

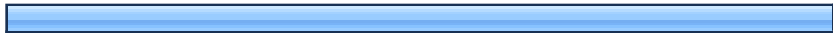




Statewide Virtual Reference







1. Please indicate your level of agreement with the following statements.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Response Count
NJ should have a 24/7 statewide virtual reference service	9.0% (16)	14.7% (26)	28.2% (50)	25.4% (45)	22.6% (40)	177
Individual libraries should provide virtual reference service directly to their customers.	8.1% (14)	19.7% (34)	20.2% (35)	42.2% (73)	9.8% (17)	173
Statewide virtual reference should be offered in the evenings only to supplement locally offered virtual reference.	10.5% (18)	18.6% (32)	27.3% (47)	34.9% (60)	8.7% (15)	172
Virtual reference is not necessary.	34.9% (59)	30.8% (52)	20.1% (34)	8.3% (14)	5.9% (10)	169
answered question						177
skipped question						2

2. Indicate which of the following virtual reference services are currently provided by your library. Check all that apply.

		Response Percent	Response Count
Email reference		72.2%	127
Text reference		14.2%	25
Chat reference		21.0%	37
Video Chat reference		0.0%	0
Referral to QandANJ.org		56.3%	99
None of the above		14.8%	26
		Other (please specify)	15
		answered question	176
		skipped question	3

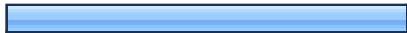



3. If your library currently provides some type of virtual reference, which of the following statements apply to how your library provides that service. (Choose all that apply)

		Response Percent	Response Count
Virtual reference services are provided by our library staff at specified hours only.		11.9%	16
Virtual reference services are provided by our library staff whenever the library is open.		76.1%	102
Virtual reference services are provided by our library staff when the library is closed.		10.4%	14
When the library is closed patrons are referred to QandANJ.org for virtual reference services		47.8%	64
		answered question	134
		skipped question	45




4. Please rank the value of the following features of a statewide virtual reference service.

	Not Important to Me	Somewhat Important to Me	Very Important to Me	Rating Average	Response Count
Centralized technology to run the service.	30.5% (51)	28.1% (47)	41.3% (69)	2.11	167
Shared staffing.	31.5% (53)	39.9% (67)	28.6% (48)	1.97	168
Central knowledgebase to help answer questions.	24.7% (42)	34.1% (58)	41.2% (70)	2.16	170
Availability of the service when the library is closed.	15.8% (27)	28.7% (49)	55.6% (95)	2.40	171
answered question					171
skipped question					8

5. How familiar are you with the statewide virtual reference service provided by QandANJ.org?

		Response Percent	Response Count
Very familiar		34.9%	61
Somewhat familiar		53.7%	94
Heard of it but not sure how it works		10.3%	18
Never heard of it		1.1%	2
answered question			175
skipped question			4






6. What is your library's relationship to QandANJ?

		Response Percent	Response Count
My library currently offers staffing hours for the service		18.8%	33
My library has provided staffing hours for the service in the past, but not currently		6.3%	11
My library has never provided staffing hours for QandANJ		75.0%	132
		answered question	176
		skipped question	3


7. If your library has been a participant in QandANJ please indicate your level of agreement with the following statements.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Response Count
Even in cases where libraries offer some form of online chat service to their customers the 24/7 nature of QandANJ makes it a valuable service for customers.	8.6% (9)	5.7% (6)	22.9% (24)	37.1% (39)	25.7% (27)	105
Having 24/7 access to expert research help from librarians on QandANJ increases customers' awareness that libraries offer reference assistance and improves customers' perceptions of library service in general.	7.5% (8)	4.7% (5)	17.0% (18)	36.8% (39)	34.0% (36)	106
QandANJ is a valuable service and funding should be found to continue it.	7.5% (8)	9.4% (10)	25.5% (27)	26.4% (28)	31.1% (33)	106
answered question						106
skipped question						73

8. What type of library do you represent?

		Response Percent	Response Count
Academic		10.9%	19
Public		80.6%	141
School		1.7%	3
Special		5.7%	10
Consortium		1.1%	2
	Other (please specify)		2
answered question			175
skipped question			4





9. Are you a library director?

		Response Percent	Response Count
Yes		100.0%	179
No		0.0%	0
answered question			179
skipped question			0








10. Please indicate your level of agreement with each of the following statements.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Response Count
Virtual reference service should be retained and continue to be funded as a statewide service.	9.0% (15)	12.0% (20)	21.0% (35)	34.1% (57)	24.0% (40)	167
Virtual reference service should not be maintained as a statewide service.	28.8% (46)	26.3% (42)	23.1% (37)	14.4% (23)	7.5% (12)	160
Virtual reference service should be managed and funded by the libraries that wish to make it accessible to their patrons.	15.9% (26)	22.0% (36)	23.2% (38)	29.9% (49)	9.1% (15)	164
Cost effective alternatives to the existing virtual reference service should be explored.	3.0% (5)	4.8% (8)	16.9% (28)	57.2% (95)	18.1% (30)	166
answered question						170
skipped question						9



11. Would your library commit to staff time to help provide statewide virtual reference (through QandANJ.org or some other statewide virtual reference service)? If so, how much support would you contribute?

		Response Percent	Response Count
No		63.5%	106
Yes, 2-6 hours per week		31.7%	53
Yes, 6-10 hours per week		4.2%	7
Yes, 10-20 hours per week		0.6%	1
		answered question	167
		skipped question	12

12. Would your library provide financial support for implementation and participation in statewide virtual reference (through QandANJ.org or some other statewide virtual reference service)?

		Response Percent	Response Count
No		48.5%	79
\$100-\$300 per year		25.2%	41
\$301-\$500 per year		17.2%	28
\$501-\$1,000 per year		6.1%	10
\$1,001-\$3,000 per year		1.2%	2
\$3,001-\$5,000 per year		0.6%	1
\$5,001 or more per year		1.2%	2
		answered question	163
		skipped question	16

13. Would your library provide financial support(\$300-1000) to help collaboratively fund QandANJ in the short term (3-6 months)while more permanent options are explored?

		Response Percent	Response Count
Yes		30.2%	49
No		69.8%	113
answered question			162
skipped question			17

14. Please share with us any additional comments you have on statewide virtual reference in New Jersey.

	Response Count
	56
answered question	56
skipped question	123