48 responses

Summary

1. Was the Ask a Librarian service easy to locate on the library's homepage?
   - Yes: 45 (93.6%)
   - No: 3 (6.3%)
   - Other: 0 (0%)

2. Was the Ask a Librarian service easy to use?
   - Yes: 41 (87.2%)
   - No: 4 (8.5%)
   - Other: 2 (4.3%)

3. Were you satisfied with the librarian's assistance?
   - Yes: 40 (88.9%)
   - No: 3 (6.7%)
   - Other: 2 (4.4%)
5. Do you believe the Ask a Librarian service is a needed service that should be continued?

Yes 42 93.3%
No 2 4.4%
Other 1 2.2%

6. How did you find out about this service?

Library website 33 73.3%
Librarians 0 0%
Professors 8 17.8%
Flyers/Announcements 1 2.2%
Friends 0 0%
Other 3 6.7%

Number of daily responses
#4. Please tell us more about your experience so that we can maintain or improve the service.

- It was easy, fast, and efficient! I didn't need to wait on the phone and chatting is like texting so that is the easiest way to find out about something quickly. Thank you!!

- Just wanted to find out how to renew a book online, as I am in another on-campus computer lab at the moment and cannot get to Building 6 to ask one of the fine people there in person.

- I was looking for a video that I was able to find on campus but I am at home and couldn't find it. The librarian was able to help me find it!!

- Amy was amazing and willing to help with any and every question I had.

- She was extremely helpful and friendly. Huge time saver, didn't have to take an extra drive back to campus today.

- Darlene from a midwestern community college was the "real, live" librarian. I was having trouble getting to an article in JSTOR both inside and outside my college's portal. She found that JSTOR was having difficulty for her as well, and then found the full text for me using Google.

  So she helped me with my immediate question and also showed me what to do next time. Thanks, Darlene!

- quick response helped very much with researching online. very convenient to have this.

- Thumps up!

- worthless

- Very VERY helpful!

- It's pretty convenient :D

- I think Librarians can help teach older or young adults how to research correctly plus, cite the different types because the two go hand in hand this new type of teaching would be beneficial to every student. Essay writing all types including structure, punctuation, spelling, and paraphrasing type of practicing workshops with teachers would be useful to develop better students for English1A etc.
• She gave alternates and wanted to help. Fast. Easy.

• The service was so easy to use and very helpful.

• Is there anyway to get the textbook list that we use in the book information place online

• Librarian was very helpful and informative. Got my question answered in less than 10 minutes.

• I found it very helpful.

• I like how the librarian explained a few tricks on how to narrow the search.