IOWA STATE LIBRARY SURVEY

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MARCH 1995

STATE LIBRARY OF IOWA
UNIT SERVICE SURVEY
SUMMARY OF FINDINGS

In December 1994 and January 1995, 1379 State Library users completed and returned a mailed survey concerning their attitudes and opinions about the State Library. The sample was stratified according to user lists provided by six different State Library units—Audio Visual Services, Census Data Center, Information Services, the Law Library, Library Development and Networking, and the State Documents Depository Center. Samples for each unit were selected from the unit's list of core and recent users. The overall response rate is strong at 77%. Individual unit response rates are as follows: Audio Visual Services, 90%; State Documents Depository Center, 86%; Law Library, 77%; Library Development and Networking, 75%; and Census Data Center and Information Services, 70%.

Each unit's sample received a unique set of questions designed to examine the services of that particular unit. All questionnaires also include sets of identical questions allowing for analysis of the State Library as a whole. The initial section of this report summarizes findings for the whole State Library of Iowa, examining those questions common to all six unit surveys, and establishing a base line context for examination of individual library unit findings. Following this initial summary is a section devoted to each library unit further sample stratification by library user type, where warranted.

OVERALL FINDINGS

The State Library delivers quality service. Nearly two-thirds of all respondents (65%) say they are very satisfied with the service they receive from the State Library and another 23% are fairly satisfied. This is a strong endorsement of overall quality for the State Library. Three percent are somewhat satisfied or not that satisfied with State Library service and the remaining 9% do not know enough to offer an evaluation.

Law Library patrons report the highest level of satisfaction among the six units, with 90% saying they are very satisfied and the remaining 10% saying they are fairly satisfied. Seventy-five percent of Census Data Center users are very satisfied with their service and the same percentage of Audio Visual patrons report high satisfaction. A nearly identical 73% of Information Services patrons say they are very satisfied with the service they receive. Library Development and Networking and the State Documents Depository Center are further down on the list with 39% and 28% respectively expressing high satisfaction with the service they receive.

The quality is improving. Nearly one-third of all respondents (31%) say the level of service they receive from the State Library has improved over the past two years. A plurality of 42% perceive no change in service quality and only 2% say the their service has worsened. One quarter (25%) do not know enough to offer an opinion, suggesting their contact is too infrequent to offer a comparison.

Patrons' use is increasing. One-third of all respondents (34%) say their use of the State Library has increased over the past two years. Ten percent notice a decrease and a plurality

of 42% say their use has stayed the same. Law Library users are more likely than average to report an increase in their use (43% say their use has increased recently) along with Library Development and Networking (40%). However, it should be remembered that sample are drawn from recent users, which may bias results in favor of more frequent users and against patrons whose use is declining.

Those who are using the State Library more are the most satisfied patrons. Respondents whose State Library use has increased in the past two years express proportionately higher satisfaction (75% are very satisfied) than those whose use has decreased (65%) or stayed the same (66%). These same patrons report the greatest improvement—nearly half (49%) say the level of service they receive has improved over the past two years, compared to 31% of all respondents.

State Library staff are highly praised. When asked about general customer service elements, those involving a human factor—professionalism, effort, and knowledge— rate highest. Two-thirds of all respondents (68%) say the Library staff's professionalism is excellent. Similar proportions offer excellent ratings for staff's willingness to go the extra mile to give them the help the need (65%) and for the staff's knowledge of their area (64%). A majority (58%) of patrons say the accuracy of the information provided by State Library units is excellent, and 55% say the same about the speed at which answers are provided. Less than a majority (41%) say the comprehensiveness of unit collections is excellent.

These findings are another indicator of a high level of customer service quality. Some areas could be improved, particularly collections. But the overall level of satisfaction is high, which suggest human factors contribute the most to that perception.

Patrons favor more staff and computers. When asked about changes in State Library services, more than one-third (38%) of all respondents say they think units need more staff. Proportions are higher among respondents from Documents Depository (65%), Law Library (46%) and Information Services (45%). Respondents less than very satisfied with State Library service express proportionately higher interest in additional staff, with 43% suggesting such a change is needed.

Nearly one-third of all respondents (32%) think units need more or better computerized resources and another 30% suggest enhancing materials in the collection (including 62% of Audio Visual patrons). Twenty-one percent of all respondents suggest the State Library devote more resources to equipment improvements, like photocopiers and microfilm readers. More than one-third of all patrons (38%) say the State Library has sufficient resources and need make no changes in how services are managed or staffed.

Extended hours appeal to a majority of State Library patrons. When asked about extending library hours, 54% of all respondents say they would use the library during at least one of the four time changes tested. Weekday evenings are the most popular, with 33% of respondents expressing interest in using the library then. More than one-quarter (27%) say they would use the library on Saturday mornings. Smaller percentages are interested extended morning hours during the week (12%) and on Saturday afternoons (11%).

For three of the State Library units, most respondents say none of the extended hours options appeals to them: Documents Depository (72% of unit patrons say they would not use this library unit during any of the extended time options); Census Data (55%); and Library Development and Networking (55%).

Interpretation

> *Overall, a story of successful service emerges from these findings—improving quality over the past two years resulting in high patron satisfaction. General customer service issues receive high ratings by State Library users, particularly those dependent on the people staffing the library units. Specifically, library staff earn praise for professionalism, effort, and knowledge. Another finding in support of a high level of service is the lack of clear demand for change. No one area tested—from library hours to staffing and resource management—is identified by this study as needing particular or urgent attention.*

> *While the overall story for the State Library is strong, two units register considerably lower levels of satisfaction. We are curious about structural differences in how these two units differ from the other units of the State Library. Perhaps, part of the lower satisfaction among these unit patrons may point to differences in mission among the units of the State Library. These two units of the State Library may be more administrative than the other four units. In other words, Library Development and Networking and the State Documents Depository Center may be better defined as program administration than patron driven services. Service satisfaction may not make sense in terms of program administration, as suggested by the high percentage of respondents who did not offer an evaluation for Library Development and Networking. Automatic and unsolicited service, such as reception of state documents from the State Documents Depository Center, may elicit less satisfaction than fulfilling a direct request.*

With this overview in mind, the following sections of the report take a closer look at the unit surveys—placing each unit in the context of the overall findings and examining findings unique to each.

Included in each section is a graph or series of graphs we call a quadrant analysis. These graphs plot the level of contribution a specific unit service makes to a respondent's work against a quality rating of that service. The x-axis shows the percent who say a service makes a crucial or major contribution to their work. The y-axis shows the percent of those same people who say the unit does an excellent job providing the service. The four quadrants are determined by median points (displayed by the intersecting lines on the graph), with half of the tested services falling on either side of the contribution median line and half falling on either side of the excellent rating median line. All units have a total respondent quadrant analysis. Where significant differences among sub-groups exist, additional graphs and analysis are supplied.

Law Library

Law library patrons applaud the service they receive. For all questions gauging service quality, respondents consistently say Law Library service is top quality. Percentages for the stratified samples of attorneys and state agencies are nearly identical, so total sample results are reported here.

- **Satisfaction.** Ninety-percent of all respondents say they are very satisfied with the quality of the service they receive. The Law Library patrons' satisfaction rating is significantly above the State Library total of 65%, giving the unit the highest overall satisfaction rating of any unit tested.

- **Level of service.** More than one-third (36%) say the level of service is getting better, giving the Law Library the second highest rating for improving service, behind Library Development and Networking (38%). Two percent say the unit is getting worse, and half (50%) report no change.

- **Specific unit services.** A majority of respondentS say the Law Library offers excellent service for all specific unit services tested: photocopying legal documents (90% say this service is excellent); answering questions over the phone (74%); referring calls to other state agencies (68%); researching legislative history (67%); conducting legal research (66%); conducting on-line research (66%); obtaining materials from other libraries (64%); and providing a collection of pre-statehood legal materials (53%).

- **Overall customer service.** In all but one of the six areas of overall customer service tested, at least three-quarters of Law Library patrons say this unit does an excellent job: professionalism (87% of respondents rate the staff as excellent); willingness to go

the extra mile (87%); speed in providing answers (80%); knowledge of their area (79%); and accuracy of the information provided (73%). Only the comprehensiveness of the collections maintained by the Law Library fails to generate as enthusiastic an endorsement; still, a majority (53%) say the library does an excellent job in this regard.

- **Increasing use.** Forty-three percent of respondents say their use of the unit has increased over the past two years, and another 10% see a decrease in their use, yielding a net increase of 33%. The unit's net increase is the second highest (below only Library Development and Networkings's 37%), and well above the 24% net increase for the whole of the State Library.

Quadrant analysis shows some clear successes. Two specific Law Library services stand out as central to a large number of respondents' work with high evaluations. We interpret the quadrants for the Law Library as follows:

Label	Definition	Services
Successes	High contribution High evaluation	Photocopying legal documents (72% crucial or major contribution, 73% excellent rating) Answering questions over the phone (67%, 80%) Doing legal research (33%, 75%)
Niches	Low contribution High evaluation	Providing a collection of pre-statehood materials (5%, 73%)
Questionable areas	Low contribution Low evaluation	On-line research (30%, 72%) Obtain materials from other libraries (30%, 67%) Refer to others (28%, 72%)
Vulnerabilities	High interest Low evaluation	Legislative history research (35%, 66%)

Areas labeled as questionable are not dramatically different from vulnerabilities or successes in terms of the level of contribution or the rating of service. The analysis does reveal two clear areas of success: photocopying legal documents and answering questions over the phone. The remaining services generally cluster around the middle of the graph indicating no dramatic questionable areas or vulnerabilities. However, the pre-statehood legal collection is a definite niche service, making a crucial or major contribution to a smaller constituency who express high regard for the service.

New technologies generate the greatest desire for change. Of the possible changes to existing services or creation of new services tested in this survey, those related to computers garner the most support.

■ **Computer services would be the most useful.** Nearly half (47%) say dial-up access to legal databases would be very useful to them. And another 39% find public access to on-line computer services very useful. Other proposed services generate less enthusiasm: an annotated new book list (30% say it would be very useful); workshops on use of legal information (30%); and automatic distribution of information to frequent users (29%).

■ **Computer equipment and staff could use more resources.** When asked about any changes in how the Law Library is managed or staffed, 46% say the unit could use more staff and another 44% say more or better computerized resources would be an improvement. Thirty-eight percent would like more equipment like photocopiers and microfilm readers, and 23% say the Law Library collection could use more resources. Nearly one-third (30%) see no need for additional resources.

■ **Law Library patrons are most likely to find expanded hours useful.** More respondents from this unit's survey, compared to the other units, say they would utilize the Law Library during the expanded times. Nearly half (47%) say they would use the Law Library weekday evenings after 5 p.m. and 40% say they would use the library Saturday mornings. Twenty-one percent say they would use the library Saturday afternoons and another 20% say the same about early weekday mornings. Thirty percent say none of the suggested times appeal to them.

Interpretation

> *Law Library respondents offer some of the strongest praise found in this survey. The Law Library rates as high or higher than the other five units in terms of overall satisfaction, change in quality of service, and general customer service. With respect to specific unit services, ratings are strong. Legislative history research is the lone vulnerability, in this regard, yet still receives a 66% excellent rating, placing it higher than some other unit's successes. These data tell the story of the library unit doing valuable and necessary work for a grateful clientele.*

Quadrant Analysis
Law Library-Total

Chart: X-axis "Crucial or Major Contribution" (0 to 80), Y-axis "Percent Rating Excellent" (60 to 85). Data points:
- Answers (≈57, 80)
- Research (≈33, 75)
- Pre-statehood (≈5, 73)
- Photocopy (≈72, 73)
- Refer (≈28, 72)
- On-line research (≈30, 71)
- Obtain materials (≈30, 67)
- Legislative history (≈35, 66)
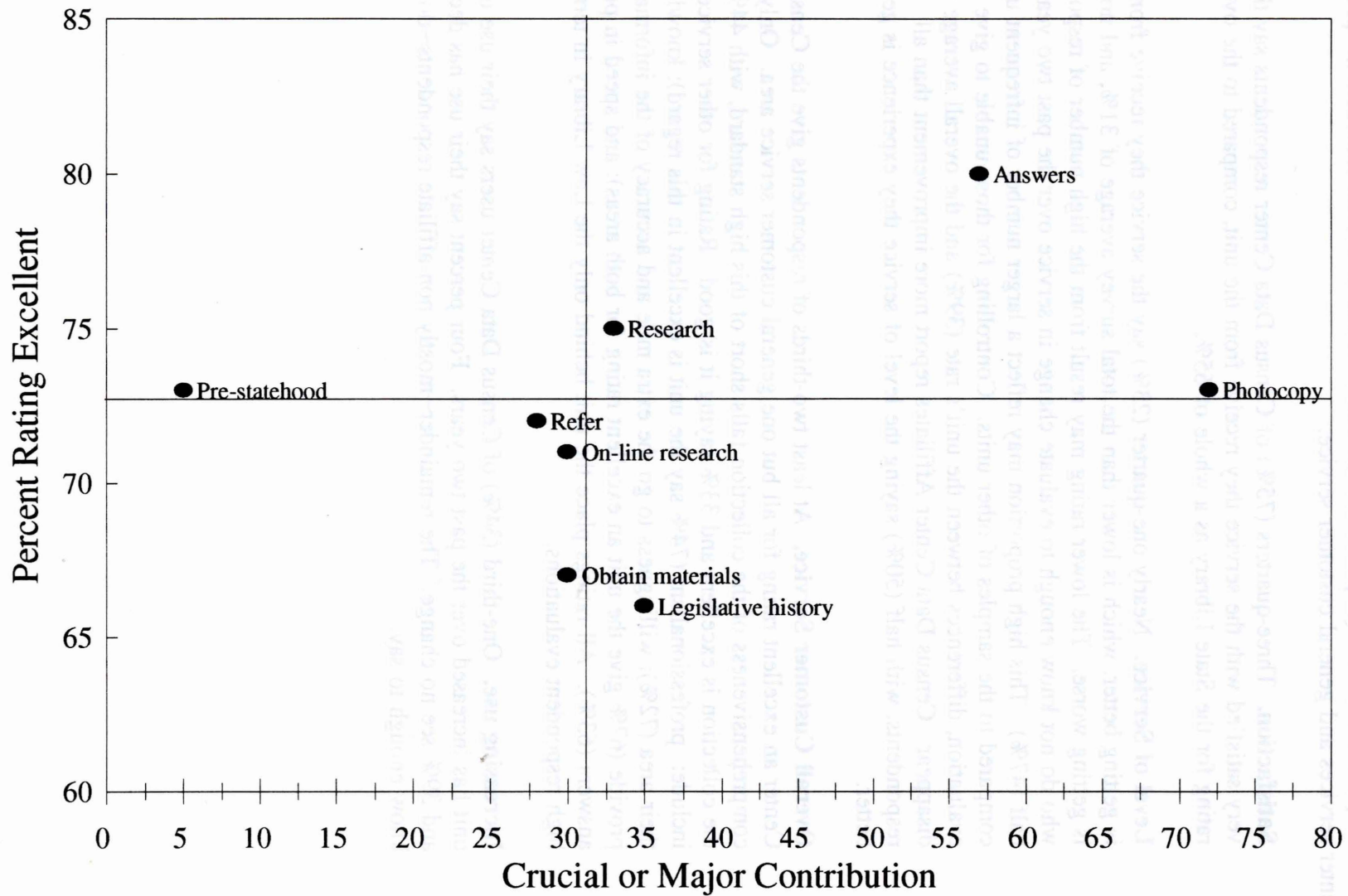
Census Data Center

Quality is strong and getting stronger. Like the findings for the Law Library, Census Data Center respondents offer high praise for the unit in terms of overall satisfaction, specific Center services and general customer service.

