

# AskMN: The Librarian Is In!

## FY12 Report

(July 1, 2011 – June 30, 2012)

Carla Steinberg Pfahl

**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 FY12 (July 1, 2011 – June 30, 2012) 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 FY12, AskMN added thirteen libraries to its cooperative. Bethel University, College of St. Scholastica, Concordia University, Lake Superior College, McNally Smith College of Music, Normandale Community College, Northwestern College, University of Minnesota – Morris, and University of St. Thomas became participating members of the AskMN academic queue. AskMN also welcomed Carver County Public Library, Cloquet Public Library, Duluth Public Library, and Great River Regional Library to the public queue.

AskMN continued to grow in FY12 seeing a 51% increase in questions from Minnesota patrons from FY11 and saw an overall increase of usage by 42%. More Minnesota patrons are using AskMN as a source for informational assistance and, as we see from the survey statistics (pg. 13) and comments (Appendix 2), they appreciate the help and feel the overall experience was a positive one.

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 31,329 questions in FY12. They also show the total number of requests by fiscal year. Of the 31,329 total questions received in FY12, 27,352 (87%) questions were from Minnesota patrons. That is up from 18,115 in FY11, a 51% increase in questions from Minnesota patrons. AskMN accepted 3,977 (13%) questions from non-Minnesota patrons that Minnesota library staff answered on behalf of the QuestionPoint 24/7 Reference Cooperative in FY12.

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**

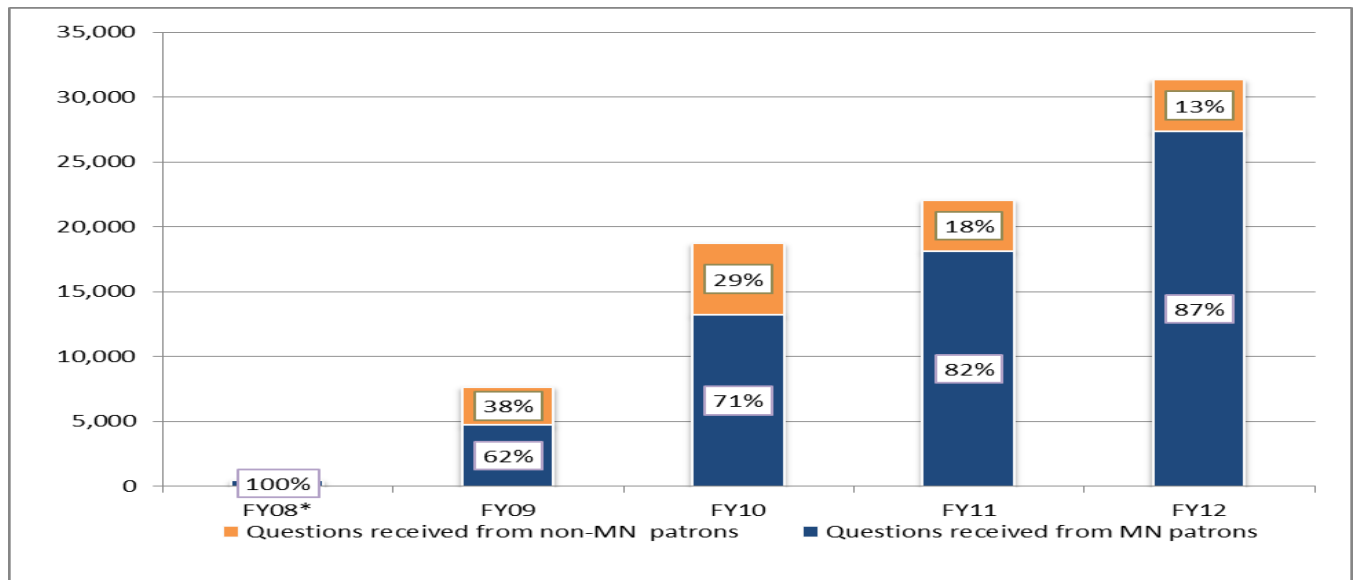
	FY08*		FY09		FY10		FY11		FY12	
Questions received from MN patrons	455	100%	4,729	62%	13,220	71%	18,115	82%	27,352	87%
Questions received from non-MN patrons	0**	0%	2,925	38%	5,481	29%	3,941	18%	3,977	13%
<b>Total questions received from all patrons (MN and non-Minnesota )</b>	<b>455</b>	<b>100%</b>	<b>7,654</b>	<b>100%</b>	<b>18,701</b>	<b>100%</b>	<b>22,056</b>	<b>100%</b>	<b>31,329</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 (27,352) in FY12. 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 2011. This coincides with the return of students. For the public queue, the highest activity period is the third quarter, January – March 2012. 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, FY12**

MN Patron Requests	Jul - Sep 11	Oct - Dec 11	Jan - Mar 12	Apr - Jun 12	Total	% Total
Academic	1389	2292	2084	1444	7209	26%
Public	3166	5191	7720	4066	20143	74%
<b>Total</b>	<b>4555</b>	<b>7483</b>	<b>9804</b>	<b>5510</b>	<b>27352</b>	<b>100%</b>

**Graph 1**

**Questions from Minnesota Patrons, FY12**

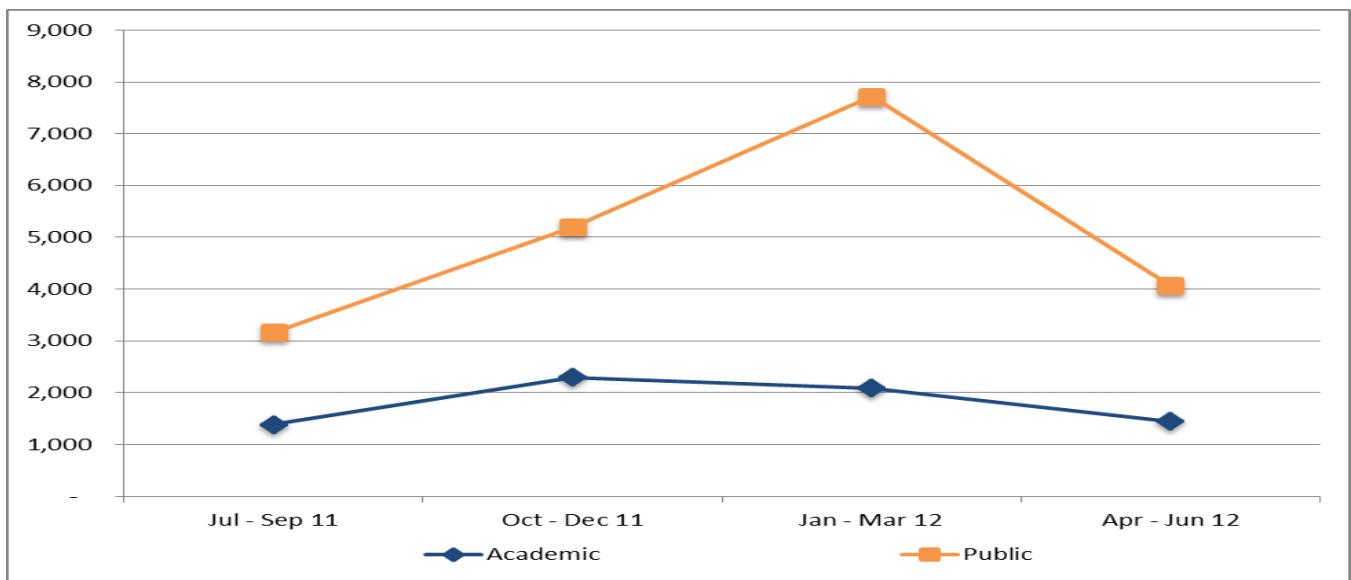
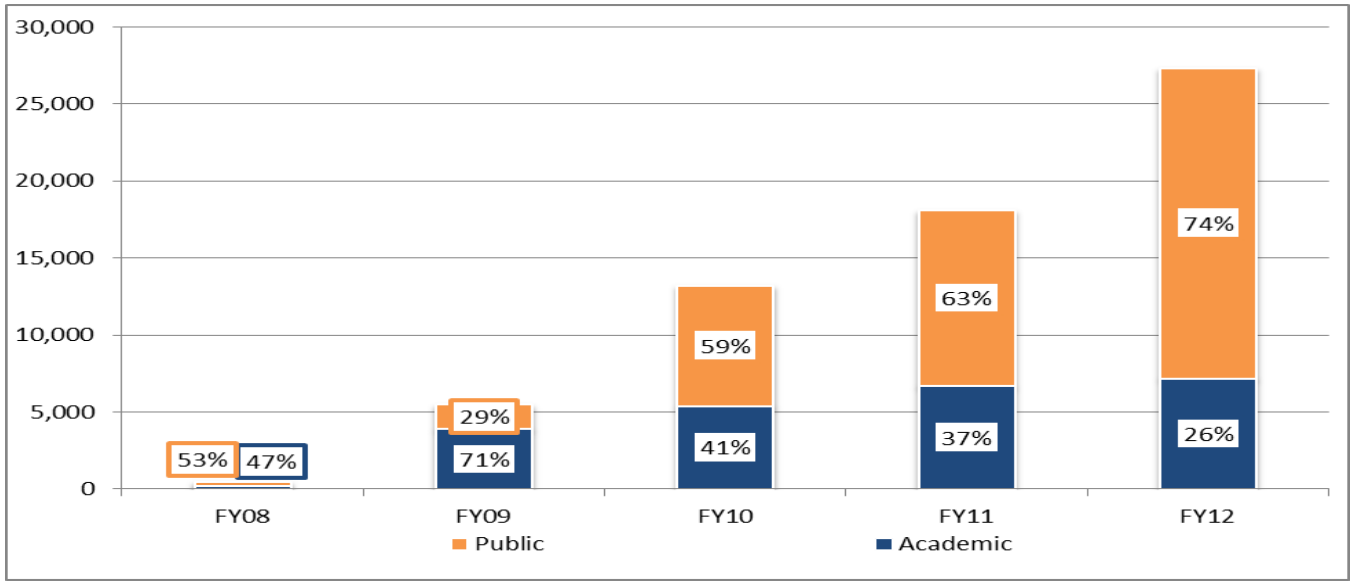


