

# RUL Virtual Reference Services

## 2006-2007 Midyear Report

- Between July 2006 and February 2007, the Ask a Librarian service received 7551 queries, an increase of about 4.3 percent over the number received over the same period in the previous year.
- As usual, Rutgers undergraduates were the most frequent users of the Ask a Librarian service, accounting for 48.4 percent of the queries received during this period.

Rutgers Undergraduate Students	3657 queries	48.4 percent of total
RU Graduate Students	2036 queries	27.0 percent of total
RU Faculty/Staff	861 queries	11.4 percent of total
Other RU Students/Faculty <sup>1</sup>	80 queries	1.1 percent of total

- Only 4.7 percent of the users submitting queries to Ask a Librarian during this period had no current affiliation with Rutgers.
- Median response time for requests received during this period improved over the previous year both for reference queries and Pin requests:

	General Queries/Median Response Time	PIN Requests/Median Response Time
7/2006 thru 2/2007	14.0 hours	18.8 hours
7/2005 thru 2/2006	17.5 hours	21.5 hours

Weekends affect median response times; if only those requests received on a Monday, Tuesday, or Wednesday are calculated response times significantly improve.

	General Queries rec'd on a Mon, Tues, or Wed/Median Response Time	PIN Requests rec'd on a Mon, Tues, or Wed/Median Response Time
7/2006 thru 2/2007	5.8 hours	14.1 hours

*nxb 3/30/07*

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<sup>1</sup> Those identifying themselves as "RU Non U.S.-based Students/Faculty" and "RU-Online Students."