

# AskMN: The Librarian Is In!

## FY11 Report

(July 1, 2010 – June 30, 2011)

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**AskMN: The Librarian Is In!** goals are to:

- Create a cooperative network for libraries to more easily contribute and participate in an online reference service for the benefit of its communities.
- Provide a cooperative statewide digital reference service that is of benefit to all Minnesota residents allowing 24/7 access to resources and informational assistance by trained and experienced librarians.

This FY11 (July 1, 2010 – June 30, 2011) report summarizes who is asking questions, who is answering them, what time of day questions are being asked, the reach of our libraries to Minnesota residents, and how satisfied patrons were with AskMN: The Librarian Is In!, Minnesota's statewide digital reference service.

In FY11, Hamline University's Bush Memorial Library and Augsburg College's Lindell Library became participating members of the AskMN academic queue.

FY11 saw a 37% increase in questions from Minnesota patrons over FY10 and saw an overall increase of usage by 18%. While there was an increase in usage from Minnesota patrons in FY11, the most impressive increase overall came from who answered the questions from Minnesota patrons. Minnesota librarians answering questions from Minnesota patrons increased almost 3 fold over FY10. Repeat users of the service grew from 36% to 38%.

Libraries can choose not to participate in staffing AskMN but may still opt to have AskMN.org links on their websites thus providing Minnesota residents with another reference service at their point of need.

### Who Asked Questions?

Table 1 and Chart 1 show that AskMN accepted a total of 22,056 questions in FY11. They also show the total number of requests by fiscal year. Of the 22,056 total questions received in FY11, 18,115 (82%) questions were from Minnesota patrons. That is up from 13,220 in FY10, a 37% increase in questions from Minnesota patrons. AskMN accepted 3,941 (18%) questions from non-Minnesota patrons that Minnesota library staff answered on behalf of the QuestionPoint 24/7 Reference Cooperative in FY11.

While questions from Minnesota Patrons have been accepted and answered by 24/7 from the inception, AskMN did not begin accepting and answering questions from non-Minnesota patrons in the 24/7 Reference Cooperative until December 2008. This means that questions submitted by Minnesota residents at times when our service is not staffed by Minnesota library staff are picked up and answered by the 24/7 service. The 24/7 coverage of AskMN benefits Minnesota patrons at their point and time of need, giving them access to reference services when their libraries are typically closed. Similarly, our participating libraries answer questions for other members of the 24/7 Reference Cooperative. In subscribing to the 24/7 Reference Cooperative, we are obligated to provide reciprocal service to the Cooperative.

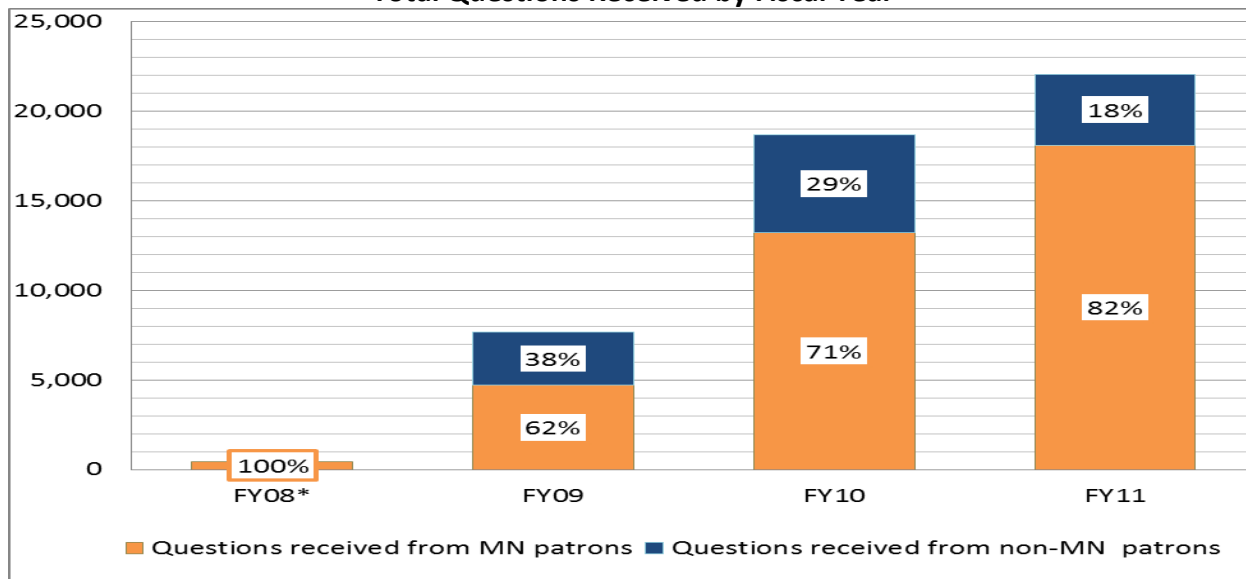
**Table 1**  
**Total Questions Received by Fiscal Year**

	FY08*		FY09		FY10		FY11	
Questions received from MN patrons	455	100%	4,729	62%	13,220	71%	<b>18,115</b>	<b>82%</b>
Questions received from non-MN patrons	0**	0%	2,925	38%	5,481	29%	<b>3,941</b>	<b>18%</b>
<b>Total questions received from all patrons (MN and non-Minnesota )</b>	<b>455</b>	<b>100%</b>	<b>7,654</b>	<b>100%</b>	<b>18,701</b>	<b>100%</b>	<b>22,056</b>	<b>100%</b>

\*Partial year data, April – June 2009

\*\*AskMn did not begin accepting questions from non-Minnesota patrons until December 2008

**Chart 1**  
**Total Questions Received by Fiscal Year**



\*Partial year data, April – June 2009

Table 2 and Graph 1 show the total number of requests Minnesota patrons sent via AskMN.org and participating Minnesota libraries by queue (18,115) in FY11. For AskMN, patron requests are directed into one of two queues: an academic queue and a public queue.

Each participating library is given a unique online form specific to their institution type: academic or public. These two queues were created to best manage requests by experienced academic and public library staff. There is also a statewide portal, <http://www.askmn.org/>, to assist Minnesota residents not affiliated with a participating library. One difference between a participating library and non-participating library is each participating library provides information specific to their institution that allows other participating libraries to better assist each others' patrons.

For the academic queue, the highest activity period is, as it has been in previous fiscal years, the second quarter, October – December 2010. This coincides with the return of students. For the public queue, the highest activity period is the third quarter, January – March 2011, with the second quarter following a close second. There are many from the K12 community that use AskMN for their research, and we see a correlation between History Day research, the gathering information phase, and AskMN usage statistics.

**Table 2**  
**Questions from Minnesota Patrons, FY11**

MN Patron Requests	Jul - Sep 10	Oct - Dec 10	Jan - Mar 11	Apr - Jun 11	Total	% Total
Academic	1,337	2,387	1,881	1,110	6,715	37%
Public	1,745	3,369	3,639	2,647	11,400	63%
<b>Total</b>	<b>3,082</b>	<b>5,756</b>	<b>5,520</b>	<b>3,757</b>	<b>18,115</b>	<b>100%</b>

