

In November 2016 the OutLook OnLine Support Centre conducted an online survey to gather feedback, comments and suggestions regarding the current satisfaction level with the support centre's services. All interlibrary loan staff at both public and post-secondary organisations were encouraged to participate. A link to the online survey was shared multiple times with ILL listservs in both sectors. Multiple organisational responses were also encouraged and a PDF version of the survey was made available to facilitate discussion prior to completing the questionnaire online.

The results of the survey are summarized below. There were 18 survey questions if the respondent had previously used the OLOL Support Centre for assistance; otherwise there were 10 questions. All data has been anonymized except for key comments. All comments are published with permission of the participant.

Number of Responses

52 BC public and post-secondary libraries responded, out of a possible 93, a 56% response rate.

- 58 complete surveys submitted
- 34 of the participants had used the OLOL Support Centre
- 24 of the participants had not used the OLOL Support Centre
- 38 Public libraries responded
- 14 Post-secondary libraries responded

Background

The OutLook OnLine Support Centre was created in February 2015 with funding from the BC Ministry of Education's Public Libraries Branch and the BC Electronic Library Network (BC ELN). The Support Centre is hosted at BC ELN, and the OLOL Helpdesk is currently staffed 3 days a week. The Support Centre provides helpdesk and training support for the OutLook OnLine ILL management platform.

2015 was a developmental year, occupied with migrating the OutLook OnLine platform to Canadian hosting, the creation of a centralised OLOL support website <<https://ill.bceln.ca/>> and a change in Support Centre staffing. By 2016, the Support Centre was in operational mode, optimising the OLOL platform and rolling out enhanced functionality such as patron-initiated ILL.

As part of on-going service evaluation, this survey was initiated to gather feedback on OLOL support, to discover areas of success and identify areas for improvement or additional focus. This survey *only* pertained to support received from the OLOL Support Centre, and was not related to OLOL software features or other ILL workflow processes. Future surveys will gather feedback related to the OLOL SHAREit software, training needs etc..

Key Findings

Results from the survey indicated that overall satisfaction is very high - all respondents submitted positive feedback. Additional communication methods and outreach should be explored as a few (5%) indicated they were not aware the OLOL Support Centre existed and were not receiving communications via the listservs (26%). The area identified for increased focus is training - respondents indicated a desire for more documentation and development of online webinars.

A. Demographics Section

Q1-3. Organisation Summary

- 44 completed responses from Public libraries
- 14 completed responses from Post-secondary libraries
- 32 Librarians or Library Administrators/Directors responded
- 26 ILL Staff (Library Technicians, Volunteers or Other/Unknown) responded

A complete list of responding libraries is available in Appendix A.

Q4. Have you used the OLOL Support Centre for assistance with Outlook OnLine?

Responses:

- 34 (59%) - Yes
- 24 (41%) - No

Q5a. As you answered No above, can you please tell us why you have not used the OLOL Support Centre for assistance?

NOTE: This question only displayed if respondent answered "No" to Q4 asking if they had used the support centre before.

Key Rationales:

- 17 responded that they have not encountered any problems/issues with the Outlook OnLine software/system that required assistance.
- 3 responded they were unaware that the support centre existed.
- 2 responded they were too busy just managing workflow to use the support centre.
- 1 responded they were able to solve any issues themselves.
- 1 responded they personally had not used the system/software yet.

Sample Comments:

- "I haven't had any issues or problems that needed support." [Terrace Public Library]
- "I didn't know it existed. And I haven't had any trouble using Outlook." [Greenwood Public Library]
- "Too busy, I'm just trying to keep up with the work flow." [Prince Rupert Public Library]
- "I was always able to figure it out myself." [Lillooet Public Library, Gold Bridge]

