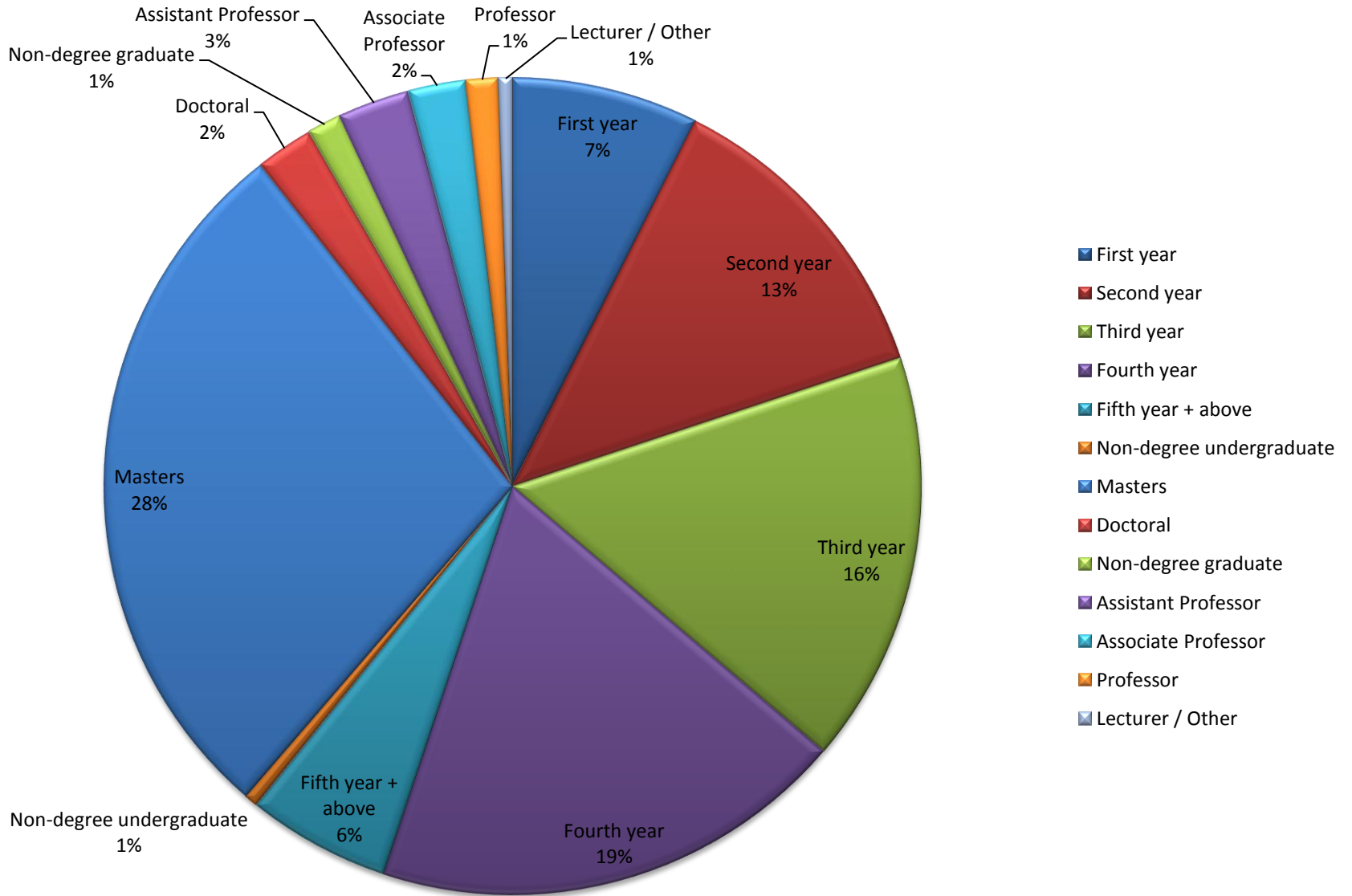# LibQual Spring 2009

Jan Lewis, Associate Director
Joyner Library
East Carolina University
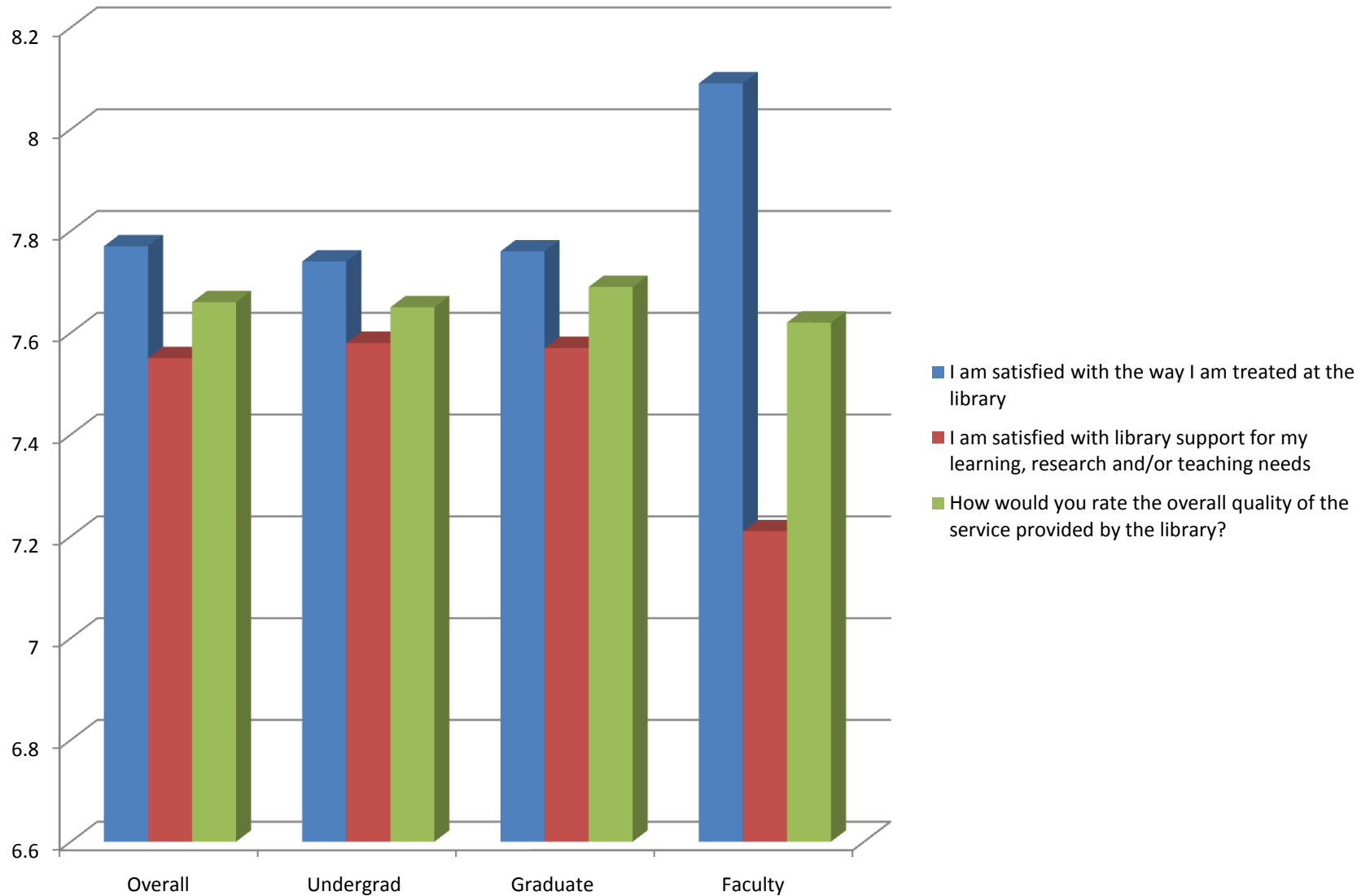August 31, 2009 presentation

