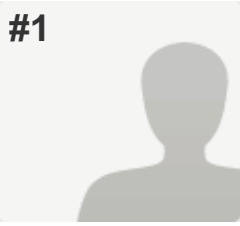


#1



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 7:45:33 AM  
**Last Modified:** Tuesday, September 02, 2014 7:48:21 AM  
**Time Spent:** 00:02:48  
**IP Address:** 216.125.238.131

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Eureka College
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	Fewer than 100
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	N/A

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

It didn't occur to me until now that they might need or want training material, so I don't know.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?** Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label) (no label)

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

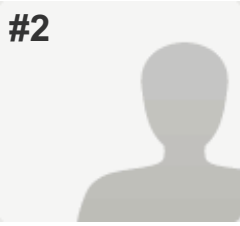
(no label) (no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?** Load print holdings into SFX

**Q13: What topics would you like to see covered in future CARLI SFX webinars?** *Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?** *Respondent skipped this question*

#2



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 7:45:54 AM  
**Last Modified:** Tuesday, September 02, 2014 7:49:51 AM  
**Time Spent:** 00:03:56  
**IP Address:** 64.107.105.251

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Millikin University
<b>Q2: Optional:</b>	
Your name	Denise Green
Your email	ddgreen@millikin.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	Fewer than 100
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)
Comment:	We do not have a discovery layer

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	Most used

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

Yes, I definitely need some training material for my reference colleagues, and if the SFX committee doesn't help me create it, it won't get created.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?**

A few times,

Comment:  
Will probably grow in future as more ebooks are indexed in sources like MLA bibl, RILM, Google scholar, etc.

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

Agree strongly

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

Agree strongly

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Other:  
Add a chat window BUT only appear when librarian is available.

**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

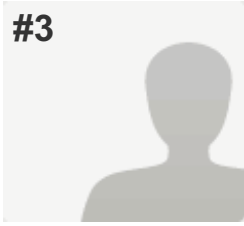
*Respondent skipped this question*

CARLI SFX Information Needs Assessment

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#3



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 7:42:07 AM  
**Last Modified:** Tuesday, September 02, 2014 7:51:21 AM  
**Time Spent:** 00:09:14  
**IP Address:** 50.40.32.94

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Lincoln Christian University
<b>Q2: Optional:</b>	
Your name	Mike Reid
Your email	mreid@lincolnchristian.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it , What makes you say that? Do not hear complaints or complements about it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	Most used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

It didn't occur to me until now that they might need or want training material, so I don't know.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?**

Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Integrate SFX better with the library's ILL/Document Delivery services

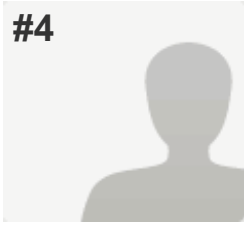
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#4



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 7:50:31 AM  
**Last Modified:** Tuesday, September 02, 2014 7:53:53 AM  
**Time Spent:** 00:03:22  
**IP Address:** 64.107.55.3

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Newberry Library
<b>Q2: Optional:</b>	
Your name	Eric Nygren
Your email	nygrene@newberry.org

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Most used
Google (or Google Scholar)	(no label)



CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Most used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

Yes, I have some training material for my reference colleagues, but would like help improving/amplifying it.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?**

Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

Agree strongly

PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Customize the SFX menu's look and feel

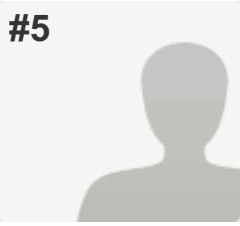
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#5



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 7:57:18 AM  
**Last Modified:** Tuesday, September 02, 2014 8:04:52 AM  
**Time Spent:** 00:07:33  
**IP Address:** 138.87.157.187

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Illinois State University
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	500-1,000
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	(no label)
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	Most used
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

No, we have all the training material we need for purposes of reference staff training.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?** A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label) (no label)

PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label) Agree strongly

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Other:  
speed up the Z39.50 lookup plugin so it doesn't take forever to communicate with Voyager and return results.

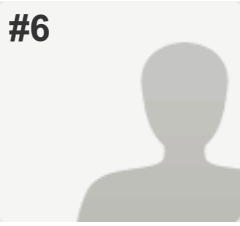
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#6



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 8:00:08 AM  
**Last Modified:** Tuesday, September 02, 2014 8:06:40 AM  
**Time Spent:** 00:06:31  
**IP Address:** 209.147.96.202

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Wheaton College
<b>Q2: Optional:</b>	
Your name	Beth Goodwin
Your email	bethany.goodwin@wheaton.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it  What makes you say that? Some users comment about the SFX menu, but otherwise they don't realize that a whole different database is helping them navigate to the right link. Even some staff at my library don't know what SFX is for and how it helps get them to the right article.
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No

CARLI SFX Information Needs Assessment

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	Most used
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)
Comment:	I'm not really sure about this question. We do have plans for usability testing. Way overdue here.

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	Most used
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?** Yes, I have some training material for my reference colleagues, but would like help improving/amplifying it.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?** A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)	(no label)
Please comment about the accuracy of the SFX Knowledge Base	I find some errors, but I report them when I find them.

