

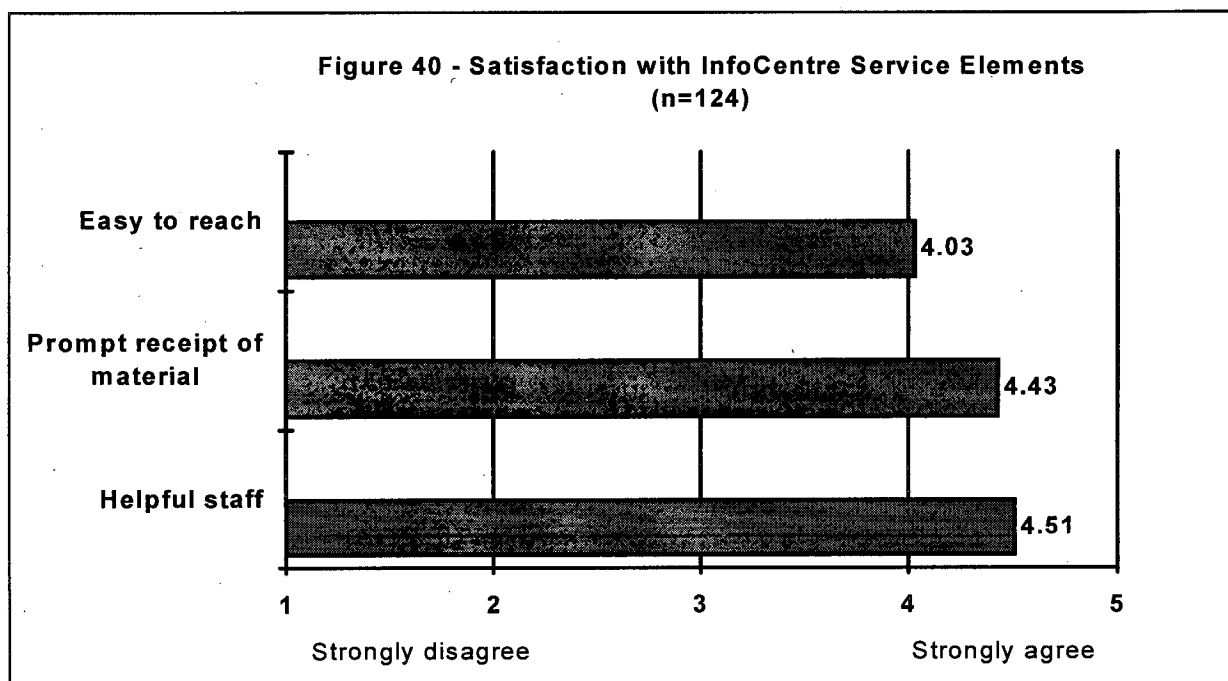
7.0 InfoCentre Services

7.1 InfoCentre

Those clients who contacted the InfoCentre (43%) indicated a very high level of overall satisfaction with the service. Based on the survey results:

- the mean ranking for overall satisfaction with InfoCentre service was 4.44 on a scale of 1 to 5 where 1 meant "very dissatisfied" and 5 meant "very satisfied";
- 57% of respondents said they were "very satisfied"; and
- only 1% of respondents indicated they were very dissatisfied with Info Centre service.

Compared with surveys we have conducted for other organizations, **these results show a very high level of overall satisfaction.** As shown in Figure 40, respondents also indicated a high degree of satisfaction with individual service elements, especially the helpfulness of InfoCentre staff.



Correlation analysis of service elements with overall satisfaction revealed that the helpfulness of the staff had the greatest impact on overall satisfaction. This was followed by prompt delivery of documents and ease in reaching the right contact person. However, it should be kept in mind that other elements such as the utility and impact of individual publications may also have an impact on overall satisfaction.