1,103 responses

- Undergraduate students:
  - Completed 672 surveys (61% of all surveys)
  - Constitute 71.7% of the population
- Graduate students:
  - Completed 348 surveys (31.5% of all surveys)
  - Constitute 22.7 % of the population
- Faculty
  - Completed 76 surveys (7% of all surveys)
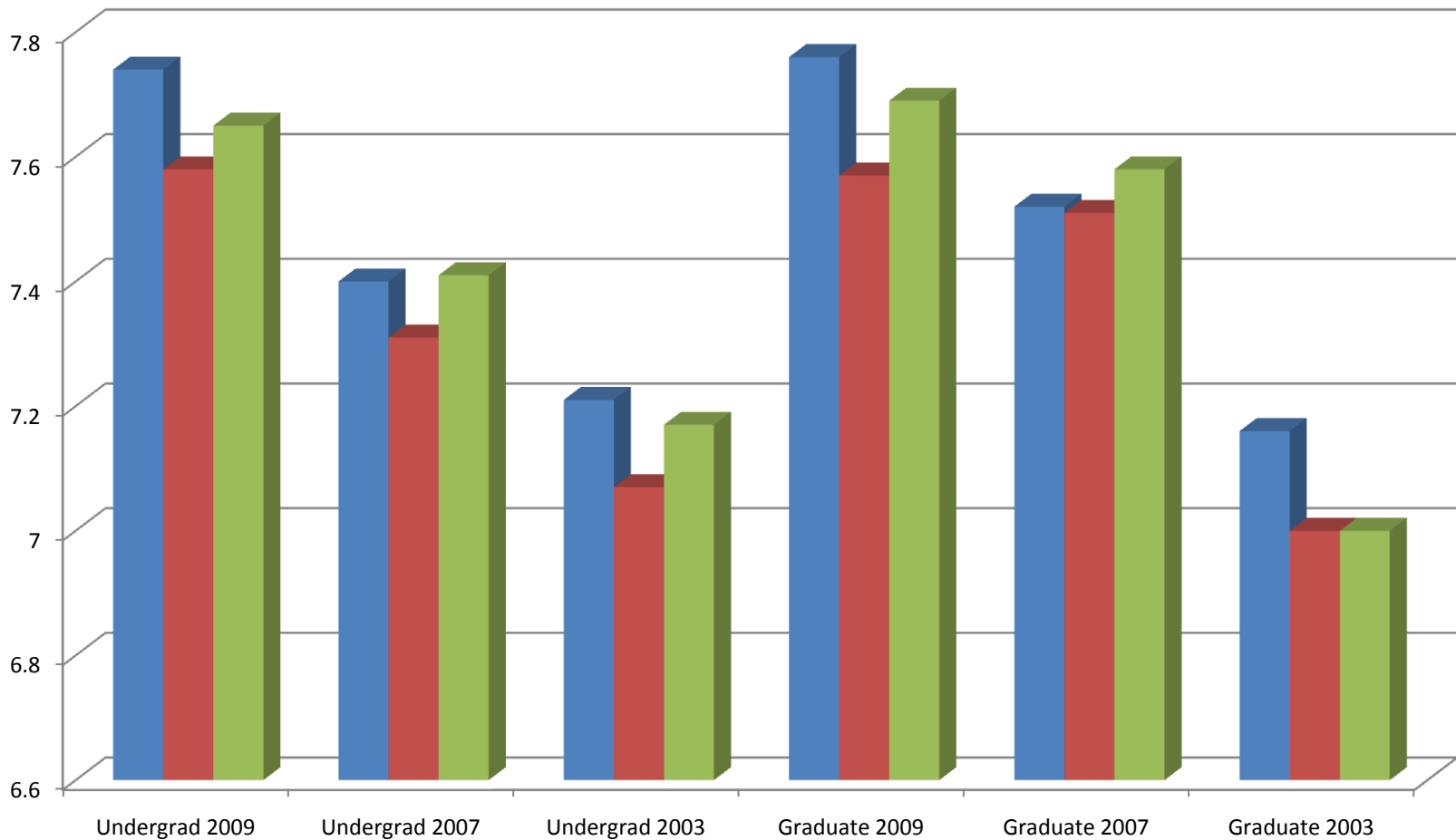 - Constitute 5.5% of the population

2009 Survey Respondents by User Group

- First year 7%
- Second year 13%
- Third year 16%
- Fourth year 19%
- Fifth year + above 6%
- Non-degree undergraduate 1%
- Masters 28%
- Doctoral 2%
- Non-degree graduate 1%
- Assistant Professor 3%
- Associate Professor 2%
- Professor 1%
- Lecturer / Other 1%

Legend:
- First year
- Second year
- Third year
- Fourth year
- Fifth year + above
- Non-degree undergraduate
- Masters
- Doctoral
- Non-degree graduate
- Assistant Professor
- Associate Professor
- Professor
- Lecturer / Other

2009 General Satisfaction

Legend:
- I am satisfied with the way I am treated at the library
- I am satisfied with library support for my learning, research and/or teaching needs
- How would you rate the overall quality of the service provided by the library?

Categories: Overall, Undergrad, Graduate, Faculty

Y-axis: 6.6, 6.8, 7, 7.2, 7.4, 7.6, 7.8, 8, 8.2

General Satisfaction - Students

- I am satisfied with the way I am treated at the library.
- I am satisfied with library support for my learning, research, and/or teaching needs.
- How would you rate the overall quality of service provided at the library.

