

What do we do now?

Making use of survey results

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Why design our own survey?

- Control over format and Q&A
- Ownership of results and analysis
- Duke-specific
- Staff involvement



Image: <https://www.flickr.com/photos/dukeunivlibraries/7262433136/>

What was our process?

- Reviewed many surveys
- Drafted and shared rough version
- Invited staff to shape survey
- Shared and refined
- Sought help of experts
- Tested, refined, shared



Image: <https://www.flickr.com/photos/dukeunivlibraries/8718679900/>

How was our survey formatted?

Which library do you visit most frequently? (Please select only one)

- Perkins & Bostock Libraries
- David M. Rubenstein Rare Book & Manuscript Library (Special Collections)
- Divinity Library
- Ford Library at Duke's Fuqua School of Business
- Goodson Law Library
- Lilly Library
- Marine Lab Library
- Medical Center Library
- Music Library
- I don't physically visit a library

The next questions pertain to the library you selected

Why don't you use the Duke University Libraries? (Please select all that apply)

- I access everything I need online
- I have books and resources delivered to my office or department
- I don't have time
- The library isn't open when I need it
- It's too difficult for me to get to the library
- Parking is inconvenient or unavailable
- My teaching/research doesn't require library materials or services
- In the past, I didn't find what I needed
- I have not received good service at the library
- Other



Survey Powered By [Qualtrics](#)

What was our focus?

Which of the following SERVICES are important to you? (Select all that apply)

	Important
Space for collaboration	<input type="checkbox"/>
Space for quiet study	<input type="checkbox"/>
Assistance at a desk in the Libraries	<input type="checkbox"/>
Assistance from library staff (e.g. copyright, publication, in-depth expertise, storage)	<input checked="" type="checkbox"/>
IM or text a librarian from the library's website	<input type="checkbox"/>
Self-checkout stations	<input type="checkbox"/>
Document Delivery across campus or from other libraries (Interlibrary Loan)	<input type="checkbox"/>
Off-campus online access to articles, books, and other materials provided by the Libraries	<input checked="" type="checkbox"/>
Data and statistical support	<input type="checkbox"/>
Assistance with creating data visualization	<input type="checkbox"/>
Library instruction sessions	<input type="checkbox"/>
GIS and mapping assistance	<input type="checkbox"/>
Library web pages created for a general subject area or specific course	<input type="checkbox"/>
Services for digitizing print materials	<input type="checkbox"/>
Center for Instructional Technology (CIT) services	<input type="checkbox"/>
The Link help desk services	<input type="checkbox"/>
Services provided by the Multimedia Project Studio (MPS)	<input type="checkbox"/>

How did we gauge satisfaction?

You have indicated the following as important. To what extent do the following meet your needs?

	Completely meets my needs	Somewhat meets my needs	Does not meet my needs	I was not aware these services were available
Document Delivery across campus or from other libraries (Interlibrary Loan)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Off-campus online access to articles, books, and other materials provided by the Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with creating data visualization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library web pages created for a general subject area or specific course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology available for checkout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Almost to the end, just a few general questions...

Which services should we expand?

Which of the following expanded library services or technologies would MOST enhance your experience using Duke University Libraries? (select up to THREE choices)

- More opportunities for self-service (e.g. more self-checkout stations, self-serve holds shelf, digitizing stations)
- Skype or video research consultations
- 3D printers
- External monitors for personal laptops
- Data storage services
- Expanded delivery of library materials to your department or unit
- Additional group work and presentation space
- Assistance with scientific and/or high performance computing
- Expanded data and visualization services and support
- Increased digital access to unique or rare materials
- Additional digitization-on-demand services
- Additional equipment to check out (e.g. headphones, laptop chargers, ipads), such as:
- Other suggestions:

See full survey at <http://bit.ly/XggBTl>.

How did we recruit respondents?

- Emails through Institutional Research
- Homepage link
- Social media
- E-newsletters
- Staff invitations
- Advisory Boards

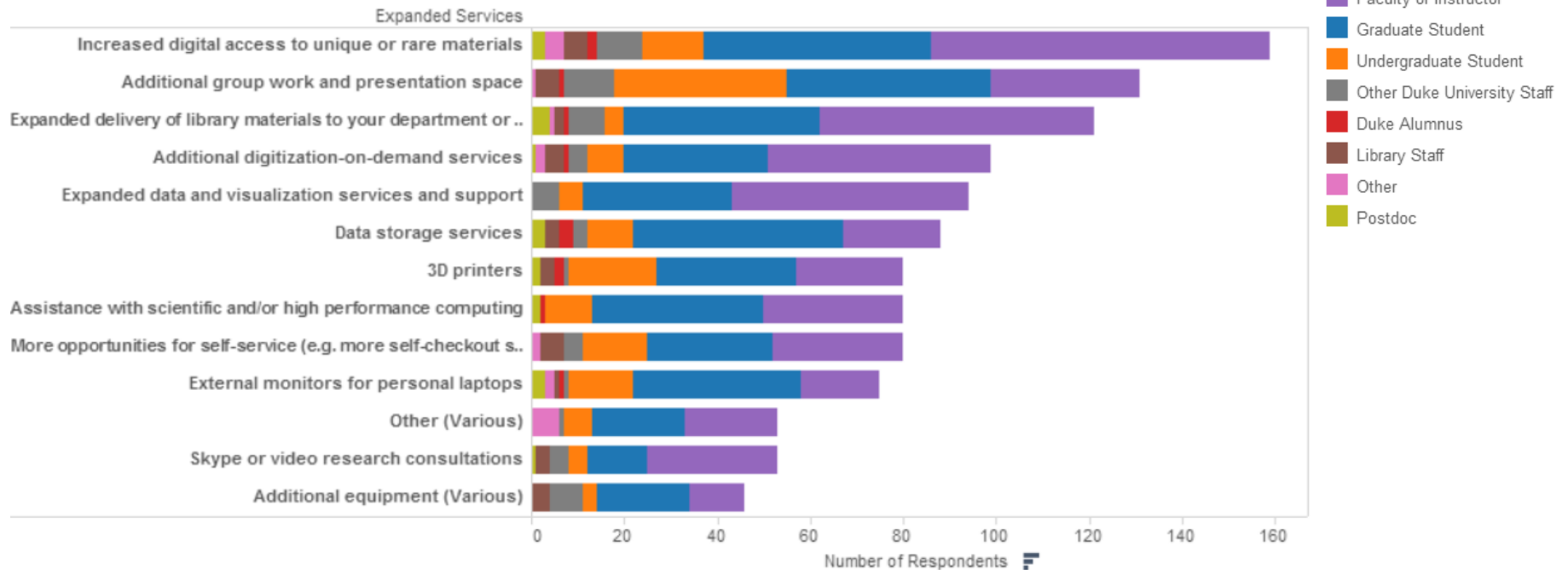


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Now what?!

Which / of the following expanded library services or technologies would MOST enhance / your experience?

Which best describes y...



What else do we want to learn?

- Focus groups
- Staff discussions and workshops
- Prioritizing next steps



What do we *do* with all this data?

- Marketing opportunities
- Potential expenditures & projects



Image: https://farm5.staticflickr.com/4028/4579520419_5897bf9f8f.jpg

What next?

- Share changes and improvements
- Refine work for our next survey



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Thank you for listening!

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