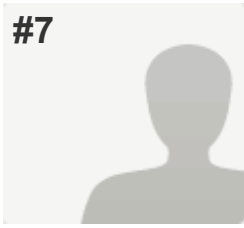
PAGE 4: Continuing Education for SFX Administrators

CARLI SFX Information Needs Assessment

<b>Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."</b>	
(no label)	(no label)
<b>Q12: If you could do one thing to improve SFX for your users, what would it be?</b>	Integrate SFX better with the library's ILL/Document Delivery services
<b>Q13: What topics would you like to see covered in future CARLI SFX webinars?</b>	<i>Respondent skipped this question</i>
<b>Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?</b>	<i>Respondent skipped this question</i>

# CARLI SFX Information Needs Assessment

#7



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 8:11:08 AM  
**Last Modified:** Tuesday, September 02, 2014 8:15:13 AM  
**Time Spent:** 00:04:04  
**IP Address:** 50.193.111.129

## PAGE 1: Why Are We Asking?

<b>Q1: Please select your institution:</b>	Chicago Theological Seminary
<b>Q2: Optional:</b>	
Your name	Evan Boyd
Your email	eboyd@ctschicago.edu

## PAGE 2: SFX and Public Service

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	Fewer than 100
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Poor: SFX frustrates or confuses them, but they persevere ,  What makes you say that? They just want a direct weblink that just says "Check the collection for full text" but Ex Libris requires we use their stupid product name, which confuses too many users.
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No

CARLI SFX Information Needs Assessment

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	Least used
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	N/A
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

No, my library's reference staff are sufficiently familiar with SFX for their needs, or training material wouldn't help.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?**

Never,

Comment:

I've never figured out how to get this to actually work.

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

PAGE 4: Continuing Education for SFX Administrators



CARLI SFX Information Needs Assessment

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Load print holdings into SFX

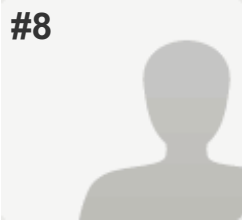
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#8



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 8:14:22 AM  
**Last Modified:** Tuesday, September 02, 2014 8:22:10 AM  
**Time Spent:** 00:07:48  
**IP Address:** 131.230.233.175

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Southern Illinois University-School of Medicine
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it  What makes you say that? No complaints from users.
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	N/A
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

It didn't occur to me until now that they might need or want training material, so I don't know.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?** A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label) (no label)

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label) (no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Customize the SFX menu's look and feel

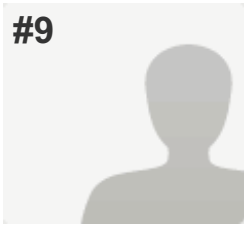
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#9



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 8:40:13 AM  
**Last Modified:** Tuesday, September 02, 2014 8:49:48 AM  
**Time Spent:** 00:09:34  
**IP Address:** 216.45.144.140

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Northeastern Illinois University
<b>Q2: Optional:</b>	
Your name	Susie Bossenga
Your email	s-bossenga@neiu.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	Least used
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	Most used

## CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Least used
Google (or Google Scholar)	Most used

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

No, my library's reference staff are sufficiently familiar with SFX for their needs, or training material wouldn't help.

### PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?**

A few times,

Comment:

We don't have many of our ebooks active in SFX.

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

### PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Add a chat window to SFX public interfaces

**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

I would be interested in hearing about strategies and tools used to keep different e-resource management tools (SFX, ERMS, Discovery systems, etc.) accurate and in sync with each other.

CARLI SFX Information Needs Assessment

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#10



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 9:19:11 AM  
**Last Modified:** Tuesday, September 02, 2014 9:26:55 AM  
**Time Spent:** 00:07:44  
**IP Address:** 143.43.206.241

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Western Illinois University
<b>Q2: Optional:</b>	
Your name	Hunt Dunlap
Your email	ih-dunlap@wiu.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	500-1,000
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it ,
	What makes you say that? general perception
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No

## CARLI SFX Information Needs Assessment

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)
Comment:	We promote the A-Z list for citation searches, but that doesn't mean it is most used.

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	Most used

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

No, my library's reference staff are sufficiently familiar with SFX for their needs, or training material wouldn't help.

### PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?** A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label) (no label)

### PAGE 4: Continuing Education for SFX Administrators



CARLI SFX Information Needs Assessment

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Other:

It is already possible to load print holdings into SFX...we have done it, and it include our holdings locations! SFX works well for us.

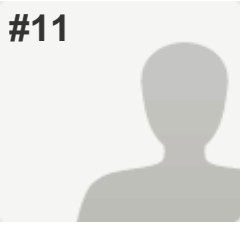
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#11



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 9:20:50 AM  
**Last Modified:** Tuesday, September 02, 2014 9:34:41 AM  
**Time Spent:** 00:13:51  
**IP Address:** 24.104.69.162

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Judson University
<b>Q2: Optional:</b>	
Your name	Charlene Thompson
Your email	cthompson@judsonu.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	<p>Good: they are aware of SFX and enjoy or benefit from using it</p> <p>,</p> <p>What makes you say that?                  No firm stats on hand. While most traditional and adult undergraduates seek out full-text only sources, the senior research students, grad students, and faculty seem to use and appreciate SFX.</p>
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No

## CARLI SFX Information Needs Assessment

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	Most used

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	Most used

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

Yes, I have some training material for my reference colleagues, but would like help improving/amplifying it.

### PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?** Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label) Agree strongly

### PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label) (no label)

## CARLI SFX Information Needs Assessment

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Other: SFX works well for us.

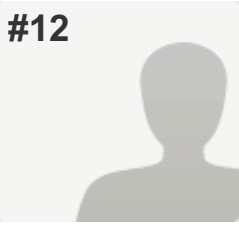
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#12



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 10:24:07 AM  
**Last Modified:** Tuesday, September 02, 2014 10:30:38 AM  
**Time Spent:** 00:06:31  
**IP Address:** 131.230.71.70

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Southern Illinois University-Carbondale
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	More than 1,000
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	Yes
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	(no label)
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

Yes, I have some training material for my reference colleagues, but would like help improving/amplifying it.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?** Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label) (no label)

PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

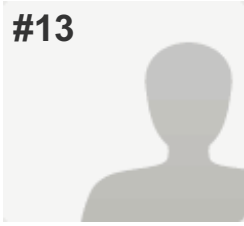
(no label) (no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?** Customize the SFX menu's look and feel

**Q13: What topics would you like to see covered in future CARLI SFX webinars?** *Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?** *Respondent skipped this question*

#13



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 10:25:13 AM  
**Last Modified:** Tuesday, September 02, 2014 10:36:26 AM  
**Time Spent:** 00:11:13  
**IP Address:** 208.44.247.101

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	University of Saint Francis
<b>Q2: Optional:</b>	
Your name	Shannon Pohrte Wenzel
Your email	spohrte@stfrancis.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it  What makes you say that? I think the multiple windows is a bit confusing but they manage to get where they need to go.
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Most used
Google (or Google Scholar)	(no label)

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

Yes, I have some training material for my reference colleagues, but would like help improving/amplifying it.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?**

Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

Please comment about the accuracy of the SFX Knowledge Base

The only issue I have been having is due to the free e-journals. They don't seem to be updating as fast as we need, and students think we have access to journals that we do not.

PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Load print holdings into SFX

**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

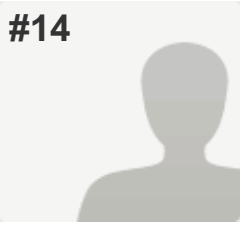


CARLI SFX Information Needs Assessment

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#14



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 11:49:18 AM  
**Last Modified:** Tuesday, September 02, 2014 11:51:57 AM  
**Time Spent:** 00:02:38  
**IP Address:** 66.158.42.131

PAGE 1: Why Are We Asking?

<b>Q1: Please select your institution:</b>	Illinois College of Optometry
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

PAGE 2: SFX and Public Service

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	Least used
Discovery layer system	Least used
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Most used
Google (or Google Scholar)	(no label)

## CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Least used
Discovery layer system	Least used
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Most used
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

It didn't occur to me until now that they might need or want training material, so I don't know.

### PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?**

A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

Agree strongly

### PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

Agree strongly

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Integrate SFX better with the library's ILL/Document Delivery services

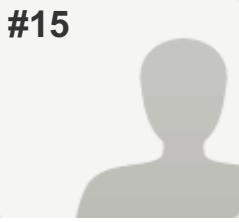
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#15



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 12:20:42 PM  
**Last Modified:** Tuesday, September 02, 2014 12:25:24 PM  
**Time Spent:** 00:04:41  
**IP Address:** 66.158.110.161

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Robert Morris College
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	Fewer than 100
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	Most used

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	Most used

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

Yes, I definitely need some training material for my reference colleagues, and if the SFX committee doesn't help me create it, it won't get created.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?**

A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Add a chat window to SFX public interfaces

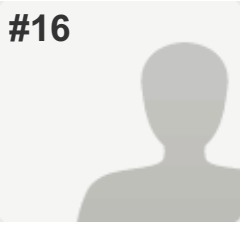
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#16



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 1:59:18 PM  
**Last Modified:** Tuesday, September 02, 2014 2:04:05 PM  
**Time Spent:** 00:04:47  
**IP Address:** 173.165.0.81

PAGE 1: Why Are We Asking?