- **Satisfaction.** Three-quarters (75%) of Census Data Center respondents say they are very satisfied with the service they receive from the unit, compared to the overall rating for the State Library as a whole of 65%.

- **Level of Service.** Nearly one-quarter (23%) say the service they receive from the unit is getting better, which is lower than the total survey average of 31%, and none says it is getting worse. The lower rating may result from the high number of respondents who do not know enough to evaluate change in service over the past two years—nearly half (47%). This high proportion may reflect a larger number of infrequent users, compared to the samples of other units. Controlling for those unable to give an evaluation, differences between the unit's rate (39%) and the overall average (39%) disappear. Census Data Center Affiliates report more improvement than all respondents, with half (50%) saying the level of service they experience is getting better.

- **Overall Customer Service.** At least two-thirds of respondents give the Census Data Center an excellent rating for all but one general customer service area. Only the comprehensiveness of the collection falls short of this high standard, with 44% saying the collection is excellent and 33% saying it is good. Rating for other services include: professionalism (74% say the unit is excellent in this regard); knowledge of their area (72%); willingness to go the extra mile and accuracy of the information they provide (67% give the unit an excellent rating for both areas); and speed in providing answers (63%). All ratings place the unit behind only the Law Library in terms of high respondent evaluations.

- **Increasing use.** One-third (34%) of Census Data Center users say their use of the unit has increased over the past two years. Four percent say their use has decreased and 39% see no change. The remainder—mostly non-affiliate respondents—do not know enough to say.

Quadrant analysis reveals few weaknesses. Two areas of specific Census Data Center service stand out as successes according to all respondents: answering questions over the phone and providing Census information about the state. No area shows significant vulnerability—an area in need of dramatic quality improvement. We interpret the quadrant analysis as follows:

Label	Definition	Services
Successes	High contribution High evaluation	Providing Census information about Iowa (85% crucial or major contribution, and 89% excellent rating) Answering questions over the phone (73%, 72%)
Niches	Low contribution High evaluation	Providing Census information about the nation (30%, 48%) Providing historical Census information (27%, 51%)
Questionable areas	Low contribution Low evaluation	Conduct seminars and workshops on economic and demographic data and how to use it (28%, 40%) Provide Census information about other states (27%, 45%)
Vulnerabilities	High interest Low evaluation	Automatically distribute Census data and information on Census products and programs (57%, 46%) Do demographic research for you (52%, 44%)

Other services cluster near the center of the quadrants and so cannot be defined as clear successes, niches, questionable areas or vulnerabilities. These include: providing Census tract numbers or maps (52% say the service makes a crucial or major contribution, 48% of those respondents rate the Census Data Center as excellent); providing technical assistance on using Census information (51%, 55%); searching computerized Census resources (50%, 50%); providing assistance on Census Bureau products and programs (49%, 47%); and referring to other state agencies or people (49%, 46%).

Affiliates have different priorities. Census Data Center affiliates were stratified in the sample. Of the 211 total respondents in the unit's survey, 36 are affiliates. A quadrant analysis of Census Data Center affiliates reveals some key differences from the total sample of respondents in this unit.

■   Affiliates offer higher evaluations of specific services than do all respondents. The evaluation median line for all respondents is 47%, while the median moves up for

affiliates to 64%. Overall, affiliates clearly perceive higher quality than do other Census Data Center users.

- Automatic distribution of Census data and program and product information is a success for the unit, according to affiliates. Ninety-one percent say such service makes a crucial or major contribution to their work, and 65% of those affiliates say the Census Data Center does an excellent job. Here we find an example of an automatic program administration service receiving high ratings from respondents. In other such service example—State Documents Depository Center's automatic distribution of state documents—success is not so dramatic.

- Census information about other states is not questionable as far as affiliates are concerned; it is more of a niche. Forty percent of affiliates say such information makes a crucial or major contribution to their work and they rate the unit highly, with 71% saying the service is excellent.

- Doing demographic research for the affiliates is a questionable activity. Only 37% say such research is important to their work, and 39% of those respondents rate unit's service as excellent.

Respondents eye changes aimed at increasing access and custom Census data analysis.
The most appealing changes for Census Data Center patrons point to a common desire—greater power over Census data.

- **Increasing use of technology and customized data analysis seem most useful to census users.** A majority of Census Data Center patrons say they would find four services very useful. They include: a directory of economic and demographic statistical resources in Iowa (60% say such a service would be very useful); GIS analysis with customer-defined boundaries (54%); more customized economic and demographic data analysis (52%); and dial-up access to Census information (51%). Another 46% say Census information in non-print format, like floppy disks, would be very useful, and 43% find appeal in a regular newsletter about Census trends, programs and products.

- **Affiliates again differ from other respondents.** Four potential services hold greater appeal for affiliates than for other respondents: a directory of economic and demographic statistical resources in Iowa (74% of affiliates say this would be very useful, compared to 56% of all other respondents); GIS services to answer Census questions with customer-defined boundaries (71% compared to 51%); seminars and workshops on how to use computerized Census data and products (50% compared to 30%); and seminars and workshops on how Census data can be useful to patrons and their customers (35% for affiliates compared to 22% of other Census Data Center patrons). For affiliates, the teaching function of this unit's mission is clearly a more important benefit.

- **No pressing need for management changes is revealed by respondents.** A plurality

(45%) of Census Data Center patrons say the unit's staff, materials, equipment and computer resources seem sufficient. Still, one-third (33%) say the unit could use more staff and another 30% would like more computerized resources made available. More or better equipment (19%) and more or better materials in the collection (15%) are seen as less pressing needs.

- **Weekday evenings provide the most convenient access.** Nearly one-third (31%) of all respondents say they would use the Census Data Center on weekday evenings, including 38% of affiliates. However, the majority (55%) of all respondents say they would not use the center outside the regular work-day.

Interpretation

> *These findings show the Census Data Center serves well two slightly different constituencies. Affiliates depend on all the Center's services, with the exception of demographic research (which we assume the affiliates are equipped to do themselves) and they give the unit high marks for all of these services—all but one service gets excellent ratings from those respondents who use the service the most. Other patrons are clearly more interested in Iowa's Census information and getting answers to specific questions. They rate the specific services slightly lower than affiliates, but the data do not suggest these lower ratings point to any problems with the service they receive. Improving service for both groups involves increasing computerized access to Census information, and custom analysis, while affiliates spark to more workshops and seminars. In other words, for this unit, improvement means more of the same.*

Quadrant Analysis
Census Data Center-Total

Scatter plot. X-axis: Crucial or Major Contribution (25 to 90). Y-axis: Percent Rating Excellent (35 to 80).

- Iowa info (~85, 76)
- Answers (~73, 72)
- Technical assistance (~51, 55)
- Pre-1950 (~27, 51)
- Search computer (~50, 50)
- National info (~30, 48)
- Tracts/maps (~53, 48)
- Advice/assistance (~49, 47)
- Other state info (~27, 45)
- Refer (~49, 45)
- Distribute (~57, 45)
- Demo research (~52, 43)
- Seminars (~28, 40)

Quadrant Analysis
Census Data Center-Affiliates

Percent Rating Excellent (y-axis, 35 to 90)

Crucial or Major Contribution (x-axis, 30 to 100)

Data points:
- Answers
- Iowa info
- Search computer
- Other state info
- Pre-1950
- Distribute
- National info
- Tracts/maps
- Technical assistance
- Advice/assistance
- Seminars
- Refer
- Demo research

Audio Visual Services

Audio Visual patrons report high quality service. In most areas tested, respondents give high marks to the unit.

■ **Satisfaction.** Three-quarters (75%) say they are very satisfied with the service they receive from the unit. This is identical to the Census Data Center finding and compares favorably to the total for all State Library patrons total of 65%. Another 19% report being fairly satisfied and 3% are just somewhat satisfied. No respondent reports dissatisfaction. Academic library patrons (13% of the sample) report the strongest satisfaction with 83% saying they are very satisfied with the unit's services.

■ **Level of service.** In addition to the strong praise, nearly one-third (31%) of respondents say the level of service they receive is getting better. Only 1% say it has deteriorated over the past two years, and a majority (56%) report no perceptible change.

■ **Overall customer service earns strong praise; the collection, less so.** In five of the six general customer service areas tested, a majority of respondents give Audio Visual Services an excellent rating. These include: professionalism (61% rate the unit as excellent); willingness to go the extra mile (54%); knowledge of their area (53%); speed in providing answers to questions (50%) and accuracy of the information provided (49%). The only area to receive less generous praise is the comprehensiveness of the collection—31% say this aspect of the unit is excellent and another 48% say it is good.

■ **Use remains constant.** Twenty-two percent of respondents report increased use of Audio Visual Services over the past two years, while a nearly identical 24% say their use has declined. Nearly half (47%) say their level of use has not changed. Academic libraries are proportionately more likely to report increased usage: 31% saying their use has increased, 26% say their use has decreased and 37% report no change.

Core unit services are on target. Only two services provided by the Audio Visual unit make a crucial contribution to a plurality of patrons' work, and these are the services that constitute the central mission of the unit: publishing a catalogue of current holdings (54% of respondents say this makes a crucial contribution) and providing a library of VHS tapes from which users can borrow (41%). Two other services make a substantial contribution to a majority of patrons: answering questions over the phone (58% say this makes a crucial or major contribution to their work) and providing a library of 16mm films (57%).

Quadrant analysis shows Audio Visual Services' mission is clear. Of the nine services provided by the unit, four are clear successes—making a major contribution to patrons' work and earning strong praise from them. Five services are questionable areas—they make little contribution, and earn less praise. Quadrant analysis is done only for the total number of

respondents. Differences among subgroups (public libraries, academic libraries and state agencies) do not tell a significantly different story in terms of specific unit services.

Label	Definition	Services
Successes	High contribution High evaluation	Publish media catalogue of holdings (93% say a crucial or major contribution, and 61% rate the service as excellent) Provide VHS library (80%, 59%) Answer question on the phone (58%, 66%) Provide 16mm library (57%, 62%)
Niches	Low contribution High evaluation	None
Questionable areas	Low contribution Low evaluation	Find films in obscure categories (32%, 23%) Consultation on films for a specific subject (28%, 40%) Refer to other state agencies or people (24%, 25%) Refer to other people or places (23%, 27%) Answer questions about equipment maintenance (22%, 35%).
Vulnerabilities	High interest Low evaluation	None

The quadrant analysis shows that the central activities of an audio visual library—maintaining and cataloging a collection of films—clearly serves a key need of its clientele. Activities outside this core mission are less valued.

Changes to the collection hold the greatest appeal for Audio Visual patrons. Of all the services tested, enhancing the video collection and establishing an audiotape collection are most favored by respondents.

■ **Patrons want improvements to the video collection.** A solid majority (62%) say the Audio Visual unit could use more or better materials in its collection, including 74% of academic library patrons. This is the second strongest endorsement for a management change in any of the six unit surveys—second only to Documents Depository respondents' call for additional staff. Another 23% of Audio Visual Services respondents suggest the unit could use additional staff. Thirteen percent would like more computerized equipment and 9% think the unit needs other equipment improvements. Thirty-nine percent think the department's resources and staff are sufficient.

- **Establishing an audiotape library holds the highest potential utility.** Forty-five percent of all respondents say such a collection would be very useful to them, including 52% of public library patrons. One-third of all respondents (34%) say they would find workshops on audio-visual topics very useful, and 31% say the same about establishing a CD-ROM collection. The remaining four potential services tested attract fewer respondents: dial-up database (25% say it would be very useful); more phone lines (19%); a CD-i collection (14%) and a laser disc collection (13%).

- **Patrons are on par with other units for extended library hours.** Roughly one-third of respondents say they would use Audio Visual Services on weekday evenings (34%) and Saturday mornings (33%), compared to the averages of 33% and 27% respectively for all State Library respondents. Another 14% say Saturday afternoons would be useful, and 6% opt for early weekday mornings. Forty-five percent say they would not use any of these expanded hours.

Interpretation

Audio Visual Service is on target when it comes to cataloguing and maintaining a library of films from which patrons may borrow. These services are clear success and overall satisfaction is relatively high. Still the low evaluations the less central services receive point to an opportunity for improvement. These more peripheral services may suffer because they lie outside the central focus of the unit, but clearly they are valued by some patrons and may merit renewed attention and improved resources. An audiotape library may fall into this category. Clearly it is also an opportunity for improvement; the support it receives from respondents may point to a need for a collection fulfilling the "Audio" portion of the unit title. Finally, respondents are clear in their desire for expansion of the film collection—it receives lower ratings and a solid majority of respondents single it out as the one area that deserves more resources.

