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Technical Services and Library Systems Customer Service Assessment

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Technical Services and Library Systems Customer Service Assessment

Introduction

The goal of this survey is to gauge satisfaction with the services provided by the Technical Services and Library Systems Division. Our internal customers have important and valuable insights into our work and we appreciate your feedback. We will use the information collected in this survey for planning and assessment, and to identify potential areas for process improvement.

Employees within the Technical Services and Library Systems Division are encouraged to complete the survey but to refrain from evaluating their own departments.

All responses are anonymous: neither IP nor email addresses are being collected with this survey.

All questions are optional and you may quit the survey at any time.

Thank you in advance for your valuable feedback!

Technical Services and Library Systems Customer Service Assessment

Acquisitions Services Department (Kate Latal, Department Head)

The mission of the Acquisitions Services Department is to order, document accessibility or receipt of materials, and process invoices for payment for all electronic resources obtained for the University Libraries' collections and all physical items housed in three library buildings: the University Library, the Dewey Library and the Science Library. Typical activities of the department include: searching OCLC and importing records into ALEPH, creating order records for one-time orders and continuations, placing orders through vendors and with publishers, receiving materials in ALEPH using arrival function or check-in, directing received materials to the appropriate department, preparing and paying invoices in ALEPH, using vendor web sites and other resources to place orders and research status of titles, and verifying correct disbursement of invoice payments.

1. Please rate your overall satisfaction with regards to the services provided from the Acquisitions Services Department for each of the following aspects:

| | Not at all satisfied | Satisfied | Very satisfied | Not applicable/Don't know |
|--|-----------------------|-----------------------|-----------------------|---------------------------|
| Accuracy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Collaboration | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Effectiveness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Efficiency | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Follow-through | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Proactive sharing of information | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Outreach to stakeholders of major projects | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Personalized service or special requests | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Procedures and documentation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Speed of response to reported problems | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timely completion of routine work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please describe specific services experiences in detail:

Technical Services and Library Systems Customer Service Assessment

2. Do you feel that you know whom to contact with a question or concern related to acquisitions?

- Yes
- No

Please explain

3. How comfortable do you feel asking for help?

- Very comfortable
- Somewhat comfortable
- Not comfortable

Please explain:

4. If you have any suggestions about the currently provided services or any new services that you would like to see offered by the Acquisitions Services Department, please describe them here:

Technical Services and Library Systems Customer Service Assessment

5. Do you need/want training from the Acquisitions Services Department in these areas?

- Using ALEPH regarding order status, receipt of materials and invoice payments
- Using GOBI
- Electronic resources ordering process
- Submitting orders
- Reports from ALEPH
- Other

Please describe "Other" here:

6. How do you best like to communicate with members of the Acquisitions Services Department?

- By email
- By phone
- In person

Please explain

7. If you have additional comments about the Acquisitions Services Department, please enter them here:

Technical Services and Library Systems Customer Service Assessment

Catalog Management Services Department (Formerly DMPB; Wendy West, Departme...

The mission of the Catalog Management Services Department is to provide access to materials in all formats, ensure accuracy of the content of the data in the bibliographic and holdings records within our online public access catalog, physically process materials to be shelved, send materials to the commercial bindery, and maintain the records for inventory in the storage facility. Typical activities for the department include managing electronic journal records, creating call number labels, withdrawing materials, editing bibliographic and holdings records, transferring materials to storage, processing rush materials, and sending materials to a commercial bindery.

8. Please rate your overall satisfaction with regards to the services provided from the Catalog Management Services Department for each of the following aspects:

| | Not at all satisfied | Satisfied | Very satisfied | Not applicable/Don't know |
|--|-----------------------|-----------------------|-----------------------|---------------------------|
| Accuracy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Collaboration | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Effectiveness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Efficiency | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Follow-through | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Proactive sharing of information | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Outreach to stakeholders of major projects | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Personalized service or special requests | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Procedures and documentation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Speed of response to reported problems | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timely completion of routine work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please describe specific services experiences in detail:

Technical Services and Library Systems Customer Service Assessment

9. Do you feel that you know whom to contact with a question or concern related to catalog management?

- Yes
- No

Please explain

10. How comfortable do you feel asking for help?

- Very comfortable
- Somewhat comfortable
- Not comfortable

Please explain:

11. How do you best like to communicate with members of the Catalog Management Services Department?

- By email
- By phone
- In person

Please explain

12. If you have any suggestions about the currently provided services or any new services that you would like to see offered by the Catalog Management Services Department, please describe them here:

Technical Services and Library Systems Customer Service Assessment

13. If you have additional comments about the Catalog Management Services Department, please enter them here:



Technical Services and Library Systems Customer Service Assessment

Cataloging Services Department (Nancy Poehlmann, Department Head)

The mission of the Cataloging Services Department is to provide access to all resources selected by the Collections Division in a cost effective, efficient, and timely manner, concentrating on the users' needs. The Department catalogs materials in all formats, and in all European and East Asian languages, as well as Hebrew.

