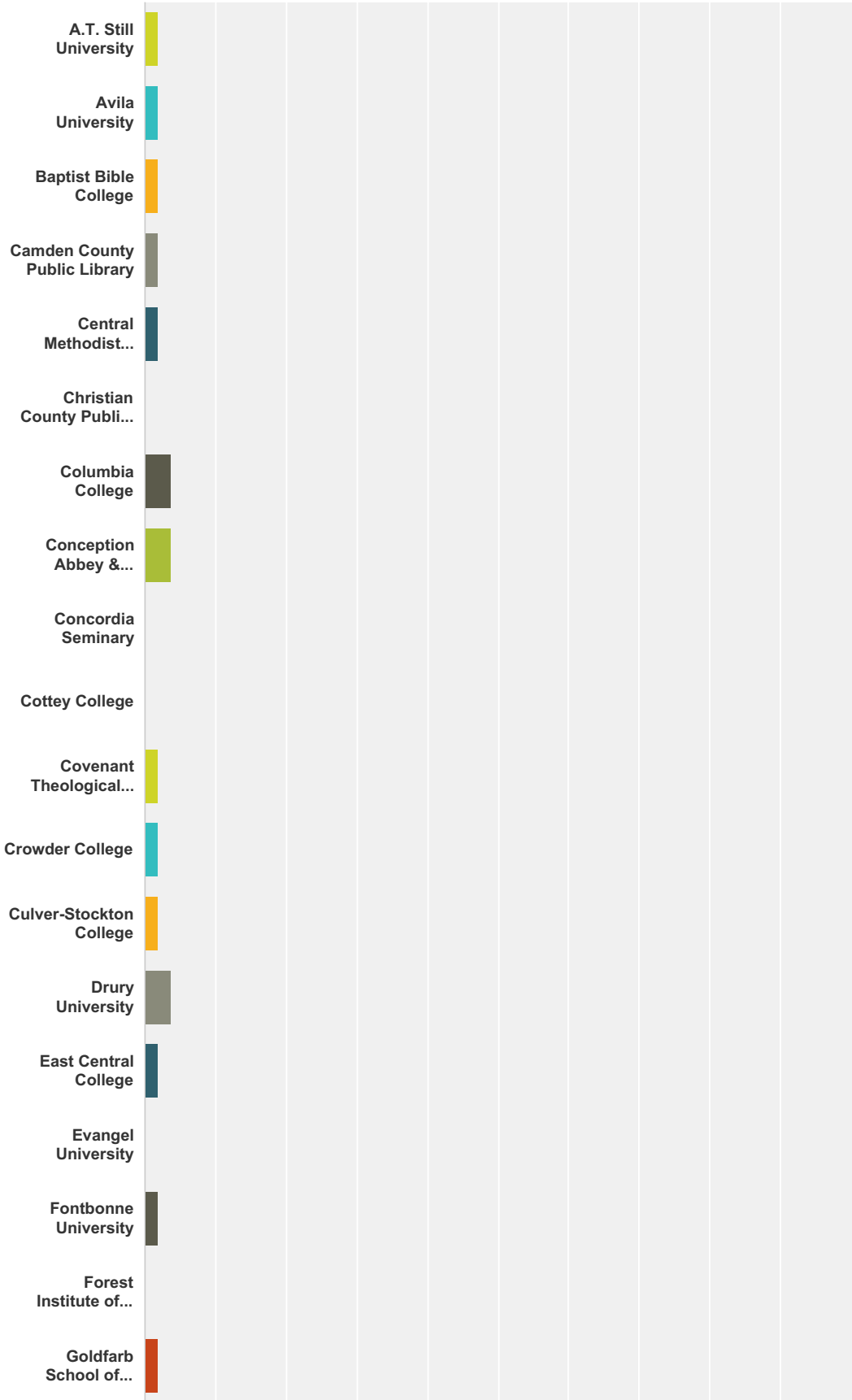


Q1 Select your library

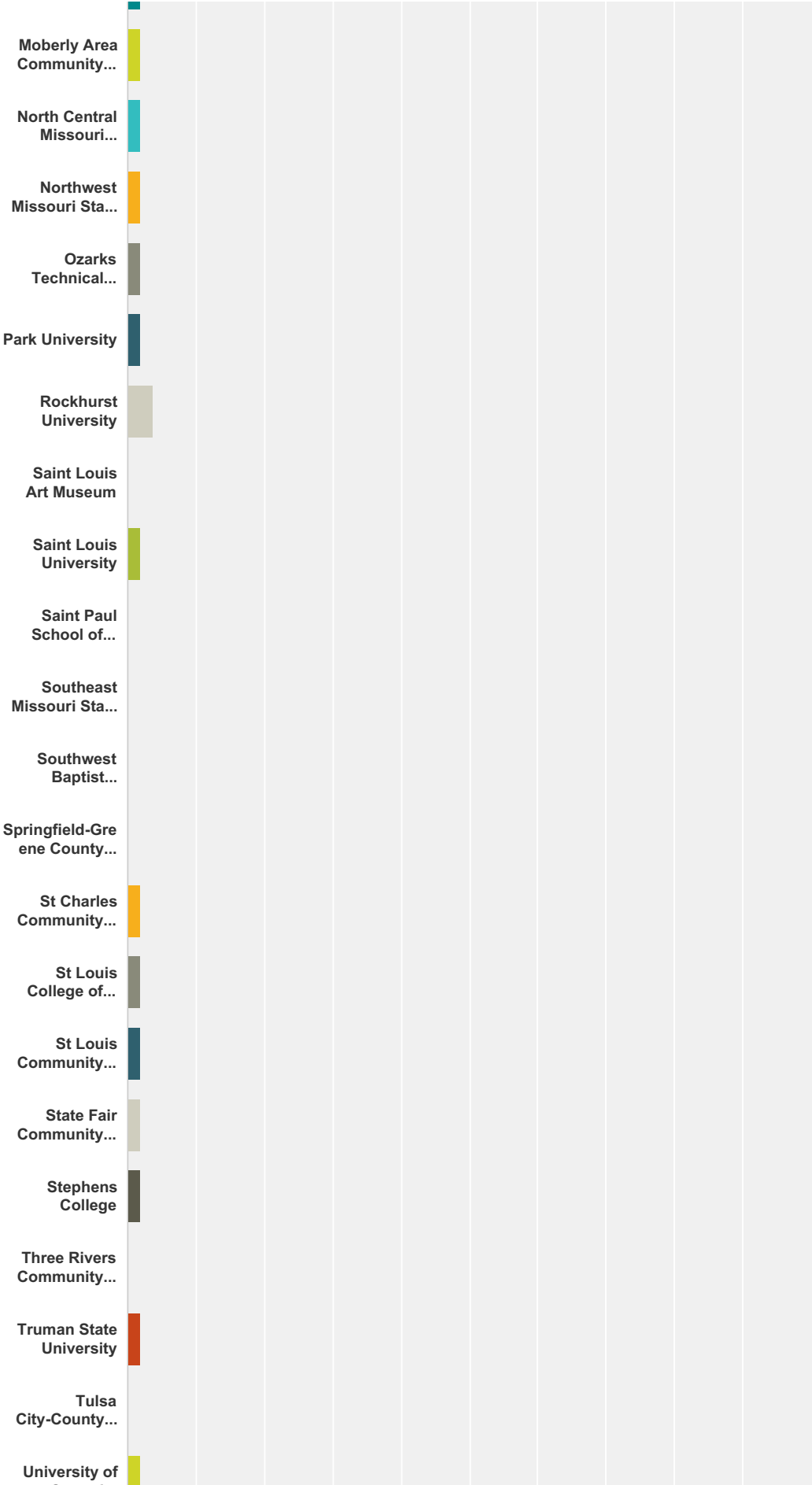
Answered: 54 Skipped: 0



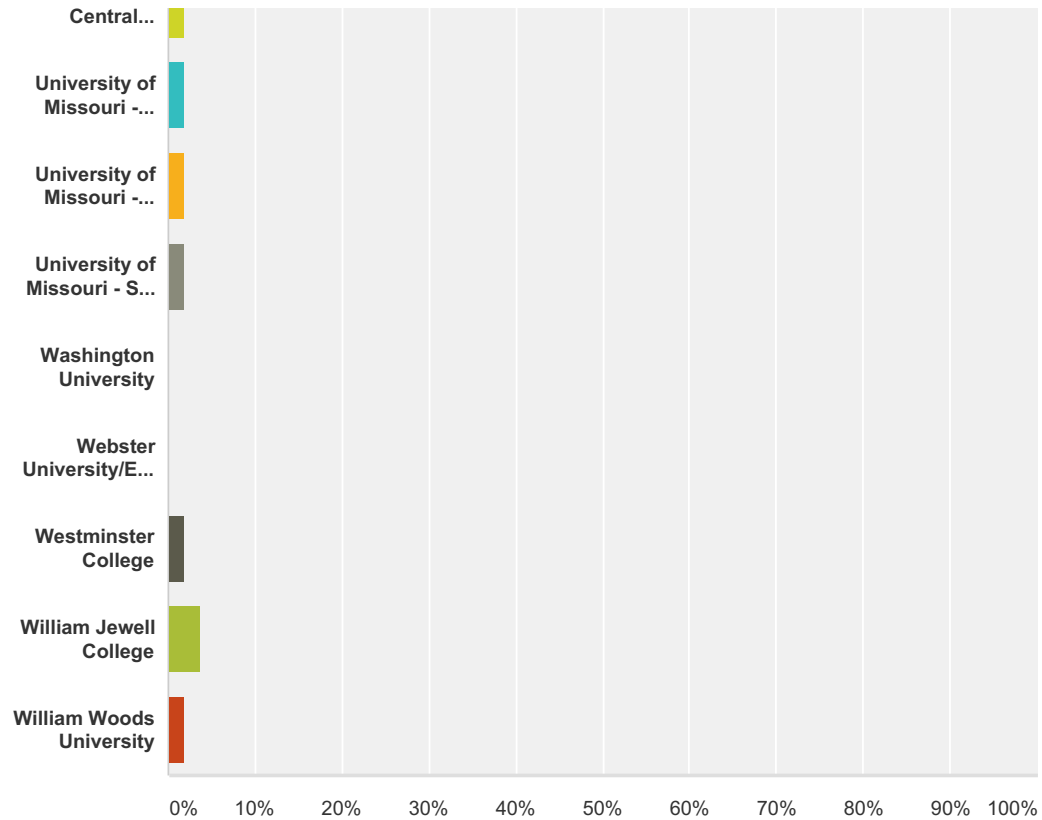
MOBIUS Chat Reference Survey

Hannibal-LaGrange University										
Harris-Stowe State...										
Jefferson College										
Kansas City Art Institute										
Kenrick-Glennon Seminary										
Lincoln University										
Lindenwood University										
Linn State Technical...										
Logan College of Chiropractic										
Maryville University o...										
Metropolitan Community...										
Midwestern Baptist...										
Mineral Area College										
Missouri Baptist...										
Missouri River Regional...										
Missouri Southern Sta...										
Missouri State Library										
Missouri State University +...										
Missouri University o...										
Missouri Valley College										
Missouri Western Stat...										

MOBIUS Chat Reference Survey



MOBIUS Chat Reference Survey



Answer Choices	Responses
A.T. Still University	1.85% 1
Avila University	1.85% 1
Baptist Bible College	1.85% 1
Camden County Public Library	1.85% 1
Central Methodist University	1.85% 1
Christian County Public Library	0.00% 0
Columbia College	3.70% 2
Conception Abbey & Seminary College	3.70% 2
Concordia Seminary	0.00% 0
Cotley College	0.00% 0
Covenant Theological Seminary	1.85% 1
Crowder College	1.85% 1
Culver-Stockton College	1.85% 1
Drury University	3.70% 2
East Central College	1.85% 1
Evangel University	0.00% 0

MOBIUS Chat Reference Survey

Fontbonne University	1.85%	1
Forest Institute of Professional Psychology	0.00%	0
Goldfarb School of Nursing	1.85%	1
Hannibal-LaGrange University	1.85%	1
Harris-Stowe State University	0.00%	0
Jefferson College	0.00%	0
Kansas City Art Institute	1.85%	1
Kenrick-Glennon Seminary	0.00%	0
Lincoln University	3.70%	2
Lindenwood University	1.85%	1
Linn State Technical College	1.85%	1
Logan College of Chiropractic	0.00%	0
Maryville University of St. Louis	0.00%	0
Metropolitan Community Colleges	1.85%	1
Midwestern Baptist Theological Seminary	1.85%	1
Mineral Area College	1.85%	1
Missouri Baptist University	1.85%	1
Missouri River Regional Library	1.85%	1
Missouri Southern State University	1.85%	1
Missouri State Library	1.85%	1
Missouri State University + MSU-West Plains	1.85%	1
Missouri University of Science & Technology	0.00%	0
Missouri Valley College	0.00%	0
Missouri Western State University	1.85%	1
Moberly Area Community College	1.85%	1
North Central Missouri College	1.85%	1
Northwest Missouri State University	1.85%	1
Ozarks Technical Community College	1.85%	1