Chart 2 shows the total number of Minnesota patron requests by fiscal year. Since FY10, we see more questions coming into the public queue than the academic queue. As mentioned above, this may be due to the increased use of AskMN by the K12 community especially in regards to History Day projects. K-12 students use the public queue to ask their questions. Another point that can attest to this trend is that most academic patrons who use AskMN use it via their participating library – very few academic questions come in via the statewide portal askmn.org. The statewide portal has seen the largest increase in usage throughout the fiscal years through the public queue.

**Chart 2**

### Questions from Minnesota Patrons by Fiscal Year



\*Partial year data, April – June 2009

### Questions from Non-Minnesota Patrons, FY12

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 FY12, contributing to the overall activity of the 24/7 Reference Cooperative and fulfilling our contractual requirement.

**Table 3**

### Questions from Non-Minnesota Patrons, FY12

Non-MN Patron Requests	Jul - Sep 11	Oct - Dec 11	Jan - Mar 12	Apr - Jun 12	Total	% Total
Academic	201	205	228	214	848	21%
Public	668	894	868	699	3,129	79%
<b>Total</b>	<b>869</b>	<b>1,099</b>	<b>1,096</b>	<b>913</b>	<b>3,977</b>	100%

**Graph 2**

**Questions from Non-Minnesota Patrons, FY12**

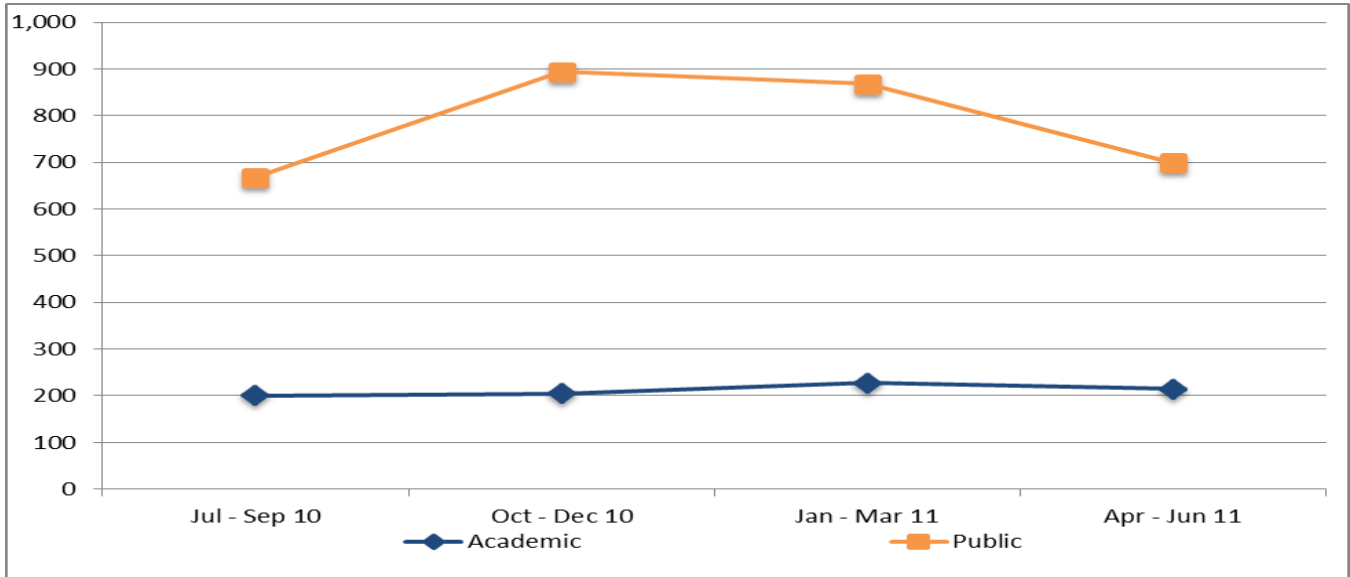
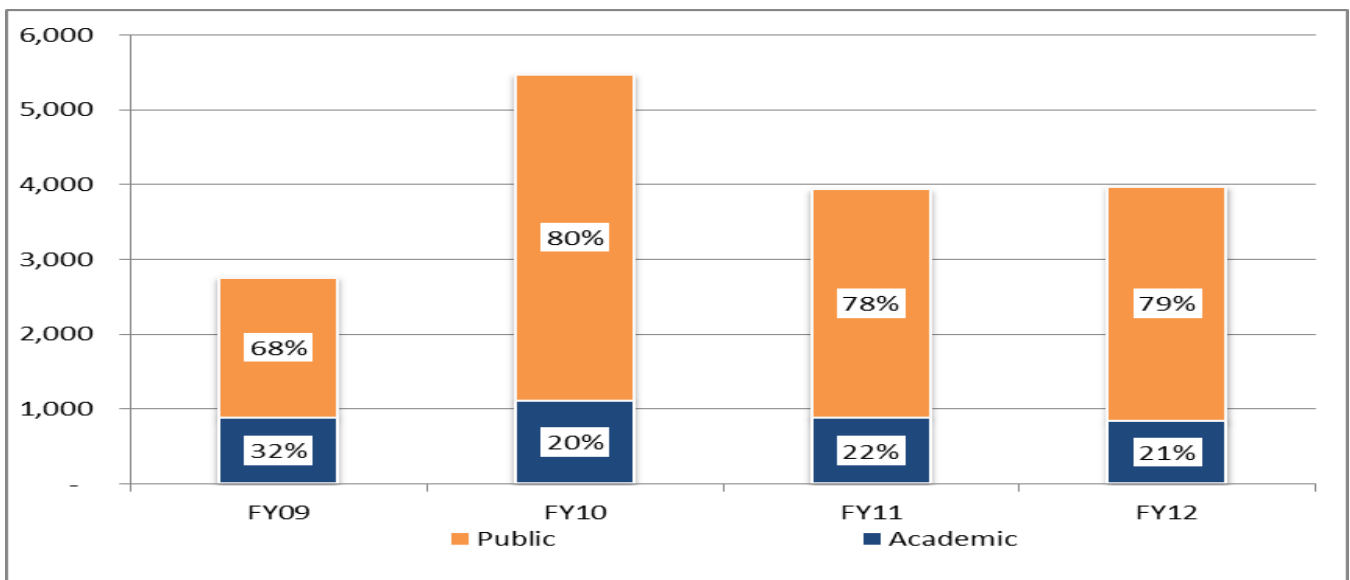


Chart 3 shows the total number of requests from non-Minnesota patrons by fiscal year. AskMN has met its required minimum contribution to the 24/7 Reference Cooperative. FY08 is not included as AskMN did not begin responding to requests outside MN through the 24/7 Reference Cooperative until December 2008 (FY09). While FY10 shows the highest percentage of Minnesota librarians picking up non-Minnesota patrons, the number of Minnesota patrons asking questions has grown since FY10. This has allowed Minnesota librarians more opportunity to converse with a Minnesota patrons.

