Final Report: Ask a Librarian Email Reference Service User Feedback (Winter 2017)

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Background

This report describes user feedback results on the Ask a Librarian email reference service from January 1, 2017, to March 31, 2017. It is a follow-up to an interim report on fall 2016 feedback, where we sought feedback about users' motivation for seeking help via email.[1] Email reference service providers continued to request feedback in winter 2017 in order to obtain data across semesters. This report shows visualizations of only winter 2017 data but offers comparisons to fall 2016 in the text. The Conclusion presents a general characterization of feedback respondents by using data from the entire feedback period.

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[1] Martha Stuit, Harold Tuckett, and Karen Reiman-Sendi, "Interim Report: Ask a Librarian Email Reference Service User Feedback (Fall 2016)," (report, University of Michigan Library, February 2017): 1-14. https://staff.lib.umich.edu/sites/staff.lib.umich.edu/files/2017-02/InterimAskEmailServiceReportFall2016.pdf

Following the same process used in fall 2016, email service providers included an invitation to provide feedback as part of their responses to inquiries. Each invitation was based on the following template:

> "I hope this information helps you.
>
> If you'd like to, please consider filling out our short, anonymous feedback form
> https://umich.qualtrics.com/jfe/form/SV_bw2tUs8sAUuR2hn
>
> Thank you for using the Ask a Librarian email service at the University of Michigan!
> Sincerely,
> [Service provider name]
> Ask a Librarian staff"

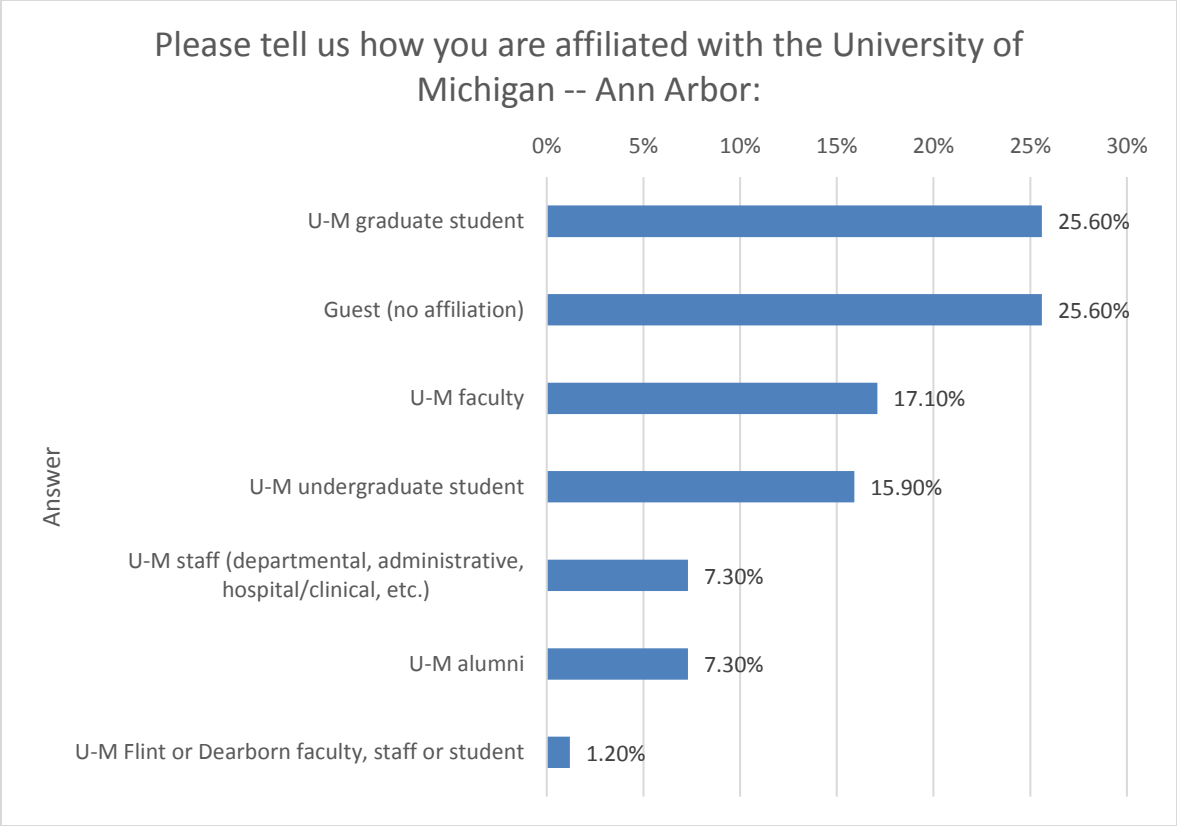The invitation link led users to a Qualtrics form with seven questions (see Appendix A).

Winter 2017 Results

Who Responded?

