## 2009/10 Assessment of BIC Library Services to the MCoB

### Participation rate change:

<table>
<thead>
<tr>
<th>This year:</th>
<th>Email Invites: 270</th>
<th>Visits: 72</th>
<th>Partials: 4</th>
<th>Completes: 62</th>
<th>Participation rate change:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last year:</td>
<td>Email Invites: 260</td>
<td>Visits: 58</td>
<td>Partials: 2</td>
<td>Completes: 47</td>
<td>22.96% (+4.89%) 4/28/2010</td>
</tr>
</tbody>
</table>

### 1. How satisfied are you with the BIC's REFERENCE/RESEARCH SERVICES?

<table>
<thead>
<tr>
<th>Satisfied Level</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very unsatisfied</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Unsatisfied</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Neutral</td>
<td>2</td>
<td>3%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>8</td>
<td>12%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>37</td>
<td>57%</td>
</tr>
<tr>
<td>Unaware of this service</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>NOT applicable to me/my needs</td>
<td>15</td>
<td>23%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>65</td>
<td>100%</td>
</tr>
</tbody>
</table>

![Bar chart showing satisfaction levels](chart.png)
2. Additional comments:

1. Steve and Pete do an excellent job...
2. I had such a positive experience (!) working with Michele Shaw on the E reserve course packet for both the ACCT 20100 and the ACCT 20200 courses. I gave her very little lead time in the spring and she was still able to get the Ereserve packet up and going for the 20200 course by the first week of classes. I cannot say enough about the service, the turn-around time, the professionalism of the course packet, the amount of $ it saves our students, the no need to worry about copyright violations, the ease with which the students can get to the articles and the fact that we can re-use articles from year to year as well as add additional articles. It is simply an awesome service and allows me to provide timely and relevant articles that enhance the course textbook as well as I feel like we should be taking advantage of the licenses for which Notre Dame pays. Clearly I am a very satisfied customer and look forward to working with Michele in the semesters to come!
3. The staff has been very helpful in my research and teaching work. Thank you for your willing and professional help.
4. The BIC acquired several databases for one of my research projects. They handled my requests very professionally and expeditiously. Steve Hayes and Pete Pietraszewski went out of their way to assist me during the entire database acquisition process. They kept me informed every step of the way and followed up with me to make sure that the databases were working fine. Thanks much for your invaluable help, and keep up the great work!
5. Michelle, Pete and Steve are the best!!
6. Professionals on the BIC staff help my students learn how to do tax research using online tax services published by CCH and RIA.
7. There is one 2009 instance where a staff member kept my name (and thereby my request) on a white board for 3 to 4 months but never did formally respond to my verbal request. Otherwise the BIC response has been fine.
8. Really do not use eh center -- and only very seldom refer my students to the center
9. Beata helped with a software issue I was having. She's amazing, as is Pete, and Steve.
10. The service is great. However, I respectfully mention that the resources for International research are not equal to the status of Mendoza as the best business school in the U.S.
11. I do not use this much, but whenever I have gone to BIC staff with reference/research questions, they have been excellent.
12. I'm not exactly sure which services this question is referring to.
13. The team members are wonderful to help with what feels un-doable!
14. Michele Shaw did a great job for me recently.
15. I do not use the BIC's services.
16. Pete is awesome when I am bringing prospect students through the college. Students and parents alike comment on the friendliness of the staff in MCoB. We believe this is one area that puts MCoB above other schools.
17. I am always impressed with the BIC staff knowledge as well as their customer services skills.
3. How satisfied are you with the BIC MATERIALS DELIVERY SERVICES such as Document Delivery from the Hesburgh Library collections, Interlibrary Loan, and placing books or articles on hard copy or electronic reserve?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very unsatisfied</td>
<td>1</td>
<td>8%</td>
</tr>
<tr>
<td>Unsatisfied</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Neutral</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>4</td>
<td>6%</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>34</td>
<td>47%</td>
</tr>
<tr>
<td>Unaware of this service</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>NOT applicable to me/my needs</td>
<td>24</td>
<td>38%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>64</td>
<td>100%</td>
</tr>
</tbody>
</table>
4. Additional comments:

1 I requested several items over the past year and each was electronically delivered promptly and completely.
2 I did not realize there would be more questions! So I think I will just refer you to my additional comments in response to question 1.
3 Excellent! Excellent!
4 This is really excellent - I have asked on numerous occasions for help from the BIC staff and have always received a fast response.
5 None
6 I used this only very long ago. Therefore, I do not feel that I can judge.
Each year all ND employees receive a performance review and as you know the University has moved to a "pay for performance" model for compensation. Please describe specific instances when the Business Information Center (BIC) staff members listed below were either outstanding in their service or came up short of your expectations. Your comments will be used to inform the annual review process.