**Graph 1**  
**Questions from Minnesota Patrons, FY11**

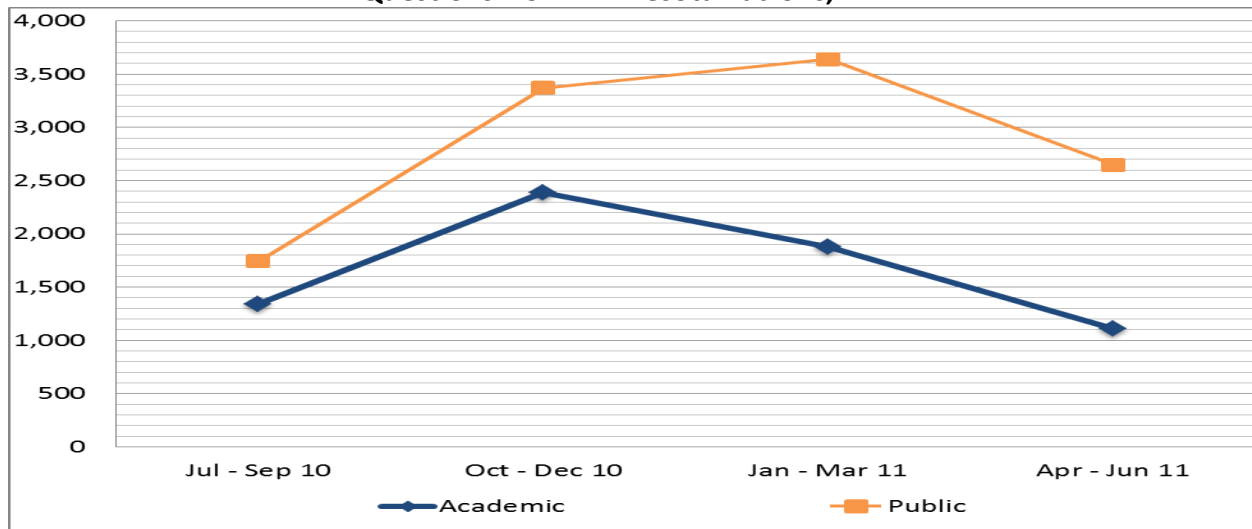
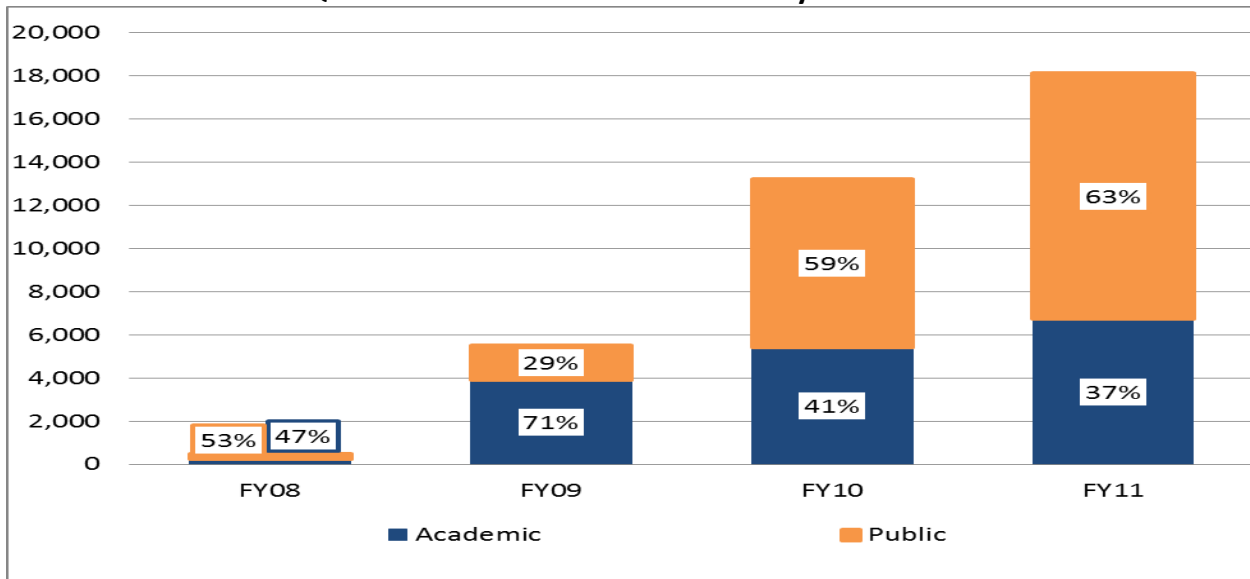


Chart 2 shows the total number of requests by fiscal year. Through the past 3 fiscal years, FY09, FY10, and FY11, there is a reverse trend occurring. In FY09, there were more questions coming into the academic queue. While the academic queue continued to see an increase in usage, in FY10 an even greater percentage of questions came through the public queue, and in FY11, even more questions came through the public queue. As mentioned above, this may be due to the increased use of AskMN by the K12 community especially in regards to History Day projects.

**Chart 2**  
**Questions from Minnesota Patrons by Fiscal Year**



\*Partial year data, April – June 2009

### Questions from Non-Minnesota Patrons, FY11

Part of our agreement with the 24/7 Reference Cooperative requires AskMN to accept questions from non-Minnesota patrons. Table 3 and Graph 3 show the number of questions Minnesota librarians accepted from patrons in the United States as well as the United Kingdom in FY11, contributing to the overall activity of the 24/7 Reference Cooperative and fulfilling our contractual requirement. Questions are directed into one of the two AskMN queues, academic or public.

**Table 3**  
**Questions from Non-Minnesota Patrons, FY11**

Non-MN Patron Requests	Jul - Sep 10	Oct - Dec 10	Jan - Mar 11	Apr - Jun 11	Total	% Total
Academic	196	244	261	183	884	22%
Public	590	880	887	700	3,057	78%
<b>Total</b>	<b>786</b>	<b>1,124</b>	<b>1,148</b>	<b>883</b>	<b>3,941</b>	<b>100%</b>

**Graph 2**  
**Questions from Non-Minnesota Patrons, FY11**

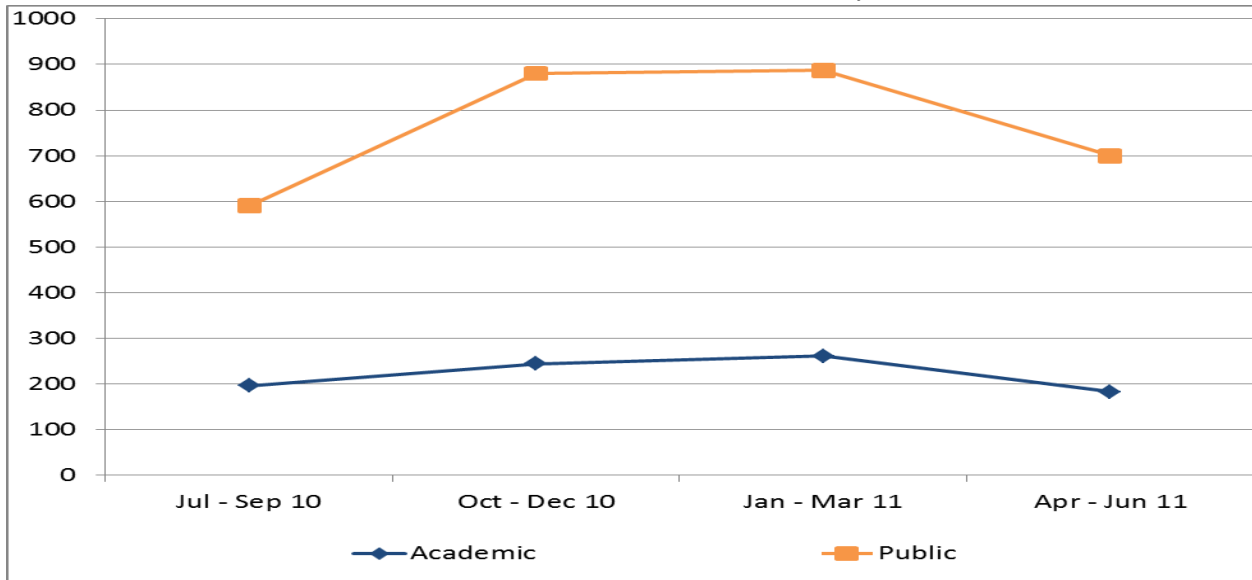
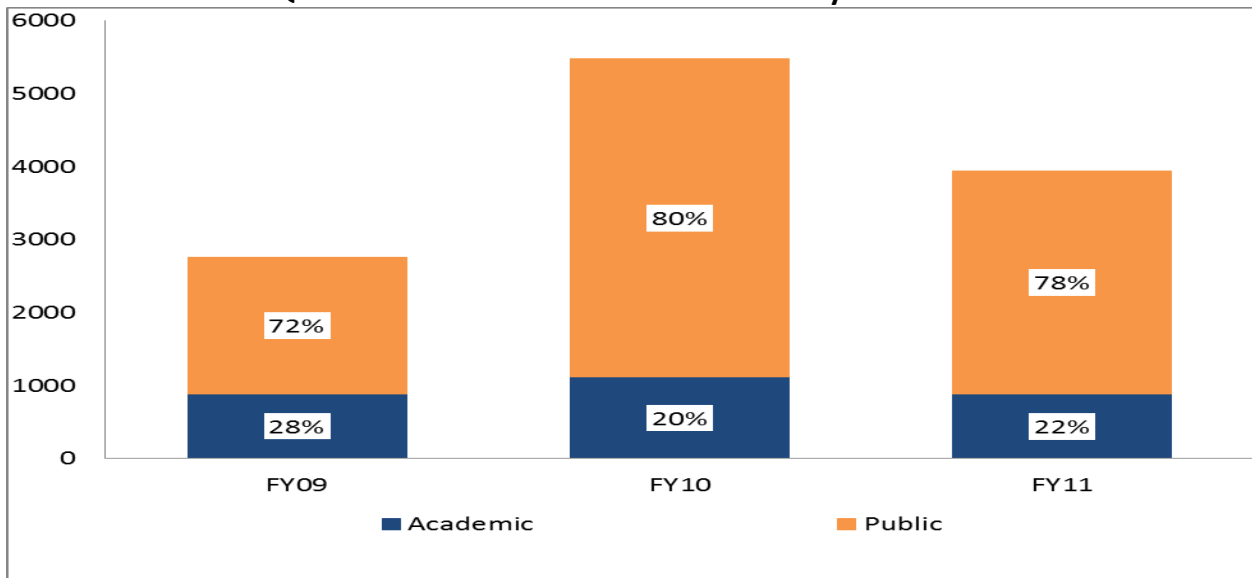


