# Answers to Participant Questions from "To Chat or Not to Chat"

1. Did you start out on LibAnswers/LibChat?

*We've only been using LibAnswers/LibChat for a few years. Some of the other previous platforms we used were Instant Service and Oracle. We started using LibAnswers/LibChat shortly after I started at TCC 4 ½ years ago.*

2. Did you consider sending an email to all students?

*I did but decided that face-to-face would be a better way to get students to fill out the surveys since a lot of students do not check their TCC email. I know that another library survey was emailed to students in spring 2018, and we only received 54 responses, though some did not answer every question. Though, considering it was sent out by email, that wasn't too bad!*

3. Wondering about the choices of survey instruments? Qualtrix? SurveyMonkey? Maybe the $$ involved?

*I chose Google Forms because I've had the most experience with them and they are free. Our library does have a Survey Monkey account and I considered using this one too. Since we are a community college library we don't have a huge budget, so I decided to go with familiarity and free this time.*

4. What kind of questions do you get through chat? Are they mostly course research related? Do you help with writing or citation or other academic activities?

*We don't receive a lot of chat questions from our own patrons but answer more questions for patrons from other institutions. I would say that most questions we answer are research or citation related but we do receive some access questions too such as trouble logging into databases, and some more circulation-related, asking if we have a certain book or movie title.*