



Ask a Librarian Instant Messaging/Text Reference Service User Feedback Report (Winter 2017)

Report Authors: Jessica Mihalik, Karen Reiman-Sendi, David Carter
Contact Information: karsendi@umich.edu
Report Date: May 2017

Contents

Background	2
Final Results	2
<i>Who responded?</i>	2
<i>Did Respondents Get What They Needed?</i>	3
<i>What Led Respondents to Contact the Ask a Librarian IM Reference Service?</i>	4
<i>How Did Respondents Learn about the Ask a Librarian IM Reference Service?</i>	5
<i>What Technological Features were suggested by Respondents?</i>	6
<i>What Additional Comments Did Respondents Share?</i>	7
Conclusion and Recommendations	8
Appendix A: Feedback Form (Qualtrics)	10
Appendix B: Instructions to IM Service Providers	12
Appendix C: Text Responses to Question 1	13
Appendix D: Text Responses to Question 2	14
Appendix E: Text Responses to Question 3	16
Appendix F: Text Responses to Question 4	18
Appendix G: Text Responses to Question 6	26

Background

This report describes user feedback received regarding the Ask a Librarian instant messaging (IM) and texting reference service between February 6, 2017 and March 31, 2017.

During the winter 2017 semester, Ask a Librarian IM service providers sought feedback about users' IM service experience, focusing on their opinions of a particular session, their motivation for use of the IM service, and ideas for service enhancements. Similar to the efforts of email service providers to seek feedback about that particular service (see [User Information & Discovery Service team reports](#), on the staff intranet), IM service providers included an invitation to most users at the end of a help session to complete a short Qualtrics survey (see Appendix A for feedback questions).

Several invitation scripts were provided to service providers, for their use and customization during their IM service shifts:

- “Thank you for using the Ask a Librarian service! Please take a few moments to fill out this quick feedback form about your experience with this service: <http://bit.ly/2kvTPWf>”
- “Thanks for contacting us! I have a quick favor to ask of you now. If you have a moment, please fill out this anonymous feedback form about the Ask a Librarian IM service: <http://bit.ly/2kvTPWf>”
- “I’m glad those resources will be helpful to you! After we say good-bye, we would appreciate it if you would consider taking a moment to fill out a brief feedback form about this service: <http://bit.ly/2kvTPWf>”

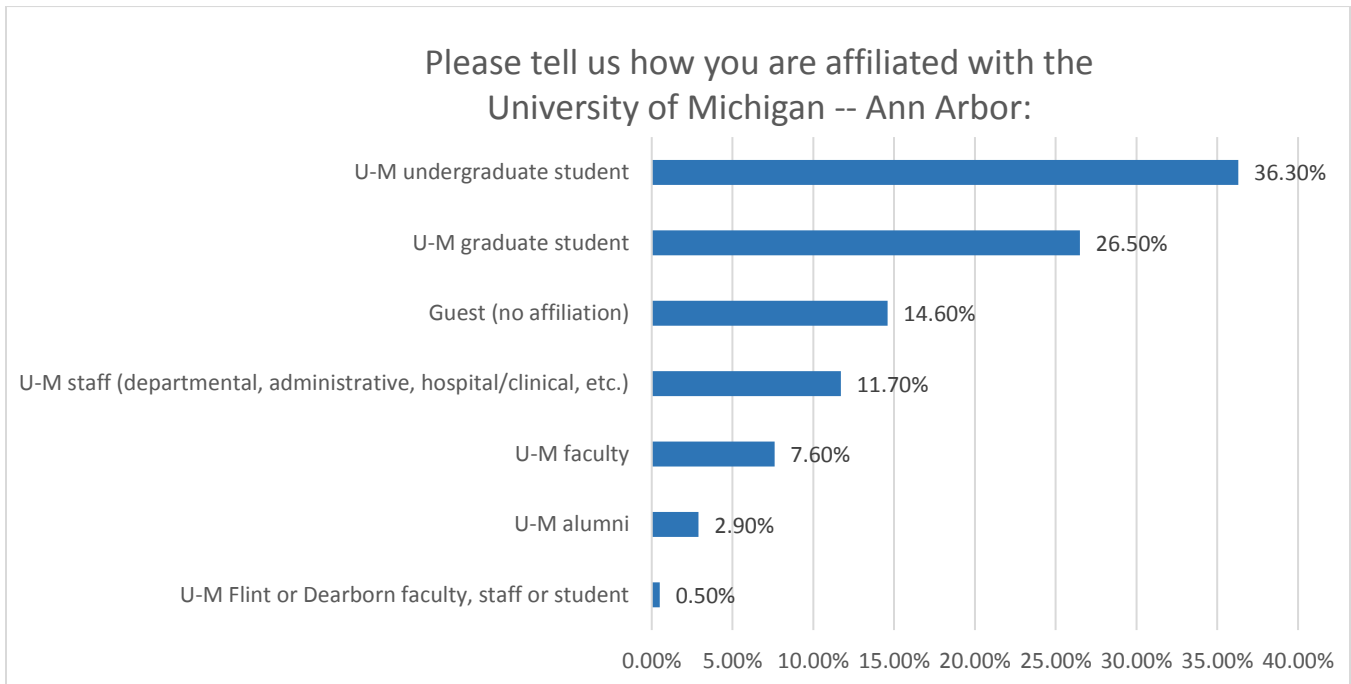
(For service provider instructions, see Appendix B.)

Final Results

Who responded?

During the data collection period, 456 users responded to the feedback invitation. Of those responses, 420 were finished, for a completion rate of 92%. Ask a Librarian IM service providers answered approximately 1662 queries during the eight-week collection period, meaning that just over one quarter (27.4%) of IM service users participated in this feedback effort. Partial responses (33) were included in the following data analysis.