Chart 3 shows the total number of requests from non-Minnesota patrons by fiscal year. Minnesota librarians answered fewer questions from non-Minnesota patrons in FY11. Even with this decrease AskMN still met its required minimum contribution to the 24/7 Reference Cooperative. FY08 is not included as AskMN did not begin responding to requests outside MN through the 24/7 Reference Cooperative until December 2008 (FY09).

**Chart 3**  
**Questions from Non-Minnesota Patrons by Fiscal Year**



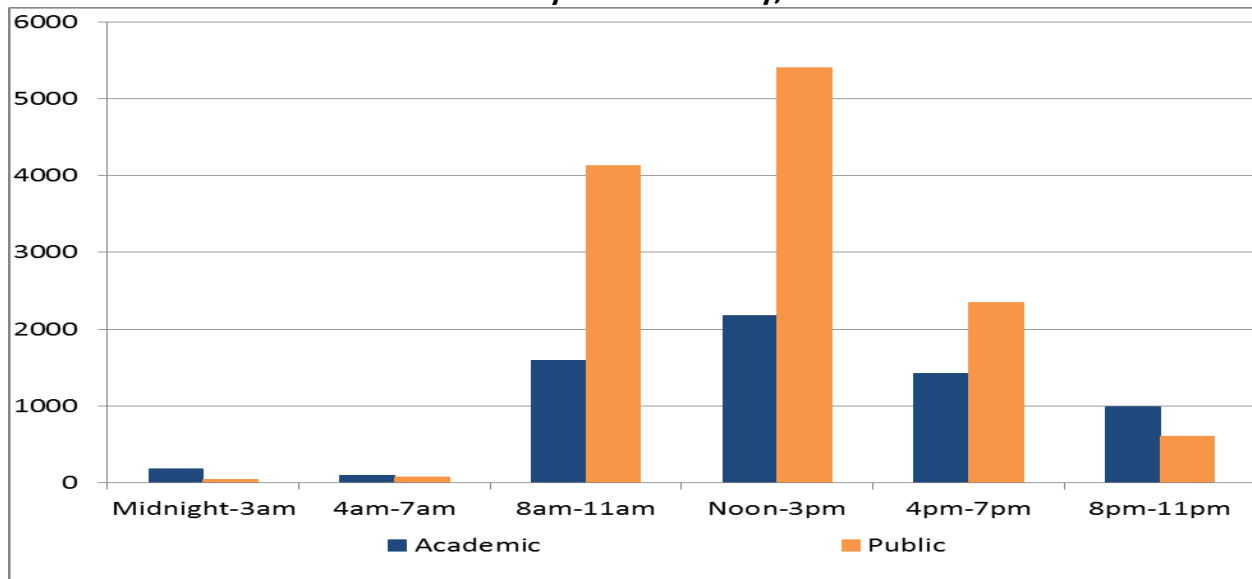
### When Did Patrons Ask Questions?

Graph 3 shows the times of day questions were submitted to AskMN by Minnesota patrons in FY11.

The highest times of use for both academic and public queues came between Noon and 3 pm. For each, the morning time of 8 am – 11 am was the second busiest time. While the daytime hours saw heavier traffic for the public queue, the academic queue remained fairly active after 8 pm.

Typically, AskMN librarians staff the service between 9 am – 5 pm Monday through Friday. After-hours coverage of 5 pm – 9 am weekdays and weekends is handled by the 24/7 Reference Cooperative. However, some libraries may staff the service beyond 5 pm to chat with more patrons from their institution.

**Graph 3**  
**Sessions by hour of the day, FY11**



### Who Answered Questions?

Table 4 shows the breakdown of who answered the 18,115 questions from Minnesota patrons in FY11.

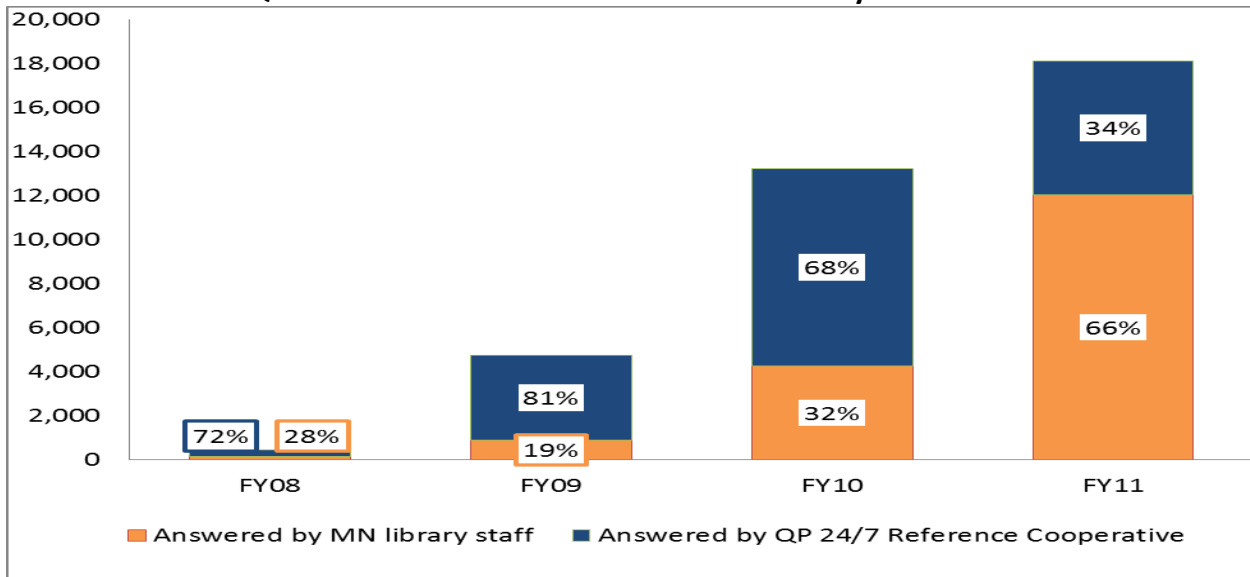
Questions are answered either by staff of participating Minnesota libraries or by staff of the 24/7 Reference Cooperative. Minnesota library staff answered 12,041 (66%) and the 24/7 Reference Cooperative answered 6,074 (34%) of the questions from Minnesota patrons. FY11 was the first fiscal year where Minnesota library staff answered more questions from Minnesota patrons than the 24/7 Reference Cooperative. The 24/7 Reference Cooperative helps maintain our 24/7 statewide coverage when Minnesota library staff are unavailable to answer questions from Minnesota patrons. Minnesota library staff have focused efforts on scheduling staff during higher Minnesota patron traffic times.

