



## What people are saying about askON

### ***What are askON staff saying?\****

“I sometimes think i would like to work more shifts to feel more comfortable”

“Would like to see us offer more hours on the weekend”

“make sure everyone is logged onto meebo; i had to transfer a patron since it was the end of my shift but couldn't notify the other staff member since they weren't logged into meebo”

“I felt overwhelmed and anxious at first. Mostly about answering questions from students at other institutions. But the portal is easy to use and I have been able to handle it and even enjoy it.”

“My shift always runs smoothly and I feel like the people I work with on the shift have created a good routine and this really helps. We use the backchat to share information on questions, and to ensure that the next shift is signed on and ready to take over. I know that this is a problem for other staff on other shifts but if everyone is on the same page it can work seamlessly.”

“I was anxious initially, but with experience it becomes more routine - as expected :)”

“I think the service might benefit from being open until 9 Mon. - Thurs.”

“love the askON service and I'm glad we have the opportunity to be part of it.”

“I think the support provided through msn really helps. It hasn't been too busy so you can find out about other libraries during your shift. would be great if we were busier.”

*\* Random comments from a recently conducted askON staff survey where 56.7% of respondents said they enjoy their shifts and look forward to them, 35.1% said they wished the service was busier, 7.2% said they did not enjoy their shifts.*

## ***What are askON visitors saying?\****

“This is a great service. X found sources and an article for my research. He was very helpful. “

“I thought this was great. I came to the library before and didn't really get the help I needed. I appreciate that x looked deeper into my article request and told me exactly where I can go in the library to find it.”

“I think it's great but I wish the hours could be expanded.”

“It was good. Thank you. I may bother you again.”

‘X was an amazing asset to my research experience. After many days of endless researching, I decided I would try this service. x was more than helpful and persistent in finding excellent resources for my presentation. Extremely knowledgeable and incredibly helpful... I could not have asked for a better service! Thank you so much.”

“I stumbled across this service and think it is fantastic. My question was answered in seconds, thanks to x.”

‘I didn't have to wait very long. I like this service because I was able to chat with someone and I can't be at campus today. I got some information that would have taken a lot longer to acquire and now I can start my research today. Thank you.”

“X helped me out tremendously with all my questions and helped me find exactly what I was looking for.”

“it's good, i like it. easy and quick.”

“overall, a GREAT experience. what a service that you provide! thank you.”

“8:00 is too early to stop for Gr. 12 students Thanks though”

“The exchange was pleasant and courteous. The person did their best to help... and referred me to my local library.”

*\*A sampling of visitor comments from exit surveys completed the week of February 3-9, 2008. An analysis of the exit surveys from February reveals:*

### **Service Assessment - February**

	<b>Exit Surveys Completed</b>	<b>% of interactions</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>Academic</b>	<b>204</b>	<b>16.4%</b>	<b>102 (50%)</b>	<b>74 (36.2%)</b>	<b>23 (11.2%)</b>	<b>5 (2.4%)</b>
<b>Public</b>	<b>37</b>	<b>17.7%</b>	<b>19 (51.3%)</b>	<b>17 (45.9%)</b>	<b>1 (2.7%)</b>	<b>0 (0%)</b>

## What is the media saying?\*

What to do when Google doesn't cut it  
Kathleen Lau  
ComputerWorld Canada (Jan 18, 2008)

*"It's a useful resource not only for IT professionals but for everyone."  
- Greg Lane former President of Canadian Information Processing Society (CIPs)*

Get real-time answers to your library queries  
Kaija Mailloux  
Sudbury Star

Librarians offer real-time online research help  
April Robinson  
London FreePress (December 29, 2007)

"If you're stuck in a bind when Google searches leave you with thousands of hits of useless information, Norma Gelinias [askON staff member] may be your favourite new cyber-buddy."

Library launches information service  
Strathroy Age Dispatch  
Wednesday January 9, 2008

\* A sampling of media coverage askON has received around the province.

You can read some of the coverage at: <http://del.icio.us/askontario>