



2018 Customer Satisfaction Survey Report

Conducted April 11 – May 6, 2018

Survey Information

- Survey coordinator: Jennifer Maurer
- Sampling frame: Wide range of customers for whom we had an email address
- Sampling procedure: Discussion among Library Support staff
- Population surveyed: Library directors, customers subscribed to program-specific electronic email discussion lists, program liaisons or key contacts, members of advisory councils, and leaders in the Oregon library community (see list below)
- Sample characteristics: Survey link was sent to 695 contacts; 159 people responded; response rate was 23%

Background

For the past eleven years, Library Support and Development Services has provided an opportunity for a wide range of our customers to rate their use of and satisfaction with our services. The 2018 survey included the six questions concerning customer satisfaction that are included in the state agency implementation of standard customer satisfaction performance measures. In addition, customers were provided an opportunity to leave open-ended feedback and to request to be contacted by Library Support staff if they had questions or concerns.

Methodology

Library Support administered the survey via the Internet using Survey Monkey, and it was open from April 11 – May 6, 2018. People in the following groups received three emails about the survey – one announcement and two reminders.

- Answerland Advisory Committee (10)
- Answerland liaisons (38)
- Directors of academic and tribal libraries (77)
- Oregon Library Association (OLA) Executive Board (13)
- OLA’s Intellectual Freedom Committee (10)
- OLA’s Oregon Association of School Libraries Executive Board (30)
- OLA’s Oregon Young Adult Network Executive Board (9)
- Directors of public libraries and Ready to Read Grant key contacts (278)
- Statewide Database Licensing Program (SDLP) Advisory Committee (12)
- SDLP key contacts (173)
- Library Services and Technology Act (LSTA) Advisory Council (13)
- LSTA grantees (32)

A link to the survey was sent to approximately 695 contacts, and 159 people completed the survey for a response rate of 23%. The link to the survey was not sent to 695 unique individuals because some recipients were in more than one of the groups listed above. The following table categorizes the type of organizations at which the survey respondents work.

Type of library	Number of respondents	% of respondents
Academic libraries	26	16.35%
Public libraries	105	66.04%
School libraries	23	14.47%
Tribal libraries	1	0.63%
Other	4	2.52%

Results

Of the 159 responses to the question regarding the overall satisfaction with services received from Library Support, just over 84% rated their satisfaction as Excellent and

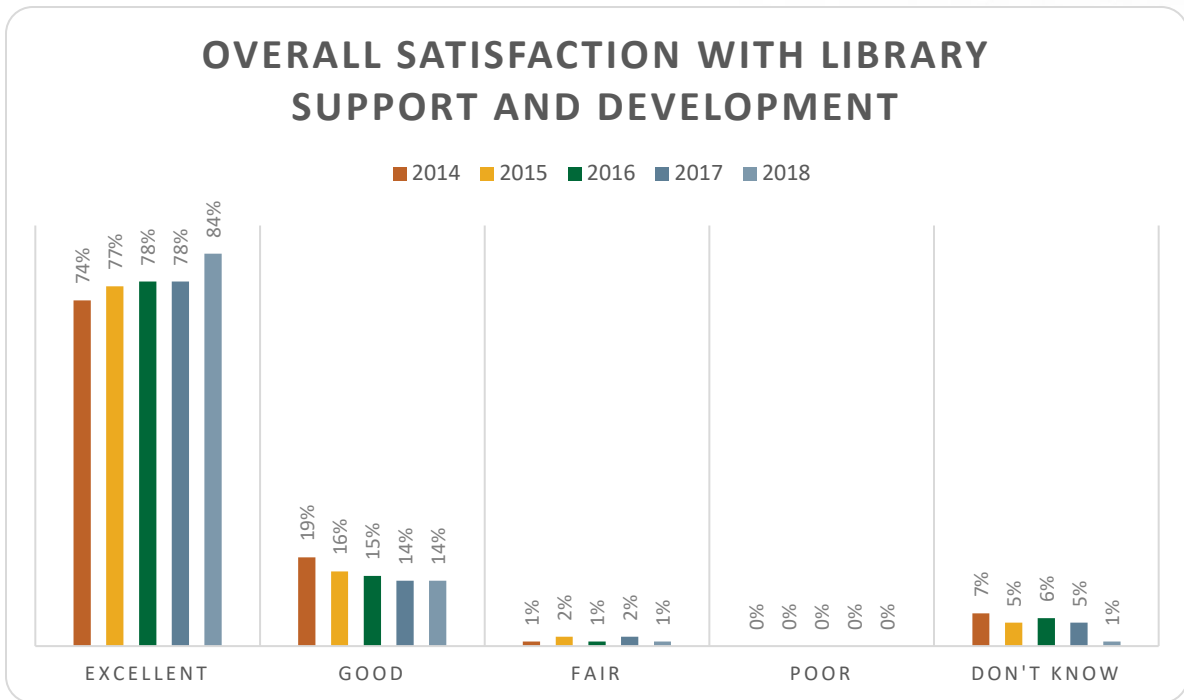
nearly 14% rated their satisfaction as Good. Therefore, 98% of respondents gave Library Support staff an overall satisfaction rating of either Good or Excellent. This is higher than last year's results, when 134 respondents out of 735 survey recipients rated their overall satisfaction at 78% Excellent and 14% Good for a combined Good or Excellent total of 92%.

