



Oregon State Library Customer Satisfaction Survey Report

TEAM: Library Support and Development Services

FISCAL YEAR: FY2016 **DATES CONDUCTED:** April 18 – May 8, 2016

Survey Information

- Survey Coordinator: Jennifer Maurer
- Population Surveyed: Wide range of Library Support customers (see below)
- Sampling Frame: Discussion by the Library Support team to identify appropriate customers
- Sampling Procedure: Full population
- Sample Characteristics: 503 received an email to the survey link; 142 responded; response rate is 28%

Background

As we have done for the past nine years, Library Support & Development Services provided an opportunity for our customers to rate their use of and satisfaction with our services. We used the five questions concerning customer satisfaction that are included in the state agency implementation of standard customer satisfaction performance measures. In addition, we provided an opportunity for customers to leave open-ended feedback about Library Support staff and services and to request to be contacted if they have questions or concerns. We opted not to ask additional questions because our customer base had been asked to respond to an Oregon State Library strategic planning survey not long before this survey was shared.

Methodology

Library Support administered the survey via the Internet using Survey Monkey, and the survey was open from April 18 – May 8, 2016. Groups surveyed include academic, public, and tribal library directors; board members from the following library organizations: Oregon Association of School Libraries, Oregon Library Association (OLA), and Oregon Young Adult Network; and members of the following groups: Answerland Advisory Committee, Library Services and Technology Act (LSTA) Advisory Council and grantees, OLA's Intellectual Freedom Committee, Ready to Read contacts, and Statewide Database Licensing Advisory Committee. In total, we sent a request to approximately 503 email addresses, and we received 142 responses for a 28% response rate. These were not 503 unique individuals, however, as some recipients are on more than one mailing list and/or are a member of more than one group. The following table categorizes the type of organizations responders represent:

Organization Type	Number of Respondents	Percentage of Respondents
Public Library	101	71%
Academic Library	20	14%
Tribal Library	2	1%
School Library	18	13%
Government Library	0	0%
Public/School Library	1	<1%

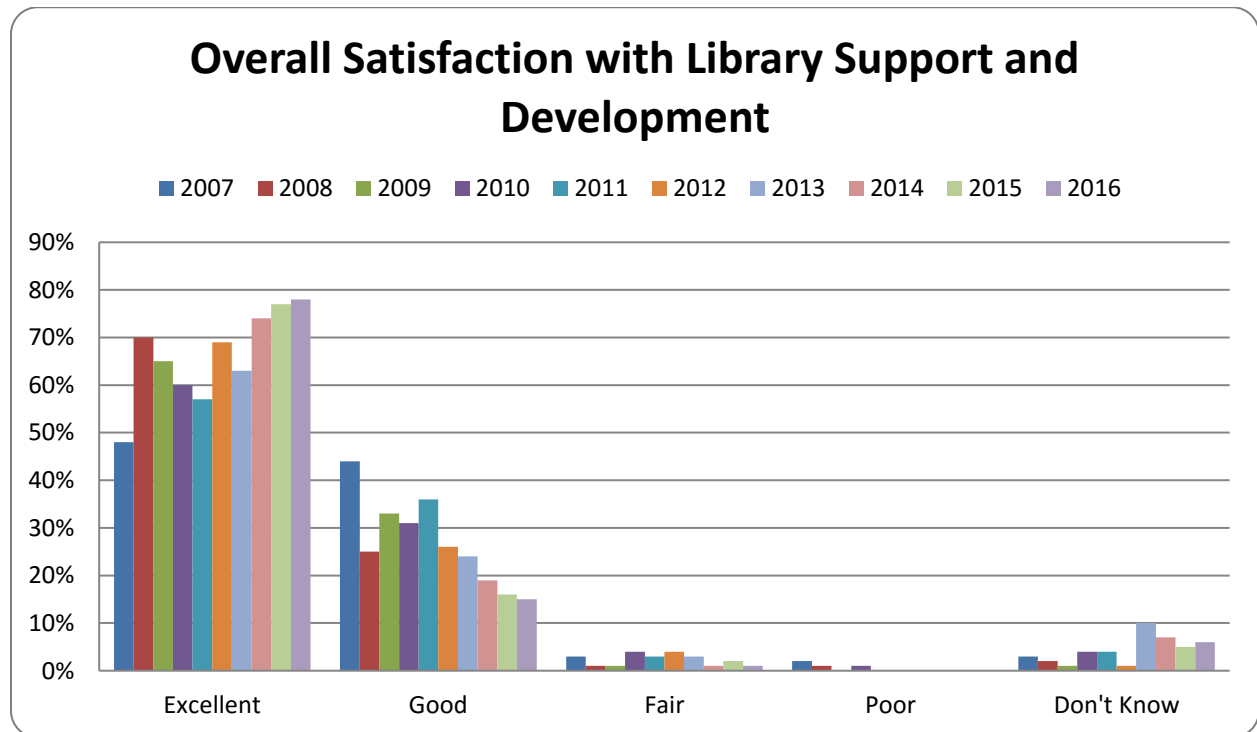
Category	% Excellent	% Good	% Fair	% Poor	% Don't Know
Timeliness	76.1%	16.9%	1.4%	0%	5.6%
Accuracy	73.2%	16.9%	1.4%	0%	8.5%
Helpfulness	82.4%	11.3%	1.4%	0%	4.9%
Expertise	82.4%	12.7%	0%	0%	4.9%
Availability of Information	71.1%	21.1%	2.9%	0%	4.9%
Overall Satisfaction	78.2%	14.8%	1.4%	0%	5.6%

