

AskMN: The Librarian Is In!

FY13 Report

(July 1, 2012 – June 30, 2013)

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 FY13 (July 1, 2012 – June 30, 2013) 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 FY13, AskMN welcomed 10 academic and public libraries. Anoka County Library, Fergus Falls Public Library, and Willmar Public Library joined as participants of the Public Library queue. Anoka Technical College, Bethany Lutheran College, Hennepin Technical College, Inver Hills Community College, North Central University, North Hennepin Community College, and Ridgewater College joined as participants of the Academic Library Queue. The libraries joined at different times of the fiscal year and are at different stages of participation from in training to fully participating by the end of this fiscal year.

A trend we continue to see from the statistics is the increasing percentage of Minnesota patron questions being handled by the same library. One factor that has played a role in seeing this number increase is QuestionPoint's creation of the institution-level queue for participating libraries. The institution-level queue is an opt-in option that allows a participating library the ability to monitor chat reference for their own patrons outside of the required minimum hours per week contribution to the AskMN 24/7 statewide digital reference cooperative. While participating libraries were monitoring for their own patrons before this installation they needed to do so in the AskMN queue where they would see their own patrons mixed in with all other Minnesota patrons. The institution-level queue will help participating libraries define their service in more appropriate ways to meet the needs of their patrons.

Who Asked Questions?

Table 1 and Chart 1 show that AskMN accepted a total of 32,231 questions in FY13. There is an overall increase of 3% activity from 31,329 questions in FY12. Of the 32,231 total questions received in FY13, 28,396 (88%) questions were from Minnesota patrons.

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

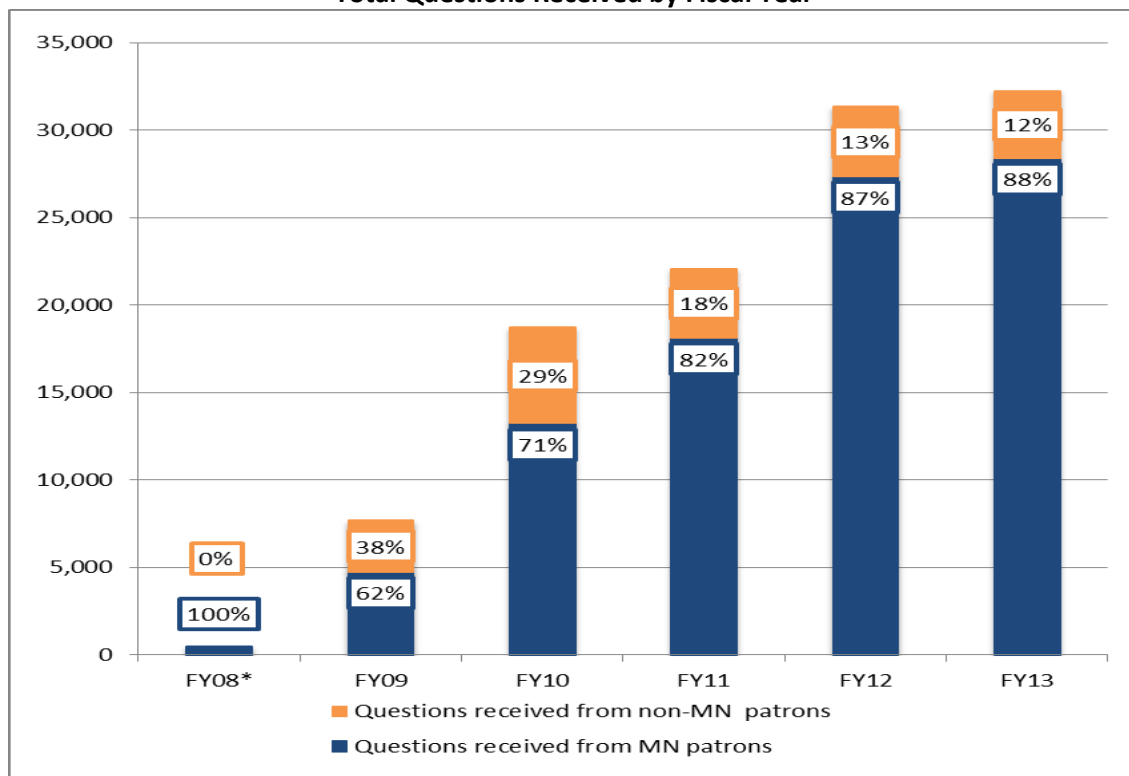
| | FY08* | | FY09 | | FY10 | | FY11 | | FY12 | | FY13 | |
|---|------------|-------------|--------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|
| Questions received from MN patrons | 455 | 100% | 4,729 | 62% | 13,220 | 71% | 18,115 | 82% | 27,352 | 87% | 28,396 | 88% |
| Questions received from non-MN patrons | 0** | 0% | 2,925 | 38% | 5,481 | 29% | 3,941 | 18% | 3,977 | 13% | 3,835 | 12% |
| Total questions received from all patrons (MN and non-Minnesota) | 455 | 100% | 7,654 | 100% | 18,701 | 100% | 22,056 | 100% | 31,329 | 100% | 32,231 | 100% |

*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 (28,396) in FY13. 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 2012. This coincides with the return of students. For the public queue, the highest activity period is the third quarter, January – March 2013. 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, FY13

| MN Patron Request | Jul - Sep 12 | Oct - Dec 12 | Jan - Mar 13 | Apr - Jun 13 | Total | % Total |
|-------------------|--------------|--------------|--------------|--------------|---------------|-------------|
| Academic | 1,421 | 2,333 | 2,124 | 1,646 | 7,524 | 26% |
| Public | 4,574 | 5,094 | 6,950 | 4,254 | 20,872 | 74% |
| Total | 5,995 | 7,427 | 9,074 | 5,899 | 28,396 | 100% |

Graph 1

Questions from Minnesota Patrons, FY13

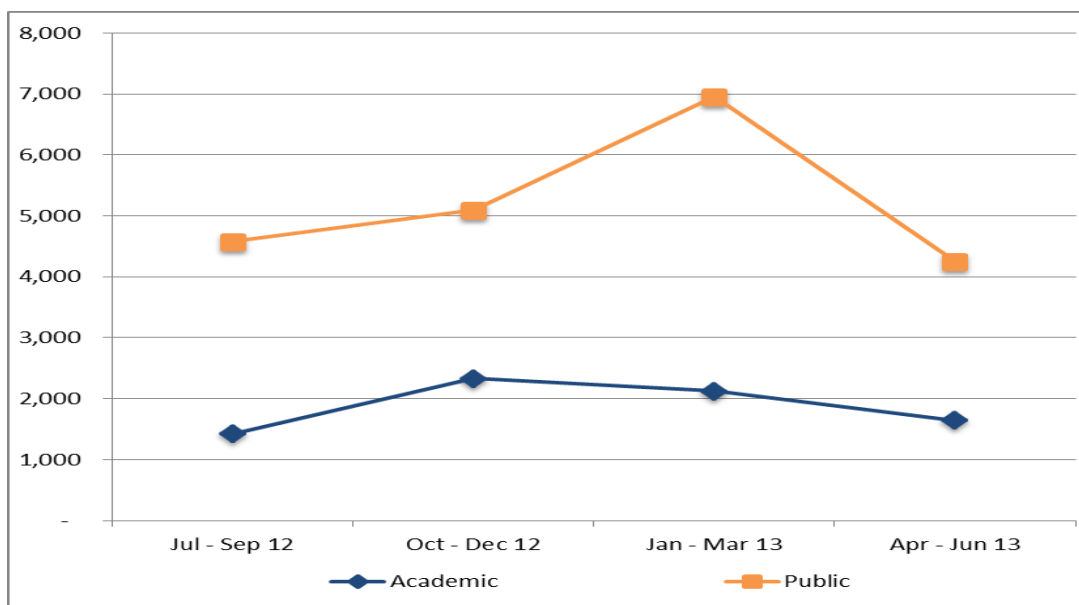
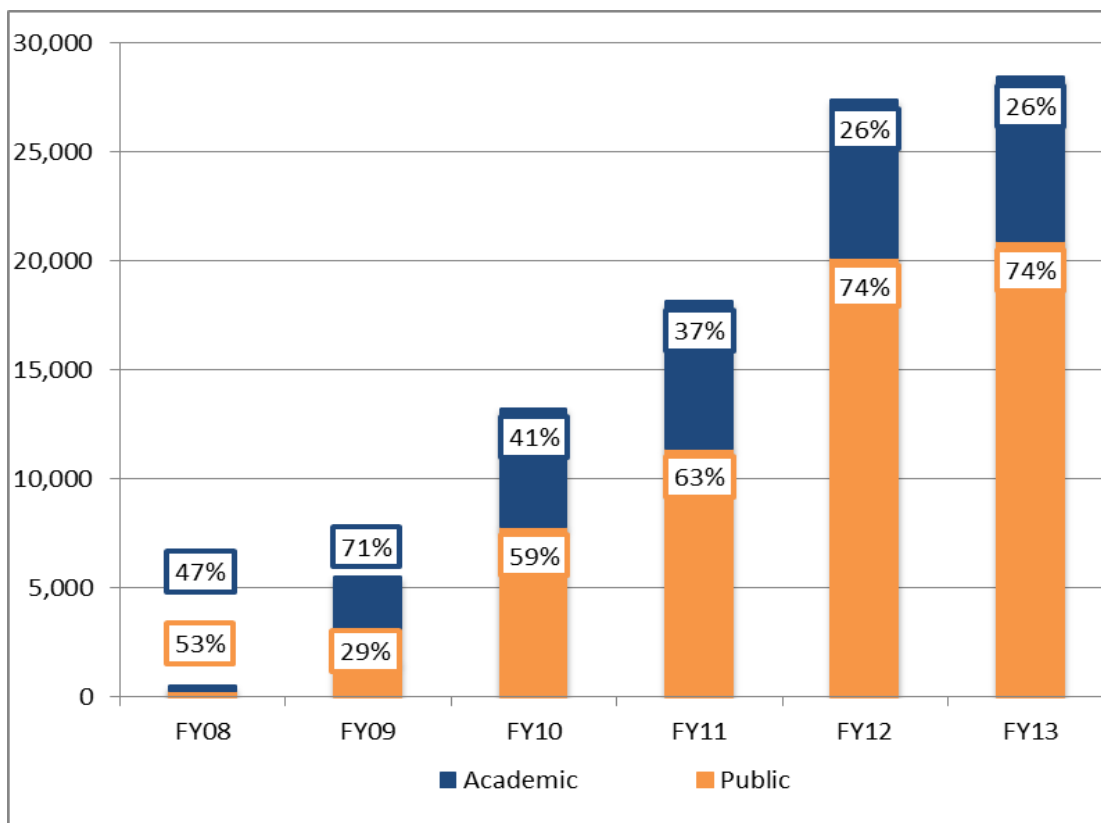


