

## Survey of Public Service Desk Personnel

March/April 2007

### Summary Report

#### Summary of Results

As part of its effort to gather input from a broad variety of library website user groups, the User Research Subgroup decided to study use of the web site by library service desk personnel. In March and April 2007, a brief survey was sent via email to 27 public service desk personnel who work at the Circulation, Media/Circulation, Music and Reference & Information service desks. It was the intention of this survey to establish the primary uses of the library website for service desk personnel when helping patrons at the public service desk, and factor that information into the redesign of the new website along with the results of usability testing and other input. We asked two basic questions: When helping patrons at the public service desk, what is your most frequent use of the website, and what is your most important use of the website?

Fourteen surveys were returned. The tables below break down the categories and responses, and include survey statistics, total responses by category and individual responses by category.

The survey results differed little, and were no real surprise, but we did learn some things. The top three choices in both categories were: use of the catalog, finding articles, and finding course reserves. These are all choices that are currently, and will continue to be, on the homepage. Although we had requested respondents to be as specific as possible, actual responses varied. Some respondents simply stated *catalog*, while others said *title*. Since some catalog options (call numbers, for example) were mentioned infrequently, these seem less important as homepage options. In other categories, patron accounts and laptops were also significant.

Examining the findings in more detail, we found that under the heading “Catalog,” it was apparent that books and videos by author, title and keyword were all important, as were journal title searches. Course Reserves were considered highly important by many service desk personnel. Under the heading “articles”, ProQuest was specifically mentioned four times and the generic term databases eight times. There was no differentiation between databases by subject or alphabetical title. The two current home page prototypes both address all of these requirements, although in slightly different ways. One of the more interesting findings was “laptops”, which was mentioned a total of five times. This led us to question whether we should bring laptop information, or at least a link, to the homepage.

Again, while we did not expect the results of this survey to be radically different from the results of usability testing, or previous surveys, it is critical to consider the needs of key service desk personnel in our redesign.

#### SURVEY STATISTICS

Total surveys sent = 27	Total surveys returned = 14
Breakdown by service desk:	Breakdown by service desk:
<ul style="list-style-type: none"><li>• Circulation = 5</li><li>• Media/Circulation = 4</li><li>• Music = 3</li><li>• Reference &amp; Information = 15 (including 1 volunteer)</li></ul>	<ul style="list-style-type: none"><li>• Circulation = 4</li><li>• Media/Circulation = 3</li><li>• Music = 2</li><li>• Reference &amp; Information = 5</li></ul>

**TOTAL RESPONSES BY CATEGORY**

<b>Frequent</b> Top 3 most frequent uses of library web site	<b>Total Responses</b>	<b>Important</b> Top 3 most important uses of library web site	<b>Total Responses</b>
catalog	14	catalog	16
course reserves	8	articles	6
articles	7	course reserves	5
laptops	4	patron accounts	4
patron accounts	3	Summit	4
Summit	2	ILLiad	2
ILLiad	2	laptops	1
other	2	other	4
TOTAL (Should be 14 X 3 = 42 responses @.)	42	TOTAL (Should be 14 X 3 = 42 responses @.)	42

**INDIVIDUAL RESPONSES BY CATEGORY**

<b>Frequent</b> Top 3 most frequent uses of library web site	<b>Important</b> Top 3 most important uses of library web site
<p>1) <b>Catalog = 14</b></p> <ul style="list-style-type: none"> <li>a) Search for available books</li> <li>b) Lookup title, call number</li> <li>c) Video title search</li> <li>d) Catalogue</li> <li>e) Catalog for a specific book</li> <li>f) Finding books in the library</li> <li>g) Check availability of book or journal (catalog)</li> <li>h) Catalog</li> <li>i) Finding books - keyword</li> <li>j) Check library location</li> <li>k) Looking up titles - books, videos/DVDs, journals - &amp; locations</li> <li>l) Catalog for a subject</li> <li>m) Clarify periodical holdings, availability</li> <li>n) Journal title search</li> </ul>	<p>1) <b>Catalog = 16</b></p> <ul style="list-style-type: none"> <li>a) Helping students find books and library materials</li> <li>b) Clarify periodical holdings information</li> <li>c) Video title search</li> <li>d) Catalogue</li> <li>e) Catalog for a specific book</li> <li>f) Check availability of book or journal (catalog)</li> <li>g) Lookup title/call number</li> <li>h) Looking up video course reserves</li> <li>i) Teaching students how to find journals and books</li> <li>j) Finding books - keyword</li> <li>k) Check location</li> <li>l) Journal title search</li> <li>m) Looking up titles - books, videos/DVDs, journals - &amp; locations</li> <li>n) Teaching students how to "limit" in a keyword search</li> <li>o) Catalog for a specific book</li> <li>p) Showing patrons the information they need to find replacement copies of lost or damaged items</li> </ul>
<p>2) <b>Course reserves = 8</b></p> <ul style="list-style-type: none"> <li>a) Explaining course reserves</li> <li>b) Card catalog - to show people how to use the reserves area</li> <li>c) Finding reserve items</li> </ul>	<p>2) <b>Articles = 6</b></p> <ul style="list-style-type: none"> <li>a) Teaching students how to use a particular database</li> <li>b) Finding articles - ProQuest</li> <li>c) Databases</li> </ul>