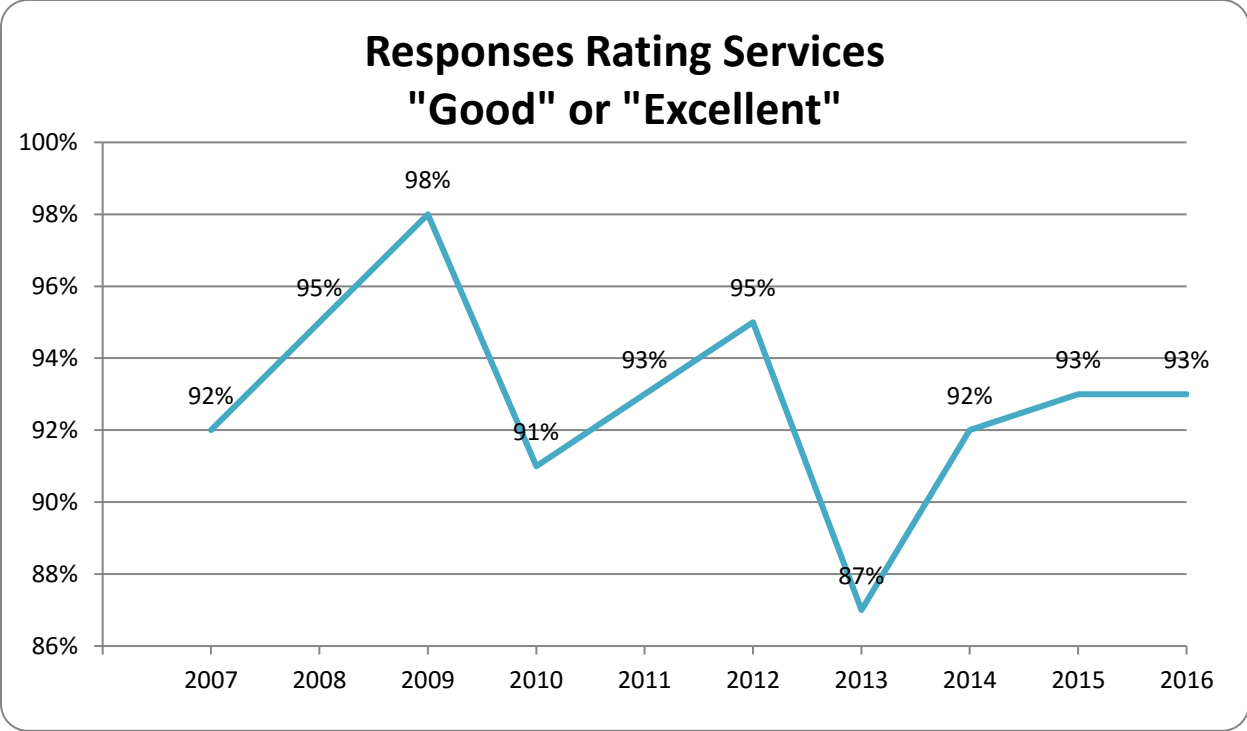
Results

Of the 142 responses to the question regarding the overall satisfaction with services received from Library Support, just over 78% rated their satisfaction as Excellent, while nearly 15% rated their satisfaction as Good. Therefore, **93% of respondents gave Library Support staff an overall satisfaction rating of either Good or Excellent.**

This is consistent with last year's results, when 140 respondents out of 551 survey invitations rated their overall satisfaction at 77.1% Excellent and 15.7% Good for a combined Good or Excellent total of 92.8%.