**Chart 3**

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



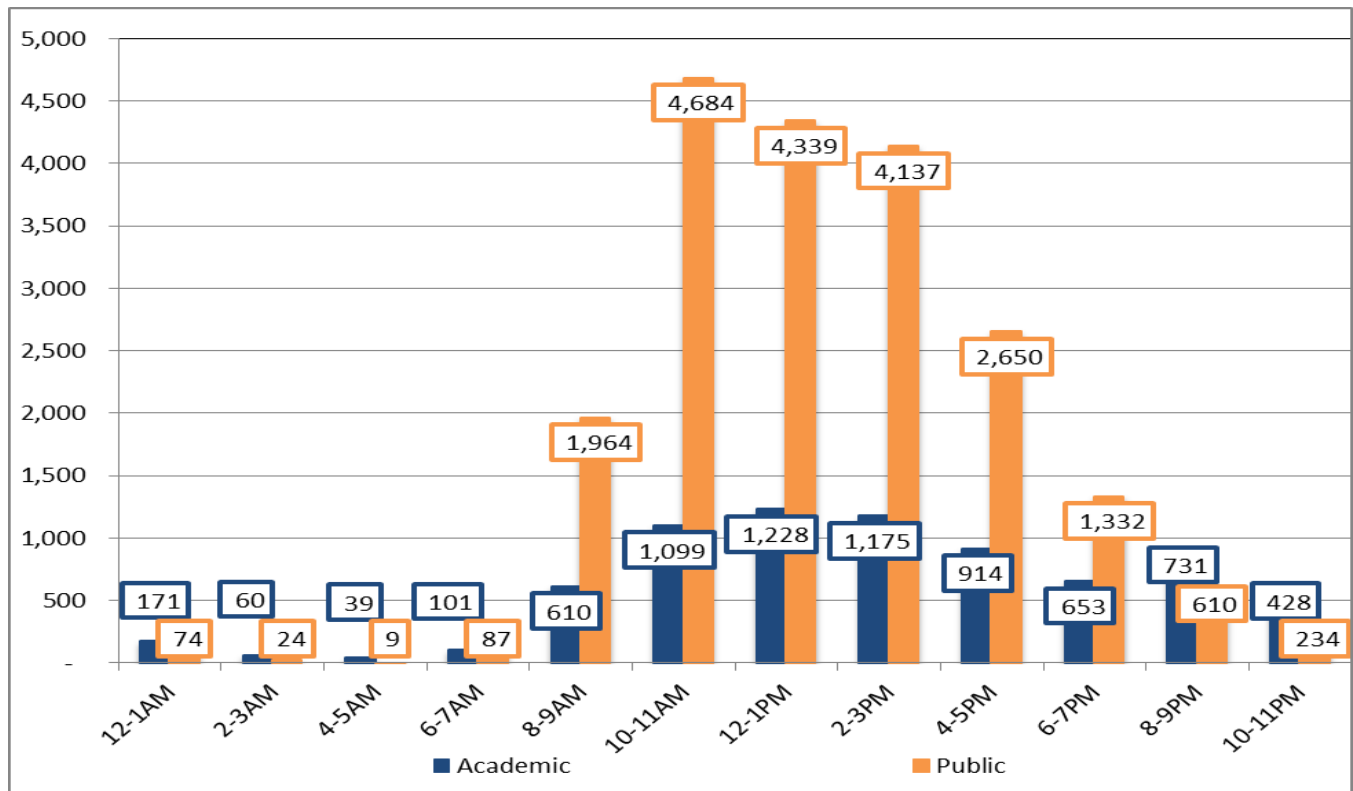
### When Did Patrons Ask Questions?

Graph 3 shows the times of day questions were submitted to AskMN by Minnesota patrons in FY12.

The highest times of use for both academic and public queues came between 10 am and 4 pm. For each, the afternoon time of 4 pm – 6 pm was the second busiest time. Mornings and evenings remain consistent for use by patrons in both academic and public queues.

Typically, AskMN librarians staff the service between 10 am – 5 pm Monday through Friday. Most after-hours coverage of 6 pm – 9 am weekdays and weekends is handled by the 24/7 Reference Cooperative. However, some libraries staff the service beyond 5 pm to chat with more patrons from their institution.

**Graph 3**  
**Sessions by Hour of the Day, FY12**



### Who Answered Questions?

Table 4 shows the breakdown of who answered the 27,352 questions from Minnesota patrons in FY12.

Questions are answered either by staff of participating Minnesota libraries or by staff of the 24/7 Reference Cooperative. Minnesota library staff answered 16,957 (62%) and the 24/7 Reference Cooperative answered 10,395 (38%) of the questions from Minnesota patrons. With the continued increase of questions from Minnesota patrons, many libraries are staffing AskMN beyond their required minimum to the AskMN Cooperative to capture sessions from their own patrons. The 24/7 Reference Cooperative helps maintain our 24/7 statewide coverage when Minnesota library staff are unavailable to answer questions from Minnesota patrons. The use of traffic statistics allows libraries to identify key times their patrons ask questions.

**Table 4**

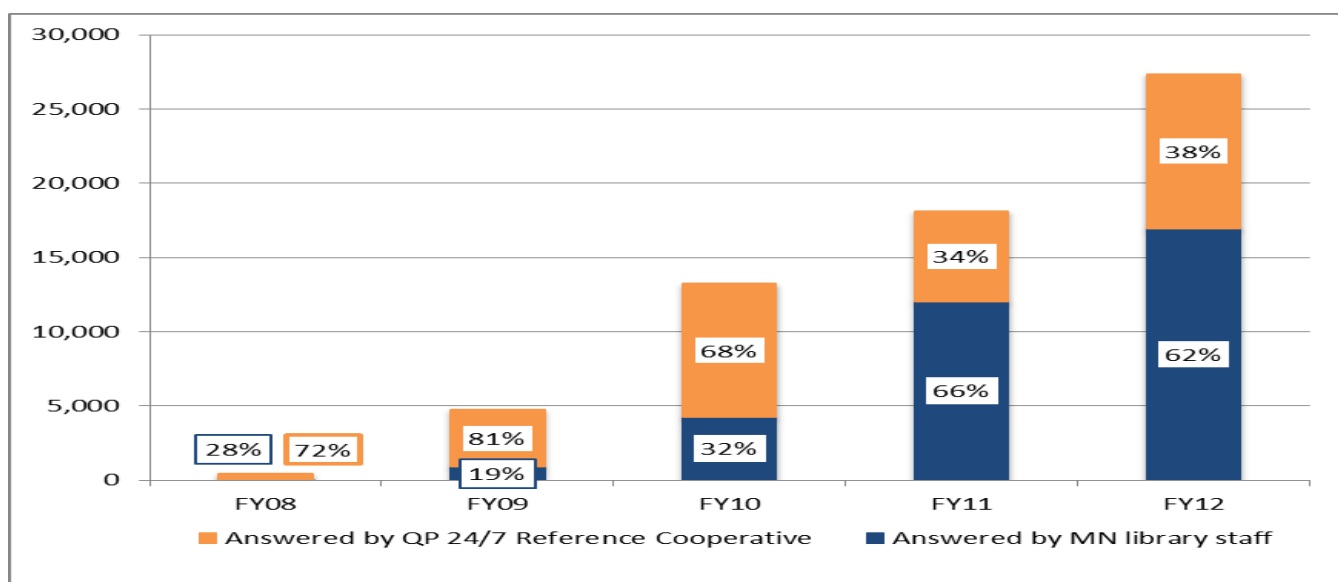
**Questions Answered for Minnesota Patrons, FY12**

Answered by MN library staff	16,957	62%
Answered by QP 24/7 Reference Cooperative	10,395	38%
<b>Total questions received from MN patrons</b>	<b>27,352</b>	<b>100%</b>

Chart 4 shows the total number of requests from Minnesota patrons by fiscal year and who picked them up.