General Satisfaction - Faculty

Legend:
- I am satisfied with the way I am treated at the library.
- I am satisfied with library support for my learning, research, and/or teaching needs.
- How would you rate the overall quality of service provided at the library.

What is Most Important to Undergraduate Students:

- Modern equipment that lets me access needed information: 8.11

- A library Web site enabling me to locate information on my own: 8.07

- A gateway for study, learning, or research: 8.07

- Making electronic resources accessible from my home or office: 8.04

- Employees who are consistently courteous: 8.04

What is Most Important to Graduate Students?

- Making electronic resources accessible from my home or office: 8.52
- Print and/or electronic journal collections I require for my work: 8.49
- Easy-to-use access tools that allow me to find things on my own: 8.43
- A library Web site enabling me to locate information on my own: 8.41
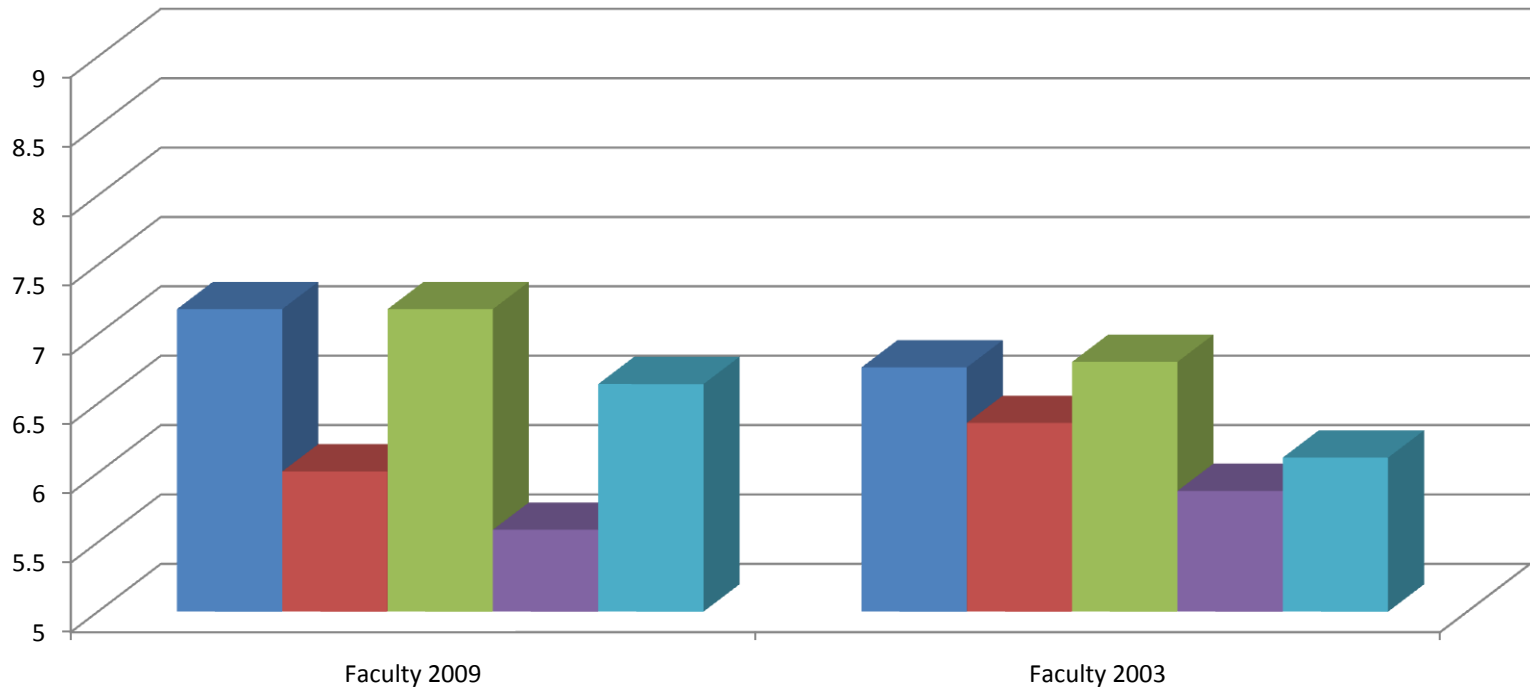- The electronic information resources I need: 8.41

What is Most Important to Faculty?

- Making electronic resources accessible from my home or office: 8.55
- Using the library for research: 8.44
- Library Web site enabling me to locate information on my own: 8.37
- Making information easily accessible for independent use: 8.37
- The electronic information resources I need: 8.34