Chart 2 shows the total number of Minnesota patron requests by fiscal year. Since FY10, we see more questions coming into the public queue than the academic queue. As mentioned above, this may be due to the increased use of AskMN by the K12 community especially in regards to History Day projects. K-12 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, FY13

Part of our agreement with the 24/7 Reference Cooperative requires AskMN to accept questions from non-Minnesota patrons. Table 3 and Graph 2 show the number of questions Minnesota librarians accepted from patrons in the United States as well as the United Kingdom in FY13, contributing to the overall activity of the 24/7 Reference Cooperative and fulfilling our contractual requirement.

Table 3

Questions from Non-Minnesota Patrons, FY13

| Quesitons from Non-MN Patron | Jul - Sep 12 | Oct - Dec 12 | Jan - Mar 13 | Apr - Jun 13 | Total | % Total |
|------------------------------|--------------|--------------|--------------|--------------|--------------|-------------|
| Academic | 194 | 324 | 249 | 173 | 940 | 25% |
| Public | 638 | 782 | 748 | 727 | 2,895 | 75% |
| Total | 832 | 1,106 | 997 | 900 | 3,835 | 100% |

Graph 2

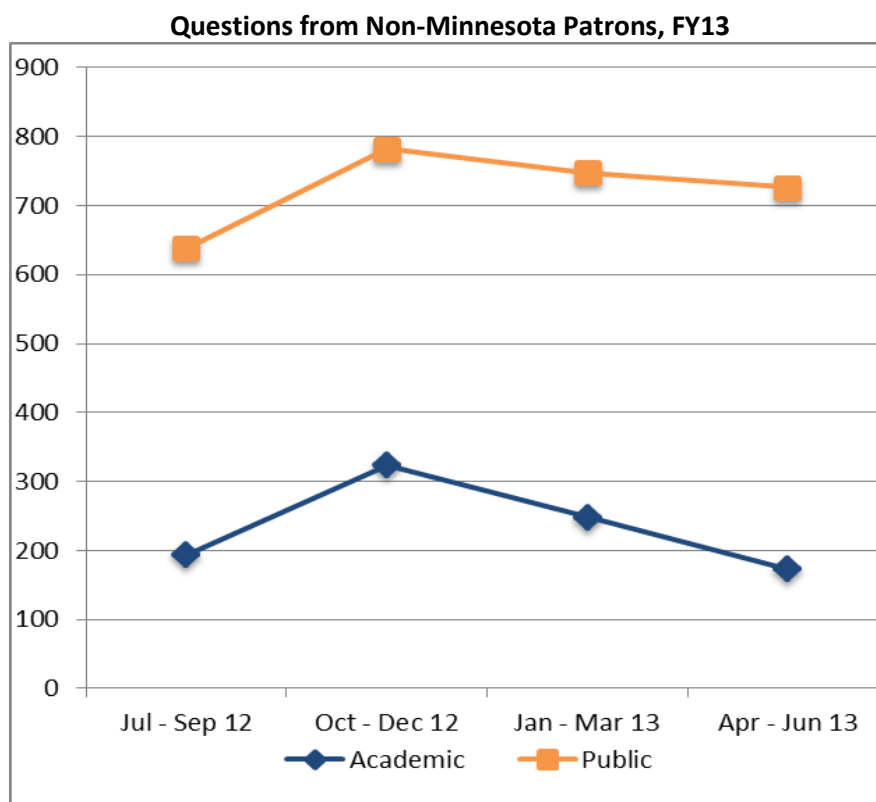
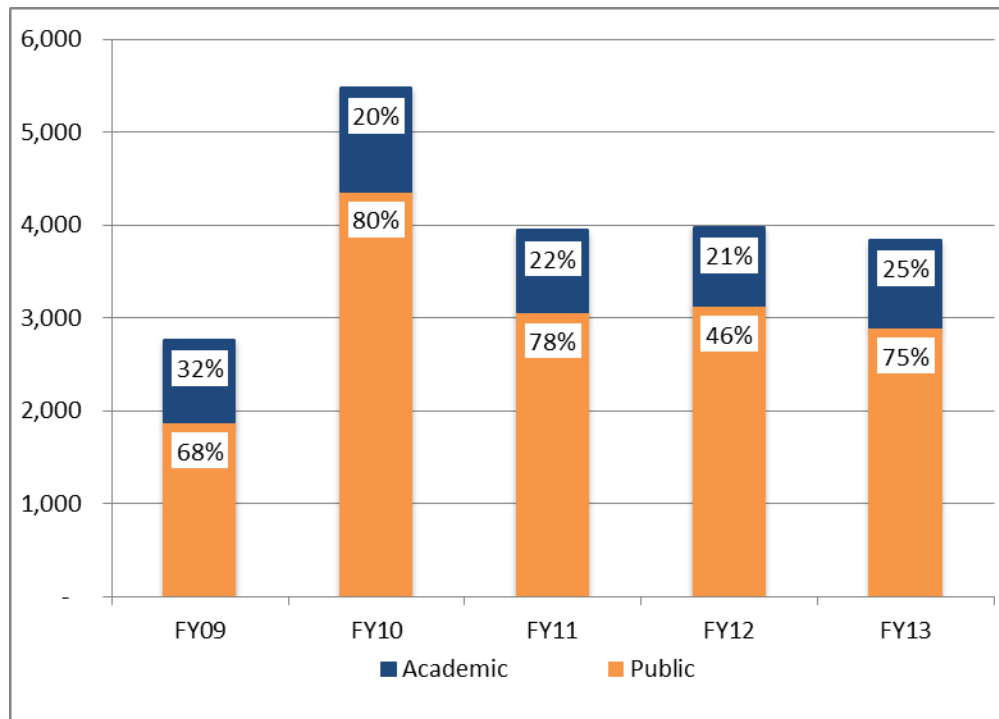


Chart 3 shows the total number of requests from non-Minnesota patrons by fiscal year. While AskMN answered 3,835 questions from non-Minnesota patrons it continues to meet its required minimum contribution to the 24/7 Reference Cooperative. FY08 is not included as AskMN did not begin responding to requests 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?

