Staff Survey on LibAnswers and LibChat

Q17 PARTICIPANT INFORMATION Oklahoma State University   Title: Assessing usage of LibAnswers at the Edmon Low Library   Investigator(s ):  Whitney Vitale, Oklahoma State University Library Jason Dean Henderson, Oklahoma State University Library  Roy Degler, Oklahoma State University Library   Purpose: The purpose of the research study is to evaluate effectiveness and workflow procedures of LibAnswers/LibChat to communicate with library users concerning information needs and questions.  You must be 18 years or older to participate    What to Expect: This research study is administered online. Participation in this research will involve completion of a  questionnaire.  You may skip any questions that you do not wish to answer.  You will be expected to complete the questionnaire once.  It should take you about 5-10 minutes to complete.   Risks:  There are no risks associated with this project which are expected to be greater than those ordinarily encountered in daily life.    Benefits:  There are no direct benefits to you.  However, you may gain an appreciation and understanding of how research is conducted. The information will allow the researchers to determine improvements.   Your Rights and Confidentiality: Your participation in this research is voluntary. There is no penalty for refusal to participate, and you are free to withdraw your consent and participation in this project at any time.   Confidentiality: The records of this study will be kept private. Any written results will discuss group findings and will not include information that will identify you. Research records will be stored on a password protected computer in a locked office and only researchers and individuals responsible for research oversight will have access to the records.  Data will be destroyed after the study has been completed.    Contacts: You may contact any of the researchers at the following addresses and phone numbers, should you desire to discuss your participation in the study and/or request information about the results of the study:  Roy Degler MLIS, Edmon Low Library Oklahoma State University, Stillwater, OK 74078,405 -744-6541; Jason Henderson MLIS, Edmon Low Library, Oklahoma State University, Stillwater, OK 74078,405 -744-6541; or Whitney Vitale MLIS, Edmon Low Library Oklahoma State University, Stillwater, OK 74078,405 -744-6541,. If you have questions about your rights as a research volunteer, you may contact the IRB Office at 223 Scott Hall, Stillwater, OK 74078, 405-744-3377 or irb@okstate.edu   If you choose to participate: Please, click Next  if you choose to participate. By clicking Next, you are indicating that you freely and voluntarily and agree to participate in this study and you also acknowledge that you are at least 18 years of age.    It is recommended that you print a copy of this consent page for your records before you begin the study by clicking below.

Q4 The following questions will ask you about your experiences using the LibAnswers program. We appreciate your time in responding to these questions. Your input will help to improve workflows, enhance training practices, and develop best practices for using LibAnswers.

Q3 Do you use LibAnswers as part of your workflow?
❍ Yes (1)
❍ Maybe (2)
❍ No (3)

Q2 How frequently do you use LibAnswers as part of your workflow?
- ❍ Daily (1)
- ❍ 4-6 times a week (2)
- ❍ 2-3 times a week (3)
- ❍ Once a week (4)
- ❍ Never (5)

Q1 What other Springshare products do you also use as part of your workflow? Check all that apply.
- ❑ LibGuides (1)
- ❑ LibChat (2)
- ❑ LibCal Room Bookings (3)
- ❑ LibCal My Scheduer (4)
- ❑ LibStaffer (5)
- ❑ LibWizard (6)

Q5 Did you receive training on Lib Answers?
- ❍ Yes (1)
- ❍ Maybe (2)
- ❍ No (3)

Q6 If yes, who trained you? Check all that apply.
- ❍ DLS Staff or Faculty Member (1)
- ❍ Your Supervisor (2)
- ❍ Coworkers (3)
- ❍ Used Springshare support/help docs (4)
- ❍ I read instructions online (5)
- ❍ Click to write Choice 6 (6)

Q7 Describe the type of training received

Q8 How would you rate the level of training received:
- ○ Extremely effective (1)
- ○ Very effective (2)
- ○ Moderately effective (3)
- ○ Slightly effective (4)
- ○ Not effective at all (5)

Q9 In your opinion, would more training in LibAnswer be useful?
- ○ Yes (1)
- ○ Maybe (2)
- ○ No (3)

Display This Question:
    If In your opinion, would more training in LibAnswer be useful? Yes Is Selected
Q10 If yes, please explain

Q11 For each item below, click one category to rate your level of satisfaction with features of the LibAnswer program.

| | Extremely satisfied (1) | Moderately satisfied (2) | Slightly satisfied (3) | Neither satisfied nor dissatisfied (4) | Slightly dissatisfied (5) | Moderately dissatisfied (6) | Extremely dissatisfied (7) |
|---|---|---|---|---|---|---|---|
| New Ticket Notification (1) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Assigning/ Transferring Tickets (2) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| "Dashboard" Interface (3) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| "Ticket" interface (4) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Emailing a ticket (5) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Statistics Options (6) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Multiple Queues (7) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| LibChat (8) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| SMS / Texting (9) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| RefAnalytics (10) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| FAQ's (11) | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

Q12 What are the benefits of using LibAnswers versus traditional email to interact with patrons ?

Q13 What the drawbacks of using LibAnswer versus traditional email to interact with patrons?

Q14 What are the difficulties of using the LibAnswers system?

Q15 Please rate your overall satisfaction with the chat service:
- ○ Extremely satisfied (1)
- ○ Moderately satisfied (2)
- ○ Slightly satisfied (3)
- ○ Neither satisfied nor dissatisfied (4)
- ○ Slightly dissatisfied (5)
- ○ Moderately dissatisfied (6)
- ○ Extremely dissatisfied (7)

Q16 How would you like to see LibAnswers improve?