**Table 4**  
**Questions Answered for Minnesota Patrons, FY11**

Answered by MN library staff	12,041	66%
Answered by QP 24/7 Reference Cooperative	6,074	34%
<b>Total questions received from MN patrons</b>	<b>18,115</b>	<b>100%</b>

Chart 4 shows the total number of requests from Minnesota patrons by fiscal year. Minnesota library staff increased the number of questions answered for Minnesota patrons from 4,252 (32% of 13,220) in FY10 to 12,041 (66% of 18,115) in FY11.

**Chart 4**  
**Questions Answered for Minnesota Patrons by Fiscal Year**



\*Partial year data, April – June 2009

Table 5 and Graph 4 show which Minnesota queue, academic or public, handled the 12,041 questions answered by Minnesota library staff. Due to increased usage by the K12 community in the public queue during daytime hours, Minnesota library staff increased hours to better meet patrons' times of need.

**Table 5**  
**Minnesota Questions Answered by Minnesota Library Staff, FY11**

MN Questions Answered by MN Library Staff	Jul - Sep 10	Oct - Dec 10	Jan - Mar 11	Apr - Jun 11	Total	% Total
Academic	747	1570	1221	680	4,218	35%
Public	1252	2447	2073	2051	7,823	65%
<b>Total</b>	<b>1,999</b>	<b>4,017</b>	<b>3,294</b>	<b>2,731</b>	<b>12,041</b>	<b>100%</b>

**Graph 4**  
**Minnesota Questions Answered by Minnesota Library Staff, FY11**

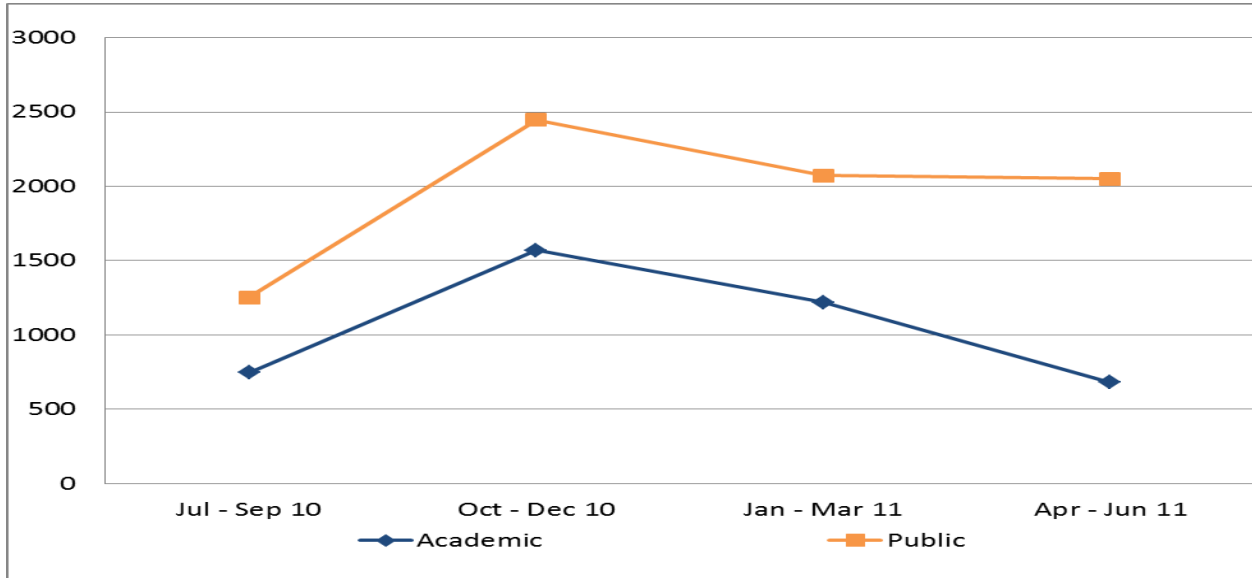
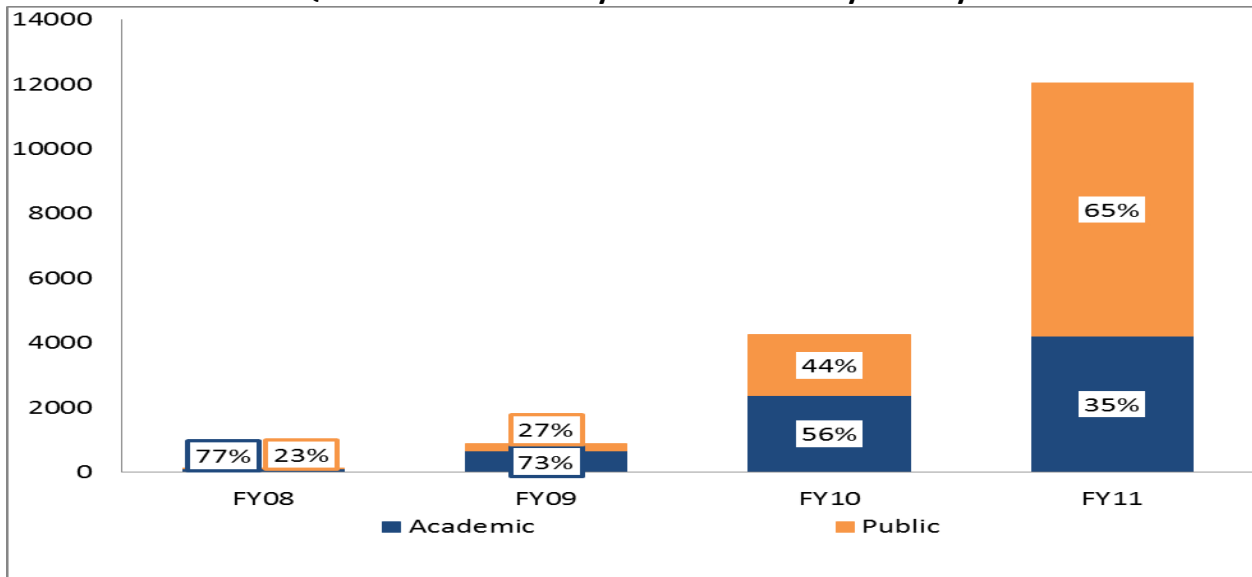


Chart 5 shows the total number of requests by fiscal year. Both academic and public queues saw a dramatic increase in requests by Minnesota patrons answered by Minnesota library staff in FY11.

**Chart 5**  
**Minnesota Questions Answered by Minnesota Library Staff by Fiscal Year**



\*Partial year data, April – June 2009

While 66% (12,041) of questions from Minnesota patrons are answered by Minnesota library staff (Table 4, Chart 4), Table 6 and Graph 5 show when the 24/7 Reference Cooperative stepped in and answered the other 34% (6,074) of questions from Minnesota patrons in FY11. This illustrates the vital importance of participating in the 24/7 Reference Collaborative.