Park University	1.85%	1
Rockhurst University	3.70%	2
Saint Louis Art Museum	0.00%	0
Saint Louis University	1.85%	1

MOBIUS Chat Reference Survey

Saint Paul School of Theology	0.00%	0
Southeast Missouri State University	0.00%	0
Southwest Baptist University	0.00%	0
Springfield-Greene County Library District	0.00%	0
St Charles Community College	1.85%	1
St Louis College of Pharmacy	1.85%	1
St Louis Community College	1.85%	1
State Fair Community College	1.85%	1
Stephens College	1.85%	1
Three Rivers Community College	0.00%	0
Truman State University	1.85%	1
Tulsa City-County Library District	0.00%	0
University of Central Missouri	1.85%	1
University of Missouri - Columbia	1.85%	1
University of Missouri - Kansas City	1.85%	1
University of Missouri - St Louis	1.85%	1
Washington University	0.00%	0
Webster University/Eden Theological Seminary	0.00%	0
Westminster College	1.85%	1
William Jewell College	3.70%	2
William Woods University	1.85%	1
Total		54

MOBIUS Chat Reference Survey

Q3 Title

Answered: 51 Skipped: 3

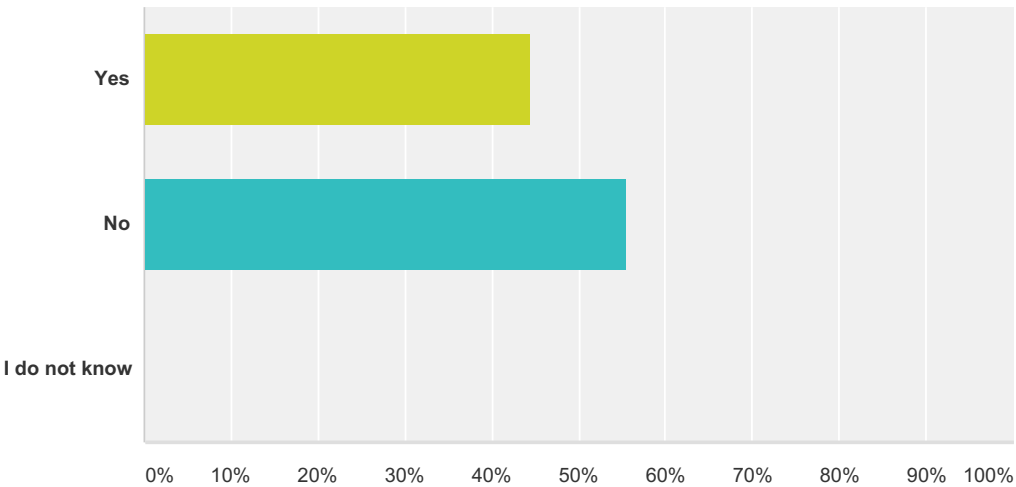
#	Responses	Date
1	Reference Librarian	1/30/2015 9:56 AM
2	Director of Reference Services	1/30/2015 9:40 AM
3	Assistant Acquisitions Librarian	1/27/2015 3:30 PM
4	Associate Librarian for Public Services	1/27/2015 2:19 PM
5	Library Director	1/27/2015 1:55 PM
6	Interim Director	1/27/2015 11:29 AM
7	Technical Services Librarian	1/27/2015 11:23 AM
8	Library Director	1/27/2015 7:43 AM
9	Director of Library Services	1/26/2015 12:58 PM
10	Information Services Librarian	1/25/2015 3:04 PM
11	Director of Stafford Library	1/23/2015 6:18 PM
12	Manager, Districtwide Instructional Resources - Systems	1/23/2015 3:26 PM
13	Director of Library Services	1/23/2015 3:18 PM
14	Electronic Resources Librarian	1/23/2015 3:10 PM
15	Director	1/23/2015 2:48 PM
16	Electronic Resources Coordinator	1/23/2015 1:14 PM
17	Dean of Library Services	1/22/2015 3:08 PM
18	Library Director	1/22/2015 11:37 AM
19	Director	1/22/2015 9:43 AM
20	Library Director MO. ATSU	1/22/2015 8:47 AM
21	Library Director	1/21/2015 3:57 PM
22	Interim Director	1/21/2015 3:53 PM
23	Head of Public Services	1/21/2015 9:12 AM
24	Assistant Director	1/21/2015 8:59 AM
25	Research, Learning and Assessment Services Librarian	1/20/2015 1:05 PM
26	Instruction/Archive Librarian	1/19/2015 7:11 PM
27	Library director	1/17/2015 2:08 PM
28	Library Director at Blue River Campus	1/16/2015 2:10 PM
29	Director of Library Services	1/16/2015 10:37 AM
30	Librarian	1/16/2015 7:59 AM
31	Director	1/15/2015 4:43 PM
32	Reference & Informaton Literacy Librarian	1/15/2015 3:35 PM
33	Assistant Librarian	1/15/2015 2:16 PM

