LibQual+™ Spring 2003 Survey

The LibQual+™, based on The SERVQUAL instrument, identifies the level of service the users are willing to accept and the service that perceive they are getting. The survey also identifies the users desired level of service and any gap that may exist between the desired level and the service they feel is being provided.

Survey Distribution:

The survey was sent via e-mail to 2569 individuals: 900 undergraduates; 600 graduates; 453 faculty members; 600 staff; and 16 librarians.

Response:

318 individuals completed the online survey, for a response rate of 12%.

Undergraduates	81	(25.47%)
Graduates	35	(11.0%)
Faculty	112	(35.22%)
Staff	77	(25.21%)
Librarians	13	(4.09%)
Total	318	(100.0%)

Results:

Overall:
In all areas but one the users' perception of service falls within the "zone of tolerance, the distance between minimum expectations and perceptions of service quality".

By Group:
Areas of concern for *Graduate Students* (11% of the respondents):
> Access to information and Affect of Service (national average is also low in this area) had a negative gap for this group
> - the collection both print and electronic
> - accessibility of information resources
> - independent use of resources
> - employees who understand the needs of the user
> - dependability in handling users' service problems

Areas of concern for *Undergraduate Students* (25.47% of the respondents):
> Access to information and Affect of Service had weak scores
> - independent use of resources
> - employees who have the knowledge to answer questions

Areas of concern for *Faculty members* (35.22% of the respondents):
The only are with a small negative gap was in Access to Service.
- printed library materials needed for work

The Library as place received high scores.

Areas of concern for *University staff*:
All core areas were within the "zone of tolerance"

Areas of concern for *Librarians*:
Library as place – quite place to study
Access to information received high scores:
- print and/or electronic journal collections
- library hours

Recommendations:

- Continue to find ways to expand the Library's resource, print and electronic
- Improve usability of the webpage to improve independent use of resources.
- Increase the promotion/marketing of Library resources and services. Find ways to make users (especially graduate students) aware of the Library's resources and services.
- Investigate training, workshops, etc. to improve the perception of the staff's ability to address the needs of the user.