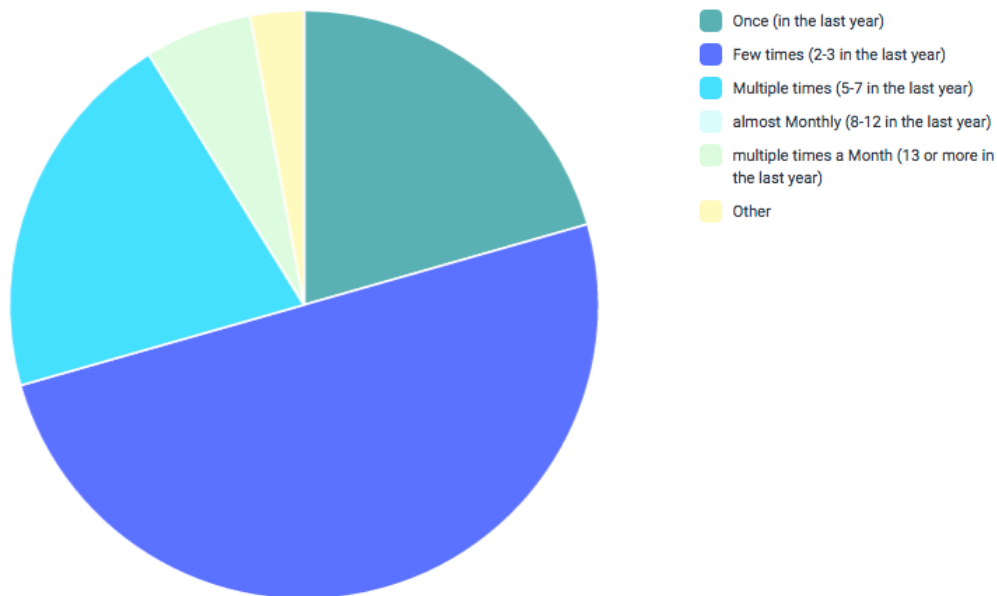
Q5b. Approximately how frequently do you use the OLOL Support Centre for assistance with Outlook OnLine?

NOTE: This question only displayed if respondent answered "Yes" to Q4 asking if they had used the support centre before (a total of 34 respondents).

Responses:

Of those participants that had used the centre before:

- 7 - Once (in the last year)
- 17 - Few times (2-3 in the last year)
- 7 - Multiple times (5-7 in the last year)
- 0 - almost Monthly (8-12 in the last year)
- 2 - multiple times a Month (13 or more in the last year)
- 1 – Other



Key Themes:

- The majority of survey participants (50%) use the support centre 2-3 times a year.
- Only one library [Vancouver Public Library] indicated they use the support centre at least 50 times during the year. NOTE: On average, VPL handles 8.6 times more requests than any other public library.

B. Feedback Section

NOTE: Questions in this section only answered by those who had used the OLOL Support Centre)

Q6. The OLOL Support Centre has approximately 20 hours/week of funding for support. Within this context, are support request responses timely?

Responses:

- 34 - Yes
- 0 - No

Common Themes:

- Every participant (100%) indicated that the support centre responded in a timely manner.

Sample Comments:

- "I have excellent support when needed." [Langara College]
- "We are constantly impressed and amazed with the attentiveness, efficiency, and speed with which Vaughn provides support. We've experienced numerous bugs and questions regarding the new interface and Vaughn has always replied almost immediately with either answers, or a promise to find out an answer. We strongly support maintaining 20hours, if not increasing that. This service is integral and we don't want to consider what it would be like to not have this support as it has been an immense help and assurance that issues get taken care of and resolved in a way that doesn't impact patrons negatively." [Surrey Public Libraries]
- "I would like to see more hours per week dedicated to support, as the system is complicated and we need normalization across libraries' settings. Often it is only when problems arise that we realize a library setting is incorrect -- would like to have even more proactive support." [Pender Island Public Library]

Q7. How likely is it that you would use the OLOL Support Centre again if you had another question or issue?

Responses:

- 27 - Very Likely
- 6 - Likely
- 1 - No opinion
- 0 - Not Likely
- 0 - Not Very Likely

Key Themes:

- 97% of participants indicated they were "Very Likely" (79%) or "Likely" (18%) to use the support centre again.
- Negative responses were not received.

Q8. How satisfied were you with your *most recent* OLOL Support Centre interaction?

Responses:

- 24 - Strongly Satisfied
- 9 - Mostly Satisfied
- 1 - No opinion
- 0 - Mostly Dissatisfied
- 0 - Strongly Dissatisfied

Key Themes:

- 97% of participants indicated they were “Strongly Satisfied” (71%) or “Mostly Satisfied” (26%) with their most recent support centre interaction.
- Negative responses were not received.

Q9. How satisfied *overall* are you with your OLOL Support Centre interactions?

Responses:

- 26 - Strongly Satisfied
- 7 - Mostly Satisfied
- 1 - No opinion
- 0 - Mostly Dissatisfied
- 0 - Strongly Dissatisfied

Key Themes:

- 97% of participants indicated they were “Strongly Satisfied” (76%) or “Mostly Satisfied” (21%) with their overall support centre interactions.

Q10. Please complete this sentence: I would be more satisfied with my OLOL Support Centre experience if....

Responses:

- 19 - Commented
- 15 - No comment

Key Themes:

- Many participants indicated satisfaction with their support centre experiences and conveyed the desire for increased support hours/funding including vacation coverage.
- Some participants indicated the desire for online (video) tutorials, staff training webinars, and increased advice, tips & best practices.

