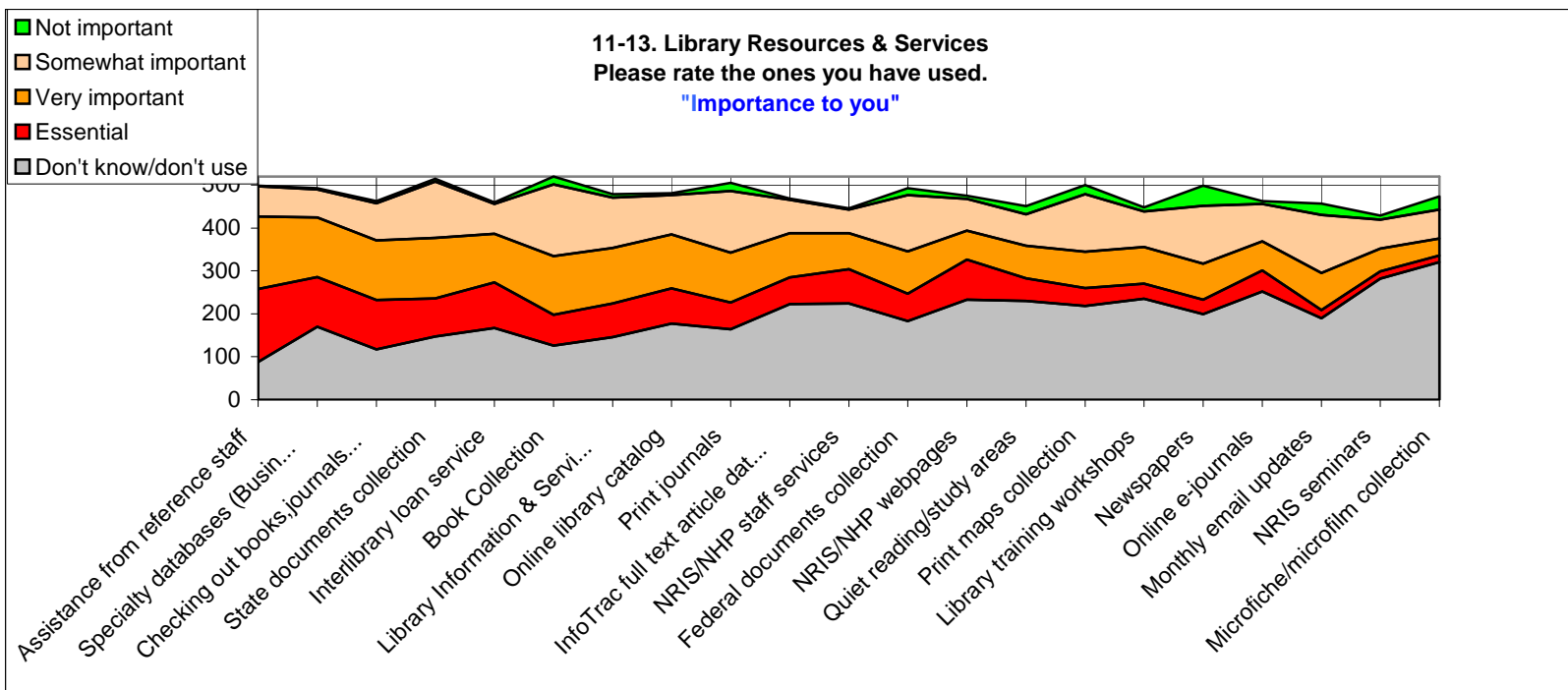Survey questions 11 – 13 asked respondents to rate the importance, and then their satisfaction, with each of the listed resources or services that they use. This chart reflects ratings of importance, and is sorted by the total number of persons rating it "essential" or "very important".

