



Ask a Librarian

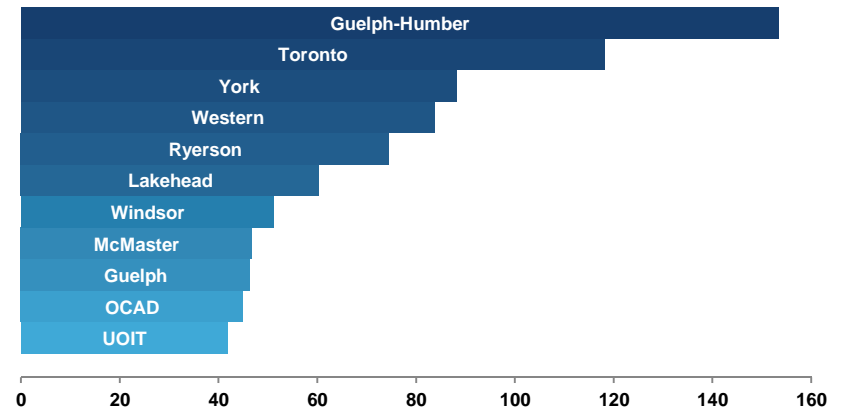
Year in review 2013-2014

September 2013 to August 2014
21,728 chats

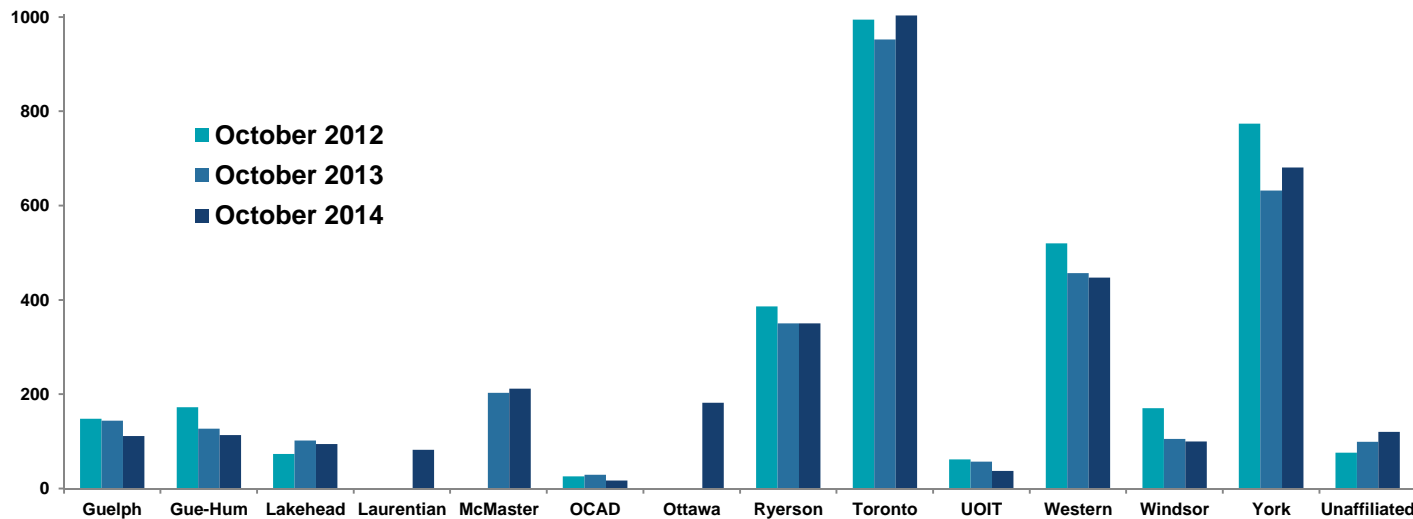
Average chats per hour Fall 2014 (to Nov. 30)

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|----------|--------|---------|-----------|----------|--------|----------|--------|
| 10:00 AM | 12 | 14 | 14 | 13 | 12 | | |
| 11:00 AM | 13 | 14 | 13 | 13 | 13 | | |
| 12:00 PM | 15 | 15 | 12 | 12 | 13 | 12 | 11 |
| 1:00 PM | 13 | 17 | 13 | 13 | 12 | 10 | 10 |
| 2:00 PM | 15 | 16 | 13 | 12 | 12 | 11 | 11 |
| 3:00 PM | 13 | 15 | 13 | 12 | 12 | 12 | 11 |
| 4:00 PM | 14 | 13 | 14 | 12 | 11 | 9 | 12 |
| 5:00 PM | 11 | 12 | 10 | 11 | | 7 | 9 |
| 6:00 PM | 10 | 10 | 10 | 9 | | | |
| 7:00 PM | 12 | 11 | 11 | 9 | | | |
| 8:00 PM | 11 | 11 | 9 | 8 | | | |
| 9:00 PM | 12 | 10 | 9 | 7 | | | |