The number of users who responded to the feedback request during this period was 83. This is not a statistically significant number given that email service providers answered 1,219 questions between January 1, 2017, and March 31, 2017. The completion rate for the feedback form was 95% (83 responses out of 87 forms opened). One partial response with some answered questions was included in that completion rate and the data analysis. Four forms contained no data.
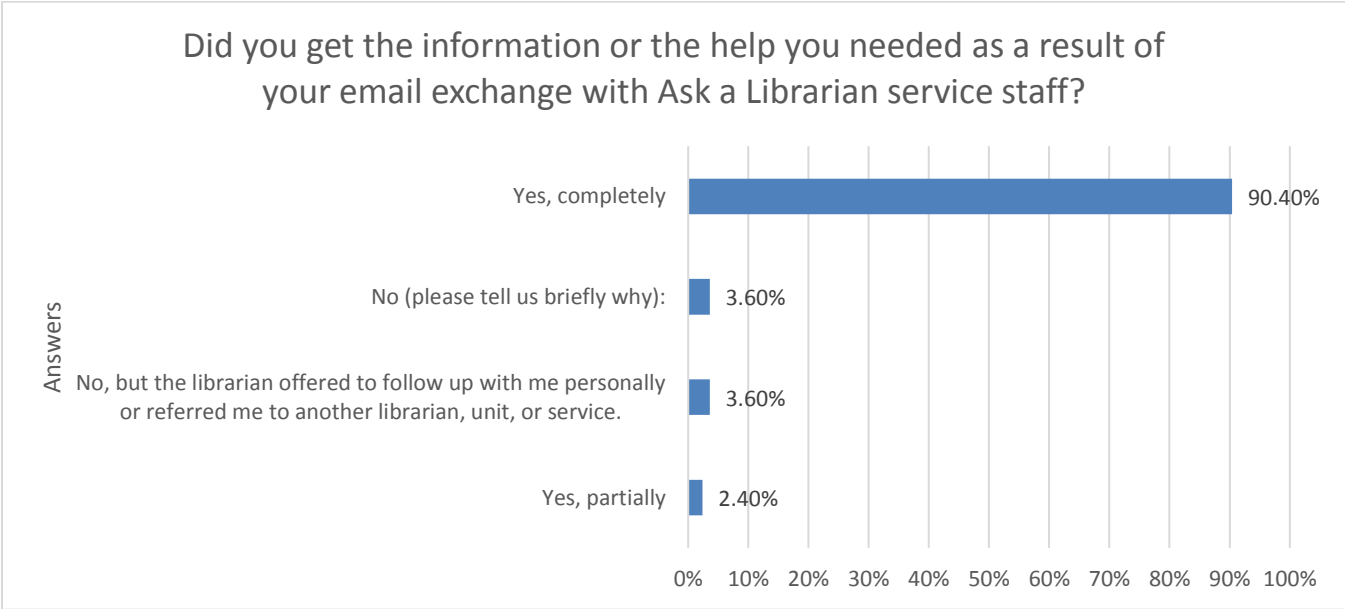
Of the 82 respondents who provided their affiliation, the majority was U-M students (34 total; 13 undergraduate students and 21 graduate students). U-M students constituted 41.5% of respondents. Similarly, 35 students provided feedback in fall 2016. This report discusses undergraduate and graduate students from Ann Arbor as "U-M students." U-M Flint or Dearborn students were combined with faculty and staff from those campuses as a single affiliation, and that affiliation did not represent many responses.

Almost a third (27 respondents or 33%) were guests (no affiliation) or U-M alumni. Their total responses were somewhat higher than the 19 respondents in fall 2016. The remaining 21 respondents or 25.6% were U-M faculty, U-M staff, or U-M Flint or Dearborn faculty, staff, or students. In particular, there were 14 U-M faculty members; this total was significantly more than the two U-M faculty who responded in fall 2016.

Please tell us how you are affiliated with the University of Michigan -- Ann Arbor:

Answer	Percentage
U-M graduate student	25.60%
Guest (no affiliation)	25.60%
U-M faculty	17.10%
U-M undergraduate student	15.90%
U-M staff (departmental, administrative, hospital/clinical, etc.)	7.30%
U-M alumni	7.30%
U-M Flint or Dearborn faculty, staff or student	1.20%

Did Respondents Get What They Needed?

The feedback in relationship to this question was overwhelmingly positive. The vast majority of respondents received the information or help that they needed from the email service. The percentage of respondents who "completely" received the information or help needed was 90.4%.

Did you get the information or the help you needed as a result of your email exchange with Ask a Librarian service staff?

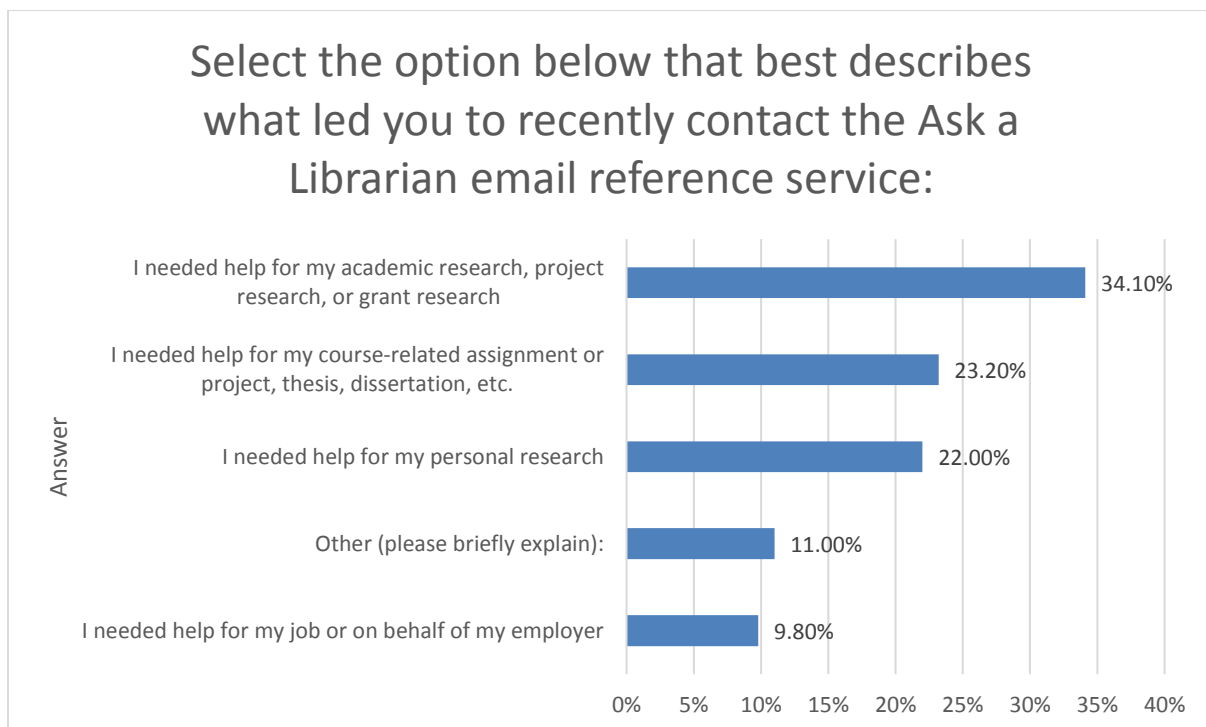| Answers	Percentage
Yes, completely	90.40%
No (please tell us briefly why):	3.60%
No, but the librarian offered to follow up with me personally or referred me to another librarian, unit, or service.	3.60%
Yes, partially	2.40%

Only two respondents "partially" received the information or help needed. One was U-M staff who needed help with research on behalf of an employer; this respondent praised and thanked the service in the comments submitted. The other was a guest (no affiliation) who needed help for personal research and wanted to "trace the provenance of books, the previous ownership, etc." This guest (no affiliation) did not provide further comments.

