

# Year in Review

ASK A LIBRARIAN

SEPTEMBER 2017 - AUGUST 2018

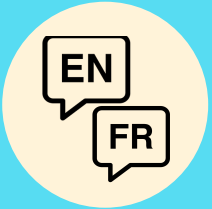
## ABOUT OUR SERVICE



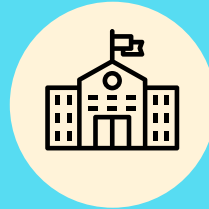
2328 hours of service



The service was open 264 days



2 service languages: English and French



15 universities



26,033 total chats submitted in English and French

# 227

chats submitted on the busiest day of the year

## USER SATISFACTION



For 46% of users, chat is their **preferred** way of getting library help



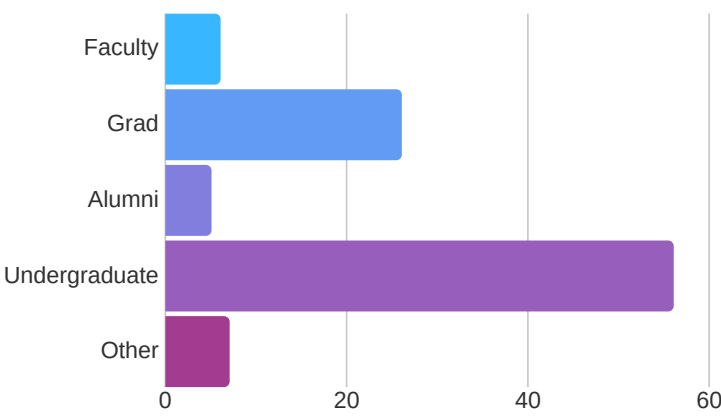
83% of patrons rated the service provided by the librarian as **excellent** or **good**



92% of users received just the **right amount** of assistance



96% of patrons would **use** the service **again**

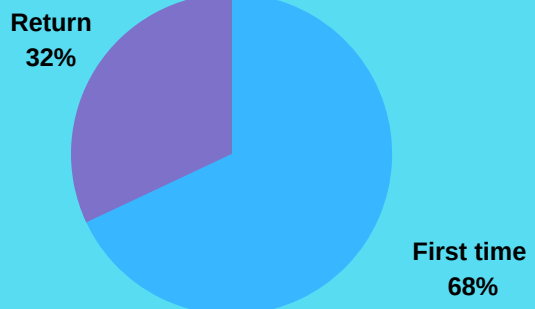


# 56%

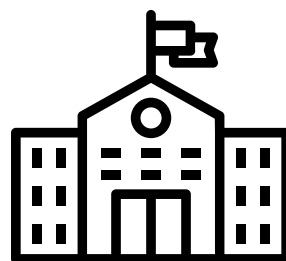
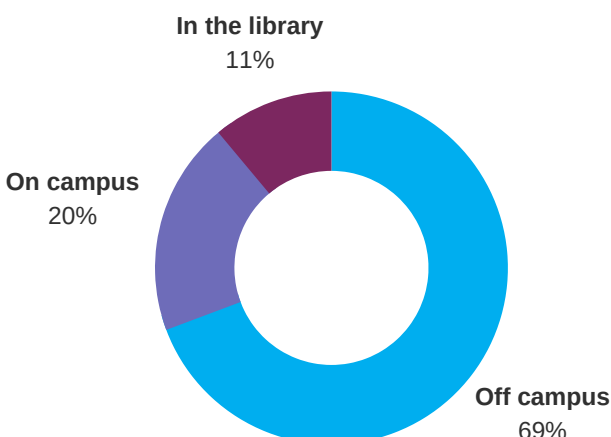
56% of users are undergraduate students



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