Carnegie Mellon University Libraries
Chat Survey

Name_____ Date_____

If you are a chat operator, the task force wants to hear from you. Please take the time to fill out this questionnaire and return it (electronically or in print) to Jean Alexander at the Hunt Library. The results will be used as part of a multi-faceted evaluation that will help determine the future direction of the service. Thanks.

Training, ability to provide service, and guidelines

1. Do you feel you are adequately prepared to provide reference help during the chat service? Why or why not?

2. Do you think written guidelines defining chat service procedures are necessary? If yes, what topics do you suggest?

3. Do you think you have sufficient resources to provide help? If you had an unlimited budget, what additional resources would you recommend?

4. Do you have enough time to adequately answer each chat question? Please comment.

Impact on librarians, staff time or workload

5. How has working as a chat operator affected your workload and schedule?

6. How does providing chat at current levels affect your ability to perform your job?

7. If the time that chat services are available were expanded, would you be willing to accept additional hours? Please comment.

How good is it?

8. Do you feel the chat service is an effective source of reference help? What needs does it address? How has it increased the library's ability to provide help?

9. What problems, if any, are you having with the chat service as it is currently being implemented?

10. Do you think the hours that the chat service is available should be changed or expanded?

11. Do you think the chat service is effective as is and should be continued?

12. What suggestions do you have to increase use of the chat service?

13. How can we integrate chat service with more traditional reference services, and vice versa?

14. What suggestions do you have for improving the chat service?

The next section contains questions that can be tabulated quantitatively for purposes of future comparison, research use, etc. We realize that some of these questions duplicate the open-ended versions above, but we would appreciate your answering them again. Thanks.

Please rate the following using the four point scale.

		strongly agree	agree	disagree	strongly disagree
1.	The chat service provides a much needed service and should definitely be continued.	4	3	2	1
2.	The available resources for chat operators are more than enough to provide good service.	4	3	2	1
3.	Chat operators are well prepared to provide good service.	4	3	2	1
4.	The amount of time devoted to providing the chat service is sufficient to meet most patrons' needs.	4	3	2	1
5.	The time spent and workload created by chat service is of little significance for chat operators.	4	3	2	1
6.	The technical problems associated with the chat service are mostly insignificant.	4	3	2	1
7.	The software that we use to provide chat service is excellent.	4	3	2	1
8.	The chat service as it is currently provided poses few problems.	4	3	2	1