While three respondents (3.6%) did not get the information or help needed immediately, the librarian offered to follow up or referred them to another librarian, unit, or service. All three were guests (no affiliation) who needed help with a specific item for research or on behalf of an employer. Two provided comments, and their comments were positive.

Of the three respondents who marked the option "No (please tell us briefly why)" regarding getting the information or help that they needed, only one expressed dissatisfaction with the service. Two were guests (no affiliation). One guest (no affiliation) needed a specific item but explained that they had the wrong information for it. The other guest (no affiliation) was seeking information on animal welfare funding and commented that the service was "No help at all." The third respondent was U-M staff who encountered a problem accessing an article and commented that the service was "great."

What Led Respondents to Contact the Ask a Librarian Email Reference Service?
The leading motivation for contacting the email service was help for academic, project, or grant research. The second most prevalent motivation was "help for my course-related assignment or project, thesis, dissertation, etc." These motivations were the same top two reasons as reported in the fall 2016 feedback.

Select the option below that best describes what led you to recently contact the Ask a Librarian email reference service:

Answer	Percentage
I needed help for my academic research, project research, or grant research	34.10%
I needed help for my course-related assignment or project, thesis, dissertation, etc.	23.20%
I needed help for my personal research	22.00%
Other (please briefly explain):	11.00%
I needed help for my job or on behalf of my employer	9.80%

Reasons listed by respondents who selected "Other (please briefly explain)" included (paraphrased):

- "Incorrect upload of an article" (U-M student)

- Broken link to an article (U-M student)

- Seeking funding for a small animal welfare organization (Guest (no affiliation))

- Seeking help for my personal research and sending some comments for the Library (Guest (no affiliation) – *this respondent did not comment in the comments field of the feedback form, so it seems that one of their purposes for emailing was sending comments to the Library.*)

- Seeking "help to introduce a newly released historical memoir" (Guest (no affiliation))

- Seeking a copy of their father's thesis on his behalf (U-M alumni)

- "Exploring how I might be able to expand resources available for on-line downloads to e-readers" (U-M alumni)

- Seeking purchase request form to request a book for research and teaching (U-M faculty)

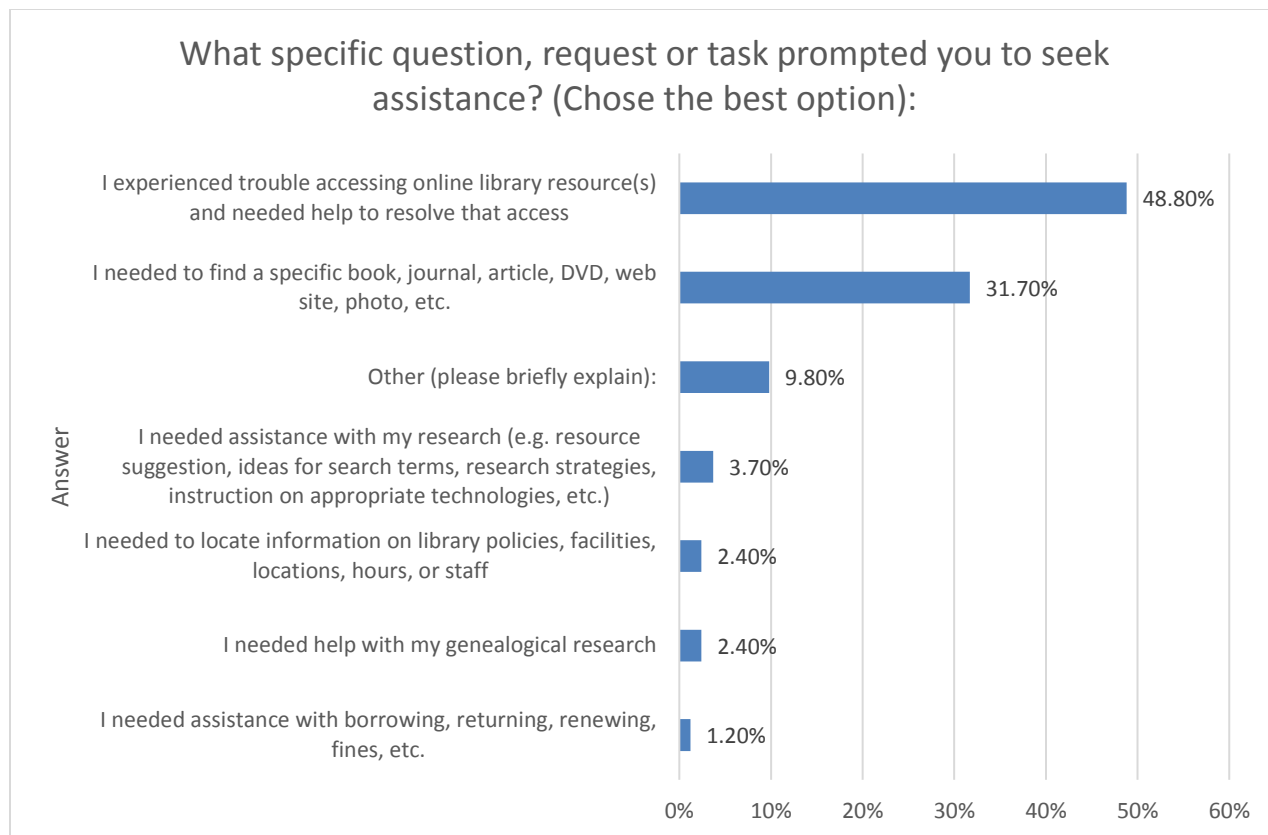- Article linking problem (U-M faculty)

Examining these responses by respondents' affiliation showed why particular types of patrons contacted the email reference service. U-M students' main motivations for contacting the email service were course-related and academic, project, or grant research-related.