Quadrant Analysis
Audio/Visual Services

Percent Rating Excellent (y-axis: 20, 25, 30, 35, 40, 45, 50, 55, 60, 65, 70)

Crucial or Major Contribution (x-axis: 20, 25, 30, 35, 40, 45, 50, 55, 60, 65, 70, 75, 80, 85, 90, 95, 100)

Answers

16mm

Media catalogue

VHS

Consultation

Equipment answers

Refer

Refer to other state

Obscure films
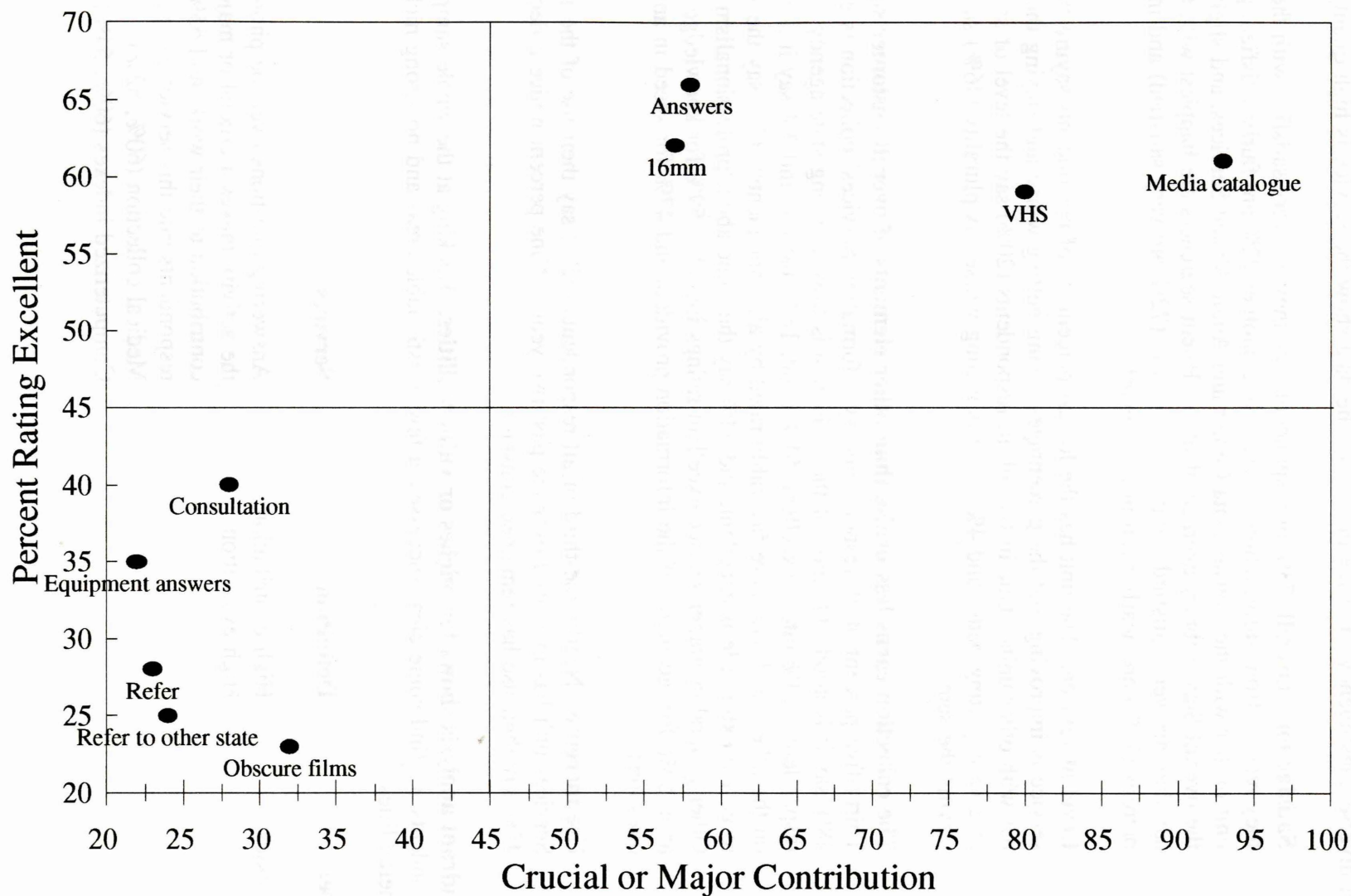
Information Services

A wide variety of clients find quality service. Information Services delivers a range of services to a diverse constituency. For the most part, the data show the service is high quality.

- **Satisfaction.** Overall, 73% of respondents say they are very satisfied with the services they receive from Information Services, and another 22% are fairly satisfied, placing the unit on par with the Census Data Center and Audio Visual Services, and slightly above the overall State Library average of 65%. Patent searchers are happiest with the unit—90% say they are very satisfied. State agency users (72% are very satisfied) and medical patrons (70%) are nearly even in this regard.

- **Level of service.** The unit has the lowest percentage of respondents saying the level of service is improving, but the percentages saying getting worse and staying the same are on par with other units. One-in-five of all respondents (20%) say the level of service they receive is getting better and 4% say it is getting worse. A plurality (46%) say it is staying the same.

- **The collection earns less praise than other elements of overall customer service.** Thirty-five percent of all respondents say Information Services' collection is excellent, and 48% say it is good. Opinion of the collection is lowest among state agency respondents—23% rate it excellent, 51% good, 16% just fair and 3% say it is poor. Staff, on the other hand, are more favorably rated by all respondents: 67% say the willingness to go the extra mile is excellent, and 64% say the same about professionalism in the unit. Other general customer service excellent ratings include: 59% for knowledge of their area; 54% for accuracy of the information provided; and 47% for speed in answering questions.

- **Use increase.** Nearly one-third of all respondents (32%) say their use of the Information Services unit has increased over the past two years. Nine percent notice a decrease and 45% say their use has remained constant.

Quadrant analysis shows few niches or vulnerabilities. Looking at the whole sample of respondents we find some clear successes, a few questionable areas and no strong niches or vulnerabilities.

Label	Definition	Services
Successes	High contribution High evaluation	Answering questions over the phone (69% say the activity makes a crucial or major contribution to their work, and 65% of those respondents rate this service as excellent) Medical collection (60%, 62%) Computerized indexes (60%, 54%)

Niches	Low contribution High evaluation	None
Questionable areas	Low contribution Low evaluation	Public policy journal collection (50%, 42%) Business journal collection (43%, 38%)
Vulnerabilities	High interest Low evaluation	None

Other services lie near the median borders between different quadrants and so are not clearly defined. The government documents collection (44%, 53%), and referring patrons to other state agencies or people (46%, 49%), lie between niches and questionable areas. Obtaining materials from other libraries (62%, 52%), and providing indexes and tools to help find information (66%, 50%), border between successes and vulnerabilities.

State agency patrons depend more on service and less on the collection. Respondents identified as state agency users, 45% of the total sample, show differences in terms of the quadrant analysis. Successes of Information Services are library services and not its collections of public policy journals or government documents.

Label	Definition	Services
Successes	High contribution High evaluation	Answering questions over the phone (74% say the activity makes a crucial or major contribution to their work, and 62% of those respondents rate this service as excellent) Obtaining materials from other libraries (66%, 59%)
Niches	Low contribution High evaluation	Medical collection (36%, 65%)
Questionable areas	Low contribution Low evaluation	Business journal collection (36%, 35%)
Vulnerabilities	High interest Low evaluation	Indexes (66%, 46%) Computerized indexes (60%, 46%)

We might expect state agency patrons to place a higher value on the public policy collection, but this is not the case. The collection borders between a questionable area and a vulnerability, indicating that while use is somewhat low, quality evaluation has room for improvement. Access to state and federal government documents (49% crucial or major contribution and 55% rating excellent) borders between a niche service and a success; and the collection of public policy journals and materials (49%, 40%) borders between a vulnerability and a questionable area.

The collection is a greater success with the medical community. When examining a quadrant analysis of the medical community respondents, 45% of the total sample, the clearest success is the collection of medical journals and materials. Ninety percent say the collection makes a crucial or major contribution to their work, and 61% of those respondents say the service is excellent. Other successes include traditional library services: providing indexes to help find information (66%, 47%); answering questions over the phone (63%, 63%); and providing computerized indexes (57%, 50%). Providing access to state and federal document is a niche service for medical patrons (34%, 54%). Other tested services cluster near the center of the graph, indicating no well defined vulnerabilities, or questionable areas.

Changes most appealing to respondents involve technology. When asked about changes to the way the unit is managed, the most appealing choices involve increasing technology.

- **Current users want more technology and staff.** Nearly half of Information Service patrons (49%) would like more computerized resources in the department, including 58% of patent searchers. Forty-five percent of all respondents think more staff is needed. One-third (33%) want improvements in the collection, including 45% of state agency users. Twenty-eight percent think more equipment is needed, while an equal percentage (28%) feels no management changes are needed.

- **Future use involves even more technology.** Two-thirds of all respondents (66%) say computer access to the State Library's collections and indexes would be very useful, making it the most appealing service expansion tested. Forty-percent say automatic distribution of information according to frequent user's interests would be very useful, including 51% of state agency patrons. Half (50%) of state agency respondents say workshops on medical reference materials would be very useful. Patent searchers report high interest in the two proposals aimed at their specialized use of the unit: workshops on patent searches (75% say they would find them very useful), and sites for patent and trademark searches outside Des Moines (63%).

Interpretation

> *This unit of the State Library serves a diverse community of patrons, and overall serves them well. In many ways Information Services is a mirror of the State Library as a whole. It engenders strong overall satisfaction, with some clear service successes, but with room for some service improvement, particularly in areas not crucial to large numbers of respondents. Information Services' patrons see more information technology as a clear route to improving the services they need. In addition, they request more staff to help them use that technology and help them find the information they need.*

Quadrant Analysis

Information Services-Total

Figure: Quadrant Analysis scatter plot. X-axis "Crucial or Major Contribution" (range 30 to 70), Y-axis "Percent Rating Excellent" (range 20 to 70). Data points labeled: Answer (~69, 65), Medical (~60, 62), Computer indexes (~60, 55), Obtain materials (~62, 51), Indexes (~66, 50), Gov Docs (~44, 53), Refer (~46, 49), Public policy (~50, 42), Business (~43, 38).
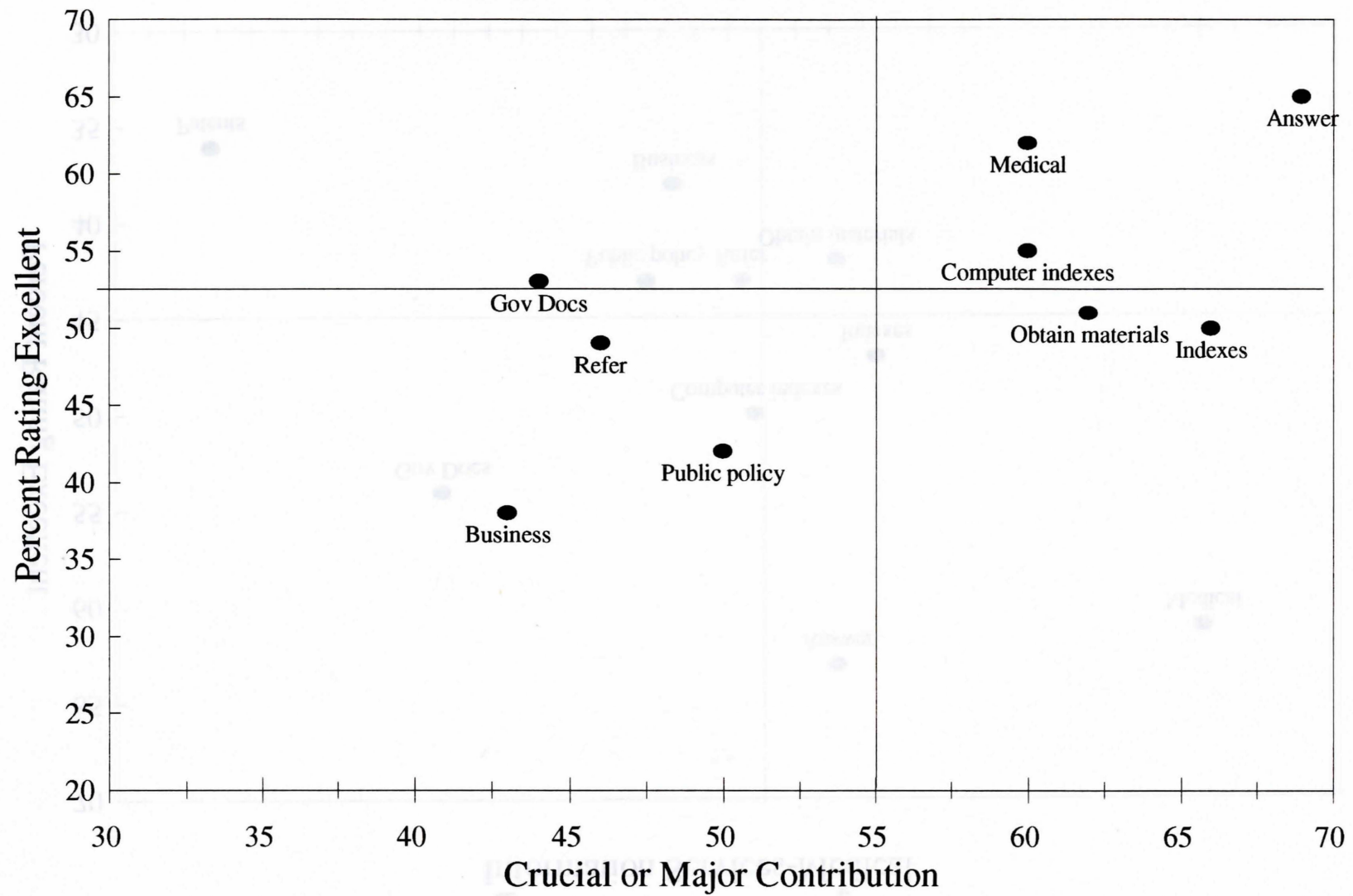
Quadrant Analysis
Information Services-Medical

Percent Rating Excellent (y-axis, 30 to 70)

Crucial or Major Contribution (x-axis, 10 to 100)

Answer

Medical

Gov Docs

Computer indexes

Indexes

Public policy Refer
Obtain materials

Business

Patents
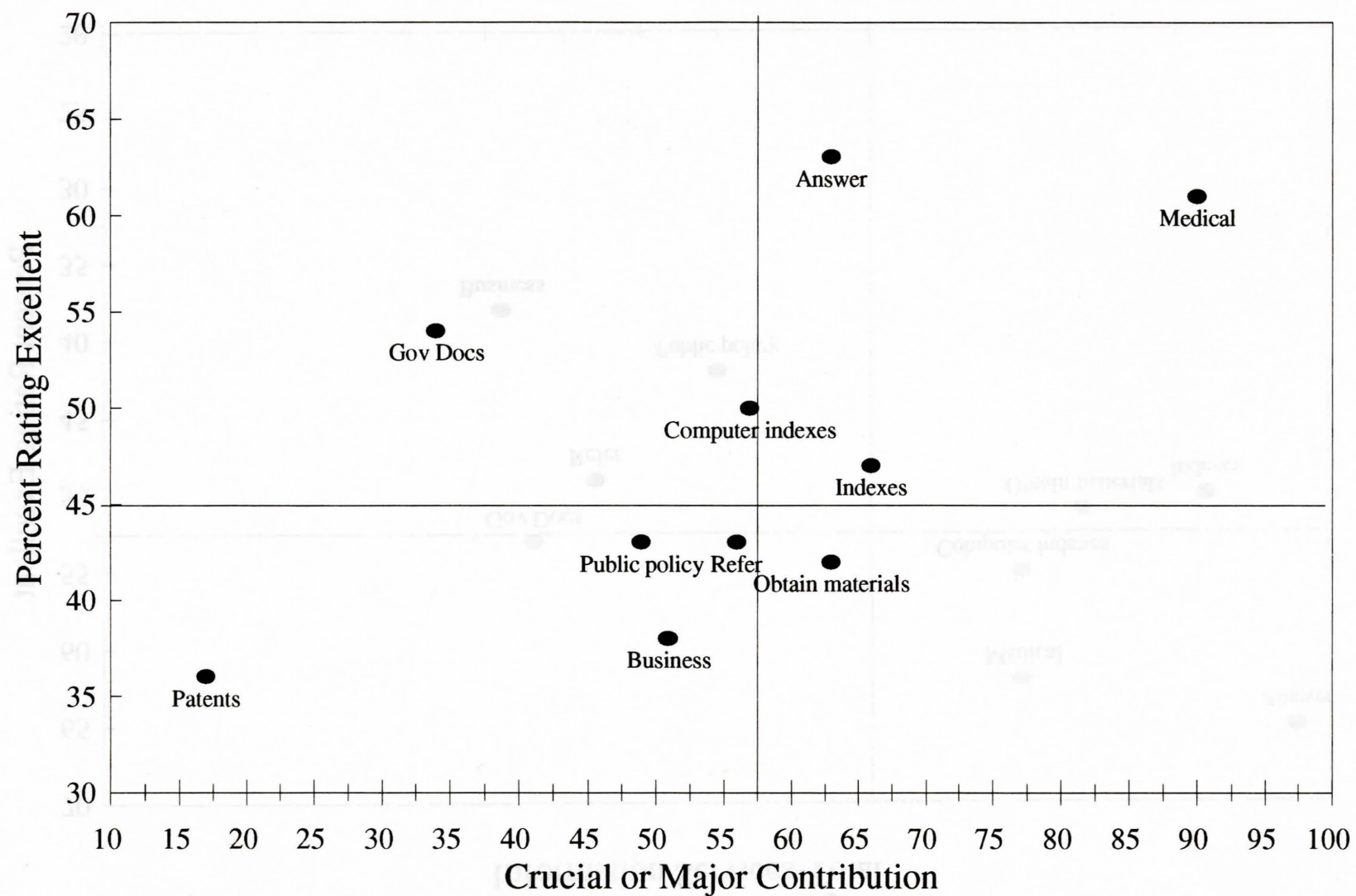
Quadrant Analysis
Information Services-State Agency

