

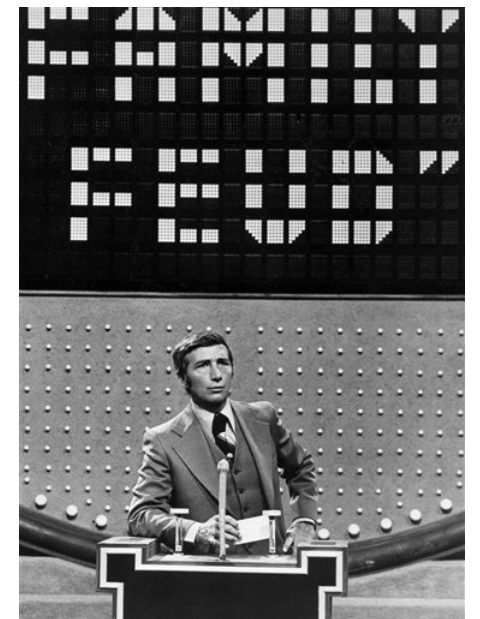
Survey Says...

What User Comments and Surveys Say About Research Help Now

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About LCC and LCC Library

- About 20,000 Students
- 5 campuses
- 1 Library (Main Campus)
- Downtown Lansing,
close to Capitol
- 10 Librarians (9 chat)



About Me

- First chat Ref at UM (2008-2010)
- Started working at LCC in Nov 2010
- Started QP summer 2011
- Managing VR since Fall 2011

Other: yoga, working out, walking, traveling, visiting friends, enjoy singing & dancing!



Agenda



- About QP surveys
- LCC Overall results/Statistics
- LCC Survey Comments: You're doing great!
- LCC Survey Comments: Not so great 😞
- What other Research Help Now libraries are doing
- What can we do?
- Activity- Choose and create best survey questions
- Sharing and Questions

About the QuestionPoint Survey

- Different Options (no survey, external, internal)
- Internal Patron survey
 - Chat Survey Form
 - Pops up at the end of chat & sent with transcript
 - Ask Survey Form
 - Sent to patron with follow up and email responses

Please select the most appropriate answer to the following questions or statements. The information that you provide will help us to make the system better for all of our users.

Patron Survey Form:

Question

1. Did you have any problems or difficulties using the service?

- Negative or No
- Neutral or N/A
- Positive or Yes

2. Are you satisfied with the hours of service?

- Negative or No
- Neutral or N/A
- Positive or Yes

3. Were you satisfied with the answer to your question?

- Negative or No
- Neutral or N/A
- Positive or Yes

4. The quality of the library staff service in answering this request was?

- Excellent
- Good
- Average
- Poor

5. Will you use this service again?

- Very likely
- Maybe
- Never

Additional Comments:

Our Current Survey Questions



About QP Survey

Other question options:

[QP Home](#)>Admin>Surveys>Survey Form

Institution

Accounts | Passwords | Settings | Forms | Permissions | Surveys | Login Announcement

Institution's Survey Form

Survey Reports | **Survey Form**

Patron Survey Form:

Link patrons to an External survey located at:
Survey Location:

Link to the Internal survey defined below.

Internal Survey:

Chat Session Ask Answers Enable patron survey for these parts of the system

Questions:

| Chat | Ask | Question |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | This was the first time I used this service: Response: 1. Negative or No 2. Neutral or N/A 3. Positive or Yes |
| <input type="checkbox"/> | <input type="checkbox"/> | I received a better answer from this resource than I would have found on my own: Response: 1. Negative or No 2. Neutral or N/A 3. Positive or Yes |
| <input type="checkbox"/> | <input type="checkbox"/> | I received sufficient information in response to my question: Response: 1. Negative or No 2. Neutral or N/A 3. Positive or Yes |
| <input type="checkbox"/> | <input type="checkbox"/> | I received the answer in time to meet my needs: Response: 1. Negative or No 2. Neutral or N/A 3. Positive or Yes |

- 31 questions to choose from
- Decide to include with chat, ask, or both



About QP Survey

LCC Overall results

- 282 surveys since Oct 3, 2007
(few duplicate- 277)
- 79% no problems using
- 84% Satisfaction (hours)
- 78% Satisfaction (answer)
- 79% Excellent staff quality
- 82% Very Likely to return
- 111 users left comments
(some duplicate- 108 really)
- Most surveys from chat, only
- 7 Ask surveys



