



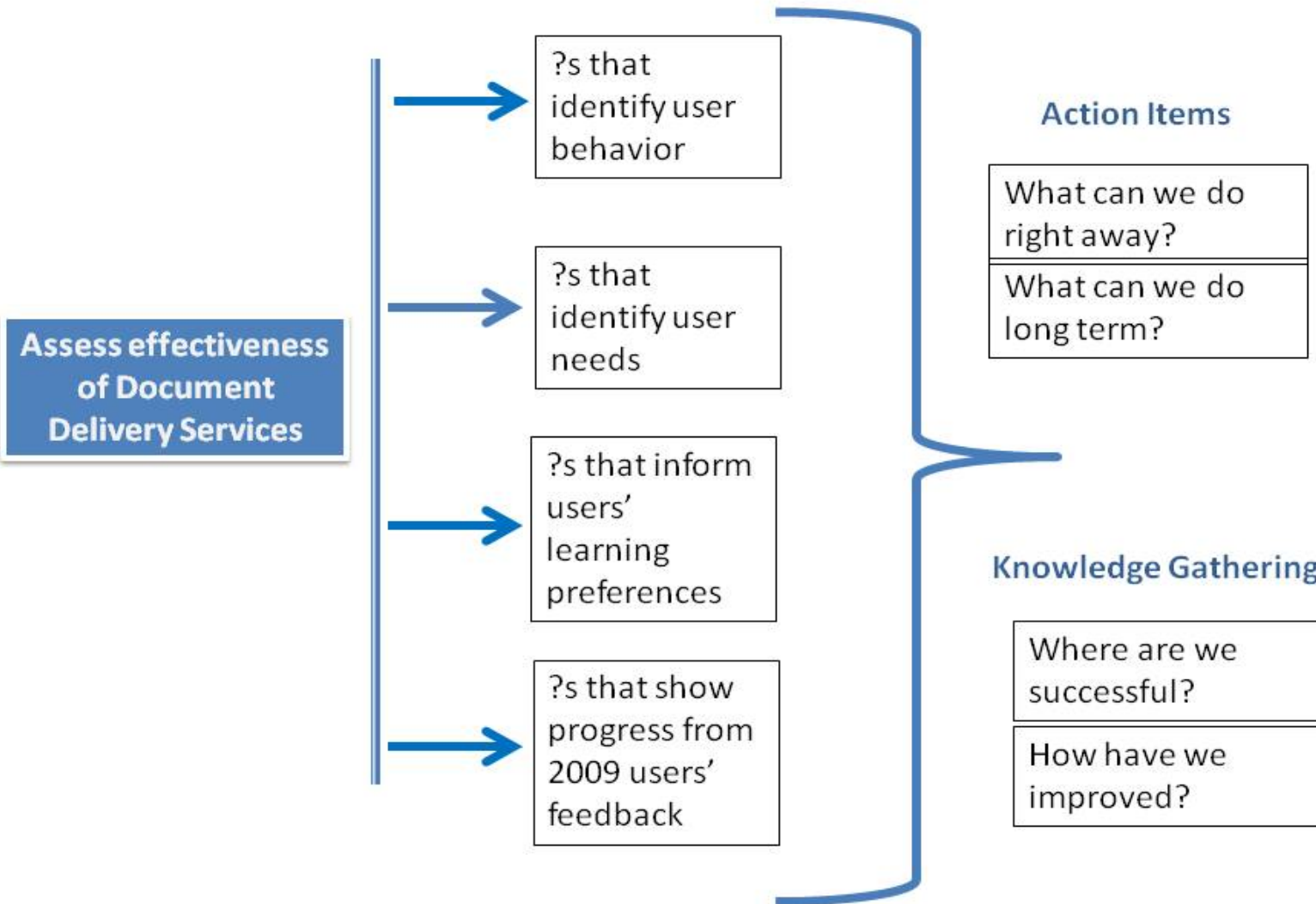
# Utilization of Client Survey Results to Enhance Workflows in a Changing Document Delivery Landscape