MOBIUS Chat Reference Survey

34	Head, Reference & Government Information Dept.	1/15/2015 2:10 PM
35	Director	1/15/2015 2:05 PM
36	Director of Library Services	1/15/2015 1:53 PM
37	Library Director	1/15/2015 1:51 PM
38	Director	1/15/2015 1:40 PM
39	Director	1/15/2015 1:04 PM
40	Library director	1/15/2015 12:07 PM
41	Director of Public Services	1/15/2015 11:20 AM
42	Directory, Library Services	1/15/2015 11:20 AM
43	Reference & Learning Commons Librarian	1/15/2015 11:17 AM
44	Library Director	1/15/2015 11:07 AM
45	Digital Librarian	1/15/2015 10:50 AM
46	Library Director	1/15/2015 10:45 AM
47	Assistant Director	1/15/2015 10:43 AM
48	Library Director	1/15/2015 10:41 AM
49	library director	1/15/2015 10:40 AM
50	Library Director	1/15/2015 10:37 AM
51	Director of Library Services	1/15/2015 10:36 AM

Q5 Does your library currently offer chat reference services?

Answered: 54 Skipped: 0



Answer Choices	Responses	
Yes	44.44%	24
No	55.56%	30
I do not know	0.00%	0
Total		54

MOBIUS Chat Reference Survey

Q6 What chat service product does your library use?

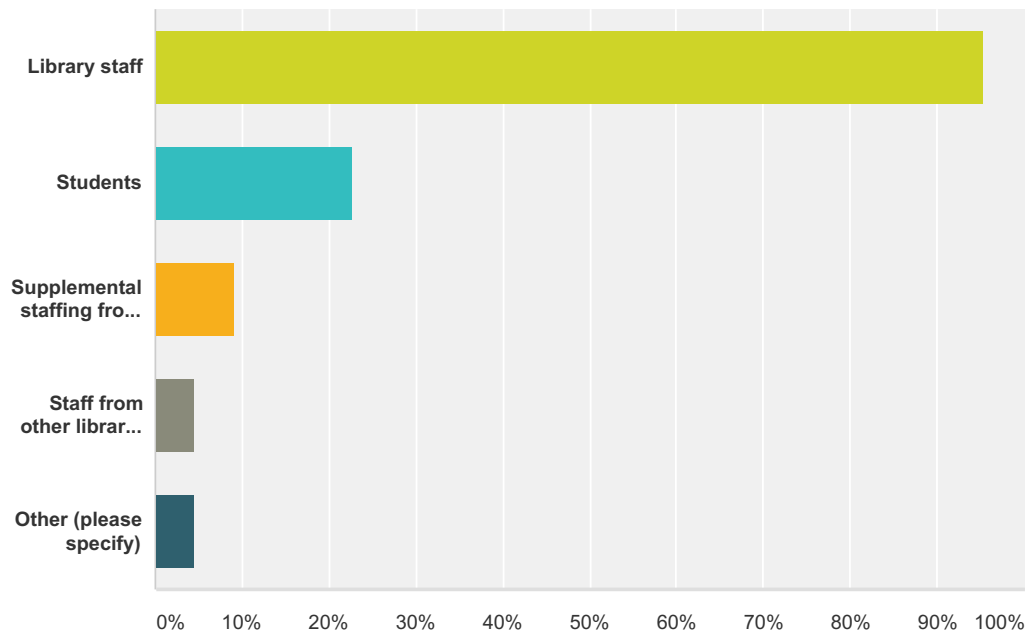
Answered: 21 Skipped: 33

#	Responses	Date
1	LibraryH3lp	1/27/2015 3:31 PM
2	libraryh3lp	1/25/2015 3:07 PM
3	libraryh3lp	1/23/2015 6:19 PM
4	Libraryh3lp	1/23/2015 3:27 PM
5	LibraryH3lp	1/23/2015 3:21 PM
6	LibChat from SpringShare	1/23/2015 1:17 PM
7	Mibew	1/21/2015 4:03 PM
8	LibraryH3lp	1/21/2015 11:14 AM
9	email	1/21/2015 9:31 AM
10	LibraryH3lp	1/20/2015 1:21 PM
11	Zoho	1/16/2015 2:12 PM
12	LibraryH3lp	1/16/2015 11:01 AM
13	Mosio	1/16/2015 7:59 AM
14	LibraryH3lp	1/15/2015 2:18 PM
15	libraryh3lp.com	1/15/2015 1:55 PM
16	LibChat	1/15/2015 1:22 PM
17	libraryh3lp	1/15/2015 12:09 PM
18	LibraryH3lp	1/15/2015 11:29 AM
19	Library H3lp	1/15/2015 11:21 AM
20	LibraryH3lp Web Chat	1/15/2015 11:00 AM
21	Skype and Facebook	1/15/2015 10:45 AM

MOBIUS Chat Reference Survey

Q7 Who staffs your library's chat reference service? (select all that apply)

Answered: 22 Skipped: 32



Answer Choices	Responses
Library staff	95.45% 21
Students	22.73% 5
Supplemental staffing from vendors	9.09% 2
Staff from other libraries (if participating in a consortium/group)	4.55% 1
Other (please specify)	4.55% 1
Total Respondents: 22	

#	Other (please specify)	Date
1	Specifically Reference chat	1/21/2015 4:03 PM

MOBIUS Chat Reference Survey

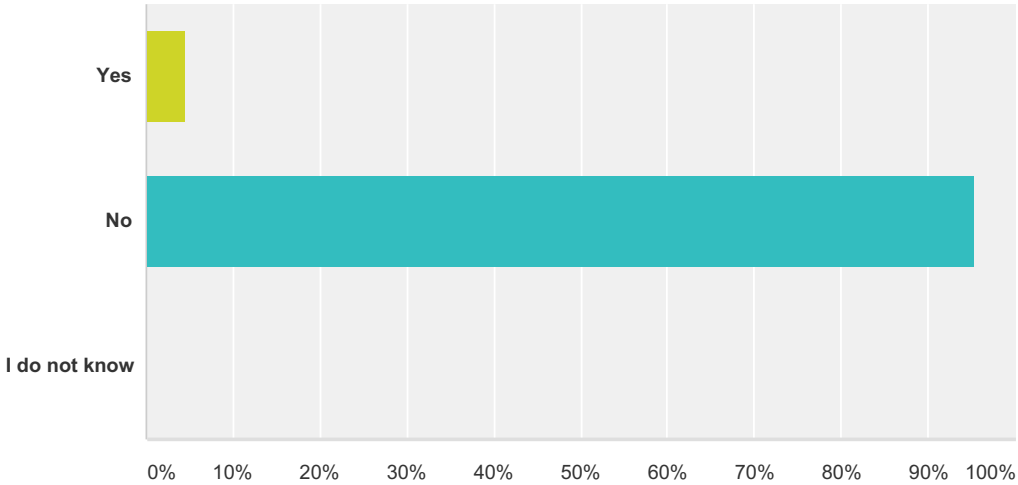
Q8 How many hours per week does your library offer chat reference services?

