Year in Review
ASK A LIBRARIAN
SEPTEMBER 2017 - AUGUST 2018

ABOUT OUR SERVICE

- 2528 hours of service
- 2 service languages: English and French
- The service was open 264 days
- 15 universities

26,035 total chats submitted in English and French

227 chats submitted on the busiest day of the year

USER SATISFACTION

- For 65% of users, chat is their preferred way of getting library help
- 85% of patrons rated the service provided by the librarian as excellent or good
- 92% of users received just the right amount of assistance
- 96% of patrons would use the service again

56% of users are undergraduate students

84% of users discovered the service through their home library’s website

68% of guests were first-time users

69% of users chatted with us from off-campus

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