



## State of the Service, 4<sup>th</sup> Quarter 2008

4th quarter 2008: 4569 questions ↑11%  
 4th quarter 2007: 4064 questions

### Patron profile and feedback

Data is based on information supplied by patrons in the AskNow entry and exit survey forms.

-  88% of patrons from Australia
-  3% of patrons from New Zealand
- ? 9% patrons from other countries

Patrons are sent a feedback form at the end of each chat session. The average response rate is 10%, for this quarter we received 9.5%

### The good ...

"Absolutely amazing. The librarian was extremely fast and helpful. Also very kind! I searched for hours and hours and it took them literally less than a minute! Will highly recommend!!"

"I was amazed that the person had so much info so readily available, and also how they were able to send it right to my screen - amazing!"

... with the bad

"I thought by contacting the SLNSW, I would get in to your collection as my request is specific to your collection. However the librarian trying to answer my question was in the NT!"

"Felt I was given the easiest response, i.e. 'can't really help', without other options being explored. Maybe there were no other options ☹"

### Suggestions ...

"It would really help if you extended your closing time for the evening because most people stay up late doing their assignments"

"It would be a good idea to make it so you can visit different pages all at once, like the Windows Vista Internet browser"

Location	% of patrons
ACT	3
International/invalid	9
New South Wales	35
Northern Territory	0.2
Queensland	13
South Australia	9
Tasmania	4
Victoria	20
Western Australia	7

Sample size n = 4610  
 Source: AskNow October-December transcripts

Research level	% of patrons
General interest	19
Primary school	12
Lower secondary	14
Upper secondary	18
Research	31
Tertiary	6
None indicated	0.1

Sample size n = 4610  
 Source: AskNow October-December transcripts

Age	% of patrons
Under 15	9
15 - 24	21
25 - 34	16
35 - 44	16
45 - 54	16
55 - 64	12
65 and over	8
None indicated	2

Sample size n = 438  
 Source: AskNow October-December exit survey data

Service rating	% of patrons
Excellent	59
Very good	23
Good	9
Fair	3
Poor	3
Don't know	1
None indicated	2

Sample size n = 438  
 Source: AskNow October-December exit survey data