**Table 6**  
**Minnesota Questions Answered by 24/7 Reference Cooperative, FY11**

MN Questions Answered by 24/7 Reference Cooperative	Jul - Sep 09	Oct - Dec 09	Jan - Mar 10	Apr - Jun 10	Total	% Total
Academic	590	817	660	430	2,497	41%
Public	493	922	1,566	596	3,577	59%
<b>Total</b>	<b>1,083</b>	<b>1,739</b>	<b>2,226</b>	<b>1,026</b>	<b>6,074</b>	<b>100%</b>

**Graph 5**  
**Minnesota Questions Answered by 24/7 Reference Cooperative, FY11**

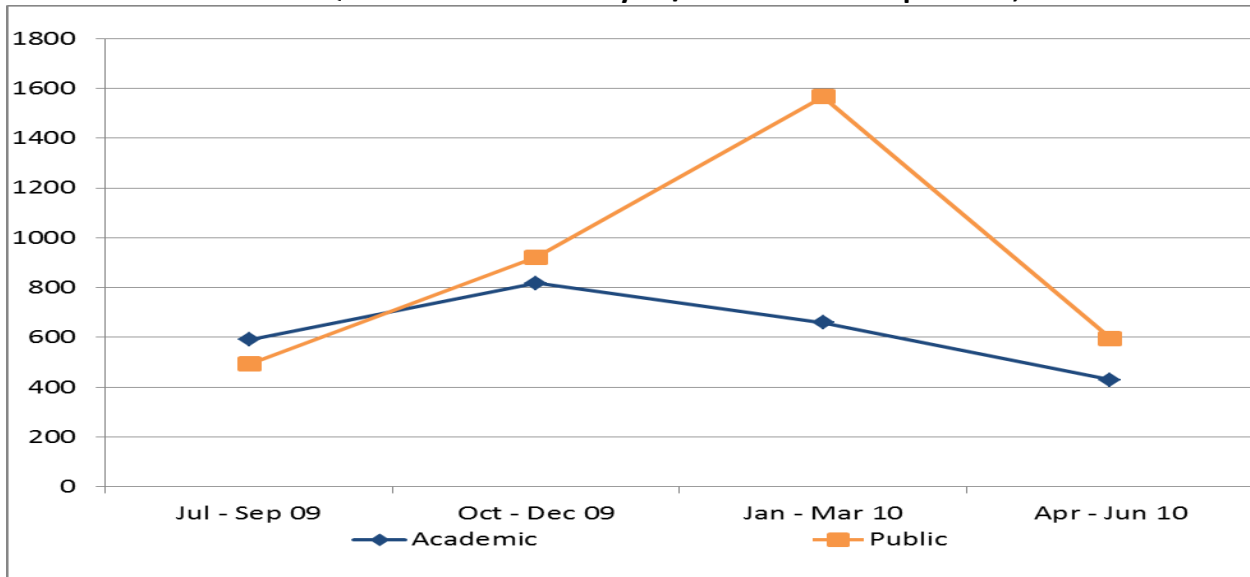
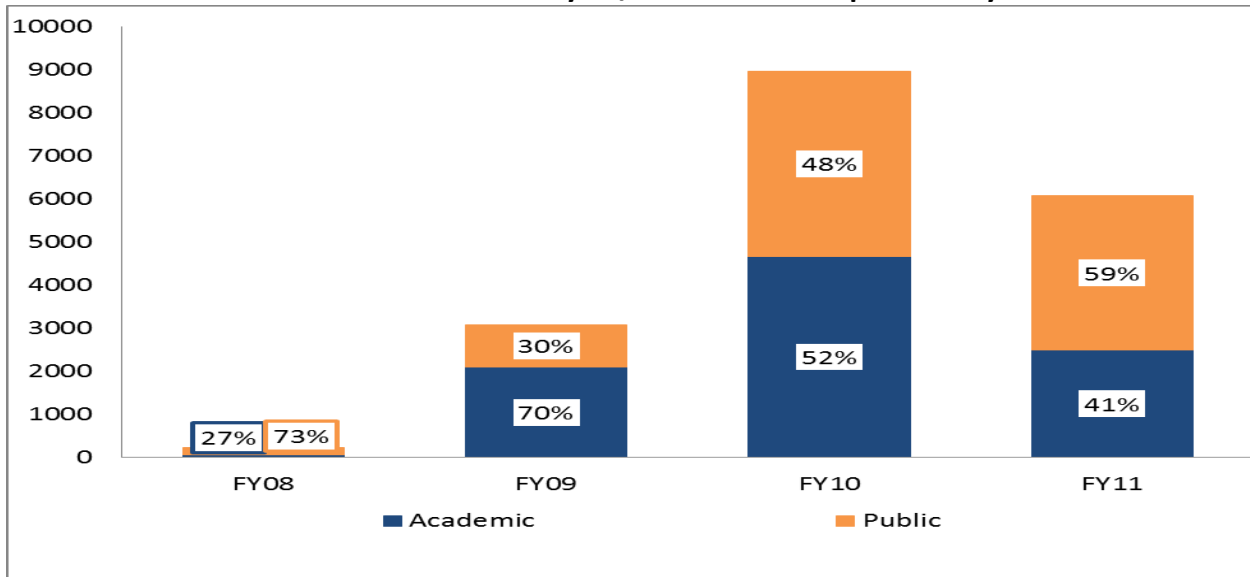


Chart 6 shows the total number of Minnesota requests answered by the 24/7 Reference Cooperative by fiscal year from 2,692 of 3,840 questions in FY09 and 4,674 of 8,968 in FY10 to 6,074 of 18,115 in FY11. Each question is directed into either the academic or public queue. Questions directed to the academic queue and answered by the 24/7 Reference Cooperative decreased every year between FY09 - FY11. Conversely, the 24/7 Reference Cooperative is handling more questions from Minnesota patrons coming through the public queue each fiscal year.

**Chart 6**  
**Minnesota Questions Answered by 24/7 Reference Cooperative by Fiscal Year**



\*Partial year data, April – June 2009

**Where did questions originate within Minnesota?**

There were 8,606 questions (48%) out of a total 18,115 from Minnesota patrons that could be mapped to Minnesota counties based on zip codes supplied by patrons. The zip codes provided by Minnesota patrons for the other 9,509 questions (52%) were incomplete or did not match a valid Minnesota zip code.

Appendix 1, Questions from Minnesota Patrons by County, illustrates the numbers of questions submitted to AskMN by county in FY11.

**AskMN Activity by Queue**

Tables 7 and 8 and Charts 7 and 8 summarize the activity of the academic and public queues. In FY11, Table 7 shows that 56% of Minnesota patrons who submitted questions via the academic queue were assisted by Minnesota library staff. This is up from FY10 where 29% of Minnesota patrons who submitted questions to the academic queue were assisted by Minnesota library staff. A similar increase was also seen for the public queue (Table 8); 54% of Minnesota patrons were assisted by Minnesota library staff in FY11 whereas 18% of Minnesota patrons were assisted by Minnesota library staff in FY10.

Both academic and public queues also saw an increase in the percentage of Minnesota patrons being assisted by the patron’s affiliated library with 52% for the academic queue, up from 25% in FY10, and 49% in the public queue, up from 10% in FY10. As mentioned earlier, AskMN libraries adjusted their schedules to staff the service during higher Minnesota traffic hours. Also, more academic and public libraries staffed more hours than their minimum requirement so that they were available to answer

more questions from their patrons. This is why the number of questions from Minnesota patrons answered by the same library increased significantly for both academic and public queues.