5. Beata Frelas:

1. Always ready to help!
2. Excellent... and has a very positive attitude.
3. Very prompt response to materials request.
4. n/a
5. Great to work with.
6. Beata arranged a meeting for me with the law school librarian to see what resources we could access there. She was extremely helpful in attending this with me and helping to explore various data sources outside the confines of the BIC. I very much appreciated her time, energy, and enthusiasm for this project!
9. Goes above and beyond! Very knowledgeable in software and has a great attitude.
10. Always very helpful, especially in getting the Bloomberg ready to go in my classes.
11. Beata has been VERY helpful to me. She has looked into a specific situation that required repeated attention on her part. She was dedicated and persistent and got great results. I was EXTREMELY satisfied with the job she did. There have been some other things she has helped with over time and she has always been very eager to help.
12. Wonderful! Always so helpful!
13. Beata really helped when I sent a horde of students to the BIC researching a project! She gave me great feedback about what the students were encountering, and asked for a copy of the assignment so that the BIC could better help all of my students. She even sent me the BIC internal resource that was developed for my students on that assignment. Very supportive and helpful!
14. Excellent support.
15. Very nice person to work with.
Each year all ND employees receive a performance review and as you know the University has moved to a "pay for performance" model for compensation. Please describe specific instances when the Business Information Center (BIC) staff members listed below were either outstanding in their service or came up short of your expectations. Your comments will be used to inform the annual review process.

6. Scott Gaglio:

1 competent but can be negative and lazy.
2 Very prompt response to materials request.
3 n/a
4 Great to work with
5 Have not worked with Scott.
6 Very knowledgeable and helpful.
7 Scott always has a very positive attitude, but I have not used his services very much.
8 Scott helped me with article requests.
9 Have not interacted directly = n/a
10 Very nice person to work with.
Each year all ND employees receive a performance review and as you know the University has moved to a "pay for performance" model for compensation. Please describe specific instances when the Business Information Center (BIC) staff members listed below were either outstanding in their service or came up short of your expectations. Your comments will be used to inform the annual review process.

7. Steve Hayes:

1. Stephen consistently delivers superb service when I need specific forms of research. He always has good ideas and is always available when we need him. I regard his help as indispensible.
2. excellent----very collaborative and helpful.
3. Very prompt response to materials request.
4. outstanding However, I am compelled to state that a P4P system for a collaborative team providing primarily service to the College and University is entirely inappropriate.
5. Great to work with
6. Steve did an outstanding job when I needed several databases for a research project. He was very diligent and professional, and he went out of his way to expedite the database acquisition process. He came to my office several times to follow up and to make sure everything was fine. I'm extremely satisfied with Steve's professionalism. Thank You!
7. Steve is knowledgeable and very easy to work with. He's been great in helping us have access to all the online materials we need.
8. Is tremendous with resources and getting the big pig picture. He should get a huge raise for all that he does for staff, faculty and students!
9. Very helpful in obtaining a key database for research.
10. Steve teaches our Interm Intensive classes plus does a class for our new incoming students during orientation. Does a great job. Very helpful.
11. Fantastic support for our Executive Education custom program with Continental. Steve went to extraordinary lengths to help these executive clients understand the BIC services available, and to support our efforts!
12. Steve has done an excellent job of explaining how to do tax research using LEXIS to my graduate students in my Tax Research class.
13. Very helpful with presentation about research resources for Principles of Marketing course. Knowledgeable and always conveys attitude of wanting to help students. Very positive feedback from students with regard to my course and others in which they have encountered Steve.
14. very prompt and reliable in his answers to my requests
15. I make numerous requests of Steve throughout the year, ranging from personal research issues to department matters, and he always creates solutions which are rapidly implemented.
16. I received help from Steve a number of times in recent years. Among many incidences, the most recent one I recall occurred last month where I had to find out paper copies of old electric utility regulatory documents. Steve effectively directed me to the sources as well as found out available institutions to acquire these information. He is a great person to have as a colleague.
17. Very knowledgeable and helpful.
Each year all ND employees receive a performance review and as you know the University has moved to a "pay for performance" model for compensation. Please describe specific instances when the Business Information Center (BIC) staff members listed below were either outstanding in their service or came up short of your expectations. Your comments will be used to inform the annual review process.