Percent Rating Excellent (y-axis): 30, 35, 40, 45, 50, 55, 60, 65, 70

Crucial or Major Contribution (x-axis): 10, 15, 20, 25, 30, 35, 40, 45, 50, 55, 60, 65, 70, 75, 80

Data points:
- Medical (≈36, 65)
- Answer (≈74, 62)
- Obtain materials (≈65, 59)
- Gov Docs (≈49, 55)
- Refer (≈32, 50)
- Indexes (≈66, 47)
- Computer indexes (≈60, 46)
- Public policy (≈49, 40)
- Business (≈36, 35)
- Patents (≈14, 33)
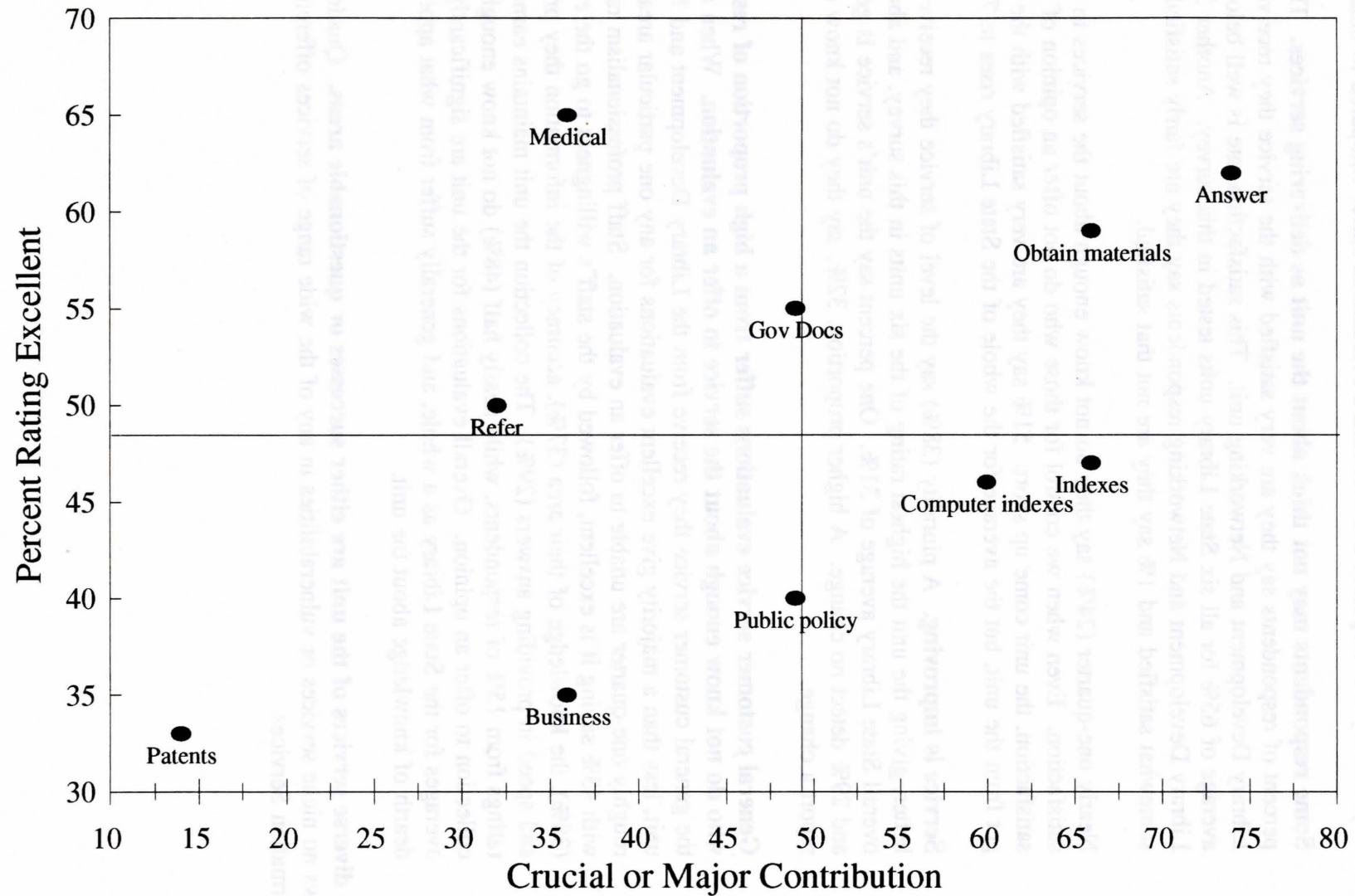
Library Development and Networking

Service quality is not as strong as other departments. In many of the test of service quality in this survey, Library Development and Network's evaluations suffer compared to other units.

- **Some respondents may not think about the unit as delivering services.** Thirty-nine percent of respondents say they are very satisfied with the service they receive from the Library Development and Networking unit. This satisfaction rate is well below the average of 65% for all six State Library units tested in this survey. Another 34% of Library Development and Networking respondents say they are fairly satisfied, 2% are just somewhat satisfied and 1% say they are not that satisfied.

  Nearly one-quarter (24%) say they do not know enough about the services to report satisfaction. Even when we control for those who do not offer an opinion of their satisfaction, the unit come up short: 51% say they are very satisfied with the service they get from the unit, but the average for the whole of the State Library rises to 71%.

- **Service is improving.** A plurality (38%) say the level of service they receive is getting better, giving the unit the highest rating of the six units in this survey, and above the overall State Library average of 31%. One percent say the unit's service is getting worse, and 29% detect no change. A higher proportion, 32%, say they do not know enough to report a change.

- **General customer service evaluations suffer from a high proportion of respondents who do not know enough about the service to offer an evaluation.** When asked about the general customer service they receive from the Library Development and Networking unit, less than a majority give excellent evaluations for any one particular area, and roughly one-quarter are unable to offer an evaluation. Staff professionalism rates highest, with 43% saying it is excellent, followed by the staff's willingness to go the extra mile (38%), the knowledge of their area (37%), accuracy of the information they provide (31%) and speed in providing answers (29%). The collection the unit maintains earns excellent ratings from 15% of respondents, while nearly half (48%) do not know enough about the collection to offer an opinion. Overall evaluations for the unit are significantly below the averages for the State Library as a whole, and generally suffer from what appears to be dearth of knowledge about the unit.

The diverse services of the unit are either successes or questionable areas. Quadrant analysis shows no niche services or vulnerabilities in any of the wide range of services offered by Information Services.

Label	Definition	Services
Successes	High contribution High evaluation	Interlibrary Loan Network (83% say the service makes a crucial or major contribution to their work, and 63% of those respondents rate this service as excellent) Major programs to improve libraries (66%, 59%) Certification and continuing education (60%, 56%)
Niches	Low contribution High evaluation	None
Questionable areas	Low contribution Low evaluation	General consulting services (41%, 44%) Consulting on automation (39%, 35%) Consulting on children's services (32%, 43%) Library building consultation (22%, 40%)
Vulnerabilities	High interest Low evaluation	None

Three other services are near median lines and so are not clearly defined by one quadrant. Publishing documents for and about libraries (72% say it makes a crucial or major contribution, and 53% give it an excellent quality rating) borders between a success and a vulnerability, as does answering questions over the phone (50%, 54%). Referring patrons to other people or state agencies (36%, 53%) borders between a niche service and a questionable area.

Clearly the interlibrary loan network is the strongest success story. Only the interlibrary loan makes a crucial contribution to more than 35% of patrons' work. Several of the less crucial services, most involving library consultation, point to opportunities for improvement due to the lower proportions of excellent evaluations given by respondents who find the service important to their work.

Changes are not a pressing concern. Of all the potential changes tested in the survey, none is clearly mandated by respondents.

- **Most respondents think the unit's resources are sufficient.** When asked about possible management changes to the unit, a simple majority (51%) say the department's resources seems sufficient. Forty percent say the department could use more staff, and 24% say more computerized resources are needed. Extension of the library's hours are unnecessary according to the 55% of respondents who say they would not utilize the Library Development and Newtorking unit outside regular business hours.

- **No clear need for new services.** Of the six potential services tested, none receives enthusiastic endorsement from as many as half of respondents. More information on

alternative funding sources is the most welcome—48% say such information would be very useful. Nearly as many (47%) would like more on-site help automating their library. Forty-three percent say greater utilization of the Iowa Communication Network would be very useful. Other potential services appeal less to patrons: setting up local area networks (36%); educating library support staff (35%); and providing State Library publication on-line (24%).

Interpretation

The high proportion of respondents who do not know enough to offer an opinion, concerning either satisfaction level or general customer service, indicates some respondents may not think about their relationship with Information Services in terms of services. Rather, several of the programs may be more administrative in nature—such as accreditation and certification. Still, we see an opportunity to improve the service of some of the questionable areas—most dealing with library development consultation. In addition, issues of general customer service quality merit further examination. Other areas of change, in terms of additional services or management changes, are not high on respondents' wish list.

Quadrant Analysis
Library Development and Networking

Plot with X-axis "Crucial or Major Contribution" (ranging 20 to 90) and Y-axis "Percent Rating Excellent" (ranging 30 to 70).

Data points:
- ILL (≈83, 63)
- Major programs (≈66, 59)
- Certification (≈60, 56)
- Answer (≈50, 54)
- Refer (≈36, 53)
- Publish (≈72, 53)
- General consulting (≈41, 44)
- Children's (≈32, 43)
- Building (≈22, 40)
- Automation (≈39, 35)
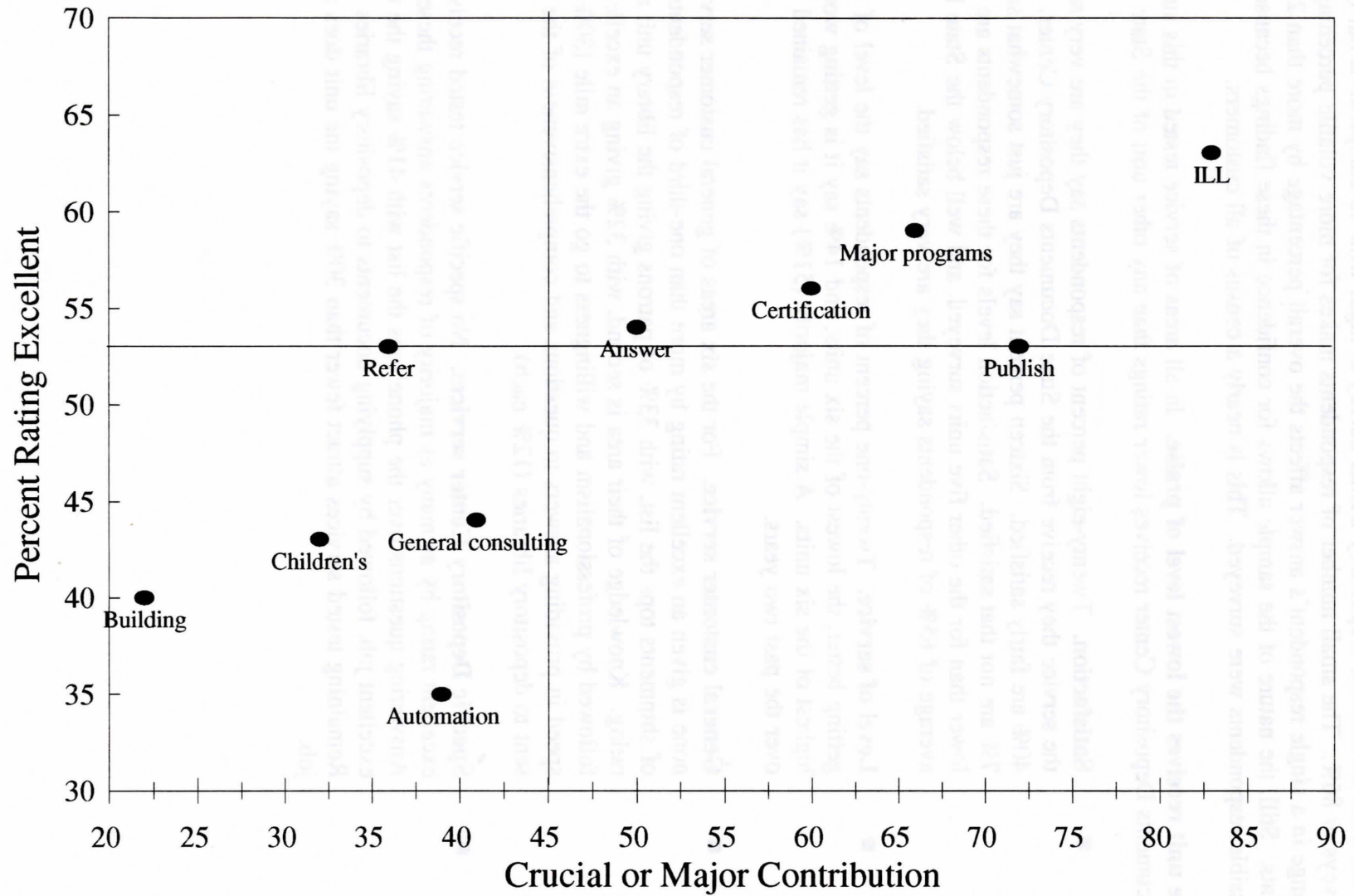
State Documents Depository Center

The smaller sample size of this unit makes for more unstable percentages. The response rate for the State Documents Depository Center survey is high, with 43 completions out of 50 mailed surveys or 86%. The small number of respondents makes for more volatile percentages. A change in a single respondent's answer affects the overall percentage by more than 2 percentage points. Still, the nature of the sample allows for confidence in these findings because 86% of all possible respondents were surveyed. This is nearly a census of all customers.