Sample Comments:

- “They had more than 20 hrs of funding. ;)” [North Vancouver District Public Library]
- “I would like to see more hours per week dedicated to support, as the system is complicated and we need normalization across libraries' settings. Often it is only when problems arise that we realize a library setting is incorrect -- would like to have even more proactive support.” [Pender Island Public Library]

Q11. Has your use of the Outlook OnLine software improved or decreased as a result of assistance from the OLOL Support Centre?

Summary of Responses:

- 10 - Very improved
- 10 - Somewhat improved
- 14 - No opinion/change
- 0 - Somewhat decreased
- 0 - Very decreased

Key Themes:

- Approximately 59% of participants indicated improvement in their use of the software as a result of assistance from the support centre.
- 41% indicated that they have no opinion or there has been no increase or decrease of their use of the software as a result of assistance from the support centre.

Q12. Please comment on how the OLOL Support Centre has made a difference in your job.

Summary of Responses:

- 14 - Better use of system capabilities through centralised support expertise
- 14 - Added efficiencies in ILL workflow . e.g. automatic Lending Policies based on material type)
- 13 - Quicker solutions to help requests through centralised support
- 11 - Faster bug fixes coordinated from Auto-Graphics
- 11 - Easier access to comprehensive support documentation
- 9 - Expanded capacity to fill ILL requests
- 9 - Reduced time spent on manual lender list building (ERTI lender list smart-build)
- 8 - Faster and easier bringing new staff up to speed with training materials
- 7 - Reduced need for manual data entry of ILL requests (PI-ILLs)
- 7 - Has made no difference
- 4 - Other

Key Themes:

- Approximately 82% of participants indicated that centralized support has allowed them to add efficiencies (41%) and make better use of the software capabilities (41%).
- Efficiencies added from capitalizing on software capabilities include 'reducing manual entry' (21%), 'ERTI automatic lender list building' (26%), and 'expanded capacity to fill ILL requests' (26%).
- Many participants also appreciated the centralized knowledgebase that resulted in quicker solutions (38%), easier access to support documentation (32%), training materials for staff (24%), and faster bug fixes (32%) from Auto-Graphics.
- Other responses indicated 2 positive comments on the effective communication and assistance with individual questions while another specifically mentioned the improvement of 'Batch barcode processing'.

Q13. Is there any additional feedback you'd like to communicate about the OLOL Support Centre or its staff?

Responses:

- 20 - Commented
- 14 - No comment

Key Themes:

- Nearly 60% of participants provided additional feedback on the support centre or its staff.
- Most participant comments (70%) indicated high satisfaction with the support centre and there weren't any negative feedback responses.
- Some participants indicated that they appreciate centralized assistance as the system or changes/update to the software can be complicated to navigate.

Sample Comments:

- "We are very appreciative that Vaughn took the time to visit us onsite. Thank you for the patient and helpful support you provide." [Vancouver Public Library]
- "I feel that some of the issues I have required assistance with are the result of changes to OLOL that actually created problems/issues where there were none before. Vaughn is the absolute best and she has gone out of her way to help me (even calling me from home) with anything and everything I have struggled with." [Camosun College]
- "Vaughn is awesome! She always responds to my questions quickly and clearly, a delight to correspond with via email or phone." [Squamish Public Library]
- "The staff was very well informed and knew what our issue was and offered a solution for us within a few days of our initial contact." [Invermere Public Library]
- "I have found that when we do make contact, they are anxious to ensure I have understood what the problem was. They were also happy to suggest ways to streamline the ILL process, or to make fuller use of the program." [Salt Spring Island Public Library]

C. Communications Section

Q14. Do you receive communications from the OLOL Support Centre on a currently subscribed listserv? (e. g. from 'ps-ill@sfu.ca' or 'interlinkill@interlinklibraries.ca')

