State Library
of Oregon

Answerland

Annual Report
FY20 (July 1, 2019 – June 30, 2020)

Updated 10/16/2020

Contents

About Answerland

Answerland (answerland.org) is a statewide collaborative information service that connects Oregon residents with library information professionals 24/7.

It is operated by the State Library of Oregon, and supported with Library Services and Technology Act (LSTA) funds from the Institute of Museum and Library Services (IMLS) as well as the contributions of staff at partner libraries. Leadership for the program is bolstered by an advisory committee comprised of information professionals from around Oregon.

Activities

Advisory Committee

This year the Answerland Advisory Committee met twice. Members, minutes, and more can be viewed on the State Library's website.

New Software

In May 2019 it was announced that Answerland's current software vendor (OCLC) had entered into an agreement to sell all QuestionPoint subscriptions to a new company (Springshare). This announcement means Answerland was to move to a new software platform (LibAnswers). The migration was successfully completed in May 2020.
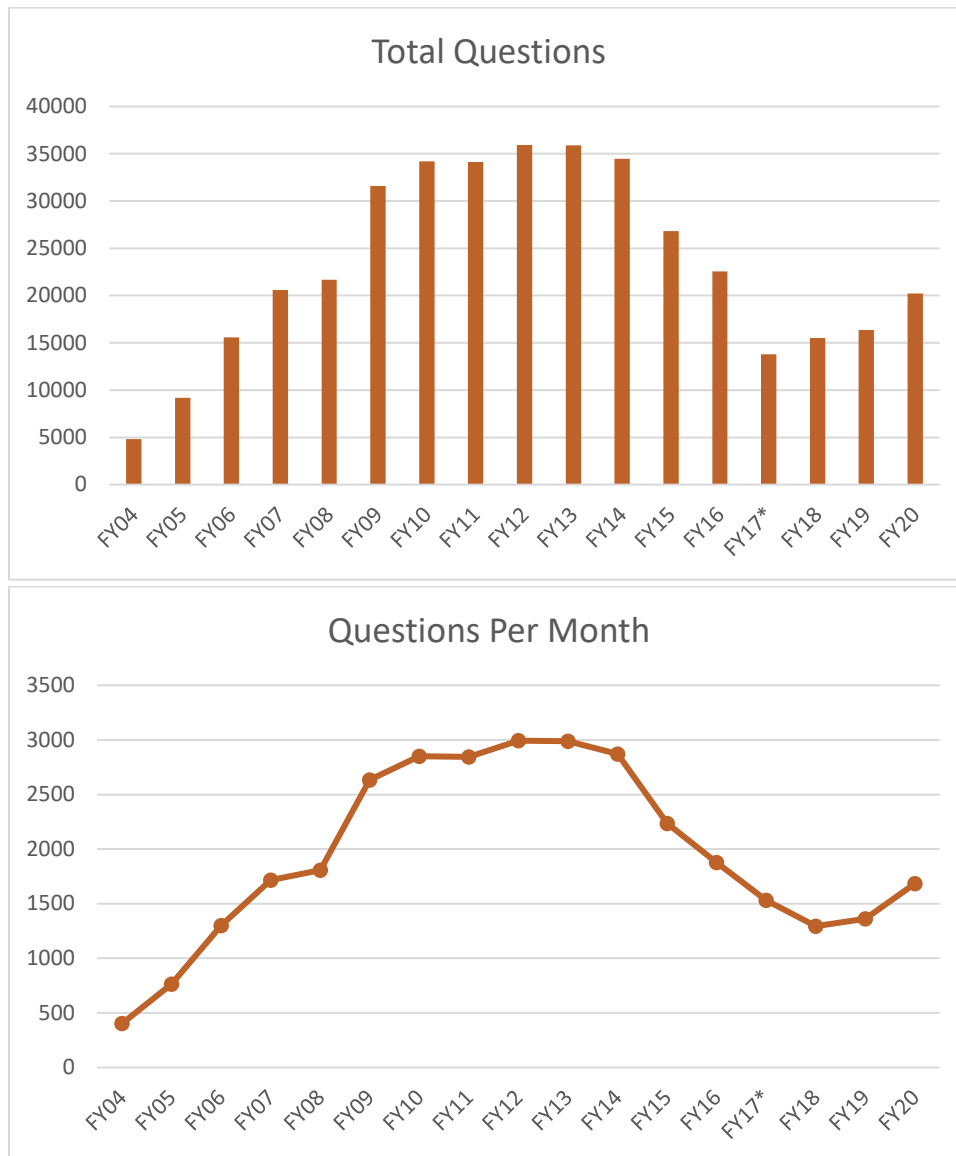
Answerland en Español

At the start of the pandemic, libraries identified a growing need for a Spanish-language information service. In response, Answerland en Español was born. Now patrons can go to answerland.org and chat with a Spanish speaking librarian. This service started in mid-April and received over 70 patron questions. It is supported by bilingual library staff at Oregon libraries (who also helped translate web & promotional content) as well as the LibAnswers Cooperativa en Español.