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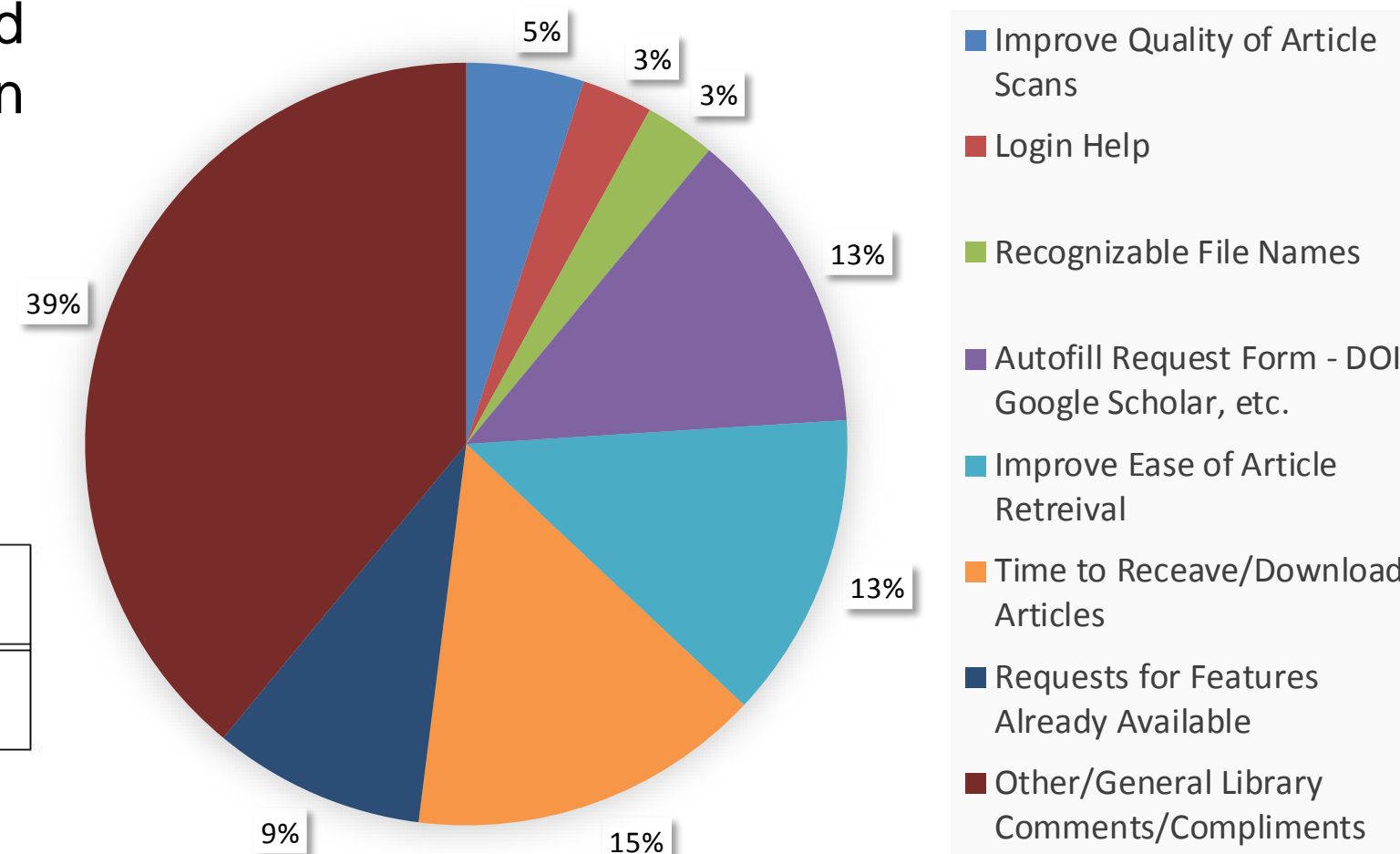
## Objectives

The purpose of this study was to assess the effectiveness of Document Delivery Services and find opportunities to augment the service based on client feedback.

### How we got useful answers...



## User suggestions for service improvements



**On a scale of 1 to 5, with 1 being the LEAST and 5 being the MOST, please rank in order what you most appreciate about Document Delivery Services. (NOTE: Each number can be selected only once.)**

This question was asked in both surveys. In 2017, the option OTHER was removed to encourage respondents to RANK what they appreciated about the service. The response rate was different for both surveys, but when compared, the overall distribution of options ranked formed a similar pattern. The top 3 options for each year are represented here; with speed of delivery being selected in both surveys as one of the top 3.

Selection Options	SURVEY	
	2009	2017
Speed of Delivery	2 <sup>nd</sup>	3 <sup>rd</sup>
Service	3 <sup>rd</sup>	
Ease of Use		2 <sup>nd</sup>
Saves Time		1 <sup>st</sup>
Access to Material that is Difficult to Find		1 <sup>st</sup>

## Results

We received 592 responses, which was slightly fewer than our previous survey taken in 2009 (773 responses).

