LibCal Evaluation
Fall 2017

The LibCal scheduling tool was implemented in August 2017 as a replacement to the *Schedule a Research Consultation* webform. LibCal allows patrons to directly schedule and manage appointments using an online calendar that is synced with each librarian's Outlook Calendar. When a patron schedules an appointment, the appointment is automatically confirmed and placed on the librarian's schedule.

LibCal provides patrons with an automatic email reminder 24 hours in advance of their appointment, and offers automatic follow-up email functionality.

There are currently 10 library staff members using LibCal. LibCal users are divided into the following groups:

Meet with a Librarian
- No preference
- Joe Ameen
- Sara Davidson Squibb
- Lindsay Davis
- Elizabeth McMunn-Tetangco
- Elizabeth Salmon

Meet with a GIS Expert
- Erin Mutch

Meet with a Data Curation Expert
- No preference
- Emily Lin
- Jerrold Shiroma

Meet with a Scholarly Publishing/Copyright Expert
- Donald Barclay

Meet with a Collections Expert
- Jim Dooley

Data Summary
Between August 1- December 15, 2017, 162 patrons scheduled an appointment using LibCal. Of the 162 appointments, Library staff met with 124 patrons, 26 patrons canceled their appointment via LibCal, and 12 patrons did not show up for their appointment.

Data Summary for all LibCal users	Count	%
Total My Scheduler Users	10	
Total number of no shows	**12**	**7.41**
Total cancelations	**26**	**16.05**
Total number of completed appointments	**124**	**76.54**
Total bookings	**162**	

The remaining data presented in this report pertains specifically to appointments made with the *Meet with a Librarian* group. No show data points are included in the detailed analyses. While librarians recorded the instances of a no show, the information necessary to remove these data points was not recorded.

Data Summary for Meet with a Librarian appointment group	Count	%
Total number of no shows	12	9.60
Total cancelations	17	13.60
Total number of completed appointments	**96**	**76.80**
Total number of completed appointments + no shows	108	
Total bookings	125	

Detailed Analyses
Patron Status

Patron Status	Count	%
Other	1	0.93
Faculty	3	2.78
Graduate	3	2.78
Undergraduate	101	93.52
Total	**108**	**100.00**

Subject Area

Subject Area	Count	%
Bio	1	0.93
Core	1	0.93
Enve	1	0.93
Other	1	0.93
Span	1	0.93
Eng	2	1.85
Eng/ Span	2	1.85
Gasp	2	1.85
Hist	2	1.85
Phys	2	1.85
Psy	2	1.85
Soc	3	2.78
Poli	6	5.56
Null (not indicated on form)	15	13.89
Wri	67	62.04
Total	108	100.00

Writing Course Breakdown

Writing Course Detailed		
Course	**Count**	**%**
Wri 001	19	28.36
Wri 010	37	55.22
Wri 101	8	11.94
Wri 116	2	2.99
Wri 119	1	1.49
Total	67	100

Hours between Booking and Appointment

Range	Count	%	Culm %
< 1 hr	9	8.33	8.33
1 hr- 4 hrs	17	15.74	24.07
>4 hrs- 8 hrs	5	4.63	28.70
>8 hr- 24 hrs	38	35.19	63.89
>24-48 hrs	22	20.37	84.26
> 48	17	15.74	100.00

Follow Up Survey

The *Meet with a Librarian* group distributed a follow-up email containing a link to a survey about the LibCal user experience. This survey was distributed automatically through LibCal 24 hours after the scheduled appointment to all patrons. Seventeen patrons completed the survey.

Survey results

1. Describe your experience scheduling an appointment with a librarian.

#	Answer	%	Count
1	Extremely easy	76.47%	13
2	Somewhat easy	17.65%	3
3	Somewhat difficult	5.88%	1
4	Extremely difficult	0.00%	0
	Total	100%	17

2. Please tell us what you liked or found easy about scheduling the appointment.

It was easy.

First and foremost, giving the librarian a summary of the reasons for the appointment made it easier and smoother for the both of us. The librarian knew exactly what my purpose of the visit was and the librarian also took the initiative to do some research before our appointment to lead me to the right direction. Great job!

Easy to schedule an appointment online and only take few minute to complete.

I liked how we could write our questions we had before going into the appointment.

I liked how the librarian looked up possible sources for me and showed me how to search through the databases.

the steps where easy to follow and very straight forward.

Helpful staff gave me flexibility

3. Please tell us what you found frustrating or difficult about scheduling the appointment

I needed to reschedule due to conflicts. The website was not very friendly

4. How satisfied were you with using the online tool to schedule an appointment with a Librarian?

#	Answer	%	Count
51	Extremely satisfied	80.00%	12
52	Somewhat satisfied	6.67%	1
53	Neither satisfied nor dissatisfied	13.33%	2
54	Somewhat dissatisfied	0.00%	0
55	Extremely dissatisfied	0.00%	0
	Total	100%	15

5. The library scheduling system sends an automatic appointment reminder. Did you find the reminder helpful?

#	Answer	%	Count
1	Yes	73.33%	11
2	No	0.00%	0
6	I didn't see or receive the email in time for it to be helpful	20.00%	3
4	Not really, but I see how it could be helpful to others	6.67%	1
	Total	100%	15

6. Please select all that apply. I heard about in-person library assistance from...

#	Answer	%	Count
1	taking the Library Tour	23.08%	6
2	the Library website	7.69%	2
3	a Library instruction session	19.23%	5
4	a faculty member	34.62%	9
5	a friend	3.85%	1
6	a peer mentor or tutor	3.85%	1
7	another library staff member	0.00%	0
8	other	7.69%	2
	Total	100%	26

other - Text

previous experience

Chatting with the librarian

7. Please let us know if you have any other comments for us. Then click on the right arrow to submit your feedback.

Thank You

Very pleased that this program exists. It is especially important for freshman to be exposed to your services. I especially like the enthusiasm that the Joe presented.

Emails as reminders are great. But I want to emphasize the use of text messages as a reminder as well.

by scheduling an appointment with a librarian, the process to develop my research paper became much easier because now I know how and where to find the right tools!

Maybe offer to text reminder appointments

Areas of Improvement

LibCal will continued to be used in the Spring 2018 semester. Based on LibCal data and the feedback survey, minor changes are planned regarding:

- Standardization of appointment booking and cancelations windows within the *Meet with a Librarian* group. The cancelation window has been changed from "up to 1 hour" prior to the appointment, to "up to 0 hours."
- Inquire with LibCal support about sending appointment reminders via text message.
- Inquire with LibCal support about customizing the language that appears online when a user cancels their appointment. Adding text redirecting the patron to the LibCal scheduling tool would facilitate the rescheduling of a canceled appointment.

Prepared by Elizabeth Salmon
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