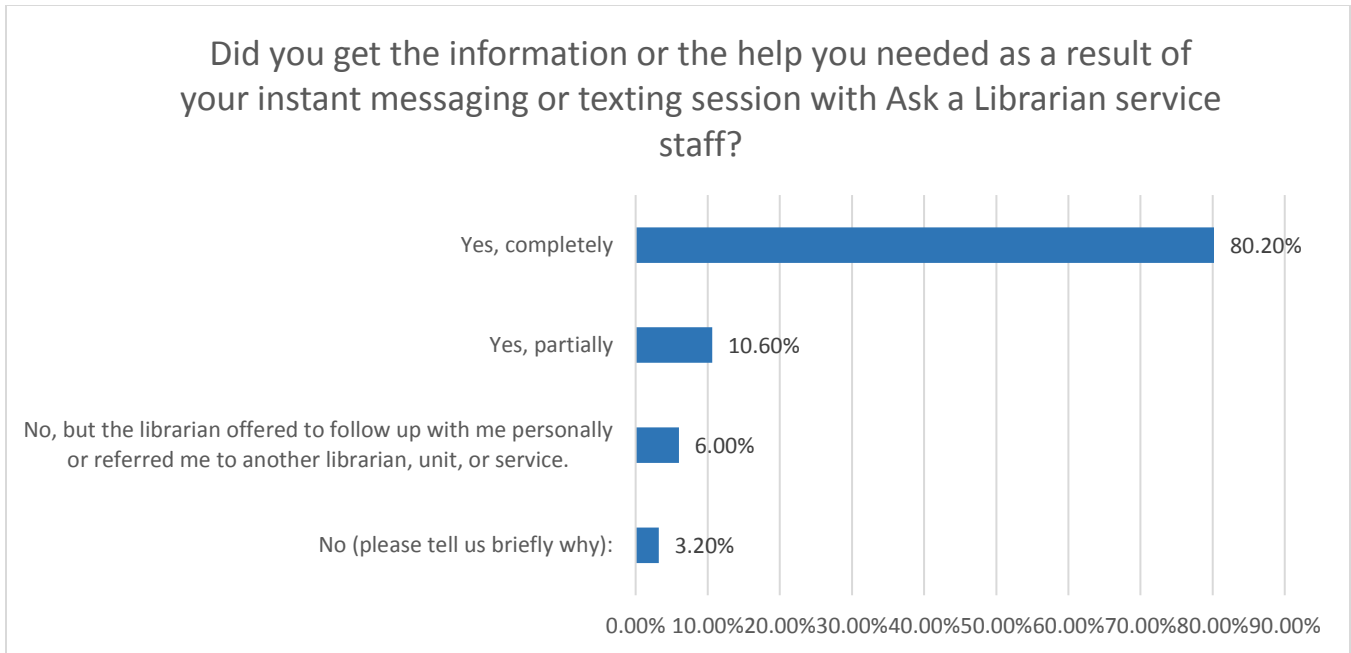
In total, 420 respondents were affiliated with the university. Students were overwhelmingly the largest group (62%): 152 (or 36.3%) identified as undergraduate students at U-M, and 111 (or 26.5%) identified as graduate students. Sixty-one users (14.6%) identified as guests. Staff members made up 11.7% of the response pool (49 responses), while faculty made up 7.6% (32 responses). Alumni totaled 12 respondents, or 2.9%, while the last .5% or 2 respondents were faculty, staff, or students at either U-M Dearborn or U-M Flint.



Did Respondents Get What They Needed?

In response to the question “Did you get the information or the help you needed as a result of your instant messaging or texting session with Ask a Librarian service staff,” a majority of respondents (348 or 80.2%) chose “Yes, completely.” Forty-seven respondents (or 10.6%) chose “yes, partially,” while 26 respondents (6.0%) indicated that they did not get the information they needed but that a librarian offered to follow up personally or referred them to a different service or individual.

Only 14 users (3.2%) indicated that their needs were not met nor did they receive offers of additional help. Among these respondents, four indicated that the reason was primarily access-based; U-M did not have online access to a resource they needed to access immediately, or the user was trying to access a resource limited to students in specific academic departments. Two respondents indicated that they received a referral, but were unable to either contact or receive an answer from the referred source. At least three respondents in this group stated that they actually *were* able to find the help they needed with the help of the IM service provider and left positive comments about their experience.



What Led Respondents to Contact the Ask a Librarian IM Reference Service?

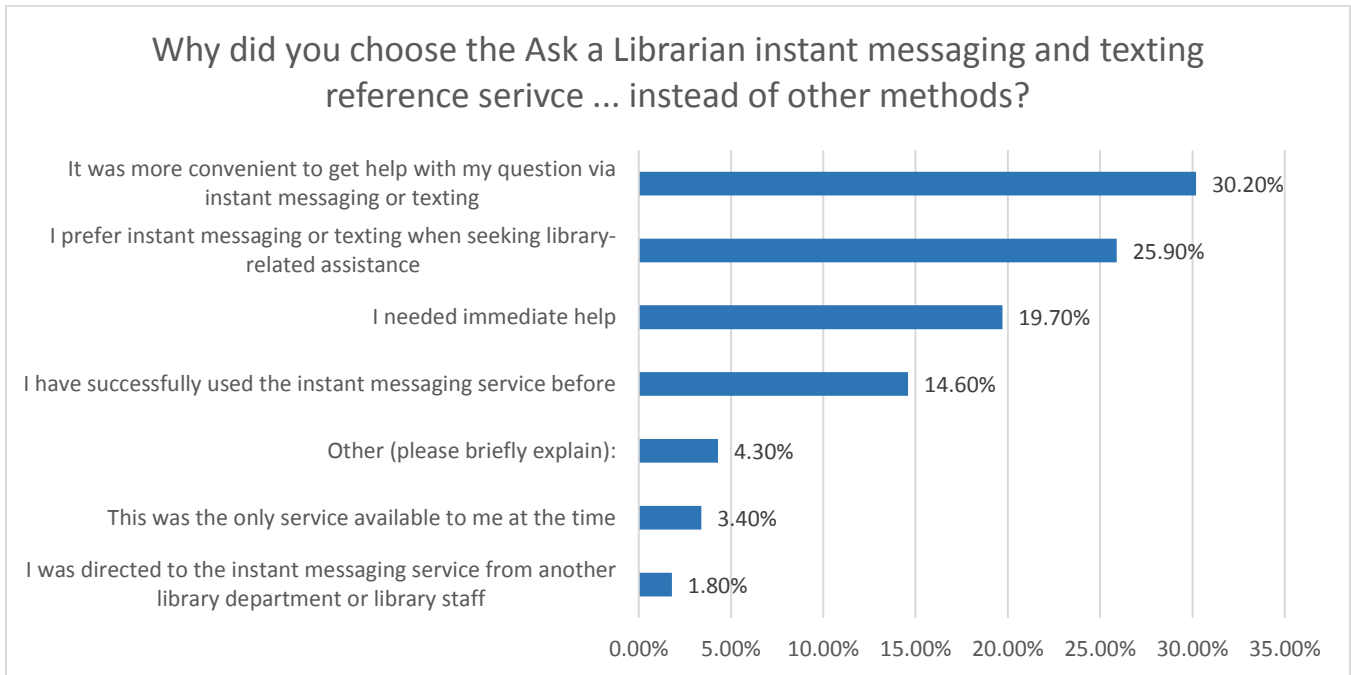
Respondents were invited to indicate all the factors that led them to contact the Ask a Librarian IM service. They marked a number of reasons as being most influential in their decision to seek help via IM or texting over other methods (in person, by phone, or via email). Multiple response options were allowed.

