Staff Perceptions of LibAnswers
Survey Questions

Demographic Question:
Please pick the statement that most accurately describes your use of LibAnswers.

a. I use LibAnswers primarily to record data about user interactions (desk, phone, online, and/or liaison)

b. I use LibAnswers to both 1) record data about user interactions (desk, phone, online, and/or liaison) AND 2) answer Ask a Librarian questions.

Instructions Part 1
This questionnaire gives you an opportunity to express your satisfaction with the usability of LibAnswers. Your responses will help us understand what aspects of the system you are particularly concerned about and the aspects that satisfy you. To as great a degree as possible, think about all the tasks that you have done with the system while you answer these questions.

Please read each statement and indicate how strongly you agree or disagree with the statement by circling a number on the scale. If a statement does not apply to you, circle N/A. Whenever it is appropriate, please write comments to explain your answers. Thank you!

1. LibAnswers is a reliable system.
   Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)
   N/A
   Comments:

2. *It was easy to learn to use LibAnswers.
   Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)
   N/A
   Comments:

3. *The organization of information on LibAnswers screens is clear.
   Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)
   N/A
   Comments:
4. The information (such as on-line help, on-screen messages, and other documentation) provided with LibAnswers is clear.
   Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)
   N/A
   Comments:

5. I am able to quickly record data about user interactions in LibAnswers.
   Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)
   N/A
   Comments:

6. It is easy to record missed data about user interactions at a later time in LibAnswers.
   Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)
   N/A
   Comments:

7. It is easy to correct data entry errors in LibAnswers.
   Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)
   N/A
   Comments:

8. Overall, I am satisfied with how easy it is to use LibAnswers.
   Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)
   N/A
   Comments:
9. **Being able to record and read some content about the questions/answers from desk, phone, online, and liaison interactions is useful.**

   Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)

   N/A

   Comments:

10. **Adding my answered questions to a public FAQ is an efficient way to share my knowledge with users.**

    Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)

    N/A

    Comments:

11. **Accessing/reusing answered questions stored in LibAnswers saves me time.**

    Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)

    N/A

    Comments:

12. **LibAnswers has effective mechanisms for letting me know when a new email/SMS (text message) has entered the system.**

    Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)

    N/A

    Comments:

13. **It is easy to tell if someone else is working on unanswered email/SMS (text message) in LibAnswers.**

    Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)

    N/A

    Comments:
14. *Overall, I am satisfied with LibAnswers.*

   Strongly Disagree (1) Disagree (2) Neither Agree nor Disagree (3) Agree (4) Strongly Agree (5)
   
   N/A

   Comments:

   List the most **negative** aspect(s) of the LibAnswers system:

   1
   2
   3

   List the most **positive** aspect(s) of the LibAnswers system:

   1
   2
   3

   Any additional comments

* Indicates question was taken from:
Instructions Part 2
Step 1: Read over the following list of words. Considering the product you have just used, tick those words that best describe your experience with it. You can choose as many words as you wish.

- Accessible
- Advanced
- Ambiguous
- Annoying
- Appealing
- Approachable
- Attractive
- Awkward
- Boring
- Bright
- Business-like
- Busy
- Clean
- Clear
- Cluttered
- Compelling
- Complex
- Comprehensive
- Confusing
- Consistent
- Contradictory
- Controllable
- Convenient
- Counter-intuitive
- Creative
- Credible
- Cutting edge
- Dated
- Desirable
- Difficult
- Distracting
- Dull
- Easy to use
- Effective
- Efficient
- Effortless
- Empowering
- Energetic
- Engaging
- Entertaining
- Exciting
- Expected
- Familiar
- Fast
- Faulty
- Flexible
- Fresh
- Friendly
- Frustrating
- Fun
- Hard to Use
- High quality
- Illogical
- Impressive
- Inadequate
- Incomprehensible
- Inconsistent
- Ineffective
- Innovative
- Insecure
- Intimidating
- Intuitive
- Irrelevant
- Meaningful
- Misleading
- Motivating
- New
- Non-standard
- Obscure
- Old
- Ordinary
- Organised
- Overwhelming
- Patronising
- Poor quality
- Powerful
- Predictable
- Professional
- Relevant
- Reliable
- Responsive
- Rigid
- Satisfying
- Secure
- Simple
- Simplistic
- Slow
- Sophisticated
- Stable
- Stimulating
- Straightforward
- Stressful
- System-oriented
- Time-consuming
- Time-saving
- Too technical
- Trustworthy
- Unattractive
- Unconventional
- Understandable
- Unpredictable
- Unrefined
- Usable
- Useful
- Vague
Step 2: Now look at the words you have ticked. Select five of these words that you think are most descriptive of the product.

1.
2.
3.
4.
5.

Available from: