

End of Chat Survey

Q21 PARTICIPANT INFORMATION Oklahoma State University Title: Assessing usage of LibAnswers at the Edmon Low Library Investigator(s): Whitney Vitale, Oklahoma State University Library Jason Dean Henderson, Oklahoma State University Library Roy Degler, Oklahoma State University Library Purpose: The purpose of the research study is to evaluate effectiveness and workflow procedures of LibAnswers/LibChat to communicate with library users concerning information needs and questions. You must be 18 years or older to participate What to Expect: This research study is administered online. Participation in this research will involve completion of a questionnaire. You may skip any questions that you do not wish to answer. You will be expected to complete the questionnaire once. It should take you about 5-10 minutes to complete. Risks: There are no risks associated with this project which are expected to be greater than those ordinarily encountered in daily life. Benefits: There are no direct benefits to you. However, you may gain an appreciation and understanding of how research is conducted. The information will allow the researchers to determine improvements. Your Rights and Confidentiality: Your participation in this research is voluntary. There is no penalty for refusal to participate, and you are free to withdraw your consent and participation in this project at any time. Confidentiality: The records of this study will be kept private. Any written results will discuss group findings and will not include information that will identify you. Research records will be stored on a password protected computer in a locked office and only researchers and individuals responsible for research oversight will have access to the records. Data will be destroyed after the study has been completed. Contacts: You may contact any of the researchers at the following addresses and phone numbers, should you desire to discuss your participation in the study and/or request information about the results of the study: Roy Degler MLIS, Edmon Low Library Oklahoma State University, Stillwater, OK 74078,405 -744-6541; Jason Henderson MLIS, Edmon Low Library, Oklahoma State University, Stillwater, OK 74078,405 -744-6541; or Whitney Vitale MLIS, Edmon Low Library Oklahoma State University, Stillwater, OK 74078,405 -744-6541,. If you have questions about your rights as a research volunteer, you may contact the IRB Office at 223 Scott Hall, Stillwater, OK 74078, 405-744-3377 or irb@okstate.edu If you choose to participate: Please, click Next if you choose to participate. By clicking Next, you are indicating that you freely and voluntarily and agree to participate in this study and you also acknowledge that you are at least 18 years of age. It is recommended that you print a copy of this consent page for your records before you begin the study by clicking below.

Q20 The following questions will ask you about your experiences using the “Ask Us” service. We appreciate your time in responding to these questions. Your input will help to improve workflows, enhance training practices, and develop best practices for this service.

Q1 What is your academic status?

- Undergraduate (1)
- Graduate (2)
- Staff (3)
- Faculty (4)
- Other (5)

Q2 How frequently do you use the Library’s “Ask Us” service?

- First time (1)
- Daily (2)
- Several times a week (3)
- Several times a month (4)
- Once a month (5)
- About every three months (6)

Q3 For each item below, click one category to rate your level of satisfaction with elements of the “Ask Us” service.

	Extremely satisfied (1)	Somewhat satisfied (2)	Neither satisfied nor dissatisfied (3)	Somewhat dissatisfied (4)	Extremely dissatisfied (5)
Turnaround time with response (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of response (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of library staff member (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall service (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of locating the service on the website (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7 Have you ever been referred to a specialist on this service?

- Yes (1)
- No (2)
- Maybe (3)

Display This Question:

If Have you ever been referred to a specialist on this service? Yes Is Selected

Or Have you ever been referred to a specialist on this service? Maybe Is Selected

Q8 How long did it take you to receive a response from the specialist?

- Less than 6 hours (1)
- Less than 24 hours (2)
- Less than 3 days (3)
- Less than 1 week (4)
- I never received a response (5)
- Click to write Choice 6 (6)

Q9 Did you experience any technical difficulties when using the "Ask Us" service?

- Yes (1)
- No (2)

Display This Question:

If Did you experience any technical difficulties when using the "Ask Us" service? Yes Is Selected

Q10 If yes, please explain the nature of the difficulties.

Q12 Please rate your overall satisfaction with the "Ask Us" service:

	Extremely satisfied (1)	Moderately satisfied (2)	Slightly satisfied (3)	Neither satisfied nor dissatisfied (4)	Slightly dissatisfied (5)	Moderately dissatisfied (6)	Extremely dissatisfied (7)
Please rate your overall satisfaction with the "Ask Us" service: (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 Would you use this service again?

- Yes (1)
- No (2)

Q14 Why or why not?

Q15 Would you recommend this service to others?

- Yes (1)
- Maybe (2)
- No (3)

Q16 Why or why not?

Q19 How can we improve your experience with the "Ask Us" service?