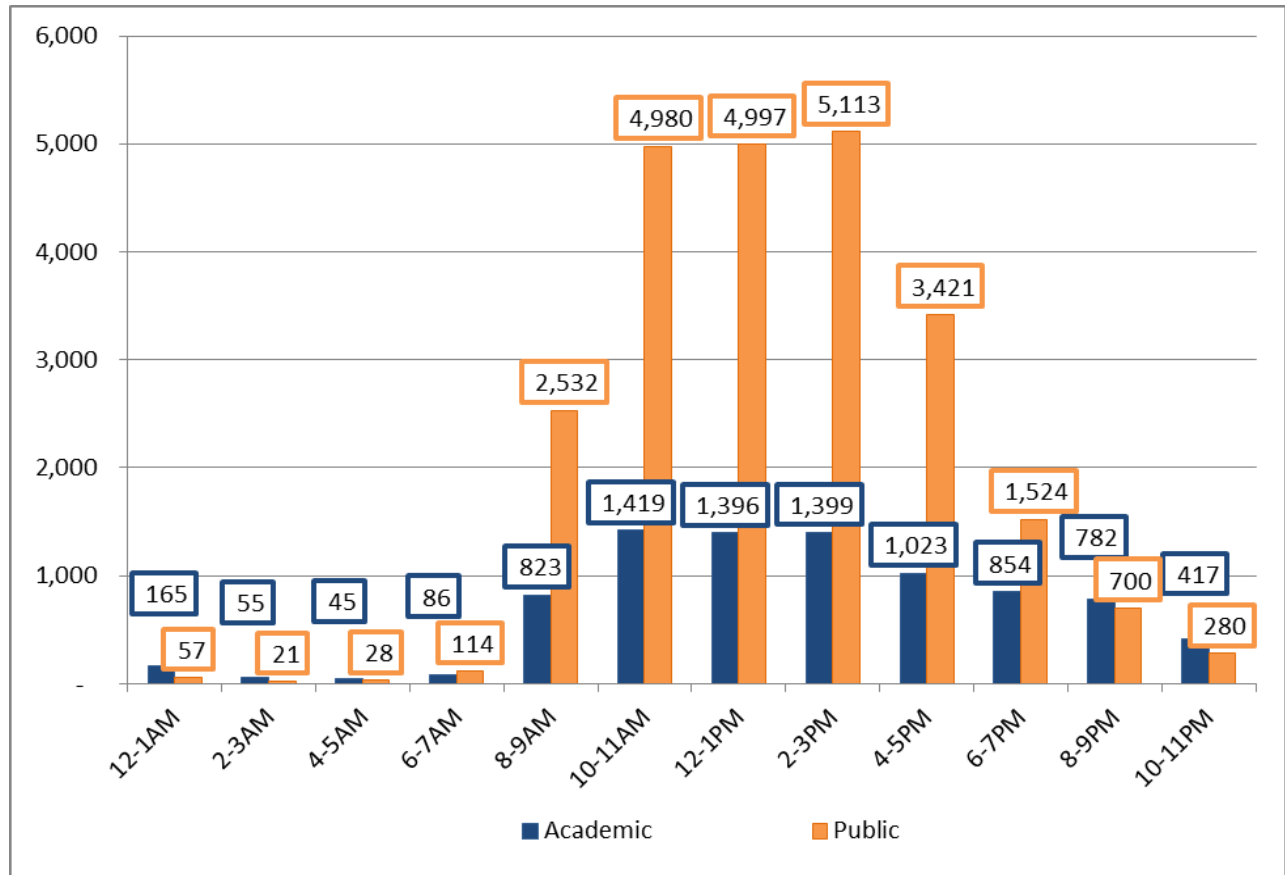
Graph 3 shows the times of day questions were submitted to AskMN by Minnesota patrons in FY13.

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. While the public queue saw more activity during day hours, the academic queue saw more activity than public queue after 8 pm throughout the course of the evening hours.

Typically, AskMN librarians staff the service between 9 am – 6 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 6 pm to chat with more patrons from their own institution.

Graph 3

Sessions by Hour of the Day, FY13



Who Answered Questions?

Table 4 shows the breakdown of who answered the 28,396 questions from Minnesota patrons in FY13.

Questions are answered either by staff of participating Minnesota libraries or by staff of the 24/7 Reference Cooperative. Minnesota library staff answered 19,876 (70%) and the 24/7 Reference Cooperative answered 8,520 (30%) of the questions from Minnesota patrons. AskMN continued its trend of accepting more Minnesota patrons than patrons from the 24/7 Reference Cooperative which is of benefit to AskMN and the 24/7 Reference Cooperative. AskMN works to align more Minnesota librarians at the point and time of need of Minnesota patrons while still fulfilling its agreement with the 24/7 Reference Cooperative.

Table 4

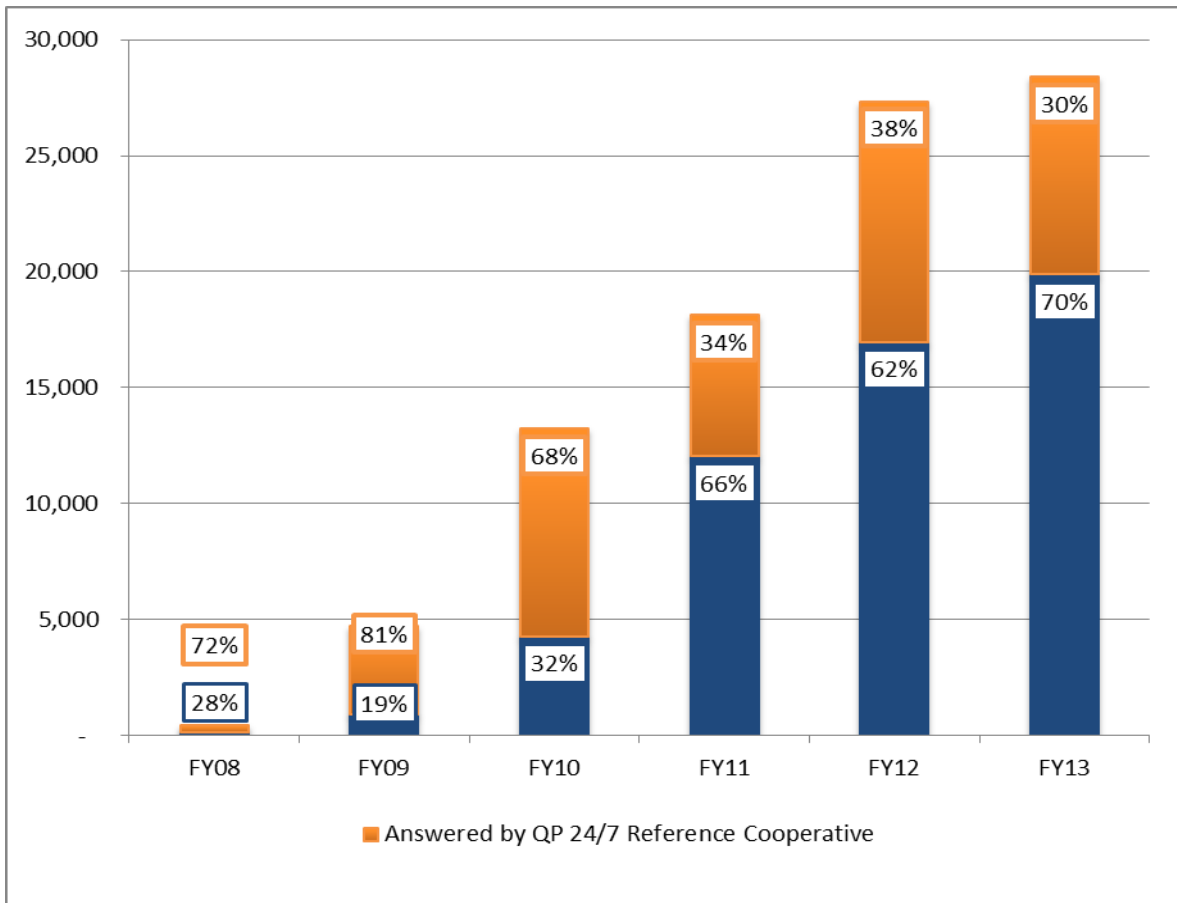
Questions Answered for Minnesota Patrons, FY13

| | | |
|---|---------------|-------------|
| Answered by MN library staff | 19,876 | 70% |
| Answered by QP 24/7 Reference Cooperative | 8,520 | 30% |
| Total questions received from MN patrons | 28,396 | 100% |