Usage

The number of questions from patrons increased 24% from the previous year, and the questions per month similarly rose. Possible factors include increased accessibility due to the new software, addition of a new service (Answerland en Español), and rise in patron use of virtual services during the COVID-19 pandemic.
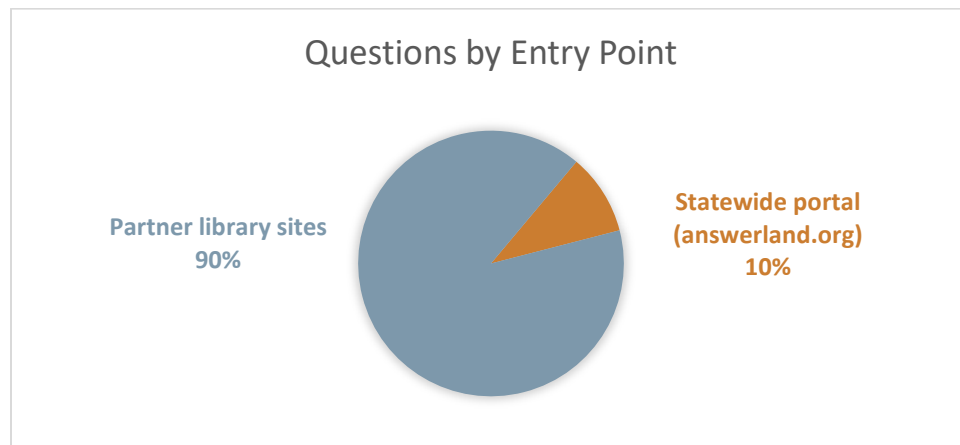
Total Questions

Questions Per Month

Service down for 3 months in FY17 due to software transition

How patrons get to Answerland

Patrons can get to Answerland through the statewide portal (answerland.org) – which is linked from numerous websites, such as OSLIS, and library websites – as well as through local options set up by partner libraries. While the answerland.org site only gets a small portion the overall Answerland traffic, having a statewide portal is vital to serving under- and unserved populations, including K-12.

Questions by Entry Point

Partner library sites
90%

Statewide portal
(answerland.org)
10%

Staffing

There were over 250 librarians contributing over 65 hours per week of their time to Answerland. Answerland librarians answer questions from 24/7 Reference Cooperative as well as from Oregon patrons.

Volunteers

Answerland had 10 volunteers staffing the statewide portal. Together they staffed chat approximately 400 hours and responded to over 1,000 patron questions.

Partner Libraries

Answerland had 34 partner libraries – 17 academic libraries, 12 public libraries, and 5 special libraries. 20 partner libraries were full partners, which means their staff participate in the live chat service. The rest of the partner libraries were referral partners, which means their staff respond to questions sent to them via email. The partner libraries responded to over 14,000 questions this year.

Patron Questions by Library

Academic Libraries

Patron's library is identified either from the queue, or, for questions entered via the statewide portal, from the chat/email form or from within the transcript.

Blue Mountain Community College	2	Oregon State University	40
Central Oregon Community College	344	Pioneer Pacific College	22
Chemeketa Community College	3167	Portland Community College	1229
Columbia Gorge Community College	62	Portland State University	3516
Concordia University - Portland	1014	Rogue Community College	1
George Fox University	1	Treasure Valley Community College	6
Klamath Community College	4	University of Oregon	387
Linn-Benton Community College	347	University of Portland	1067
Oregon Institution of Technology	420	Western Oregon University	7

Schools (K-12)

This data is from questions coming in via the statewide portal. K-12 affiliation is identified within the session transcript or from the patron's email address.

Beaverton	317	North Wasco County	4
Bend-La Pine	41	Ontario	4
Dallas	4	Pendleton	2
Estacada	1	Portland	68
Hermiston	1	Salem-Keizer	2
Hillsboro	59	Silver Falls	3
Hood River County	1	Springfield	3
Jackson	2	St Helens	2
Jefferson	19	Three Rivers	2
Josephine	3	Washington County	3
Myrtle Point	2	West Linn-Wilsonville	2
Newberg	5		

Public Libraries

Patron's library is identified either from the queue, or, for questions entered via the statewide portal, from the chat/email form or from within the transcript.

Albany Public Library	2
Astoria Public Library	4
Beaverton City Library	46
Cedar Mill Community Library	736
Chemeketa Cooperative Regional Library Service	10
Chetco Community Public Library	1
Cook Memorial Library	2
Coos County Library Service District	5
Corvallis-Benton County Public Library	3
Cottage Grove Public Library	4
Creswell Library	1
Curry Public Library	1
Dallas Public Library	12
Deschutes Public Library	665
Driftwood Public Library	1
Estacada Public Library	3
Eugene Public Library	3312
Fern Ridge Public Library	1
Hermiston Public Library	1
Hillsboro Public Library	14
Hood River County Library	1
Independence Public Library	1
Jackson County Library System	6
Jefferson County Library District	2
Josephine County Library System	5
Klamath County Library	56
Lake County Library District	1
Ledding Library	1
Lyons Public Library	1
McMinnville Public Library	9
Milton-Freewater Public Library	1
Monmouth Public Library	3
Multnomah County Library	22791

Newberg Public Library	107
Newport Public Library	2
North Douglas Library District	3
Ontario Community Library	1
Oregon City Public Library	2
Oregon Trail Library District	2
Pendleton Public Library	2
Roseburg Public Library	2
Salem Public Library	786
Sandy Public Library	5
Scappoose Public Library	1
Seaside Public Library	4
Silver Falls Library District	2
Siuslaw Public Library District	3
Springfield Public Library	19
St. Helens Public Library	1
Sweet Home Public Library	1
Tigard Public Library	11
Tillamook County Library	2
Tualatin Public Library	5
Umatilla Public Library	1
Warrenton Community Library	3
Washington County Cooperative Library Services	12
West Linn Public Library	3
Wilsonville Public Library	3
Woodburn Public Library	3