Answered: 22 Skipped: 32

#	Responses	Date
1	53	1/27/2015 3:31 PM
2	43	1/25/2015 3:07 PM
3	90	1/23/2015 6:19 PM
4	hours the library is open	1/23/2015 3:27 PM
5	153	1/23/2015 3:21 PM
6	56 hours per week when semesters are in session	1/23/2015 1:17 PM
7	approximately 97 hours weekly	1/22/2015 3:13 PM
8	during our hours of opeation	1/21/2015 4:03 PM
9	all hours the library is open, 72	1/21/2015 11:14 AM
10	87	1/21/2015 9:31 AM
11	85 hours per week	1/20/2015 1:21 PM
12	47	1/16/2015 2:12 PM
13	45	1/16/2015 11:01 AM
14	24/7	1/16/2015 7:59 AM
15	85 hours per week during the semester.	1/15/2015 2:18 PM
16	66	1/15/2015 1:55 PM
17	approx. 40	1/15/2015 1:22 PM
18	21	1/15/2015 12:09 PM
19	40+	1/15/2015 11:29 AM
20	various - 40 of 56 hours open	1/15/2015 11:21 AM
21	20 hours per week average	1/15/2015 11:00 AM
22	83.5	1/15/2015 10:45 AM

Q9 Does your library collaborate with a consortium/group in providing chat reference services to the participating libraries?

Answered: 22 Skipped: 32



Answer Choices	Responses	
Yes	4.55%	1
No	95.45%	21
I do not know	0.00%	0
Total		22

Q10 If your library participates in a collaborative agreement with a consortium/group:

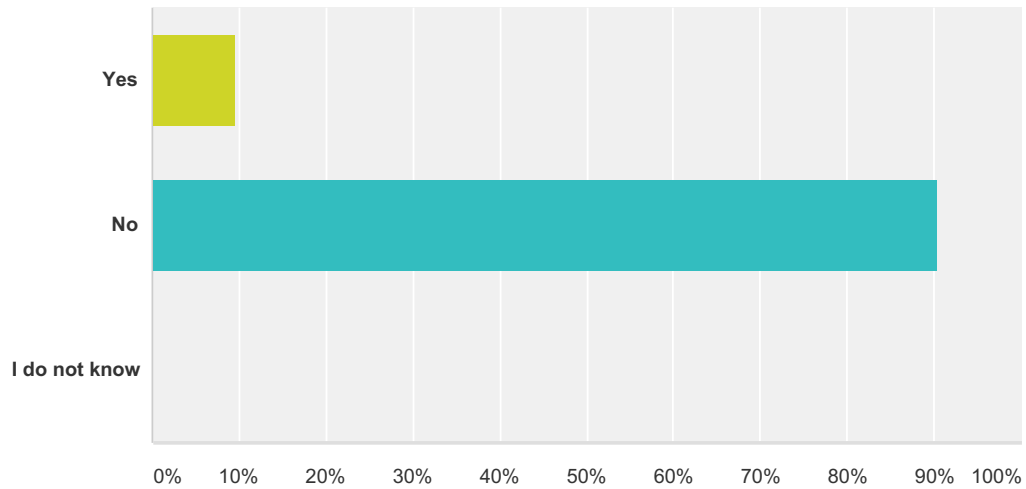
Answered: 1 Skipped: 53

Answer Choices	Responses	
What is the name of the consortium/group?	100.00%	1
How many hours per week does your library cover chat reference in-house?	100.00%	1
How many hours per week does the consortium/group cover chat reference?	100.00%	1

#	What is the name of the consortium/group?	Date
1	Association of Jesuit Colleges and Universities	1/20/2015 1:21 PM
#	How many hours per week does your library cover chat reference in-house?	Date
1	4	1/20/2015 1:21 PM
#	How many hours per week does the consortium/group cover chat reference?	Date
1	105 per week	1/20/2015 1:21 PM

Q11 Does your library participate in supplemental staffing services provided by a vendor?

Answered: 21 Skipped: 33



Answer Choices	Responses
Yes	9.52% 2
No	90.48% 19
I do not know	0.00% 0
Total	21

#	If yes, how many hours does the supplemental staffing service cover?	Date
1	84	1/23/2015 3:21 PM
2	63 per week	1/20/2015 1:21 PM

Q12 If your library participates in a supplemental staffing service provided by a vendor:

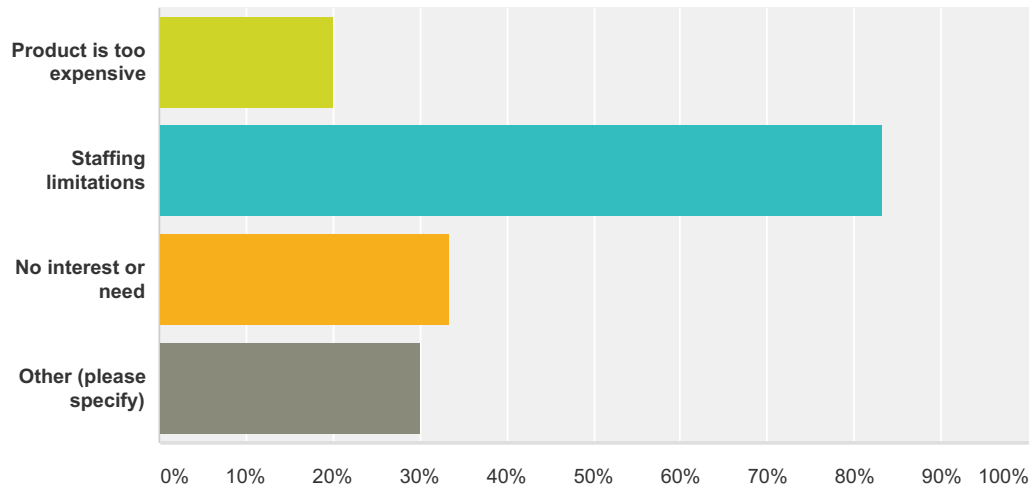
Answered: 2 Skipped: 52

Answer Choices	Responses
What is the name of the supplemental staffing service that your library uses?	100.00% 2
How many hours a week of does your library cover chat reference in-house?	100.00% 2
How many hours a week does the supplemental staffing cover chat reference?	100.00% 2

#	What is the name of the supplemental staffing service that your library uses?	Date
1	ChatStaff	1/23/2015 3:21 PM
2	ChatStaff	1/20/2015 1:21 PM
#	How many hours a week of does your library cover chat reference in-house?	Date
1	78	1/23/2015 3:21 PM
2	85 per week	1/20/2015 1:21 PM
#	How many hours a week does the supplemental staffing cover chat reference?	Date
1	84	1/23/2015 3:21 PM
2	63 per week	1/20/2015 1:21 PM

Q13 What has prevented your library from acquiring a chat reference service? (select all that apply)