Student Information Literacy Outcomes
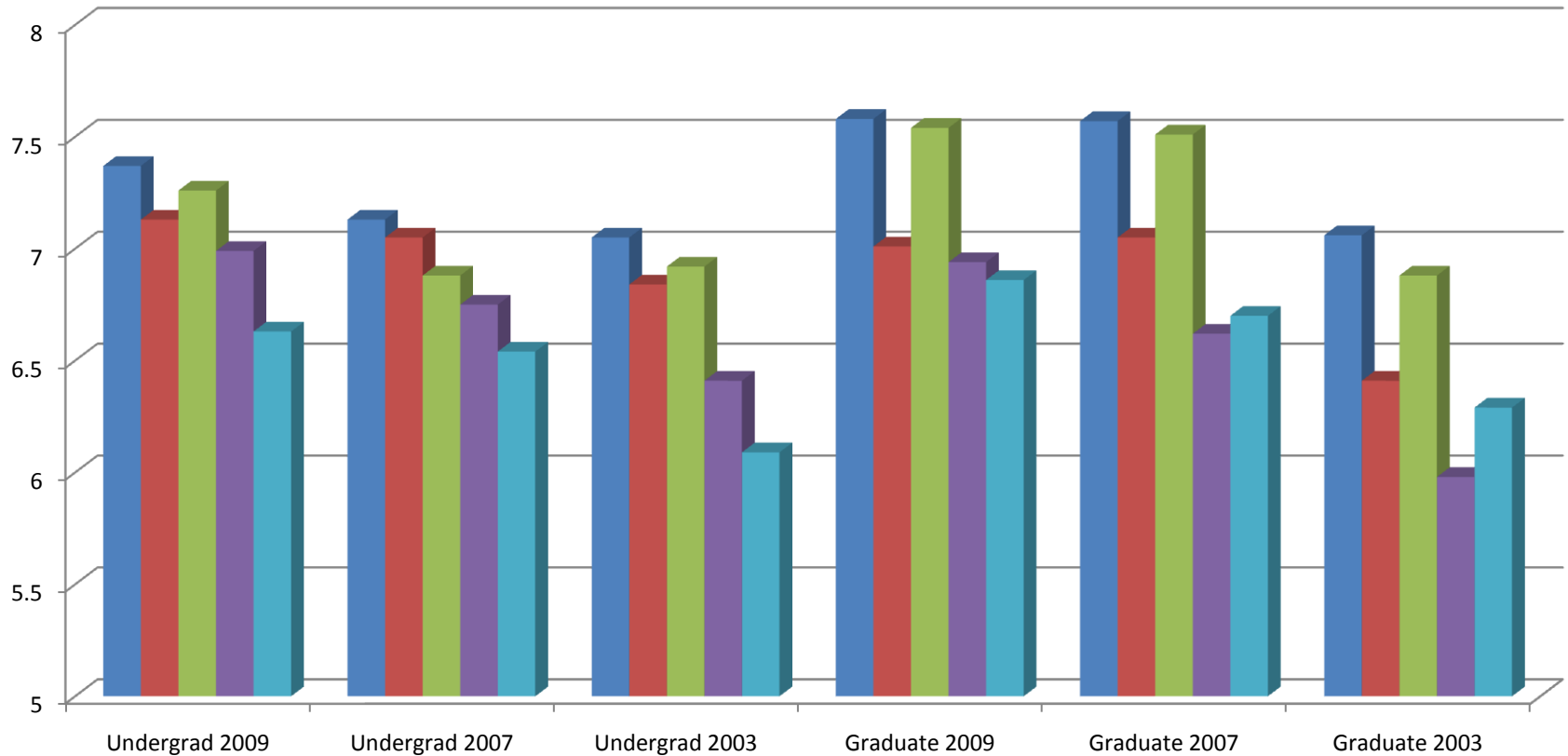
Legend:
- Library enables me to be more efficient in my academic pursuits.
- Library provides me with the information skills I need.
- Library aids my advancement in my discipline.