The unit receives the lowest level of praise. In all areas of service tested in this survey, the Documents Depository Center receives lower ratings than any other unit of the State Library.

- **Satisfaction.** Twenty-eight percent of respondents say they are very satisfied with the service they receive from the State Documents Depository Center, and another 40% are fairly satisfied. Sixteen percent say they are just somewhat satisfied and 7% are not that satisfied. Satisfaction levels for these respondents are markedly lower than for the other five units surveyed, and well below the State Library average of 65% of respondents saying they are very satisfied.

- **Level of service.** Twenty-one percent of respondents say the level of service is getting better, the lowest of the six units, and 14% say it is getting worse, the highest of the six units. A simple majority (51%) say it has remained unchanged over the past two years.

- **General customer service.** For the six areas of general customer services tested, none is given an excellent rating by more than one-third of respondents. Accuracy of shipments tops the list, with 33% of patrons giving the library unit an excellent rating. Knowledge of their area is second, with 32% giving an excellent rating, followed by professionalism and willingness to go the extra mile (30% each), and speed in providing answers to questions and comprehensiveness of the materials sent to depository libraries (12% each).

- **Specific Depository Center services.** No specific service tested receives an excellent rating by as many as majority of respondents answering these questions. Answering questions over the phone tops the list with 41% saying the unit does an excellent job, followed by supplying documents to depository libraries with 31%. Remaining tested services attract fewer than 30% saying the unit does an excellent job.

No clear service successes exist. Quadrant analysis shows relatively low evaluations for most items tested.

Label	Definition	Services
Successes	High contribution High evaluation	None
Niches	Low contribution High evaluation	Answering questions on the phone (35% say it makes a crucial or major contribution to their work, and 57% rate the service they receive as excellent) Referring questions to others (27%, 36%)
Questionable areas	Low contribution Low evaluation	Consulting on Depository program issues (31%, 25%) Provide reference information (47%, 26%)
Vulnerabilities	High interest Low evaluation	Preserving state documents (77%, 29%)

One service sits on the border between successes and vulnerabilities, with high contribution rates but lower evaluations—supplying documents to depository libraries (76% say it makes a crucial or major contribution to their work, and 32% rate the service they receive as excellent).   Providing access to state government information lies near the intersection of the medians, placing in no clear quadrant. No significant differences exist in quadrant analyses between full and core depositories.

Additional services may improve quality perceptions. When asked about changes to available services and possible additional services, respondents are enthusiastic.

- **Additional staff is a top priority.** Two-thirds (65%) of patrons say the Documents Depository Center could use more staff, making it the strongest endorsement of any unit's tested management changes. Nearly half (47%) would also like computer improvements for the unit. Only 21% of respondents think the Center's resources are sufficient, giving it the lowest percentage of the six whose respondents think no changes are necessary.

- **Added services would be welcome.** Three of the four potential new services tested find strong appeal among more than half of respondents. Seventy-two percent say a regularly updated catalogue of all state documents would be very useful to them. Sixty percent say the same about bibliographic access to Iowa documents not currently found in existing databases, and 51% say documents in non-print format would be very useful. Having the opportunity for more input into documents they receive would be a very useful change for

45% of Center patrons.

- **No pressing need for other changes, according to respondents.** Almost a three-quarters (72%) are not interested in expanding the Documents Depository hours beyond the standard work day. Of those remaining, weekday evenings are the most popular, with 21% saying they would use the library during that time. Part of the reason for the slight desire for additional hours is the relatively static change in patrons' use of the Center—67% say their use has stayed the same over the past two years.

- **Most are not interested in changing their relationship with the unit.** Strong majorities of respondents express no interest in changing their depository status (83% say they are not interested in such a change) or dropping out of the program (87%). Seventeen percent say they are very or somewhat interested in changing their status, and 13% say the same about dropping out of the depository program.

Interpretation

The State Documents Depository Center, with its consistently lower evaluations in this survey, may suffer from the same kind of service perception that effects some of the findings of the Information Services survey. That is, Depository patrons may view the unit as an administrator of a program and not as a provider of a service. However, the existence of this perspective does not mean unit service perception cannot be improved. The Census Data Center receives high marks for administering a program not driven by patron request—distribution of Census materials to affiliates.

There is clearly room for improvement of the services the unit does deliver and the programs it administers. The central activities of the unit—supplying and preserving state documents—receive quality ratings from respondents that reflect poor service. These activities should be successes in the eyes of State Library users. While respondents provide criticism, they also point to solutions—staff changes, technological improvements, and more indexes of state documents.

Quadrant Analysis
Documents Depository

Quadrant Analysis scatter plot. X-axis: "Crucial or Major Contribution" (20 to 80). Y-axis: "Percent Rating Excellent" (20 to 60). Plotted points:
- Answer Questions (≈35, 57)
- Refer to others (≈27, 36)
- Access (≈47, 32)
- Supply docs (≈76, 32)
- Preserve docs (≈77, 29)
- Reference (≈47, 26)
- Consult (≈31, 25)
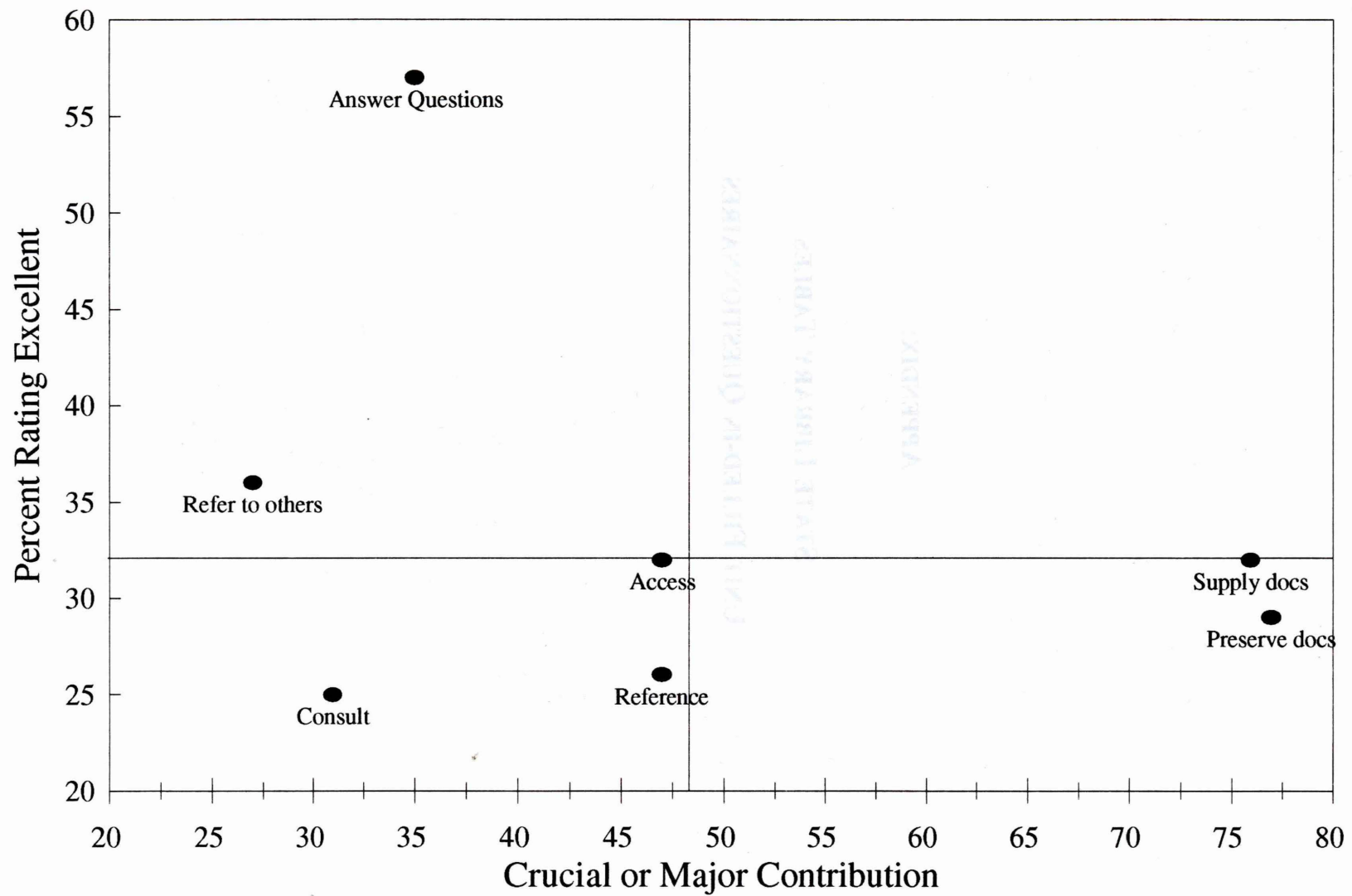
APPENDIX:

STATE LIBRARY TABLES

UNIT FILLED-IN QUESTIONNAIRES
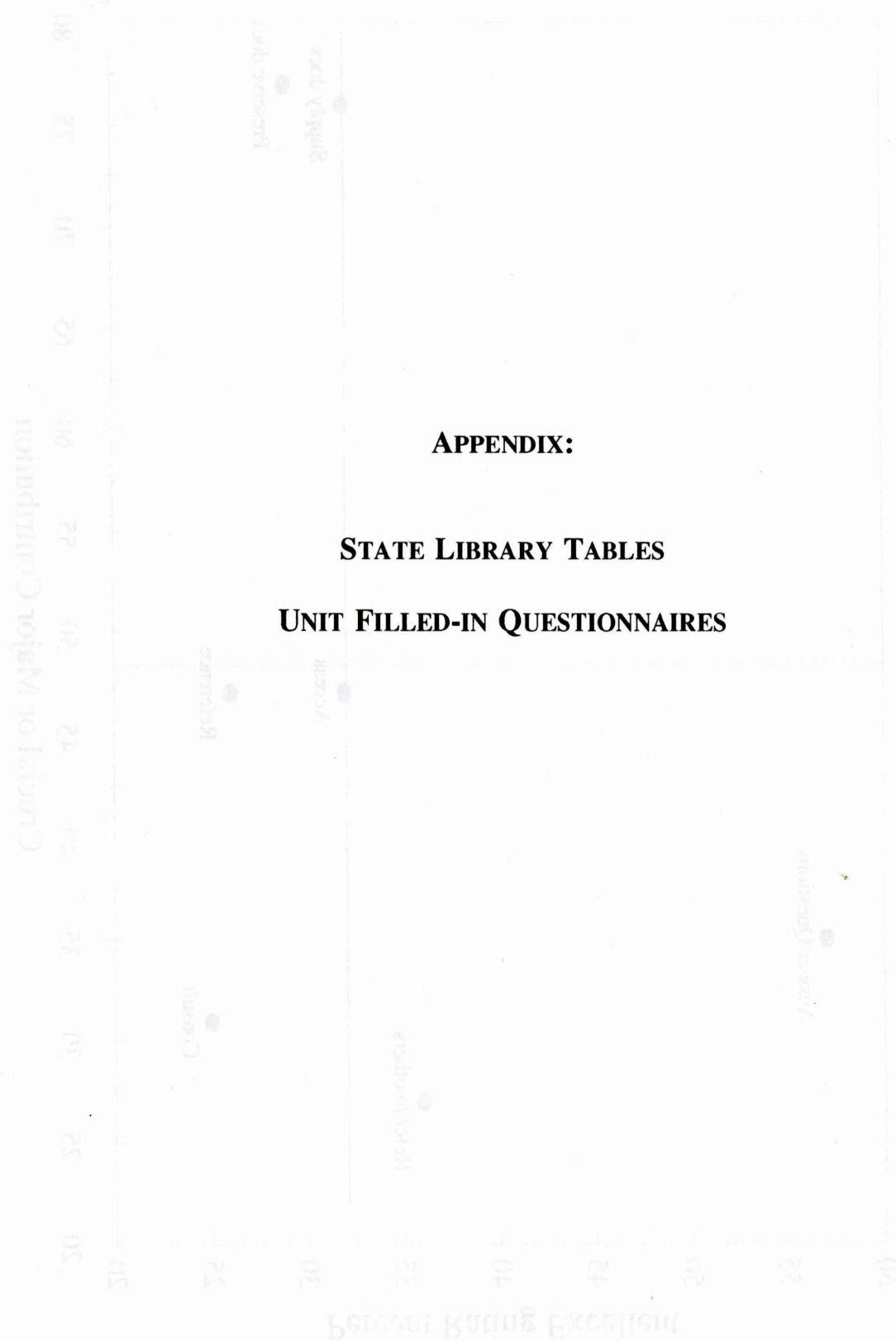
OVERALL SATISFACTION WITH SERVICE[1]

	Very Satisfied %	Fairly Satisfied %	Just Somewhat Satisfied %	Not That Satisfied %	Do not Know enough To say %
Total	**65**	**23**	**2**	**1**	**9**
Library Unit					
Census Data	75	19	1	-	4
Dev & Network	39	34	2	1	24
Audio/Visual	75	19	3	-	3
Law	90	10	-	-	-
Information	73	22	2	1	2
Documents	28	40	16	7	9
Overall Satisfaction					
Very	100	-	-	-	-
Fairly or less	-	88	9	3	-
Quality					
Getting Better	75	24	1	-	-
Same/Getting Worse	68	27	2	1	2
Usage Past Two Years					
Increased Use	75	22	1	-	2
Decreased Use	65	24	5	4	2
No Change	66	26	2	1	5
Needed Changes					
More Staff	67	26	3	1	3
Improve Collection	63	29	4	1	3
Improve Equipment	71	23	3	-	3
Improve Computerized Resources	69	24	2	1	4
Sufficient, No changes	74	21	1	-	4

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[1] Overall, how satisfied would you say you are with the service you receive from [name of State Library Unit]? (n=1357)

QUALITY OF SERVICE RATING[2]

	Getting Better %	Getting Worse %	Staying The Same %	Do not Know enough To say %
Total	31	2	42	25
Library Unit				
Census Data	23	-	36	41
Dev & Network	38	1	29	32
Audio/Visual	31	1	56	12
Law	36	2	50	12
Information	20	4	46	30
Documents	21	14	51	14
Overall Satisfaction				
Very	36	1	44	19
Fairly or less	28	5	49	18
Usage Past Two Years				
Increased Use	49	2	33	16
Decreased Use	26	3	63	8
No Change	26	2	59	13
Needed Changes				
More Staff	38	4	42	16
Improve Collection	28	3	54	15
Improve Equipment	34	5	44	17
Improve Computerized				
Resources	33	3	43	21
Sufficient, no changes	33	1	44	22