**Table 7**  
**Activity by Academic Queue by Fiscal Year**

Questions received	FY08		FY09		FY10		FY11	
From MN patrons	188	100%	3,344	80%	7,046	86%	6,715	88%
From non-Minnesota patrons (24/7 Cooperative)	0	0%	825	20%	1,116	14%	884	12%
<b>Total questions from all patrons</b>	<b>188</b>	<b>100%</b>	<b>4,169</b>	<b>100%</b>	<b>8,162</b>	<b>100%</b>	<b>7,599</b>	<b>100%</b>

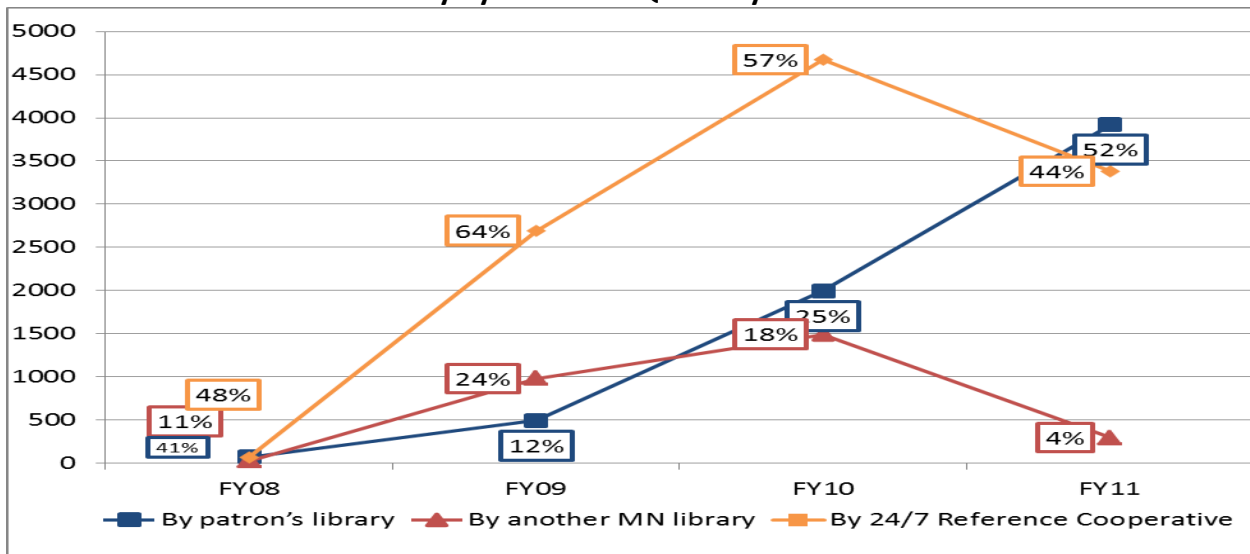
How are Minnesota patrons being assisted?	FY08		FY09		FY10		FY11	
By patron's library	77	41%	496	12%	1,996	25%	3,921	52%
By another MN library	21	11%	156	4%	376	4%	297	4%
By 24/7 Reference Cooperative	90	48%	2,692	64%	4,674	57%	2,497	32%
<b>Total responses provided</b>	<b>188</b>	<b>100%</b>	<b>3,344</b>	<b>80%</b>	<b>7,046</b>	<b>86%</b>	<b>6,715</b>	<b>88%</b>

How are all patrons being assisted?	FY08		FY09		FY10		FY11	
By patron's library	77	41%	496	12%	1,996	25%	3,921	52%
By another MN library	21	11%	981	24%	1,492	18%	297	4%
By 24/7 Reference Cooperative	90	48%	2,692	64%	4,674	57%	3,381	44%
<b>Total responses provided</b>	<b>188</b>	<b>100%</b>	<b>4,169</b>	<b>100%</b>	<b>8,162</b>	<b>100%</b>	<b>7,599</b>	<b>100%</b>

\*Partial year data, April – June 2009

**Chart 7**  
**Activity by Academic Queue by Fiscal Year**



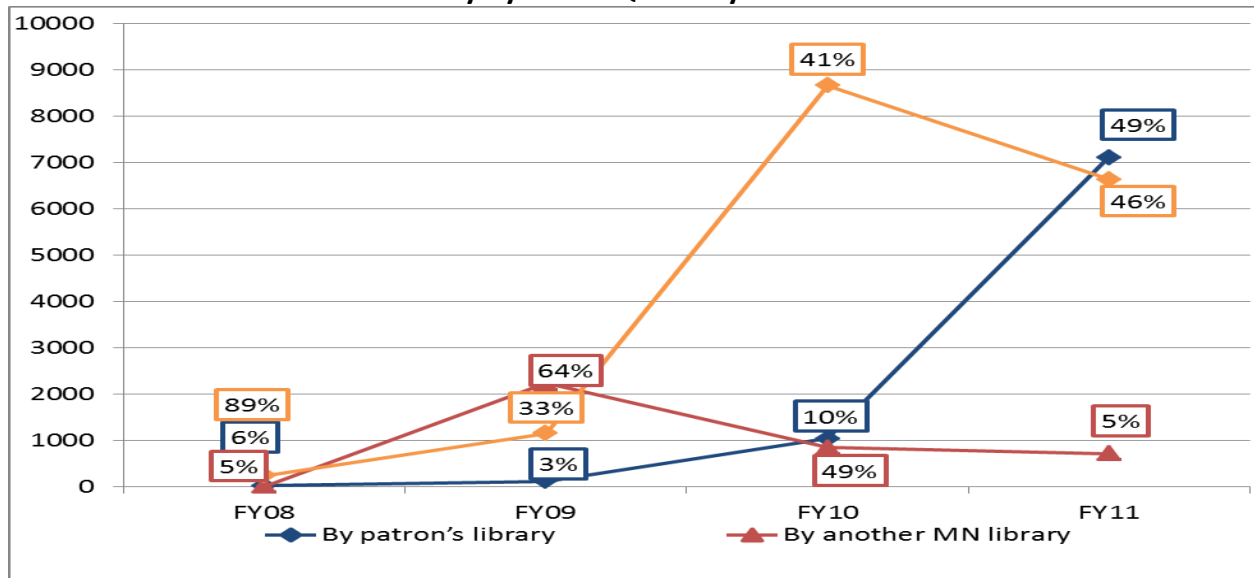
\*Partial year data, April – June 2009

**Table 8**  
**Activity by Public Queue by Fiscal Year**

Questions received	FY08		FY09		FY10		FY11	
From MN patrons	267	100%	1,385	40%	6,174	59%	11,400	79%
From non-Minnesota patrons (24/7 Cooperative)	0	0%	2,100	60%	4,365	41%	3,057	21%
<b>Total questions from all patrons</b>	<b>267</b>	<b>100%</b>	<b>3,485</b>	<b>100%</b>	<b>10,539</b>	<b>100%</b>	<b>14,457</b>	<b>100%</b>
How are Minnesota patrons being assisted?	FY08		FY09		FY10		FY11	
By patron's library	15	6%	111	3%	1,040	10%	7,108	49%
By another MN library	14	5%	126	4%	840	8%	715	5%
By 24/7 Reference Cooperative	238	89%	1,148	33%	4,294	41%	3,577	25%
<b>Total responses provided</b>	<b>267</b>	<b>100%</b>	<b>1,385</b>	<b>40%</b>	<b>6,174</b>	<b>59%</b>	<b>11,400</b>	<b>79%</b>
How are all patrons being assisted?	FY08		FY09		FY10		FY11	
By patron's library	15	6%	111	3%	1,040	10%	7,108	49%
By another MN library	14	5%	2,226	64%	5,205	49%	715	5%
By 24/7 Reference Cooperative	238	89%	1,148	33%	4,294	41%	6,634	46%
<b>Total responses provided</b>	<b>267</b>	<b>100%</b>	<b>3,485</b>	<b>100%</b>	<b>10,539</b>	<b>100%</b>	<b>14,457</b>	<b>100%</b>

\*Partial year data, April – June 2009

**Chart 8**  
**Activity by Public Queue by Fiscal Year**



\*Partial year data, April – June 2009

**Patron satisfaction**

At the conclusion of each transaction (question/answer), Minnesota patrons are invited to complete a brief survey. Of the 18,115 total questions received from Minnesota patrons, 769 (4%) responded. Table 9 shows that through the last three fiscal years more people are returning users of the service. Positive responses about the service, the librarian’s helpfulness, and overall satisfaction remain high.