7. Steve Hayes - continued:

18 A great team player and collaborator.
19 Always very helpful and interested in doing what's best for faculty and our students. We're lucky to have such a caring person in charge of the BIC.
20 I have worked extensively with Steve Hayes in developing an Undergraduate course as well as developing resources for that discipline. From my experience, Steve Hayes is outstanding.
21 Steve has been very helpful to me on a range of issues--primarily obtaining data sets and retrieving historical information from Factiva, etc. Always looking to help. Very constructive.
22 Steve has been very helpful with accounting database issues and citation analyses.
23 Have not interacted directly = n/a
24 Steve responded to a couple of my email inquiries about sticky research issues. It might have been the email format, but it seemed a bit cumbersome because it took awhile to exchange several emails to get the info I needed.
25 Has guest lectured in my Marketing Principles course every semester for several years and is ALWAYS outstanding in his content and delivery! Invaluable to the students.
26 Excellent in educating students on resources available individually and through in-class orientation sessions. Provides tailored guidance through resources!
27 Great job every year in my class.
28 Very nice person to work with.
29 Steve utilized his network of professionals to obtain citation data for me and was of great assistance in providing his expertise on a research project.
30 Steve has increased the data banks for nonprofit dramatically. In addition, he and "Pete" educated the MNA students in how to use the data.
Each year all ND employees receive a performance review and as you know the University has moved to a "pay for performance" model for compensation. Please describe specific instances when the Business Information Center (BIC) staff members listed below were either outstanding in their service or came up short of your expectations. Your comments will be used to inform the annual review process.

8. Barb 'Pete' Pietraszewski:

1. Pete is always available when we need help and, without question, an exceptionally valuable resource for us. She never says "no" and, without fail, always has answers for us.
2. Through her connections, Pete was able to get me almost immediate access to a database that I need for research. I'm very impressed!
3. Excellent---very collaborative and helpful.
4. Very prompt response to materials request. Also very helpful during several drop-in visits, and advice for my student RA.
5. Pete is so friendly - If I had a question she is who I would call.
6. I have had occasion to work with Pete in the past. She is knowledgable about the data bases and last year tailored a presentation to all of my sections about using the BIC to research data bases for a specific group project. While we did not use that group project again this semester, I know that when we do resurrect it, I can count on Pete to give an informative and helpful presentation to my students.
7. Outstanding... awesome
8. Great to work with
9. She has been very helpful in my search for global data and information. She has been not only very cooperative but also quite successful in locating whatever I have been search for.
10. Pete also did an outstanding job when I needed several databases for a research project. She was very diligent and made sure to keep me in the loop with all the exchanges of emails with the database providers. Pete and Steve make an excellent team. I'm extremely satisfied with Pete's professionalism. Thank You!
11. Pete has been a great addition to the BIC. She's knowledgable - she is great in working with glitches my students sometimes have accessing materials. She's patient with all of us!
12. Works so hard to get whatever I need as a faculty. Cares so much about doing it right and is EXCELLENT at her job. Very conscientious! She should get a huge raise for all that he does for staff, faculty and students!
13. Pete is awesome. She always goes beyond what is expected of her. She helps teach our Interterm Intensive classes. Always cheerful. Very helpful.
14. Pete got me up and running with citatation software and is my "goto" person for many random questions.
Each year all ND employees receive a performance review and as you know the University has moved to a "pay for performance" model for compensation. Please describe specific instances when the Business Information Center (BIC) staff members listed below were either outstanding in their service or came up short of your expectations. Your comments will be used to inform the annual review process.