We learned that some simple changes could be made right away and some required more planning by the team.

In both surveys, the majority of users provided positive feedback and valued the service. We feel we received insight into the user experience from a non-librarian point-of-view.

## Methods

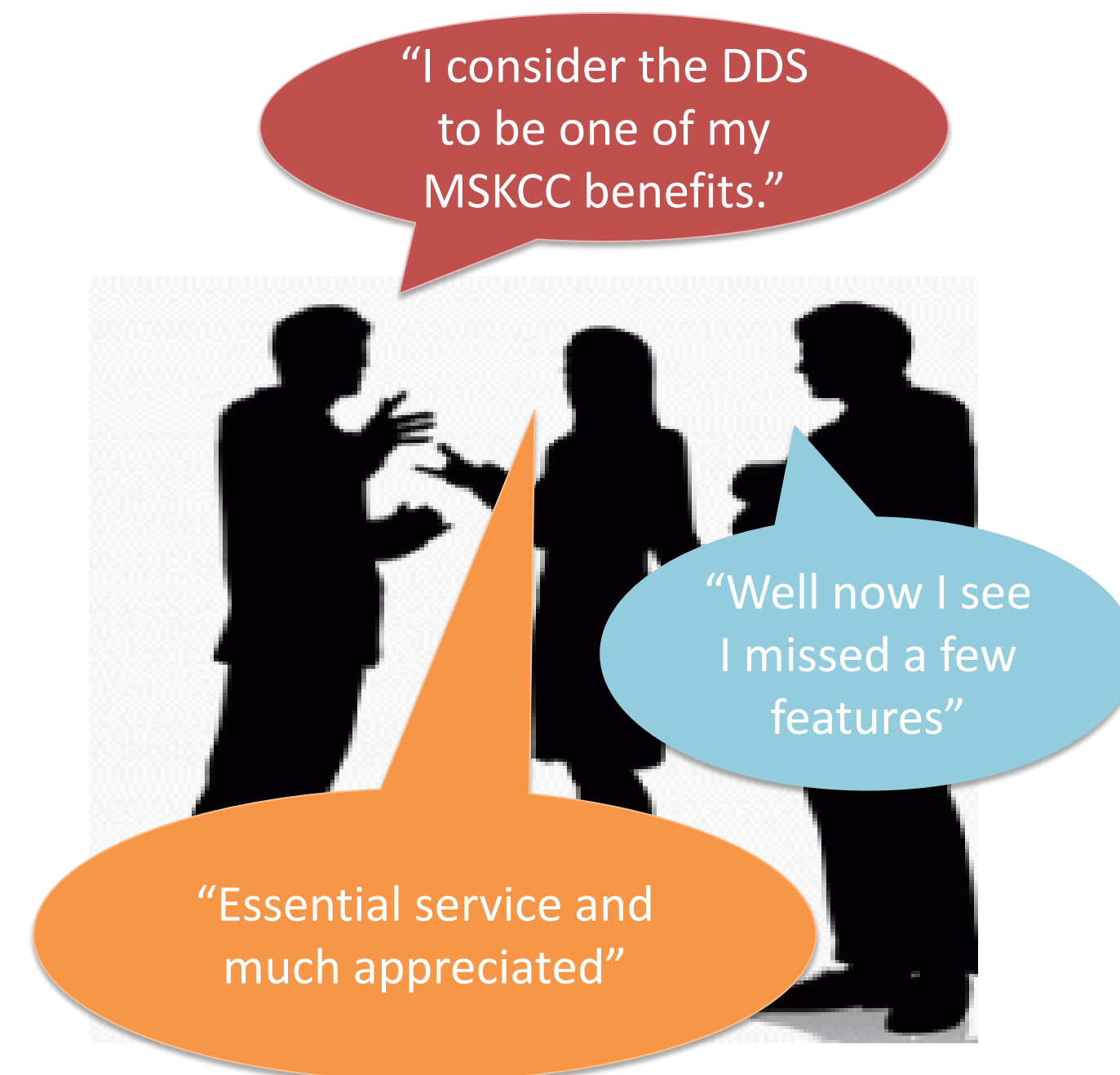
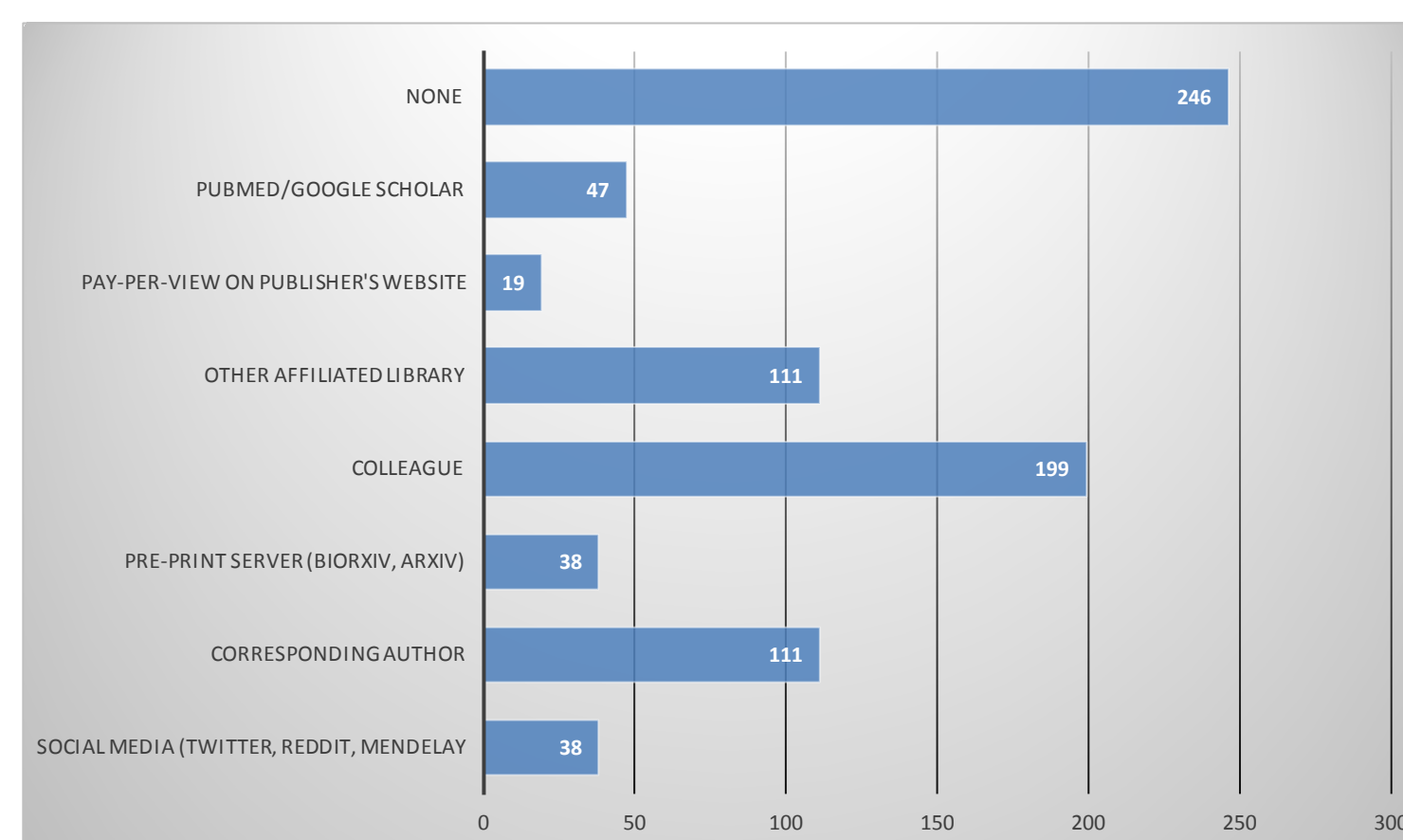
A 15-question, online survey was created using SurveyMonkey and sent to library users to solicit feedback on Document Delivery Services. Questions were based on current issues, as well as adapted from questions utilized in a previous survey sent in 2009 before our library launched ILLiad.

To test the usability of the survey, we identified 5 "power users" and asked them to take the survey and provide feedback. Of the 5, 3 responded. Some questions were altered for clarity based on their responses.

The link to the survey was sent to ILLiad users through various channels: direct emails, advertising on our library website, and using social media. A link to the survey was also added to the end of ILLiad automated emails. Library staff was asked to send the survey link to their key clients.

The survey was open for 6 weeks.

## Have you ever used any of the following to obtain articles?



## Conclusions

Document Delivery continues to be a key service for users in support of their research activities. Based on the feedback received, we made the following enhancements:

- Developed formal class to teach users to search for full-text articles
- Revised DDS request page to include contact options for users
- Updated DDS FAQs to address specific client questions
- Customized subject lines of ILLiad automated emails to clarify when additional customer action is required