Answered: 30 Skipped: 24

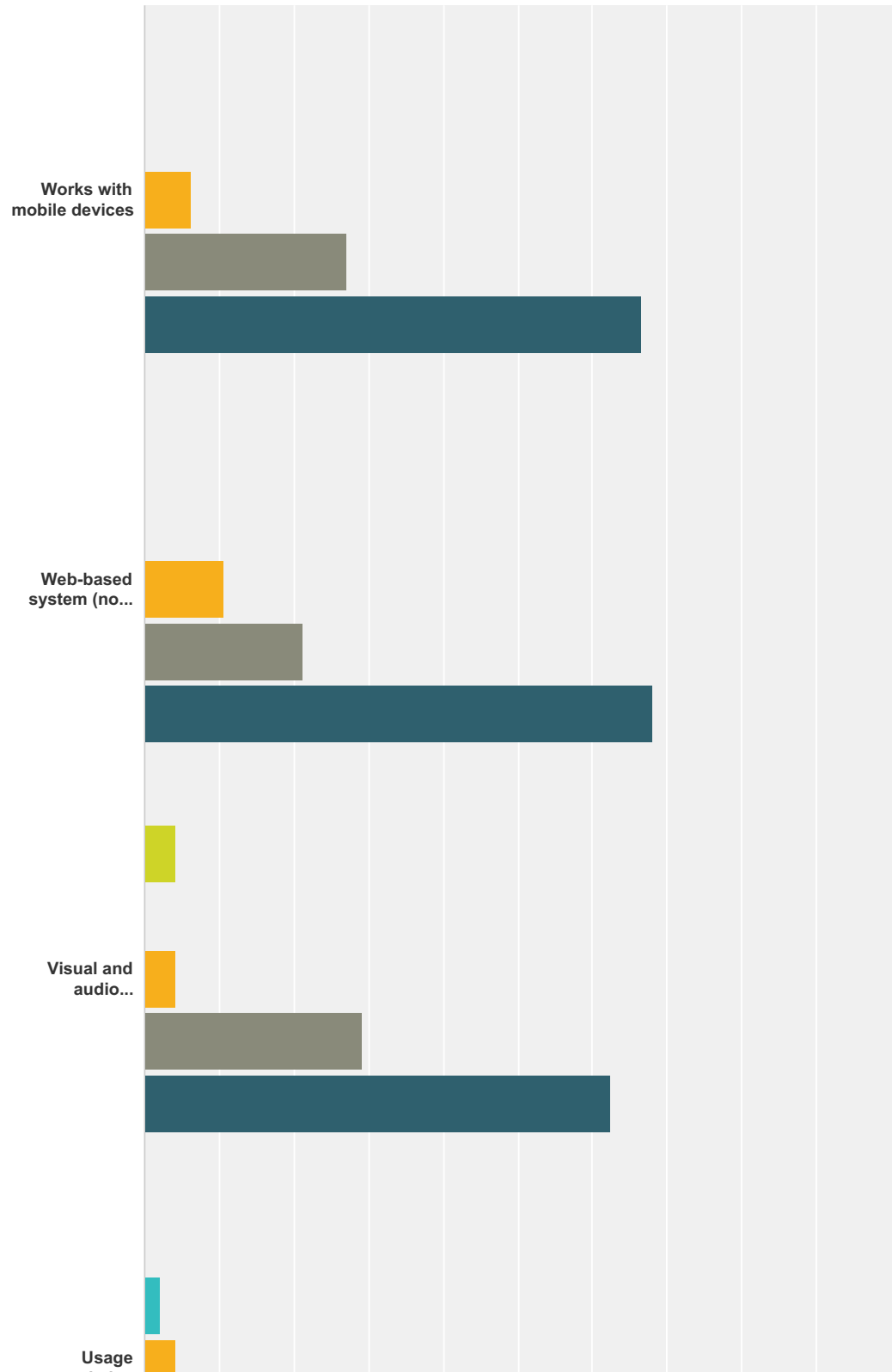


Answer Choices	Responses
Product is too expensive	20.00% 6
Staffing limitations	83.33% 25
No interest or need	33.33% 10
Other (please specify)	30.00% 9
Total Respondents: 30	

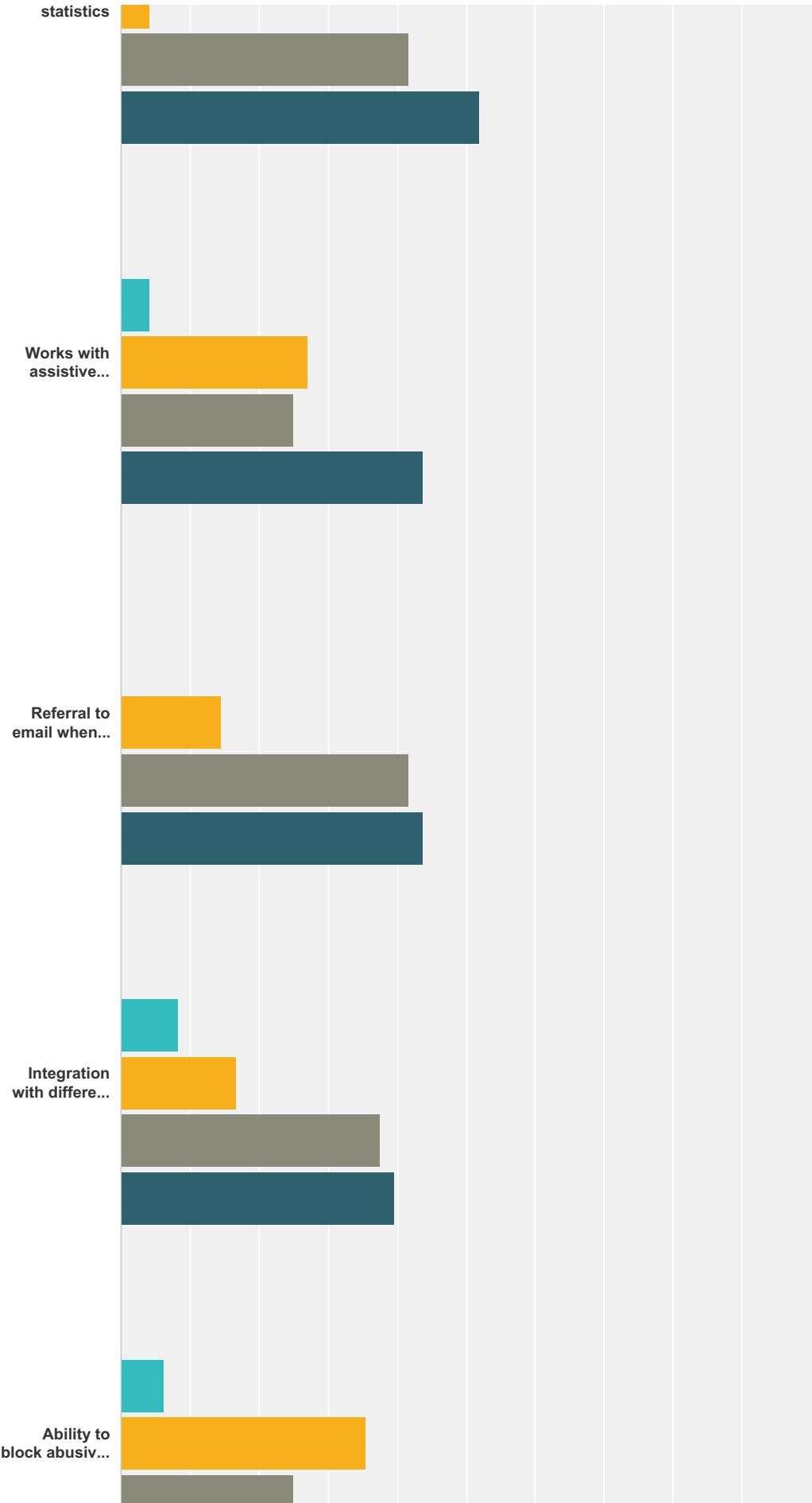
#	Other (please specify)	Date
1	No one has followed up with it	1/30/2015 9:57 AM
2	IT department concerned about security	1/30/2015 9:48 AM
3	We tried it for awhile, but the response was very tepid.	1/27/2015 11:29 AM
4	IT dept. here thinks technology for chat service might be a problem.	1/27/2015 7:44 AM
5	Local staff are needed to direct students to Crowder owned databases.	1/22/2015 9:45 AM
6	Have tried it on a trial basis; there was little interest/response.	1/21/2015 3:54 PM
7	Buy in from our IT Dept. is not there	1/15/2015 1:05 PM
8	Students can chat from the campus website all departments on campus	1/15/2015 11:08 AM
9	We are in the process of starting a trial with Library H3lp.	1/15/2015 10:37 AM

Q14 Please rate the following features of chat reference software on a scale of 1 to 5, with 1 being least important to your library and 5 being most important for your library.