- 30.2% of respondents (230) cited convenience as a factor in their decision to use IM.
- 25.9% (197) responded that they “prefer instant messaging or texting when seeking library-related assistance.”
- 19.7% (150) indicated that they chose IM because they needed immediate help.
- 14.6% (111) chose IM because they had successfully used the service before.
- 3.4% (26) chose IM because this form of help was the only service available at the time they needed help.
- 1.8% of respondents (14) chose IM because they were directed to the service by another library department or staff member.

A small number of respondents (4.3% or 33) selected “other” and gave a variety of reasons for choosing the service.

The vast majority of these respondents commented on the convenience and ease of using the Ask a Librarian IM service, especially when in an area that they could not talk on a phone or could not physically be on campus. Several stated that they either prefer online interaction or chose the service because it was familiar to them. A sampling of notable responses is included below:

- “I really love the IM service, it’s really quick, helpful, and I don’t actually have to be in the library. A hidden gem of a service.”
- “I’m in Norway, and it is more affordable to use the chat service than to call, as well as more convenient concerning the time difference. An added perk of chatting is the option of sending and receiving links.”
- “Instant messaging like iMessenger is the way I have been used to communicate with people in daily life.”
- “It felt more private and less confusing than a phone call. I like that she was able to send me screen shots.”

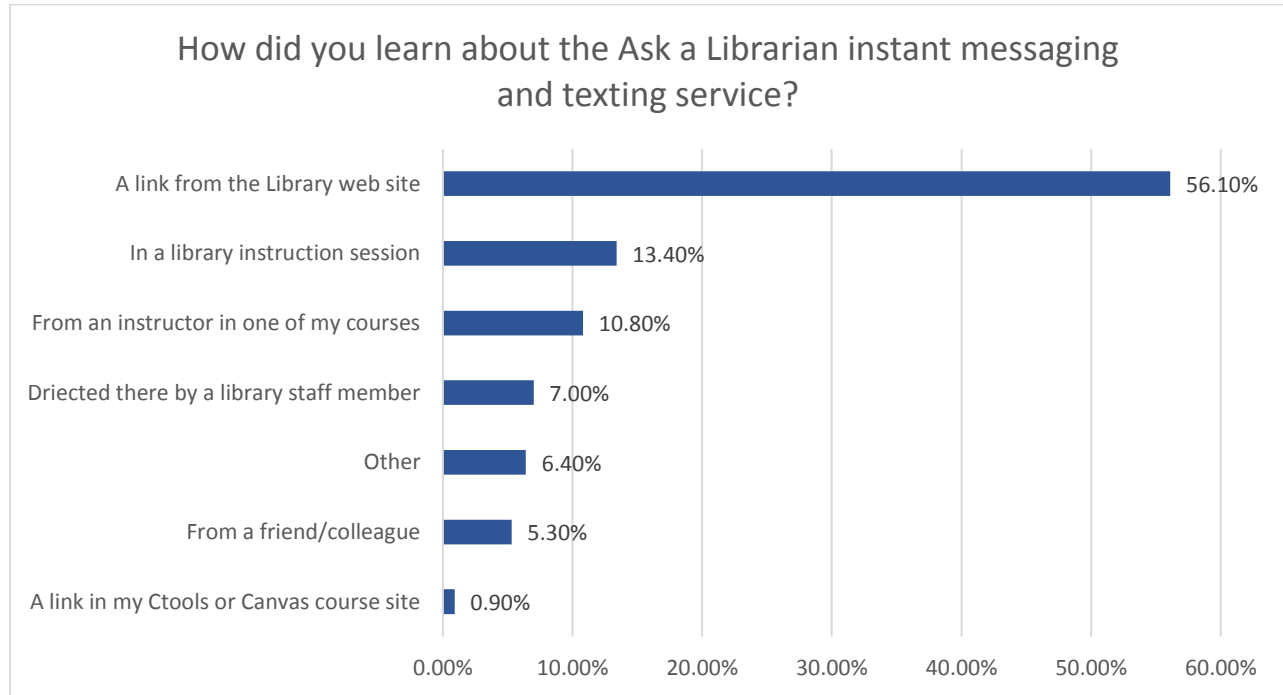


It is important to note that, while 420 individuals responded to this question, they were invited to select all options that applied. Comparatively, 758 selections were made (over 180% more than the number of respondents). This is nearly two selections per respondent and highlights the multi-faceted nature of users’ reasons for contacting the library’s IM/texting services.

How Did Respondents Learn about the Ask a Librarian IM Reference Service?

The vast majority of respondents (296 or 56.1%) learned about the service from a link found on the library website. Other respondents (71 or 13.4% and 57 or 10.8%) learned about the service, respectively, from library instruction sessions or from instructors in other courses. Thirty-seven respondents (7.0%) were directed to the service by a member of the library staff, while 28 (5.3%) learned about the service from a friend or colleague. Only 5 respondents (.9%) found the service through a link in their CTools or Canvas course site.