Comparisons





Summary of Comments

The survey included two open-ended prompts: “You are welcome to leave any comments or feedback about Library Support & Development staff or services” and “If you would like to be contacted by Library Support & Development staff about something specific, please leave your contact information.” Nobody responded to the latter prompt. 52 respondents left comments, and the vast majority were positive. Many expressed thanks for our services and complimented the quality and helpful nature of customer service provided by staff. The division will discuss the few suggestions that were left. This word cloud represents the top 16 words or phrases within the comments. See the appendix to read the comments in their entirety and as submitted.

Great Work OSLIS Answer Past
 Katie Anderson Job Services
 Communication Staff Answerland
 Library Support Edge Initiative
 Oregon state Library Thank You for all Your Hard Work
 Quick to Respond Awesome

APPENDIX

Complete listing of respondents' comments:

- I work chiefly with Katie Anderson, the Youth Services consultant and Jenn Maurer, the Schools consultant and find them very responsive and informative. My interactions with others on the team have also been supportive and to those of us "on the front lines." They provide a vital service, synthesizing information from meetings and other sources statewide and nationwide, assuring that all Oregon libraries stay informed.
- I was hired at my library and started about a week and a half ago. I don't know many things.
- Library support staff is ahead of librarians in terms of getting the material that patrons need, knowledge of circulation (being fiction and non-fiction), interacting with patrons, getting general information faster than librarians. I've been there before getting an expensive piece of paper, indeed, the diploma in Master in Library Science (sic), and it gave much more satisfaction. Support staff should be earning more than librarians. Besides, most of the personnel in public libraries, are library staff workers.
- Once in awhile it would be nice to hear from Lib. support & dev. staff on what they provide. It doesn't have to be long and drawn out, just a "hey this is Fred Flintstone. Don't forget if you need help with (fill in the blank), feel free to contact me". Specific issues that you can associate with specific people would be great. Katie Anderson could teach a class on this subject! I am not in youth services per se but even I know (and yes it's from those emails) that if you have a youth services issue, contact Katie. It would be wonderful to know that on other matters.
- Youth services division is my field of experience and the help and support I receive is amazing. Thank you.
- I am especially impressed with the State Library's support for Intellectual Freedom issues.
- I greatly appreciate the support from the state library. I feel the emails that reach me are consistently relevant and useful and I am grateful for their constant outreach. If I have a specific question or need, I know that there are people at the State Library ready and willing to help me. Many thanks to all!
- I am unfamiliar with the Library Support & Development Staff
- Katie Anderson is the cat's pajamas.
- Keep up the awesome work! Thanks!
- Katie Anderson is so extremely helpful and knowledgeable.
- Thank you for all your hard work, help and support!
- I'm convinced (and I've been one) that the library support & development staff are even more knowledgeable than professional librarians in terms of the collections in their libraries and of getting information in general. Professional librarians like make everything more complicated (to justify our diploma?).
- Katie Anderson is amazing!

- I do not have time to fully use the services of the State Library. I have contacted them a couple of times for information about where to find specific data and they came through each time. If they don't know, they contact me immediately to say it will take more time to find the answer. That is a totally wonderful way to do business. I try to do that myself. Thank you State Library Wonder Workers!
- Simplification of information and clear communication would be great.
- Answerland seems to be receiving less support than it has had in the past.
- My main contact with Library Support & Development Staff is with Katie Anderson. As the [REDACTED], I find her help and ongoing work she does with libraries for youth invaluable. The fact that she goes the extra miles(s) and visits libraries, and participates as a judge in our [REDACTED] Competition makes my job so much better--and it is already a great job. I would've rated my scores even higher, I am sure, if I had more reason to be in contact with other support staff members.
- The staff of Library Support and Development are very professional and helpful whenever I've needed assistance from them. Thanks for all the great service over the years!
- Staff always responds promptly and never is tired of answering my questions, even if they are repeats or maybe very obvious. So vital to my success as a director.
- I really appreciate all Katie Anderson has done for Youth Services in the State and Ready To Read.
- I most often work with Katie Anderson. Not only does she answer questions quickly and in depth, she also sends frequent emails to the KidsLib listserv that keep us informed on a wide range of pertinent articles and education opportunities. She is fantastic and we appreciate all her hard work.
- Jen Maurer is a treasure trove of information retrieval and communication!
- I don't know how as an organization (OASL) or as a library teacher, we would be able to accomplish all that we have with out the outreach of the Oregon State Library program. As current [REDACTED] of OASL I have relied on the OSL for leadership in professional development, support in navigating grant requirements, resource management and keeping current with trends in libraries. As a school librarian I have relied on the OSL for help with statistics, fact finding and content management of OSLIS. All of this effects the quality my teaching and I am grateful for their service.
- Always appreciate individual help when I need it.
- We could not offer such robust and comprehensive services to the community without the programs at the state level. OBOB is a huge deal in our area and the most consistently successful school/public library collaboration we have. Ready to Read funds have built and sustained our outreach to children in care program that brings books to nearly 2,000 children monthly. Answerland expands our capacity to respond to local students (and gives our professionals an opportunity to sharpen their skills). And in the past 3 months I personally have - thrilled a young patron with the GED option on Learning Espress, looked up stats on the statewide library database for a report, and participated in 2 webinars that I learned about from an email from Katie A. At this very moment I have a professional book coming from your collection through ILL. THANK YOU for the many ways you deepen the quality of library services to everyone in the state.