8. Barb 'Pete' Pietraszewski - continued:

15 Barb has done an excellent job of assisting me as we explain to students in my undergraduate tax courses how to do tax research online using CCH or RIA tax services.
16 Very helpful with presentation about research resources for Principles of Marketing course. Knowledgeable and always conveys attitude of wanting to help students. Extremely helpful with placing items on reserve. Most pleasant person in BIC
17 Very knowledgeable and helpful.
18 Responds quickly and accurately.
19 Was very helpful in getting us situated on Morningstar Direct this past year. Another person who really cares about what she does and helping faculty and students with their needs.
20 I have worked extensively with Steve Hayes in developing an Undergraduate course as well as developing resources for that discipline. From my experience, Pete Pietraszewski is outstanding.
21 Outstanding attitude, but I have not used Pete’s services lately.
22 A professor asked me to research the claim that a new law had been passed requiring universities to list required books and prices on their syllabi. I asked “Pete” to help me find this legislation, and she followed through on it. Turns out, the claim was false - or, exaggerated by a book company.
23 Pete has been very helpful with citation analysis questions. She also helped me with research paper requests.
24 Have not interacted directly = n/a
25 Pete delivered presentations to two of my classes. She was super friendly and willing to adapt to the content and length to my needs. Her presentations were lively and engaging, and covered important resources for my students to know about.
26 My students RAVE about the assistance / support / guidance to develop a good work product with Pete's help!
27 Very nice person to work with.
28 Although unrelated to the BIC, Pete provided tremendous support to a colleague during a medical emergency experienced by his family. She demonstrated the caring nature of the Notre Dame family.
29 Pete is a delight to work with regardless of the project.
Each year all ND employees receive a performance review and as you know the University has moved to a “pay for performance” model for compensation. Please describe specific instances when the Business Information Center (BIC) staff members listed below were either outstanding in their service or came up short of your expectations. Your comments will be used to inform the annual review process.

9. Michele Shaw:

1 very nice and very helpful
2 Very prompt response to materials request.
3 May I refer you to my additional comments on question 1? I think Michele does an awesome job in making sure that faculty are aware of the E reserve course packet. The work she does to find even ancient articles was much appreciated. Turnaround time was quick! I love the E reserve course packet and Michele's over the top efforts in putting it together.
4 wonderful
5 Great to work with
6 Michele is efficient, personable, knowledgeable and a pleasure to work with! Michele handles eReserve requests for me and is great.
7 Gets the job done and does it extremely well. She is so awesome and is very good at doing her job. She should get a huge raise for all she does for staff, faculty and students!
8 Have not worked with Michele.
9 I worked with Michelle on making electronic copies of articles available for my students. She was outstanding to work with.
10 Michele helped me to get articles posted on eReserve. She was very quick and responsive.
11 Michele has been very helpful in getting my e-reserves up and running every semester and also in helping me with various random questions.
12 Extremely helpful with placing texts, CD's and Business Plans on reserve for a large course with numerous demands on resources. Made several suggestions to improve the process. Very professional.
13 I recently received help from Michelle regarding the interlibrary loan request of microfilmed data from other universities. In conjunction with Steve Hayes, she was a great help in getting access to this data. 
14 Very knowledgeable and helpful.
15 Awesome—quickly responds to my complicated e-reference requests.
16 Excellent working tracking down that MBOC is a member of CARMA which gives me access to important resources (e.g. online mini-courses) for my research
17 I have worked extensively with Steve Hayes in developing an Undergraduate course as well as developing resources for that discipline. From my experience, Michele Shaw is outstanding.
18 No real interaction with Michele.
19 Rantastic! She goes above and beyond the call of duty.
20 Michele has been very helpful to me in terms of helping me access BIC resources, such as ordering DVDs for teaching. I think she also helped a lot with my students' big research project, but I am less familiar with the role she played. She's great!
21 Excellent support
22 Great job on specific project recently.
23 Very nice person to work with.
10. On a scale of A to F how would you rate the BIC overall?

<table>
<thead>
<tr>
<th>Grade</th>
<th>Count</th>
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</tr>
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<tbody>
<tr>
<td>A</td>
<td>39</td>
<td>70%</td>
</tr>
<tr>
<td>A-</td>
<td>12</td>
<td>21%</td>
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<tr>
<td>B+</td>
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</tr>
<tr>
<td>B</td>
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<td>5%</td>
</tr>
<tr>
<td>B-</td>
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<td>0%</td>
</tr>
<tr>
<td>C+</td>
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<td>0%</td>
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<tr>
<td>C</td>
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<tr>
<td>C-</td>
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<td>0%</td>
</tr>
<tr>
<td>D</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>F</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>56</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

![Pie chart showing percentage distribution of grades with A at 70%, A- at 21%, B+ at 2%, B at 5%, B- at 0%, C+ at 0%, C at 2%, C- at 0%, D at 0%, and F at 0%]
11. What is the most important improvement that we could make for you to rate the BIC closer to the top A rating?