<b>Q1: Please select your institution:</b>	Catholic Theological Union
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

PAGE 2: SFX and Public Service

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	Fewer than 100
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

No, we have all the training material we need for purposes of reference staff training.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?**

A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

Please comment about the accuracy of the SFX Knowledge Base

We also use the OCLC Knowledge Base, so I would say SFX and OCLC provide about the same level of accuracy

PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Integrate SFX better with the library's ILL/Document Delivery services

**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

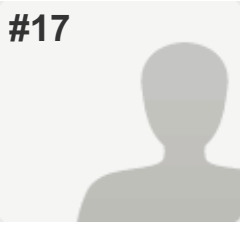
**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*





#17



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 2:34:10 PM  
**Last Modified:** Tuesday, September 02, 2014 2:41:06 PM  
**Time Spent:** 00:06:56  
**IP Address:** 40.141.207.2

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Aurora University
<b>Q2: Optional:</b>	
Your name	Lauren Jackson-Beck
Your email	lbeck@aurora.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	500-1,000
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it  What makes you say that? SFX is a behind the scenes program. We try to explain to them what the system can do when searching databases. If I knew more about the system I could help advocate for it more.
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No

CARLI SFX Information Needs Assessment

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	N/A
Google (or Google Scholar)	(no label)
Comment:	Serials Solutions is where we point to from our library homepage.

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	N/A
Google (or Google Scholar)	Most used

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?** None of these answers is right. Yes, but I need to know more about what it can do first!!

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?** Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)	(no label)
Please comment about the accuracy of the SFX Knowledge Base	I'm sure it is ok, but I don't feel comfortable using it and since I am doing both technical services and reference work, I have little time to think these things through and learn the system.

PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

Disagree strongly

Comment:

help.

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Other:  
make sure I had everything coded correctly.

**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

training, training, and more training. A to Z, simple to complex.

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#18



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, September 03, 2014 11:03:31 AM  
**Last Modified:** Wednesday, September 03, 2014 11:29:11 AM  
**Time Spent:** 00:25:39  
**IP Address:** 67.151.100.30

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	North Park University
<b>Q2: Optional:</b>	
Your name	Andy Meyer
Your email	ameyer@northpark.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it  What makes you say that? Poor to Neutral. SFX isn't taught to patrons and statistics show that some aren't persevering all the way through the system.
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No

CARLI SFX Information Needs Assessment

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

Yes, I definitely need some training material for my reference colleagues, and if the SFX committee doesn't help me create it, it won't get created.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?** Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label) (no label)

**PAGE 4: Continuing Education for SFX Administrators**

CARLI SFX Information Needs Assessment

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Add a chat window to SFX public interfaces

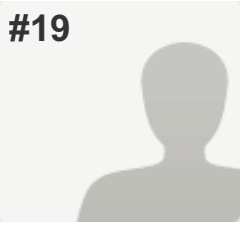
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#19



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 02, 2014 9:26:00 AM  
**Last Modified:** Wednesday, September 03, 2014 12:29:55 PM  
**Time Spent:** Over a day  
**IP Address:** 131.230.71.66

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Southern Illinois University-Carbondale
<b>Q2: Optional:</b>	
Your name	Andrea Imre
Your email	aimre@lib.siu.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	More than 1,000
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	<p>Good: they are aware of SFX and enjoy or benefit from using it</p> <p>,</p> <p>What makes you say that?                      Usage is pretty good although probably a comparison between other CARLI libraries would help determine how "good" our usage is when compared to peers. There is no way to know how many times patrons do not notice the SFX button.</p>
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No

CARLI SFX Information Needs Assessment

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Least used
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	Most used

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Least used
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Least used
Google (or Google Scholar)	Most used

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

No, we have all the training material we need for purposes of reference staff training.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?** A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)	Agree strongly
Please comment about the accuracy of the SFX Knowledge Base	Occasionally we have some unique publications we need to create a local object for, but this is very rare.

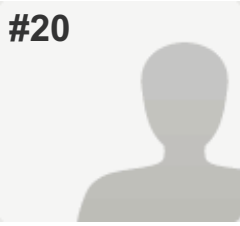
**PAGE 4: Continuing Education for SFX Administrators**



CARLI SFX Information Needs Assessment

<b>Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."</b>	
(no label)	(no label)
Comment:	Some factors outside of my control influence how good the data in SFX is: quality of publisher provided holdings data; reliability of publisher (e.g. does the publisher mess up accounts occasionally); and limited time and no staff to do preventive maintenance.
<b>Q12: If you could do one thing to improve SFX for your users, what would it be?</b>	Integrate SFX better with the library's ILL/Document Delivery services
<b>Q13: What topics would you like to see covered in future CARLI SFX webinars?</b>	<i>Respondent skipped this question</i>
<b>Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?</b>	<i>Respondent skipped this question</i>

#20



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, September 08, 2014 10:24:35 AM  
**Last Modified:** Monday, September 08, 2014 11:23:06 AM  
**Time Spent:** 00:58:30  
**IP Address:** 50.198.37.33

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	University of Saint Mary of the Lake
<b>Q2: Optional:</b>	
Your name	Cynthia Scott
Your email	cscott@usml.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it  What makes you say that? I don't get any questions about online access.
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	Yes,  If yes, would you share the email address of the person who analyzed the findings? I'm not sure what you mean by usability testing. I am testing off campus access to our online journals.

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	N/A

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	N/A

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

It didn't occur to me until now that they might need or want training material, so I don't know.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?**

A few times,

Comment:

I am guessing that our users search for books via the OPAC, and from there they see either books in the general collection or electronic.