**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 16,957 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, FY12**

MN Questions Answered by MN Library Staff	Jul - Sep 11	Oct - Dec 11	Jan - Mar 12	Apr - Jun 12	Total	% Total
Academic	862	1,257	1,230	808	4,157	25%
Public	2,648	3,287	4,022	2,843	12,800	75%
<b>Total</b>	<b>3,510</b>	<b>4,544</b>	<b>5,252</b>	<b>3,651</b>	<b>16,957</b>	<b>100%</b>

**Graph 4**

**Minnesota Questions Answered by Minnesota Library Staff, FY12**

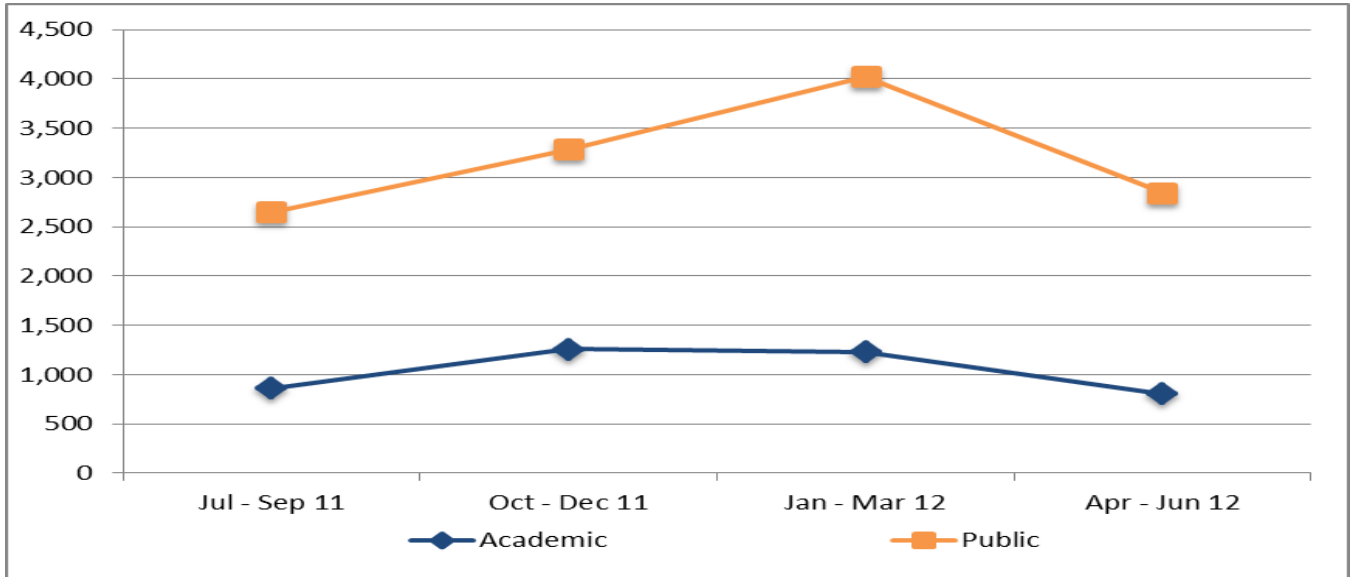
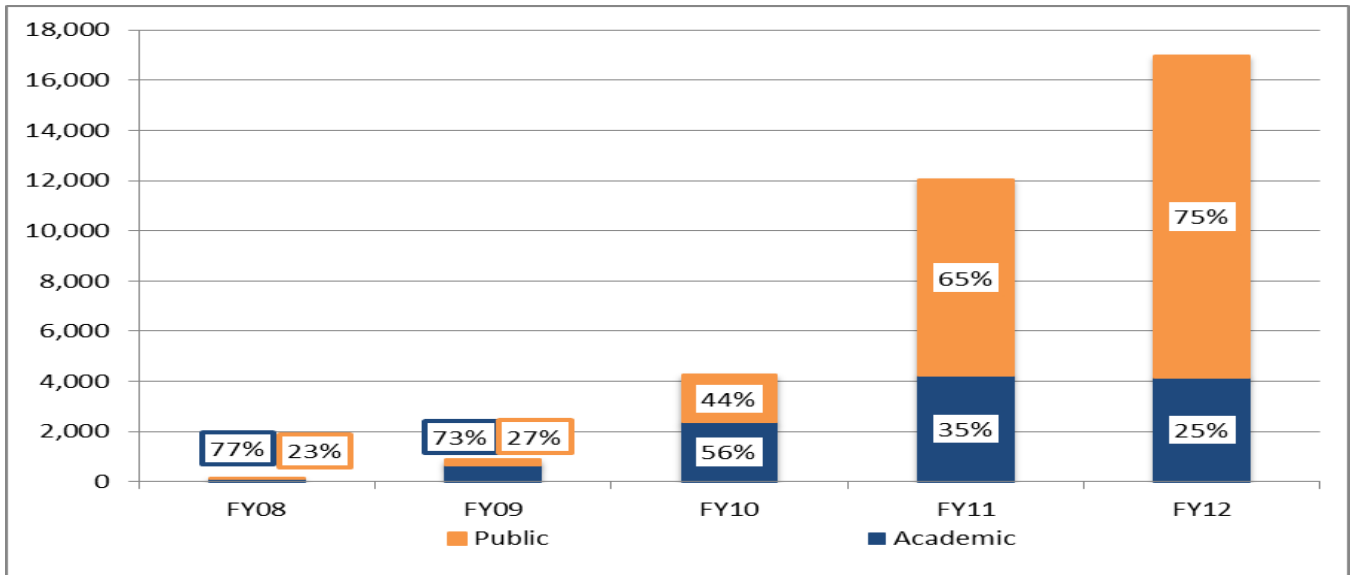


Chart 5 shows the total number of requests by fiscal year. Both academic and public queues saw a dramatic increase in requests by Minnesota patrons answered by Minnesota library staff in FY12.

**Chart 5**

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



\*Partial year data, April – June 2009

While 62% (16,957) 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 38% (10,395) of questions from Minnesota patrons in FY12. This illustrates the vital importance of participating



in the 24/7 Reference Collaborative. Graph 5, especially, illustrates this issue with the spike in questions coming from the K-12 community in the third quarter, corresponding with the research phase of History Day.

**Table 6**

**Minnesota Questions Answered by 24/7 Reference Cooperative, FY12**

MN Questions Answered by 24/7 Reference Cooperative	Jul - Sep 11	Oct - Dec 11	Jan - Mar 12	Apr - Jun 12	Total	% Total
Academic	527	1,035	854	636	3,052	29%
Public	518	1,904	3,698	1,223	7,343	71%
<b>Total</b>	<b>1,045</b>	<b>2,939</b>	<b>4,552</b>	<b>1,859</b>	<b>10,395</b>	<b>100%</b>