1 I cannot imagine how you could do a better job. The BIC staff is simply superb.
2 Get the faculty what they need right away—it is too difficult to use the BIC resources and the response time is slow. See what the faculty need and help them get there.
3 Follow through with investigation requests.
4 In general, put more data retrieval in the hands of the researcher. (Windows access to Datastream, for example). If we have to wait for busy people to get data for us, it takes longer and we can’t feel around for what data is available.
5 More resources to make it possible to have more people to assist students in high use times.
6 Nothing special at this time.
7 Answer your emails.
8 Just keep doing what you’re doing.
9 BIC can’t control this but the university should give them at least one separate computer room for teaching. They probably need 3!
10 Question 10 needs an answer to indicate “not using” the service, hence replies should not be included to avoid skewing results.
11 I think we need to be more attentive to the currency of the databases (and have more automatic database renewals) - I understand this is a monetary issue but it seems like the process to obtain the latest version of the databases used in class can take several months. Perhaps a list of databases that need to be updated regularly should be created (if it hasn’t been done so already). It would be helpful to know as a faculty member when we can expect that the data will be updated.
12 Control access to online or CD resources so students can’t copy the material, just reference it (read-only).
13 Follow through on verbal requests by all staff members.
14 Effectiveness in acquiring important research data.
15 Response time lags from time-to-time, but likely a factor of extreme supply and demand.
16 Would love to see additional Bloomberg resources for our students.
17 The service is excellent. However, the resources for international research should be developed in order to move BIC to the top A rating.
18 Quicker turnaround on research.
19 Faster responses to email inquiries.
20 Librarians more regularly available to students.
12. As you may be aware from reading the Observer during the past year, the adequacy of the Hesburgh Libraries’ collections, including the BIC’s, has been questioned. What specific resources, journals, databases and services would you add to improve the Hesburgh Libraries’/BIC’s collections?

1 Make people aware of what is available.
2 User friendliness of the library ref desk website
3 Datastream or equivalent, and more databases on WRDS like MFlinks. This is pretty expensive and not everyone wants it - maybe is there a system for us to pay for access to the databases we want out of our research accounts? Journal coverage is fine for Finance.
4 Since I do not do research, I really cannot comment. I would hope we would keep up our Wall Street Journal license since that is the source of my E reserve course packets.
5 More datasets, e.g., County Business Patterns data. More research training opportunities may also be helpful (if appropriate).
6 Nothing special at this time
7 I have gotten everything I’ve asked for. I wish we had higher concurrent user limits sometimes, but I’ve been part of those decisions and I understand the budget issues so I have no complaints.
8 Cabell’s directory Board Source
9 Not aware
10 Since the INFORMS journals are considered “A” journals, I would love to have a subscription there - one that would allow us to see current journals, not just those 1 year and older. INFORMS journals include Management Science, Manufacturing and Service Operations Management, Organization Science, and others.
11 Would a Dunn & Bradstreet subscription be possible? (To pull business and credit reports on potential client companies)
12 Resources are fine - especially given the good service obtained via ILL
13 At this point in my career I have nothing further to suggest.
14 I contact Steve periodically, as our needs arise.
15 The library should improve on its paperback collection of classic books in engineering and science. One episode, I had a need to look up on nuclear reactors, and the most recent book on the subject was a book written in 1940s. That seems quite outdated.
16 Unknown.
17 Please add Euromonitor to the collection.
18 None that I can think of. The more important comment is that whenever I have been interested in obtaining any resource, the BIC staff have been very helpful. I would ask those who have complained about the BIC what actions have they taken in attempts to fulfill their resource needs. It is difficult for me to believe that the BIC staff have not done everything possible to meet the needs of students, staff, and faculty.
19 I really haven’t been here long enough to make that determination. I’ve worked here all of six weeks, so I don’t feel qualified to answer that question right now.
20 I’m happy with the BIC.
21 There are some specialized proprietary research reports that I’d love to access, but they’re pretty expensive, and I don’t know how many people would really use them. Overall I’m very pleased with the BIC and the materials available.
22 None that I would use for the courses I currently teach. If I were to teach advertising/promotion courses (as I have at other universities) I would like to see some Nielsen and Arbitron media data sources but I’m not sure if the professors who teach those courses here would use them.
23 I am not qualified to answer this question. Whenever I have needed materials from the BIC, you have met my needs.
24 No
### 13. Classification:

<table>
<thead>
<tr>
<th>Classification</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>40</td>
<td>65%</td>
</tr>
<tr>
<td>Staff</td>
<td>18</td>
<td>29%</td>
</tr>
<tr>
<td>Administration</td>
<td>4</td>
<td>6%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>62</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

*Pie chart showing the distribution of Faculty (65%), Staff (29%), and Administration (6%).*