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

Please comment about the accuracy of the SFX Knowledge Base

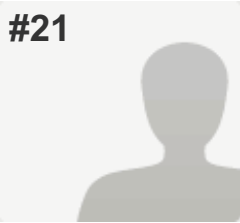
I think it represents our online journals.

**PAGE 4: Continuing Education for SFX Administrators**

CARLI SFX Information Needs Assessment

<b>Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."</b>	
(no label)	(no label)
Comment:	the tutorial videos and Paige W. have been a big help in my education of SFX.
<b>Q12: If you could do one thing to improve SFX for your users, what would it be?</b>	Other: not sure
<b>Q13: What topics would you like to see covered in future CARLI SFX webinars?</b>	<i>Respondent skipped this question</i>
<b>Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?</b>	<i>Respondent skipped this question</i>

#21



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, September 08, 2014 6:51:29 PM  
**Last Modified:** Monday, September 08, 2014 7:30:25 PM  
**Time Spent:** 00:38:56  
**IP Address:** 24.100.137.69

PAGE 1: Why Are We Asking?

<b>Q1: Please select your institution:</b>	Greenville College
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

PAGE 2: SFX and Public Service

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	Most used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	N/A

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Least used
Google (or Google Scholar)	N/A

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

No, my library's reference staff are sufficiently familiar with SFX for their needs, or training material wouldn't help.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?** Frequently

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label) Agree strongly

PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

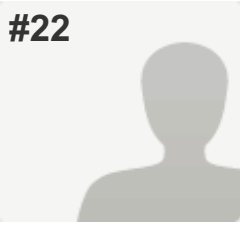
(no label) Agree strongly

**Q12: If you could do one thing to improve SFX for your users, what would it be?** Other: na

**Q13: What topics would you like to see covered in future CARLI SFX webinars?** *Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?** *Respondent skipped this question*

#22



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, September 12, 2014 7:13:40 AM  
**Last Modified:** Friday, September 12, 2014 7:18:07 AM  
**Time Spent:** 00:04:27  
**IP Address:** 216.125.96.2

PAGE 1: Why Are We Asking?

<b>Q1: Please select your institution:</b>	Black Hawk College
<b>Q2: Optional:</b>	
Your name	Ashtin Trimble
Your email	trimblea@bhc.edu

PAGE 2: SFX and Public Service

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	Yes
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

Yes, I have some training material for my reference colleagues, but would like help improving/amplifying it.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?**

Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Customize the SFX menu's look and feel

**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

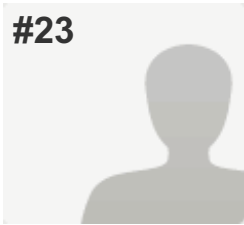
*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*



#23



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, September 15, 2014 7:59:12 AM  
**Last Modified:** Monday, September 15, 2014 8:02:12 AM  
**Time Spent:** 00:03:00  
**IP Address:** 192.160.165.63

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	North Central College
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	500-1,000
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it , What makes you say that? We teach it in info literacy classes. The students like being able to "get stuff."
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	(no label)
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)
Comment:	Serials Solutions A-Z list

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Least used
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

It didn't occur to me until now that they might need or want training material, so I don't know.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?**

A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

Comment:

I tend to believe in Serials Solutions slightly more.

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Other:  
Make additional content available--but that's a budget issue, not an SFX issue.

**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

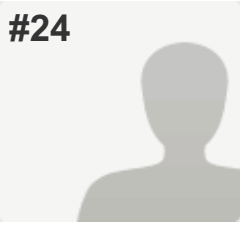
*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*



#24



**INCOMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, September 15, 2014 9:17:42 AM  
**Last Modified:** Monday, September 15, 2014 9:26:28 AM  
**Time Spent:** 00:08:45  
**IP Address:** 139.67.67.208

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Eastern Illinois University
<b>Q2: Optional:</b>	
Your name	Sarah Johnson
Your email	sljohnson2@eiu.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	500-1,000
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it  What makes you say that? I've worked with many students in our reference area who were using SFX, and I regularly receive reports from students when the links don't work.
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No

CARLI SFX Information Needs Assessment

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

No, my library's reference staff are sufficiently familiar with SFX for their needs, or training material wouldn't help.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?**

A few times,

Comment:

Only a few of our subscription databases (like PsycInfo) have citations for ebooks.

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

Please comment about the accuracy of the SFX Knowledge Base

I find the knowledge base mostly accurate, but the free e-journal collections in particular often have errors. I find myself reporting holdings errors back to Ex Libris several times a month.

PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

Agree strongly

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Integrate SFX better with the library's ILL/Document Delivery services

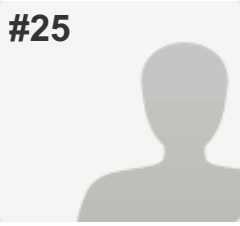
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

Working with Perl and/or display logic. I've picked up some of this on my own, but more details would always help.