Many respondents who selected “Other” (6.4% or 34 respondents) could be categorized with the other options in this question. Eight responded that they had previous knowledge of the service, while seven learned about the service from an outside site (both Google and WorldCat were cited multiple times) or from another library. Eleven of these open responses also indicated that they found the service through a link somewhere on one of the library’s web pages.



What Technological Features Were Suggested by Respondents?

In response to the open-ended question “What technological features or additional services might improve your next experience with the Ask a Librarian instant messaging and texting service,” 165 respondents gave a wide variety of suggestions. One hundred-one stated that there were no additional features they would recommend; many included comments in this question about how much they appreciate the service.

Of the individuals who did offer technology-based suggestions:

- Nineteen respondents stated that a larger chat window or text box would greatly improve their experience, while four respondents suggested a larger font size. Note: this has been partially addressed with the recent implementation of a persistent pop-up (or proactive) IM box which features both larger windows and slightly larger font.
- Eleven respondents suggested screen sharing with the service provider, “so that we are both sure we are looking at the same things and looking at the right information,” and because “it would be nice to be able to see where information is located by the librarian instead of explaining it verbally.” They noted that generally service providers are able to guide them to the needed resources through text-

based interactions, but would appreciate the added ease and assurance provided by knowing that both service provider and user are, quite literally, on the same page.

- Five respondents suggested that video chat would enhance their experience.
- Four respondents stated that a feature of the current system which refocuses their window on the last message received complicated their experience, and asked that it be easier to scroll through the conversation without having that action interrupted each time a service provider sent a new message.

A small number of respondents suggested features that are already available through this service and application. For example, seven asked for a pop-out window, and three asked for the ability to email themselves a copy of the chat transcript for future reference. This suggests a need to make IM features more visible to users.

What Additional Comments Did Respondents Share?

The final, open-ended question asked respondents “What else would you like us to know about the Ask a Librarian instant messaging and texting reference service?” Comments from 140 respondents covered a variety of topics, but overwhelmingly focused on praising the service and the individual staff. Selected examples are below:

- “I’ve had really good experiences getting help through this service. Thank you for having it! The staff have been really good at both quick questions like this one, and more in depth troubleshooting or reference questions.”
- “The online chat librarian was just as committed to helping me as I was to getting the information.”
- “I received excellent service. [Service provider] is awesome and went above and beyond my expectations! I am impressed with your chat services and keep up the good work!”
- “I love this service. Librarians at UM are super helpful, friendly, and efficient.”
- “I think the University of Michigan Library feature is slick. It doesn’t have to do more. Its the Apple Inc of the Higher Learning world lol.”

Many comments highlighted the importance of finding immediate and convenient assistance:

- “I liked that the librarian... who helped me was super quick in response, and she sent me links, which made things a whole lot easier.”
- “I really love the feature because I always get an immediate response and the replies are quick. I appreciate the fast, convenient, individualized assistance.”
- “I use this service frequently as a doctoral student, and consider it vital. It is efficient and allows me to allocate my own time more efficiently. I LOVE THIS SERVICE.”

Some comments suggested desired features in the service, including the ability to save all conversations or longer service hours:

- “Maybe keeping a history of previous conversations would be useful to refer to.”
- “I wish it had longer hours.”
- “The librarian I was linked with was helpful in giving me resources to expand my search. This tool is extremely helpful, and would perhaps even recommend expanding the hours for it.”

A few responses suggested a need for better staff training, such as ensuring service providers are well-versed in the many resources offered by U-M, or how to better instruct users in the use of those resources via IM/text:

- “Make sure reference staff is aware of variety of spaces to find answer, not just using search bar (could have directed me to the women and gender studies libguide).”
- “If they can provide exactly how they find the source - the process of typing in keywords, which database, etc., it will be super!”

Conclusion and Recommendations

Respondents gave helpful feedback about their motivations for using the Ask a Librarian IM and texting service as well as their success in finding the information they sought with the help of service providers.

The top three reasons for selecting IM (as opposed to another access point) are consistent across all affiliated groups. It is clear from the responses that, regardless of affiliation, respondents favor IM and texting as means to obtain reference assistance because of the convenience of the service, because they prefer to seek help via IM/texting as opposed to other forms of communication, and because of the immediacy of the assistance. This is reflected in the methods through which respondents learned of the IM and texting service. A majority found it through links on the library’s site, showing that users connecting to the library’s site or catalog are highly likely to employ whatever method is most apparent, visible, or readily available to get the help they need.

To a lesser degree, respondents also chose IM because they are familiar with instant messaging services, whether ours or services offered by other outlets. Few used IM because they were referred there or previously heard about it from an instructor or friend/colleague. This suggests a need for continued outreach to instructors, student groups, and other departments to ensure that influencers in the research process are aware of the resources and services available (perhaps including more visibility in Canvas).

Respondents highlighted a few possible technological additions that are already available. As previously mentioned, at least one of these (the ability to pop-out the IM window) has been addressed with recent web site changes, but there is perhaps a need to make users more aware of that option within the widget and that transcript emailing is available, too. Making the IM widget larger across all platforms where it appears would be welcomed by users as well. Respondents also offered other suggestions, most notably the ability to share screens with the service provider within the IM

environment. This feature, which is not currently available in our current IM application, would be especially helpful when serving users who struggle with complex ideas and tasks in text-based communication, or where a language barrier exists between service provider and user.

While improvements were suggested and difficulties accessing needed information were noted, individuals noted overwhelmingly positive experiences. Future feedback efforts would be helpful in determining whether changes already made (or planned in the future) had any effect on task accomplishment. It would be especially helpful to know if efforts to make IM features more visible were successful. A question for the report writing team arose during this collection period regarding service hours for IM services. Adding a question regarding past experiences when respondents have needed IM services after hours (but found them unavailable) might help us to gain some insight on unmet needs.

