



Virtual Reference at the Law Library of Congress

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Southeastern Chapter of the American Association of Law Libraries
Raleigh, North Carolina
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Virtual Reference

- **Statistical Analysis**
- **Staffing Considerations**
- **General Trends**
- **QuestionPoint Software**



Statistics

2005 QuestionPoint

- Library of Congress: 59,417
- Law Library Reading Room: 2,975

2005 Other Modes

- All Law Library E-mail: @ 5,000
- All Law Library Reference: @ 75,000



Patron Type

Congressional	1 %
Judicial	1 %
Executive	6 %
State/Tribes	8 %
International/IGO	2 %



Patron Types ... More

Attorneys	2 %
Librarians (law +)	3 %
Law Librarians	2 %
Law Firm	6 %
Law School	4 %



Patron Types ... Students

Students	23 %
Law Students	2 %
Graduate	6 %
Undergraduate	11 %
High School	4 %



Patron Types ... Other

Other Public	44 %
Press/Publishers	1 %
Pro Se	4 %
Spam	1 %



Question Types

Unique Collections	@ 30 %
THOMAS	28 %
Local Resources	@ 40 %
Non-US Law	12 %
Non-Law	1 %



Geography

U.S. Patrons 84 %

All States/Territories, including: CA
(11%; i.e. of all states), D.C. (10%),
NY (7%), TX, VA. MD, PA (4%)

Non-U.S. Patrons 16 %

104 Countries, including: Australia
(10%; i.e. of all non-US countries);
Canada (5%) Germany (4%)



Staffing Levels

- 1 Administrator
- 1 Supervisor
- 7 Librarians
- 1 Legal Analyst



General Trends

- Legislative History
- THOMAS
- Health Laws
- Veterans Laws
- Family Law



General Trends

- Time of Day
- Catalog Assistance
- Local Resources
- Document Delivery



General Trends

- Legal Interpretation
- Single Practitioner
- Down-Sizing Libraries
- Student Homework



QuestionPoint

- OCLC Product
- LC Co-Developer
- LC June 2002 Launch
- Law Library 2004
December



Emily Carr (100288837) [Home | Reset Clock | Exit] --Select Service--

My QuestionPoint Support Help **Ask a Librarian**
an online reference service from the Library of Congress

Home News

Home | Password | Settings | Coverage | Reports | Terms and Conditions

My QuestionPoint -Select Language-- OCLC Symbol: DLC

Welcome, Emily Carr
Institution: Library of Congress - Law Library (10891)

My Questions
New: 25
Active: 25
Question Lists
New: 102
Unassigned: 26
Active: 111

Quick Links
Ask
Find ID: <input type="text"/>
Add a Question
Launch Chat
- Standard Chat (HTML version)

QuestionPoint Announcements
29 March 2006 1:42 p.m. EST (18:42 GMT)
The system bounce and install is complete. By all indications thus far, response times are significantly improved.
Thank you for your patience as we continue to monitor the system and work to optimize QuestionPoint performance.

Institution Announcements
March 2, 2006
February 2006 Questions Received: 309
Busiest Hour: 4-5pm (31 questions)
Slowest Hour: 3-4am (0 questions)
Busiest Day: Tue 2/21 (27 questions)
Slowest Days: Sun 2/26 (0 questions)

News
To find out more about what's happening click here .
Resources
Documentation
Quick Start
Training
RUSA Virtual Reference Guidelines
VM Version Test
Downloads
Sun Java Runtime Environment (includes VM)
Microsoft VM (for 24-7 only)
Orientation to the New QuestionPoint
Introduction



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QuestionPoint | Ask a Librarian Support Help

Ask a Librarian
an online reference service from the Library of Congress

Questions | My Questions | Add Question | Settings | **Reports** | Service History

General | Sessions | Sessions by Authorization | Descriptive Codes | Exports | Suggest A Report

Reports View QID:

BME: The LIBRARY OF CONGRESS
Institution: Library of Congress - Law Library

By Assigned Librarian

By Session Type

By Session Resolution

By Current Status

Time/Date Entered on or After (MM/DD/YYYY)

Time/Date Entered on or Before (MM/DD/YYYY)

Records 1 - 25 of 1090 ◀ 1 2 3 4 5 ... 44 ▶

Sort by: **ID** | Patron | Received | Wait Time | Session Time

ID	Received	Survey	Wait Time (seconds)	Session Time (seconds)	Session Resolution	Patrons Institution	Patron	Librarian	IP Address
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Support Help