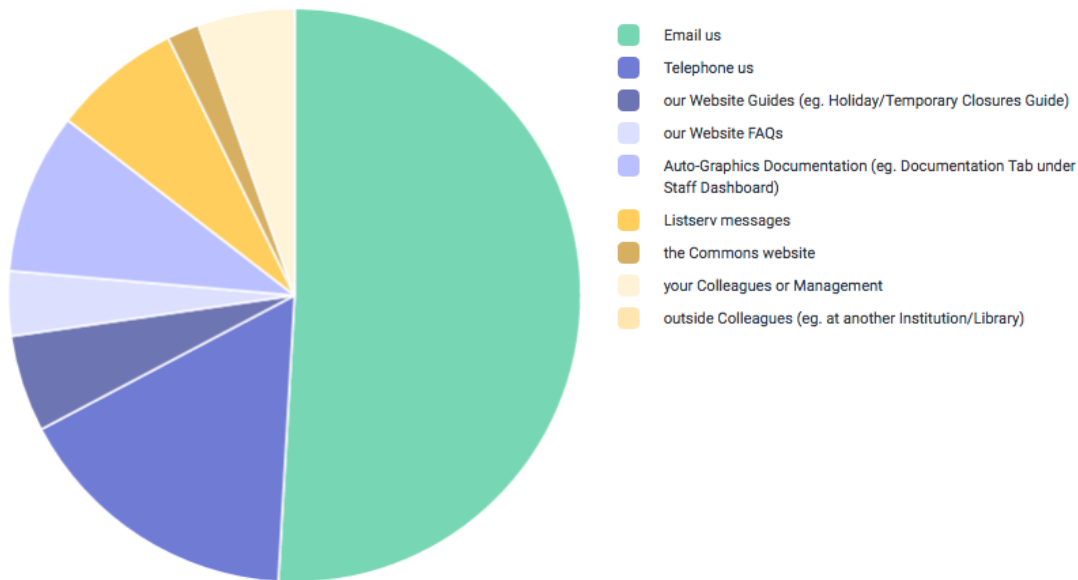
Responses:

- 43 - Yes
- 15 - No

Key Themes:

- Most (74%) survey participants indicated they are receiving communications on a currently subscribed listserv.
- Unfortunately 26% indicated they aren't receiving communications through our primary contact method indicating that outreach or additional communication methods need to be explored.

Q15. How do you prefer to seek answers to your questions? (please rank your preferred from 1 to 9)

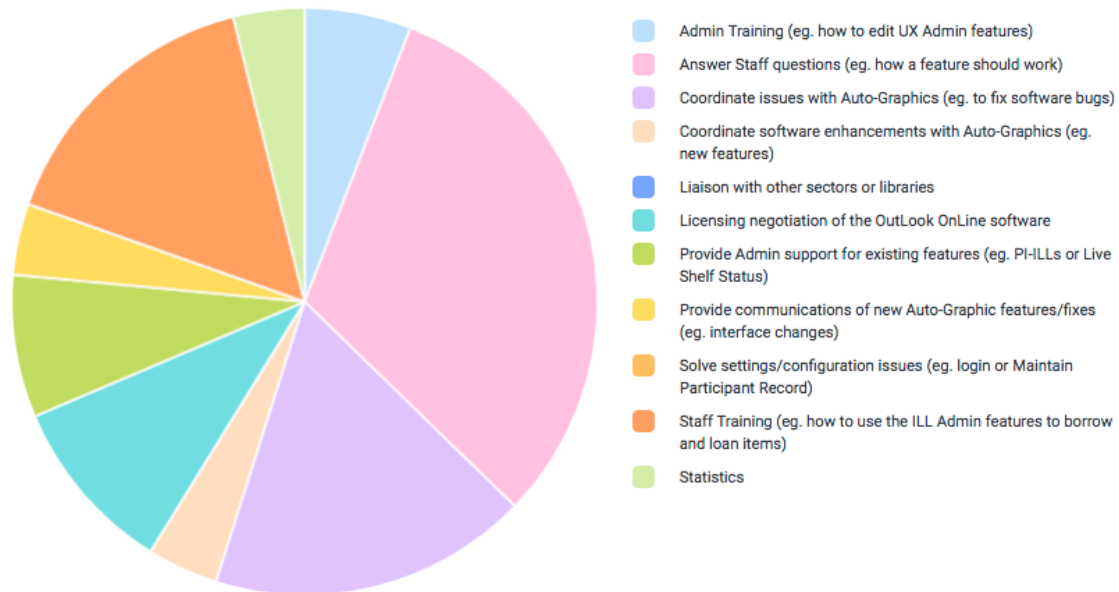


Key Ranking Trends:

- Contacting the support centre via Email (51%) or Telephone (16%) was ranked as the top preferred method for seeking answers on Outlook OnLine.
- Online documentation was also identified by 18% as an important method for seeking answers and was split between using the support centre Guides & FAQs (9%) <<https://ill.bceln.ca/>> and the Auto-Graphics online documentation available within the software.
- The remaining participants also chose to check the listservs, their colleague or management, and the Commons website for answers.
- Out of the 15 participants that added additional comments only 1 identified another way they'd like to seek their answer: "LiveChat would be great. But I understand this would probably be difficult to staff appropriately enough to be effective." [Gibsons and District Public Library]

