

BOARD OF EDUCATION GENERAL MEETING February 19, 2009

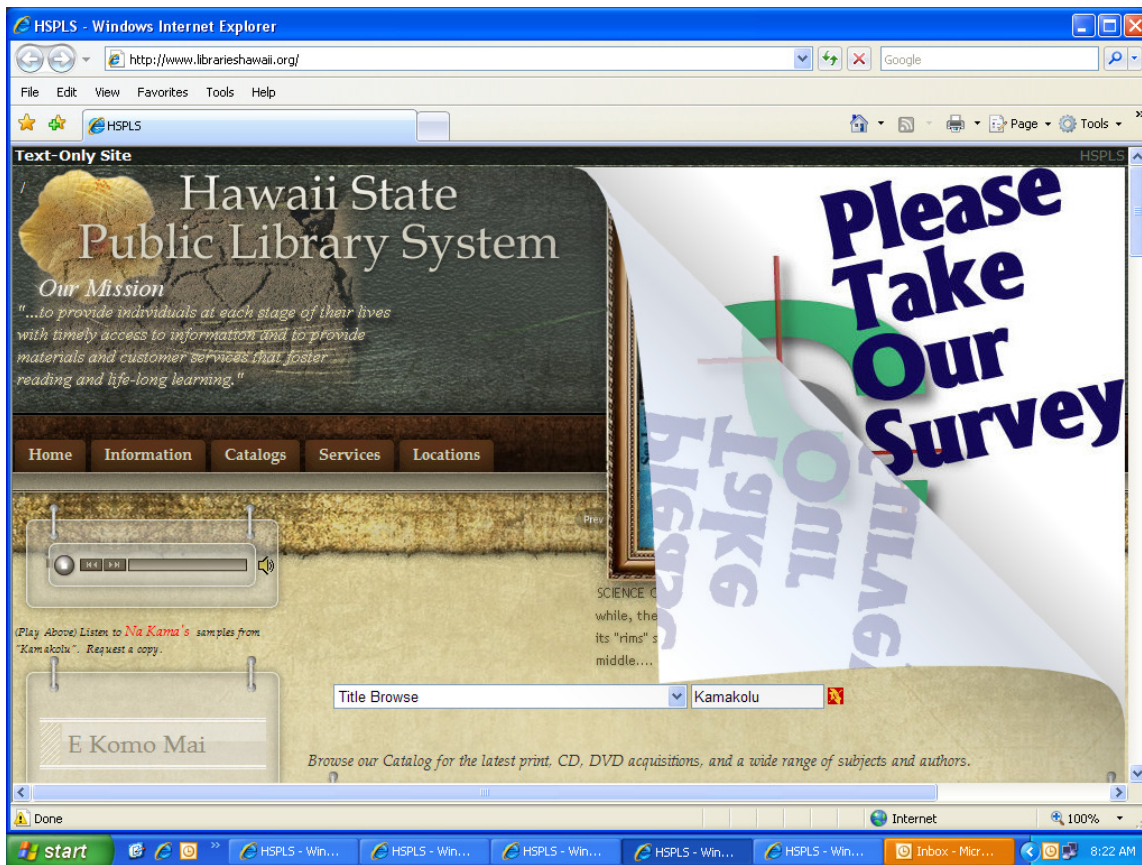
HSPLS Surveys Patron Satisfaction with the Counting Opinions LibSat Program