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[2] Q.2: Thinking about the past two years, how would you rate the level of service you have received from the [name of State Library Unit]? (n=1352)

STATE LIBRARY OF IOWA
SURVEY

Please answer each question by marking an **X** in the appropriate box. If you do not know enough about a service to answer accurately, please mark that response. Your answers will be held in confidence, so please give your candid opinions. **Complete both sides.**

1. Overall, how satisfied would you say you are with the services you receive from the [name of State Library unit]?　　1357

65	Very satisfied	1	Not that satisfied
23	Fairly satisfied	9	Do not know enough to say
2	Just somewhat satisfied		

2. Thinking about the past **two years**, how would you rate the level of service you have received from the [name of State Library unit]?　　1352

31	Getting better	42	Staying the same
2	Getting worse	25	Do not know enough to say

3. Thinking about the past **two years**, would you say your use of the [name of the State Library unit] has increased, decreased, or stayed the same?　　1358

34	Increased	42	Stayed the same
10	Decreased	14	Do not know enough to say

4. Here is a list of the main services provided by the [name of the State Library unit]. For each, please rate how much of a contribution the service makes to your work. **Choose the ONE best answer.**

	Crucial Contri-bution	Major Contri-bution	Minor Contri-bution	Little/no Contri-bution	Would Not notice If cut back	
A. Answer questions over the phone	20	39	22	12	7	1274
G. Refer you to people or other state agencies for further assistance	11	24	30	21	14	1239

5. Looking at these services again, please evaluate how good a job the [name of the State Library unit] does in providing each of these services to you. **Choose the ONE best answer.**

	Excellent	Good	Just Fair	Poor	
A. Answer questions over the phone	54	42	4	-	1189
G. Refer you to people or other state agencies for further assistance	35	52	11	2	943

6. Based on your experience with the [name of the State Library unit], please indicate your own sense of any needed changes in how these services are managed and staffed. **Mark all that apply.**　　1046

38	It seems this department could use more staff.
30	It seems this department could use more or better materials in the collection.
21	It seems this department could use more or better equipment (such as photocopiers, fax machines, microfilm readers and printers, etc.).
32	It seems this department could use more or better computerized resources (such as computer terminals, printers, CD-ROM workstations, etc.).
38	This department's staff, materials, equipment and computer resources seem sufficient.

QUALITY OF SERVICE RATING[2]

	Getting Better %	Getting Worse %	Staying The Same %	Do not Know enough To say %
Total	**31**	**2**	**42**	**25**
Library Unit				
Census Data	23	-	36	41
Dev & Network	38	1	29	32
Audio/Visual	31	1	56	12
Law	36	2	50	12
Information	20	4	46	30
Documents	21	14	51	14
Overall Satisfaction				
Very	36	1	44	19
Fairly or less	28	5	49	18
Usage Past Two Years				
Increased Use	49	2	33	16
Decreased Use	26	3	63	8
No Change	26	2	59	13
Needed Changes				
More Staff	38	4	42	16
Improve Collection	28	3	54	15
Improve Equipment	34	5	44	17
Improve Computerized Resources	33	3	43	21
Sufficient, no changes	33	1	44	22

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[2] Q.2: Thinking about the past two years, how would you rate the level of service you have received from the [name of State Library Unit]? (n=1352)

CHANGE IN USE OF SERVICES
PAST TWO YEARS[3]

	Increased %	Decreased %	Stayed The Same %	Do not Know enough To say %
Total	**34**	**10**	**42**	**14**
Library Unit				
Census Data	34	4	39	23
Dev & Network	40	3	34	23
Audio/Visual	22	24	47	7
Law	43	10	44	3
Information	32	9	45	14
Documents	12	14	67	7
Overall Satisfaction				
Very	39	10	42	9
Fairly or less	29	12	48	11
Quality				
Getting Better	54	8	36	2
Same/Getting Worse	26	14	59	1
Usage Past Two Years				
Increased Use	100	-	-	
Decreased Use	-	100		
No Change	-	-	100	
Needed Changes				
More Staff	40	9	43	8
Improve Collection	29	20	44	7
Improve Equipment	41	10	41	8
Improve Computerized Resources	40	8	42	10
Sufficient, no changes	30	9	48	13

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[3] Q.3: Thinking about the past two years, would you say your use of the [name of State Library Unit] increased, decreased or stayed the same? (n=1358)

EVALUATION OF SPECIFIC CUSTOMER SERVICE:
ANSWERING QUESTIONS OVER THE PHONE[4]

Contribution

	Crucial Contribution %	Major Contribution %	Minor Contribution %	Little/no Contribution %	Would not Notice if Cut Back %
Total	**20**	**39**	**22**	**12**	**7**
State Library Units					
Census Data Center	30	43	19	5	3
Development & Networking	15	35	22	17	11
Audio Visual	12	46	23	11	8
Law	24	33	27	11	5
Information Services	25	44	18	9	4
Documents Depository	15	20	25	20	20

Quality Evaluation

	Excellent %	Good %	Just Fair %	Poor %
Total	**54**	**42**	**4**	-
State Library Units				
Census Data Center	64	34	2	-
Development & Networking	37	55	7	1
Audio Visual	52	43	4	1
Law	74	26	-	-
Information Services	55	41	4	1
Documents Depository	41	52	4	3

---

[4] Q.4: Here is a list of the main services provided by [name of State Library Unit]. For each, please rate how much of a contribution the service makes to your work. Chose the one best answer. (n=1278)

Q.5: Looking at these services again, please evaluate how good a job the [name of State Library Unit] does in providing each of these services to you. Chose the one best answer. (n=1191)

EVALUATION OF SPECIFIC CUSTOMER SERVICE:
REFER TO OTHERS FOR FURTHER ASSISTANCE[5]

Contribution

	Crucial Contri- bution %	Major Contri- bution %	Minor Contri- bution %	Little/no Contri bution %	Would not Notice if Cut Back %
Total	**11**	**24**	**30**	**21**	**14**
State Library Units					
Census Data Center	16	33	25	14	12
Development & Networking	13	23	32	18	14
Audio Visual	5	19	33	26	17
Law	7	19	27	26	21
Information Services	16	30	30	16	8
Documents Depository	15	12	33	25	15

Quality Evaluation

	Excellent %	Good %	Just Fair %	Poor %
Total	**35**	**52**	**11**	**2**
State Library Units				
Census Data Center	42	49	8	1
Development & Networking	29	55	14	2
Audio Visual	16	65	17	2
Law	68	30	1	1
Information Services	36	50	12	2
Documents Depository	24	62	10	4

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[5] Q.4: Here is a list of the main services provided by [name of State Library Unit]. For each, please rate how much of a contribution the service makes to your work. Chose the one best answer. (n=1239)

Q.5: Looking at these services again, please evaluate how good a job the [name of State Library Unit] does in providing each of these services to you. Chose the one best answer. (n=943)

SUGGESTIONS FOR CHANGES
IN SERVICE MANAGEMENT[6]

	More Staff %	More/Better Materials in Collection %	More or Better Equipment %	More/Better Computerized Resources %	Seems Sufficient, No changes %
Total	**38**	**30**	**21**	**32**	**38**
Library Unit					
Census Data	33	15	19	30	45
Dev & Network	40	14	13	24	51
Audio/Visual	23	62	9	13	39
Law	46	23	38	44	30
Information	45	33	28	49	28
Documents	65	21	29	47	21
Overall Satisfaction					
Very	37	27	22	31	41
Fairly or less	43	37	20	32	31
Quality					
Getting Better	44	25	22	32	39
Same/Getting Worse	35	36	21	30	37
Usage Past Two Years					
Increased Use	44	25	25	36	33
Decreased Use	34	55	19	25	33
No Change	36	30	20	30	42
Needed Changes					
More Staff	100	38	37	50	-
Improve Collection	48	100	32	42	-
Improve Equipment	67	45	100	79	-
Improve Computerized Resources	60	40	52	100	-
Sufficient, no changes	-	-	-	-	100

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[6] Q.6: Based on your own experience with the [name of State Library Unit], please indicate your won sense of any needed changed in how these services are managed or staffed. (Respondents could mark more than one answer.) (n=1046)

EXTENDED STATE LIBRARY HOURS OPTIONS[7]

	Early weekday Mornings Before 8 am %	Weekday Evenings After 5 pm %	Saturday Mornings %	Saturday Afternoons %	None of These %
Total	**12**	**33**	**27**	**11**	**46**
Library Unit					
Census Data	12	31	19	6	55
Dev & Network	9	25	20	7	55
Audio/Visual	6	34	33	14	45
Law	20	47	40	21	23
Information	20	33	27	13	41
Documents	8	21	10	5	72
Overall Satisfaction					
Very	13	35	29	12	42
Fairly or less	10	30	25	11	51
Quality					
Getting Better	13	36	27	10	44
Same/Getting Worse	13	33	29	12	44
Usage Past Two Years					
Increased Use	14	35	29	10	41
Decreased Use	11	35	27	13	47
No Change	11	31	26	12	49
Needed Changes					
More Staff	19	38	29	13	40
Improve Collection	12	38	33	14	40
Improve Equipment	21	44	28	15	33
Improve Computerized Resources	18	44	32	15	33
Sufficient, no changes	9	31	28	10	48

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[7] Q.9: If the [name of State Library Unit] were to extend its hours, during which of the following times would you use the department? (Respondents could mark more than one answer.) (n=1239)

CUSTOMER SERVICE RATINGS[8]

	Very Excellent %	Good %	Just Fair %	Poor %	Do not know Enough To Evaluate %	Unit "Excellent" Ratings[9]	
Professionalism	68	30	2	-	9	87	Law
						77	Data
						65	Information
						66	A/V
						54	Dev & Net
						39	Docs
Willingness to go the extra mile to give you the help you need	65	30	4	1	11	88	Law
						71	Data
						67	Information
						60	A/V
						50	Dev & Net
						41	Docs
Knowledge of their area	64	34	2	-	12	81	Law
						77	Data
						61	Information
						60	A/V
						49	Dev & Net
						46	Docs
Accuracy of the information they provide	58	40	2	1	12	75	Law
						73	Data
						56	Information
						55	A/V
						37	Docs
						41	Dev & Net
Speed of providing answers to questions	55	41	4	-	10	82	Law
						66	Data
						54	A/V
						48	Information
						37	Dev & Net
						18	Docs
Comprehensiveness of the collections they maintain	41	49	9	1	21	57	Law
						51	Data
						37	Information
						36	A/V
						30	Dev & Net
						16	Docs

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[8] Q.10A-10F: In general, how would you rate the customer service you receive from the people who staff the [name of State Library Unit] in the following areas? (n varies for each customer service area, ranging from a high of 1296 to a low of 1259)

[9] Excellent rating percentages for units are based only on those respondents who knew enough about the unit to offer an evaluation.

STATE LIBRARY OF IOWA
SURVEY

Please answer each question by marking an **X** in the appropriate box. If you do not know enough about a service to answer accurately, please mark that response. Your answers will be held in confidence, so please give your candid opinions. **Complete both sides.**

1. Overall, how satisfied would you say you are with the services you receive from the [name of State Library unit]? 1357

65	Very satisfied		1	Not that satisfied
23	Fairly satisfied		9	Do not know enough to say
2	Just somewhat satisfied			

2. Thinking about the past **two years**, how would you rate the level of service you have received from the [name of State Library unit]? 1352

31	Getting better		42	Staying the same
2	Getting worse		25	Do not know enough to say

3. Thinking about the past **two years**, would you say your use of the [name of the State Library unit] has increased, decreased, or stayed the same? 1358

34	Increased		42	Stayed the same
10	Decreased		14	Do not know enough to say

4. Here is a list of the main services provided by the [name of the State Library unit]. For each, please rate how much of a contribution the service makes to your work. **Choose the ONE best answer.**

	Crucial Contri- bution	Major Contri- bution	Minor Contri- bution	Little/no Contri- bution	Would Not notice If cut back	
A. Answer questions over the phone	20	39	22	12	7	1274
G. Refer you to people or other state agencies for further assistance	11	24	30	21	14	1239

5. Looking at these services again, please evaluate how good a job the [name of the State Library unit] does in providing each of these services to you. **Choose the ONE best answer.**

	Excellent	Good	Just Fair	Poor	
A. Answer questions over the phone	54	42	4	-	1189
G. Refer you to people or other state agencies for further assistance	35	52	11	2	943

6. Based on your experience with the [name of the State Library unit], please indicate your own sense of any needed changes in how these services are managed and staffed. **Mark all that apply.** 1046

38	It seems this department could use more staff.
30	It seems this department could use more or better materials in the collection.
21	It seems this department could use more or better equipment (such as photocopiers, fax machines, microfilm readers and printers, etc.).
32	It seems this department could use more or better computerized resources (such as computer terminals, printers, CD-ROM workstations, etc.).
38	This department's staff, materials, equipment and computer resources seem sufficient.

9. If the [name of the State Library unit] were to extend its hours, during which of the following times would you **use** the department? **Mark all that apply.** 1239

      12   Early weekday mornings before 8:00 a.m.
      33   Weekday evenings after 5:00 p.m.
      27   Saturday mornings
      11   Saturday afternoons
      46   None of these

10. In general, how would you rate the customer service you receive from the people who staff the [name of the State Library unit] in the following areas:

		Excellent	Good	Just Fair	Poor	Do not know Enough to Evaluate	
A.	Knowledge of their area	56	30	2	-	12	1296
B.	Speed of providing answers to questions	49	37	4	-	10	1290
C.	Comprehensiveness of the collections they maintain	32	39	7	1	21	1259
D.	Accuracy of the information they provide	51	35	1	1	12	1271
E.	Professionalism	62	27	2	-	9	1284
F.	Willingness to go the extra mile to give you the help you need	58	27	4	1	10	1293

We welcome your input and suggestions about how the library could do a better job of providing useful materials and first-class service. Please use the space below or attach an extra sheet for any further comments.

STATE LIBRARY OF IOWA
LAW LIBRARY SURVEY

Please answer each question by marking an **X** in the appropriate box. If you do not know enough about a service to answer accurately, please mark that response. Your answers will be held in confidence, so please give your candid opinions. **Complete both sides.**

1. Overall, how satisfied would you say you are with the services you receive from the Law Library?   231

90	Very satisfied	-	Not that satisfied
10	Fairly satisfied	-	Do not know enough to say
-	Just somewhat satisfied		

2. Thinking about the past **two years,** how would you rate the level of service you have received from the Law Library?

36	Getting better	50	Staying the same
2	Getting worse	12	Do not know enough to say

230

3. Thinking about the past **two years,** would you say your use of the Law Library has increased, decreased, or stayed the same?