**Table 9  
Patron Satisfaction Survey by Fiscal Year**

	FY08 Total			FY09 Total			FY10 Total			FY11 Total		
<b>First time using service?</b>	<b>Yes</b>	9	<b>45%</b>	<b>Yes</b>	284	<b>70%</b>	<b>Yes</b>	526	<b>61%</b>	<b>Yes</b>	444	<b>58%</b>
	<b>No</b>	3	15%	<b>No</b>	93	23%	<b>No</b>	282	36%	<b>No</b>	294	38%
	<b>N/A</b>	8	40%	<b>N/A</b>	29	7%	<b>N/A</b>	21	3%	<b>N/A</b>	31	4%
<b>Would you use this service again?</b>	<b>Yes</b>	16	<b>80%</b>	<b>Yes</b>	364	<b>90%</b>	<b>Yes</b>	752	<b>92%</b>	<b>Yes</b>	655	<b>85%</b>
	<b>No</b>	0	0%	<b>No</b>	10	2%	<b>No</b>	24	3%	<b>No</b>	61	8%
	<b>N/A</b>	4	20%	<b>N/A</b>	32	8%	<b>N/A</b>	53	5%	<b>N/A</b>	53	7%
<b>Was the librarian helpful?</b>	<b>Yes</b>	15	<b>75%</b>	<b>Yes</b>	344	<b>85%</b>	<b>Yes</b>	682	<b>84%</b>	<b>Yes</b>	628	<b>82%</b>
	<b>No</b>	1	5%	<b>No</b>	23	6%	<b>No</b>	67	7%	<b>No</b>	67	9%
	<b>N/A</b>	4	20%	<b>N/A</b>	39	9%	<b>N/A</b>	80	9%	<b>N/A</b>	74	9%
<b>Were you satisfied with the answer to your question?</b>	<b>Yes</b>	13	<b>65%</b>	<b>Yes</b>	299	<b>74%</b>	<b>Yes</b>	619	<b>76%</b>	<b>Yes</b>	562	<b>73%</b>
	<b>No</b>	2	10%	<b>No</b>	43	10%	<b>No</b>	92	11%	<b>No</b>	113	15%
	<b>N/A</b>	5	25%	<b>N/A</b>	64	16%	<b>N/A</b>	118	13%	<b>N/A</b>	94	12%

Among the optional comments received, some said AskMN was easy to use, others cited the convenience of being able to ask their question at any time of day, and others still commented on the friendliness of the librarian helping them. People highlighted how useful AskMN was in helping find resources and that it was an asset to have in Minnesota. Appendix 2 shows some of the comments received in FY11.

## **Acknowledgement**

Many thanks to Dana Kocienda, Minitex Support Staff, for her assistance in creating the figures and map.

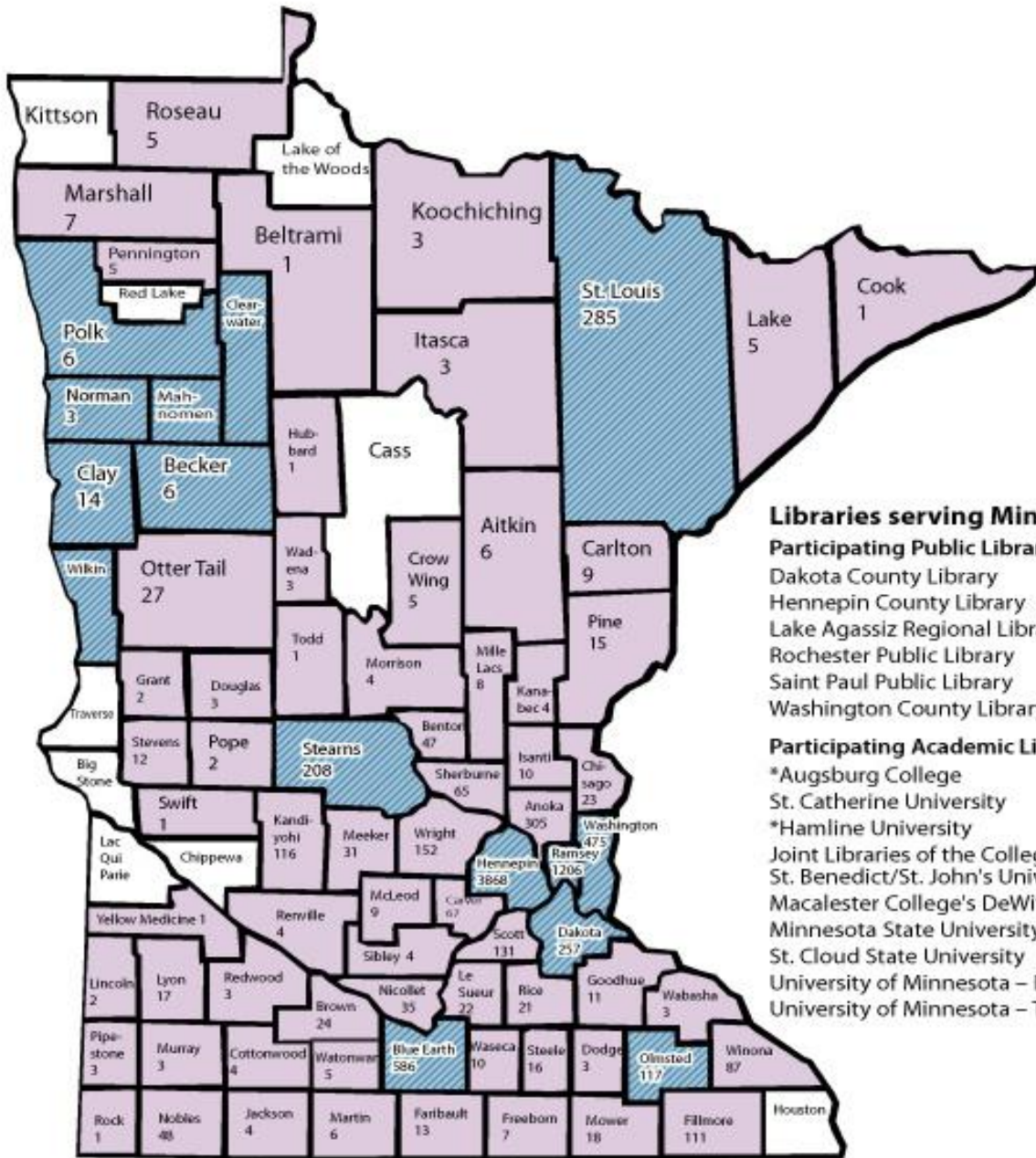
## **Contact Information**

For more information about AskMN: The Librarian Is In!, please contact:

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**Appendix 1**  
**July 2010 – June 2011**  
**Questions from Minnesota Patrons by County**



**Libraries serving Minnesota**

**Participating Public Libraries**

- Dakota County Library
- Hennepin County Library
- Lake Agassiz Regional Library
- Rochester Public Library
- Saint Paul Public Library
- Washington County Library

**Participating Academic Libraries**

- \*Augsburg College
- St. Catherine University
- \*Hamline University
- Joint Libraries of the College of St. Benedict/St. John's University
- Macalester College's DeWitt Library
- Minnesota State University, Mankato
- St. Cloud State University
- University of Minnesota – Duluth
- University of Minnesota – Twin Cities

Counties from which MN patrons submitted questions via AskMN and supplied valid ZIP codes