For guests (no affiliation) and U-M alumni, the top motivation was personal research. Two reasons tied for their second top motivation; they were: "other (please briefly explain") and academic, project, or grant research.

U-M faculty's main motivation for using the email service was academic, project, or grant research, and their second top motivation was "other (please briefly explain)."

Specifically, What Were Respondents' Questions? Who Had Those Questions?
Trouble accessing online library resource(s) comprised nearly half, or 48.8% of respondents' questions sent to the email service. Likewise in fall 2016, it accounted for slightly more than half, or 52.5%, of respondents' questions. Help finding a specific item was also again the second most common question, for which 31.7% of respondents used the email service. In fall 2016, it accounted for 34.4% of respondents' questions.

What specific question, request or task prompted you to seek assistance? (Chose the best option):

Answer	Percentage
I experienced trouble accessing online library resource(s) and needed help to resolve that access	48.80%
I needed to find a specific book, journal, article, DVD, web site, photo, etc.	31.70%
Other (please briefly explain):	9.80%
I needed assistance with my research (e.g. resource suggestion, ideas for search terms, research strategies, instruction on appropriate technologies, etc.)	3.70%
I needed to locate information on library policies, facilities, locations, hours, or staff	2.40%
I needed help with my genealogical research	2.40%
I needed assistance with borrowing, returning, renewing, fines, etc.	1.20%

Eight respondents chose "Other (please briefly explain)." Their comments were:
- "I needed assistance with my research in a more complex way: to trace the provenance of books, the previous ownership, etc." (Guest (no affiliation))
- "No help at all." (Guest (no affiliation), who was looking for funding for animal welfare nonprofit)
- "I was trying to access a copy of my father's thesis and he is already 81 years old so he didn't have the information needed to create a login." (U-M alumni)
- "I was looking for information regarding submitting publications and events." (U-M alumni)
- "Wanted to find an old photo from the Michiganesian" (U-M alumni)
- "The author's name was misspelled in the record, so a search under her name (Giancotti) yielded no results. I should have tried a title search." (U-M faculty)
- "I didn't know how to access the purchase request form and was directed to Ask a Librarian." (U-M faculty)
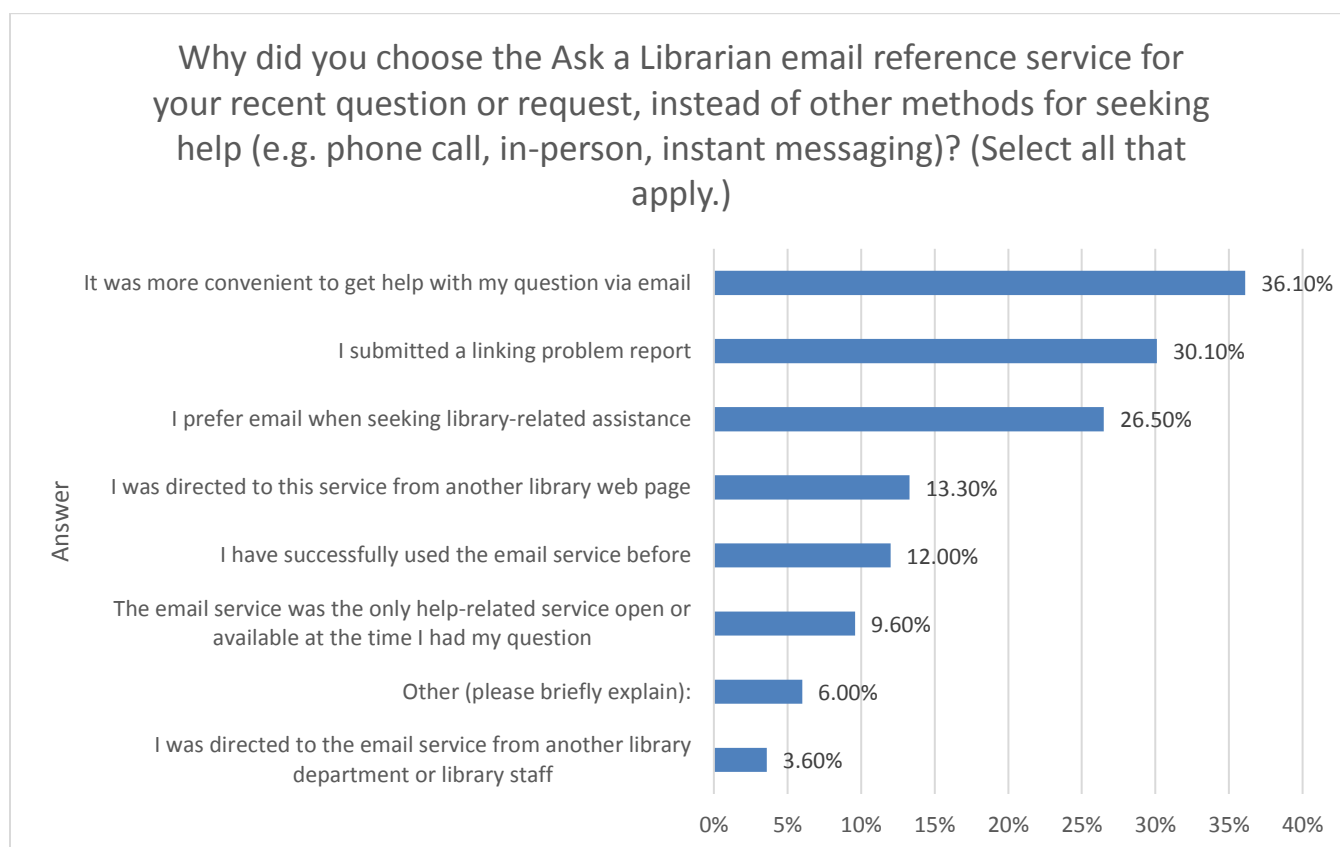- "my employer requested a copy of an article" (U-M staff)

Again, analyzing these data by affiliation shed light on questions for which respondents sought help from the email service. U-M students mainly had questions about trouble accessing online library resource(s) (26 of U-M students' 34 total feedback responses). U-M students' second top reason regarded a specific item (8 responses). This breakdown is almost identical to the fall.