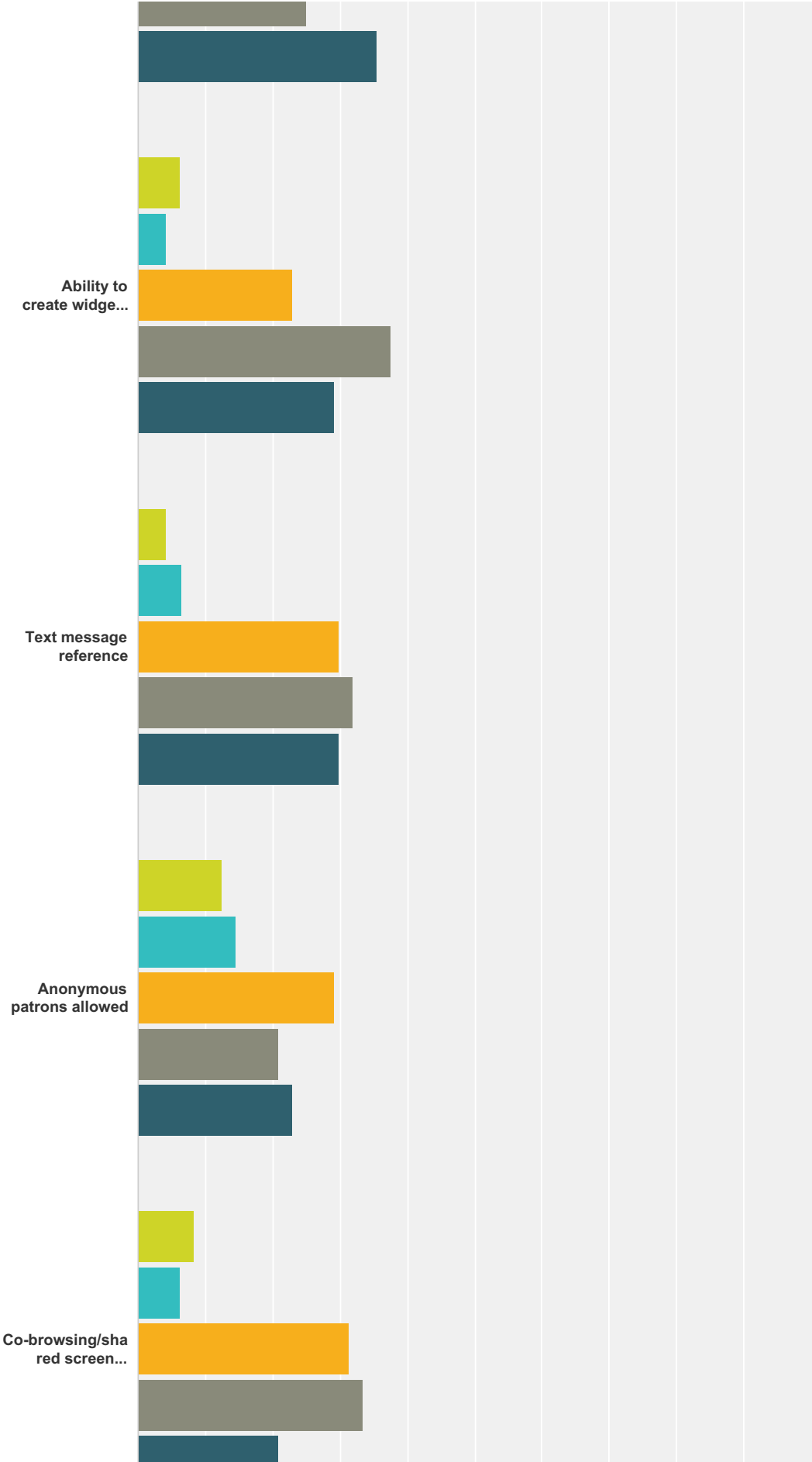
Answered: 48 Skipped: 6



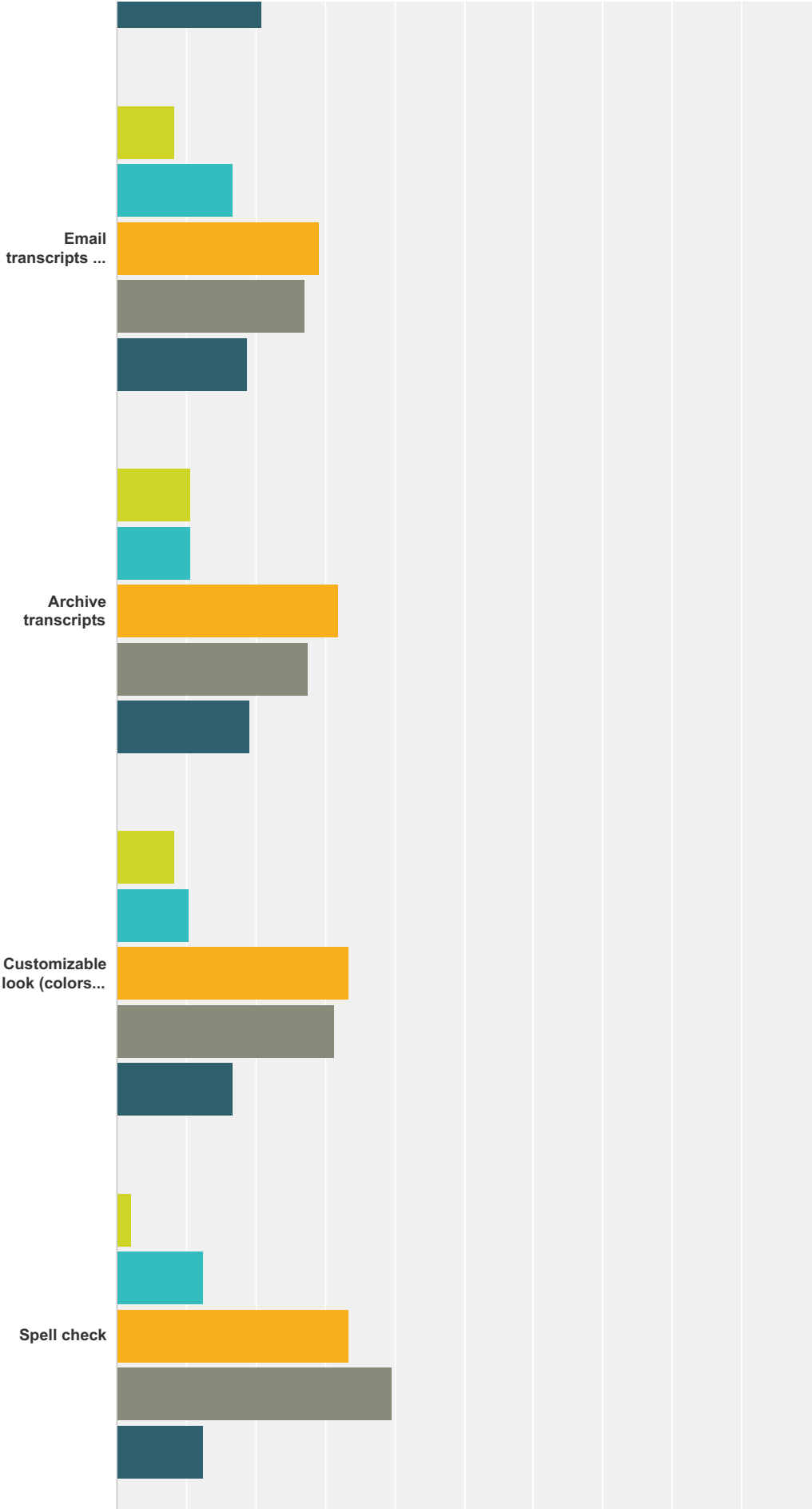
MOBIUS Chat Reference Survey



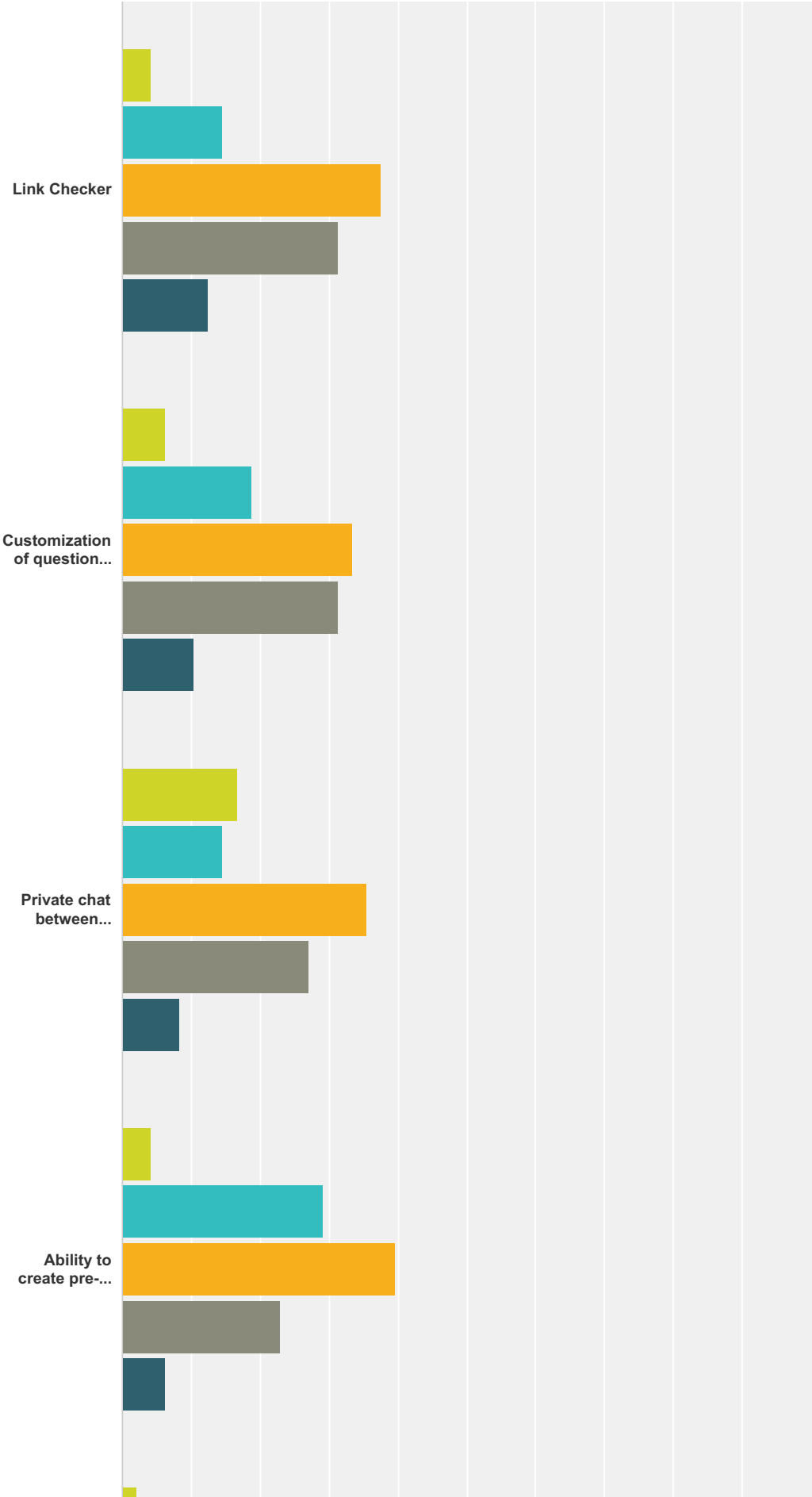
MOBIUS Chat Reference Survey



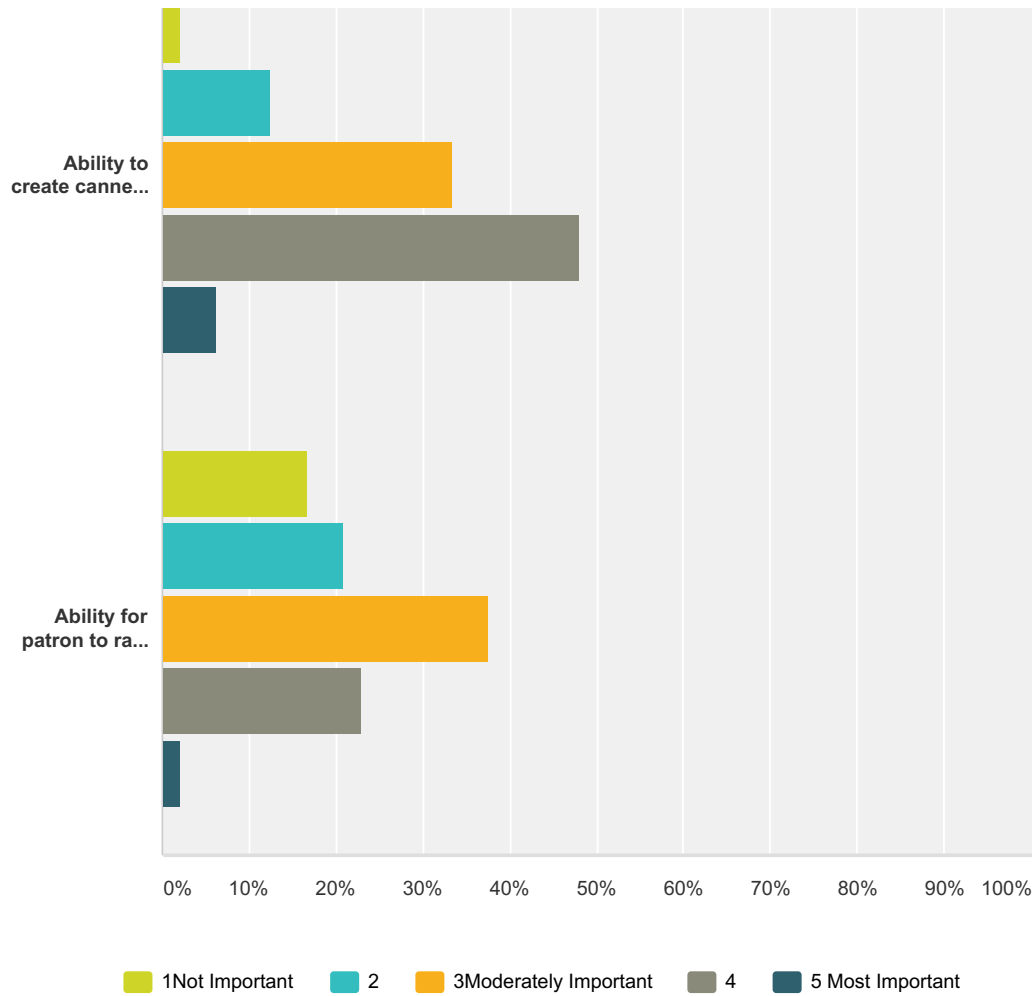
MOBIUS Chat Reference Survey



MOBIUS Chat Reference Survey



MOBIUS Chat Reference Survey



	1Not Important	2	3Moderately Important	4	5 Most Important	Total Respondents
Works with mobile devices	0.00% 0	0.00% 0	6.25% 3	27.08% 13	66.67% 32	48
Web-based system (no downloading required for operator or patron)	0.00% 0	0.00% 0	10.64% 5	21.28% 10	68.09% 32	47
Visual and audio notifications when patron initiates chat	4.17% 2	0.00% 0	4.17% 2	29.17% 14	62.50% 30	48
Usage statistics	0.00% 0	2.08% 1	4.17% 2	41.67% 20	52.08% 25	48
Works with assistive technology/ADA compliant	0.00% 0	4.17% 2	27.08% 13	25.00% 12	43.75% 21	48
Referral to email when offline	0.00% 0	0.00% 0	14.58% 7	41.67% 20	43.75% 21	48
Integration with different websites (library, Facebook, discovery tool, etc.)	0.00% 0	8.33% 4	16.67% 8	37.50% 18	39.58% 19	48
Ability to block abusive users	0.00% 0	6.25% 3	35.42% 17	25.00% 12	35.42% 17	48
Ability to create widgets to embed in different web pages	6.25% 3	4.17% 2	22.92% 11	37.50% 18	29.17% 14	48