- Library helps me distinguish between trustworthy and untrustworthy information.
- Library helps me stay abreast of developments in my field(s).
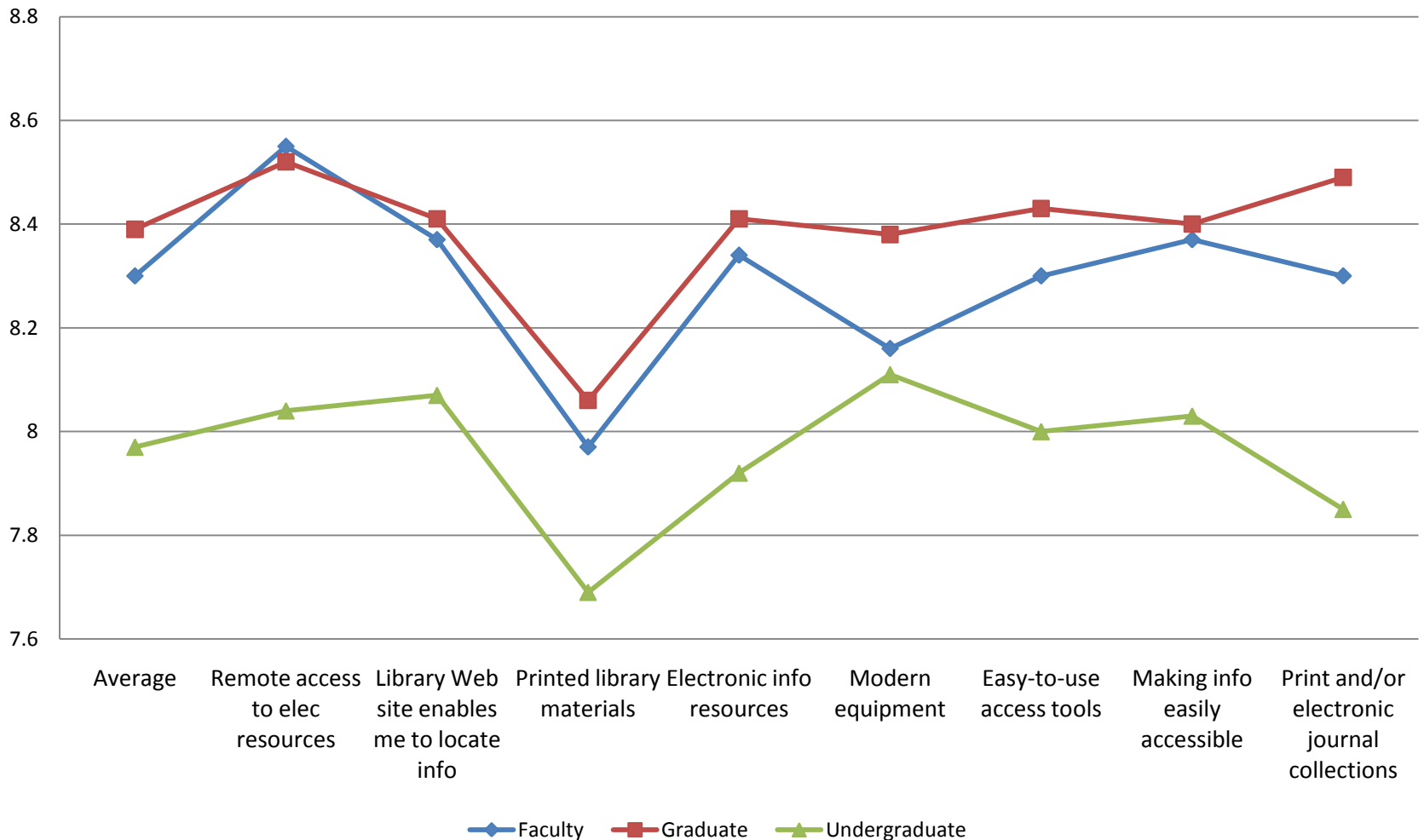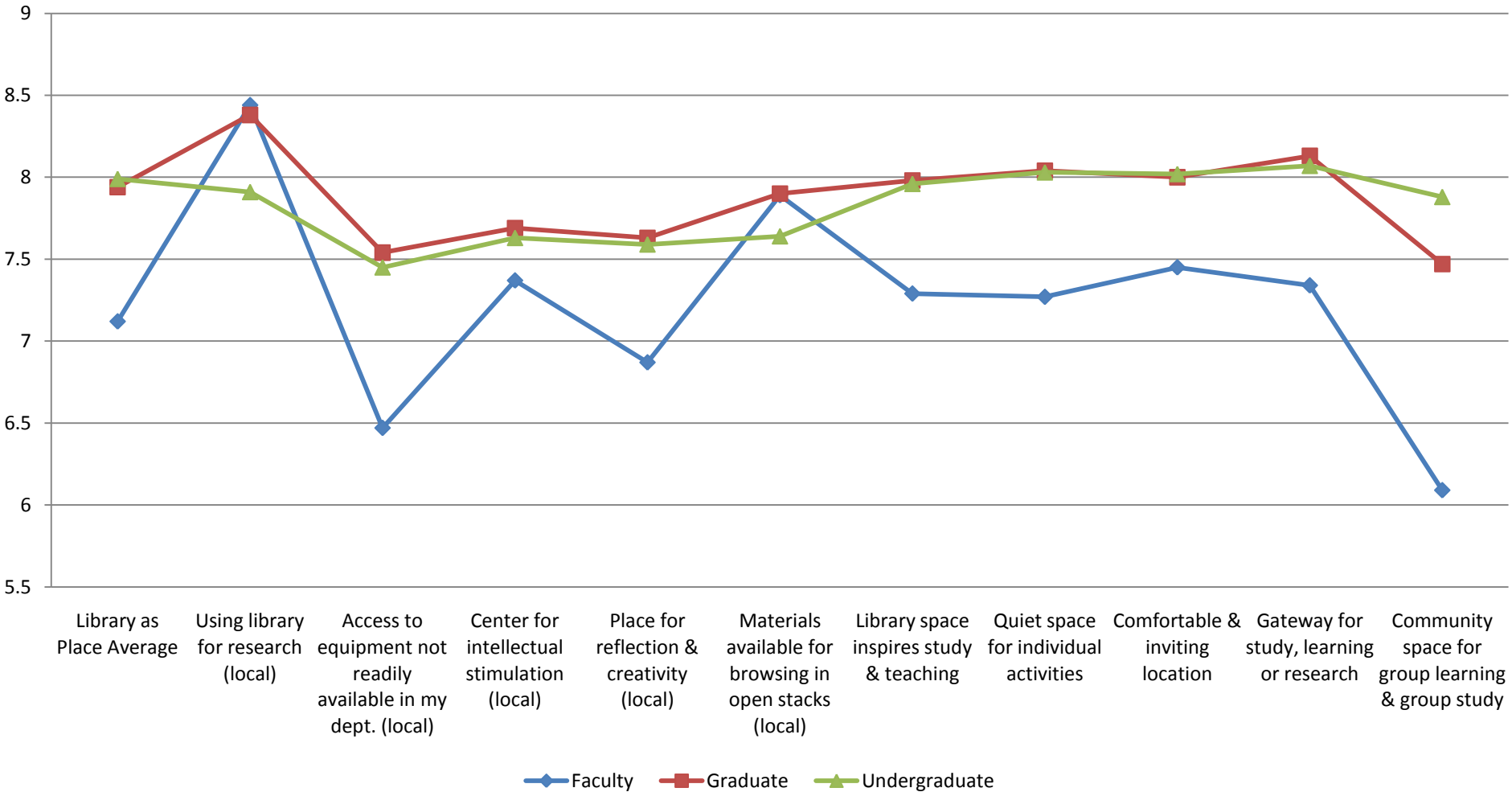
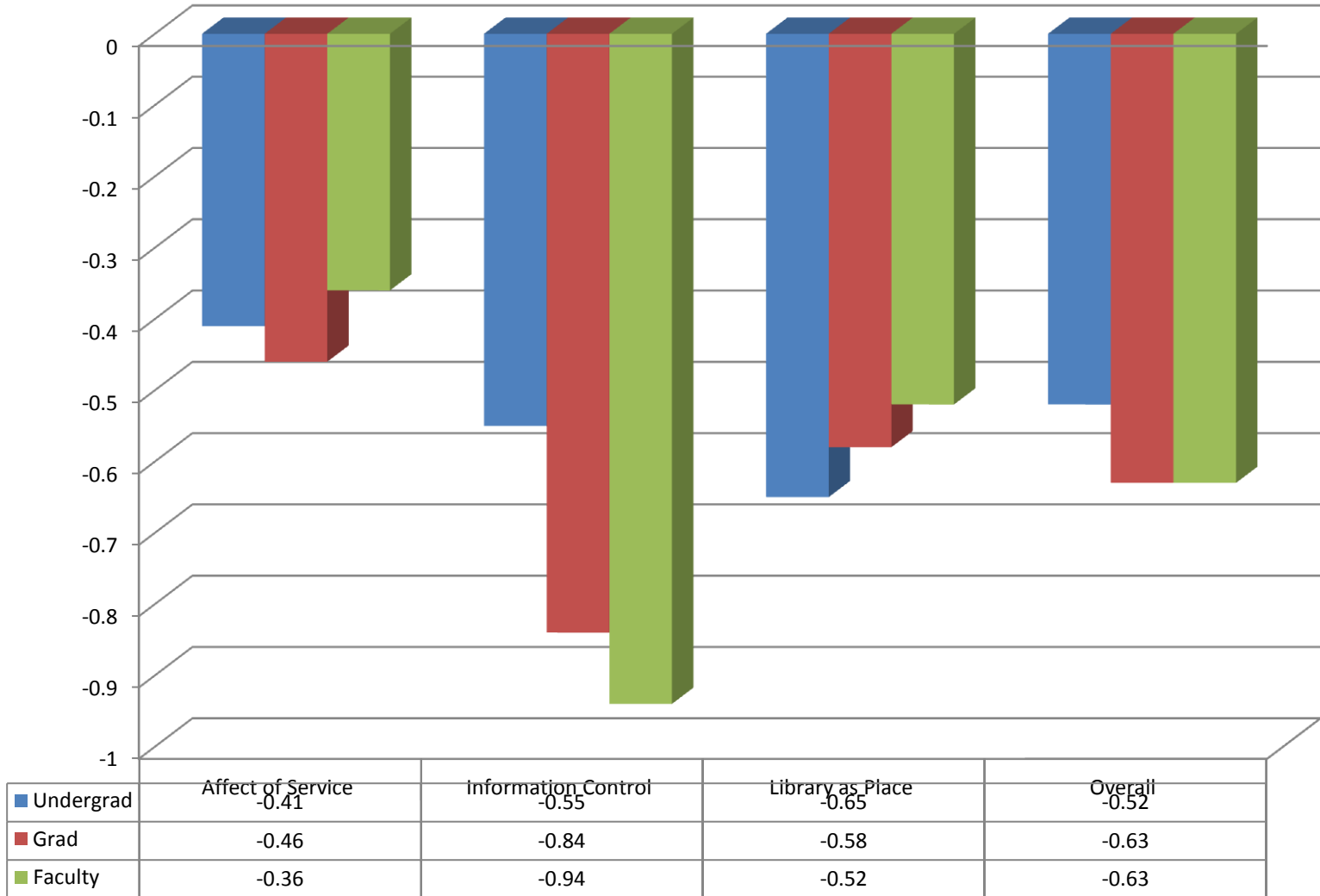# Outcomes for Faculty

