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/](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

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

The next questions pertain to the library you selected

Survey Powered By Qualtrics
What was our focus?

<table>
<thead>
<tr>
<th>Which of the following SERVICES are important to you? (Select all that apply)</th>
<th>Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Space for collaboration</td>
<td>☐</td>
</tr>
<tr>
<td>Space for quiet study</td>
<td>☐</td>
</tr>
<tr>
<td>Assistance at a desk in the Libraries</td>
<td>☐</td>
</tr>
<tr>
<td>Assistance from library staff (e.g. copyright, publication, in-depth expertise, storage)</td>
<td>☑</td>
</tr>
<tr>
<td>IM or text a librarian from the library’s website</td>
<td>☐</td>
</tr>
<tr>
<td>Self-checkout stations</td>
<td>☐</td>
</tr>
<tr>
<td>Document Delivery across campus or from other libraries (Interlibrary Loan)</td>
<td>☐</td>
</tr>
<tr>
<td>Off-campus online access to articles, books, and other materials provided by the Libraries</td>
<td>☑</td>
</tr>
<tr>
<td>Data and statistical support</td>
<td>☐</td>
</tr>
<tr>
<td>Assistance with creating data visualization</td>
<td>☐</td>
</tr>
<tr>
<td>Library instruction sessions</td>
<td>☐</td>
</tr>
<tr>
<td>GIS and mapping assistance</td>
<td>☐</td>
</tr>
<tr>
<td>Library web pages created for a general subject area or specific course</td>
<td>☐</td>
</tr>
<tr>
<td>Services for digitizing print materials</td>
<td>☐</td>
</tr>
<tr>
<td>Center for Instructional Technology (CIT) services</td>
<td>☐</td>
</tr>
<tr>
<td>The Link help desk services</td>
<td>☐</td>
</tr>
<tr>
<td>Services provided by the Multimedia Project Studio (MPS)</td>
<td>☐</td>
</tr>
</tbody>
</table>
### How did we gauge satisfaction?

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Completely meets my needs</th>
<th>Somewhat meets my needs</th>
<th>Does not meet my needs</th>
<th>I was not aware these services were available</th>
</tr>
</thead>
<tbody>
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<td>Document Delivery across campus or from other libraries (Interlibrary Loan)</td>
<td></td>
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<td>Library web pages created for a general subject area or specific course</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technology available for checkout</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

*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:

How did we recruit respondents?

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

Image: https://www.flickr.com/photos/dukeunivlibraries/8717578899/
Which of the following expanded library services or technologies would MOST enhance your experience?

- Increased digital access to unique or rare materials
- Additional group work and presentation space
- Expanded delivery of library materials to your department or... (truncated)
- Additionally digitization-on-demand services
- Expanded data and visualization services and support
- Data storage services
- 3D printers
- Assistance with scientific and/or high performance computing
- More opportunities for self-service (e.g., more self-checkout stations)
- External monitors for personal laptops
- Other (Various)
- Skype or video research consultations
- Additional equipment (Various)

Which best describes you...
- Faculty or Instructor
- Graduate Student
- Undergraduate Student
- Other Duke University Staff
- Duke Alumnus
- Library Staff
- Other
- Postdoc
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](https://farm5.staticflickr.com/4028/4579520419_5897bf9f8f.jpg)
What next?

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

Image: [https://www.flickr.com/photos/dukeunivlibraries/8717594425/](https://www.flickr.com/photos/dukeunivlibraries/8717594425/)
Thank you for listening!

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