And finally, added clarity in responses to several questions might make questions easier to answer. For example, Question #3¹ asked respondents how they learned about the Ask a Librarian IM and texting service. "A link from the library website" was the first option listed, yet many respondents selected "Other" and wrote in a response which made it clear they found the Ask a Librarian widget on one of the library's pages. Giving the option as "a link on any of the library's webpages" could pull in those users who might be confused about which sites are indeed part of the library's larger group of sites. Many respondents also wrote in that they found the service through an outside website (such as Google or WorldCat). Including an answer option such as "Through a website outside MLibrary" could capture this path.

Please note that the last feedback item gathered email addresses from those that were willing to participate in future interactions with planning/testing our technology enhancements (21 respondents). While we did not contact those individuals as part of this particular project, we did save the contact information in case we would like to invite them to help us test a new feature in the near future (such as a screen sharing tool).

Note: where appropriate anonymized user comments were shared with other library services or departments (such as circulation, interlibrary loan, etc.).

¹ How did you learn about the Ask a Librarian instant messaging and texting service? (Select all that apply.)

Appendix A: Feedback Form (Qualtrics)

U-M Library Ask a Librarian Instant Messaging Reference Service Feedback

We appreciate your comments about the University of Michigan Library's Ask a Librarian instant messaging and texting service. Your feedback will help library staff anticipate and respond to our community's needs and expectations around personalized, online library research assistance services. The short 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).

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

2. Why did you choose the Ask a Librarian instant messaging and texting reference service for your recent question or request, instead of other methods for seeking help (e.g. phone call, in-person, email)? (Select all that apply.)
 - I prefer instant messaging or texting when seeking library-related assistance
 - I was directed to the instant messaging service from another library department or library staff
 - It was more convenient to get help with my question via instant messaging or texting
 - I have successfully used the instant messaging service before
 - I needed immediate help
 - This was the only service available to me at the time
 - Other (please briefly explain): _____

3. How did you learn about the Ask a Librarian instant messaging and texting service? (Select all that apply.)
 - A link from the Library web site
 - Directed there by a library staff
 - From a friend/colleague
 - From an instructor in one of my courses
 - In a library instruction session
 - A link in my CTools or Canvas course site
 - Other (please briefly explain): _____

4. What technological features or additional services might improve your next experience with the Ask a Librarian instant messaging and texting service?

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

- U-M undergraduate student
- U-M graduate student
- U-M staff (departmental, administrative, hospital/clinical, etc.)
- U-M faculty
- U-M Flint or Dearborn faculty, staff or student
- U-M alumni
- Guest (no affiliation)

6. What else would you like us to know about the Ask a Librarian instant messaging and texting reference service?

7. Your comments are strictly anonymous. However, if you would be willing to talk to us in more detail about possible future enhancements to this service, please include your name and preferred email address here:

Appendix B: Instructions to IM Service Providers

The What/When/Why:

Beginning next Monday, February 2nd, those of us delivering the Ask IM service will take opportunities to invite almost all IM service users to complete a short feedback form, at the end of each IM session. During the period of February 6 through April 26, we will ask our IM service users to provide feedback: on the motivating factors for seeking help via IM (as opposed to other service points) on how they learned about IM service in particular and what future enhancements, features, or additional services they might want or need.

We hope that the responses will provide us with guidance for future directions, especially when taken in conjunction with our email feedback form results. If IM users ask why we want their feedback, you can say that we're interested in gathering their input to help us plan for future enhancements.

The How/What You'll Do:

You will invite individual users to complete a short, anonymous feedback form when you reach the end of your IM session. We recognize that users often leave the transaction as soon as it has ended, but please make an effort to invite as many users as possible to participate.

For your convenience, I will insert a canned response into the LibraryH3lp system over this weekend, but feel free to extend the feedback invitation in a way that is most comfortable for you based on the interaction you've had with the user.

Here are some example statements you might use:

- Thank you for using the Ask a Librarian service! Please take a few moments to fill out this quick feedback form about your experience with this service: <http://bit.ly/2kvTPWf>
- Thanks for contacting us! I have a quick favor to ask of you now. If you have a moment, please fill out this anonymous feedback form about the Ask a Librarian IM service: <http://bit.ly/2kvTPWf>
- I'm glad those resources will be helpful to you! After we say good-bye, we would appreciate it if you would consider taking a moment to fill out a brief feedback form about this service: <http://bit.ly/2kvTPWf>

You might keep your preferred invitation text handy (in Word, Notepad, Wordpad, etc.) for quick and easy insertion into your LibraryH3lp input box.

If you have questions about the feedback form, the Qualtrics form, or how to invite users to participate, please contact Dave Carter (superman@umich.edu). Thank you for your help moving this effort forward!

Appendix C: Text Responses to Question 1

Did you get the information or the help you needed as a result of your instant messaging or texting session with Ask a Librarian service staff? (No (tell us briefly why))

Service staff was pleasant, but did very surface level reference work (pointed me to the search bars on library interface, offered an alternative search term that was equally unspecific). May have been due to high traffic.

The scale I was looking for is not commercially available so I need to email the authors of the scale.

Looking for a map of Taubman (medical library) building, and there was no map to be found of floors other than 4th floor. Even if the library doesn't manage those floors, it might be good to have a map or at least a list of what's on the other floors.

I was looking for an extremely rare (maybe even non-existent) recording. The librarian was very helpful and responsive!

the listing wasn't clear, but it's not their fault

The person was really patient and helpful. It was quick to discover the article with him/her.

I needed the article tonight, and Michigan did not have online access

No

I was referred to the music library, they referred me to someone else, and the call went to voice mail. I am waiting a call back from [a staff member] at the music library.

I needed further information that she couldn't supply me with but she supplied with ALL she could so I can possibly get more information

[The staff member] was fantastic. Even though she initially didn't know how to answer my question, she very, very quickly figured it out and was able to help me figure out the functionality of a database.

I was referred to circulation services to inquire about the progress of a recall I placed. That was fine and I appreciated the phone number to call, but when I called Hatcher about the recall the person who answered the phone was only able to give me general info about recalls and no specific information about where in the 'queue' my recall is. I thought he might be able to check to see if the book had been returned yet but he did not even ask my name or the name of the book and brushed me off.