Ask a Librarian
 an online reference service
 from the Library of Congress

Institution Cooperative Groups

[Accounts](#) | [Passwords](#) | [Settings](#) | [Permissions](#) | [Surveys](#) | [Reports](#) | [Login Announcement](#)

Institution Report

Ask Service

Monthly Report 2006 (Library of Congress - Law Library)

History | **Current**

Daily/Monthly Breakdown Stats:

Time Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Questions Referred to Subscription Partner	13	9	0	0	0	0	0	0	0	0	0	0	22
Questions/Chat Transcripts Deleted	11	11	0	0	0	0	0	0	0	0	0	0	22
Questions Assigned to Librarian	370	300	0	0	0	0	0	0	0	0	0	0	670
Number of Clarifications	15	13	0	0	0	0	0	0	0	0	0	0	28
Number of Patrons Logon	252	123	0	0	0	0	0	0	0	0	0	0	375
Questions Received via Patron Form	320	219	0	0	0	0	0	0	0	0	0	0	539
Questions Received via Direct Entry	8	12	0	0	0	0	0	0	0	0	0	0	20
Answers Sent	339	291	0	0	0	0	0	0	0	0	0	0	630
Questions Received via Referral	79	78	0	0	0	0	0	0	0	0	0	0	157
Questions (Total) Received	407	309	0	0	0	0	0	0	0	0	0	0	716

Hourly Breakdown Stats -- Number of Clarifications:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
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Institution	Cooperative Groups				
Accounts Passwords Settings Permissions Surveys Reports Login Announcement					
Institution Report					
Ask Service					
Monthly Report 2006 (Library of Congress - Law Library)					
History		Current			
Daily/Monthly Breakdown Stats:					
Time Period	Jan	Feb	Mar	Apr	May
Questions Referred to Subscription Partner	13	9	0	0	0
Questions/Chat Transcripts Deleted	11	11	0	0	0
Questions Assigned to Librarian	370	300	0	0	0
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Answers Sent	339	291	0	0	0
Questions Received via Referral	79	78	0	0	0
Questions (Total) Received	407	309	0	0	0




Hourly Breakdown Stats -- Answers Sent:													
Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
00:00-00:59	0	0	1	1	4	2	3	3	0	2	13	0	29
01:00-01:59	0	0	0	1	0	2	1	0	0	1	0	0	5
07:00-07:59	0	0	0	1	0	0	0	0	2	0	0	0	3
08:00-08:59	3	0	0	2	0	0	1	1	1	1	4	4	17
09:00-09:59	0	0	4	5	5	1	4	3	0	1	3	10	36
10:00-10:59	0	1	10	3	1	0	2	3	0	2	0	4	26
11:00-11:59	2	0	0	3	1	4	7	6	0	1	2	6	32
12:00-12:59	1	1	1	7	0	7	8	5	2	6	3	4	45
13:00-13:59	1	9	12	6	18	10	8	5	5	3	5	6	88
14:00-14:59	7	6	9	6	13	10	15	9	0	3	7	10	95
15:00-15:59	2	3	16	8	4	9	11	2	3	11	7	6	82
16:00-16:59	4	0	9	7	2	3	5	0	5	9	4	7	55
17:00-17:59	2	2	16	12	8	6	2	6	3	8	0	3	68
18:00-18:59	5	5	14	9	12	5	7	5	5	6	6	0	79
19:00-19:59	18	8	13	9	4	9	14	4	3	5	5	1	93
20:00-20:59	10	12	18	19	4	10	11	2	14	4	4	1	109
21:00-21:59	10	22	15	19	18	6	11	13	17	4	2	0	137
22:00-22:59	2	2	12	12	10	6	9	0	4	0	5	0	62
23:00-23:59	3	10	11	5	9	10	10	5	7	4	7	0	81
Total	70	81	161	135	113	100	129	72	71	71	77	62	1142



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 **QuestionPoint** | Knowledge Base

Support
Help

Ask a Librarian

an online reference service
from the Library of Congress

[Search](#) [Browse](#) [Add/Edit](#)

[Basic](#) | [Advanced](#) | [Question ID](#)

Basic Search

[Advanced Search](#)

*Search for:
(keywords)

constitution day

Knowledge Base:

- The *LIBRARY OF CONGRESS*
- QP Global Reference Network

[Search](#)

[Clear](#)



Search | Browse | Add/Edit

Basic | Advanced | Question ID

Knowledge Base Search Results [New Search](#)

18 records found. [View search criteria](#)