- I don't use the services nearly as much as I should, but when I do, they are always quick to respond and are very helpful
- I am impressed with the offerings and information from the Library Support and Development staff, but I simply lack the staff time/budget resources to take advantage of the trainings and other offerings.
- Great work! I have no complaints!
- I am very happy to have them in my library life!
- No question seems to be too obscure to be answered and if they don't know the answer, they know who will. They are the best!
- I really appreciate the Library & Information Science collection. It's really helpful just to get the Libs-OR emails letting me know about new books that are out there - I use those emails to help with collection development for my library's collection, as well as to identify books for my own professional reading. Also, Tamara is doing a fantastic job with Answerland. She's good at communicating news about what's going on, and she's been really quick to respond to my questions. I took an open shift one time and she personally contacted me to thank me. It made me feel really good! She's taking a statewide, online, virtual service and giving it a personality and personal feel. Kudos to her.
- The Oregon State Library consistently provides exceptional service and guidance, regardless of the personnel involved.
- As a new professional in Oregon, I was first impressed with this group through the welcome contact I received. The team reached out to make sure I understood what services were available. Additionally, the State Librarian welcomed me personally in ██████████ Oregon! Following, there are many ways our library district is engaged with LS&D staff from the Edge Initiative to Ready to Read funding and at every intersection we are well supported. Also, this staff works very hard at keeping communication flowing and to help ensure current information is always at the fingertips. I've relied on the website extensively and always found it to be current and easily navigated. Also, as a participant with LSTA I am especially impressed with the team's knowledge of the program and white glove treatment.
- LSD staff are always helpful and kind whenever I've contacted them.
- really appreciated the help with the Edge Initiative
- We are very lucky to have staff with an awesome commitment to quality service. In 30 years, I've never once been disappointed by the knowledge and customer service provided.
- I can only say thanks so much for everything you do. I know some of the staff and appreciate how they interact with librarians in our state. Really it is so much better than what has been available to me in other states I've worked in. Miles better! thank you
- What few I have met have been very informative and helpful. Quick to respond and overwhelming very knowledgeable in their field
- Thank you for all your hard work on the behalf of our libraries.
- I rely on information from Library Support and Development and appreciate the updates they regularly share. I also feel comfortable contacting them directly when I have questions and I always receive excellent service and accurate answers. I also appreciate the professional development activities they support by presenting at Oregon conferences and sharing their expertise.

- I haven't really have any idea what they do.
- Particularly appreciate support for youth services consulting/early literacy initiatives, Ready2Read, SRP, and statewide databases
- I could not operate my library without their help and do a credible job.
- The Oregon State Library personnel have consistently delivered effective information and assistance with speed, friendliness, accuracy and enthusiasm for the past fifteen years. It is a privilege to work with them.
- I feel very fortunate to have access to this program and its great staff!
- Ann Reed is always helpful and pleasant. Wish the Oregon Public Library statistical reports could come out by January to be helpful in convincing local jurisdictions to raise salaries. April is too late to be useful in this regard. Thanks for listening!
- When there's an email from Katie Anderson in my inbox I can be sure there's some great help and information delivered!
- We opened our library this year. We received excellent support, encouragement and information from Oregon State Library staff both before and after opening the library. Thank you!
- I was amazed and grateful for the speed with which my questions were answered. Keep up the great work!
- The staff has often offered to come to our library to work with us or to spend a generous amount of time via phone - making it as easy as possible for our library to get the support we need.
- Jen Maurer is awesome! OSLIS is a valued resource