D. Suggestions Section

Q16. In your opinion, what are the most important services that the OLOL Support Centre currently provides? (please rank your most important from top to bottom)



Key Ranking Trends:

- Support & Training services for ILL Staff (47%) and Administrators (14%) were identified as the most important services the support centre currently provides.
- Auto-Graphics communications were also ranked highly, with 35% including licensing of the product, software fixes/issues (e.g. bugs), enhancements (new features) and vendor announcements as important services of the support centre.
- Out of the 17 participants that added additional comments none were able to identify any additional services we currently provide with similar comments such as “Can't think of any.” [Rossland Public Library]

Q17. In your opinion, are there any services that the OLOL Support Centre does not currently provide that it should consider offering?

Responses:

- 17 - Commented
- 41 - No Comment

Key Themes:

- Most participants (86%) did not provide a comment or replied that they could not think of any additional services to suggest that the support centre doesn't currently offer.
- Some participants identified Patron-Initiated Interlibrary Loans (PI-ILLs) and outside-province requesting as key future themes.
- Some participants also indicated a desire for additional Staff Training including webinars and intermediate/advanced tutorials.

Sample Comments:

- “None. They are ‘stars’” [Langara College]
- “Out of province (BC) ILL request form information. What should sources/forms BC libraries should use to request items from out province organisations (other than Amicus).” [Capilano University]
- “As PI-ILL grows in popularity, I think this will be an area that will need greater OLOL Support in the future, from both the patron and admin perspectives.” [Pender Island Public Library]
- “Staff Training is already listed, but there was a suggestion from staff for training at an intermediate and advanced level. For example, a session on how to deal with conditionals, and setting statuses would be helpful. Staff also identified that they'd find canned webinars helpful.” [Vancouver Public Library]

Q18. Do you have any additional suggestions on how the OLOL Support Centre can help you use Outlook OnLine more effectively?

Responses:

- 17 - Commented
- 41 - No Comment

Key Themes:

- Most participants (90%) did not provide a comment or did not have any additional suggestions on how the support centre could help them use Outlook OnLine more effectively.
- Some participants indicated they appreciate the local support documentation & FAQs and would appreciate additional email tips or Outlook OnLine highlights via the listservs.
- Some indicated they would also like additional training, such as videos or telephone sessions.

Sample Comments:

- “We are very satisfied with the level of service we are now receiving (Vaughn is a wonderful asset), so it is difficult to find a way that it can improve at the moment. It seems as though many issues that cannot be resolved are issues with Auto-Graphics, rather than lack of support from OLOL admin. If there could be a way that Auto-Graphics support and responsiveness to feature requests could be improved that would be great. We see how OLOL support is sometimes limited to what they can change/fix, so better service from Auto-Graphics seems to be needed.” [Surrey Public Libraries]
- “I like receiving emails with OLOL "Tips" or highlights of an aspect of Outlook that might benefit our library.” [Pender Island Public Library]
- “None. I love the new Outlook Online. I do more Outlook requests now because of this. The Support Centre is really on the ball.” [Langara Library]

Appendix A: Responding Libraries

Public Libraries

Alert Bay Public Library & Museum
Burnaby Public Library
Burns Lake Public Library
Castlegar Public Library
Coquitlam Public Library
Elkford Public Library
Fort Nelson Public Library
Fort St. John Public Library
Fraser Lake Public Library
Fraser Valley Regional Library
Gibsons and District Public Library
Gold Bridge Library, Lillooet Area Library Association
Greenwood Public Library
Hudson's Hope Public Library
Invermere Public Library
Kaslo & District Public Library
Kitimat Public Library
Lillooet Area Library Association
Nelson Public Library
North Vancouver District Public Library
Pemberton & District Public Library
Pender Island Public Library
Penticton Public Library
Port Moody Public Library
Prince Rupert Public Library
Radium Public Library

Richmond Public Library
Rossland Public Library
Salt Spring Island Public Library
Squamish Public Library
Stewart Public Library
Surrey Libraries
Taylor Public Library
Terrace Public Library
Trail & District Public Library
Vancouver Public Library
Vanderhoof Public Library
Whistler Public Library

Post-secondary Libraries

Camosun College
Capilano University Library
College of New Caledonia Library
College of the Rockies
Douglas College Library
Justice Institute of British Columbia
Kwantlen Polytechnic University
Langara Library
Northern Lights College
Okanagan College Library
Selkirk College Library
Vancouver Community College
Vancouver Island University Library
Yukon College Library