




1. Name of community college or university:

	Response Count
	12
answered question	12
skipped question	0

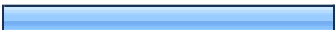

2. Does your library provide a link to Research Help Now? [live chat version with cobrowse]

	Response Percent	Response Count
Yes 	100.0%	12
No	0.0%	0
Comments:		1
answered question		12
skipped question		0



3. Does your library use the Qwidget?

		Response Percent	Response Count
Yes		75.0%	9
No		25.0%	3
Comments:			1
answered question			12
skipped question			0



4. Does your library use the QuestionPoint email reference service?

		Response Percent	Response Count
Yes		50.0%	6
No		50.0%	6
Comments:			2
answered question			12
skipped question			0






5. Does your library use the Mosio's Text a Librarian product with QuestionPoint for text messaging?

		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	12
Comments:			2
answered question			12
skipped question			0







6. Is your library interested in learning/providing text messaging?

		Response Percent	Response Count
Yes		83.3%	10
No		16.7%	2
Comments:			4
answered question			12
skipped question			0



7. Does your library home page provide a link to your virtual reference service? [click all that apply]

		Response Percent	Response Count
Yes, to Research Help Now link		66.7%	8
Yes, to Qwidget box		58.3%	7
Yes, to QuestionPoint e-mail link		16.7%	2
Yes, to Mosio's Text a Librarian		8.3%	1
No		25.0%	3
	Other (please specify)		2
answered question			12
skipped question			0

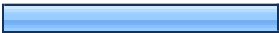

8. If you have a link to virtual reference in the home page, where did you place it?

		Response Percent	Response Count
In the header (center or right)		16.7%	2
In the services bar under the header		8.3%	1
In the navigation bar or column		16.7%	2
Useful links section		8.3%	1
Bottom of page (you need to scroll down to find it)		8.3%	1
Other (please specify)		50.0%	6
		answered question	12
		skipped question	0



9. Is your virtual reference link part of the basic library web page template?

		Response Percent	Response Count
Yes		66.7%	8
No		33.3%	4
		Comments:	2
		answered question	12
		skipped question	0



10. Is it time to change the Research Help Now logo?

		Response Percent	Response Count
Yes		41.7%	5
No		58.3%	7
		Comments:	6
		answered question	12
		skipped question	0

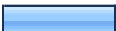

11. Should every participating library be required to use the same logo?

		Response Percent	Response Count
Yes		41.7%	5
No		58.3%	7
		Comments:	3
		answered question	12
		skipped question	0



12. Does your library subpage(s) provide a link to virtual reference?

		Response Percent	Response Count
Yes		100.0%	12
No		0.0%	0
If yes, name of subpage(s)?			9
answered question			12
skipped question			0



13. Does your library online catalog provide a link to virtual reference?

		Response Percent	Response Count
Yes		16.7%	2
No		83.3%	10
If yes, what service? (RHN link, Qwidget or Email)			1
answered question			12
skipped question			0



14. Have you added the Qwidget to any of your subscription database(s)

		Response Percent	Response Count
Yes		16.7%	2
No		83.3%	10
	If yes, which database(s)?		2
	answered question		12
	skipped question		0

15. Have you added a link to Research Help Now to any of subscription database(s)?

		Response Percent	Response Count
Yes		8.3%	1
No		91.7%	11
	If yes, which database(s)?		2
	answered question		12
	skipped question		0



16. If you have QuestionPoint Email, have you added a link to any of your subscription database(s)?

		Response Percent	Response Count
Yes		0.0%	0
No		50.0%	6
N/A		50.0%	6
	If yes, which database(s)?		0
	answered question		12
	skipped question		0



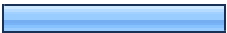
17. How many links do you have to the ResearchHelpNow QP service on your library home page and subpages in total?

	Response Count
	12
answered question	12
skipped question	0



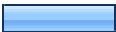
18. Have you added virtual reference to your college/university course management system?

		Response Percent	Response Count
Yes		16.7%	2
No		83.3%	10
If yes, RHN link, Qwidget, QP Email?			2
answered question			12
skipped question			0




19. Did you include a link in WorldCat to virtual reference?

		Response Percent	Response Count
Yes		25.0%	3
No		41.7%	5
I did not know this was an option		33.3%	4
answered question			12
skipped question			0



20. Does your library subscribe to LibGuides?

		Response Percent	Response Count
Yes		66.7%	8
No		16.7%	2
I have no idea what this is!		16.7%	2
answered question			12
skipped question			0



21. If your library subscribes to LibGuides, did you include access to virtual reference?

		Response Percent	Response Count
Yes		50.0%	6
No		16.7%	2
We do not subscribe to LibGuides		33.3%	4
If Yes, RHN link, Qwidget, QP Email, Texting?			5
answered question			12
skipped question			0




**22. If you offer multiple ways for users to ask questions (i.e. RHN link, Qwidget, email, texting) do you also consolidate all options in one place?
[Do you have a ask an librarian web page]**

		Response Percent	Response Count
Yes		83.3%	10
No		16.7%	2
Comments:			2
answered question			12
skipped question			0

23. Does your library have a social networking site?

		Response Percent	Response Count
Yes		50.0%	6
No		50.0%	6
If yes, list all:			3
answered question			12
skipped question			0

24. If you have a social networking site [Facebook, MySpace, Twitter....], do you include a link to virtual reference?

		Response Percent	Response Count
Yes		16.7%	2
No		33.3%	4
N/a		50.0%	6
		Comments:	1
		answered question	12
		skipped question	0

25. Aside from participating in Research Help Now, does your library offer any other virtual reference service? [texting, your own email ask a librarian, IM with AOL...]

		Response Count
		12
		answered question
		12
		skipped question
		0

26. What is your FTE?

		Response Count
		12
		answered question
		12
		skipped question
		0

27. Additional comments:

	Response Count
	2
answered question	2
skipped question	10