Guests (no affiliation) and U-M alumni expressed that help finding a specific item was their main question, which was the same as the fall. Their second top question was "Other (please briefly explain)."

Like U-M students, U-M faculty primarily had questions about trouble accessing online library resource(s) (11 out of U-M faculty's 14 total feedback responses). Their second top question was tied between "Other (please briefly explain)" (2 responses) and a specific item (2 responses).

Why Did Respondents Choose the Email Service?

Respondents could choose multiple answers to this question. Unlike the fall[2], the top reason for choosing email instead of other methods for help, was its convenience, as 30 respondents chose this answer in winter 2017. The second reason (25 responses) was submitting a linking problem report, which was the top motivation in fall 2016. The third reason (22 responses) was a preference for using email for library assistance, which was the second top reason in fall 2016.

Why did you choose the Ask a Librarian email reference service for your recent question or request, instead of other methods for seeking help (e.g. phone call, in-person, instant messaging)? (Select all that apply.)

Answer	Percent
It was more convenient to get help with my question via email	36.10%
I submitted a linking problem report	30.10%
I prefer email when seeking library-related assistance	26.50%
I was directed to this service from another library web page	13.30%
I have successfully used the email service before	12.00%
The email service was the only help-related service open or available at the time I had my question	9.60%
Other (please briefly explain):	6.00%
I was directed to the email service from another library department or library staff	3.60%

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[2] From fall 2016 (data gathered from October 10, 2016 to December 31, 2016), the top reasons were for choosing the method of email: 1. Submitting a linking problem report; 2. Preference for email for library assistance; and 3. Convenience of email.

Comments from respondents who selected "Other (please briefly explain)" were:
- "I usually use "Ask a Librarian" instant messaging on the computer, but the error message converted it into email. I like the straightforward nature of that pl [*sic*]." (U-M student)
- "very easy and quick to get the information, and the information about the article I am looking for automatically communicated" (U-M student)
- "I'm in Spain, far away…" (Guest (no affiliation))
- "As I am a writer, I am able to communicate more efficiently by email. I believe this is one of the best ways for me because ALL librarians are READERS and WRITERS! Thank you!" (U-M alumni)
- "I was directed from the search box." (U-M faculty)

Considering top motivations by affiliation was also illuminating. Respondents could choose more than one answer.

For students (34 respondents), the top motivations for choosing the method of email were:
1. Linking problem report (18 responses)
2. Convenience of email (8 responses)
3. Directed to this service from another library web page (7 responses)

For guests (no affiliation) and U-M alumni (27 respondents), top motivations were:
1. Convenience of email (13 responses)
2. Preference for email when seeking library-related assistance (9 responses)
3. *Tied (4 responses)*: Success using the service before; only service open or available at the time

For U-M faculty (14 respondents), top motivations were:
1. *Tied (6 responses each)*: Preference for email when seeking library-related assistance; convenience of email
2. *Tied (4 responses each)*: Linking problem report; successfully used the service before
3. Directed to this service from another library web page (2 responses)

These top motivations show that linking problem reports are a main reason for using email as a method, but many respondents prefer email and/or find it convenient.

What Else Did Respondents Want Us to Know?
Of the 83 respondents, 45 provided comments. Forty-four respondents provided additional information in the field for additional comments; one respondent submitted a general comment in the question for providing their contact information for us to get in contact with them. A sample of those comments about the service is provided here:
- "I like this. Your guys are very helpful and your responses to problems are very prompt. Thanks."
- "very quick responses, I appreciate that so much"
- "The best (very helpful and detailed, friendly) service I ever received while contacting a library/archive for my research!"
- "You rock! Thank you!"
- "The librarian did a complete job, looked at possibilities, found the best one, and facilitated my going forward with it (link provided). Nicely done!"

- "I received an impressively detailed response in an excellently short amount of time. Truly a great service by [name deleted]!"
- "The feedback I received was incredibly helpful and compassionate to my problems. I was very satisfied with the response time and quality of feedback. Thank you for your help!"
- "I just want to say that [name deleted] explained the reason behind my issue and sent the article I was looking for in a quick and friendly manner. Please keep up the superb work over at Ask a Librarian."

It is evident that respondents appreciate the prompt service. Given that course- and research-related questions are timely and often require a quick answer, quick service is key for the email reference service.

The complete lists of comments are in appendices C and D.

Conclusion: What We Learned from the Feedback Effort in Both Semesters and Next Steps

In summary, the fall and winter feedback data varied in three significant ways. First, more patrons responded to the feedback request: 66 patrons responded in fall 2016, and 83 patrons provided feedback in winter 2017. Second, more U-M faculty (Ann Arbor) responded to the feedback request in winter 2017 than fall 2016; this report is consequently able to highlight their motivations for using the email reference service in more granular detail. Third, the top motivation for choosing the method of email changed from submitting a linking problem report (26 responses in fall 2016) to the convenience of email (30 responses winter 2017). Still, 25 respondents indicated that they chose email to submit a linking problem report in winter 2017, which is almost the same number as the fall but constitutes a smaller proportion of total winter 2017 feedback responses.

