

Highlights

- **January 2019:** sharing features introduced in LibraryH3lp
- **February 2019:** askON crisis guidelines updated
- **September 2019:** askON accessibility audit completed and accessibility fixes implemented
- **Jan-Dec 2019:** **13,191** questions received; **6%** increase in askON traffic compared to 2018

Types of Questions Received

- **66%** research; **15%** library services/policies; **11%** technical (including remote access); **8%** non-library; **0.3%** inappropriate
- **76%** click-to-chat; **21%** proactive; **3%** text

Information Literacy

- Staff helped visitors build information literacy skills in **89%** of reference questions
- Staff helped visitors use search tools (**58%**), develop a search strategy (**36%**), access information (**22%**), evaluate results and refine the search (**20%**), determine the scope of the investigation (**20%**), and cite resources (**15%**)

Duration of Questions

	<5 min	5-10 min	10-20 min	20-30 min	30-45 min	45-60 min	>60 min
Chat	35%	23%	21%	9%	6%	3%	2%
Text	53%	17%	14%	8%	5%	2%	2%

askON Visitors

- **49%** used the service because they were working off campus; **33%** prefer to receive research assistance online, **31%** were searching primarily for online sources
- **96%** were satisfied with the service they received

askON Virtual Reference Skills

- **96%** displayed excellent/good askON staff enthusiasm and approachability
- **98%** demonstrated excellent/good/satisfactory questioning skills during the reference interview
- **73%** confirmed understanding of visitor's information needs
- **99%** demonstrated excellent/good/satisfactory skills at consulting authoritative sources
- **98%** demonstrated excellent/good/satisfactory ability to work with visitor and explain how to search resources
- **2%** demonstrated a need for RUSA training in searching with the visitor, **2%** in refining the search, and **2%** in asking questions

"askON is a great service! Thank you so much for the support in making research easier." –askON Visitor