



State of the Service, 4th Quarter 2009

4th quarter 2009: 2611 questions asked ↓ **43%**
 4th quarter 2008: 4569 questions asked ↓

Patron profile and feedback

-  81% of patrons from Australia
-  5% of patrons from New Zealand
- ? 14% 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 5%

The good ...

"Your site was so easy to navigate and the response time was almost immediate. The staff gave me the impression they really wanted to help me. I was so impressed and will tell everyone about the excellent service"

"Great service. Sorted everything quickly without a phone call and without me having to worry if I would be able to find what I wanted at the library."

"I found this service to be excellent. Being in remote NSW and having access to this kind of resource is fantastic."

... with the bad

"Chats tend to lag. When you or the person on the other end types a response up, it gets posted about 10 seconds later. It shouldn't be like that! Just look at how fast the internet is these days!"

"I was having query on free ebooks on management studies. The replies I got were not that satisfying, but it is ok. I can understand the reason behind."

"I was not finished with my inquiry. I did have 1 additional question but my chat was ended by the librarian. I strongly suggest the librarians ask if we have any more questions, or if we are happy with the response, were we able to access the link they gave us? My concern is I am just going to continue going in circles."

Suggestions ...

"..Why not simply scan all historical documents into your database..."

Location	% of patrons
ACT	3
International/invalid	10
New South Wales	38
Northern Territory	1
Queensland	16
South Australia	9
Tasmania	2
Victoria	16
Western Australia	5

Sample size n = 2632

Source: AskNow October-December 2009 transcripts

Research level	% of patrons
General interest	21
Primary school	13
Lower secondary	15
Upper secondary	14
Research	28
Tertiary	7
None indicated	2

Sample size n = 2698

Source: AskNow October-December 2009 transcripts

Age	% of patrons
Under 15	11
15 - 24	16
25 - 34	15
35 - 44	12
45 - 54	17
55 - 64	14
65 and over	9
None indicated	6

Sample size n = 136

Source: AskNow October-December 2009 exit survey data

Service rating	% of patrons
Excellent	68
Very good	19
Good	6
Fair	1
Poor	1
Don't know	1
None indicated	4

Sample size n = 136

Source: AskNow October-December 2009 exit survey data