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#25



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, September 19, 2014 9:21:40 AM  
**Last Modified:** Friday, September 19, 2014 9:40:57 AM  
**Time Spent:** 00:19:16  
**IP Address:** 12.68.160.24

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Trinity Christian College
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	Fewer than 100
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it  What makes you say that? mostly the whole idea of having to do several extra steps to find full-text (when for other articles the PDF is linked right in the db) vexes them, but those who make use of it seem to appreciate its capabilities; also, they don't know it as "SFX", just as the Find It button that shows up in databases (and if they use the A-Z list, they don't recognize that's the same system as the Find It button)
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No

CARLI SFX Information Needs Assessment

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	Most used
Comment:	I really have no idea

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

It didn't occur to me until now that they might need or want training material, so I don't know.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?**

Never,

Comment:

It never has for me personally; I don't know if others at my institution have had that result or not

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

Agree strongly

Please comment about the accuracy of the SFX Knowledge Base

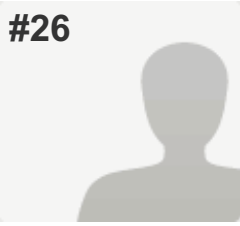
any lack of accuracy is usually a result of our local modifications being incorrect/incomplete



PAGE 4: Continuing Education for SFX Administrators

<b>Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."</b>	
(no label)	(no label)
Comment:	I've learned a lot about updating/activating/etc., but I definitely rely on the CARLI updates to free targets and everything else being there and being accurate (I pretty much don't mess with SFX admin unless something isn't working properly or I have to add an individual title that isn't in the knowledge base yet).
<b>Q12: If you could do one thing to improve SFX for your users, what would it be?</b>	Load print holdings into SFX
<b>Q13: What topics would you like to see covered in future CARLI SFX webinars?</b>	<i>Respondent skipped this question</i>
<b>Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?</b>	<i>Respondent skipped this question</i>

#26



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 23, 2014 8:08:57 AM  
**Last Modified:** Tuesday, September 23, 2014 8:11:17 AM  
**Time Spent:** 00:02:19  
**IP Address:** 206.68.117.92

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Elmhurst College
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

It didn't occur to me until now that they might need or want training material, so I don't know.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?**

A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

Agree strongly

Please comment about the accuracy of the SFX Knowledge Base

Overall it is very good. I think the accuracy depends in part on the vendors' cooperation.

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

Agree strongly

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Customize the SFX menu's look and feel

**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

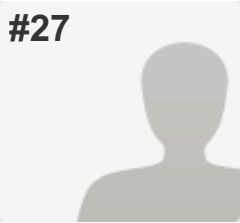
*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*



#27



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 23, 2014 8:14:03 AM  
**Last Modified:** Tuesday, September 23, 2014 8:18:15 AM  
**Time Spent:** 00:04:12  
**IP Address:** 64.107.219.211

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Triton College
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	(no label)
Discovery layer system	Least used
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	N/A
Google (or Google Scholar)	(no label)

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	Least used
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	N/A
Google (or Google Scholar)	Least used

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

It didn't occur to me until now that they might need or want training material, so I don't know.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?** Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label) (no label)

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label) (no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Integrate SFX better with the library's ILL/Document Delivery services

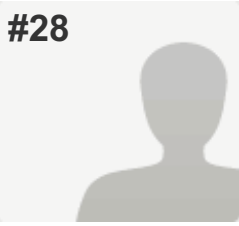
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#28



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 23, 2014 8:15:41 AM  
**Last Modified:** Tuesday, September 23, 2014 8:19:02 AM  
**Time Spent:** 00:03:20  
**IP Address:** 66.158.115.80

PAGE 1: Why Are We Asking?

<b>Q1: Please select your institution:</b>	Robert Morris College
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

PAGE 2: SFX and Public Service

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Least used
Google (or Google Scholar)	Most used

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	N/A
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Least used
Google (or Google Scholar)	Most used

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

Yes, I definitely need some training material for my reference colleagues, and if the SFX committee doesn't help me create it, it won't get created.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?**

Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Load print holdings into SFX

**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

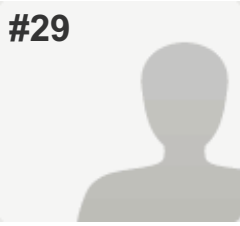
*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*



#29



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 23, 2014 8:29:10 AM  
**Last Modified:** Tuesday, September 23, 2014 8:38:07 AM  
**Time Spent:** 00:08:57  
**IP Address:** 130.126.36.81

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	University of Illinois at Urbana-Champaign
<b>Q2: Optional:</b>	
Your name	Wendy Shelburne
Your email	shelburn@illinois.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	500-1,000
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it  What makes you say that? I think they don't think about it at all when it works, and when it doesn't work....well.
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No,  If yes, would you share the email address of the person who analyzed the findings? Actually, I'm not sure....

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	Most used
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)
Comment:	We have a lot of things and a lot of webpages so this is a bit hard to answer.

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	Most used
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)
Comment:	We have a lot of things and a lot of webpages so this is a bit hard to answer.