Affect of Service Desired Means
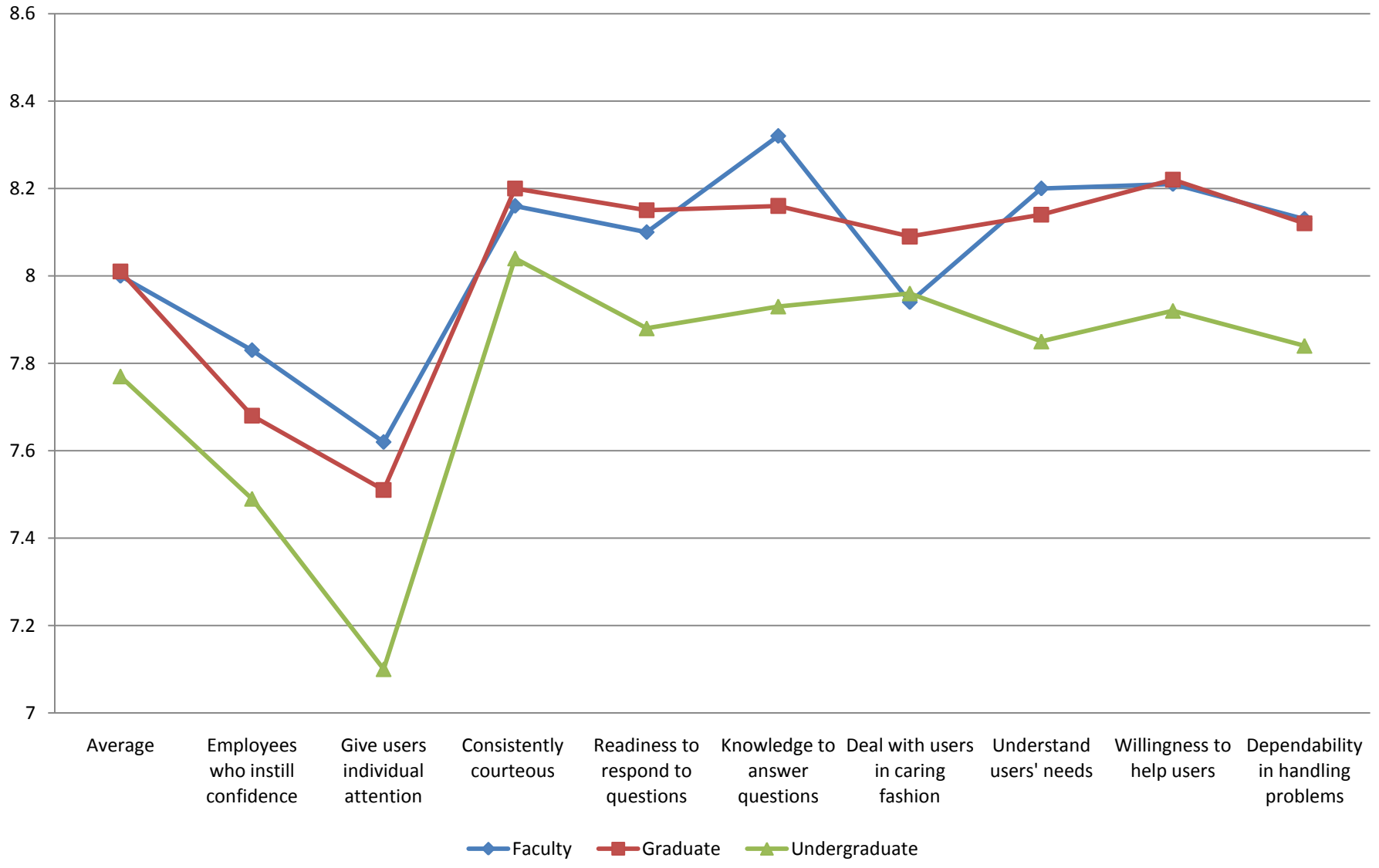
Information Control Desired Means

