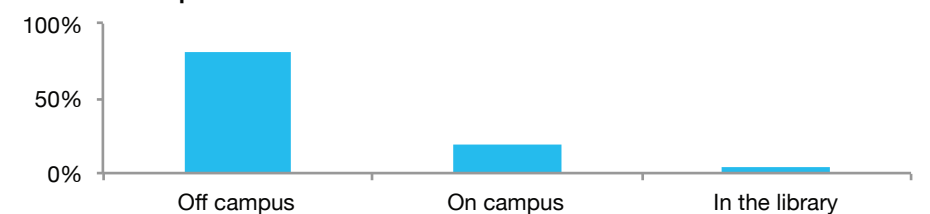
## Was this your first time using the service?

1110 responses



## Where were you when you chatted with us today?

963 responses



## How did you find out about this service?

1250 responses

