

What Users Say Needs Improvement	Assessment Tool	What Did We Do?	When?	If Nothing, Why? Negative Forces?	Is It Working?
Add more mini trainings.	LibQUAL+ 2005 Focus Group 2004	<p>We offer generalized one-shot classes and subject-specific class instruction. We provide orientations targeted to different student populations and new faculty. We offer consultation services to faculty and students.</p> <p>We offered drop-in sessions on various topics.</p> <p>We will continue to ask faculty to schedule instruction sessions closer to the time of need.</p>	<p>Ongoing</p> <p>2000</p>	<p>Needs clarification. On what topics? When? Is this a marketing issue because students and faculty are unaware of what is available?</p> <p>Drop-in sessions were discontinued due to low attendance.</p>	<p>Yes, but do more marketing of instruction services.</p> <p>Don't know. Investigate best practice regarding drop-in sessions and consider implementing for Fall 2005.</p> <p>Yes.</p>
Provide an introduction to the library.	LibQUAL+ 2005 Focus Group 2004	<p>We provide orientations targeted to different student populations and new faculty.</p> <p>The Instruction Group is investigating the development of an orientation video.</p>	<p>Ongoing</p> <p>In process</p>	<p>Needs clarification. What does "an introduction" mean? Is this a marketing issue?</p>	<p>Yes, but do more marketing of scheduled orientations and consider drop-in sessions for Fall 2005.</p>

<p>Show users how to use the library so they can find things themselves.</p>	<p>LibQUAL+ 2005</p>	<p>We offer class instruction and provide orientations targeted to different student populations and new faculty. We offer one-on-one assistance at the Reference Desk. We provide research guides.</p>	<p>Ongoing</p>	<p>Needs clarification. Unsure what users want that we don't already provide.</p>	<p>Yes, but do more marketing of instruction services. Pursue what instruction our users want during next round of focus groups or through the library blog.</p>
<p>Train library personnel in customer assistance. User felt staff brushed off him/her. Do not stare at users without smiling. Library staff does not say "Hi." Library staff is incompetent and rude.</p>	<p>LibQUAL+ 2004 and 2005</p>	<p>Reference Librarians implemented a more proactive, roving reference model.</p>	<p>Ongoing</p>	<p>Needs clarification. Do these comments refer to staff members who work at the Circulation Desk or the Reference Desk? Are referrals from the Circulation Desk to a Reference Librarian seen as a "brush off?"</p>	<p>Yes, but provide opportunity for customer service professional development for all public services personnel.</p>
<p>Library staff didn't know how to look up something.</p>	<p>LibQUAL+ 2005</p>	<p>We seek help and advice from other reference librarians, follow up with the user, and refer patrons to other libraries as necessary.</p>		<p>Needs clarification. Which library staff? Look up what?</p>	
<p>Provide handouts on how to find a book or journal article.</p>	<p>LibQUAL+ 2005</p>	<p>Finding aids and research guides are located in the Reference Area and on the library Web site. They are distributed to students during instruction sessions. All</p>	<p>Ongoing</p>		<p>Yes, but do more marketing of services and improve user access to the finding aids and research guides.</p>

		guides have been updated or revised. New guides have been created and printed or posted online. A handout on Library of Congress classification is available in the Reference Area. The “Finding a Book” research guide was revised.			
Provide training/coaching on citing sources.	LibQUAL+ 2005	Current style manuals are located at the Reference Desk. Guides for citing sources using APA, MLA, Turabian, and the Chicago Style Manual are available at the Reference Desk and on the Web site. A more comprehensive APA guide is being developed.	Ongoing		Yes, but do more marketing of instruction services and improve user access to finding aids and research guides. Consider providing drop-in sessions on bibliography construction.
Ask users if they need help.	LibQUAL+ 2005 Focus Group 2004	Reference Librarians implemented a more proactive, roving reference model.	Ongoing		Yes. Pursue what assistance our users want during next round of focus groups or through the library blog.
Help users find microfilm.	LibQUAL+ 2005	The library catalog identifies microfilm holdings. Two print resources available at the Reference Desk identify periodical and microfilm holdings of Mabee Library and Topeka area libraries.	Ongoing	Needs clarification. Is there a larger issue than physically locating the microfilm collection?	Add signage and/or relabel microfilm/microfiche cabinets. Pursue during next round of focus groups.

<p>Provide help to online resource/database users.</p>	<p>LibQUAL+ 2005</p>	<p>We provide reference assistance on the use of the electronic databases via in-person instruction, the KANAnswer chat room, and reference e-mail.</p> <p>We created a guide for troubleshooting problems with remote access to the databases.</p> <p>The Reference/Instruction Group is developing a ready reference page for the Web site.</p>	<p>Ongoing</p> <p>2005</p> <p>2005</p>	<p>Needs clarification. Is this an access issue, a reference assistance issue, or a user education issue?</p>	<p>Yes, but do more marketing of reference and instruction services and improve user access to finding aids and research guides.</p> <p>Pursue what assistance our users want during next round of focus groups or through the library blog.</p>
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