Library as Place Desired Means

2009 Superiority Gaps by User Group

	Affect of Service	Information Control	Library as Place	Overall
■ Undergrad	-0.41	-0.55	-0.65	-0.52
■ Grad	-0.46	-0.84	-0.58	-0.63
■ Faculty	-0.36	-0.94	-0.52	-0.63

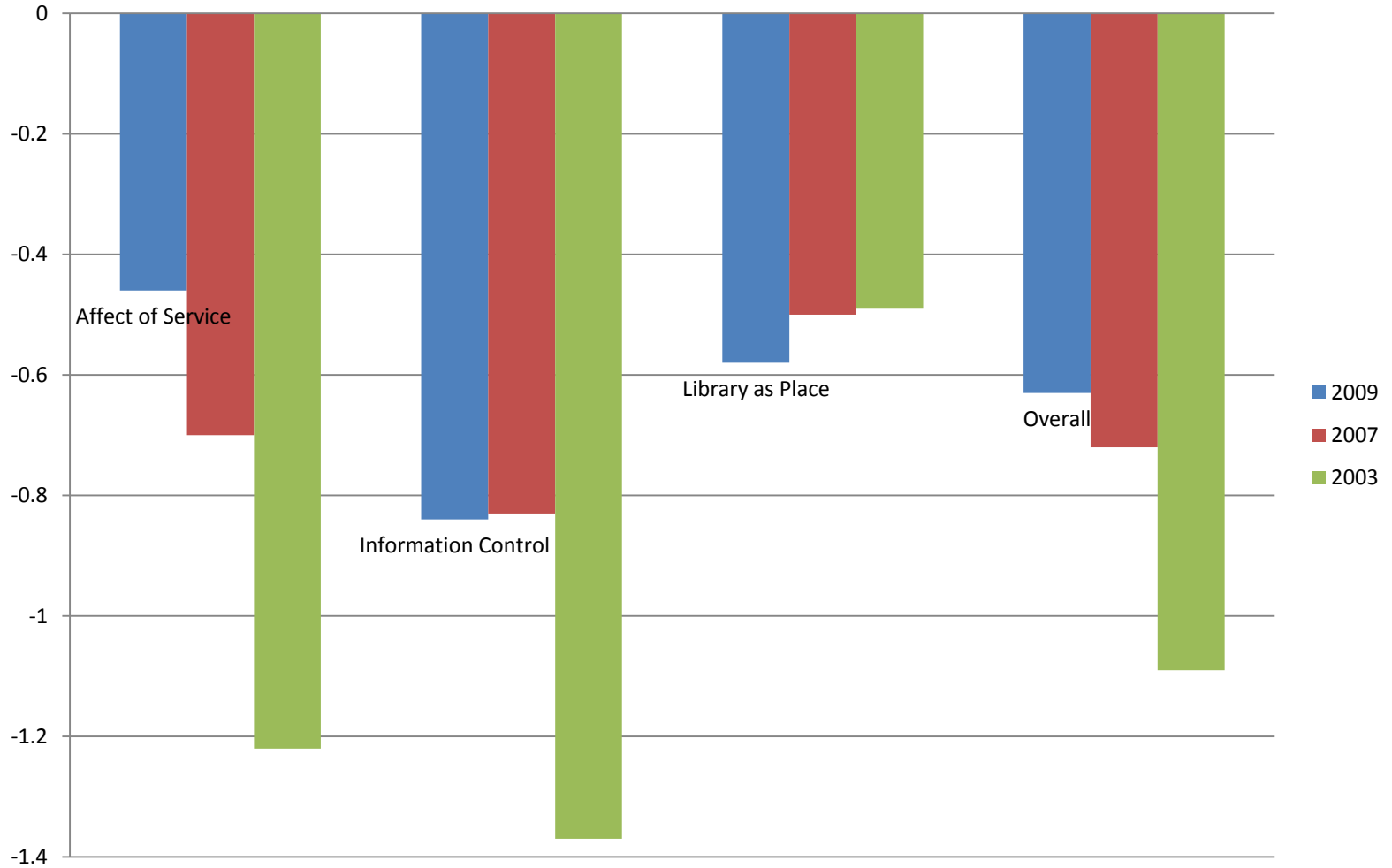