Librarian was excellent. However, she could not get me access to Harvard Business Review. Ross Business School only students who have access. Completely unacceptable, other students require and need this literature, and now have to pay an additional fee.

This is a wonderful service! I'm a student at Rutgers University, and I was looking for info I couldn't get through our inter-library loan service. The chat provided instant guidance, I have been trying to get this through other channels for a week now!

I don't believe the librarian understood my question but I was able to answer it on my own after some searching.

Appendix D: Text Responses to Question 2

Why did you choose the Ask a Librarian instant messaging and texting reference service instead of other methods? (Other (please briefly explain))

I really love the IM service, it's really quick, helpful, and I don't actually have to be in the library. A hidden gem of a service.

I was searching for something on the library website and couldn't find what I was looking for - then saw the chat box

It was easier, I was already at the computer and I could continue to explore solutions while chatting with the assistant.

I wanted immediate help and it was there and convenient.

It was a pop-up window on the search page. Was a reasonable option.

I am from another community and was looking for something that's likely only available (if at all) at U of M. Plus, I like this feature.

I'm in my 40s and still think I ought to not talk on my phone in a library! [Service provider] was the librarian with whom I chatted, and she was great.

I'm in Norway, and it is more affordable to use the chat service than to call, as well as more convenient concerning the time difference. An added perk of chatting is the option of sending and receiving links.

It was the first thing I saw on the website and looked like it would work great

I didn't know who to email with my question.

It was the first method I saw

Instant messaging like iMessenger is the way I have been used to communicate with people in daily life.

It felt more private and less confusing than a phone call. I like that she was able to send me screen shots.

[Service provider] was awesome. She was there step by step

When a digital reference isn't available at UM, it's simpler to chat to figure out why... this case the UM has a digital subscription since 2013, but that somehow doesn't allow pdf download. I like to read key material on paper, away from a computer.

My inquiry was pretty straight-forward, yet I had difficulty finding the part of the website that had the information.

It should work

it's what I happened to see when I started the search and I like instant messaging

Offered at the website so I chose since I used it from California.

It was right there when I was searching and couldn't find what I was looking for so it was very convenient.

I have free messages service in my phone from the cellular network

It was the only service I could find easily.

It's fast and easy

Convenient to ask questions from home!

Teacher referral

I was e-mailing askus@umich.edu, but the PDF attachments were not working; it seemed quickest to just IM the staff instead of prolonging the back-and-forth we were having.

I'm a faculty librarian at Rutgers and I love the chat service and knew what I was looking for, so working digitally was a great way to share information in a collaborative format

I got the references via google books. It was mentioned that the University of Michigan had this document.

Additionally, I am a PhD student at the University but I live in California so some of the other services are very difficult to use.

It was a quick, non-reference related question about what a catalog entry meant

I'm out of the country at the moment, so IM is currently my preferred way of communication.
convenient prefer online interaction

I'm able to talk with the librarian w/o being on the phone to reduce noise/distractions in the office space

Appendix E: Text Responses to Question 3

How did you learn about the Ask a Librarian instant messaging and texting service? (Other (please briefly explain))

Help from Sterling Heights, MI, Public Library

Was at the bottom of the library page when I was searching for articles myself

A link on the Research Guides page

I was searching online

Google

pop up window on library page

I suppose this might count as "a link from the Library web site," but I was viewing my checked-out items and noticed the chat box in the lower right-hand corner of the page.

My own investigation

I don't remember. I just found it through Mirlyn

I am former U-M library staff, and used to take my turn answering the chat questions.

I know about the resource

Knew in advance for years, forgot original source.

Have used a # of times

I've used it since freshman year (I'm a senior now) so I have no memory of how I heard about it.

And I have used it in the past

During an orientation overview in the UGLi

<http://www.worldcat.org/title/boston-transcript-a-history-of-its-first-hundred-years/oclc/15335714?referer=di&ht=edition>

On library pages.

I also heard about it from a student organization I was in, because we wanted to thank them.

Library staff made a visit to one of my courses by invitation from my professor.

I was a U of M student previously and had never tried the service, but remembered it was offered and decided to try it

From the MGet it link on pubmed

Just found it on the homepage

I love chat. Always have. Used it when a student at UW-Madison, and tell my students all the time, if all else fails ask a librarian, and sometimes chatting with a librarian is one's only option!

worldcat.org

Librarian at Rutgers University

Directly from the website. I saw the box. Easy to use!

Previously knew of service.

By the writing consultant in Sweetland Writing Center

Noticed while browsing the website

Librarian orientation at start of doctoral program

Its right on the front page of the mLibrary webpage.

Tru Google.

Appendix F: Text Responses to Question 4

What technological features or additional services might improve your next experience with the Ask a Librarian instant messaging and texting service?

You guys were great! Thank you.

You could make the email to self more clear. Perhaps some text by the email icon, "such as send chat to your email"

Worked ok. Good quick helpful service thanks

Video chat

this texting feature is very nice

This service is pure gold, and I appreciate it so much. World class service in seconds. Can't say enough

the service was good

the one you have is ok although the chatbox is quite small

The message entry box was partially overlaid by other objects at the bottom and there didn't appear to be a way to move the whole conversation window. It's fine if one is entering only a line or two, but the text becomes obscured by the overlay if more lines are entered. I'm an IT guy and think I know the problem, but please check it out. The service itself is great. I've used it in other libraries. Thanks!

The librarian I received was fast and super knowledgeable, really helped me out. Thank you

The chat window can be bigger and the texts in the window can be bigger as well; If the librarian even mentions or puts up a link to a source in the chat box, it would be great if there is a feature that allows us to favorite the source automatically

The chat box is super small, and quite a few times I couldn't scroll up to see what she had said earlier.

The ability to add screen shots or for me to share my screen with the librarian

Talk to a person on the phone!

Some sort of link preview, may be helpful

Some kind of screen sharing. But, the librarians I spoke to were able to explain exactly what I needed to click/select very well without it

Slightly larger box on the screen. What font pt is it - 8?

