

Table 1. Assessment of Reference Services at Mabee Library

What Users Say Needs Improvement	Assessment Tool	What Did We Do?	When?	If Nothing, Why? Negative Forces?	Is It Working?
17 patrons (about 10%) reported receiving "too much information" (p.15, # 30)	WOREP 2003-2004	Reference Librarians discussed related best practices and reference interview strategies.	Oct.-Dec. 2004		Reassess after next WOREP survey.
9 reports (about 5%) were made by librarians citing that the subject heading was difficult to find. (p.14, # 30)	WOREP 2003-2004	Provide training for Reference Librarians on Library of Congress subject headings by the cataloger.	Spring 2005		Reassess after next WOREP survey.
28 patrons (about 30%) report unsatisfactory answers when they request "something, anything" on their subject. (p.14, # 30)	WOREP 2003-2004	Reference Librarians discussed related best practices and reference interview strategies.	Oct.-Dec. 2004		Reassess after next WOREP survey.
5 of the 12 questions relating to politics and government were "less than successful" (about 41%). (p.15, # 30)	WOREP 2003-2004	Referred WOREP results to Coordinator of Collection Development & Management.	Dec. 2004	Issue needs clarification. This may be partially a collection development issue.	Reassess after next WOREP survey.
5 of the 10 questions relating to social work and sociology were less than successful" (p.15, # 30).	WOREP 2003-2004	Referred WOREP results to Coordinator of Collection Development & Management.	Dec. 2004	Issue needs clarification. This may be partially a collection development issue.	Reassess after next WOREP survey.

Librarians should be more proactive in asking patrons if they need help	Focus Group 2004	Reference Librarians implemented a more proactive reference model.	Ongoing	Issue needs clarification. Reduced staffing and increased enrollment impact roving reference and time with librarians.	Follow up during next set of focus groups.
Patrons report needing help (desks) on the 3 rd and 1 st floor	Focus Group 2004	Reference Librarians recommended changes to the library administration regarding upgrading and repairing telephone technology to assist patrons on 3 rd and 1 st floors and allow librarians to rove with a hand-held phone.	2004	Waiting for voice over IP technology to be implemented for phone upgrades and repair.	
More publicity on (reference) services and resources are needed	Focus Group 2004	Public Services Goal 2 Action 3 (Strategic Plan) Referred to Instruction Librarian.	2003-2006 2004	Waiting for ADPS position to be filled. Requires teaching faculty to request instruction.	Partially. Need more user education.
Mabee (Reference) Services and Resources aren't recognizable. Need to brand services as they are being delivered (1) educate users 2) advertise 3) show LibQUAL+ changes (Reference staff need nametags)	Focus Group 2004	Public Services Goal 2 Action 3 (Strategic Plan) Reference librarians continued wearing nametags. Redesigned tipsheets with standardized format and <i>Book Bod</i> logo.	2003-2006 Ongoing 2004	Waiting for the ADPS position to be filled. Waiting for new web site to come online.	

		Referred to Instruction Librarian.	Ongoing	Requires teaching faculty to request instruction.	Partially. Need more user education.
Library needs to communicate successes	Focus Group 2004	Presented WOREP (and SAILS) results at Friends of Mabee Library lecture. Publicity regarding changes in the library is distributed in conjunction with LibQUAL survey.	October 28, 2004 Spring 2005	Waiting for ADPS position to be filled.	
The librarians act as if you are bothering them when you ask for help	LibQUAL 2004	Reference Librarians implemented a more proactive reference model.	Ongoing	Issue needs clarification regarding impact of reduced staffing at reference desk and increased student enrollment.	
Need to give more tips on how to search for a particular subject on the search programs	LibQUAL 2004	Added revised and updated tipsheets to the library Web site.	2004 and Ongoing	Issue needs clarification and follow up during next set of focus groups to determine what this means.	
Provide more help with online subject searches when students get stuck	LibQUAL 2004	Face-to-face reference service is provided most hours the library is open. Refemail is available with a 24-hour turnaround. Live chat with a reference librarian is available through KANAnswer. Library is investigating participation in academic chat service.	Ongoing 2004	Issue needs clarification and follow up during next set of focus groups.	

<p>Finding a book is a little confusing</p>	<p>LibQUAL 2004</p>	<p>A handout on Library of Congress classification is available in reference area. Revised "Finding a Book" tipsheet.</p>	<p>Ongoing 2004</p>	<p>Issue needs clarification. Library signage may be the problem. This is also a user education issue.</p>	<p>Partially. Need more user education.</p>
<p>Be more willing to help you find what you are looking for</p>	<p>LibQUAL 2004</p>	<p>ADPS and Circulation Manager devised public services training checklist. Recommended additional training for Reference Librarians.</p>	<p>2004 2004</p>	<p>Issue needs clarification regarding impact of reduced staffing at reference desk and increased student enrollment.</p>	
<p>No one is available on the weekend to help with online resources</p>	<p>LibQUAL 2004</p>	<p>Reference services are available for 15 hours over the weekend. Refemail is also available.</p>	<p>Ongoing</p>	<p>Issue needs clarification during next set of focus groups.</p>	
<p>It is hard to find the newer books</p>	<p>LibQUAL 2004</p>	<p>A "Finding Books" tipsheet is available in the reference area and a new books list is available through the library catalog. Web Committee is making a link to the new books list more prominent.</p>	<p>Ongoing 2004</p>	<p>This is a user education issue, i.e., knowing how to limit a search in the library catalog by year or locate the new books list online. Waiting for the new web site to come online.</p>	<p>Partially. Need more user education.</p>

<p>Some staff need to be more public-service minded</p>	<p>LibQUAL 2004</p>	<p>ADPS and Circulation Manager devised public services training checklist.</p> <p>Reference Librarians implemented a more proactive reference model.</p>	<p>2004</p> <p>Ongoing</p>	<p>Issue needs clarification during next set of focus groups to determine to whom "some staff" refers.</p>	
<p>Clerks up front are not the friendliest people</p>	<p>LibQUAL 2004</p>	<p>ADPS and Circulation Manager devised public services training checklist for student workers.</p> <p>Reference Librarians implemented a more proactive reference model.</p>	<p>2004</p> <p>Ongoing</p>	<p>Issue needs clarification during next set of focus groups to determine to whom "clerks" refers.</p>	