43	Increased	44	Stayed the same
10	Decreased	3	Do not know enough to say

231

4. Here is a list of the main services provided by the Law Library. For each, please rate how much of a contribution the service makes to your work. **Choose the ONE best answer.**

		Crucial Contri-bution	Major Contri-bution	Minor Contri-bution	Little/no Contri-bution	Would Not notice If cut back	
A.	Answer questions over the phone	24	33	27	11	5	211
B.	Photocopy legal documents and send them to you	44	28	16	6	6	222
C.	Do legal research for you	12	21	24	26	17	210
D.	Do research through on-line services for you	13	17	20	29	21	207
E.	Obtain materials from other libraries for you	12	18	26	26	18	202
F.	Conduct legislative history research for you	12	23	23	23	19	209
G.	Refer you to other state agencies or legal services for further assistance	7	19	27	26	21	202
H.	Provide a collection of pre-statehood legal materials	3	2	15	33	47	205

5. Looking at these services again, please evaluate how good a job the Law Library does in providing each of these services to you. **Choose the ONE best answer.**

		Excellent	Good	Just Fair	Poor	
A.	Answer questions over the phone	74	26	-	-	195
B.	Photocopy legal documents and send them to you	90	10	-	-	206
C.	Do legal research for you	66	33	1	-	140
D.	Do research through on-line services for you	66	32	2	-	122
E.	Obtain materials from other libraries for you	64	33	2	1	123
F.	Conduct legislative history research for you	67	33	-	-	123
G.	Refer you to other state agencies or legal services for further assistance	68	30	1	1	126
H.	Provide a collection of pre-statehood legal materials	53	41	4	2	81

6. Based on your experience with the State Law Library, please indicate your own sense of any needed changes in how these services are managed and staffed. **Mark all that apply.**

- 46 It seems this department could use more staff.
- 23 It seems this department could use more or better materials in the collection.
- 38 It seems this department could use more or better equipment (such as photocopiers, fax machines, microfilm readers and printers, etc.).
- 44 It seems this department could use more or better computerized resources (such as computer terminals, printers, CD-ROM workstations, etc.).
- 30 This department's staff, materials, equipment and computer resources seem sufficient.

7. Are there any services that the State Law Library could provide for you that it currently does not? **If yes, please list:**

_____

_____

_____

8. If the State Law Library were to offer the following services, how useful would you find each one?

		Very Useful	Fairly Useful	Somewhat Useful	Not that Useful	
A.	Provide an annotated new book list for Bar Association to put in newsletters	30	19	22	29	192
B.	Create a list of frequent users' interests and send information to them automatically as it comes into the library	29	25	26	20	193
C.	Provide a place for the public to access on-line computer services	39	22	17	24	200
D.	Provide dial-up access to legal databases	47	18	18	17	196
E.	Offer workshops on the use of legal information	29	19	20	32	194

9. If the Law Library were to extend its hours, during which of the following times would you **use** the department? **Mark all that apply.**

- 20 Early weekday mornings before 8:00 a.m.
- 47 Weekday evenings after 5:00 p.m.
- 40 Saturday mornings
- 21 Saturday afternoons
- 23 None of these

10. In general, how would you rate the customer service you receive from the people who staff the State Law Library in the following areas:

		Excellent	Good	Just Fair	Poor	Do not know Enough to Evaluate	
A.	Knowledge of their area	79	18	-	-	3	220
B.	Speed of providing answers to questions	80	17	-	-	3	219
C.	Comprehensiveness of the collections they maintain	52	31	8	1	8	209
D.	Accuracy of the information they provide	73	24	-	-	3	213
E.	Professionalism	87	13	-	-	-	218
F.	Willingness to go the extra mile to give you the help you need	87	11	1	-	1	219

We welcome your input and suggestions about how the State Law Library could do a better job of providing useful materials and first-class service. Please use the space below or attach an extra sheet for any further comments.

<div align="right">
<u>Base Numbers</u>

Total - 211
</div>

STATE LIBRARY OF IOWA
CENSUS DATA CENTER SURVEY

Please answer each question by marking an **X** in the appropriate box. If you do not know enough about a service to answer accurately, please mark that response. Your answers will be held in confidence, so please give your candid opinions. **Complete both sides.**

1. Overall, how satisfied would you say you are with the services you receive from the Census Data Center?   211

75	Very satisfied	-	Not that satisfied
19	Fairly satisfied	4	Do not know enough to say
1	Just somewhat satisfied		

2. Thinking about the past **two years,** how would you rate the level of service you have received from the Census Data Center?   208

23	Getting better	36	Staying the same
-	Getting worse	41	Do not know enough to say

3. Thinking about the past **two years,** would you say your use of the Census Data Center has increased, decreased, or stayed the same?   210

34	Increased	39	Stayed the same
4	Decreased	23	Do not know enough to say

4. Here is a list of the main services provided by the Census Data Center. For each, please rate how much of a contribution the service makes to your work. **Choose the ONE best answer.**

	Crucial Contri-bution	Major Contri-bution	Minor Contri-bution	Little/no Contri-bution	Would Not notice If cut back	
A. Answer questions over the phone	30	43	19	5	3	202
B. Provide Census information about Iowa	43	42	12	2	1	203
C. Provide Census information about other states	6	21	31	20	22	197
D. Provide Census information about the nation	9	21	30	21	19	193
E. Provide historical Census information (pre-1950)	11	16	28	23	22	195
F. Do demographic research for you	14	38	20	17	11	194
G. Refer you to people or other state agencies for further assistance	16	33	25	14	12	195
H. Search computerized Census resources for you	19	31	24	17	9	195
I. Provide Census tract numbers and/or Census maps	23	29	23	15	10	191
J. Provide advice and assistance on Census Bureau products and programs	16	33	22	19	10	194
K. Provide technical assistance on using Census information	19	32	26	13	10	189
L. Automatically distribute to you Census data about your area and/or information on Census products and programs	28	29	18	14	11	190
M. Conduct seminars and workshops on economic and demographic data and how to use it	7	21	26	24	22	189

5. Looking at these services again, please evaluate how good a job the Census Data Center does in providing each of these services to you. **Choose the ONE best answer.**

	Excellent	Good	Just Fair	Poor	
A. Answer questions over the phone	64	34	2	-	193
B. Provide Census information about Iowa	73	26	1	-	194
C. Provide Census information about other states	32	57	8	2	131
D. Provide Census information about the nation	38	51	8	3	132
E. Provide historical Census information (pre-1950)	33	53	10	4	122
F. Do demographic research for you	40	53	5	2	149
G. Refer you to people or other state agencies for further assistance	42	49	8	1	146
H. Search computerized Census resources for you	44	50	5	1	141
I. Provide Census tract numbers and/or Census maps	41	50	7	2	145
J. Provide advice and assistance on Census Bureau products and programs	40	52	7	1	141
K. Provide technical assistance on using Census information	48	41	9	2	142
L. Automatically distribute to you Census data about your area and/or information on Census products and programs	45	40	10	5	134
M. Conduct seminars and workshops on economic and demographic data and how to use it	23	54	19	4	112

6. Based on your experience with the Census Data Center, please indicate your own sense of any needed changes in how these services are managed and staffed. **Mark all that apply.**   160

     33   It seems this department could use more staff.

     15   It seems this department could use more or better materials in the collection.

     19   It seems this department could use more or better equipment (such as photocopiers, fax machines, microfilm readers and printers, etc.).

     30   It seems this department could use more or better computerized resources (such as computer terminals, printers, CD-ROM workstations, etc.).

     45   This department's staff, materials, equipment and computer resources seem sufficient.

7. Are there any services that the Census Data Center could provide for you that it currently does not? **If yes, please list:**

_____

_____

_____

8. If the Census Data Center were to offer the following services, how useful would you find each one?

		Very Useful	Fairly Useful	Somewhat Useful	Not that Useful	
A.	Provide Census information in non-print formats, such as on floppy disks	46	21	17	16	192
B.	Provide a place for the public to walk in and use computerized Census information	30	17	21	32	189
C.	Provide dial-up computer access to Census information	51	25	14	10	189
D.	Offer Geographic Information Systems (GIS) services to answer Census questions with customer-defined geographic boundaries	54	23	14	9	188
E.	Provide more customized economic and demographic data analysis	52	26	12	10	189
F.	Provide a directory of economic and demographic statistical resources in Iowa	60	24	9	7	188
G.	Publish a regular newsletter about Census trends, programs and products	43	25	18	14	188
H.	Conduct seminars and workshops on how Census data can be useful to you and your customers	24	31	24	21	182
I.	Conduct seminars and workshops on how to use computerized Census data and products	33	29	23	15	183
J.	Conduct seminars and workshops on economic and demographic trends in Iowa	35	28	20	17	184

9. If the Census Data Center were to extend its hours, during which of the following times would you **use** the department? **Mark all that apply.**   195

- 12 Early weekday mornings before 8:00 a.m.
- 31 Weekday evenings after 5:00 p.m.
- 19 Saturday mornings
- 6 Saturday afternoons
- 55 None of these

10. In general, how would you rate the customer service you receive from the people who staff the Census Data Center in the following areas:

		Excellent	Good	Just Fair	Poor	Do not know Enough to Evaluate	
A.	Knowledge of their area	72	21	1	-	6	204
B.	Speed of providing answers to questions	63	29	4	-	4	202
C.	Comprehensiveness of the collections they maintain	44	37	4	1	14	198
D.	Accuracy of the information they provide	67	25	1	-	7	200
E.	Professionalism	74	22	-	-	4	198
F.	Willingness to go the extra mile to give you the help you need	67	25	2	1	5	203

We welcome your input and suggestions about how the Census Data Center could do a better job of providing useful materials and first-class service. Please use the space below or attach an extra sheet for any further comments.

STATE LIBRARY OF IOWA
AUDIO/VISUAL SERVICES SURVEY

Please answer each question by marking an **X** in the appropriate box. If you do not know enough about a service to answer accurately, please mark that response. Your answers will be held in confidence, so please give your candid opinions. **Complete both sides.**

1. Overall, how satisfied would you say you are with the services you receive from Audio/Visual Services? 264

75	Very satisfied	-	Not that satisfied
19	Fairly satisfied	3	Do not know enough to say
3	Just somewhat satisfied		

2. Thinking about the past **two years,** how would you rate the level of service you have received from Audio/Visual Services? 264

31	Getting better	56	Staying the same
1	Getting worse	12	Do not know enough to say

3. Thinking about the past **two years,** would you say your use of Audio/Visual Services has increased, decreased, or stayed the same? 264

22	Increased	47	Stayed the same
24	Decreased	7	Do not know enough to say

4. Here is a list of the main services provided by Audio/Visual Services. For each, please rate how much of a contribution the service makes to your work. **Choose the ONE best answer.**

	Crucial Contri-bution	Major Contri-bution	Minor Contri-bution	Little/no Contri-bution	Would Not notice If cut back	
A. Answer questions over the phone	12	46	23	11	8	251
B. Provide a library of 16mm films from which you can borrow	25	32	20	9	14	260
C. Provide a library of VHS videos from which you can borrow	41	39	11	5	4	263
D. Offer consultation on what films or videos on a specific subject would be most helpful	7	21	32	25	15	258
E. Find films or videos in obscure categories	6	16	32	28	18	257
F. Refer you to other places or people for further assistance	5	18	30	30	17	258
G. Refer you to people or other state agencies for further assistance	5	19	33	26	17	252
H. Publish a media catalog of current holdings, with regular updates	54	39	6	-	1	262
I. Answer questions about film, video and equipment maintenance	7	15	32	29	17	256

5. Looking at these services again, please evaluate how good a job Audio/Visual Services does in providing each of these services to you. **Choose the ONE best answer.**

		Excellent	Good	Just Fair	Poor	
A.	Answer questions over the phone	52	43	4	1	245
B.	Provide a library of 16mm films from which you can borrow	45	50	4	1	237
C.	Provide a library of VHS videos from which you can borrow	52	46	2	-	255
D.	Offer consultation on what films or videos on a specific subject would be most helpful	22	59	17	2	195
E.	Find films or videos in obscure categories	13	61	22	4	184
F.	Refer you to other places or people for further assistance	15	63	19	3	194
G.	Refer you to people or other state agencies for further assistance	16	65	17	2	189
H.	Publish a media catalog of current holdings, with regular updates	62	33	5	-	249
I.	Answer questions about film, video and equipment maintenance	16	66	16	2	191

6. Based on your experience with Audio/Visual Services, please indicate your own sense of any needed changes in how these services are managed and staffed. **Mark all that apply.** 231

  23　It seems this department could use more staff.

  62　It seems this department could use more or better materials in the collection.

  9　It seems this department could use more or better equipment (such as photocopiers, fax machines, microfilm readers and printers, etc.).

  13　It seems this department could use more or better computerized resources (such as computer terminals, printers, CD-ROM workstations, etc.).

  39　This department's staff, materials, equipment and computer resources seem sufficient.

7. Are there any services that Audio/Visual Services could provide for you that it currently does not? **If yes, please list:**

_____

_____

_____

8. If Audio/Visual Services were to offer the following services, how useful would you find each one?

		Very Useful	Fairly Useful	Somewhat Useful	Not that Useful	
A.	Establish a laser disc collection (interactive, educational programs and movies)	13	14	18	55	237
B.	Establish a CD-ROM collection (multi-media, encyclopedias, games, etc.)	31	26	19	24	242
C.	Establish a CD-i collection (movies and games)	14	18	25	43	232
D.	Establish an audiotape collection (foreign-language training and books on tape)	45	25	15	15	244
E.	Set up more phone lines for callers placing orders	19	29	29	23	237
F.	Set up a dial-up (remote access) database	25	23	21	31	228
G.	Provide workshops on a variety of audio-visual topics (copyright, collection development, video repair, etc.)	34	20	24	22	241

9.   If Audio/Visual Services were to extend its hours, during which of the following times would you **use the department?**
Mark all that apply.

6	Early weekday mornings before 8:00 a.m.
34	Weekday evenings after 5:00 p.m.
33	Saturday mornings
14	Saturday afternoons
45	None of these

10.   In general, how would you rate the customer service you receive from the people who staff Audio/Visual Services in the following areas:

		Excellent	Good	Just Fair	Poor	Do not know Enough to Evaluate	
A.	Knowledge of their area	53	35	1	-	11	257
B.	Speed of providing answers to questions	50	39	2	-	9	257
C.	Comprehensiveness of the collections they maintain	31	48	8	-	13	256
D.	Accuracy of the information they provide	49	38	1	1	11	256
E.	Professionalism	61	29	2	1	7	258
F.	Willingness to go the extra mile to give you the help you need	54	32	2	1	11	257

We welcome your input and suggestions about how Audio/Visual Services could do a better job of providing useful materials and first-class service. Please use the space below or attach an extra sheet for any further comments.