Counties with participating library or libraries

\*New participating libraries in FY11

**Appendix 2**  
**Selected Survey Comments, FY11**

<p>This is such a smart service!! I didn't know about it until a library workshop last week. Chatting with a librarian for 2 min saved me hours of searching.</p>
<p>The librarian was very friendly and helpful. I would definitely use this service again. I also like that you were available 24/7.</p>
<p>Very helpful, efficient. Awesome service!</p>
<p>Thanks for trying to find a needle in a haystack. It was a tough request. Thanks anyway. The librarian was very helpful.</p>
<p>24/7 service eliminates my ability to procrastinate. Thanks for the service and convenience.</p>
<p>What a great service. I was very impressed with the interaction. I will be back.</p>
<p>The service was great -- very responsive. The answer was disappointing ("try a different web browser"), but obviously that's not the librarian's fault.</p>
<p>Barbara came to the rescue in less than a few moments and found exactly what I needed. We, here in the office, could not figure out how to tackle the situation we had, but Barbara saved us from looking like dumbbells. Wow, this is a great service. Thank you!!!! Respectfully, Kim, P.S. I will definitely refer you to all our staff or anyone in need of answers to their questions in a quick, knowledgeable and efficient way.</p>
<p>This was an amazing service. I am off-campus and was panicking because I couldn't get on a database I was able to access on the campus' network, but within seconds the librarian responded and gave me exactly what I needed, and what I couldn't find through Google. Thank you!!!!</p>
<p>For the first time in over 20 years I found someone who was helpful in obtaining answers to my question of this set of William Shakespeare books.</p>
<p>Wow, I never knew this existed but I feel like I need to tell everyone about it now. The librarian was extremely helpful and understood exactly what I needed. So cool!</p>
<p>Great service! I had tried to find an individual report by a lab at the U of M written in 1963. I searched unsuccessfully, but the librarian found it as a series. Thanks so much!</p>
<p>This is a great way to get help. I can use it while I'm doing a bunch of other things and someone is always there to help. Great resource, thanks!</p>
<p>I am a librarian. Our reference librarian and I had tried to find information. She suggested trying AskMN. Although the information we requested has not yet been found [it is obscure] I have been in contact with the librarian(s) helping me out. I think this service is GREAT and will recommend it to our patrons and researchers. THANKS!</p>
<p>Very helpful service at 10pm! Surprising not to have to wait till usual opening hours, or just get an e mail response in morning that didn't really answer my question (thinking of other sites where I have sent a query) Excellent too that Melissa stayed on line till I had followed her instructions. I felt I was having a live conversation with a live person! All for free, too. Can't praise it too highly. Will spread the news. Pity all help lines aren't as good.</p>
<p>The librarian was very helpful and worked to find an answer to my question, but was not successful. He did give me some suggestions as to where I may seek additional help in my search for a specific children's book for which I have only one phrase.</p>
<p>I like the fact that the librarians are very helpful and use their time to help! Thank you very much. I guess I will keep coming to this website from now on. Thank you Question Point and librarians! Your help is taken into consideration!</p>

<p>I live nowhere near my campus and do my research remotely. The instant service is great to have available because it does not slow my schedule to either wait for email exchanges or call campus. This service enhances the overall services that all the librarians provide either in person on via computer, phone etc. Thank you.</p>
<p>I loved how they did this and I would recommend it for anyone in need of help with their research, and thanks for your time and help!</p>
<p>I obtained answers to why I wasn't able to pull up the referenced articles in my text book when I used the databases. I have spent many hours attempting to find these articles. Then my instructor suggested contacting the library services. I didn't spend much time in getting an answer to why I hadn't been successful.</p>
<p>I really appreciate that when this service doesn't come up with an answer right away they offer to look into the question further and come up with an answer. The staff's dedication to this site is fantastic.</p>
<p>I think this is a fantastic service. Both times I have used it I found it incredibly helpful, quick and easy to use. The librarians have been really nice and did this in real-time. This saved me a lot of time. Thank you for offering this service!</p>
<p>I am impressed with this service and will definitely be back.</p>
<p>I was connected to a subject librarian who cross-referenced sources to answer my question completely. I am very grateful for this help, and look forward to using the chat service again for inevitable future questions.</p>
<p>I was very impressed. I have been a student at MSU for 2 years and it's the first time that I used this service. I am definitely going to be using it more often now. Thanks</p>
<p>I was very surprised at how quickly I was transferred around departments. I went from the library to the bio sciences, to the civil engineering building. It was really cool. I would suggest putting the chat responses in the top tab, like Google Chat does. That way, you could switch tabs and know if there is a response.</p>
<p>It is great to have immediate help. I understand the librarian is helping several chatters, which is fine with me, I multi-task at the same time also. This is much better than hanging on the phone, where there likely would be a "hold for the extra available assistant."</p>
<p>Librarian was terrific. The only issue was the tech question I was asking was very complex for eBook downloads and we both pretty much needed advanced computer degrees to figure it out... we solved today's issue but not necessarily the macro issue. She was fantastic though, prompt and smart and patient with me.</p>
<p>Dennis was very helpful in finding articles. I have not used this service before and it is pretty slick! Thank you.</p>
<p>Love, love, love the live chat option. It's great because I can chat and keep working on other things on my desktop at the same time but get the answer quicker than I would've through email. This too, is better than a phone call because then I'd have to stop working, hold the phone and then possibly be put on hold and wait without getting my other work done. Kudos, UMN libraries!</p>
<p>Lynn Beck was extraordinarily helpful with a couple of rather daunting research questions I had. She send me a PDF of a dissertation that I found impossible to find, and offered for forward our conversation to an Educational librarian for a question I had about how the dissertation's author and one of her sources operationalized constructs of cognitive, affective, and metacognitive learning. BIG thanks.</p>

Megan was very helpful. Thank you for all your great suggestions! She even followed up to make sure I had used ILL before (which I had) but I imagine for someone who hasn't this would be very important.
Nice service, and quick response. Thanks! I do have one small comment about question 4 of this survey (I prefer asking questions online, using e-mail or chat.) To me the question is ambiguous -- what other options are we being asked to compare these options to (in person, to not ask at all ...)? Again - thanks for this service. I'll use it again, I'm sure!
Online chat is so easy! I got the answers to my questions before I had to enter the library. Now when I go, I know exactly what I'm looking for.
Pat from Michigan was very courteous and helpful. And it didn't take long for her ( or him..) to find my answer. Thank you so much !! Roseville, MN library user--
Quick response. The information was helpful, and I got my answer. I look forward to sharing this site with my students.
Thanks for doing those chat options. They're really helpful, especially when taking courses from the other part of the world!
The answer was speedy and in-depth, and they went out of their way to give me several more sources I could check out. Great job! :)
The Librarian I got was very kind I've used this service so many times I love it ! I'm Going to use it for school reports when I do a book about a famous person and animals I love this service and the librarian found a book for me to use on my report .. Thanks to this service! :)
Great service for a quick answer to a question about library services. *Far* faster and easier than searching for the answer on my own and a service I can use right now, when I have computer access, but no phone access. I work at a library that doesn't yet have chat reference and hope that we get to start trying it out sometime soon for quick questions, ready reference, etc.
The person that attended to me was prompt. The person was excellent. The person helped me a great deal!!!. Thanks so much.
Even though my question was dealing with a local plant in MN and the librarian was in NY, she found information for my state and gave me a good link to the answer I needed. I would use this service again.
This AskMN service is an incredibly valuable tool for teachers and students in our high school. Awesome staff responding to our queries. Thank you!!!!
I find the email and chat very helpful. The librarian I chatted with answered my questions and directed me to the right resources. Thank you!
This option is so neat! I love to be able to get the help I need now, not later. (Maybe I was super lucky & Christine the librarian was able to help me so quickly) none the less, I like this "chat" thing and will definitely use it again... and Christine was super helpful!!!!!! Give her the rest of the day off!!! PAID! :)
Great that it is available 24/7. I was helped by a librarian in Wisconsin and, even though I had questions about the university of Minnesota library, he/she was able to help me.
Very helpful librarian who went the extra mile in trying to solve BOTH my problems. Can't complain about it in anyway...would recommend this service.
I hope the 24/7 service will continue. What a perk it is for students not to have wait 1-2 days for an answer. Technology is great & I'm glad MSU,M is utilizing it. Thanks!

Wonderful service...thank you for providing! Librarian was very helpful, given the fact I was only able to offer limited information. I appreciate that he suggested a better location to find what I'm looking for and forwarded our chat to the appropriate area.

Very helpful to have immediate response without having to look up a number or wait on hold.  
Thanks

Amy (and assisting colleague) were great, great, great, etc. Excellent suggestions for a hard question I threw at them. More than helpful.

This is a great service and I loved the way the sites popped up! Can't wait to get to work using the info I received here!!

The librarian was wonderfully helpful and very patient. I would most definitely use this again!

Great idea! Really streamlines the process.