

Ask a Librarian

YEAR IN REVIEW
SEPTEMBER 2015 - AUGUST 2016



Total Chats

25,135 chats
5% increase over the
previous year



Answered By

15 Libraries
354 Operators
30 Mentees



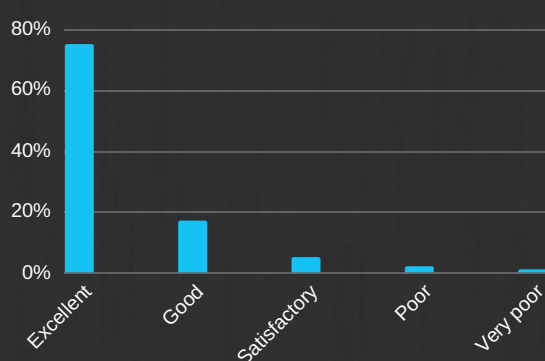
Satisfaction

98% of patrons would **use**
the service **again**

92% of users received **just**
the right amount of
assistance

For 50% of users, chat is
their **preferred** way of
getting library help

Most users rated the service
provided by the librarian as
excellent (75%) or **good** (17%)



"Highlights", "Answered By", "Users", and "Satisfaction" icons created by Arejoenah, Icon Fair, Shashank Singh and Karthik Aathis from the Noun Project



Highlights

Busiest day: 232 chats
November 18, 2015

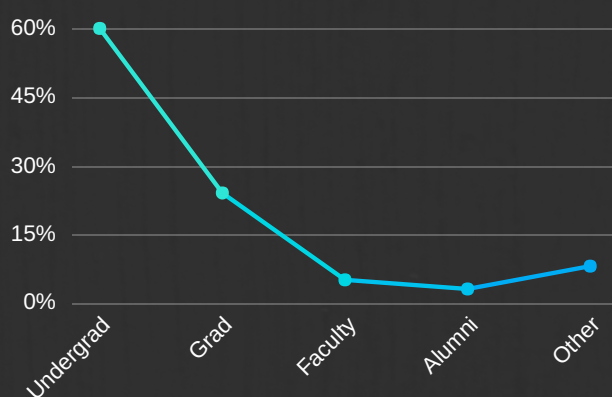
Busiest shift: 32 chats
October 20, 2015, 11 am



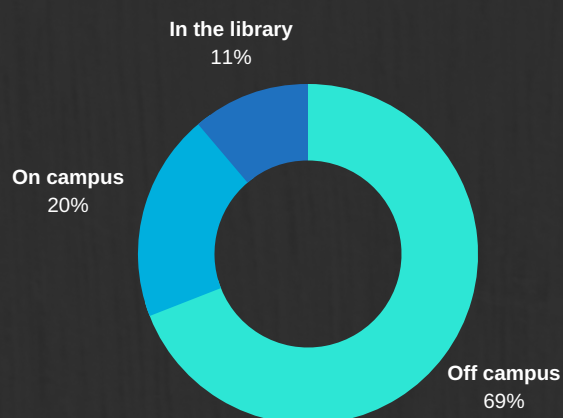
Users

61% of our guests were **first time** users

The majority of our users were **students**



Most users chatted with us
from **off campus**



66% of our users found out
about the service through the
library's website



Ask
Chat with a librarian