STATE LIBRARY OF IOWA
INFORMATION SERVICES SURVEY
(The area of the State Library serving state government, the medical community, and patent and trademark searchers)

Please answer each question by marking an **X** in the appropriate box. If you do not know enough about a service to answer accurately, please mark that response. Your answers will be held in confidence, so please give your candid opinions. **Complete both sides.**

1. Overall, how satisfied would you say you are with the services you receive from the Information Services area? 207

73	Very satisfied	1	Not that satisfied	
22	Fairly satisfied	2	Do not know enough to say	
2	Just somewhat satisfied			

2. Thinking about the past **two years,** how would you rate the level of service you have received from the Information Services area? 205

20	Getting better	46	Staying the same	
4	Getting worse	30	Do not know enough to say	

3. Thinking about the past **two years,** would you say your use of the Information Services area has increased, decreased, or stayed the same? 208

32	Increased	45	Stayed the same	
9	Decreased	14	Do not know enough to say	

4. Here is a list of the main services provided by the Information Services area. For each, please rate how much of a contribution the service makes to your work. **Choose the ONE best answer.**

	Crucial Contri-bution	Major Contri-bution	Minor Contri-bution	Little/no Contri-bution	Would Not notice If cut back	
A. Answer questions over the phone	25	44	18	9	4	199
B. Provide indexes and tools to help you find information	18	48	21	8	5	191
C. Provide computerized indexes for you to search	23	37	20	10	10	188
D. Provide a collection of public policy journals and materials	20	30	24	13	13	188
E. Provide a collection of business and management journals and materials	19	24	25	18	14	186
F. Provide a collection of medical journals and materials	37	23	11	13	16	194
G. Refer you to people or other state agencies for further assistance	16	30	30	16	8	190
H. Obtain materials from other libraries for you	30	32	22	9	7	196
I. Provide access to information on patents and trademarks	13	12	9	26	40	189
J. Provide access to state and federal government documents	22	22	27	15	14	191

5. Looking at these services again, please evaluate how good a job the Information Services area does in providing each of these services to you. **Choose the ONE best answer.**

	Excellent	Good	Just Fair	Poor	
A. Answer questions over the phone	55	41	4	-	197
B. Provide indexes and tools to help you find information	42	52	5	1	178
C. Provide computerized indexes for you to search	44	45	7	4	167
D. Provide a collection of public policy journals and materials	35	53	10	2	148
E. Provide a collection of business and management journals and materials	29	59	10	2	142
F. Provide a collection of medical journals and materials	51	40	7	2	164
G. Refer you to people or other state agencies for further assistance	36	50	12	2	163
H. Obtain materials from other libraries for you	47	39	10	4	167
I. Provide access to information on patents and trademarks	32	50	13	5	115
J. Provide access to state and federal government documents	41	46	11	2	152

6. Based on your experience with the Information Services area, please indicate your own sense of any needed changes in how these services are managed and staffed. **Mark all that apply.**

184

45   It seems this department could use more staff.

33   It seems this department could use more or better materials in the collection.

28   It seems this department could use more or better equipment (such as photocopiers, fax machines, microfilm readers and printers, etc.).

49   It seems this department could use more or better computerized resources (such as computer terminals, printers, CD-ROM workstations, etc.).

28   This department's staff, materials, equipment and computer resources seem sufficient.

7. Are there any services the Information Services area could provide for you that it currently does not? **If yes, please list:**

_____

_____

_____

8. If the Information Services area were to offer the following services, how useful would you find each one?

	Very Useful	Fairly Useful	Somewhat Useful	Not that Useful	
A. Create a list of frequent users' interests and send information to them automatically as it comes into the library	40	26	15	19	176
B. Provide computer access to the State Library's collections and indexes	66	17	11	6	189
C. Set up sites for patent or trademark searches around the state for those who live outside the Des Moines area	13	13	11	63	172
D. Provide workshops and training on patent and trademark searches	17	8	14	61	174
E. Provide workshops and training on the use of medical/health reference materials	36	22	16	26	184

9. If the Information Services area were to extend its hours, during which of the following times would you **use** the department? **Mark all that apply.**

20	Early weekday mornings before 8:00 a.m.
33	Weekday evenings after 5:00 p.m.
27	Saturday mornings
13	Saturday afternoons
41	None of these

10. In general, how would you rate the customer service you receive from the people who staff the Information Services area in the following areas:

		Excellent	Good	Just Fair	Poor	Do not know Enough to Evaluate	
A.	Knowledge of their area	59	35	2	1	3	201
B.	Speed of providing answers to questions	47	43	8	1	1	200
C.	Comprehensiveness of the collections they maintain	35	48	9	1	7	196
D.	Accuracy of the information they provide	54	40	3	-	3	198
E.	Professionalism	64	31	4	-	1	199
F.	Willingness to go the extra mile to give you the help you need	67	28	4	-	1	202

We welcome your input and suggestions about how the Information Services area of the State Library could do a better job of providing useful materials and first-class service. Please use the space below or attach an extra sheet for any further comments.

STATE LIBRARY OF IOWA
LIBRARY DEVELOPMENT AND NETWORKING SURVEY
(Open Access, Access Plus, Accreditation, Certification, Automation, Children's Services, Continuing Education,
Library Services and Construction Act, Publications, Iowa Locator, IRIS, etc.)

Please answer each question by marking an **X** in the appropriate box. If you do not know enough about a service to answer accurately, please mark that response. Your answers will be held in confidence, so please give your candid opinions. **Complete both sides.**

1. Overall, how satisfied would you say you are with the services you receive from the Library Development and Networking area?

39	Very satisfied	1	Not that satisfied		401
34	Fairly satisfied	24	Do not know enough to say		
2	Just somewhat satisfied				

2. Thinking about the past **two years,** how would you rate the level of service you have received from the Library Development and Networking area?

38	Getting better	29	Staying the same		402
1	Getting worse	32	Do not know enough to say		

3. Thinking about the past **two years,** would you say your use of the Library Development and Networking area has increased, decreased, or stayed the same?

402

40	Increased	34	Stayed the same	
3	Decreased	23	Do not know enough to say	

4. Here is a list of the main services provided by the Library Development and Networking area. For each, please rate how much of a contribution the service makes to your work. **Choose the ONE best answer.**

	Crucial Contri-bution	Major Contri-bution	Minor Contri-bution	Little/no Contri-bution	Would Not notice If cut back	
A. Answer questions over the phone	15	35	22	17	11	375
B. Provide general consulting services on library services	13	28	26	19	14	369
C. Provide specialized consulting services on building libraries	8	14	18	32	28	355
D. Provide specialized consulting on children's services	9	23	22	22	24	363
E. Provide specialized consulting on automation	17	22	24	21	16	357
F Provide certification program and continuing education	27	33	16	12	12	365
G. Refer you to people or other state agencies for further assistance	13	23	32	18	14	360
H. Launch major programs to improve libraries statewide (such as Iowa FirstSearch Initiative, State of Iowa Libraries On-line (SILO))	35	31	17	11	6	372
I. Provide a statewide interlibrary loan network (The Iowa Locator, IRIS)	54	29	9	5	3	379
J. Publish documents about and for libraries (Library Statistics, Iowa Library Directory, Footnotes, etc.)	25	47	20	5	3	381

5. Looking at these services again, please evaluate how good a job the Library Development and Networking area does in providing each of these services to you. **Choose the ONE best answer.**

	Excellent	Good	Just Fair	Poor	
A. Answer questions over the phone	37	55	7	1	332
B. Provide general consulting services on library services	28	55	14	3	295
C. Provide specialized consulting services on building libraries	20	54	20	6	228
D. Provide specialized consulting on children's services	27	58	11	4	258
E. Provide specialized consulting on automation	23	57	17	3	273
F. Provide certification program and continuing education	45	47	7	1	304
G. Refer you to people or other state agencies for further assistance	29	55	14	2	290
H. Launch major programs to improve libraries statewide (such as Iowa FirstSearch Initiative, State of Iowa Libraries On-line (SILO))	49	42	6	3	330
I. Provide a statewide interlibrary loan network (The Iowa Locator, IRIS)	59	36	4	1	355
J. Publish documents about and for libraries (Library Statistics, Iowa Library Directory, Footnotes, etc.)	46	50	4	-	359

6. Based on your experience with the Library Development and Networking area, please indicate your own sense of any needed changes in how these services are managed and staffed.   **Mark all that apply.**   236

40	It seems this department could use more staff.
14	It seems this department could use more or better materials in the library science collection.
13	It seems this department could use more or better equipment (such as photocopiers, fax machines, microfilm readers and printers, etc.).
24	It seems this department could use more or better computerized resources (such as computer terminals, printers, CD-ROM workstations, etc.).
51	This department's staff, materials, equipment and computer resources seem sufficient.

7. Are there any services that the Library Development and Networking area could provide for you that it currently does not? **If yes, please list:**

_____

_____

_____

8. If the Library Development and Networking area were to offer the following services, how useful would you find each one?

		Very Useful	Fairly Useful	Somewhat Useful	Not that Useful	
A.	Offer a program of education for library support staff	35	34	16	15	358
B.	Provide more information on alternative funding sources	48	27	15	10	363
C.	Provide more meetings or continuing education via the Iowa Communications Network (ICN)	43	30	15	12	362
D.	Provide on site help for setting up local area networks (LANs)	36	24	21	19	346
E.	Provide on site help for automating the library	47	20	15	18	356
F.	Provide State Library publications on-line	24	21	29	26	351

9. If the Library Development and Networking area were to extend its hours, during which of the following times would you **use** the department? **Mark all that apply.**

9	Early weekday mornings before 8:00 a.m.
25	Weekday evenings after 5:00 p.m.
20	Saturday mornings
7	Saturday afternoons
55	None of these

10. In general, how would you rate the customer service you receive from the people who staff the Library Development and Networking area in the following areas:

		Excellent	Good	Just Fair	Poor	Do not know Enough to Evaluate	
A.	Knowledge of their area	37	36	3	-	24	373
B.	Speed of providing answers to questions	29	45	4	1	21	372
C.	Comprehensiveness of the library science collections they maintain	15	31	6	-	48	360
D.	Accuracy of the information they provide	31	42	2	1	24	365
E.	Professionalism	43	34	2	-	21	371
F.	Willingness to go the extra mile to give you the help you need	38	31	6	1	24	372

We welcome your input and suggestions about how the Library Development and Networking area could do a better job of providing useful materials and first-class service. Please use the space below or attach an extra sheet for any further comments.

STATE LIBRARY OF IOWA
STATE DOCUMENTS DEPOSITORY CENTER SURVEY

Please answer each question by marking an **X** in the appropriate box. If you do not know enough about a service to answer accurately, please mark that response. Your answers will be held in confidence, so please give your candid opinions. **Complete both sides.**

1. Overall, how satisfied would you say you are with the services you receive from the State Documents Depository Center? 43

28	Very satisfied	7	Not that satisfied
40	Fairly satisfied	9	Do not know enough to say
16	Just somewhat satisfied		

2. Thinking about the past **two years,** how would you rate the level of service you have received from the State Documents Depository Center? 43

21	Getting better	51	Staying the same
14	Getting worse	14	Do not know enough to say

3. Thinking about the past **two years,** would you say your use of the State Documents Depository Center has increased, decreased, or stayed the same? 43

12	Increased	67	Stayed the same
14	Decreased	7	Do not know enough to say

4. Here is a list of the main services provided by the State Documents Depository Center. For each, please rate how much of a contribution the service makes to your work. **Choose the ONE best answer.**

		Crucial Contri-bution	Major Contri-bution	Minor Contri-bution	Little/no Contri-bution	Would Not notice If cut back	
A.	Answer questions over the phone	15	20	25	20	20	40
B.	Supply documents to depository libraries	56	20	20	2	2	41
C.	Preserve state documents for public access and use (microfilming, digitizing, archiving, etc.)	52	25	10	8	5	40
D.	Provide access to state government information (geographic and bibliographic access, via interlibrary loan, etc.)	22	25	35	10	8	40
E.	Consult with you on State Documents Depository program issues	13	18	33	21	15	39
F.	Provide reference information (such as call numbers, availability, etc.) on Iowa state documents	25	22	25	15	13	40
G.	Refer you to people or other state agencies for further assistance	15	12	33	25	15	40

5. Looking at these services again, please evaluate how good a job the State Documents Depository Center does in providing each of these services to you.

		Excellent	Good	Just Fair	Poor	
A.	Answer questions over the phone	41	52	4	3	29
B.	Supply documents to depository libraries	31	45	21	3	38
C.	Preserve state documents for public access and use (microfilming, digitizing, archiving, etc.)	29	68	3	-	35
D.	Provide access to state government information (geographic and bibliographic access, via interlibrary loan, etc.)	26	48	19	7	31
E.	Consult with you on State Documents Depository program issues	12	41	41	6	32
F.	Provide reference information (such as call numbers, availability, etc.) on Iowa state documents	25	63	3	9	32
G.	Refer you to people or other state agencies for further assistance	24	62	10	4	29

6. Based on your experience with the State Documents Depository Center, please indicate your own sense of any needed changes in how these services are managed and staffed. **Mark all that apply.**   34

- 65   It seems this department could use more staff.
- 21   It seems this department could use more or better materials in the collection.
- 29   It seems this department could use more or better equipment (such as photocopiers, fax machines, microfilm readers and printers, etc.).
- 47   It seems this department could use more or better computerized resources (such as computer terminals, printers, CD-ROM workstations, etc.).
- 21   This department's staff, materials, equipment and computer resources seem sufficient.

7. Are there any services that the State Documents Depository Center could provide for you that it currently does not? **If yes, please list:**

_____

_____

_____

8. If the State Documents Depository Center were to offer the following services, how useful would you find each one?

		Very Useful	Fairly Useful	Somewhat Useful	Not that Useful	
A.	Provide documents in non-print formats, such as CD-ROM, video, or through on-line services	51	20	17	12	41
B.	Provide bibliographic access to Iowa documents currently not in the OCLC database or the Locator	60	12	18	10	40
C.	Compile a catalog of all state documents on a regular basis	72	15	3	10	40
D.	Give you a chance to have more say in which state documents you receive and which ones you don't receive	45	20	15	20	40

9. If the State Documents Depository Center were to extend its hours, during which of the following times would you **use the** department? **Mark all that apply.**

    8   Early weekday mornings before 8:00 a.m.
   21   Weekday evenings after 5:00 p.m.
   10   Saturday mornings
    5   Saturday afternoons
   72   None of these

10. In general, how would you rate the customer service you receive from the people who staff the State Documents Depository Center in the following areas:

	Excellent	Good	Just Fair	Poor	Do not know Enough to Evaluate	
A. Knowledge of their area	32	36	-	-	32	41
B. Speed of providing answers to questions	12	55	-	3	30	40
C. Comprehensiveness of the materials they send to you	12	53	10	5	20	40
D. Accuracy of the shipments they send -- your packages include what is specified on the shipping lists	33	49	3	5	10	39
E. Professionalism	30	48	-	-	22	40
F. Willingness to go the extra mile to give you the help you need	30	35	5	3	27	40

11. How much interest would you have in:

	Very Interested	Somewhat Interested	Not Interested	
A. Changing your depository status	12	5	83	40
B. Dropping out of the depository program	3	10	87	40

We welcome your input and suggestions about how the State Documents Depository Center could do a better job of providing useful materials and first-class service. Please use the space below or attach an extra sheet for any further comments.