**Graph 5**

**Minnesota Questions Answered by 24/7 Reference Cooperative, FY12**

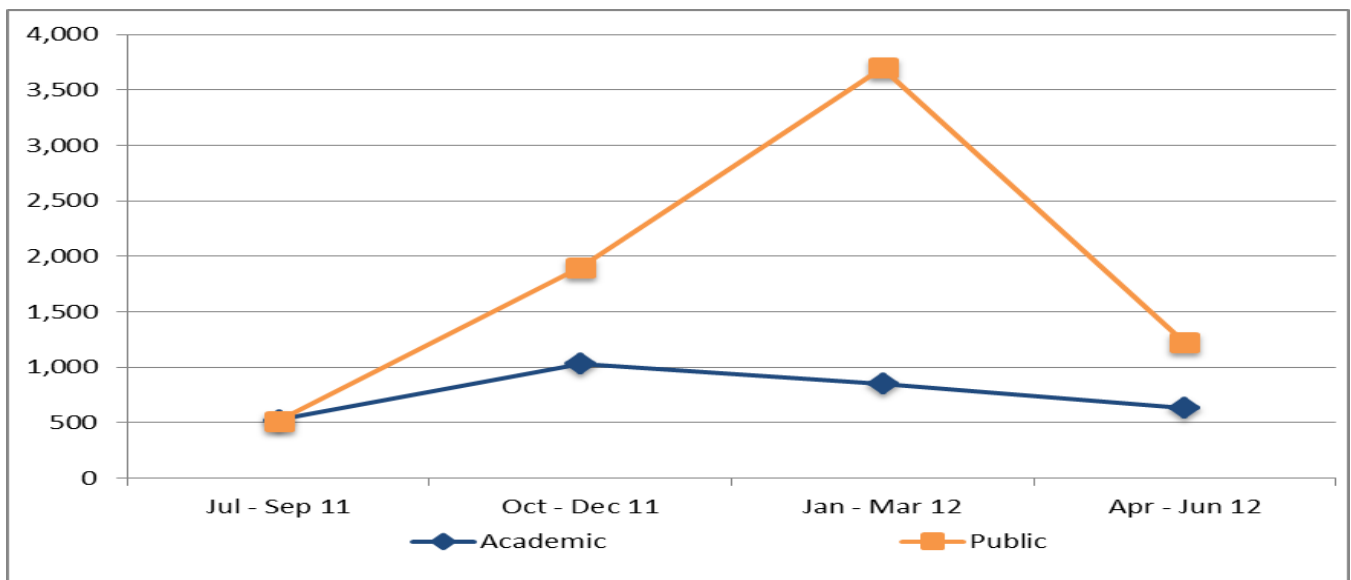
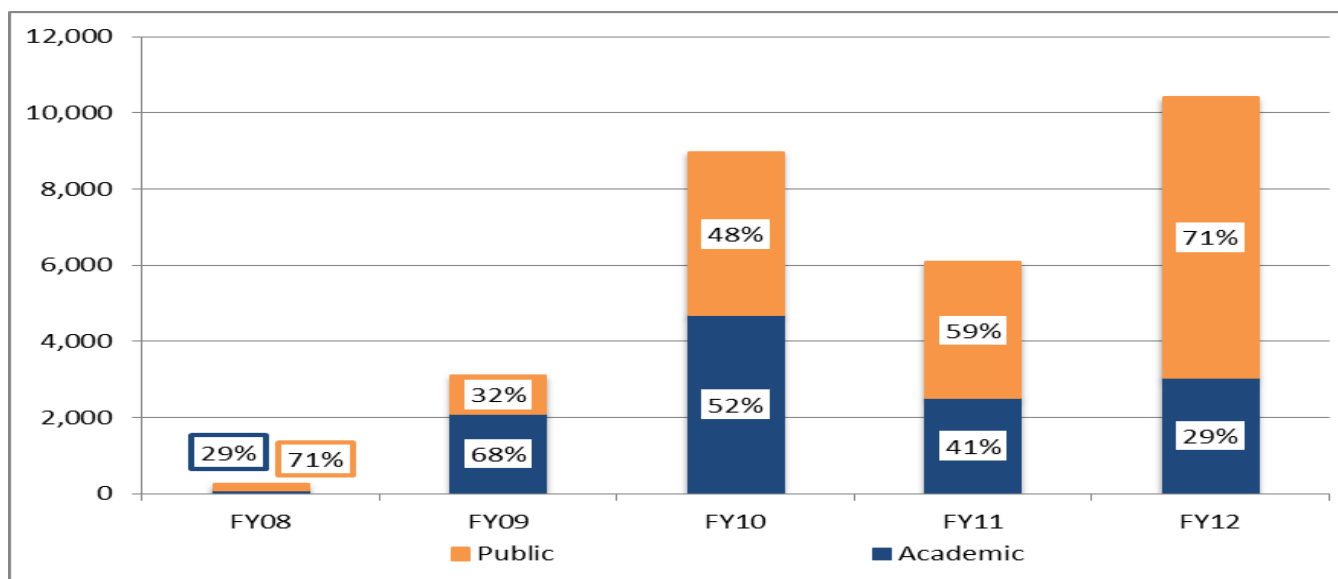


Chart 6 shows the total number of Minnesota requests answered by the 24/7 Reference Cooperative by fiscal year from 3,840 of 4,729 questions in FY09 to 10,395 of 27,352 in FY12. Each question is directed into either the academic or public queue. The percentage of questions directed to the academic queue and answered by the 24/7 Reference Cooperative has decreased every year since FY09. Participating academic libraries consistently staff the cooperative beyond their minimum required hours per week to the AskMN Cooperative so they can pick up patrons from their own library. Conversely, the 24/7 Reference Cooperative is handling more questions from Minnesota patrons coming through the public queue each fiscal year as we have seen the largest increase in questions coming from the public queue, and more specifically, the AskMN.org statewide portal.

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 11,441 questions (42%) out of a total 27,352 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 15,911 questions (58%) 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 FY12. The map shows the expanding areas where Minnesota patrons, both from participating and non-participating libraries, have come from.

**AskMN Activity by Queue**

Tables 7 and 8 and Charts 7 and 8 summarizes the activity of the academic and public queues. In FY12, Table 7 shows that 51% of Minnesota patrons who submitted questions via the academic queue were assisted by a librarian from the patron’s affiliated library and 58% of all Minnesota academic patrons were assisted by Minnesota library staff. In comparison, FY11 saw 56% of all Minnesota academic patrons were assisted by Minnesota library staff.

For the public queue (Table 8), 54% of Minnesota patrons were assisted by a librarian from the patron’s affiliated public library and 64% of all Minnesota public patrons were assisted by Minnesota library staff. The public queue saw an increase of 10% of Minnesota patrons being assisted by Minnesota library staff over FY11.

**Table 7**

**Activity by Academic Queue by Fiscal Year**

Questions received	FY08		FY09		FY10		FY11		FY12	
From MN patrons	188	100%	3,344	80%	7,046	86%	6,715	88%	7,209	89%
From non-MN patrons (24/7 Cooperative)	0	0%	825	20%	1,116	14%	884	12%	848	11%
<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>	<b>8,057</b>	<b>100%</b>