Screen Sharing, if possible, could be super helpful

Screen sharing

possible a screen sharing tool -- it would be nice to be able to see where information is located by the librarian instead of explaining it verbally

Perhaps it would be more convenient to direct the user directly to the subject librarian for specific questions.

overall my librarian did wonderfully to help me find sources for my paper

Nothings. It's all good as of now

Nothing. My experience has been perfect.

Nothing. It worked fine.

nothing- fulfilled what I needed today

Nothing, this was great

Nothing, maybe its own webpage.

Nothing, it was great

Nothing, it is great!

Nothing, I thought it was great!

Nothing, I think it's perfect and very useful

Nothing, I have always wonderful experiences with the i.m. service.

Nothing!! honestly, the only limitations I have with the system is that the chat window is a bit small and can be limiting, and it might be nice (but maybe risky for ur employees or something, not sure) if there was a way to send screenshots or other files.

nothing really, it was great

Nothing I can think of!

Nothing has come to mind at this time.

Nothing comes to my mind in the immediate.

Nothing comes to mind at the moment

nothing at this time. It lets me know when the librarian is typing. Great service

Nothing at all. It was all the help I needed. Thank you!

nothing - it was great!

nothing - it was fine

nothing

nothing

Not sure. My question was sufficiently detailed that I included my email to allow a followup answer. Maybe make that option known to new users?

Not sure, all went very smoothly.

Not sure at this time.

not sure

Not I can think of. This is good enough for me.

None.

None, specifically.

None, it was super easy to use!

none, it was great

None!

None!

None that I know of, he was very helpful!

None right now - love that's it's right on the front page!

none it worked fine none it worked fine none it worked fine

none

none

none

none

none

none

none

None

none

None

none

no this is perfect!

no idea

na

NA

NA

NA

NA

n/a it was great!

N/A - very happy with my experience

N/A

n/a

N/A

N/A

N/A

N/A

N/A

n/a

n/a

More directly search and article recommendation

maybe the ability to share screens? system seems pretty text based.

Maybe screen share?

maybe more adverting, because not many people know about this tool. also maybe later hours on week days?

Maybe extended hours

[Service provider] was awesome! However, one kink in the chat screen: if the other person is typing, it keeps scrolling down to the bottom, which made it hard to click/read instructions regarding an earlier link.

Making it a little bigger :) it is rather hard to see

Larger text box for instant messaging

larger screen & updated UI

Knowing that there's a wait, or that it's a high traffic time. Answer may have been different if there had been more time to discuss.

Knowing 'ins and outs' of PubMed -- e.g., filtering out duplicates from multiple searches, comparing with other databases to check and remove duplicates so that only unique items can be viewed

it's good as it is

It would be nice if you could give the Librarian permission to look at your screen so that they can see what you see and vice versa.

It would be nice if the text box was a slightly bigger window, it's pretty darn little! But wow, every interaction I have had with this staff has been incredibly helpful. They consistently go above and beyond to help me out and should be commended!

It would be helpful to interact with someone who had a little more experience working with the library system. A lot of times it takes me several tries before I am able to explain what I need in a way that the librarian can understand.

It would be better if the chat box was faster. It often takes a long time for the messages to get sent

It was great

It was all helpful to me.

It was all good.

IT IS PERFECT!!!! and [service provider] rocked!!!

It all looked good to me so far.

Include emoji may be a good idea.

If you are on another tab and the librarian responds, the tab could show to reflect that incoming message

If the people running the chat could access our library accounts for more directed assistance.

If the ILL department had their own chat queue, so I could have been transferred instead of directed to a phone call. However, I was able to get the information I needed.

if I had pie in the sky, I love the idea of skype reference. Or easier way to pass documents back and forth.

I'm not sure

I would like to receive an e-mail with a copy of my chat with the librarian. It can serve my as a reference for future consultations.

I wish that the conversation would carry over onto other pages, rather than having to click back and forth between tabs or opening another tab - it would be more convenient it is automatically reopened on the next page

I truly can't think of one, my experience was perfect over ask a librarian IM. I loved that when [the service provider] sent me links over the chat I could click them and they would open in another tab.

I think this technological feature worked perfectly

I think this has been very helpful. Perhaps- maybe an animated guided link- to show where we click? (Just a suggestion). I think the services is great at this time.

I think the University of Michigan Library feature is slick. It doesn't have to do more. Its the Apple Inc of the Higher Learning world lol

I think it's great!

I really liked it. I would have wanted to pop the window out. I'm guessing that's what the green arrow does, but I didn't want to end the session by accident. (I just checked and that is what the green arrow does). Anyway, I wonder if there might be a different arrow thing there that makes it more clear that it's a pop out button so that you can see more. Otherwise, extremely satisfied with my experience!

I love this service. It's great as is!

I love this service. Beyond useful.

I love it. Just make it available more often.

I haven't think out additional services or technological features might improve my next experience. My experience this time is very comfortable and helpful.

I haven't had any problems with it!

I have no answer. I was thoroughly satisfied.

I got immediate help! [Service provider] is great.

I don't know

I don't have any suggestions. I feel like the service has always worked well for me

I cannot think of anything else right now.

I can't think of anything! It worked well for me

I can't think of any. I do wonder if staff and faculty and students realize the tremendous benefit of accessing newspapers online (especially one like the WSJ that does not let you read articles for free). It's a little complicated to access, but I was able to get there with Ask a Librarian.

I can't think of any improvements, [the service provider] was very helpful!

Honestly, the librarians do a great job, always satisfied with how they help out

Honestly it's fabulous wouldn't change a thing

Having results of our online discussion emailed

Guidance on the difference between search terms

Got fantastic help from [service provider], one of your librarians. He went way beyond duty to help me. Bravo [service provider], bravo University of Michigan.

facetime

Don't know of any yet

catalog link input

Can't see any right now.

Can't think of any -- this is a simple and useful tool.

Bigger font

better link sharing in the Instant Message box and a better interface of the chat box. possibly one that can pop out of the window!

better chat box

As the librarian was typing, it was hard to scroll the chat to see what he said before. If the chat service (technologically) could be improved, that'd be great. Chat window can be made a little larger too. It's not that bad though, considering that

my query was resolved in minutes. Thanks!