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 19,876 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, FY13

| MN Questions Answered by MN Library Staff | Jul - Sep 12 | Oct - Dec 12 | Jan - Mar 13 | Apr - Jun 13 | Total | % Total |
|---|--------------|--------------|--------------|--------------|---------------|------------|
| Academic | 909 | 1,483 | 1,363 | 948 | 4,703 | 24% |
| Public | 3,928 | 3,497 | 4,472 | 3,276 | 15,173 | 76% |
| Total | 4,837 | 4,980 | 5,835 | 4,224 | 19,876 | 100 |

Graph 4

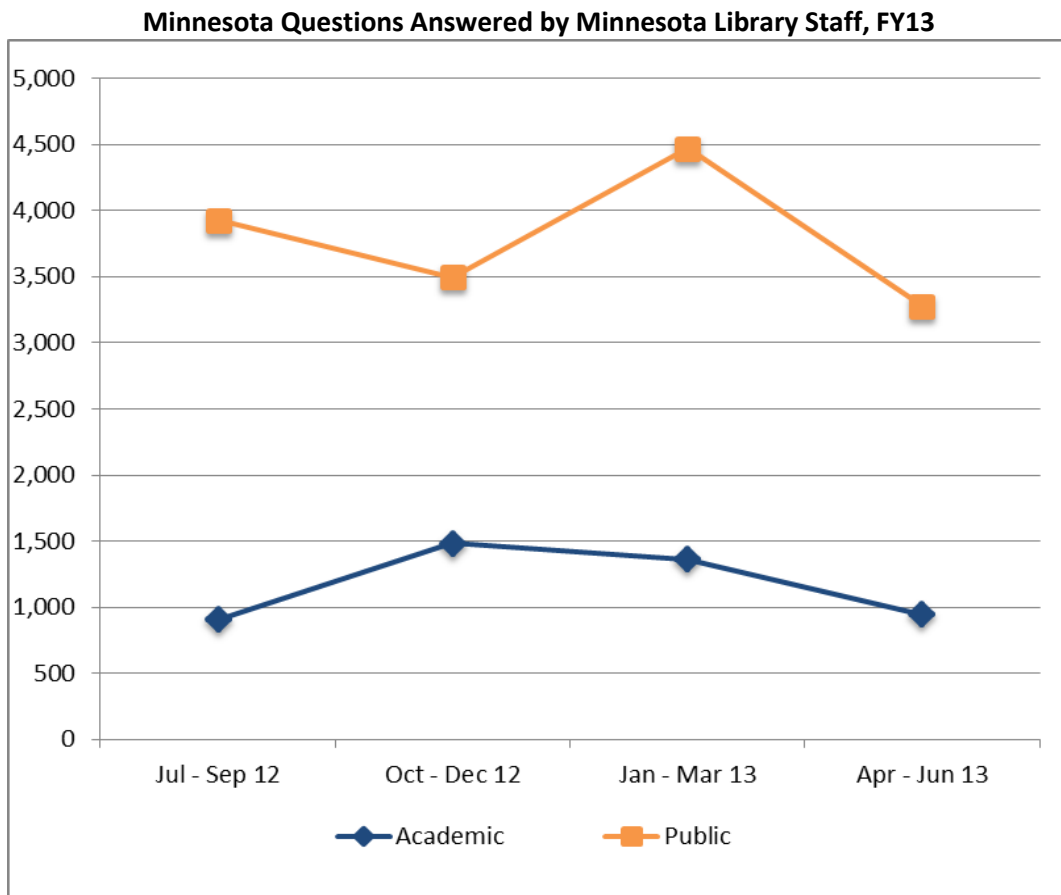
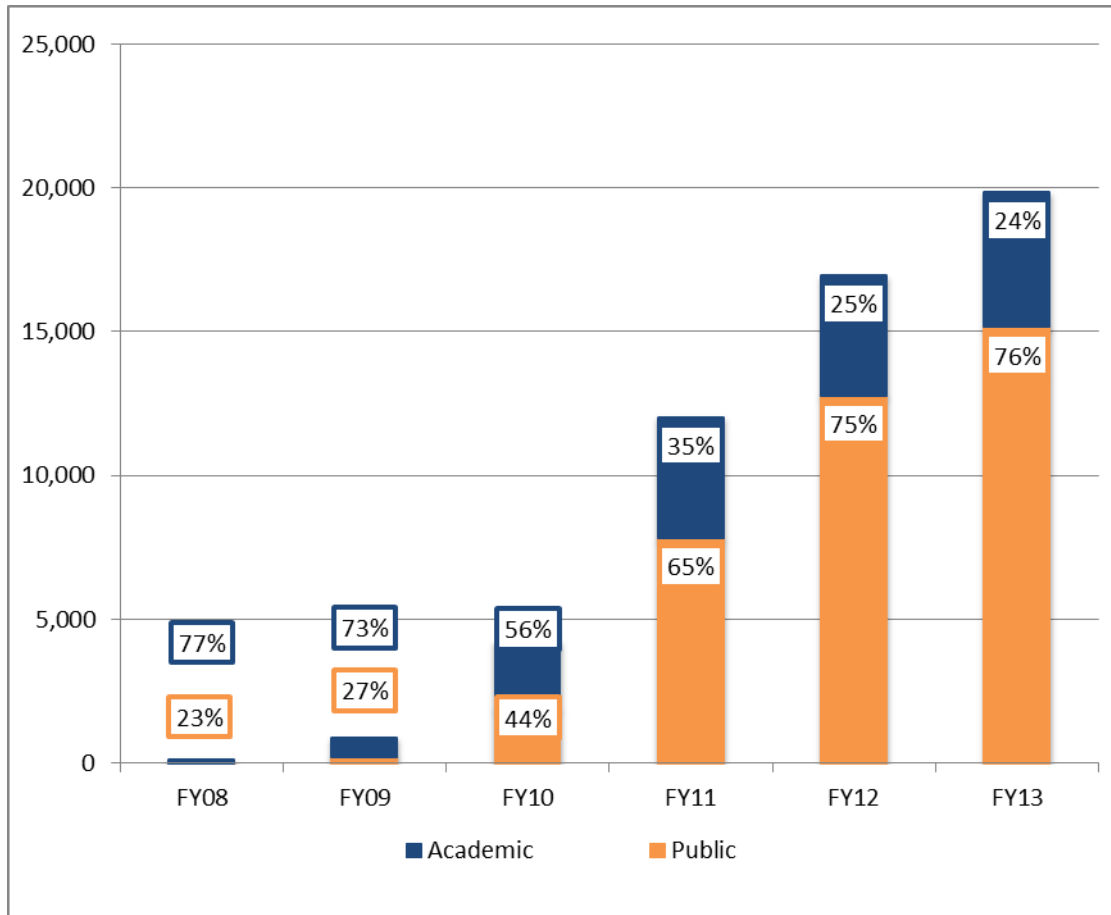


Chart 5 shows the total number of requests by fiscal year. Both academic and public queues saw increases in requests by Minnesota patrons answered by Minnesota library staff in FY13.

Chart 5

Minnesota Questions Answered by Minnesota Library Staff by Fiscal Year



*Partial year data, April – June 2009

While 70% (19,876) 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 30% (8,520) of questions from Minnesota patrons in FY13. 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, FY13

| MN Questions Answered by 24/7 Reference Cooperative | Jul - Sep 12 | Oct - Dec 12 | Jan - Mar 13 | Apr - Jun 13 | Total | % Total |
|---|--------------|--------------|--------------|--------------|--------------|-------------|
| Academic | 512 | 850 | 761 | 698 | 2,821 | 33% |
| Public | 646 | 1,597 | 2,478 | 978 | 5,699 | 67% |
| Total | 1,158 | 2,447 | 3,239 | 1,676 | 8,520 | 100% |

