



## State of the Service, 1<sup>st</sup> Quarter 2008

First quarter 2008: 3,825 questions ↓10%  
First quarter 2007: 4,147 questions

### Patron profile and feedback

At the start of a chat session patrons must provide a name, postcode and research level which helps to establish a profile.

Patrons are also invited to provide feedback at the end of each chat session and on average we have a c10% response rate. 60% of the respondents chose to add comments.

Extracts from the data collected in the first quarter 2008 is provided here, with fuller detail available from the AskNow wiki.

Scrutiny of patron comments provided through the exit survey, combined with chat transcript analysis, provides an insight to the quality of service and affords all Service Coordinators the opportunity to monitor performance and identify any training or technical issues.

### The good ...

“ ... Brilliant service. I was going to spend an afternoon visiting the State Library ... I was able to access the information I was looking for and arrange to have it sent to me in less than half an hour. Total saving: at least three hours in time and a couple of hundred dollars. I will return!”

“ ... Good service and it would be great if the hours could be extended.”

### ... with the bad

“ ... umm yea some of the librarians can get a little mean but most of them are ok ... “

“ ... the only hikup is that they could be a bit faster.”

Location	% patrons
ACT	4
International/invalid	9
New South Wales	41
Northern Territory	0
Queensland	13
South Australia	11
Tasmania	4
Victoria	12
Western Australia	5

Sample size n = 3825

Source: AskNow Jan - March 2008 transcripts

Research level	% patrons
General interest	16
Primary school	8
Lower secondary	16
Upper secondary	28
Research	26
Tertiary	5
None indicated	1

Sample size n = 3825

Source: AskNow January-March 2008 transcripts

Age	% patrons
Under 15	16
15 - 24	27
25 - 34	11
35 - 44	10
45 - 54	16
55 - 64	10
65 and over	8

Sample size n = 353

Source: AskNow January-March 2008 survey data

Service rating	% patrons
Excellent	61
Very good	22
Good	10
Fair	3
Poor	3
Don't know	1

Sample size n = 353

Source: AskNow January-March 2008 survey data