<b>Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?</b>	Yes, I definitely need some training material for my reference colleagues, and if the SFX committee doesn't help me create it, it won't get created.
---	--

**PAGE 3: SFX and Library Collections**

<b>Q9: Has SFX ever led you to an ebook?</b>	A few times,
Comment:	We have activated many ebooks in the KB. For the most part, however, the ones where SFX would lead you to an ebook are ebook series, as opposed to straight up monographs, but again our holdings are pretty large.

CARLI SFX Information Needs Assessment

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

Please comment about the accuracy of the SFX Knowledge Base

I don't have any issues with the SFX KB. I can't imagine the nightmare it must be to manage such a thing on their end.

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

Comment:

Staffing is our issue. Not the KB.

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Customize the SFX menu's look and feel

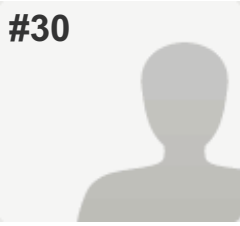
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

Sorry, can't think of anything....

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#30



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 23, 2014 8:14:06 AM  
**Last Modified:** Tuesday, September 23, 2014 8:43:27 AM  
**Time Spent:** 00:29:21  
**IP Address:** 108.59.146.43

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Sauk Valley Community College
<b>Q2: Optional:</b>	
Your name	Linda Dhaese
Your email	linda.s.dhaese@svcc.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it , What makes you say that? Well, I am only saying this based on usage stats. I am uncertain that our patrons understand what SFX is, I think that they just keep clicking to see what happens.
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No

CARLI SFX Information Needs Assessment

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	N/A
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	Most used
Comment:	Actually, I think that patrons use Google or Google Scholar first and then come and talk to one of the librarians to see if we can locate the article. Then we use SFX.

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	N/A
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	Most used
Comment:	Well, I definitely believe a majority of our students start with Google. I would hope that with all the training sessions we give, that many turn to our databases and Credo our discovery tool.

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?** It didn't occur to me until now that they might need or want training material, so I don't know.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?** A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

Please comment about the accuracy of the SFX Knowledge Base

Actually, I think the Knowledgebase is quite good.

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Other:  
Actually, I think that an any of these would be a great idea.

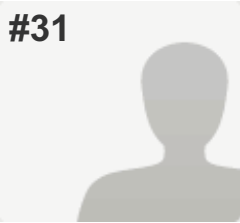
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

I would enjoy seeing more information about how to fix a title that is not working.

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#31



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 23, 2014 8:46:24 AM  
**Last Modified:** Tuesday, September 23, 2014 8:57:41 AM  
**Time Spent:** 00:11:17  
**IP Address:** 40.141.207.2

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Aurora University
<b>Q2: Optional:</b>	
Your name	Lauren Jackson-Beck
Your email	lbeck@aurora.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	500-1,000
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it  What makes you say that? Often, students will limit a search to "full text." In this case, they are not seeing references that may be full text in other databases. Even though we explain the system in bibliographic instruction classes, many opt for a "full text" search result. They notice the "Find It" button when they do not limit to "full text." They seem to like it when it works, and are confused when it doesn't work.
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No

CARLI SFX Information Needs Assessment

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	N/A
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	N/A
Google (or Google Scholar)	(no label)
Comment:	We use Serials Solutions for locating journal article when students have a citation. We haven't explored expanding SFX to use in other ways--yet.

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	N/A
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

None of these answers is right. I am the only staff who uses SFX. I need more training. I've already gone through all your new series of webinars on SFX, but it ends just where I need it to begin.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?** Never



CARLI SFX Information Needs Assessment

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

Please comment about the accuracy of the SFX Knowledge Base

I have no idea of the accuracy of the SFX Knowledge Base. I do the cataloging, the Voyager Administration, the SFX, LibGuides, Bibliographic instruction, collection development, and reference hours (along with many other duties). I don't have time for everything on my plate, so if I have to read long manuals or play around with a system to further understand it, chances are it won't get done, or it may take another year or two to learn.

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

Disagree strongly

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Other: No idea whatsoever.

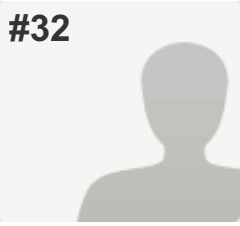
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

Just keep going from where you stopped. For example, if I have a full text journal in EJS and I want to make sure that every other instance of that journal's citations in other databases have a "Link to full text" rather than a "Find It" button, how do I do this?

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#32



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 23, 2014 9:05:43 AM  
**Last Modified:** Tuesday, September 23, 2014 9:31:43 AM  
**Time Spent:** 00:25:59  
**IP Address:** 66.99.96.2

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Lincoln Land Community College
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	(no label)
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Least used
Google (or Google Scholar)	(no label)

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Least used
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

It didn't occur to me until now that they might need or want training material, so I don't know.

PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?**

Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label)

(no label)

PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label)

(no label)

Comment:

I am new to working with SFX and working in a new role at my institution. I have been using the CARLI SFX Webinars in order to learn about using SFX, but could definitely improve my knowledge by further training.