All Surveys (282 Surveys):

1. Did you have any problems or difficulties using the service?

Negative or No (225) 79.79%
Neutral or N/A (19) 6.74%
Positive or Yes (37) 13.12%
Not Submitted (1) 0.35%

2. Are you satisfied with the hours of service?

Negative or No (5) 1.77%
Neutral or N/A (33) 11.7%
Positive or Yes (237) 84.04%
Not Submitted (7) 2.48%

3. Were you satisfied with the answer to your question?

Negative or No (23) 8.16%
Neutral or N/A (32) 11.35%
Positive or Yes (221) 78.37%
Not Submitted (6) 2.13%

4. The quality of the library staff service in answering this request was?

Excellent (223) 79.08%
Good (28) 9.93%
Average (11) 3.9%
Poor (15) 5.32%
Not Submitted (5) 1.77%

5. Will you use this service again?

Very likely (232) 82.27%
Maybe (37) 13.12%
Never (10) 3.55%
Not Submitted (3) 1.06%

Surveys per year vs. Total chats at LCC

| Year | Surveys | Total chats (VR) |
|-----------------|---------|------------------|
| • 2007: | 7 | 95 |
| • 2008: | 17 | 92 |
| • 2009: | 18 | 101 |
| • 2010: | 38 | 223 |
| • 2011: | 33 | 372 |
| • 2012: | 55 | 982 |
| • 2013: | 72 | 1372 |
| • 2014(Jan-Mar) | 36 | 445 |



Why Increase?

- More chats overall, usage increase
- Increased VR coverage by 3 hours- fall 2012
(discontinued additional IM service and went to VR only)
- More prompting- sending survey script?



Statistics

You're doing great!

I am afraid you have let me in a well kept secret and it is going to save me a ton of time and frustration, thanks again.

I've never had a situation where I wasn't helped with my question. I usually need to find reputable sources on obscure things. The people on the chat service are magic I tell you. I can spend 6 or more hours searching for something to use, and they find it within 5 minutes. Magic.

I loved the fact that even though the library was closed on a Friday there was still someone late at night to be able to help me find books and answer questions. I really appreciate the service. Whoever thought this up was a genius!



LCC Survey Comments

What did they like?

- Appreciate service- 41
- Helpful- 37
- Liked Librarian- 30
- Time Saver/Quick- 11
- Hours- 9
- Use Again- 7
- Recommend- 4
- Ease of Use- 3
- Other/Question-3
- Learned Something New-1



Not so great 😞

I was struggling to find research for a paper and my professor told me to come "chat with a librarian" and I was given advice that had already tried myself. So, I found this very irritating and unhelpful.

...why would you connect me to someone who can't help? i'd much rather just wait for the right person to be available, instead of getting connected to someone useless.

...Also, he did not ask if he could help me with anything else, or even bothered waiting for me to get done, he ended the chat session before I could even finish typing.

Horrible Customer Service!



LCC Survey Comments

What were the problems?

- Technical Difficulty- 9
 - Not helpful- 7
 - Question not answered- 7
 - Wait Time- 5
 - Problem with Librarian- 5
 - Problem with Service- 3
 - User Error- 2
 - Outside librarian answered-2
 - Needed More Info- 1
 - Time Wasted- 1
 - Very Unhappy/Irate-1
- A few of these patrons were still happy with service, even though they had problems



What other RHN libraries are doing

- Most receive few surveys
- Most don't consistently prompt patron to fill out survey but considering adding script (some already have script)
- Use positive surveys for training/best practices and performance review
- Will follow up with patron if survey negative, refer to quality control when needed
- Learn from "constructive comments" (assess policies, etc.)

What can we do?

With positive surveys

- Use to promote service
- For training/best practices
- Know what we are doing well
- For PD

With negative surveys

- Follow up with patrons
- To improve service
- Refer to Quality Control



Choose and Create best survey questions

- In pairs (or small groups) take a look at possible survey questions
- Choose your top 5
- And/or create your own questions
- We'll take 5-10 minutes and then discuss as a group



Your top 5 and new questions

How else can we assess virtual reference? What are you already doing?