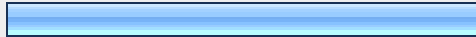


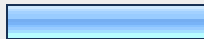

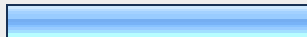
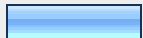
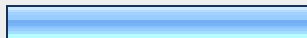
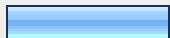




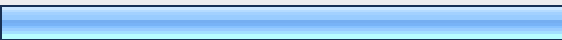
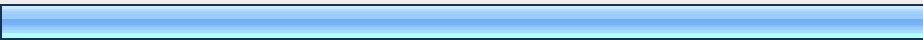
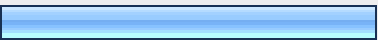
Needs Assessment Survey - Virtual Reference Service

1. My current position is at a:			Response Percent	Response Count
public library			50.0%	14
community college			10.7%	3
4-year private university or college			17.9%	5
4-year public university or college			21.4%	6
			answered question	28
			skipped question	0

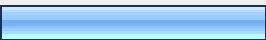
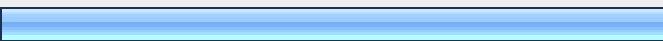
2. My library currently offers (Choose all that apply):			Response Percent	Response Count
E-mail web-form reference			53.6%	15
Instant messaging (IM) service			32.1%	9
Virtual reference service			14.3%	4
None			32.1%	9
Other (please specify)			17.9%	5
			answered question	28
			skipped question	0

3. Did your current library discontinue a virtual reference service?			Response Percent	Response Count
Yes			17.9%	5
No			82.1%	23
			answered question	28
			skipped question	0

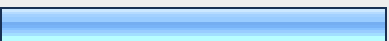
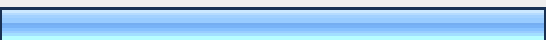
4. If you answered yes to Question 3, above, what was the reason for discontinuing your virtual reference service? (Choose all that apply.)

		Response Percent	Response Count
Funding or budget cuts		60.0%	3
Low use		100.0%	5
Staffing		40.0%	2
Technical problems		0.0%	0
Institutional culture		0.0%	0
		Optional comments:	2
		answered question	5
		skipped question	23

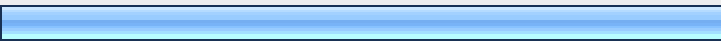
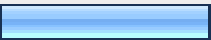
5. If your library offers virtual reference service, what product do you use?

		Response Percent	Response Count
Docutek		28.6%	2
OCLC Question Point		0.0%	0
Tutor.com Ask A Librarian		0.0%	0
Other (please specify)		71.4%	5
		answered question	7
		skipped question	21

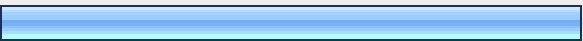
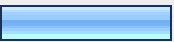

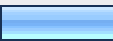
6. If your library does not offer virtual reference, are you interested in offering the service in the near future?

		Response Percent	Response Count
Yes		41.7%	10
No		58.3%	14
		answered question	24
		skipped question	4

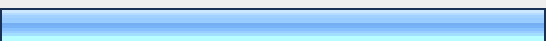
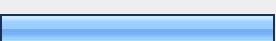
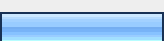
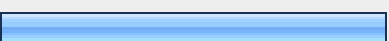
7. If you currently offer virtual reference service or you are interested in offering virtual reference service, would you consider being a part of a statewide collaborative?

		Response Percent	Response Count
Yes		77.8%	14
No		22.2%	4
		<i>answered question</i>	18
		<i>skipped question</i>	10

8. If you currently offer virtual reference or you are interested in doing so, what is the most you are willing to pay for the service either independently or as part of a statewide collaborative?

		Response Percent	Response Count
Less than \$1,000		62.5%	10
Between \$1,000 and \$3,000		18.8%	3
Between \$3,000 and \$5,000		6.3%	1
More than \$5,000		12.5%	2
		<i>answered question</i>	16
		<i>skipped question</i>	12

9. If you are interested in offering virtual reference, what hours would you like the service to be available to your patrons?

		Response Percent	Response Count
Limited daytime hours Monday - Friday		58.8%	10
Limited evening hours Monday - Friday		29.4%	5
Limited weekend hours		17.7%	3
24 hours / 7 days a week		41.2%	7
		<i>answered question</i>	17
		<i>skipped question</i>	11

10. If you would like Research Help Now to contact you with more information about our service, please enter your contact information below.

		Response Percent	Response Count
Name	<input type="text"/>	100.0%	6
Institution	<input type="text"/>	100.0%	6
E-mail	<input type="text"/>	100.0%	6
		<i>answered question</i>	6
		<i>skipped question</i>	22