

# SLE Reference Training - Post-Survey - 2017

## Introduction

Q2 **Survey ID.** Please enter the last 4 digits of your student ID number. This will allow us to match survey responses from the two surveys and conduct anonymous comparisons.

---

End of Block

---

## Self-Assessment Questions

Q3 Please indicate how strongly you agree or disagree with each statement.

(1=Strongly Disagree; 3=Neither Agree Nor Disagree; 5=Strongly Agree)

	1 Strongly Disagree	2	3 Neither Agree nor Disagree	4	5 Strongly Agree
Overall, I am confident that I can help patrons with their reference questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I can't answer a reference question, I am confident that I can refer the patron to the appropriate person for help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have received sufficient library training to handle reference questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block

## Reference Assessment Questions

Q4 This part of the survey is “**open book**” - please feel free to use the Reference Manual, library website, and other online resources to find answers to these questions.

Q5 There are many different types of publications in engineering and the physical sciences. What is the best approach to helping a patron find one of the less common publication types such as Patents?

- ☐ Direct the patron to OskiCat.
  - ☐ Suggest the patron searches Inspec.
  - ☐ Refer the patron to their public library.
  - ☐ Check the reference manual, then refer to LibGuides and librarians.
  - ☐ I'm not sure which is the best approach.
- 

Q6 According to the Geography subject guide, which of these article databases focuses on human and physical geography, environmental sciences, oceanography, earth sciences, ecology, geology, geomechanics, alternative energy sources, pollution, waste management and nature conservation?

- ☐ SciFinder Scholar
  - ☐ Geobase
  - ☐ arXiv
  - ☐ I couldn't find it / I don't know.
-

Q7 Which of the following questions is NOT addressed in the SLE Reference Manual?

- ☐ I'm looking for this journal article. Here is the citation.
  - ☐ I need to find industry data for this product.
  - ☐ I can't find this book on the shelf.
  - ☐ I get an error message when I try to print/scan.
  - ☐ I couldn't find it / I don't know.
- 

Q8 Two students working on a project together want to learn how to use the SimplyMap tool to make a graphic for their presentation. What type of question is this?

- ☐ Directional question
  - ☐ Common reference question
  - ☐ Intensive reference question
  - ☐ I don't know the question type
- 

Q9 During an evening shift, a student asks for help finding references for his paper in Nuclear Engineering. Which approach would you take to help the student? (Check the best approach).

- ☐ Show the student Start your Search and the Nuclear Engineering subject guide as a starting point and fill out the Ask a Science Librarian form to connect the student with the librarian.
- ☐ Suggest that he searches OskiCat.
- ☐ Show him how to use Compendex to search for articles.
- ☐ Tell him that he'll need to talk to the librarian and give the student the librarian's business card.
- ☐ I'm not sure which is the best approach.

---

Q10 A student wants to find the following article: Bailis, R., Ezzati, M., and Kammen, D. M. (2005) "Biomass and Fossil Fuel Energy Futures in Africa," Journal of Environment & Development, 14 (1), 149 – 174. They could not find the article in Start Your Search. Which of the following options would be the best next step in determining whether or not Berkeley has access to the article?

- ☐ Copy the entire citation into the search box in OskiCat.
- ☐ Copy the article title, "Biomass and fossil fuel energy futures in Africa" into the search box in OskiCat.
- ☐ Copy the author names into the search box in OskiCat.
- ☐ Copy the journal title, "Journal of Environment and Development" into the search box in OskiCat.
- ☐ I'm not sure which is the best next step.

---

Q11 A patron is looking for the following book: *Climate system dynamics and modelling* by Hugues Goosse from 2015. What is its location and call number?

- ☐ EART - QC874.5 .G66 2015
- ☐ PHYS - QC874.5 .G76 2015
- ☐ ENGI - QC863 .G66 2015
- ☐ EART - QB874.5 .G762 2015
- ☐ I couldn't find it / I don't know

Q12 A student would like to access ArcGIS. You can direct them to:

- ☐ Any of the library's public computers
  - ☐ Doe Library Data Lab
  - ☐ Campus computing labs (e.g. VLSB, Moffitt...)
  - ☐ I couldn't find it / I don't know
- 

Q13 A patron needs an article. You checked and find that Berkeley does not have a copy. They tell you they need the article **as soon as possible**. Which is the best approach for helping the patron?

- ☐ Recommend the patron purchase the article online.
  - ☐ Tell them to contact another library.
  - ☐ Refer the patron to the librarian.
  - ☐ I'm not sure which is the best approach.
- 

Q14 You are at the Earth Sciences & Map Library Circulation Desk and a new graduate student asks you how they can find GIS (Geographic Information System) data. Which of the following is the best response?

- ☐ Refer the patron to the GIS LibGuide.
  - ☐ Refer the patron to OskiCat.
  - ☐ Inform the patron we do not have access to GIS data.
  - ☐ Refer the patron to the College of Chemistry.
  - ☐ I couldn't find it / I don't know.
- 

End of Block

---

# Training Satisfaction Questions

Q15 Did you attend the <Month Day>, 2017 reference training session?

- ☐ Yes
- ☐ No

*Skip To: End of Block If Q15 = No*

---

Q16 This section of the survey asks questions about the training session on <Month Day>.

---

Q17 Overall, on a scale of 1-5, how satisfied were you with the training?

- ☐ 1 - Not Satisfied
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 - Very Satisfied
- 

Q18 OPTIONAL: Please provide any brief details/explanations for your response.

---

---

---

---

---

Q19 Overall, on a scale of 1-5, how helpful was the training session on your ability to help with patron reference questions?

- ☐ 1 - Not Helpful
  - ☐ 2
  - ☐ 3
  - ☐ 4
  - ☐ 5 - Very Helpful
- 

Q20 OPTIONAL: Please provide any brief details/explanations for your response.

---

---

---

---

---

Q21 Should the session have spent more or less time on the following?

	1 - Much Less Time	2	3 - Time Was Just Right	4	5 - Much More Time
Common resource types at the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lecture on subject guides and "Start your search" tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lectures on reference workflow, manual, and procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case study exercises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public service tips discussion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q22 What patron questions did you wish the training explored or spent more time exploring?

---

---

---

---

---

Q23 Any other comments on the class? Likes? Dislikes? Ideas? Suggestions?

---

---

---

---

---

End of Block

---

## Wrap-Up Questions for Everybody

Q24 In general, what are the biggest challenges you face in helping patrons with reference questions?

---

---

---

---

---

---

Q25 How can we improve your skills in helping patrons with reference questions?

---

---

---

---

---

End of Block

---