



národní  
úložiště  
šedé  
literatury

## **Vyhodnocení mystery shoppingového průzkumu Národní technické knihovny 2015**

Pavelová, Alena ; Orlová, Jana ; Chodounská, Alena; Jindráková, Edita; Kiknavelidze, Sandro; Hrabovská, Tereza  
2016

Dostupný z <http://www.nusl.cz/ntk/nusl-204396>

Dílo je chráněno podle autorského zákona č. 121/2000 Sb.

Licence Creative Commons Uveďte původ-Neužívejte komerčně-Zachovejte licenci 4.0

Tento dokument byl stažen z Národního úložiště šedé literatury (NUŠL).

Datum stažení: 24.04.2024

Další dokumenty můžete najít prostřednictvím vyhledávacího rozhraní [nusl.cz](http://nusl.cz) .

# MYSTERY SHOPPING AT NTK, 2015

Name:

Review area: WEB

Date and time when you BEGAN reviewing:

## Task 1

Using the library's website (techlib.cz), find the phone number for the reference team.

### Details:

*Did you find the phone number? Please indicate how easy it was to complete this task.*

Score: (1=easy/6=impossible)	1	2	3	4	5	6

### General comments about the website:

## Task 2

Use the library catalog or main search box to find this publication: VOET, Donald and Judith G VOET. Biochemie. 1. vyd. Praha: Victoria Publ., 1995, xiv, 1325, xxiii s. ISBN 80-85605-44-9.

### Details:

*Did you find the publication? Was it easy or hard to find?*

Score: (1=easy/6=impossible)	1	2	3	4	5	6

### Comments about the library's catalog and/or discovery tool:

## Task 3

Find and download the full-text PDF of this publication: LEHN, Jean-Marie. Perspectives in Chemistry—Aspects of Adaptive Chemistry and Materials. Angewandte Chemie International Edition. 2015, 54, 11, pp. 3276–3289.

### Details:

*Did you find the document? Was it easy? Did you encounter any difficulties while performing this task?*

Score: (1=easy/6=impossible)	1	2	3	4	5	6

--	--	--	--	--	--

**Comments about performing this task:**

**Task 4**

Think of a book you are interested in but which the library currently does not have. Then search our website for the purchase request form. Fill out the form and submit your request. Please forward us the response you get (i.e., subsequent email correspondence).

**Details:**

*Hint: <https://www.techlib.cz/en/2896-suggest-a-purchase>. Was it easy to find this information?*

<b>Score: (1=easy/6=impossible)</b>	1	2	3	4	5	6

**Comments about performing this task:**

**Date and time of when you FINISHED reviewing:**

**Review area:** EMAIL

**Date and time of when you BEGAN reviewing:**

**Task 1**

Create a question to ask the library about (e.g., help with a specific research topic) and send your question to the library's main email address: info@techlib.cz. Then please forward us any subsequent email correspondence regarding your inquiry.

**Details:**

*How long did you wait for an answer? Did the email include a greeting, signature, and clear indication the message what coming from NTK? How would you rate the interaction?*

<b>Score: (1=excellent/6=needs sc</b>	1	2	3	4	5	6

**Comments about performing this task:**

**Date and time of when you FINISHED reviewing:**

**Review area:** Visiting the library

**Date and time of when you BEGAN reviewing:**

**Task 1**

Use a library computer to find the location of a book (a new one or the one you found in task 3W above). Find the book and check it out. After that, return the book. Ask a library staff member if you encounter difficulties.

**Details:**

If you asked a staff member for assistance, please rate the quality of service you received.

<b>Score: (1=excellent/6=poor)</b>	1	2	3	4	5	6
------------------------------------	---	---	---	---	---	---

**Comments:**

**Task 2**

Ask a library staff member where you can find information about your patron account.

**Details:**

Did the staff member show you how to do this? Were they helpful?

<b>Score: (1=helpful/6=not helpful)</b>	1	2	3	4	5	6
---	---	---	---	---	---	---

**Comments:**

**Date and time of when you FINISHED reviewing:**

**Scenario:** 3

