

Knowledge of & Satisfaction with Central Library Services November 2010

At the November 2010 System Meeting, I had a captive audience that garnered 20 responses to the survey. The 2009 survey generated 32 survey responses.

Highlights from this year's survey:

Reference Assistance

- 100% were aware that the Central Library provides reference assistance
- 93% were satisfied or very satisfied with our response time to reference questions, as compared to 66% last year
- 93% were satisfied or very satisfied with quality/reliability of our answers, as compared to 69% last year
- Overall, 92% were satisfied or very satisfied with reference assistance, as compared to 66% last year

Nonfiction Collection

- 95% were aware that the Central Library purchases adult nonfiction, down from 97% last year
- Only 78% had requested a title for purchase in the past year
- 75% were satisfied or very satisfied with our response to purchase requests, up from 59% last year
- Overall, 75% were satisfied or very satisfied with our collection services, up from 59% last year

Reference Training

- 95% were aware that the Central Library provides training to member libraries
- 32% felt that they and their staff/coworkers would benefit from training on database use, down from 72% last year
- 19% felt that they and their staff/coworkers would benefit from training on genealogy and local history resources, down from 42% last year
- 26% felt that they and their staff/coworkers would benefit from training on Google and other free web resources for reference, down from 38% last year
- 19% felt that they and their staff/coworkers would benefit from training on reference interviews, down from 26% last year