

Traffic and Satisfaction Statistics

(January 7 – March 31, 2008 *and* September 7 – December 31, 2008)

Chat Traffic

Satisfaction Statistics – Results from completed exit surveys

Chat Traffic

Monthly Traffic 2008	askON Academic	askON Public
January	807	201
February	1243	208
March	1394	230
September	1240	243
October	2308	342
November	2019	328
December	327* (two wks)	162
Total	9338	1714

Satisfaction Statistics

askON EXIT SURVEY RATINGS	ACADEMIC LIBRARIES		PUBLIC LIBRARIES	
	Jan-Mar 08	Sept - Dec 08	Jan-Mar 08	Sept-Dec 08
4 Excellent - more than expected	48.3%	49.9%	48.6%	50.00%
3 Good - what was expected	38.6%	33.5%	38.4%	34.10%
2 Fair - some help, but not what was expected	9.8%	11.2%	9.3%	10.40%
1 Poor - did not receive any help	3.3%	5.4%	4.1%	5.50%