Graph 5

Minnesota Questions Answered by 24/7 Reference Cooperative, FY13

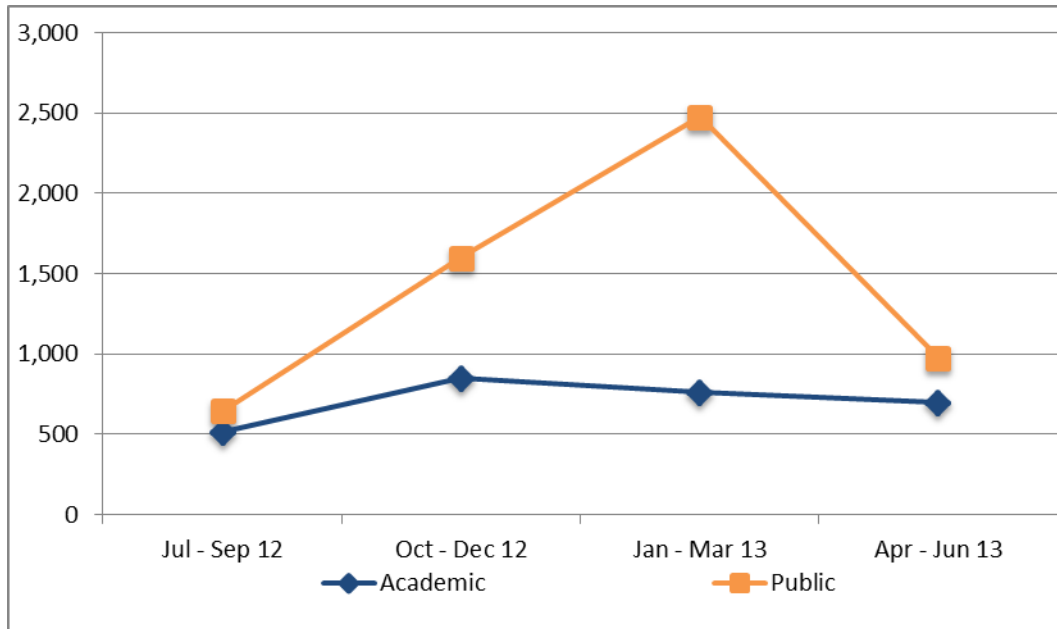
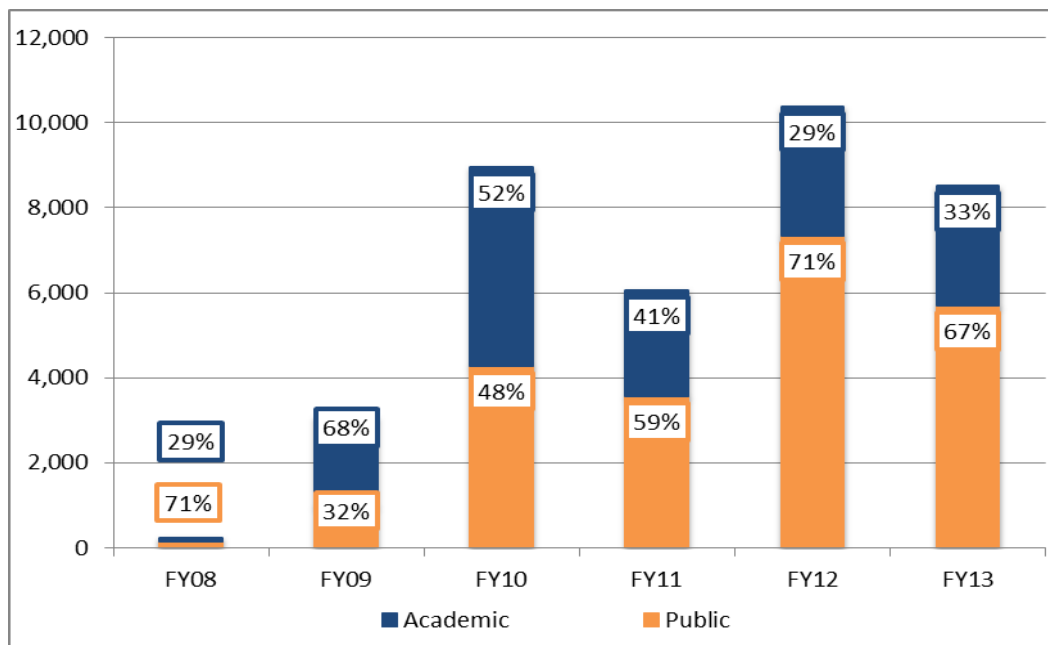


Chart 6 shows the total number of Minnesota requests answered by the 24/7 Reference Cooperative by fiscal year from 3,840 of 4,729 questions in FY09 to 8,520 of 28,396 in FY13. Each question is directed into either the academic or public queue. As the numbers of questions from Minnesota patrons consistently rise each year of service and while FY13 has seen the highest total number of questions from Minnesota patrons since the service began in 2008, Chart 6 reflects the continued support of giving Minnesota librarians more opportunities to work with Minnesota patrons at their point and time of need.

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 16,502 questions (58%) out of a total 28,396 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 11,894 questions (42%) 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 FY13. 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 FY13, Table 7 shows that 45% of Minnesota patrons who submitted questions via the academic queue were assisted by a librarian from the patron’s affiliated library and 63% of all Minnesota academic patrons were assisted by Minnesota library staff. In comparison, FY12 saw 58% of all Minnesota academic patrons were assisted by Minnesota library staff.

For the public queue (Table 8), 62% of Minnesota patrons were assisted by a librarian from the patron’s affiliated public library and 72% of all Minnesota public patrons were assisted by Minnesota library staff. The public queue saw an increase of 8% of Minnesota patrons being assisted by Minnesota library staff over FY12.

Table 7

Activity by Academic Queue by Fiscal Year

| Questions received | FY08 | | FY09 | | FY10 | | FY11 | | FY12 | | FY13 | |
|---|------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|
| From MN patrons | 188 | 100% | 3,344 | 80% | 7,046 | 86% | 6,715 | 88% | 7,209 | 89% | 7,524 | 89% |
| From non-Minnesota patrons (24/7 Cooperative) | 0 | 0% | 825 | 20% | 1,116 | 14% | 884 | 12% | 848 | 11% | 940 | 11% |
| Total questions from all patrons | 188 | 100% | 4,169 | 100% | 8,162 | 100% | 7,599 | 100% | 8,057 | 100% | 8,464 | 100% |

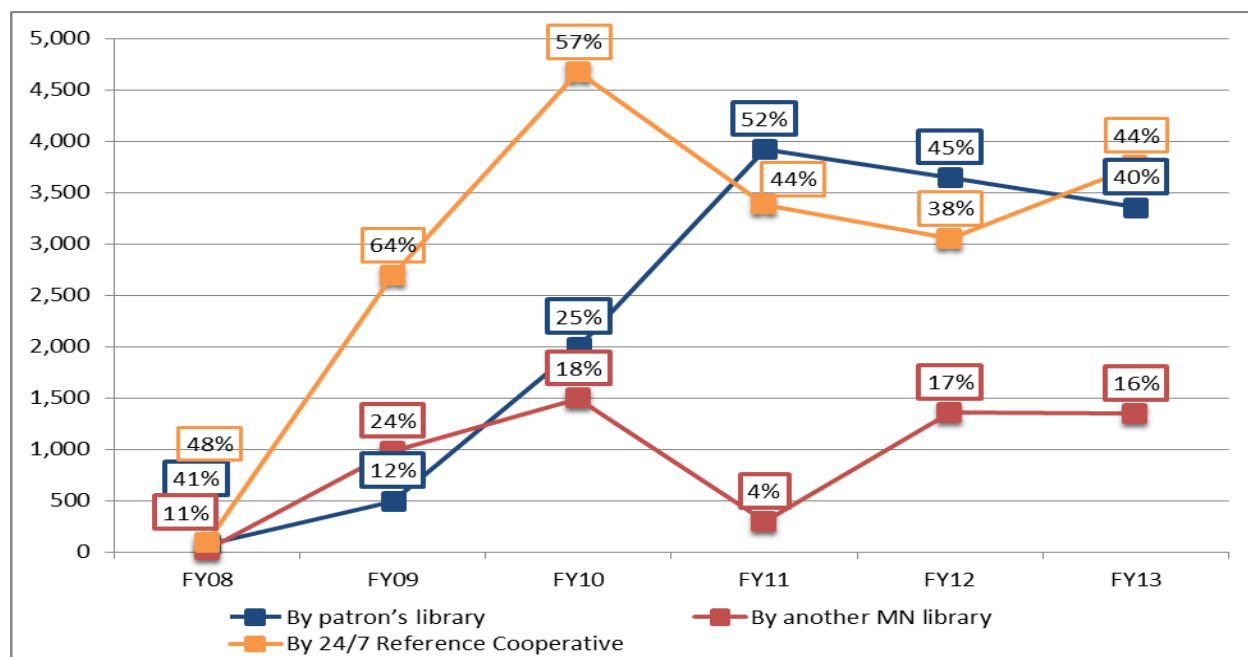
| How are Minnesota patrons being assisted? | FY08 | | FY09 | | FY10 | | FY11 | | FY12 | | FY13 | |
|---|------------|-------------|--------------|------------|--------------|------------|--------------|------------|--------------|-------------|--------------|-------------|
| By patron's library | 77 | 41% | 496 | 12% | 1,996 | 25% | 3,921 | 52% | 3,647 | 51% | 3,358 | 45% |
| By another MN library | 21 | 11% | 156 | 4% | 376 | 4% | 297 | 4% | 510 | 7% | 1,345 | 18% |
| By 24/7 Reference Cooperative | 90 | 48% | 2,692 | 64% | 4,674 | 57% | 2,497 | 32% | 3,052 | 42% | 2,821 | 37% |
| Total responses provided | 188 | 100% | 3,344 | 80% | 7,046 | 86% | 6,715 | 88% | 7,209 | 100% | 7,524 | 100% |