Overall, rating in the top 10 highest as the most used, "essential" and "very important" are:
        Assistance from reference staff
        Specialty databases
        Checking out books and journals
        State documents collection
        Interlibrary loan service
        Book collection
        Library & Information Services Dept. webpages
        Online library catalog
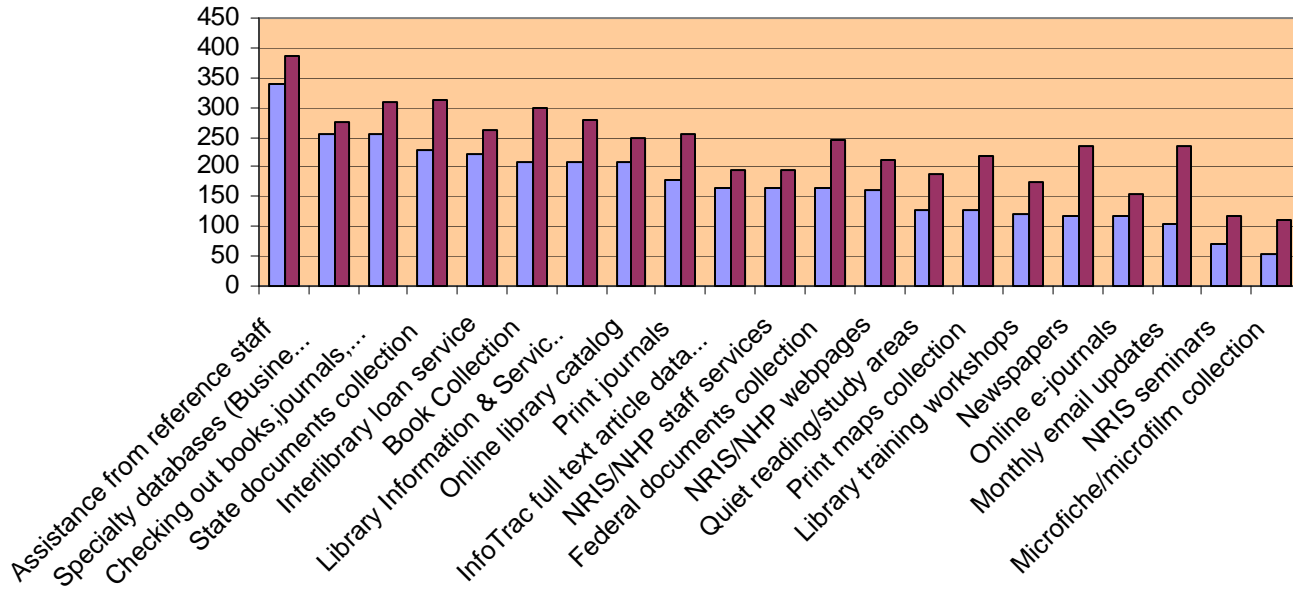   Print journals
        InfoTrac

These results suggest a need for more publicity regarding the newer, less traditional, electronic resources.

Ratings of importance will also be analyzed for individual agencies and for upper and middle management to inform future marketing and outreach efforts.

11-13. Library Resources & Services
Please rate the ones you have used.
"Importance to you"

Legend:
- Not important
- Somewhat important
- Very important
- Essential
- Don't know/don't use

11-13. Focus on "performance gap".
Ratings of importance and satisfaction compared.