Chats per 1,000 FTE September 2013-August 2014



Chats per month October



Active operators
332

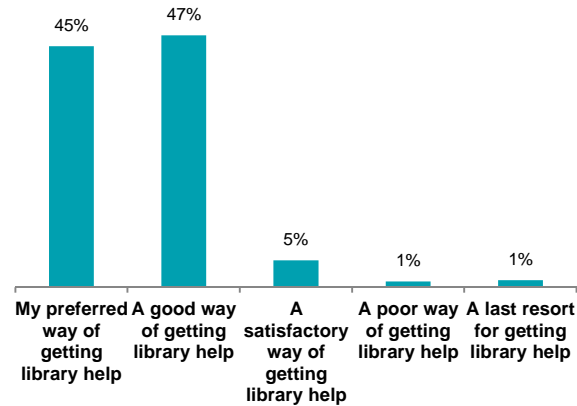
Mentees
39



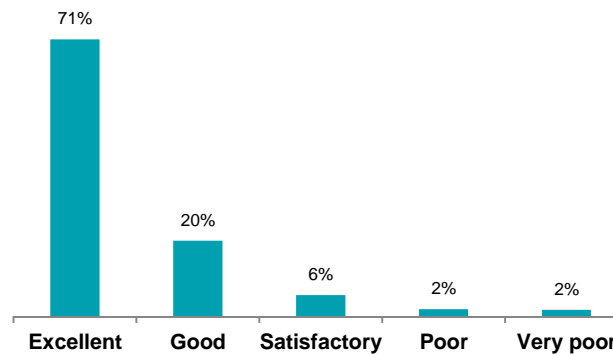
Ask a Librarian

User Feedback

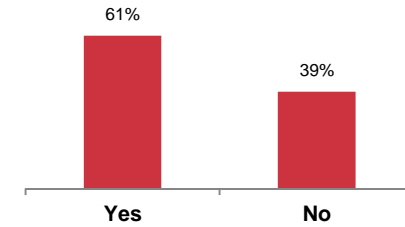
This chat service is... (n=7525)



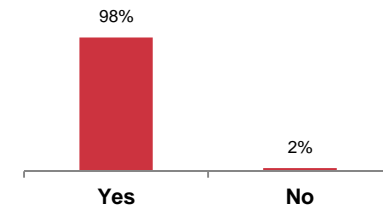
The service provided by the librarian was... (n=7606)



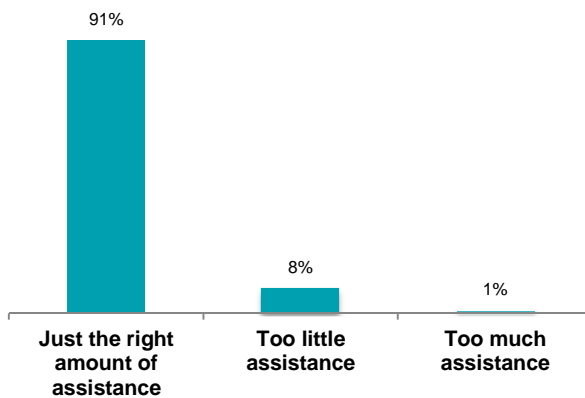
Was this your first time using the service? (n=7584)



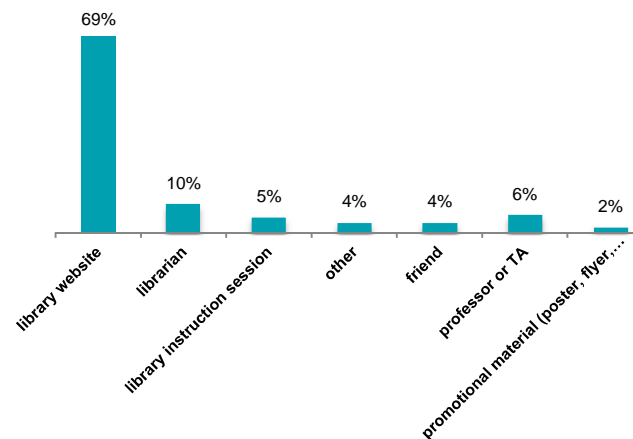
Would you use this service again? (n=7498)



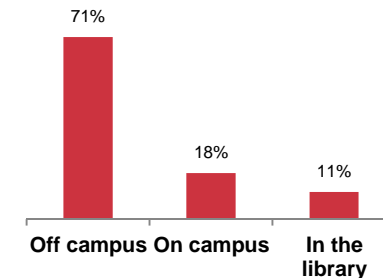
The librarian provided me with... (n=7482)



How did you find out about this service? (n=8158)



Where were you when you chatted with us today? (n=7129)



Clavardez avec nous!

OCUL launched a pilot virtual reference service in French on September 8, 2014 in collaboration with the libraries of the University of Ottawa, Laurentian University and the Glendon campus of York University. **Clavardez avec nos bibliothécaires** is the long-awaited French version of OCUL's existing Ask a Librarian service. Through this service, Francophone students and researchers in Ontario are able to receive chat-based support in French.

This pilot project has been made possible by funding from the Canada-Ontario Agreement on French language services, awarded to the University of Ottawa.

Hours

Mon-Thu 10-10

Fri 10-5

Sat-Sun 12-6

Bilingual service

67 hrs/wk

Bilingual operators

43

Bilingual mentees

4