| How are all patrons being assisted? | FY08 | | FY09 | | FY10 | | FY11 | | FY12 | | FY13 | |
|-------------------------------------|------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|
| By patron's library | 77 | 41% | 496 | 12% | 1,996 | 25% | 3,921 | 52% | 3,647 | 45% | 3,358 | 40% |
| By another MN library | 21 | 11% | 981 | 24% | 1,492 | 18% | 297 | 4% | 1,358 | 17% | 1,345 | 16% |
| By 24/7 Reference Cooperative | 90 | 48% | 2,692 | 64% | 4,674 | 57% | 3,381 | 44% | 3,052 | 38% | 3,761 | 44% |
| Total responses provided | 188 | 100% | 4,169 | 100% | 8,162 | 100% | 7,599 | 100% | 8,057 | 100% | 8,464 | 100% |

*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 | | FY13 | |
|---|------------|-------------|--------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|
| From MN patrons | 267 | 100% | 1,385 | 40% | 6,174 | 59% | 11,400 | 79% | 20,143 | 87% | 20,872 | 88% |
| From non-Minnesota patrons (24/7 Cooperative) | 0 | 0% | 2100 | 60% | 4,365 | 41% | 3057 | 21% | 3129 | 13% | 2895 | 12% |
| Total questions from all patrons | 267 | 100% | 3,485 | 100% | 10,539 | 100% | 14,457 | 100% | 23,272 | 100% | 23,767 | 100% |

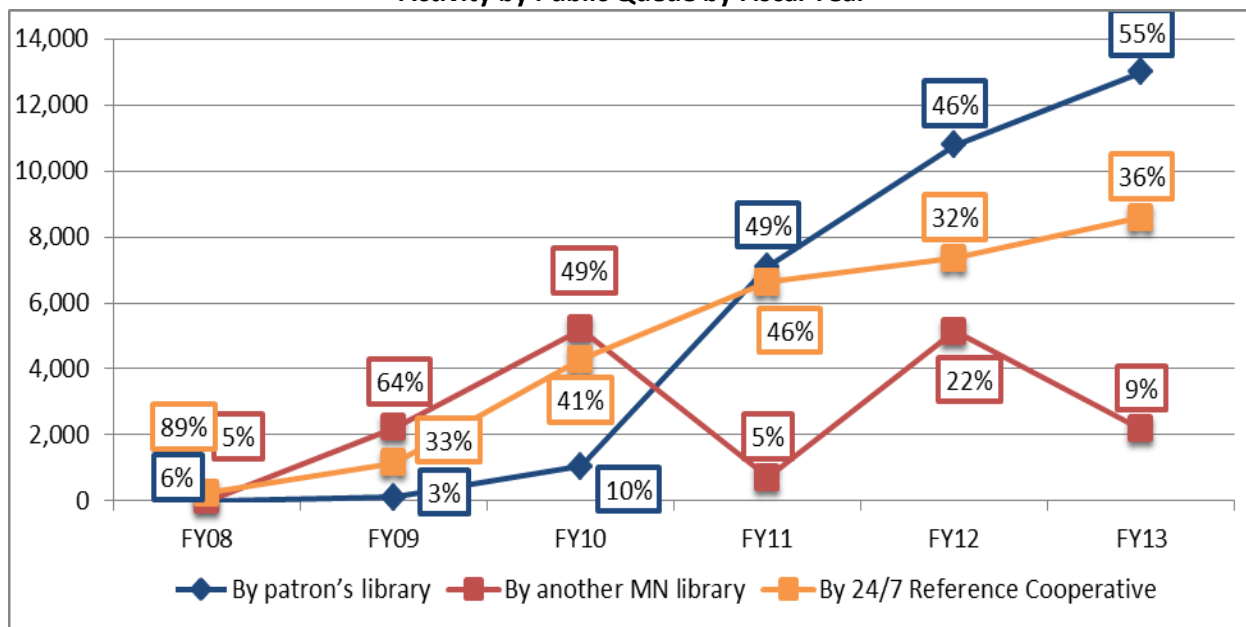
| How are Minnesota patrons being assisted? | FY08 | | FY09 | | FY10 | | FY11 | | FY12 | | FY13 | |
|---|------------|-------------|--------------|------------|--------------|------------|---------------|------------|---------------|-------------|---------------|-------------|
| By patron's library | 15 | 6% | 111 | 3% | 1,040 | 10% | 7,108 | 49% | 10,789 | 54% | 12,998 | 62% |
| By another MN library | 14 | 5% | 126 | 4% | 840 | 8% | 715 | 5% | 2011 | 10% | 2175 | 10% |
| By 24/7 Reference Cooperative | 238 | 89% | 1,148 | 33% | 4,294 | 41% | 3,577 | 25% | 7,343 | 36% | 5,699 | 27% |
| Total responses provided | 267 | 100% | 1,385 | 40% | 6,174 | 59% | 11,400 | 79% | 20,143 | 100% | 20,872 | 100% |

| How are all patrons being assisted? | FY08 | | FY09 | | FY10 | | FY11 | | FY12 | | FY13 | |
|-------------------------------------|------------|-------------|--------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|---------------|-------------|
| By patron's library | 15 | 6% | 111 | 3% | 1,040 | 10% | 7,108 | 49% | 10,789 | 46% | 12,998 | 55% |
| By another MN library | 14 | 5% | 2226 | 64% | 5,205 | 49% | 715 | 5% | 5,140 | 22% | 2,175 | 9% |
| By 24/7 Reference Cooperative | 238 | 89% | 1,148 | 33% | 4,294 | 41% | 6,634 | 46% | 7,343 | 32% | 8,594 | 36% |
| Total responses provided | 267 | 100% | 3,485 | 100% | 10,539 | 100% | 14,457 | 100% | 23,272 | 100% | 23,767 | 100% |

*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 28,396 total questions received from Minnesota patrons, 654 (2%) 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

| | | FY08 20 Surveys | | FY09 406 Surveys | | FY10 829 Surveys | | FY11 749 Surveys | | FY12 3081 Surveys | | FY13 654 Surveys | |
|---|-----|--------------------|-----|---------------------|-----|---------------------|-----|---------------------|-----|----------------------|-----|---------------------|-----|
| This was the first time I used this service: | Yes | 9 | 45% | 284 | 70% | 526 | 61% | 444 | 58% | 1,910 | 62% | 45 | 63% |
| | No | 3 | 15% | 93 | 23% | 282 | 36% | 294 | 38% | 1,039 | 34% | 32 | 26% |
| | N/A | 8 | 40% | 29 | 7% | 21 | 3% | 31 | 4% | 132 | 4% | 4 | 11% |
| The librarian was helpful. | Yes | 15 | 75% | 344 | 85% | 682 | 84% | 304 | 76% | 2,348 | 76% | 60 | 81% |
| | No | 1 | 5% | 23 | 6% | 67 | 7% | 46 | 12% | 291 | 10% | 6 | 11% |
| | N/A | 4 | 20% | 39 | 9% | 80 | 9% | 49 | 12% | 442 | 14% | 7 | 8% |
| Were you satisfied with the answer to your question? | Yes | 13 | 65% | 299 | 74% | 619 | 76% | 271 | 69% | 2,243 | 73% | 60 | 80% |
| | No | 2 | 10% | 43 | 10% | 92 | 11% | 69 | 18% | 400 | 13% | 8 | 8% |
| | N/A | 5 | 25% | 64 | 16% | 118 | 13% | 54 | 14% | 438 | 14% | 13 | 12% |
| Would you use this service again? | Yes | 16 | 80% | 364 | 90% | 752 | 92% | 654 | 88% | 2,681 | 87% | 63 | 80% |
| | No | 0 | 0% | 10 | 2% | 24 | 3% | 41 | 5% | 149 | 5% | 3 | 2% |
| | N/A | 4 | 20% | 32 | 8% | 53 | 5% | 51 | 7% | 251 | 8% | 7 | 18% |

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 FY13.