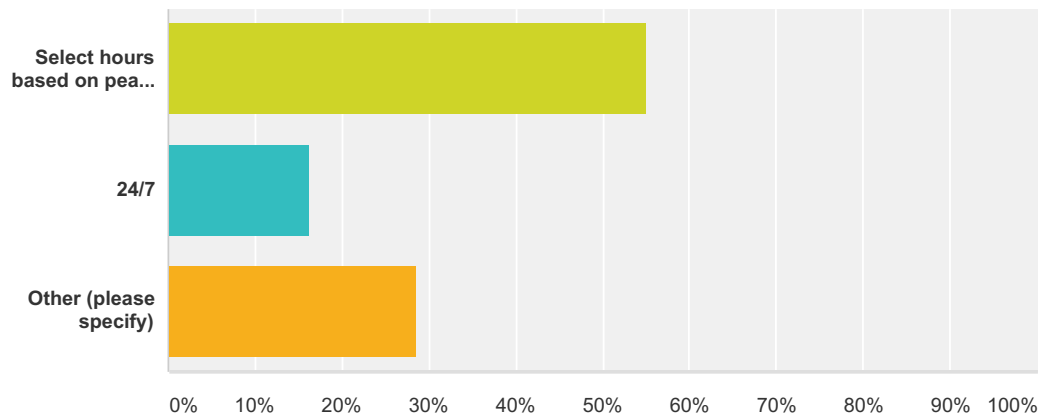
MOBIUS Chat Reference Survey

Text message reference	4.26% 2	6.38% 3	29.79% 14	31.91% 15	29.79% 14	47
Anonymous patrons allowed	12.50% 6	14.58% 7	29.17% 14	20.83% 10	22.92% 11	48
Co-browsing/shared screen (joint navigation by 2 or more people accessing the same web pages simultaneously)	8.33% 4	6.25% 3	31.25% 15	33.33% 16	20.83% 10	48
Email transcripts to user	8.33% 4	16.67% 8	29.17% 14	27.08% 13	18.75% 9	48
Archive transcripts	10.64% 5	10.64% 5	31.91% 15	27.66% 13	19.15% 9	47
Customizable look (colors, branding, etc.)	8.33% 4	10.42% 5	33.33% 16	31.25% 15	16.67% 8	48
Spell check	2.08% 1	12.50% 6	33.33% 16	39.58% 19	12.50% 6	48
Link Checker	4.17% 2	14.58% 7	37.50% 18	31.25% 15	12.50% 6	48
Customization of question input box (e.g., type of information to request from patron)	6.25% 3	18.75% 9	33.33% 16	31.25% 15	10.42% 5	48
Private chat between in-house staff, remote workers and organizational partners	16.67% 8	14.58% 7	35.42% 17	27.08% 13	8.33% 4	48
Ability to create pre- and/or post- patron surveys	4.17% 2	29.17% 14	39.58% 19	22.92% 11	6.25% 3	48
Ability to create canned messages	2.08% 1	12.50% 6	33.33% 16	47.92% 23	6.25% 3	48
Ability for patron to rate chat	16.67% 8	20.83% 10	37.50% 18	22.92% 11	2.08% 1	48

#	List other features of interest not listed above	Date
1	None	1/26/2015 1:07 PM
2	Access to help from creator/vendor when difficulties arise. Ability to view texting as if the patron was instant messaging.	1/25/2015 3:13 PM
3	Can monitor more than one queue simultaneously.	1/23/2015 3:31 PM
4	Each institution should be easily able to customize their own usage statistics.	1/20/2015 1:28 PM
5	Question or Knowledge Base able to be pulled from archive chat history	1/19/2015 7:15 PM
6	Proactive chat (prompt to chat when a patron has been idle on a page for a designated time)	1/15/2015 11:55 AM
7	We are a small school. We tried Meebo once. Had difficulty with staffing and little student interest. At this time there are things much higher on our priority list.	1/15/2015 10:43 AM

Q15 What are the ideal hours of a chat reference service for your library?

Answered: 49 Skipped: 5

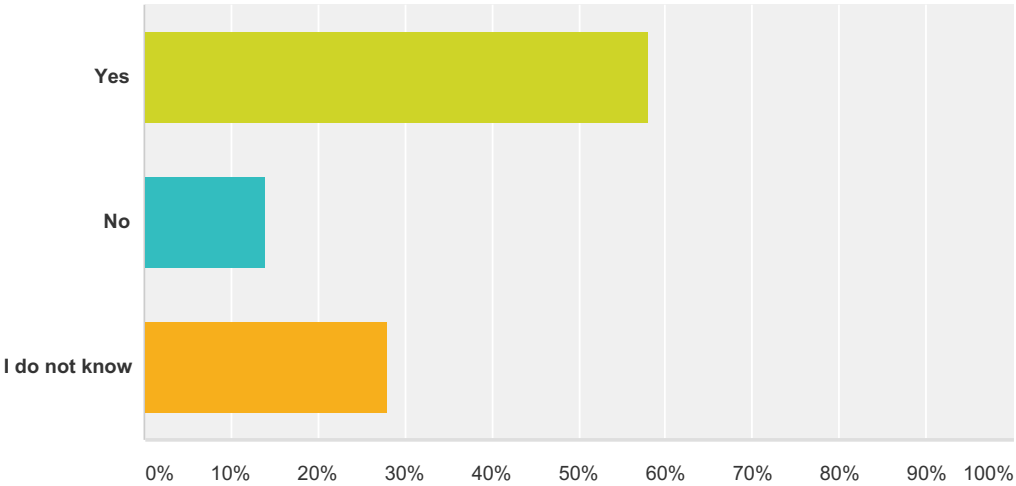


Answer Choices	Responses
Select hours based on peak usage	55.10% 27
24/7	16.33% 8
Other (please specify)	28.57% 14
Total	49

#	Other (please specify)	Date
1	Hours we normally staff the desk	1/27/2015 3:33 PM
2	from 9:00 a.m.- 2:00 p.m.	1/26/2015 1:07 PM
3	Sunday 7am to Friday Midnight Saturday 7am to Midnight	1/23/2015 3:31 PM
4	normal hours of library operation.	1/22/2015 10:10 AM
5	Not interested at this point in time.	1/22/2015 8:55 AM
6	during library hours	1/21/2015 4:08 PM
7	Library office hours: M-F 8-5	1/16/2015 11:08 AM
8	8am -- 10:30pm	1/15/2015 2:30 PM
9	available during library operating hours	1/15/2015 2:30 PM
10	I like select hours based on peak times with referral to email when not available.	1/15/2015 1:07 PM
11	24/7 is of course ideal, but select hours based on peak usage are sufficient.	1/15/2015 11:55 AM
12	Our open hours. Typically 8 a.m. to 11 p.m.	1/15/2015 10:49 AM
13	regular hours of operation	1/15/2015 10:47 AM
14	During normal library hours.	1/15/2015 10:41 AM

Q16 Would your library be interested in a possible MOBIUS arrangement to provide a consortial chat reference service?

Answered: 50 Skipped: 4



Answer Choices	Responses	
Yes	58.00%	29
No	14.00%	7
I do not know	28.00%	14
Total		50

MOBIUS Chat Reference Survey

Q17 Please provide any additional comments below.

Answered: 17 Skipped: 37

#	Responses	Date
1	None	1/26/2015 1:07 PM
2	We currently use LibraryH3lp and are very comfortable and happy with it.	1/23/2015 3:31 PM
3	I indicated "yes" because we would certainly consider it. However, lots of factors might change that response to "no".	1/22/2015 3:15 PM
4	We have tried chat reference in the past and only received one or two inquiries per semester. Our college website has a chat link for all departments and this also only gets used once or twice a semester.	1/22/2015 12:32 PM
5	We don't have the staff to do the service justice, and it would negatively affect coordination with students and faculty in other departments, because we wouldn't do the service justice and the expectation of service quality would spread to other services. We can't do a shared chat, because reference answers are handled in relation to specific curriculum needs, and with only Crowder owned resources. Reference librarians external to our library would not have access to our resources, and our students would not have access to the external reference librarian's resources. We also don't answer questions with open internet resources, as a rule, unless specified as okay by the instructor.	1/22/2015 10:10 AM
6	But probably not interested in chat service at this point in time.	1/22/2015 8:55 AM
7	Given staffing limitations, it would be very difficult for us to participate in any meaningful way.	1/21/2015 3:56 PM
8	Yes, eventually we would be interested in a possible arrangement for consortial chat reference, however, since we only have experience using "low level" virtual reference (email) we may not be the "early adopters".	1/21/2015 9:48 AM
9	We have been involved in a collaborative service for a few years and we suggest that MOBIUS create a committee to develop guidelines, training and day-to-day operational assistance. Might need to consider scheduling software.	1/20/2015 1:28 PM
10	We used to have QuestionPoint but was part of a consortium that spanned across many states. The majority of our questions had to be referred to our email because the librarians not part of our MOBIUS consortium had difficulty answering the questions our patrons asked (i.e. where do I find my student ID number, how do I check out course reserve materials, etc.).	1/19/2015 7:15 PM
11	I would rather put the money into resources rather than reference.	1/17/2015 2:12 PM
12	We tried chat reference several years ago, but were unable to staff it appropriately with our small staff. It was not a high use service even when fully staffed, but a consortial solution might serve quite well. Thanks for looking into this!	1/15/2015 4:46 PM
13	We would be open to considering a consortial chat reference service, but our current service has seen little traffic.	1/15/2015 2:01 PM
14	Our participation would depend upon cost and staff time needed.	1/15/2015 1:43 PM
15	I think this is a great idea. Particularly a shared service.	1/15/2015 12:13 PM
16	I hope something will come together with this, very exciting!	1/15/2015 11:55 AM
17	Stephens would possibly be interested depending on what is decided upon and what it costs. We are increasing the number of online programs and students, so would like to adopt a chat reference service sometime within the next year or so.	1/15/2015 10:49 AM