14. Please rate your overall satisfaction with regards to the services provided from the Cataloging Services Department for each of the following aspects:

| | Not at all satisfied | Satisfied | Very satisfied | Not applicable/Don't know |
|--|-----------------------|-----------------------|-----------------------|---------------------------|
| Accuracy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Collaboration | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Effectiveness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Efficiency | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Follow-through | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Proactive sharing of information | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Outreach to stakeholders of major projects | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Personalized service or special requests | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Procedures and documentation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Speed of response to reported problems | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timely completion of routine work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please describe specific services experiences in detail:

Technical Services and Library Systems Customer Service Assessment

15. Do you feel that you know whom to contact with a question or concern related to cataloging?

- Yes
- No

Please explain

16. How comfortable do you feel asking for help?

- Very comfortable
- Somewhat comfortable
- Not comfortable

Please explain:

17. How do you best like to communicate with members of the Cataloging Services Department?

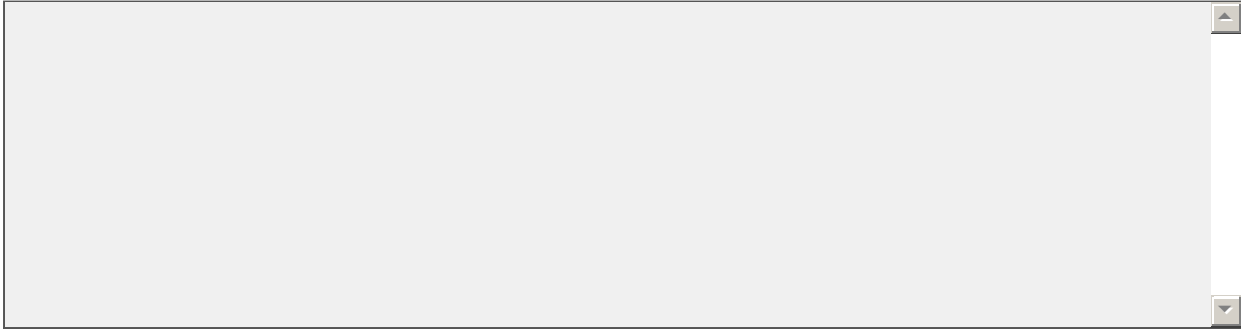
- By email
- By phone
- In person

Please explain

18. If you have any suggestions about the currently provided services or any new services that you would like to see offered by the Cataloging Services Department, please describe them here:

Technical Services and Library Systems Customer Service Assessment

19. If you have additional comments about the Cataloging Services Department, please enter them here:



Technical Services and Library Systems Customer Service Assessment

Library Systems Department (Mike Sweeney, Department Head)

The mission of the Library Systems Department is to provide a broad range of IT solutions and services to support the teaching, research, and outreach missions of the University at Albany Libraries and the University. Library Systems provides technical leadership in research and development of library initiatives, explores and evaluates the suitability of new technologies to support the University Libraries' programs and services, and supports workstation and network services for the University Libraries.

20. Please rate your overall satisfaction with regards to the services provided from the Library Systems Department for each of the following aspects:

| | Not at all satisfied | Satisfied | Very satisfied | Not applicable/Don't know |
|--|-----------------------|-----------------------|-----------------------|---------------------------|
| Accuracy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Collaboration | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communication | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Effectiveness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Efficiency | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Follow-through | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Proactive sharing of information | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Outreach to stakeholders of major projects | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Personalized service or special requests | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Procedures and documentation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Speed of response to reported problems | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timely completion of routine work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please describe specific services experiences in detail:

Technical Services and Library Systems Customer Service Assessment

21. Do you feel that you know whom to contact with a question or concern related to library systems?

- Yes
- No

Please explain

22. How comfortable do you feel asking for help?

- Very comfortable
- Somewhat comfortable
- Not comfortable

Please explain:

23. How do you best like to communicate with members of the Library Systems Department?

- By email
- By phone
- In person

Please explain

24. How satisfied are you with the training provided from the Library Systems department?

- Very satisfied
- Satisfied
- Not at all satisfied

Please explain:

Technical Services and Library Systems Customer Service Assessment

25. How satisfied are you with the Libraries' information technology help desk system (<http://libstaff/technology/ticket/>)?

- Very satisfied
- Satisfied
- Not at all satisfied

Please explain:

26. If you have any suggestions about the currently provided services or any new services that you would like to see offered by the Library Systems Department, please describe them here:

27. If you have additional comments about the Library Systems Department, please enter them here:

Technical Services and Library Systems Customer Service Assessment

General

28. Are you able to find specific staff offices in Technical Services and Library Systems (Rooms B34-B35)?

Yes

No

Please explain:

29. If you found any of the questions confusing or unclear, please explain here:

30. If there are questions that we should be asking but which are not on the survey please list them here: