How Our Patrons Value Our Resource Sharing Services and Why it Should Matter to You

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Purpose of our research

“Failure to use the data may be hazardous to your future.”
- David Shulenburger @ ARL Assessment Conference 2010

Process (survey and analysis)

Satisfaction and value survey to every local patron who received at least one loan or copy from one of our resource sharing services

- Satisfaction, For each service we asked:
  - “How satisfied were you with this service over the past 9 months” with choices of “Very satisfied, Somewhat satisfied, Somewhat dissatisfied, Very dissatisfied, Haven’t used”
  - Why? (e.g. speed, quality, etc.)

- Value, we then asked:
  - “We want to better understand the value our services bring to your classroom and research needs. Please indicate the importance of our services to your work:” “Very Important”, “Somewhat Important”, “Not Important”, “Other”
  - “Please briefly describe the value our services provide (e.g. importance to research, importance to teaching, etc.)

- We asked “Is there anything else you would like to tell us about our resource sharing services?”

Results – KU and SJFC

Mostly highly satisfied patrons with comments that:
- Affirm current practices and suggest changes to practices, policies, and more.
- Help with marketing efforts
- Can be used with cost study information
- Tie in with other assessment initiatives

Does this matter to public and other types of libraries?
- New York Public Library completed same survey
- Also saw satisfaction and value information that can help with workflow, marketing, sharing with stakeholders and more.

Comparison between KU and SJFC
- Speed, Access, People, Quality
- Patron’s perception of ILL Services is Very Important to their library usage
Why Should it Matter to You (including Next Steps)

- How does this support library assessment
- Looking at cost savings for ILL Borrows versus subscription
- Time
- How else
  - Are you defining your outcomes?
  - Do you see your place in support of institutional relevance and other strategic directions? How you are supporting your patrons? How do you support your faculty, staff, students, public (in their words)?
  - “User-centered” – how do you know what to focus your resources on?

The really cool part ~

- ILL and resource sharing – we can take the lead and “mobilize library administrators” (Oakleaf)

Actions to consider

something I should do:

something my team should do:

something my library should do:

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Resource