Combined fall and winter data show consistent satisfaction with the email reference service. Of the total 149 respondents who indicated whether they received the help or information needed from the email reference service during the whole feedback period from October 10, 2016, to March 31, 2017, 91.2% responded that they "yes, completely" received the information or help needed from the email service.

The combined fall 2016 and winter 2017 feedback data provide an understanding of the motivations to use the service by the respondents' affiliation. In general, students contact the service to submit a linking problem report and for the convenience of email. Their motivations are course- or research- related help for trouble accessing library resource(s) and finding a specific item. Guests (no affiliation) and U-M alumni have a preference for email and like the convenience of email. Their motivations involve research for finding a specific item or other questions. U-M faculty members also have a preference for email and like the convenience of email. Their motivations involve research help, or other reasons, for trouble accessing online library resources and finding a specific item. (See Appendix E for a table with totals.)

While not reflected in the data, the authors know that email service providers instruct patrons in every email reply. They teach patrons research skills and inform them about library use. Also, we know that failed systems, like linking problems, are frustrating. The email service providers explain problems, help resolve access issues, and connect patrons to resources in a timely manner. This prompt service is particularly key for pressing deadlines on assignments and research.

From this feedback effort, it is evident that patrons appreciate the service based on their answers to the question of whether they got what they needed, as well as their positive comments when asked what else they want us to know. Several themes arise: the email reference service consistently delivers the help or information needed; patrons appreciate the prompt service; and detailed instructions and research help are helpful.

Given that technology regularly evolves, the authors recommend replicating this feedback effort in two years in order to learn about any changes in motivations for using the email reference service. Requesting feedback in only one year might result in similar data, but in two years, it is possible that use of email in general may change. Also, frequent requests for feedback could risk irritating and putting off email service patrons; one respondent in the 2016-2017 effort expressed frustration with receiving a request for feedback (see Appendix C).

Recommendations for the next feedback effort include asking specific questions about communication preferences to learn why patrons find the email service convenient or prefer the method of email. Specifically asking about communication preferences and their convenience could help illuminate what it is about email as a method that is convenient or preferable. Also, Question 2 on whether the respondent received the help or information needed was considered to indicate satisfaction with the service. Asking patrons to rate their satisfaction on a Likert scale might also be informative. Additionally, making the questions more distinct might help with data analysis and related conclusions. There may have been confusion between the answer choices for Question 5. Two answers – "I needed to find a specific book, journal, article, DVD, web site, photo, etc." and "I experienced trouble accessing online library resource(s) and needed help to resolve that access" – could have been used interchangeably, but the question only allowed for one selection, which caused a lack of clarity in the data. Respondents could have selected that they needed a specific item but not been able to indicate that they also had trouble accessing online library resource(s). Likewise, Question 3 answers – "I submitted a linking problem report" and "I was directed to this service from another library web page" – could have been used interchangeably because both would be true when reporting a linking issue, but Question 3 did allow for multiple answers. Relatedly, the authors wondered if the term "linking problem report" is understood by respondents. And finally, the answer choices for questions 4[3] and 5[4] seemed similar. Differentiating the questions more might make the feedback data clearer and provide more insights into the use of the service.

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[3] Select the option below that best describes what led you to recently contact the Ask a Librarian email reference service
[4] What specific question, request or task prompted you to seek assistance? (Chose the best option)

Appendix A: Feedback Form (Qualtrics)

U-M Library Ask a Librarian Email Reference Service Feedback

Q1 We appreciate your comments about the University of Michigan Library's Ask a Librarian email reference service. Your feedback will help library staff anticipate and respond to our community's needs and expectations around personalized library research assistance services.   The feedback form will take only a few minutes to complete. Your comments are completely anonymous.   If you have questions about this feedback form, please contact Karen Reiman-Sendi (karsendi@umich.edu).

Q2 Did you get the information or the help you needed as a result of your email exchange with Ask a Librarian service staff?
o   Yes, completely
o   Yes, partially
o   No, but the librarian offered to follow up with me personally or referred me to another librarian, unit, or service.
o   No (please tell us briefly why): _____

Q3 Why did you choose the Ask a Librarian email reference service for your recent question or request, instead of other methods for seeking help (e.g. phone call, in-person, instant messaging)? (Select all that apply.)
o   I prefer email when seeking library-related assistance
o   I was directed to the email service from another library department or library staff
o   It was more convenient to get help with my question via email
o   I have successfully used the email service before
o   The email service was the only help-related service open or available at the time I had my question
o   I was directed to this service from another library web page
o   I submitted a linking problem report
o   Other (please briefly explain): _____

Q4 Select the option below that best describes what led you to recently contact the Ask a Librarian email reference service:
o   I needed help for my course-related assignment or project, thesis, dissertation, etc.
o   I needed help for my academic research, project research, or grant research
o   I needed help for my job or on behalf of my employer
o   I needed help for my personal research
o   Other (please briefly explain): _____

Q5 What specific question, request or task prompted you to seek assistance? (Chose the best option):
o I needed to find a specific book, journal, article, DVD, web site, photo, etc.
o I experienced trouble accessing online library resource(s) and needed help to resolve that access
o I needed assistance with my research (e.g. resource suggestion, ideas for search terms, research strategies, instruction on appropriate technologies, etc.)
o I needed to locate information on library policies, facilities, locations, hours, or staff
o I needed assistance with borrowing, returning, renewing, fines, etc.
o I needed help with my genealogical research
o Other (please briefly explain): _____

Q6 Please tell us how you are affiliated with the University of Michigan -- Ann Arbor:
o U-M undergraduate student
o U-M graduate student
o U-M staff (departmental, administrative, hospital/clinical, etc.)
o U-M faculty (7)
o U-M Flint or Dearborn faculty, staff or student
o U-M alumni
o Guest (no affiliation)

Q7 What else would you like us to know about the Ask a Librarian email reference service?