Category	% Excellent	% Good	% Fair	% Poor	% Don't know
Timeliness	76%	21%	1%	0%	2%
Accuracy	77%	16%	1%	0%	6%
Helpfulness	82%	14%	1%	0%	3%
Expertise	84%	12%	0%	0%	4%
Availability of Information	76%	20%	0%	0%	4%
Overall Satisfaction	84%	14%	1%	0%	1%

Comparisons



OVERALL SATISFACTION WITH LIBRARY SUPPORT AND DEVELOPMENT



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 Library Support & Development staff to contact you, please provide the following information (contact information and topic).” One person responded to the latter prompt, and she was contacted by Library Support staff.

Fifty-one (51) respondents left comments, and the vast majority were positive. Two people expressed something other than kudos: (1) “I wish we weren't referred to as customers.” (That term is used primarily when conducting this required survey.) (2) “Sometimes I have issues navigating the website to know what is available and who to contact.” (Agency staff will go live with a new website this summer, and increased ease of use is a goal.)

Most people expressed thanks for services provided and complimented Library Support staff’s friendliness, availability, reliability, timeliness, knowledge, professionalism, and leadership. The following word cloud represents the top 12 words or phrases within the comments. See the appendix to read the comments in their entirety and as submitted, except for a few spelling corrections.



Answerland Call Wonderful Wish Needed
Guys Rock **Service** Contact Library Staff
Arlene **Support** Offered Resources Prompt
LSTA Grants Public Library

Appendix

Complete listing of respondents' comments:

- The staff at Library Support & Development have always provided timely, cheerful, pertinent assistance whenever I request it. They send out useful information (but not too much) and they exude competence and conviction that the work we all do is meaningful. I appreciate them enormously.
- Could not function without this
- Staff always goes the extra mile to meet our needs in a surprisingly rapid time frame.
- I have always found the staff especially supportive when I have needed questions answered about reporting library statistics, developing LSTA grant proposals and managing those same grants.
- We love our staff at the State Library of Oregon. You guys rock! ;)
- I appreciate the efforts and programs provided by the Library Support & Development staff. Considering, especially, all the changes in organization and, most recently, leadership, you all do a fantastic job!
- So grateful for all you do for public libraries!
- I think people must always be working overtime because so much information and support is provided.
- Every time I have had to contact the state library staff, I have my questions answered or the assistance I sought right away.
- They are so helpful and needed!
- I really appreciate the continued presence and clear direction of the LSTA grants program. The processes for application, management, and closeout are clear, at

a sufficient level of detail, and do not constitute a burden on my organization.
It's a pleasure to work with you!

