

COMBINED SERVICES DESK SURVEY RESULTS (Study #2)

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Analysis of Responses to Likert Scale Statements

A Likert scale survey comprised of seven statements was administered beginning on April 19, 2005 and ending on May 3, 2005, to measure user satisfaction with the combined services desk. The participants in the survey included undergraduate and graduate students, and faculty and staff members, which comprised our sample. There were a total of 135 usable surveys and approximately 24 that were unusable. The surveys that were identified as “unusable” included those that had one or more blank responses or the “Status” category unfilled, and those that had responses that were unclear.

There were two limitations of this survey. One was the absence of an “Other” category, as far as the “Status” of the participant, so we have no indication of non-affiliated user satisfaction. However, in the previous survey (for the “Experiment”) these participants only comprised 3.5% of the sample size. The other limitation was the placement of surveys in locations that could not be properly monitored (e.g. the “old” Reference Desk). These surveys were analyzed, but with some reservations.

After compiling and analyzing the data collected, the results are as follows:

- There were 135 respondents, which included
 - 66 undergraduate students (49%)
 - 42 graduate students (31%)
 - 27 faculty/staff (20%)
- About 42% of the participants responded by agreeing or strongly agreeing that their information needs were met at the new location (**statement no. 1** on the survey), while about 47% responded by disagreeing or strongly disagreeing.
- Approximately 71% of the participants responded by agreeing or strongly agreeing that the combined services desk is in a high traffic area, which can be difficult to access (**statement no. 2**).
- About 56% of the participants responded by agreeing or strongly agreeing that service quality at the new location has declined (**statement no. 3**).
- Approximately 66% of the participants responded by agreeing or strongly agreeing that they prefer the previous separate location for the Reference Desk (**statement no. 4**).
- 68% of the participants responded by agreeing or strongly agreeing that they prefer asking detailed questions in a quieter location (**statement no. 5**).
- About 46% of the participants responded by agreeing or strongly agreeing that they prefer one centrally located desk for both services (**statement no. 6**), while 44% responded by disagreeing or strongly disagreeing.

- Only **36%** of the participants responded by agreeing or strongly agreeing that they would like the combined services desk to continue at this location (**statement no. 7**), while **50%** responded by disagreeing or strongly disagreeing.

Analysis of “Suggestions and Comments”

All comments that were made in “usable” or “unusable” surveys were compiled and analyzed for commonalities. Here are some results.

- There were two comments about the need for easy access to the combined services desk.
“Both desks need to be opened for easy access.”
“People muscle up to the counter. There should be a clear line.”
- Two positive comments were made about the combined services desk.
“It is great to have these 2 desks together. It helps me get better acquainted to the Library.”
“I like the combination desk. I avoid having to run from one desk to the other. Its definitely better.”
- Three negative comments were made about the combined services desk.
“Please put it back the way it was.”
“The separation of reference desk and circulation has always been so with many libraries, why change?”
“Never the twain meet. They serve different constituencies. Users are confused enough by libraries – no need to further frustrate.”
- There were several comments that thanked us for our service.
“Thank you for great service.”
“Thank you.”
“Thank you for the helpful humans, change machine and pay phone for \$.10 – 10 minutes. Very helpful.”
“The staff that assisted me on 4/21/05 was very helpful.”
- There was a comment about signage.
“I saw the sign at the door, but there were too many words to read the whole thing as I was walking in. I saw the sign over the circulation desk, but did not see the reference sign – need better signs if you keep it here.”
- A comment was made about a quieter location for reference.
“Move the reference desk to a new location where more than one librarian can be in space where students can work with them without interruptions. Need more librarians to work on education issues.”
- Other comments include
“It would be far more helpful if the noise levels and cell phone use in the library were controlled. The librarians never do this unless they are specifically asked to.”

“Have a separate desk by the computers used for research (old location).

“I never used the reference desk.”

“Need to hire experts (somewhat knowledgeable at least) on computers for the service desk. My needs were never met by the employees, because they just don’t know. I go elsewhere to meet my needs.”

“Turn the former “Reference Desk” location into a coffee and tea stop.”

Lastly, an email was sent to the Reference Department that discusses the problems with the combined services desk, including noise and not enough space at the present location. This person believes that the noise and inadequate space make it difficult for reference librarians to effectively instruct users and conduct the reference interview. This person further comments that a reference librarian is a professional person, who should not be assisting users in a “nonprofessional” workspace.

5/11/2005

FAU LIBRARY EVALUATION SURVEY ON NEW SERVICE (Study #2)

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**

	Strongly Disagree	Disagree	Neither Agree/ Nor Disagree	Agree	
1. This new location for combined services meets my information needs.	1	2	3	4	5
2. The combined services desk is in a high traffic area that can be difficult to access.	1	2	3	4	5
3. Service quality in the new location for combined services has declined.	1	2	3	4	5
4. I prefer the previous separate location for the Reference Desk.	1	2	3	4	5
5. I prefer a quieter location for asking detailed reference questions.	1	2	3	4	5
6. I prefer one centrally located desk for both services.	1	2	3	4	5
7. I would like combined services to continue at this location.	1	2	3	4	5

Suggestions and Comments:

Please give us a little information about yourself.

Status: Undergraduate___ Graduate___ Faculty/Staff___

Thank you for participating in this important survey.

Created by: Combined Services Desk Committee and Darlene Parrish
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