Records 1 - 10 of 18 ◀ 1 2 ▶

	Question	KB
1	91710: I am trying to find the actual statute, roll call vote in House & Senate, and any floor discussion on the congressional act that establishes Constitution Day. According to the ConstitutionDay.Com web page, the law is Public Law 108-447. Yet after s...	The <i>LIBRARY OF CONGRESS</i>
2	17598: To the American Memory Team: Hello...I am curious to know if the President's sworn oath "so help me God" is an oral or codified tradition in this country? Also, do both Houses of Congress begin their sessions with prayer--and is that oral or codifi...	The <i>LIBRARY OF CONGRESS</i>
3	75194: When was the very 1st congress meeting held? Was there a prayer before the meeting?	The <i>LIBRARY OF CONGRESS</i>
	42422: Is there any document or source defining when the Nation begins during the American...	The <i>LIBRARY OF CONGRESS</i>



Record Detail

Record 1 of 18 [Next](#) | [Return to Record List](#)

[Print View](#)

[Update](#) [Delete](#) [Submit to Global KB](#)

Record ID: 91710

Q&A ID: 989888 [[Question Detail](#)]

Submitted to Knowledge Base on: 09/08/2005 Last Update: 09/09/2005 Forwarded/Copied: 0

Question

Question: I am trying to find the actual statute, roll call vote in House & Senate, and any floor discussion on the congressional act that establishes **Constitution Day**. According to the ConstitutionDay.Com web page, the law is Public Law 108-447.

Yet after spending an hour on Thomas, I cannot find it. Can you help me?

I teach 12th grade government and need this info for that purpose.

***Requesting Institution:** Library of Congress - Law Library

***Knowledge Base:** The *LIBRARY OF CONGRESS*

***Source of Request:** Online Manual Submittal



Answer

* **Answer:** Public Law 108-447 does contain the relevant legislation, but this public law is a very large omnibus appropriations act, which regrettably complicates the research process.

The Consolidated Appropriations Act, 2005, Public Law No. 108-447, 118 Stat. 2809, is a 658 page law, the pagination of which is 118 Stat. 2809 to 118 Stat. 3466 (it will appear on these pages of volume 118 of the United States Statutes at Large when the print volume is published; this pagination is assigned when the public law is published as a "slip law"). To locate this public law using Thomas, from the opening page of Thomas at: <http://thomas.loc.gov/>, under the "Legislation" banner, (1) choose "Public Laws," (2) select the 108th Congress; (3) on the drop-down menu labeled "Select a Range of Public Law Numbers" choose 108-401 to 108-450 and click "search"; (4) scroll down to the 447th item listed there; (5) click on the highlighted "H.R. 4818"; (6) on the line listed as "Latest Major Action: Became Public Law No. 108-447," choose either the highlighted "text" or "PDF" option, to view the text of the Public Law; (7) at the page indicating you are requesting a file from the Government Printing Office site, click "continue." This will then take you to the site on GPO Access where Public Law No. 108-447 appears. (An alternative way to get to the same place, which you may want to use if you find that one of the links is broken, is to visit <http://www.gpoaccess.gov/>; under "Legislative Resources" click on "public and private laws"; under "Previous Congresses" choose "Browse"; choose 108th Congress; and scroll down to Pub.L. 108-447.)

The part of Public Law No. 108-447 that created **Constitution Day** is section 111 of Division J of the act. This appears on pages 118 Stat. 3344 and 118 Stat. 3345; if you are using the PDF version, the Adobe Acrobat software will show these as the 536th and 537th pages of the document.

You will note that subsection 111(c) of Division J amends title 36, section 106, of the United States Code, to insert certain language relating to **Constitution Day**. To view title 36, section 106 of the United States Code, visit



Digital Resources

American Women: Law Library of Congress

<http://memory.loc.gov/ammem/awhhtml/awlaw3/>

Century of Lawmaking

<http://memory.loc.gov/ammem/amlaw/>

Global Legal Information Network

<http://www.glin.gov>

Guide to Law Online

<http://www.loc.gov/law/guide/>



Digital Resources

Multinational Collections Database

<http://www.loc.gov/mulp/>

Supreme Court Nominations

<http://www.loc.gov/rr/law/nominations.html>

THOMAS Legislative Information

<http://thomas.loc.gov>

Trial of Saddam Hussein

<http://www.loc.gov/law/public/saddam/>



References

Law Library Reading Room

<http://www.loc.gov/rr/law>

Law Library of Congress Ask a Librarian

<http://www.loc.gov/rr/askalib/ask-law.html>

Library of Congress Global History Network

<http://www.loc.gov/rr/digiref/digital-ref.html>

QuestionPoint: About : Partnership with LC

<http://www.oclc.org/questionpoint/about/partnership/>

QuestionPoint <http://www.questionpoint.org/>



Questions

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