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NEW SOLINET HOURS

OCLC has notified us that the terminal will, as of Sat., Oct 4, be operative from 9:00 a.m. to 5:00 p.m. on Saturdays.

REMINDER TO USERS OF THE STAFF LOUNGE

Neither the University nor the Library provides for maid service, other than routine cleaning of the area, in our Staff Lounge. You are expected to clean your own dishes, cooking utensils, etc. Your cooperation is appreciated.

MICROFICHE DUPLICATOR

The Newspaper-Microtext Room of MIK Library now has a microfiche duplicator ready for operation; the duplicator will make microfiche copies of microfiche and of small strips of microfilm. Although requests may be made at any time, the duplicator will be operated only one day a week until increased business warrants additional operating time. Copying will be done on Mondays, from 9:00 a.m. until 4:30 p.m. Cost per copy is 25¢; order forms are available at the Newspaper-Microtext counter.

USER SATISFACTION SURVEY

The User Satisfaction Survey run during the week of July 7th was not entirely satisfactory because of the design of the survey. However, it yielded the following results. The total number of patrons surveyed was 197, with the largest group being graduate students in Arts & Sciences and Library Science. The overwhelming majority of all classes of users used MIK regularly, but only approximately half used branch libraries regularly. Education and Art were the branch libraries most frequently mentioned. The reason for coming to the library usually elicited more than one answer, with class assignment and independent research being the prime reasons; however leisure reading accounted for over half the college seniors' reason for coming. Less than one-third of the users surveyed had received instruction in the use of the library. The departments which the users patronized most were Circulation, Reference, Reserve, and Newspaper/Microtext, all of which were used about equally. The majority of those surveyed did not specify what question or information they wanted, but most of those who did answer wanted to know the location of items or library procedures. The users were satisfied with the answers they received in a large majority of the cases; only 12 were dissatisfied. The reasons for dissatisfaction were due largely to insufficient information. The users were also satisfied with the help (in addition to being satisfied with the answers) they received. Time spent working with the patron fell nearly completely into the "under 10 minute" category, with over one-quarter saying the time spent was negligible.

The User Satisfaction Survey Committee is convinced that the library needs some measure of user satisfaction, and that it should not be done superficially. In tabulating results of the initial survey, the committee found several indications that the questionnaire and

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method of sampling should be studied much more thoroughly. Therefore, the committee has recommended that the surveys planned for this year be postponed, and that a person or committee be appointed to study the matter more carefully before developing such a measure.

Jennifer Coffman

MEETING

The Technical Service Librarians will meet Wednesday, October 8, at 8:30 a.m. in the Technical Services Conference Room.

UNITED WAY

If there are people who have not yet given to the United Way but plan to do so, they should have their contribution to Faith Harders by Thursday, October 9.