



 Research Briefs from Crafton Hills Office of Research and Planning

 Library POS Results Fall 2009

Overview: In the fall of 2009, the Crafton Hills College Library administered a Point of Service (POS) evaluation to gain “customer satisfaction” feedback from the students they serve. While the POS evaluation was available to all students visiting the library from September 8th through September 18th, 2009, not all students completed it. Additionally, because no identifying information is collected there is no way to know if students completed the survey more than once. The purpose of this report is to disseminate findings of the twenty-two participants who submitted the half page evaluation.

Methodology: The POS evaluation included seven questions using a five point Likert scale with choices ranging from *Strongly Agree* to *Strongly Disagree*, and three open-ended questions. The first open-ended question asked students the reason for their visit to the office. Following the Likert scale questions, the second open-ended question asked for any additional comments or questions they might have. The final open-ended question asked for students’ contact information if they wanted to further discuss their comments, questions, or concerns.

RESULTS

Sample: The Point of Service (POS) evaluation was completed by 22 participants at the Library. As shown in Table 1, 35% of the respondents indicated they were at the Library for a class lesson or assignment, while 32% of the respondents indicated they were there for a library introduction tour.

Table 1: What was the reason for your visit?		
%	N	
35	8	Class Lesson/Assignment
32	7	Library Introduction/Tour
9	2	Educational Purposes
5	1	Study/Computer Use
5	1	Reserve Book
5	1	Library
9	2	No Response
100	22	Total

Findings: As Table 2 indicates, respondents were more likely to agree or strongly agree to all of the Likert scale questions. When asked to rate their level of agreement with the following statement; “In general, I am satisfied with this service”, 90% of the respondents agreed or strongly agreed. In addition, 82% of the respondents agreed or strongly agreed with the statements “I believe my needs were met,” and “This is a high quality service.”

Table 2	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	%	N	%	N	%	N	%	N	%	N
This is a high quality service	14	3	0	0	5	1	55	12	27	6
I believe my needs were met	5	1	0	0	14	3	27	6	55	12
I would recommend this service to a friend or fellow student	5	1	0	0	14	3	24	5	57	12
I received exactly the services/information that I needed	5	1	5	1	10	2	52	11	29	6
The services/information that I received will help me maintain or pursue my academic goals	5	1	0	0	14	3	43	9	38	8
In general, I am satisfied with this service	5	1	0	0	5	1	33	7	57	12
If I had to do it over, I would choose to access this service again	5	1	5	1	10	2	43	9	38	8

When given the opportunity to leave additional comments, questions, or concerns 32% chose to do so.

The following seven statements were offered:

- Amazing, I learned how to research better than before.
- Had trouble keeping up with searching the database volume.
- I think this girl (Name) is the rudest person on this campus!
- Just bummed out about the library hours. Great!
- Nice to finally come into the Library and know what I want to do, where to go, and how to go about it. Thank you.
- When I needed help (Name) was not helpful. She seems angry all the time
- Why are the Newspapers NEVER HERE?