



Request Phase I - User Awareness and Satisfaction Survey - Summary

During the last two weeks of April 1999 ILL staff at each campus agreed to distribute a paper survey to all patrons who picked up items initiated with the Request service and fulfilled via OCLC. A survey approach to patron awareness and satisfaction issues was part of the overall PIR evaluation plan. Questions were reviewed by ILL staff at all campuses as well as the PIR team. 1075 successful requests were made using OCLC (Direct & Review) during April. Assuming surveys were added to approximately 50% of April's processed items (2 weeks out of 4) the 82 responses represent a response rate of approximately 15%. Response rate was very low (< 10) for six campuses and four campuses did not record patron type, so confidence in the conclusions should be adjusted for possible sampling biases. Identical suggested procedures were given to each campus via PIR liaisons.

Among the respondents there was strong and consistent satisfaction with Request. The vast majority of respondents believe that Request makes borrowing materials from other libraries convenient and faster. Most respondents discovered Request on their own, indicating minimal promotion of the service and the potential for increased use with increased promotion (Request accounted for approximately 6% of UC Interlibrary loan requests during Spring 1999). Satisfaction was uniform across patron groups (faculty, graduate student, staff) and by campus.

Questions and summaries follow. Complete responses by campus and by patron type are attached.

1. How did you become aware of Request?

51% Found the Request button within the Melvyl catalog
14% Read about it in descriptive or promotional material
22% From discussion with library staff
9% From a friend or colleague

2. Did this item arrive within an acceptable time frame?

81 yes, 1 no

3. The Request button makes requesting materials from other libraries convenient.

84% strongly agree; 11% agree; 4% neutral; 1% disagree

4. Request seems to decrease the time I have to wait for materials from other libraries (compared to previous ways to borrow materials).

54% strongly agree; 22% agree; 15% neutral; 3% disagree; 6% don't know

5. Request would be more convenient for me if: [open-ended response]

Most often cited: *extended to articles; faster/email notification when materials arrive, improvements to user messages and confirmations, ability to check status.*

Fewer than 3 occurrences: *ability to request from other on-campus libraries; delivery to department or office; better directions on using profiles, ability to order more than 10 items per day.*



Many responses praised the service, most charmingly in the response that suggested it would be more convenient only *if you could anticipate my needs and send books before I know I need them.*

All responses by Campus

Response Rate

Note: 1075 requests successful requests were made using OCLC (Direct & Review) during April. Assuming surveys were added to approximately 50% of April's processed items (2 weeks out of 4) then the response rate is approximately 15%.

Total	82
B	16
D	1
I	20
LA	3
R	1
SD	2
SF	22
SB	9
SC	6
Unknown	2

How did you become aware of Request?

	Found the button within Melvyl catalog	Read about it	discussion with library staff	From a friend or colleague	Other
Total	44	12	19	8	2
B	7	4	5	1	
D	1				
I	11		6	3	
LA	1		2		
R		1			
SD	2				
SF	18	1	2	1	2
SB	3	4	2	1	
SC		2	2	2	
Unknown	2				

Did this item arrive within an acceptable time frame?

	Yes	No
Total	81	1
B	16	
D	1	
I	19	1
LA	3	
R	1	
SD	2	
SF	22	
SB	9	
SC	6	
Unknown	2	

The Request button makes requesting materials from other libraries convenient.



	1 Agree	2	3	4	5 Disagree
Total	69	9	3	1	
B	15	1			
D	1				
I	16	3		1	
LA	3				
R	1				
SD	2				
SF	17	3	2		
SB	8	1			
SC	4	1	1		
Unknown	2				

Request seems to decrease the time I have to wait for materials from other libraries (compared to previous ways to borrow materials).

	1 Agree	2	3	4	5 Disagree	Don't know
Total	44	18	12	1	2	5
B	7	3	5			1
D	1					
I	7	9	2		1	1
LA	2					1
R	1					
SD	2					
SF	11	4	4	1		2
SB	7	1	1			
SC	4	1			1	
Unknown	2					

All responses by patron type

Response Rate

Note: Patron type was not recorded for surveys from Berkeley, Davis, San Diego, and Santa Barbara. Therefore these results are particularly skewed by the 22 surveys returned from San Francisco and the 20 returned from Irvine.

Total	53
Fac	10
Grad	27
Staff	15
Other	1

How did you become aware of Request?

	Found the button within Melvyl catalog	Read about it	discussion with library staff	From a friend or colleague	Other
Total	31	4	12	5	2
Fac.	7	2	1		
Grad.	18	1	3	3	1
Staff	6	1	8	1	1
Other				1	

Did this item arrive within an acceptable time frame?

	Yes	No
Total	52	1
Fac.	9	1



Grad.	27	
Staff	15	
Other	1	

The Request button makes requesting materials from other libraries convenient.

	1 Agree	2	3	4	5 Disagree
Total	41	7	4	1	
Fac.	10	1			
Grad.	18	5	2	1	
Staff	12	1	2		
Other	1				

Request seems to decrease the time I have to wait for materials from other libraries (compared to previous ways to borrow materials).

	1 Agree	2	3	4	5 Disagree	Don't know
Total	26	14	6	1	2	4
Fac.	8	2				
Grad.	12	6	5		1	3
Staff	5	6	1	1	1	1
Other	1					