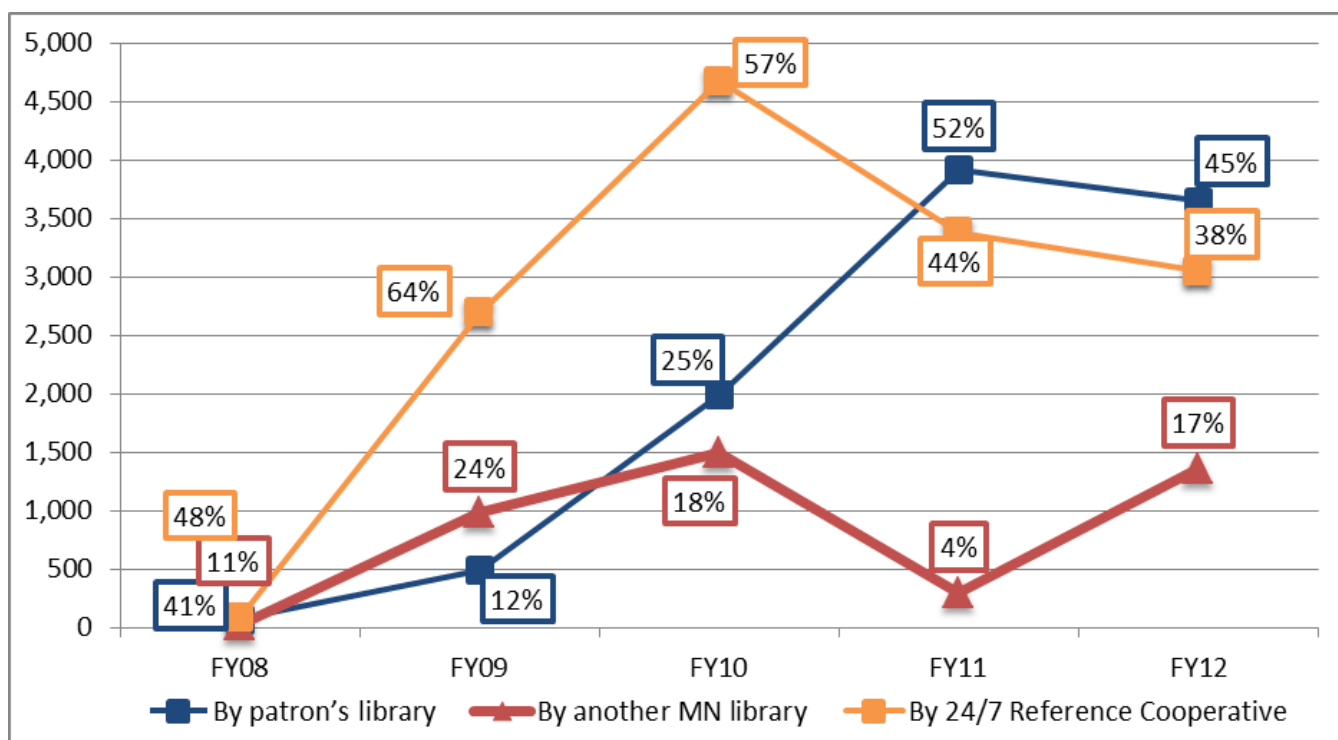
How are Minnesota patrons being assisted?	FY08		FY09		FY10		FY11		FY12	
By patron's library	77	41%	496	12%	1,996	25%	3,921	52%	3,647	51%
By another MN library	21	11%	156	4%	376	4%	297	4%	510	7%
By 24/7 Reference Cooperative	90	48%	2,692	64%	4,674	57%	2,497	32%	3,052	42%
<b>Total responses provided</b>	<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>	<b>7,209</b>	<b>100%</b>

How are all patrons being assisted?	FY08		FY09		FY10		FY11		FY12	
By patron's library	77	41%	496	12%	1,996	25%	3,921	52%	3,647	45%
By another MN library	21	11%	981	24%	1,492	18%	297	4%	1,358	17%
By 24/7 Reference Cooperative	90	48%	2,692	64%	4,674	57%	3,381	44%	3,052	38%
<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>	<b>8,057</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		FY12	
From MN patrons	267	100%	1,385	40%	6,174	59%	11,400	79%	20,143	87%
From non-MN patrons (24/7 Cooperative)	0	0%	2100	60%	4,365	41%	3057	21%	3129	13%
<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>	<b>23,272</b>	<b>100%</b>

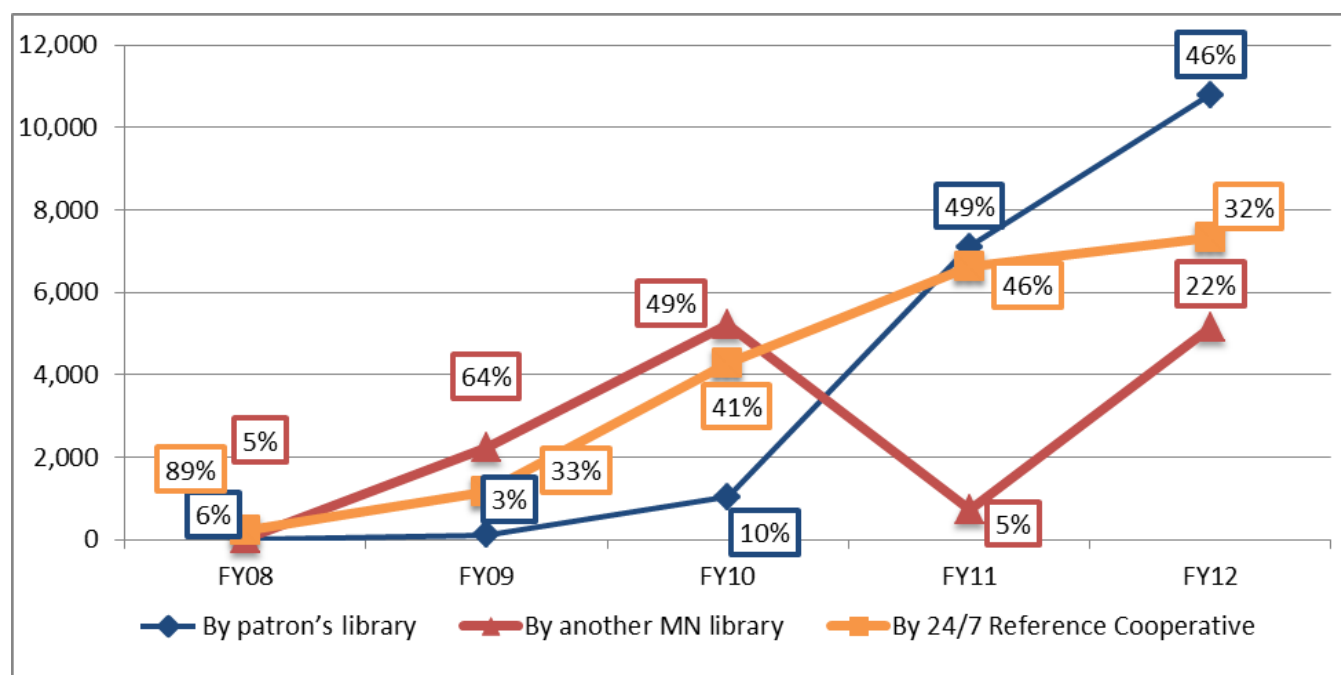
How are Minnesota patrons being assisted?	FY08		FY09		FY10		FY11		FY12	
By patron's library	15	6%	111	3%	1,040	10%	7,108	49%	10,789	54%
By another MN library	14	5%	126	4%	840	8%	715	5%	2011	10%
By 24/7 Reference Cooperative	238	89%	1,148	33%	4,294	41%	3,577	25%	7,343	36%
<b>Total responses provided</b>	<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>	<b>20,143</b>	<b>100%</b>

How are all patrons being assisted?	FY08		FY09		FY10		FY11		FY12	
By patron's library	15	6%	111	3%	1,040	10%	7,108	49%	10,789	46%
By another MN library	14	5%	2226	64%	5,205	49%	715	5%	5,140	22%
By 24/7 Reference Cooperative	238	89%	1,148	33%	4,294	41%	6,634	46%	7,343	32%
<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>	<b>23,272</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 27,352 total questions received from Minnesota patrons, 3,081 (11%) responded. Table 9 shows that through each fiscal year we continue to see good return rates on our surveys with an overwhelming number of responses indicating they thought the librarian was helpful, they received a quality response to their inquiry, and that they would use the service again.

**Table 9**

**Patron Satisfaction Survey by Fiscal Year**

		<b>FY08</b>		<b>FY09</b>		<b>FY10</b>		<b>FY11</b>		<b>FY12</b>	
		<b>20 Surveys</b>		<b>406 Surveys</b>		<b>829 Surveys</b>		<b>749 Surveys</b>		<b>3,081 Surveys</b>	
<b>This was the first time I used this service:</b>	Yes	9	45%	284	70%	526	61%	444	58%	1,910	62%
	No	3	15%	93	23%	282	36%	294	38%	1,039	34%
	N/A	8	40%	29	7%	21	3%	31	4%	132	4%
<b>The librarian was helpful.</b>	Yes	15	75%	344	85%	682	84%	304	76%	2,348	76%
	No	1	5%	23	6%	67	7%	46	12%	291	10%
	N/A	4	20%	39	9%	80	9%	49	12%	442	14%
<b>Were you satisfied with the answer to your question?</b>	Yes	13	65%	299	74%	619	76%	271	69%	2,243	73%
	No	2	10%	43	10%	92	11%	69	18%	400	13%
	N/A	5	25%	64	16%	118	13%	54	14%	438	14%
<b>Would you use this service again?</b>	Yes	16	80%	364	90%	752	92%	654	88%	2,681	87%
	No	0	0%	10	2%	24	3%	41	5%	149	5%
	N/A	4	20%	32	8%	53	5%	51	7%	251	8%

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 FY12.