Q8 Your comments are strictly anonymous. However, if you would like us to get back in touch with you about any aspect of the University of Michigan Library's Ask a Librarian email reference service, please include your preferred contact information here:

Appendix B: Instructions to Email Service Providers

GATHERING USER SATISFACTION FEEDBACK FROM ASK A LIBRARIAN EMAIL USERS
Fall 2016

BACKGROUND

To learn more about the users of the Ask a Librarian email service, we have developed a short feedback form. (See Appendix A for feedback form example.) The aim is **to invite all users** of the Ask a Librarian email service to complete the feedback form from October 10 through December 12, 2016. We will share the submitted feedback results with Ask email staff as well as other interested staff during winter term 2017.

The following information explains how to use the FootPrints *Quick Descriptions* feature to insert an anonymous feedback form link into your Ask a Librarian email transactions. This feature in FootPrints will make it easier for busy email staff to include the feedback invitation in all responses.

CREATE A QUICK DESCRIPTION

1. From the FootPrints homepage, click on *Preferences.*
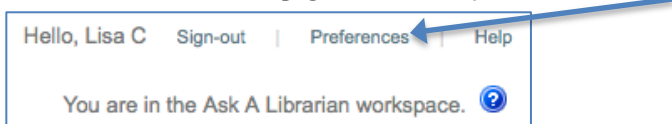
2. From the *Question Page* tab, click on *Configure Quick Descriptions/Signatures.*
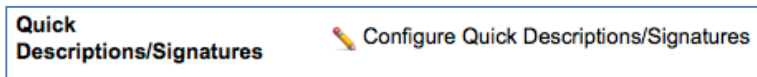
3. Enter a name for your *Quick Description* (e.g. Feedback Form). Enter your password and press the green GO button.


4. Compose a *Quick Description* and click *SAVE.* Recommended text:
   "I hope this information helps you.
   If you'd like to, please consider filling out our anonymous feedback form
   https://umich.qualtrics.com/jfe/form/SV_bw2tUs8sAUuR2hn
   Thank you for using the Ask a Librarian email service at the University of Michigan!"

Quick Descriptions

Feedback Form

Name of Quick Description: Feedback Form

I hope this information helps you! If you'd like to, please consider filling out our anonymous feedback form http://umichlib.qu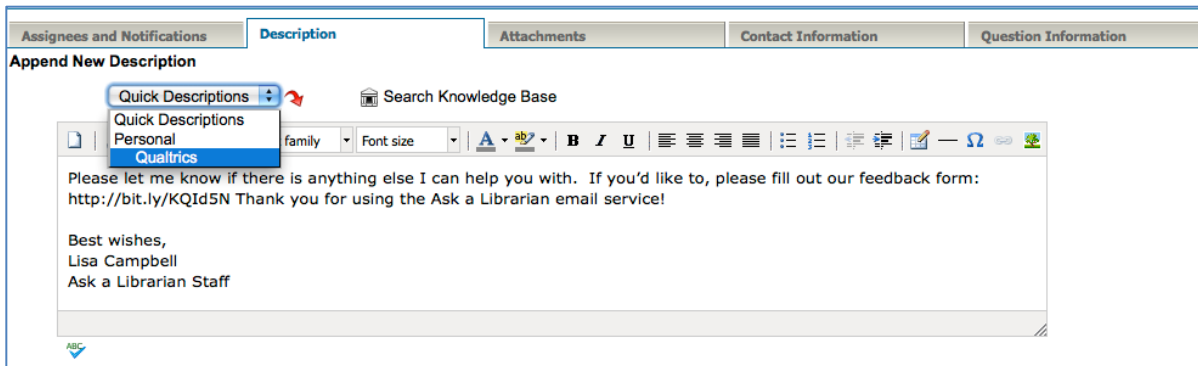altrics.com/SE/?SID=SV_a3ley8BQ39gdK4c. Thank you for using the Ask a Librarian email service at the University of Michigan!

💾 SAVE
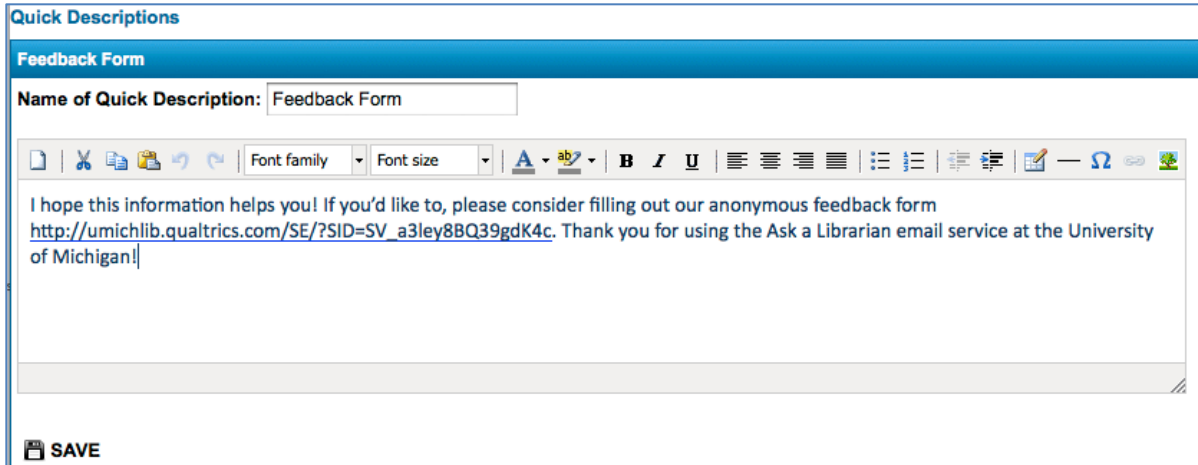
ADDING THE FEEDBACK FORM LINK TO YOUR RESPONSE

When you think you've reached the end of the email reference transaction, include the feedback form with your final response.

