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Search, Report, Wherever You Are: A Novel Approach to Assessing User Satisfaction with a Library Discovery Interface

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Library Search Catalog Search Satisfaction Survey, Library Staff

Start of Block: INTRO

Intro

Thanks for helping with this survey about Library Search. Design & Discovery will use this information when working on improvements. The survey should take no more than 10 minutes.

Data will not be reported with identifiers (e.g., names, email addresses). The survey does not ask sensitive questions.

Anyone who completes the survey can enter a drawing for a chance to win a \$50 gift card.

If you have any questions or concerns about the survey, please contact Craig Smith (craigsm@umich.edu). Please click 'Next' if you agree to participate.

Page Break

IMPORTANT

In the first three sections of this survey you will be asked to open other tabs in your browser. For your convenience, always keep the tab with the survey open.

(Note: you can return your most recent spot in the survey if you close the survey tab by mistake.)

End of Block: INTRO

Start of Block: Known Item

Section 1 of 4: Searching for a Known Item

STEP 1: INSTRUCTIONS

Below is a link to the Catalog. Once in the Catalog: Please enter the title of an item that

you know to be in the Catalog. Look at no more than the first two pages of results. Then click 'Next' in the survey. [Click here to open Catalog Search in a new tab.](#)

Page Break

KnownItem_URL

STEP 2: RESULTS URL

Once you have completed your search: Copy the URL of the results page. Paste it in the box below.

Page Break

STEP 3: QUESTIONS ABOUT YOUR SEARCH



As you look over the results of your search, please describe what you see:

- I see the item as expected (3)
- I see the item, but not where/how I expected (2)
- I don't see the item (1)
- Other (999) _____

Display This Question:

If As you look over the results of your search, please describe what you see: = I see the item, but not where/how I expected

You indicated that the item did not appear where/how you expected. Can you say more about that?

Please rate your satisfaction with the following:

Display This Question:

If As you look over the results of your search, please describe what you see: = I see the item as expected

Or As you look over the results of your search, please describe what you see: = I see the item, but not where/how I expected



Position of desired record in the results

- Very satisfied (4)
 - Moderately satisfied (3)
 - Moderately dissatisfied (2)
 - Very dissatisfied (1)
-



Speed of the results appearing

- Very satisfied (4)
 - Moderately satisfied (3)
 - Moderately dissatisfied (2)
 - Very dissatisfied (1)
-



Sufficient information in each record to determine whether the item was the one I was looking for

- Very satisfied (4)
 - Moderately satisfied (3)
 - Moderately dissatisfied (2)
 - Very dissatisfied (1)
-



Ability to determine availability of print and/or electronic versions of item

- Very satisfied (4)
 - Moderately satisfied (3)
 - Moderately dissatisfied (2)
 - Very dissatisfied (1)
 - N/A (999)
-



Clarity regarding location of print items

- Very satisfied (4)
- Moderately satisfied (3)
- Moderately dissatisfied (2)
- Very dissatisfied (1)
- N/A (999)

End of Block: Known Item

Section 2 of 4: Searching for a Known Group of Items

STEP 1: INSTRUCTIONS

Sometimes you might look for a group of items, with the intention of identifying a particular one (for example, a piano concerto by Brahms, or Japanese literature published before 1950).

Once in the Catalog: Conduct a search for a group of items. Look at no more than the first two pages of results. Then click 'Next' in the survey.

[Please use this link to return to Catalog Search.](#)

Page Break

STEP 2: RESULTS URL

Once you have completed your search: Copy the URL of the results page. Paste it in the box below.

Page Break

STEP 3: QUESTIONS ABOUT YOUR SEARCH



As you look at the results of your search, please describe what you see:

I saw what I expected to see in the results (1)

I saw something unexpected in the results (0)

Other (999) _____

Display This Question:

If As you look at the results of your search, please describe what you see: = I saw something unexpected in the results

You indicated that you saw something unexpected. Can you describe what you saw, and what you expected to see?

Please rate your satisfaction with the following:

Display This Question:

If As you look at the results of your search, please describe what you see: = I saw what I expected to see in the results



Position of desired record in the results

- Very satisfied (4)
- Moderately satisfied (3)
- Moderately dissatisfied (2)
- Very dissatisfied (1)



Sufficient information in each record to determine whether I had found what I was looking for

- Very satisfied (4)
- Moderately satisfied (3)
- Moderately dissatisfied (2)
- Very dissatisfied (1)

End of Block: Known Set

Start of Block: Exploratory Search

Section 3 of 4: Exploratory Search about a Topic

STEP 1: INSTRUCTIONS

Once in the Catalog: Conduct a search to retrieve items on a *general topic* you are familiar with (e.g., “video games,” “botany,” etc.). Look at no more than the first two pages of results. Then click 'Next' in the survey. [Please use this link to return to Catalog Search.](#)

Page Break

STEP 2: RESULTS URL

Once you have completed your search: Copy the URL of the results page. Paste it in the box below.