Presented by Lynn Masumoto, Administrative Assistant

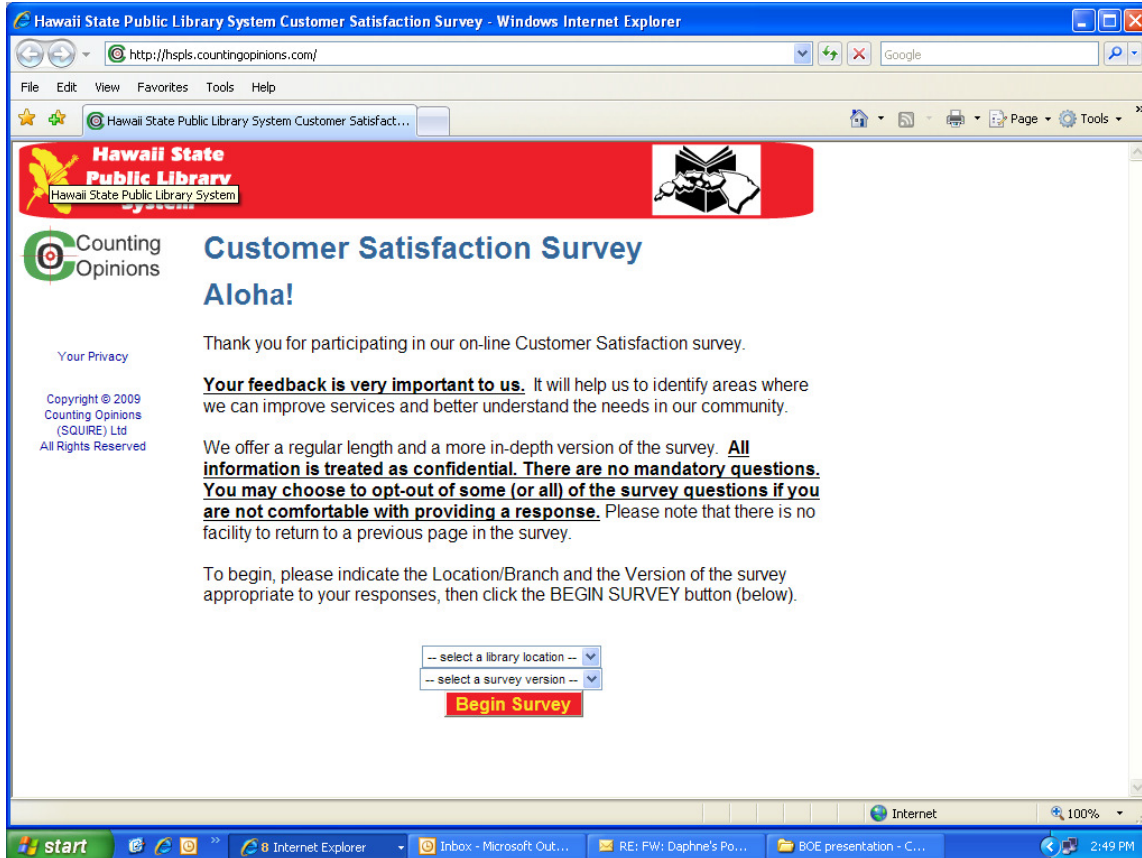
Good afternoon, Chair Toguchi, members of the Board, Superintendent Hamamoto, and State Librarian Burns.

I'm Lynn Masumoto, Administrative Assistant in the Office of the State Librarian, and I'm here this afternoon to tell you a little about an online patron survey program that the Hawaii State Public Library System (HSPLS) began subscribing to in November, 2007. This patron satisfaction survey is called LibSat and was developed by a company called Counting Opinions.