In edit mode, under the *Description* tab, use the "Quick Descriptions" drop-down menu to select the Feedback Form *Quick Description*. This will insert the feedback form into your response.

| Assignees and Notifications | Description | Attachments | Contact Information | Question Information |

Append New Description

Quick Descriptions ↕ 🔄   📷 Search Knowledge Base

Quick Descriptions
Personal
Qualtrics

Please let me know if there is anything else I can help you with. If you'd like to, please fill out our feedback form: http://bit.ly/KQId5N Thank you for using the Ask a Librarian email service!

Best wishes,
Lisa Campbell
Ask a Librarian Staff

Please include the invitation to complete the feedback form at the end of every response, **except for those questions that you transfer to another FootPrints workspace.** For example, if you are moving a FootPrints question to the Grad Circ FootPrints workspace, do not include your quick description text. (But if you are actually answering a question and not just transferring it, and part of your answer includes a referral to another unit or library, do include the feedback invitation link). Also, it is not necessary to include the feedback invitation link in every one of your responses to a single individual or within a single conversation thread.

QUESTIONS ABOUT HOW TO INSERT A QUICK DESCRIPTION? CONTACT HAROLD TUCKETT (HTUCKETT@UMICH.EDU).

Appendix C: Comments from Respondents in Response to Question #7

What else would you like us to know about the Ask a Librarian email reference service?
My respone via email was very quick. I am from Greece, i expected my answer to come days later. Instead of that i got my answer in about an hour. Your information are very helpful. Thank you.
If am would be able to use its professional research engines over the Internet. It appears that I can.
I like this. Your guys are very helpful and your responses to problems are very prompt. Thanks.
I received a very prompt and helpful reply.
I was impressed by the speed of the response and reassured that the Library held the book I was looking for.
very quick responses, I appreciate that so much
I didn't even know I would be receiving the resource after I couldn't open it! It was a nice surprise and really appreciated.
I've used the Ask a Librarian email and online chat services before (I do a lot of research-based projects), and they always respond so quickly with exactly what I needed, and that's really helpful to me.
It's excellent.
I was pleased with the prompt response and suggestion given.
Great Info, Quick reply, Thanks [name deleted]!
The best (very helpful and detailed, friendly) service I ever received while contacting a library/archive for my research!
On my first time using this service i was very pleased with the response i got. Unfortunately the item I needed was not available in the collection, however, and although I am not a member of the university, the staff that attended my application was concerned with offering me several options that could help me locate the information I need. Congratulations
This guy [name deleted] helped me. He was so nice and prompt. I can't believe the service that I am receiving from the University of Arizona!
It was a great help!
You rock! Thank you!
I received an answer very quickly - thank you!
It is great!
It's wonderful, thank you!
Thank you for the prompt and helpful reply. If only all of UM were so responsive !
The librarian did a complete job, looked at possibilities, found the best one, and facilitated my going forward with it (link provided). Nicely done!
I received an impressively detailed response in an excellently short amount of time. Truly a great service by [name deleted]!
Very pleased with prompt and complete reply!
[Name deleted] was able to find me the article I needed that had a linking issue- thanks!
The feedback I received was incredibly helpful and compassionate to my problems. I was very satisfied with the response time and quality of feedback. Thank you for your help!
Thanks [name deleted]!
It was quick and so very helpful!
I appreciate the service and the quick turnaround in response to my inquiry/request. Thank you.
Nothing at the moment, however, I'm sure I'll have questions in the future....

Excellent, excellent service! Thank you!
The person responding to my claim responded in a very prompt manner and was very professional and helpful.
I just want to say that [name deleted] explained the reason behind my issue and sent the article I was looking for in a quick and friendly manner. Please keep up the superb work over at Ask a Librarian.
This service is very convenient and helpful, as are the people behind it.
Prompt and courteous reply
[Name deleted] was very helpful! Thank you.
The answer I received went far beyond my expectations in helpfulness and suggestions. I thought I'd have to go to the library in person but because of excellent sleuthing, the librarian found what I was seeking available online through another source and sent a link to it. THANK YOU.
The response was prompt and [name deleted] was very helpful.
To find an old book, printen in Spain almost 80 years ago
It's great. :)
Great and thorough feedback in a timely manner. Thank you!
[Name deleted], who was manning the Ask a Librarian Desk when my request came through, was extremely thorough, and I am very grateful! However, I find the persistent requests for feedback by his employers obnoxious and in fact counterproductive. Please stop making your reference librarians depend on so-called "metrics" like this one. Shame on you.
I received a very quick and helpful response- thank you
My question was answered quickly by [name deleted]. I am delighted with such helpful service.
I really appreciate your help!

Appendix D: Comments from Respondents in Response to Question #8

While Question #8 was for respondents to provide contact information for a follow-up from a librarian, one respondent provided feedback, not contact information. Their comments are included here.

Your comments are strictly anonymous. However, if you would like us to get back in touch with you about any aspect of the University of Michigan Library's Ask a Librarian email reference service, please include your preferred contact information here:

I was assisted by a librarian named [name deleted]. She was very helpful as she provided me with the exact information I needed to order a copy of my father's thesis.

Appendix E: Table of Results by Top Three Affiliations

Affiliation	Reason for Choosing the Method of Email	Motivation for Contacting the Email Service	Specific question	Total
U-M Students (Undergraduate and graduate)	1. Submitted a linking problem report (39) 2. Convenience of email (19) 3. Preference for email (14)	1. Course-related help (33) 2. Research help (21)	1. Trouble accessing online library resource(s) (52) 2. Specific item (13)	69
Guest (no affiliation) and U-M alumni	1. Preference for email (20) 2. Convenience of email (18) 3. Other (6) 3. Success using it before (6) 3. Only help or service available at the time (6)	1. Personal research (19) 2. Research help (10)	1. Specific item (28) 2. Other (6)	46
U-M faculty	1. Preference for email (7) 1. Convenience of email (7); 2. Success using the service before (4); 2. Submitted a linking problem report (4) 3. Directed to this service from another library web page (2)	1. Research help (11) 2. Other (3)	1. Trouble accessing online library resource(s) (11) 2. Specific item (2) 2. Other (2)	16