Page Break

STEP 3: QUESTIONS ABOUT YOUR SEARCH



As you look at the results of your search, please describe what you see:

- I saw what I expected to see in the results (1)
 - I saw something unexpected in the results (0)
 - Other (999) _____
-

Display This Question:

If As you look at the results of your search, please describe what you see: = I saw something unexpected in the results

You indicated that you saw something unexpected. Can you describe what you saw, and what you expected to see?

Please rate your satisfaction with the following:



First page results were relevant to topic

- Very satisfied (4)
 - Moderately satisfied (3)
 - Moderately dissatisfied (2)
 - Very dissatisfied (1)
 - N/A (999)
-



Sufficient information in each record to determine if desired results appeared

- Very satisfied (4)
- Moderately satisfied (3)
- Moderately dissatisfied (2)
- Very dissatisfied (1)
- N/A (999)

End of Block: Exploratory Search

Start of Block: Global Questions

Section 4 of 4: Final Questions

Previously, we asked you about Catalog Search. In this section, we will ask you about Library Search more generally.



Aside from the searching you just did for this survey, have you used Library Search within the past two weeks?

- Yes (1)
- No (0)

Display This Question:

If Aside from the searching you just did for this survey, have you used Library Search within the pa...
= Yes

In your recent search(es), how satisfied were you with the following:

Display This Question:

If Aside from the searching you just did for this survey, have you used Library Search within the pa...
= Yes



Speed of Library Search

- Very satisfied (4)
- Moderately satisfied (3)
- Moderately dissatisfied (2)
- Very dissatisfied (1)
- Don't remember* (999)

Display This Question:

If Aside from the searching you just did for this survey, have you used Library Search within the pa...
= Yes



Relevancy of results at or near the top of results list

- Very satisfied (4)
- Moderately satisfied (3)
- Moderately dissatisfied (2)
- Very dissatisfied (1)
- Don't remember* (999)

Display This Question:

If Aside from the searching you just did for this survey, have you used Library Search within the pa...
= Yes



Overall level of satisfaction with Library Search

- Very satisfied (4)
- Moderately satisfied (3)
- Moderately dissatisfied (2)
- Very dissatisfied (1)
- Don't remember* (999)

Page Break



Do you have memories of using Library Search roughly a year ago (Fall 2018)?

- Yes (1)
- No (0)

Display This Question:

If Do you have memories of using Library Search roughly a year ago (Fall 2018)? = Yes

Please rate your current satisfaction with Library Search, **compared to how you felt a year ago:**

Display This Question:

If Do you have memories of using Library Search roughly a year ago (Fall 2018)? = Yes



Speed of Library Search

- Much more satisfied (5)
- Somewhat more satisfied (4)
- About the same (3)
- Somewhat less satisfied (2)
- Much less satisfied (1)
- Don't remember* (999)

Display This Question:

If Do you have memories of using Library Search roughly a year ago (Fall 2018)? = Yes



Relevance of results at or near the top of results list

- Much more satisfied (5)
- Somewhat more satisfied (4)
- About the same (3)
- Somewhat less satisfied (2)
- Much less satisfied (1)
- Don't remember* (999)

Display This Question:

If Do you have memories of using Library Search roughly a year ago (Fall 2018)? = Yes



Overall level of satisfaction with Library Search

- Much more satisfied (5)
- Somewhat more satisfied (4)
- About the same (3)
- Somewhat less satisfied (2)
- Much less satisfied (1)
- Don't remember* (999)

Page Break

End of Block: Global Questions

Start of Block: Final Block

If there are other things you'd like to share about your experiences with Library Search, please do so here.



What is your primary Library affiliation?

- Collections (1)
 - Deans' Office (2)
 - HS-STEM (3)
 - Learning & Teaching (4)
 - Library Information Technology (5)
 - Michigan Publishing (6)
 - Operations (7)
 - Research (8)
 - Prefer not to say (999)
-



How many years how you been employed at the U-M Library?

- Fewer than 2 years (1)
- Between 2-5 years (2)
- Between 5-10 years (3)
- More than 10 years (4)
- Prefer not to say (999)

End of Block: Final Block