List of Participating Libraries

Appendix 3 shows the list of participating libraries as of June 30, 2013. While the number of libraries grew from 28 libraries and regional systems in FY12 to 38 libraries and regional systems in FY13 it should be noted that some of the new libraries were still in a training mode and had not begun service for their institution by the end of the fiscal year. Their contribution to the AskMN 24/7 statewide digital reference cooperative service will be measured in FY14.

Acknowledgement

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

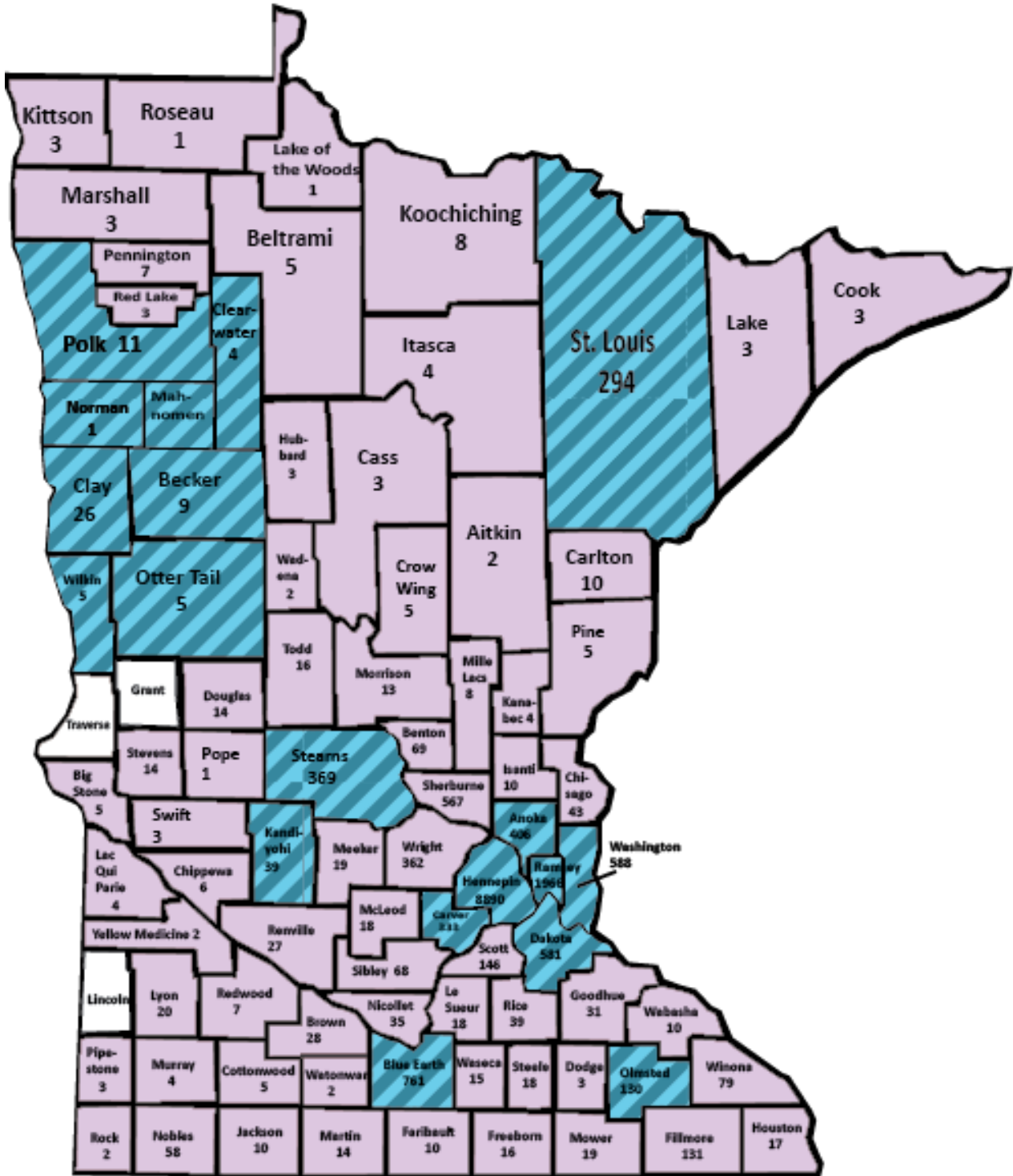
Contact Information

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

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Appendix 1
July 2012 – June 2013
Questions from Minnesota Patrons by County



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

Appendix 2

Selected Survey Comments, FY13

nadja was able to get my in touch with right person who has access to the data i needed.

Easy and fast! :)

Very capable assistance...

I felt that the person helping me today was very knowledgeable and did a great job of getting down to what exactly it was that i was looking for. Thanks so much!

it was great!!!!!!

Thanks for providing this service.

Librarian was very helpful and I found the service a delight to use. Thank you.

Charles was very helpful!

What a nice and helpful person. Very informative and courteous!

I really love that the librarian was able to speak in her own voice with me. A lot of times when companies have chat features available, the representatives have to speak from a script and aren't allowed to just be people who are helping other people. It's very refreshing and lovely that I can feel comfortable chatting with a librarian like a human being instead of feeling like a customer speaking to an automated system. :) Way to go SPPL!

Great experience!!!

This was very helpful and the librarian helped me find many new sci fi books for the start of the school year.

Lynne was GREAT! Thank you SO much for your help.

Fast, helpful, and easy! Thanks!

I REALLY appreciate this service - especially the 24-hour aspect as I do much of my online research late at night. Then I sleep better with my mind a little less cluttered. Thanks again!

This is a great service. Thank you for providing it!

Very efficient and thorough services. Thank you

Connie was a great help.

It was a pleasure to deal with Librarian Deb at the Minnesota Library and she found me material I had not found myself - thank you :-)

Very fast answer. I will use this service again!

This was a great way to get started and have an idea of what I will be able to find on the topic. Janet

Cool service ! I liked it.

Very nice people

I spoke with Carla, who works for Minitex and only does the chat service about 2 hours a week - She not only answered my questions promptly and in great detail, but she also provided me further references to articles and helpful sites to assist me in my research. I very much enjoyed talking to her. It was also wonderful to be able to conduct my interview from my office over my lunch break!

Thanks Carla!!

I love this feature!! It helped greatly!!

I got more than I even asked for. Awesome service. Great libraries, great librarians.

Cindy was very helpful at helping set up a citation for the APA style of writing.

Very quick and easy help.

Nikki really understood the oddities of the search system. However, she was able to guide me through the process of getting full access to articles that, on my own, I was unable to do. Thanks again, Nikki!

Fabulous work and outstanding help. Thanks so much!

I was more than satisfied with the service!

I would like to thanks for the help of librarian LaVonne from minnesota and for the site . Was very helpfull to find the solution to my question.

Great service provided by very patient Librarian Veronica and Raul.

very helpful, and quick to help

Everything was done in a very timely manner, it was extremely helpful.

LaVonne is great

This service is a lifesaver for distance learners who work FT.

Wonderful service. Thanks for providing it.

the librarian i asked was really sweet. her name was abby. i will so definitely use ask a librarian again when i need help.

She got things done quickly and efficiently!

Librarian taught me how to find the information.

Librarian asked what my idea info would be. Helpful.

This service is fantastic and I have never been kept waiting long for an answer, either. Thanks!

this is super cool

Love this service!

I have in the past dealt with any number of web sites and I can tell you none were this efficient or quick with a response. Excellent service and very thorough
greg was great!!!!

I received a variety of resources that I hadn't otherwise thought about or even knew existed. Very useful! So glad this service is available during all hours of the day!

I like that the librarian found resources for me and my child. I also liked that the service notified me more than once when I was waiting, that the service was busy.

FAST SERVICE

Amy from the Walter Library helped me and she was AWESOME!

Evan did a great job helping me find the article I was looking for!

Great service, fast and polite

Very helpful, quick and to the point.

The librarian was very patient and helpful.

Great site! I'm a 6th grade student doing a report and this chat provided me with great info. Also I would like to thank the librarian for giving me the links to the websites. Sincerely, Sam

Quite useful, and I am pleased to see that you provide opportunities for feedback. Keep up the good work.

This guy was great, and took his time in answering my question correctly. He made sure that he knew what I wanted, and was very helpful.

The librarian Sharyl was very helpful and nice and even looked up more information for me.

MSU is lucky to have these librarians. Be good to them!

They is a very helpful resource that I stumbled upon when trying to find what I needed. We should definitely keep this service.

I didn't know this service was available until I came upon it by accident. It's great! Thank you!