Legend:
- Total essential or very important
- Total very satisfied and satisfied

Categories (x-axis):
Assistance from reference staff, Specialty databases (Busine...), Checking out books,journals,..., State documents collection, Interlibrary loan service, Book Collection, Library Information & Servic.., Online library catalog, Print journals, InfoTrac full text article data..., NRIS/NHP staff services, Federal documents collection, NRIS/NHP webpages, Quiet reading/study areas, Print maps collection, Library training workshops, Newspapers, Online e-journals, Monthly email updates, NRIS seminars, Microfiche/microfilm collection
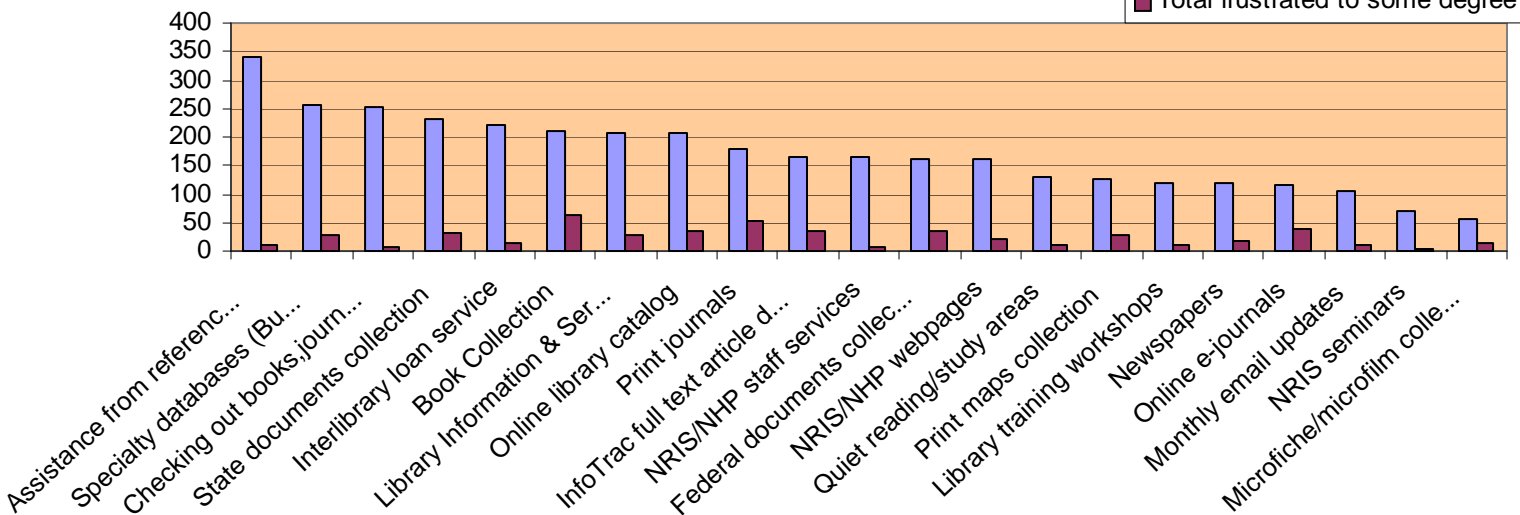
The above chart compares the importance ratings of resources and services with the level of satisfaction for each. If the level of satisfaction falls below the ranking of importance, that item would become a priority for improvement. If the satisfaction level far outweighs its importance, it becomes a candidate for reconsideration and possible elimination.

More instructive for improving services is the chart below that compares the number of "could be better" and "frustrating" responses for each service with its importance rating. Obvious candidates for first attention become the book collection, specialty databases, and the state documents collection. Individual agencies may vary in their assessments however.

Raw numbers were used for these charts instead of percentages because of the variation in number of responses for each category.

11-13. "Essential or Very Important" compared with
"Could be better" or "Frustrating"

Legend:
- Total essential or very important
- Total frustrated to some degree

Categories (x-axis):
Assistance from referenc..., Specialty databases (Bu..., Checking out books,journ..., State documents collection, Interlibrary loan service, Book Collection, Library Information & Ser..., Online library catalog, Print journals, InfoTrac full text article d..., NRIS/NHP staff services, Federal documents collec..., NRIS/NHP webpages, Quiet reading/study areas, Print maps collection, Library training workshops, Newspapers, Online e-journals, Monthly email updates, NRIS seminars, Microfiche/microfilm colle...

This is the second year that users were asked to respond to statements describing the impact that using the library has on their work. The question was modified to allow for an expression of "no opinion" so that the answers would not be forced. Also, a negative statement was included in this version as a test of true intent when responding to the question. All user responses are reported here. *(Note: This chart is not directly comparable to the one prepared last year.)*

Respondents again "strongly agree" or "agree" that using the library improves their research, saves valuable time, is an essential resource, and, for many, improves agency decision-making and cost saving.

It is interesting to note here, from a separate analysis of upper & middle manager responses, that 72% of managers, compared to 62% overall, agree that the quality of decision-making in their agency is improved by using the library.

14. Do you agree with these statements about using the Montana State Library?
"Strongly agree" and "Agree" responses combined