## **Acknowledgement**

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

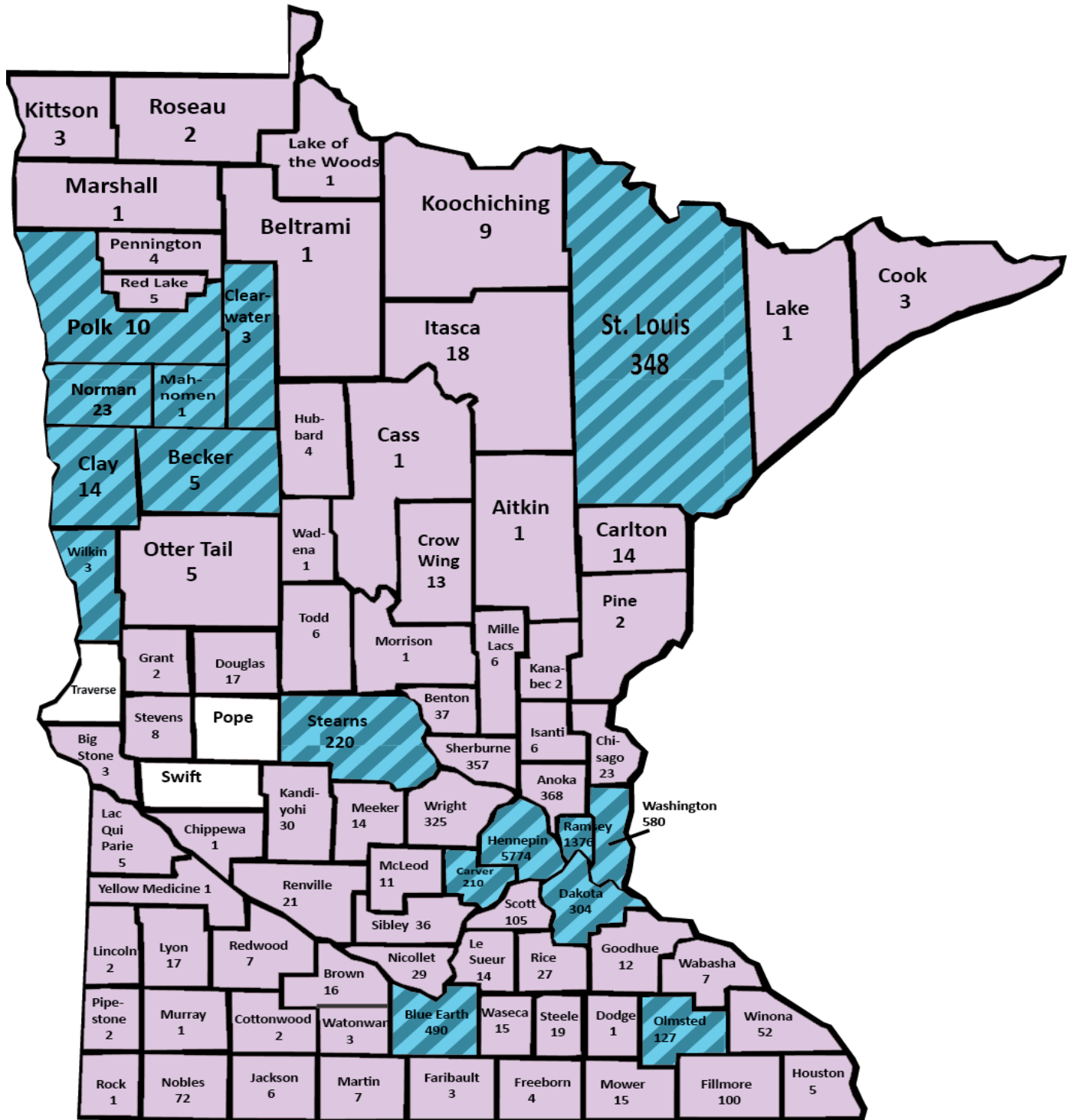
## **Contact Information**

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

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**Appendix 1**  
**July 2011 – June 2012**  
**Questions from Minnesota Patrons by County**



- Counties asking questions via AskMN
- Counties with participating library or libraries

## Appendix 2

### Selected Survey Comments, FY12

- Great service!!! Thank you very much!
- Not only did the lady answer my question completely, she sent me the address of the site I could go to learn more about this Nook. Thanks to all!
- First time I have used a "chat" service - wonderful! Thanks.
- The person provided me with several options in a moment's time. Very helpful and encourages me to use resources through the Lib more frequently. Thanks!
- This was the first time I was using this service and I am very thrilled and excited to have used this service. The librarian did a wonderful job digging out information for me that I could have never managed to do myself. Although the information that I required was not available online due to limited access of the Lib system and unavailable access to NetAdvantage, Librarian still tried her level best to find the information for me. I highly appreciate her help. I hope that this service is going to continue in the future as this is a great way to help students and faculty in their quest for academic research.
- Kyle had several good suggestions and I liked how the Web sites appeared on the same page for easy reference while chatting. When I asked two policy questions, he took the time to check for the exact answer. I appreciated that. A most positive experience. I'm impressed! And I'm a Friend of the Lib! Good to experience the good work and high standards of service at the U of M Lib.
- UMN should ABSOLUTELY keep this service around. Having a librarian available or "on-call" is extremely helpful. The chat option is wonderful for me when I have a question in a quiet study area, or now, while I am doing my research in India and cannot get to a phone during US business hours.
- I gave a tough question but I got a great answer. Thank you.
- Easy to use; I wasn't sure at first whether it was an appropriate venue in which to pose my Q, but Trish (who was great, by the way), assured it me it was. I love real time chats and use them frequently with other vendors. Thanks so much.
- I have been trying to track down this Congressional report for days, and the librarian found it so fast!
- I have used this service a couple of times and it has always been a helpful experience. I am uncertain about the number of students who currently use it, but I greatly recommend it all students.
- What a brilliant service!! I had no idea I could get information and help at after midnight on a Thursday night. I love it. Kudos.
- Very good service - most informative - consistent every time. Well done = keep it up!
- Oh awesome, thank you! I kept searching on line and wasn't having luck. I love this 24/7 chat, you helped so much! I'll let you know if I have other questions.
- This is a terrific service--I'm especially grateful to be able to get help anytime and on the weekend. Thanks!
- I'm a new student at the U. When I graduated in 04 from my undergrad, we didn't have anything like this. I think I'll be using this super slick service a lot! Thanks!
- When I used this service I was first paired up with a librarian out of state that did an excellent job helping me out. I was surprised and impressed when I received a follow up message from the MSU librarian that included more details about where to find the information I was looking for on the MSU Lib webpage. Thank you so much for your time and follow up with my question!
- This is a wonderful service. It was a lot of help and very quick and efficient.
- Gary was great, very helpful and very patient. I would definitely use this service again.
- The key for me was that I got the answer so quickly.
- The librarian was extremely helpful, quick and efficient! I will definitely be using the online chat feature many more times. Thanks for having this service!
- I appreciated the timeliness of the response and the helpful attitude of the librarian. I will gladly use this service again! Many thanks!