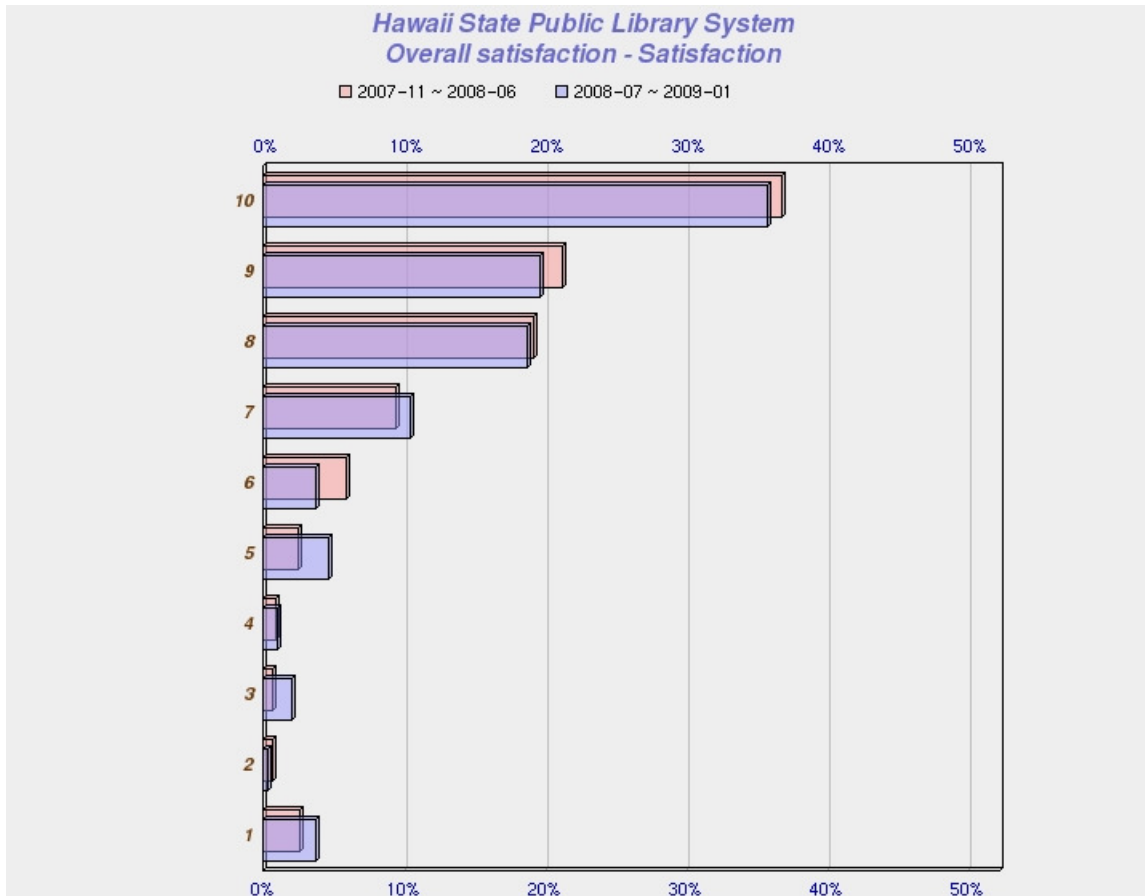
The company provided several graphics to promote this survey--a corner widget was chosen and installed on the HSPLS homepage as well as on our webpage listing Electronic Databases to urge patrons to take the survey.



Patrons answer the survey in relation to their experiences with a specific library and also decide whether they want to take the regular 7 minute survey or the longer 15 minute survey which allows them to provide comments. In FY08, 994 patrons took this survey, and so far in FY09, 313 patrons have taken this survey.



The overall satisfaction rating (on a scale of 10) for all the survey respondents is indicated in the bar chart below—an average of 8.35 (pink bars) for FY08 and an average of 8.17 (blue bars) for FY09:



Comments and statistics from these survey responses have been reported in both the FY06 and the FY07 Federal LSTA State Program Reports to the Institute of Museum and Library Services (IMLS).

One of the benefits of this survey is that it requires minimal staff workload, since the input of data is done by the patrons themselves, while the LibSat program combines and arranges the data in a variety of outputs.

I'd like to end my presentation by quoting a couple of patron comments.

One comment highlights two major benefits of our automation system:
"For me, being able to access the library catalog and databases from my home computer at any time of day or night is the most important

service. And next, the ability to request delivery to my neighborhood library. When I lived in Honolulu I could easily get to the Main Library and several others, but in Waianae this is such a benefit. Mahalo."

The other comment is from a patron in East Honolulu, and this patron's feeling for HSPLS is one that our staff strive to have all patrons feel: *"...I have lived all over the world and this is the best library system I have seen yet. The highlight of my week is heading to the library to pick up the books and dvd's I have ordered throughout the week. The library service of Hawaii provides an invaluable service for our ohana...."*

Thank you for this opportunity to tell you about the Counting Opinions LibSat Program.