

# Fiscal Year Survey Data Over Time

Maryland AskUsNow!

total # of surveys	TOTAL		July 1, 2005 - June 30, 2006		July 1, 2006 - June 30, 2007		July 1, 2007 - June 30, 2008		July 1, 2008 - June 30, 2009		July 1, 2009 - June 30, 2010	
	TOTAL 19910	Percentage 100%	TOTAL 2525	Percentage 100%	TOTAL 4581	Percentage 1.00	TOTAL 4468	Percentage 100%	TOTAL 4239	Percentage 100.00%	TOTAL 4097	Percentage 100.00%
<b>1. Were you satisfied with the answer you received to your reference question?</b>												
Satisfied	14639	73.53%	1653	63.16	3314	72.34	3285	73.52%	3239	76.34%	3148	76.84%
Not Satisfied	2326	11.68%	388	14.83	586	12.79	511	11.44%	419	9.88%	422	10.30%
Somewhat Satisfied	2699	13.56%	452	17.27	631	13.77	615	13.76%	526	12.41%	475	11.59%
Not Submitted	338	1.70%	124	4.74	50	1.09	57	1.28%	55	1.30%	52	1.27%
<b>2. The quality of the library staff service in answering this request was?</b>												
Excellent	10520	52.84%	1629	62.20	3013	65.77			2981	70.32%	2897	70.71%
Good	2590	13.01%	451	17.22	819	17.88			676	15.95%	644	15.72%
Average	829	4.16%	72	2.75	293	6.40			250	5.90%	214	5.22%
Poor	1287	6.46%	328	12.52	405	8.84			280	6.61%	274	6.69%
Not Submitted	310	1.56%	139	5.31	51	1.11			52	1.23%	68	1.66%
<b>3. Is this the first time you have used this service?</b>												
Yes	8694	43.67%	1451	55.36	2323	50.71			2485	58.62%	2435	59.43%
No	6517	32.73%	1036	39.53	2197	47.96			1687	39.80%	1597	38.98%
Not Submitted	327	1.64%	134	5.11	61	1.33			67	1.58%	65	1.59%
<b>4. Will you use this service again?</b>												
Very likely	12115	60.85%	1871	71.60	3577	78.08			3371	79.52%	3296	80.45%
Maybe	2544	12.78%	488	18.68	765	16.70			679	16.02%	612	14.94%
Never	563	2.83%	134	5.13	179	3.91			122	2.88%	128	3.12%
Not Submitted	308	1.55%	120	4.59	60	1.31			67	1.58%	61	1.49%
<b>5. The ease of using this online reference is?</b>												
Very Easy	10376	52.11%	1661	63.49	2970	64.83			2899	68.39%	2846	69.47%
Easy	3987	20.03%	618	23.62	1260	27.50			1100	25.95%	1009	24.63%
Difficult	424	2.13%	85	3.25	134	2.93			100	2.36%	105	2.56%
Very Difficult	448	2.25%	118	4.51	164	3.58			89	2.10%	77	1.88%
Not Submitted	298	1.50%	134	5.12	53	1.16			51	1.20%	60	1.46%
<b>6. Which best describes you?</b>												
State Resident	5974	30.01%	889	33.74	1459	31.85			1870	44.11%	1756	42.86%
Student (College)	2360	11.85%	385	14.61	640	13.97			647	15.26%	688	16.79%
Student (Kindergarten-12)	5362	26.93%	888	33.70	1982	43.27			1272	30.03%	1220	29.78%
Other	1506	7.56%	271	10.28	443	9.67			410	9.67%	382	9.32%
Not Submitted	350	1.76%	202	7.67	57	1.24			40	0.94%	51	1.24%
<b>7. How did you find out about this service?</b>												
Library Website	8600	43.19%	1407	48.33	2136	46.63			2547	60.08%	2510	61.26%
Librarian Public Library	1278	6.42%	260	8.93	417	9.10			294	6.94%	307	7.49%
Librarian Academic Library	247	1.24%	57	1.96	65	1.42			52	1.23%	73	1.78%
Newspaper/Radio/TV/Billboard	182	0.91%	55	1.89	85	1.86			15	0.35%	27	0.66%
School Teacher/School Librarian	2206	11.08%	316	10.86	730	15.94			620	14.63%	540	13.18%
Friend/Relative	1380	6.93%	207	7.11	592	12.92			297	6.98%	284	6.93%
Surfing the net	1072	5.38%	229	7.87	343	7.49			273	6.44%	227	5.54%
Bookmark/Flyer	402	2.02%	104	3.57	148	3.23			85	2.01%	65	1.59%
Not Submitted	461	2.32%	276	9.48	65	1.42			56	1.32%	64	1.56%
Satisfied + somewhat satisfied=	17338	87.08%	2105	83.37%	3945	86.12%	3900	87.29%	3765	88.82%	3623	88.43%
k thru college	7722	38.78%	1273	50.42%	2622	57.24%	0	0.00%	1919	45.27%	1908	46.57%