- Quick and easy, very helpful!
- Thank you so much for your help...you just saved me an hour's worth of driving to campus.
- Awesome. THANKS to Dennis! I had snooped around for a while but found nothing. In 4 minutes he got me exactly what I needed (UMN doesn't have the journal I was looking for, he suggested interLib loan) A HUGE time saver! THANKS!
- I LOVE this service. As an older learner, it is such a treat to be able to talk to a live person!
- The person got me to what I needed right away!!
- The librarian helped me a lot with trying to find a topic for my report. I definitely will use this site again.
- I think this is a really neat and accessible service for the Lib to provide. Nice job.
- I think this chat really helped me navigate the Lib website tonight. I am still pretty new to this system, and it was great to have help!
- I appreciate how kind and willing to help everyone always is. I love this service and it always helps me with my papers.
- This was an amazing help! I needed to find a journal article and I don't know how long it would have taken me if I couldn't chat! This was SO helpful! Thank you!
- By the way, I would just like to say how helpful this librarian 24/7 chat is. Everyone is always so helpful! And I always seem to find what I am looking for, so THANK YOU. Your work does not go unnoticed. :)
- The Librarian was very helpful and helped me to understand that it wasn't just me who couldn't get the application for Food Stamps that I wanted. The PCA worker who told me to just apply on line didn't mention the number of the form I would need.
- There's a lot of information out there and navigating it alone can be troublesome. I may have found the answer on my own, but it would have taken a great deal more time.
- The Librarian that helped me did a phenomenal job in assisting me with my needs she guided me in the right direction and I really appreciate the help that she gave.
- Gillian was very helpful! I found lots of resources and taught me much about the ELM database! Thanks!
- SWEETTT. That's awesome! OH MAH GAWD YOU'RE MY HERO. That's perfect!
- This service was very fast which a big help to me is. You didn't have to sit and wait for an answer.
- Jason was a great help! I would have searched for the LexisNexis Academic search engine for hours, but he sent me the link 20 seconds after I asked for it!
- Thank you so much for your help. Have a great afternoon and weekend! This "ask a librarian" is a really neat service, by the way...
- The librarian was very helpful and nice. She asked follow up questions in order to make sure she helped answer the question correctly. I was very satisfied with this librarian. I will definitely use this again.
- My librarian helped me out tremendously! This is a great use of help! Plus, it's free, thank you a million times!
- It's immediate and efficient! Awesome option for asking for help!
- I am so happy that this service is here! If I wouldn't have been able to ask and get help when trying to find my article, who knows how long it would have taken me! I would definitely use this tool again!
- Great service! Thank you for the fast, attentive help.
- Wonderful experience. Definitely easy to use and my question was answered! Thank you!
- You all are a great resource! Keep up the good work!
- Quick, polite, responsive! I usually don't have questions for the librarian, but should I have one in the future, I'd definitely use this service. Great job, and thank you!
- The librarian was very helpful and I appreciate greatly her efforts in relation to answering my question!
- this was really helpful for my informative essay and I would always come back to this moment when I need more info
- Librarian was WONDERFULLY helpful. Fast, responsive and dedicated to helping me find a solution to my problem. I especially appreciated it since it was at the late night hour of 11:50PM. Thank you so much for this wonderful service!

- Great to have. Especially for people who work odd hours and have general questions. Thanks!
- Extremely fast. I appreciated the 24/7 option, knowing I am frequently working during these late hours. Thanks!
- FANTASTIC service! My librarian was amazing and I am so lucky to have access to this service!
- This is the best help that I needed... It's an amazing system.
- It's the future - great service.
- It was very quick and efficient to be able to communicate via chat with a librarian. I love this service!
- Quick, relevant information. Went above and beyond what I expected.
- This is very cool what you're doing on here! It helps me a lot, the service is awesome and if you ask a question they will respond very fast. Thanks for your time and everything else!
- It's so nice to have the additional help at any hours. The librarian I worked with was very helpful and found a really good resource for my paper! Thank-you so much for the service!
- I love this website all the librarians are so awesome and nice and help you so well if you need lots of information. they are so great they never get impatient and always are very helpful I will always use this site if I need help on projects or any random question that I need answered
- This is a great service! I was able to get answers to my questions and be directed to areas for more information for further questions and I could do it all while I was at work. Thank you!!
- Meg is an awesome librarian! She really helped me learn how to search. Librarian Rocks!!
- This was awesome!!!! I will definitely recommend this to everyone I know!
- 10 out of 10 is the score I would give the librarian who helped me.
- I was impressed with the prompt response. I would definitely use this service again.
- The site was very easy to use and I got my answers that I needed.
- The service was both quick and very easy to use. The layout with links opening in the right pane is superb. Transcripts are yet another positive. A quite brilliant idea.
- Beth was great: She went beyond my initial question to offer me other services that might be able to assist me.
- Fantastic service! Thank you!
- Great public service.
- Love the 24/7 aspect
- I am a retired librarian, and had been looking on internet for two days for this answer. She nailed it in several minutes. I am most grateful.
- The librarian that helped me went was exceedingly helpful. She provided every insight as to how I can find articles for a class in the future and went ahead the located the articles I required immediately. I was very appreciative of the help and guidance. Thank you!
- This is a great way to communicate. Jonathan was very well informed, polite, courteous, a fast researcher. Thank you, Jonathan! This is a good use of tax dollars, in my opinion and is forward thinking with an eye toward the technology that most people use on a day-to-day basis. Thank you for your interest in my opinion.
- The librarian was very friendly, helpful, and patient. I wish I remembered this site beforehand when I was stuck for hours trying to find sources. I would definitely use this service again & recommend others to do so as well!
- Kay was very friendly and helpful. Expedient too! I was amazed as to how fast she actually found the exact information I was looking for. Good Job!
- This website has helped me several times with several projects in 5th and 6th grade
- I like the real time aspect of chat, and it is much easier for me to formulate my question(s) in writing than over the phone, etc.
- I have used this service twice and been most pleased! Librarians have been pleasant, knowledgeable, and helpful! They care about getting you what you need and ask great questions to really hone in on what is going to be helpful. I have told my other friends who are parents how helpful this is! Can be a lifesaver for kids' schoolwork!

- I love this source! It has helped me a ton with my National History Day project.
- Excellent help. I like it when the librarians talk to you about your info along with giving you links.
- It was super helpful how she gave links to websites that also answered my question!
- Mark was great, very helpful and positive. Gave me a lot of good starting blocks, despite not knowing much about my topic. I have a lot of resources now, as well as new avenues to try for when I need more help. Thank you!
- I am an instructor, and the librarian easily understood the issue and told me about a database my students could use that I was unaware of. She went to the next level as well by taking steps so that database could be added to the course e-reserves page, which was very helpful!
- This website has always been my go to website when I needed help! I actually found this website because my teacher told us it was very helpful. You guys have helped my get through my first year of middle school! Thank you all so much!!!!
- I actually facebooked about the awesomeness. Thanks!
- This is a great service! I didn't think I would be able to get my work done but someone indeed was available on a Saturday evening and it worked out perfectly. Thanks!
- Quick and easy response to question. Also took the time to link to outside site that was very helpful.
- I think these librarians are very kind, hardworking and understanding using their time to help me find resources for reports and figuring out questions which I don't know the answer to. Signed, anonymous
- The librarian helped me sort out something that I was not able to do on my own. It might have been preferable for both of us if we worked face-to-face, but I was at home. Having this service allowed me to proceed without having to make a special trip in or to delay my studies by waiting. With regard to receiving sufficient information, I have to say, "Positively yes", and express my gratitude that whoever it was that was helping me took the time to clarify what I was asking. The issue turned out to be a glitch in the system between what was available by the librarian and by me, where we were seeing two different webpages using the same link. Whoever was helping me proved to be patient and a real sleuth. Thx!!!!
- Please keep this site available forever!!! I love this site! It helps me when I'm stuck on a project or a hard question. For example, this particular time, in order to answer my questions, I needed to first know if intrusion or extrusion is oldest. Again, thank you so much! :) Have an awesome day!
- What a marvelous service! Being able to turn to AskMN for fast, excellent reference help saves me time and money.
- Great service to have 24/7. I had been Googling my question and looking on various UMN library pages with no luck. This answered my question immediately. If I didn't have this service, I probably would have never found it! Thanks!
- Every librarian who has helped me via chat has been Super Awesome! Librarian was no exception. I really appreciate this service. As I told him, it saves me agro trying to find something I have already spent 30 minutes trying to find, as well as an unnecessary trip to the library (to just find a citation...not that libraries are unnecessary), plus the travel time, gas, and parking fees to make that visit. Thank you!
- Fab service especially for part-time students
- Great service. An example of the power of the web when utilized by governmental institutions for the benefit of the public
- Virtual reference is awesome.
- Great help, without leaving my classroom. Thanks.
- It is great to know I have an alternative source after hour for information.
- This is a good service and I particularly appreciate the follow-up that I got with a more detailed answer to my question. Many thanks!!
- The step by step post by Virgil answered my question precisely. How would anyone know this solution if it were not found here?
- First time I have used this, it was a great experience. Got my answer right away.