

## **RESULTS OF THE “LIBRARY EXPERIMENT” SURVEY (Study #1)**

**Submitted by:** Dr. Darlene Ann Parrish

A Likert survey comprised of five statements was administered beginning on January 20, 2005 and ending on February 18, 2005, to measure user satisfaction and usefulness of the new “blended” reference and circulation desk service. After compiling and analyzing the data collected, the results are as follows:

- There were **57** respondents, which included
  - **30** undergraduate students (**53%**)
  - **15** graduate students (**26%**)
  - **10** faculty/staff (**17.5%**)
  - **2** Others (**3.5%**)
- Approximately **81%** of the participants responded by agreeing or strongly agreeing that this new service meets their information needs (**statement no.1** on the survey).
- About **68%** of the participants responded by agreeing or strongly agreeing that they prefer this service rather than the way it was before (**statement no. 2**).
- As far **statement no. 3**, about **65%** responded by agreeing or strongly agreeing that they prefer a single centrally located service desk.
- **86%** of the participants responded by agreeing or strongly agreeing that the assistance received at the new desk was useful (**statement no. 4**).
- **77%** of the participants responded by agreeing or strongly agreeing that they would like this new service to continue (**statement no. 5**).

Also, here are “Additional Comments” that were made.

“I like the reference desk because I’m used to it. So far, it depends on who sits at the new desk in the circulation function. I’m not sure yet. Some people are more experienced than others. I like the fact that the desk “greet” the customer by its position & angle.”

“The idea of this desk is redundant with reference and circulation 10 feet in either direction.”

“Kudos to those responsible for the new arrangement. The centrally located desk is incredibly user-friendly, and there is always staff available to help.”

“Good job!”

“Coffee shop in the library.”

“Thanks.”

“(The first few words are difficult to read)...new set up which will require more time for me to determine if it’s helpful or not.”

“Best idea in a long time, keep it up.”

“One location!”

“Nice idea.”

“Like it. Get them out on the floor where the students are.”

“Could use a bigger desk! A bit crowded...”

“This new counter devoted solely to providing information gives me a ‘welcoming’ impression. I know I’m not interrupting the staff, as I often have felt with the other ‘help’ staff. The central location is great. Thanks.”

2/22/2005

**FAU LIBRARY EVALUATION SURVEY ON NEW SERVICE (Study #1)**

**Please help us evaluate the Library’s new service desk that blends reference and circulation functions, as an experiment, by drawing a circle around your most appropriate response using the following scale:**

- 1=Strongly Disagree**
- 2=Disagree**
- 3=Neither Agree/Nor Disagree**
- 4= Agree**
- 5=Strongly Agree**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither Agree/ Nor Disagree</b>	
<b>Strongly Agree</b>				
1. This new service meets my information 5 needs.	1	2	3	4
2. I prefer this service rather than the way 5 it was before.	1	2	3	4
3. I prefer a single centrally located service 5 desk.	1	2	3	4
4. The assistance I received at this new 5 desk was very useful.	1	2	3	4
5. I would like this new service to continue. 5	1	2	3	4

Additional comments (Use back if necessary):

Please give us a little information about yourself.

**Status:** Undergraduate\_\_\_\_ Graduate\_\_\_\_ Faculty/Staff\_\_\_\_  
Other\_\_\_\_\_

**Thank you for participating in this important survey.**

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