

Year in Review

ASK A LIBRARIAN

SEPTEMBER 2018 - AUGUST 2019

ABOUT OUR SERVICE



67 hours of
service per week



2 service languages:
English and French



16 universities



The service was open
263 days



27 856

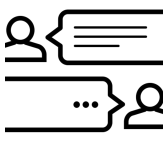
total chats submitted in
English and French



241

chats submitted on the busiest
day of the year

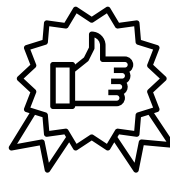
USER SATISFACTION



For 47% of users,
chat is their
preferred way of
getting library help



92% of patrons rated
the service provided
by the librarian was
excellent or **good**

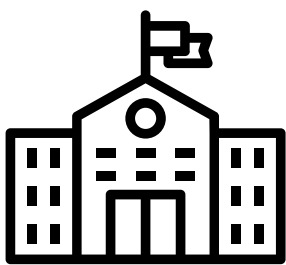


93% of users received
just the **right amount**
of assistance



95% of patrons would
use the service **again**

ABOUT OUR USERS



69% of users chatted with us
from off-campus



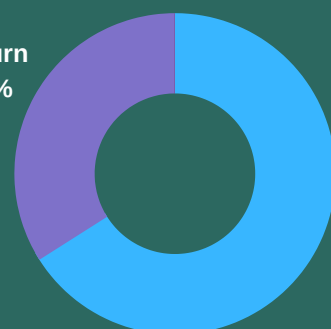
58%

58% of users are
undergraduate students



69% of users discovered the
service through their home
library's website

Return
34%



First time
66%

66% of guests were
first-time users