<ul style="list-style-type: none"> <li>d) electronic reserves/catalog</li> <li>e) Instructing students in finding reserve items</li> <li>f) Course reserve search</li> <li>g) Looking up video course reserves</li> <li>h) Course reserves</li> </ul>	<ul style="list-style-type: none"> <li>d) ProQuest for an article on a subject</li> <li>e) Select database for article search</li> <li>f) databases</li> </ul>
<p>3) <b>Articles = 7</b></p> <ul style="list-style-type: none"> <li>a) Finding articles - ProQuest</li> <li>b) ProQuest for an article on a subject</li> <li>c) Finding journal articles</li> <li>d) Databases</li> <li>e) Databases</li> <li>f) Select database for article search</li> <li>g) databases</li> </ul>	<p>3) <b>Course reserves = 5</b></p> <ul style="list-style-type: none"> <li>a) Reserves</li> <li>b) Finding reserve items</li> <li>c) electronic reserves/catalog</li> <li>d) Course reserve search</li> <li>e) Finding reserves</li> </ul>
<p>4) <b>Laptops = 4</b></p> <ul style="list-style-type: none"> <li>a) Helping people register to check out laptops</li> <li>b) Registering laptops</li> <li>c) Checkout agreement form and laptop problem report page</li> <li>d) Helping a patron locate and fill out the laptop checkout agreement</li> </ul>	<p>4) <b>Patron accounts = 4</b></p> <ul style="list-style-type: none"> <li>a) Showing patrons how to renew books on-line through the catalog</li> <li>b) patron accounts</li> <li>c) Showing patrons how to log in and check their library accounts, renew their materials, etc.</li> <li>d) patron accounts</li> </ul>
<p>5) <b>Patron accounts = 3</b></p> <ul style="list-style-type: none"> <li>a) Card catalog - show people how to renew books on-line</li> <li>b) patron accounts</li> <li>c) patron accounts</li> </ul>	<p>5) <b>Summit = 4</b></p> <ul style="list-style-type: none"> <li>a) Summit</li> <li>b) Showing patrons how to use Summit to make requests</li> <li>c) Helping students request Summits</li> <li>d) Helping patrons order books through Summit</li> </ul>
<p>6) <b>Summit = 2</b></p> <ul style="list-style-type: none"> <li>a) Demonstrating Summit requesting</li> <li>b) Helping a patron make a Summit request</li> </ul>	<p>6) <b>ILLiad = 2</b></p> <ul style="list-style-type: none"> <li>a) ILLiad</li> <li>b) Use ILLiad system</li> </ul>
<p>7) <b>ILLiad = 2</b></p> <ul style="list-style-type: none"> <li>a) Problem solving ILLiad issues</li> <li>b) Use ILLiad system</li> </ul>	<p>7) <b>Laptops = 1</b></p> <ul style="list-style-type: none"> <li>a) Helping people register to check out laptops</li> </ul>
<p>8) <b>Other = 2</b></p> <ul style="list-style-type: none"> <li>a) Finding things on the web</li> <li>b) Finding statistics or data</li> </ul>	<p>8) <b>Other = 4</b></p> <ul style="list-style-type: none"> <li>a) Finding the information they need when they need it</li> <li>b) Instructing students in using the system</li> <li>c) Finding the information conveniently and easily (no more than 2-3 clicks)</li> <li>d) That the site refer them to where they need to go (alternative choices)</li> </ul>