Allowing me to scroll up and down in the text box without being dragged back down to the most recent line when the librarian is actively typing. Also, slightly larger text box

Adding pictures, skype

ability to send screenshots, so that we're not hunting for buttons and tools

A share screen feature. This would facilitate our exchange, so that we are both sure we are looking the same things, and looking at the right information.

A pop-out window that's easy to find among other programs that are open on my computer. Sometimes I'm doing other things while getting help from a librarian, and it can be easy to lose or accidentally close the window in which we're chatting.

A pop-out box may be useful to toggle and text

a pop out chat window

A notification when I get a new message, but otherwise it's great!!

A messaging screen that has the flexibility to enlarge.

A larger window, and reassurance that I can continue a conversation that got cut off because of connection/web browser issues.

A larger text box

A larger messaging window

A faster interface

a bigger and more up to date chat bar

A better chat window size

Appendix G: Text Responses to Question 6

What else would you like us to know about the Ask a Librarian instant messaging and texting reference service?

how to access this service from your phone (texting or through UMICH app)

nothing at this time

Great service and very polite.

I love it so much! Even though results can vary, depending on which librarian I get on the other end.

love it! incredibly helpful

n/a

it is a great service, and thank you

N/A

Offered great assistance for quick questions.

I love this feature! Thank you so much for having it available!!!

Nothing at the moment. Though I used it only for a couple of times, I had positive experiences.

I wish it had longer hours

works like a charm

That it was great. Very good service.

Keep it going, its great.

I've had really good experiences getting help through this service. Thank you for having it! The staff have been really good at both quick questions like this one, and more indepth troubleshooting or reference questions

The librarian responded instantly and was very detailed in helping me.

nothing

Nothing! Librarians are always very friendly which is appreciated.

Thank you so much for your prompt and helpful responses!

If they can provide exactly how they find the source - the process of typing in keywords, which database, etc., it will be super!

Great services! Thank you.

It was interesting and easy .

My librarian was very helpful!!

I really like this service!

Keep up the great work! [service provider] did a fantastic job helping me out today.

service hours. I found it.

Wonderful system. I did not have something like this at my previous university.

whether you have a paid service for out of country guests

[Service provider] was very thoughtful and helpful

I received excellent service. [Service provider] is awesome and went above and beyond my expectations! I am impressed with your chat services and keep up the good work!

It is very useful!

[Service provider] was fantastic and went above and beyond to help me track down a particularly tricky article!

nothin

love it

NA

You all are doing great. I also appreciate how polite the librarians are and how knowledgeable.

Cost and time efficient!

Very helpful!

I think there is nothing else i want to know. I think that this window is like the window you hover into the Apple website as you started looking for things or asking questions

It is convenient and easy to use

It's awesome!

Nope

It was extremely helpful!

no

None

nothing

very good service. I really appreciate it. thank you.

i had great service

I would like to give my special thank to [service provider] who was very patient and helpful

Nothing, very efficient!

It's great!

Every interaction I have had with your employees has been stellar. I am so grateful to this service and program!!

[Service provider], the one who attended to my needs was kind and most accomodating.

None.

I was very satisfied with the service overall

Very useful and fast, thanks!

I'm so glad it exists

The online chat librarian was just as committed to helping me as I was to getting the information.

nothing else.

Information desk with instant reply regarding the information that we want

nothing much

[Service provider] was very helpful.

This service is outstanding and extremely helpful

I think everyone who works this service is so resourceful. I really am thankful that this service is available.

so far so good

None, it was very helpful and I appreciate it. GO BLUE!

NA

I really love the feature because I always get an immediate response and the replies are quick. I appreciate the fast, convenient, individualized assistance.

I use this service frequently as a doctoral student, and consider it vital. It is efficient and allows me to allocate my own time more efficiently. I LOVE THIS SERVICE.

N/A

Nothing

I love this feature. I'm very grateful you keep it running over Spring break.

This is the greatest thing ever. So convenient and helpful.

I'm good to go.

Nothing

so helpful. Thankful for the service

she went beyond my expectations

[Service provider] is wonderful!

Thank you very much for your over-the-top service! I truly appreciate how hard everyone works!

N/A I have always used this form of communication because it is fast and efficient

I absolutely LOVE this feature. It is great to find an instantaneous resource when you are struggling.

I'm not sure

nothing

It is hugely valuable

I thought it was extremely handy and useful. You should continue this service.

It would be nice if the links to technology assistance (how to plug your laptop into the TVs at the different libraries) were on the homepage of the library or easier to find b/c I couldn't find them after searching for quite a bit

thanks for all your help!

Great service! Very helpful.

I have no answer

It was really great!

[Service provider] was who helped me.

helpful

Nothing really, it's a fabulous service and I'm glad we have it.

N/A – [Service provider] had great customer service!

[service provider] was extraordinarily helpful to me as a guest. As a townie unaffiliated with the University, it was wonderful to be welcomed so warmly when I reached out for assistance with my research project.

[Service provider] kicks ass

It was helpful to have instant help!

I love this service. Librarians at UM are super helpful, friendly, and efficient.

[Service provider] was very responsive and directed me to another resource when she was unable to find the answer.

That it's a tremendous help.

nothing

[Service provider] did an amazing job! He was very helpful

OK for now

I liked that the librarian...who helped me was super quick in response, and she sent me links, which made things a whole lot easier.

Nothing to add at the present.

N/A

its awesome! keep it going! if possible 24/7

It is very helpful for finding articles!

The librarian I was linked with was helpful in giving me resources to expand my search. This tool is extremely helpful, and would perhaps even recommend expanding the hours for it.

N/A

it was fast and convenient! Great services! Thanks!

My librarian...was excellent and extremely fast. Helped me find the article I needed and made my day! Thanks again!

Everyone has been really helpful and I think it is a wonderful research that more students should utilize!

I advertise this service to MSW students

they are great!! always very helpful

[Service provider] is great and very helpful

Really great service and the librarians are super helpful!

Thank you!

n/a

Very nice and polite conversation :)

I'm a fan

It's great!

Maybe keeping a history of previous conversations would be useful to refer to.

how to access this service from your phone (texting or through UMICH app)

nothing at this time
