Summary

2014 Academic Commons Service Desks Assessment

Libraries’ Assessment Resource Office
Prepared July 21, 2014
The Service Desk Assessments project was initiated to assess library users’ perceptions of customer service at the following Academic Commons service desks: the Loan Desk, Music and Media, the Learning Commons Assistants, and the Curriculum Library. The project ran for three weeks, between January 13 and February 7, 2014, and collected a total of 475 responses; 276 at the Loan Desk, 93 at Music and Media, 59 at the Learning Commons Assistants and 47 at the Curriculum Library.

Overall, respondents were very positive about the service they received at Academic Commons service desks. Results are presented graphically and in quotes below.

**Percent of respondents agreeing with statement**

<table>
<thead>
<tr>
<th></th>
<th>Loan Desk</th>
<th>Music and Media</th>
<th>Curriculum Library</th>
<th>Learning Commons Assistants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Found item or service I needed</td>
<td>91%</td>
<td>96%</td>
<td>85%</td>
<td>97%</td>
</tr>
<tr>
<td>Got information I needed</td>
<td>91%</td>
<td>92%</td>
<td>89%</td>
<td>97%</td>
</tr>
<tr>
<td>I waited a reasonable amount of time</td>
<td>93%</td>
<td>83%</td>
<td>91%</td>
<td>84%</td>
</tr>
<tr>
<td>Service at this desk is usually courteous</td>
<td>97%</td>
<td>97%</td>
<td>98%</td>
<td>97%</td>
</tr>
</tbody>
</table>
Selected comments on Loan Desk Service:

“As per normal, folks were friendly + helpful! They do good work.”
“Always I receive the support and guidance I needed.”
“Very helpful, thought of search options I didn’t know possible!”
“I always feel as if I am a real person and that the staff are genuine, pleased to be of assistance.”
“Just came to take some books off reserve. I always find the staff to be helpful and friendly.”
“Reserve help. Excellent service + demo very speedy”

Selected comments on Music and Media service:

“Great job! You are doing some good work.”
“Media desk very helpful as always.”
“Staff members extremely helpful in suggesting services that help my students & me.”
“Very helpful, professional, respectful, kind, compassionate, understanding.”
“I always love visiting this desk.”
“Always great service with a smile.”

Selected comments on Curriculum Library service

“Incredibly helpful and friendly!”
“They are fantastic. Teacher support desk is always my #1 go to, incredibly helpful.”
“I managed to get everything I needed to get done over the phone. Great!”
“I came in for my first time today and everyone was very helpful in pointing me to what I needed.”
“Very helpful! Helped me find exactly what I was looking for. Very supportive & helpful.”
“We asked for help finding a textbook and the man at the desk was very helpful in pointing us to the right section.”

Selected comments on Learning Commons Assistants’ service

“Very patient lady - She had to reshown me a few times as I don’t know my way around computers too well.”
“Great! Friendly people!”
“Awesome! Went above and beyond.”
“Excellent service from staff, who helped me navigate the online sources on my personal tablet.”
“Amazing help. Best experience.”
“He was very helpful! Fixed the problem immediately.”
“Was extremely helpful & patient throughout the process.”