- Thank you.
- Answerland and the Gale databases are a huge asset for our state - thank you!
- n/a
- We love working with the state library staff for our summer reading program!
And we are very thankful for all the hard work!
- Thank you for all you do! The professional service you provide is something we rely on at the public library.
- Staff did a good job of managing the transition between Katie and Greta (youth services consultants).
- Wonderful and talented group of folks who are not only very competent in their work but personable and easy to talk to as well.
- Thank you for your support and help, you make a difference
- We are hoping to become a library district and May 15 will tell us more. The Oregon State Library has been very supportive and helpful for our cause
- Arlene has been especially helpful.
- I have rarely needed help from the State Library Staff, but when I have needed it, they have been very helpful.
- Thank you for everything you do to support our libraries!!
- I frequently email or call staff directly for help and have had nothing but timely, excellent, polite service. Very accommodating and I always appreciate the personal attention helping me work out complex information needs.
- State Library staff are wonderful! They are an excellent resource whenever I have questions, and provide many useful services.
- Thank you for all you do!
- Thank you for the consistent, value-laden services provided by the OSL staff. My interactions have been positive and empowering and enhancing.
- The help I receive from Jen Maurer is immeasurable! Also, Answerland and OSLIS are invaluable tools for teaching information literacy skills to the students in my school.

- The Library Support & Development staff have been very responsive to questions, process changes/alternatives, and overall willing to listen and work with the user of their services.
- My interaction is limited to a few of the staff -- Tamara, Arlene, Darci -- but they have always been quick to respond to direct inquiries, are proactive about sharing on listservs and at conferences, and are, in general, very helpful and pleasant to work with. :)
- Our students really appreciate Answerland and the QuestionPoint access it gives us, to be able to offer 24/7 chat reference service. The Statewide Databases Licensing program gives us access to a complementary suite of databases, with a few unique resources, and ensures uniform database availability across the state. I personally enjoy the Tech Talk and other professional development opportunities that the State Library staff send out. Keep up the great work!
- I have worked with the Oregon State Library in a variety of capacities - as OASL president, as a school librarian, and as a LSTA grant administrator. I have also benefited from a variety of LSTA grants from OSLIS, OBOB, Oregon Library Standards, summer reading, to Latino outreach projects. I cannot state enough how vital it is to have the resources and expertise of the Oregon State Library. Thank you for all you do.
- I am new to the state and am impressed with the services offered by the state library. The staff are prompt to respond to my inquiries, which is helpful as I get my feet under me in a new position. I have communicated with Darci about planning, Greta about the Ready to Read grant for my library, and Ross about the state statistical report. All have been helpful and have shown great support to me.
- I mostly interact with Ross. He is doing a great job with LSTA by promptly answering questions, providing useful information and resources, and sending out helpful reminders about when things are due.
- Thanks for all you do!
- Very timely, knowledgeable, and friendly service always. The State Library does so much with very little.
- As a solo librarian at a small small-budget academic library, the help from the State Library has been wonderful. Thanks!

- Ross is so wonderful and helpful! Very responsive and supportive, which helps with the long grant application process. :-)
- You guys rock!
- The best thing about the State Library's Library Support & Development staff is the way that they are so responsive to requests and communication. It doesn't feel like making a request as a customer, it feels like consulting a colleague who values you and is dedicated to helping you succeed.
- I wish we weren't referred to as customers. There's no money involved here, and companies never actually value their customers. We have a different relationship with the State Library than that -- we're colleagues and clients, not customers.
- I tried submitting a survey but got an error. In this box I said that the service I receive is excellent, but sometimes I have issues navigating the website to know what is available and who to contact.
- They are some of the most helpful people on this planet. Usually when you call or contact it is because you have a crisis and this crew has never failed to help, usually excelling to the nth degree.
- The State Library Staff are some of the most dedicated librarians I have ever met. They tirelessly advocate for all libraries and provide excellent service to their stakeholders.
- Everyone I've reached out to has been prompt with replying and addressing my questions!
- The resources that they share are always top notch and extremely helpful in my profession.
- State Library staff is awesome. MaryKay Dahlgren's leadership was outstanding for public library service.
- I hope that the excellent quality and level of service continues despite the transition that it has been forced to make.
- Doing great work! We all appreciate the services you provide for Oregonians!
- What is offered is excellent; just wish there were funding for more of it! Thank you for all you do.
- I have never had an instance when the staff were not able to assist me. They quickly refer questions that they know someone else on staff is better to answer. This is the hallmark of excellent service. We are so fortunate to have the level of expertise and dedication available to the libraries in Oregon.