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Customize the SFX menu's look and feel

**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

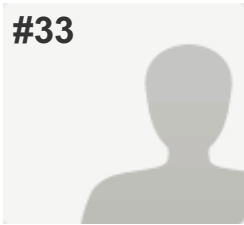
*Respondent skipped this question*

CARLI SFX Information Needs Assessment

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#33



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 23, 2014 9:30:22 AM  
**Last Modified:** Tuesday, September 23, 2014 9:33:20 AM  
**Time Spent:** 00:02:57  
**IP Address:** 216.125.168.2

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Joliet Junior College
<b>Q2: Optional:</b>	
Your name	Andrew Lenaghan
Your email	alenagha@jjc.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	500-1,000
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	(no label)
Discovery layer system	Most used
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Least used
Google (or Google Scholar)	(no label)

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	(no label)
Discovery layer system	Most used
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	Least used
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

No, we have all the training material we need for purposes of reference staff training.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?** A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label) (no label)

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label) (no label)

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Integrate SFX better with the library's ILL/Document Delivery services

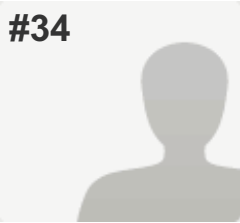
**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*

#34



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 23, 2014 12:24:43 PM  
**Last Modified:** Tuesday, September 23, 2014 12:29:52 PM  
**Time Spent:** 00:05:08  
**IP Address:** 143.43.12.158

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Governors State University
<b>Q2: Optional:</b>	<i>Respondent skipped this question</i>

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Good: they are aware of SFX and enjoy or benefit from using it , What makes you say that? No complaints about it use
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No
<b>Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."</b>	
Library catalog	Least used
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

CARLI SFX Information Needs Assessment

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	N/A
Discovery layer system	N/A
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

It didn't occur to me until now that they might need or want training material, so I don't know.

**PAGE 3: SFX and Library Collections**

**Q9: Has SFX ever led you to an ebook?** A few times

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label) (no label)

Please comment about the accuracy of the SFX Knowledge Base Continuously updated and check for accuracy

**PAGE 4: Continuing Education for SFX Administrators**

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label) Agree strongly

**Q12: If you could do one thing to improve SFX for your users, what would it be?** Customize the SFX menu's look and feel

**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

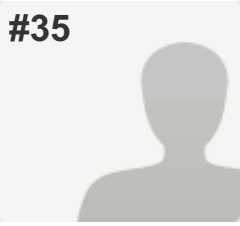
Customization

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*



#35



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, September 25, 2014 5:59:59 PM  
**Last Modified:** Thursday, September 25, 2014 6:06:07 PM  
**Time Spent:** 00:06:08  
**IP Address:** 64.107.137.3

**PAGE 1: Why Are We Asking?**

<b>Q1: Please select your institution:</b>	Northern Seminary
<b>Q2: Optional:</b>	
Your name	Sylvia Pongener
Your email	spongenger@seminary.edu

**PAGE 2: SFX and Public Service**

<b>Q3: Number of reference interactions (in person, telephone or electronic), of any sort, across your whole library system, on average each month:</b>	100-500
<b>Q4: In general, how do you think your library patrons would characterize their experience with SFX?</b>	Neutral: they don't notice SFX as they traverse it, so don't form an opinion about it  What makes you say that? There are just a handful of patrons that seem to make use of SFX - and the ones who do really love it!
<b>Q5: Has anyone in your library done any usability testing on your SFX implementation?</b>	No

## CARLI SFX Information Needs Assessment

**Q6: Where do you think your patrons most often begin their search for journal articles for which they already have a citation? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Most used
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	(no label)
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q7: Where do you think your patrons most often begin searches in which they discover journal articles, whether or not they were deliberately seeking journal articles? Please rank the possibilities listed from "most used" to "least used."**

Library catalog	Most used
Discovery layer system	(no label)
Library-supplied subscription databases (Academic Search Complete, ProQuest, LexisNexis, etc.)	Most used
SFX search interfaces (A-Z list, AZbook list, CitationLinker)	(no label)
Google (or Google Scholar)	(no label)

**Q8: Do you, as an SFX administrator, need assistance with developing training material for your reference staff on the use of SFX?**

Yes, I have some training material for my reference colleagues, but would like help improving/amplifying it.

### PAGE 3: SFX and Library Collections

**Q9: Has SFX ever led you to an ebook?** Never

**Q10: Speaking for your library, do you agree with this statement?"The SFX Knowledge Base allows us to represent our library's electronic holdings accurately."**

(no label) (no label)

### PAGE 4: Continuing Education for SFX Administrators

**Q11: Speaking for yourself, do you agree with this statement?"I feel confident in my ability to represent my library's subscriptions accurately in the SFX Knowledge Base."**

(no label) (no label)

CARLI SFX Information Needs Assessment

**Q12: If you could do one thing to improve SFX for your users, what would it be?**

Other: Not sure yet.

**Q13: What topics would you like to see covered in future CARLI SFX webinars?**

*Respondent skipped this question*

**Q14: Would you be interested in being a presenter or sharing your SFX experiences in a CARLI SFX webinar?**

*Respondent skipped this question*