Very helpful

Thanks! This website is so helpful! Great for school! :)

I love this service. The librarians are always really helpful. When I get stumped, they give me new places to try.

I couldn't download an article using the "database" section, but the librarian guided me through the process and I finally was able to download the article.

Amazingly helpful. On Thanksgiving, too!

Jen was extremely courteous and helpful even though I had an unusual topic/request. A+!

Thank you all so much. This is a great website for all aged school students. Wow. Thanks again.

This is a wonderful tool. Thank you!

Thank you Raul!

Although the chat was not able to solve my problem completely, it helped me figure out why I was having technical difficulties.

i believe her name was Debrah she was great help.. i would use it again thank you again..

I am a doctoral student, finishing my dissertation, working full-time, and I live in MD. The on-line chat support is a lifesaver! Thank you!

Wonderful Service. I am most appreciative.

Amy was great throughout the chat process!!! she really helped me find the article I was trying to find for loooong time. and she made it in a very nice manner without making me feel embarrassed. forgot to add this to the "comment section" in my initial evaluation just a few minutes ago.

I thought that was a pretty awesome service to be provided with on a Sunday evening. Thank you.

Awesome! Thanks so much!

thanks for the help. I wasn't able to find sources with the resources my school gave me, and within five minutes askmn had given me at least five.

Librarian was very considerate. :)

Thank you! Love this website! :) Thanks Ask MN.

Super helpful. Librarian checked to make sure sources were accurate which was awesome.

Very kind, considerate, and helpful!

Very quick, polite and helpful service. Thank you.

Great service for the citizens of MN. Thank you.

Great service! Thanks again.

Exceptional service! I will use this again!

This service was very cool and a helpful resource.

The librarians are extremely nice, listen to your questions, and answer them with fantastic references. I loved this!

Brian from Minnesota rocks he is the best librarian i have used you should pay him

Very useful service.

Debra is by far your best employee, and she has thoroughly helped me with my project. I am recommending her to everyone I know! :)

I really appreciate the help, Debra!

Kamaria was a very helpful librarian.
The librarian was great help and answered all my questions fully.
This was a very great service-- I would definitely use it again:). Some librarians were helpful than others. I really liked Liz! She was really helpful.
Very helpful, thank you to all the librarians who run this!
Very helpful, very good resources, and very nice. I liked every aspect of this program!
Great to have live chat!
The librarian was very helpful, even offering to get back to me with information that she didn't have readily available so that my question could be answered completely.
I didn't know this service existed until this evening. Thought I would give it a go and was very pleasantly surprised when someone responded immediately (even though it was 9pm), and then came back with answers within seconds. Great service!
Very helpful
i will use this often this helped me soooooo much THANK U!!!!!!!!!!!!!!!!!!!!!!!!!!!!
As always, the service is very helpful - it was just an impossible question. i will definitely use it again!
Beyond helpful!
Exceptional answer. Very extensive information. Put my mind at ease.
:) :)
The librarian on chat was absolutely professional and nice!!
The librarian was helpful, quick, and professional. S/he couldn't find what I wanted, which is a newly published dissertation, but explained why it might not yet be available and referred me to another department that might be able to help.
Our librarian at LEAP High School showed us this site and how to use it. Wow! This is fantastic. Thank you.
So great to have expert help right onscreen - thanks for this valuable service!
thank you so much. i dreaded calling and being passed around to different departments. i typed in archived course catalogs and found the librarians. it was a source of complete joy to find someone that resolved my problem immediatly!!! thankyou!!!
Library chat is a great service when I'm short on time and can't find the answer myself! thank you!
exceptional!
Fantastic resource! Great service!
I love this site... <3<3<3<3 :)
Thank you very much. Librarian Pam was very helpful.
i was thrilled to find this service, i love librarys.
So very helpful!!! Thank you!!!
I received a lot of help, and found some good places to start in order to find resources for my paper.
What a helpful service! Thank you so much. It would have been finding a needle in a haystack otherwise.
It was great that the librarian could post or allow me to view the OWL page to which she referred me. If I'd had to take the time to locate it, I may not have bothered. :)
Great service!
Joe was helpful and it was nice to have someone immediately respond to my questions, even on a holiday!
Thank you! Wonderful service!!!
The librarian was very helpful and promptly responded to my request.
So helpful!
Very helpful. And it is a Sunday night so I am glad for the help at a time when the libraries are closed. Would recommend the service to others!
Librarian was very helpful.
This service saves me a lot of time and I appreciate it very much.
I love this service!
This is so easy and convenient saving me time during crunch times like this! Thanks so much.
Fine work. Thanks for the help. Librarian was friendly.
Can't believe this service is free!! A real lifesaver for grad students like myself! Thanks!
Super helpful! I just wish the articles were available online to begin with. Pat was great though and helped me find it on campus so I can go to the library and make a copy.
Abby was a great help! This is my first time using this service and boy am I glad that we have this because I would have been up all night stressed and frustrated trying to navigate that website. I had a great experience with this and the service is awesome!!!!!! Very helpful, kind, nice and freaking AWESOME!!!!!!(If I didn't already say that!) Keep this service forever!!!! Again Thank you so much!!!
The chat was very helpful, but it took a bit of time. It would be nice if the chat session stayed open even if one navigates away from the window they were in when it started.
Why is ELM so awesome and why do you make my job as a school librarian so easy. You make me look like an information super hero!!! I am pretty impressed with this search embedded reference help!
Beautiful system
quick response, I was so surprised

Deb, the librarian i chatted with from St paul, was very helpful and very patient with all my questions, some of which i probably could have figured out myself... I felt comfortable talking to her and i didn't feel like i was wasting her time. Thank you!

This website is amazing. I love you all and I love Cecil. This is always really helpful and tonight was no exception.

The only reason I may not use it again was that my question was answered !! with best wishes, Yvonne; University of Cambridge Elizabeth was prompt and knowledgeable!

Great service, the answer was not available at the website I was at, but I was referred to another url. Very nice thank you.

This was a tough question and I'm not sure there was a good answer. I was looking for an online resource for history of costume. There may not be one. But the librarian did give me a good resource that I will use in the future. Thank you for this excellent service.

Great service. Thanks

Appendix 3

AskMN Participating Libraries

| Participating Academic Libraries | Participation Begin Date |
|---|---------------------------------|
| Anoka Technical College | May, 2013 (FY13) |
| Augsburg University | June, 2011 (FY11) |
| Bethany Lutheran College | October, 2012 (FY13) |
| Bethel University | January, 2012 (FY12) |
| College of St. Scholastica | February, 2012 (FY12) |
| Concordia University – St. Paul | June, 2012 (FY12) |
| Hamline University | November, 2010 (FY11) |
| Hennepin Technical College | May, 2013 (FY13) |
| Inver Hills Community College | May, 2013 (FY13) |
| Lake Superior College | February, 2012 (FY12) |
| Macalester College | January, 2009 (FY09) |
| McNally Smith College of Music | April, 2012 (FY12) |
| Minnesota State University, Mankato | March, 2008 (FY08) |
| Normandale Community College | October, 2011 (FY12) |
| North Central University | June, 2013 (FY13) |
| North Hennepin Community College | May, 2013 (FY13) |
| Ridgewater College | May, 2013 (FY13) |
| St. Catherine University | March, 2008 (FY08) |
| St. Cloud State University | March, 2008 (FY08) |
| University of Minnesota, Duluth | March, 2008 (FY08) |
| University of Minnesota, Morris | December, 2011 (FY12) |
| University of Minnesota, Twin Cities | April, 2008 (FY08) |
| University of Northwestern, St. Paul | June, 2012 (FY12) |
| University of St. Thomas | January, 2012 (FY12) |

| Participating Public Libraries | Participation Begin Date |
|---------------------------------------|---------------------------------|
| Anoka County Library | January, 2013 (FY13) |
| Carver County Library | November, 2011 (FY12) |
| Cloquet Public Library | April, 2012 (FY12) |
| Dakota County Library | April, 2009 (FY09) |
| Duluth Public Library | June, 2012 (FY12) |
| Fergus Falls Public Library | July, 2012 (FY13) |
| Great River Regional Library | June, 2012 (FY12) |
| Hennepin County Library System | March, 2008 (FY08) |
| Lake Agassiz Regional Library | July, 2009 (FY10) |
| Minitex | March, 2008 (FY08) |
| Rochester Public Library | March, 2008 (FY08) |
| Saint Paul Public Library | December, 2008 (FY09) |
| Washington County Library | January, 2009 (FY9) |
| Willmar Public Library | May, 2013 (FY13) |