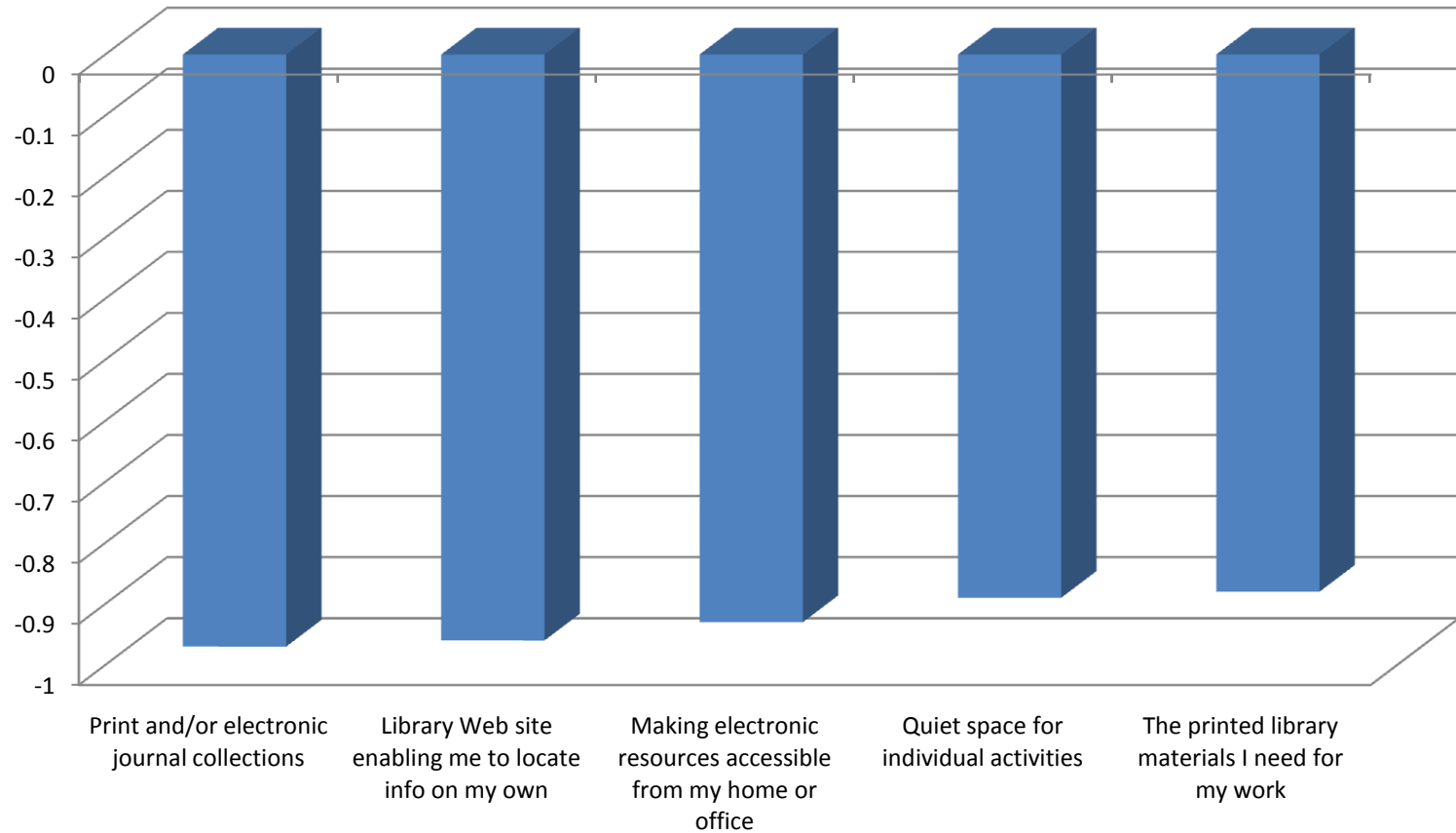**Undergraduate Superiority Gaps by Service Dimension**
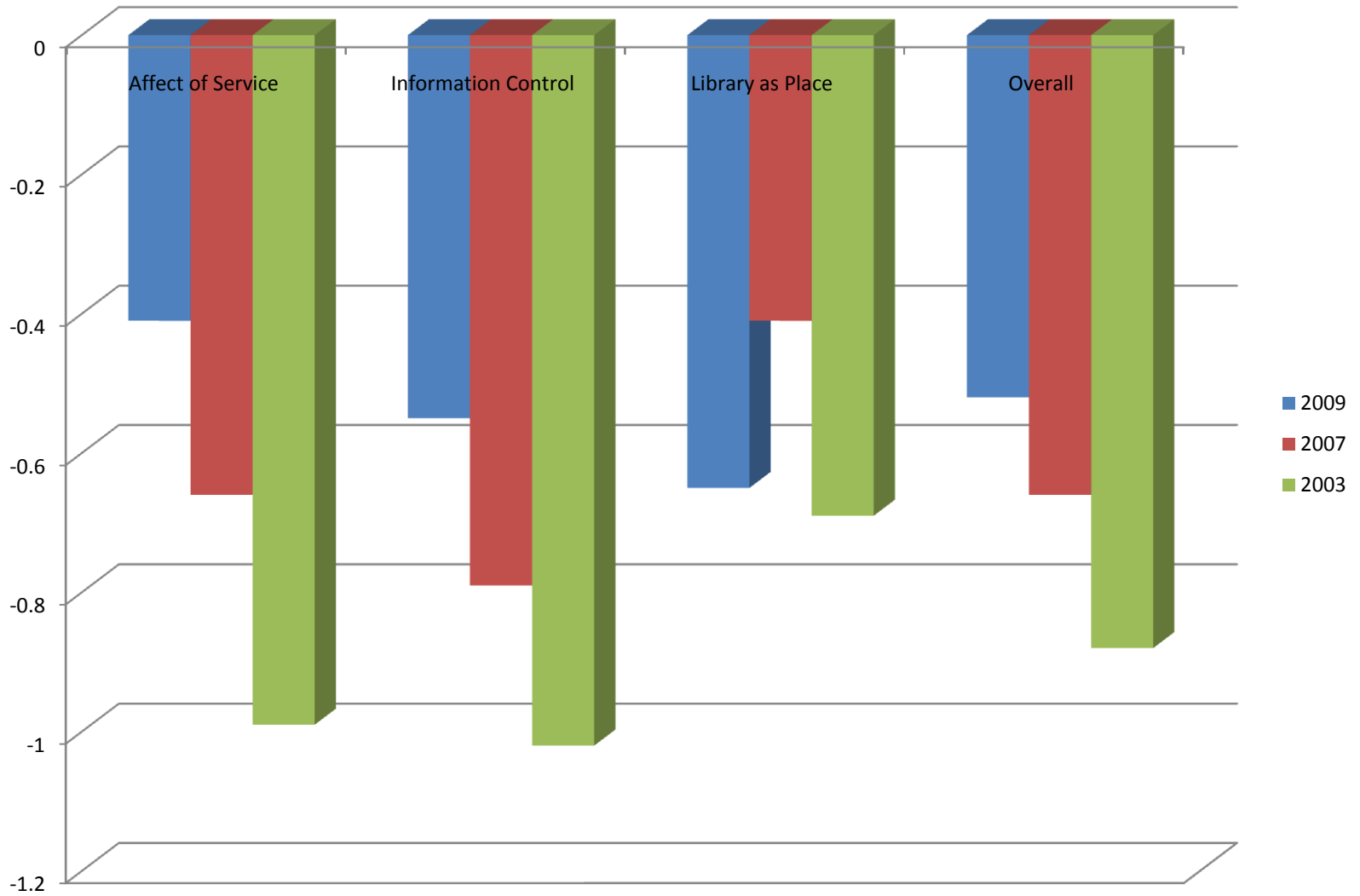
Largest Superiority Gaps: Undergraduate Students 2009
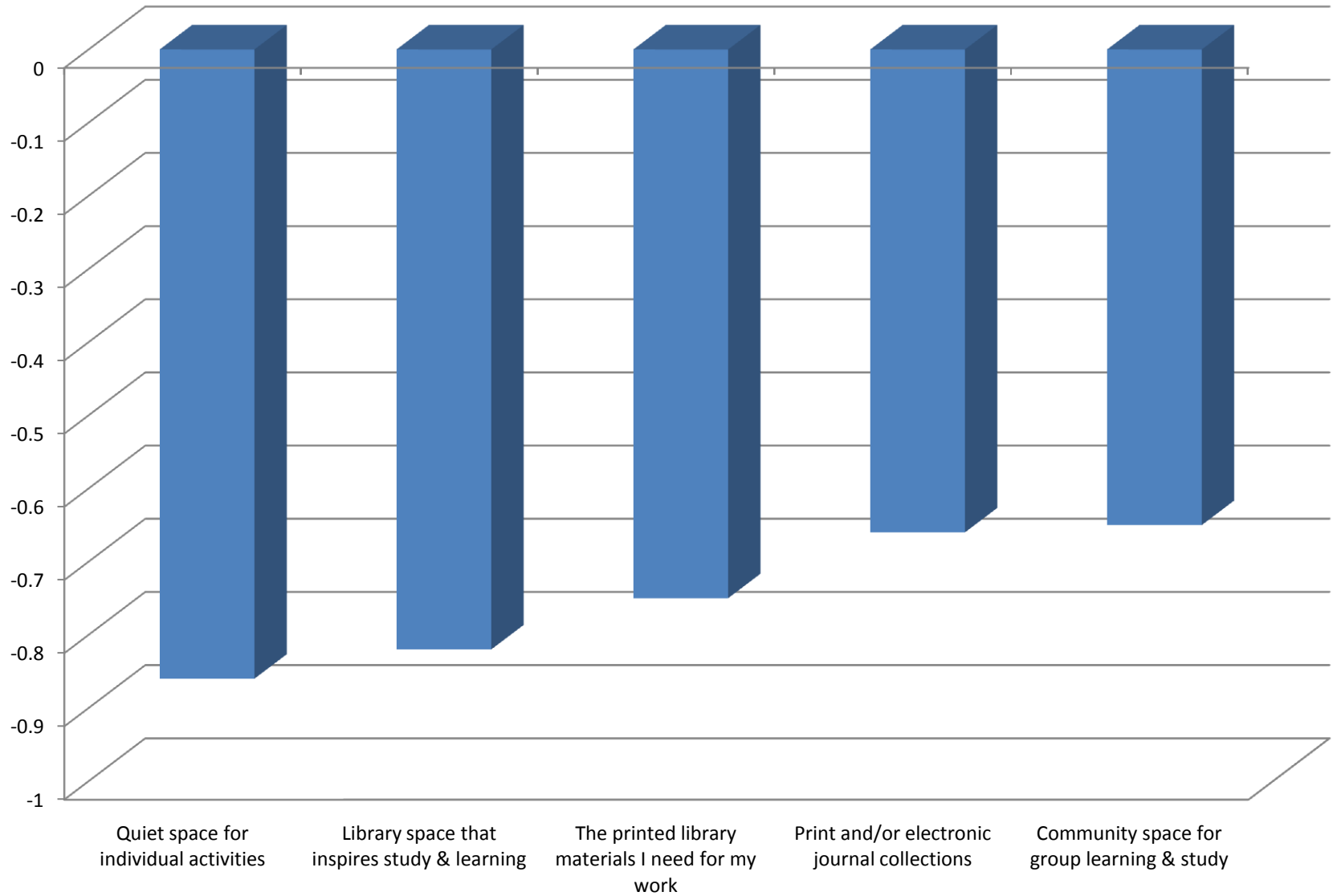
Graduate Student Superiority Gaps for Service Dimensions
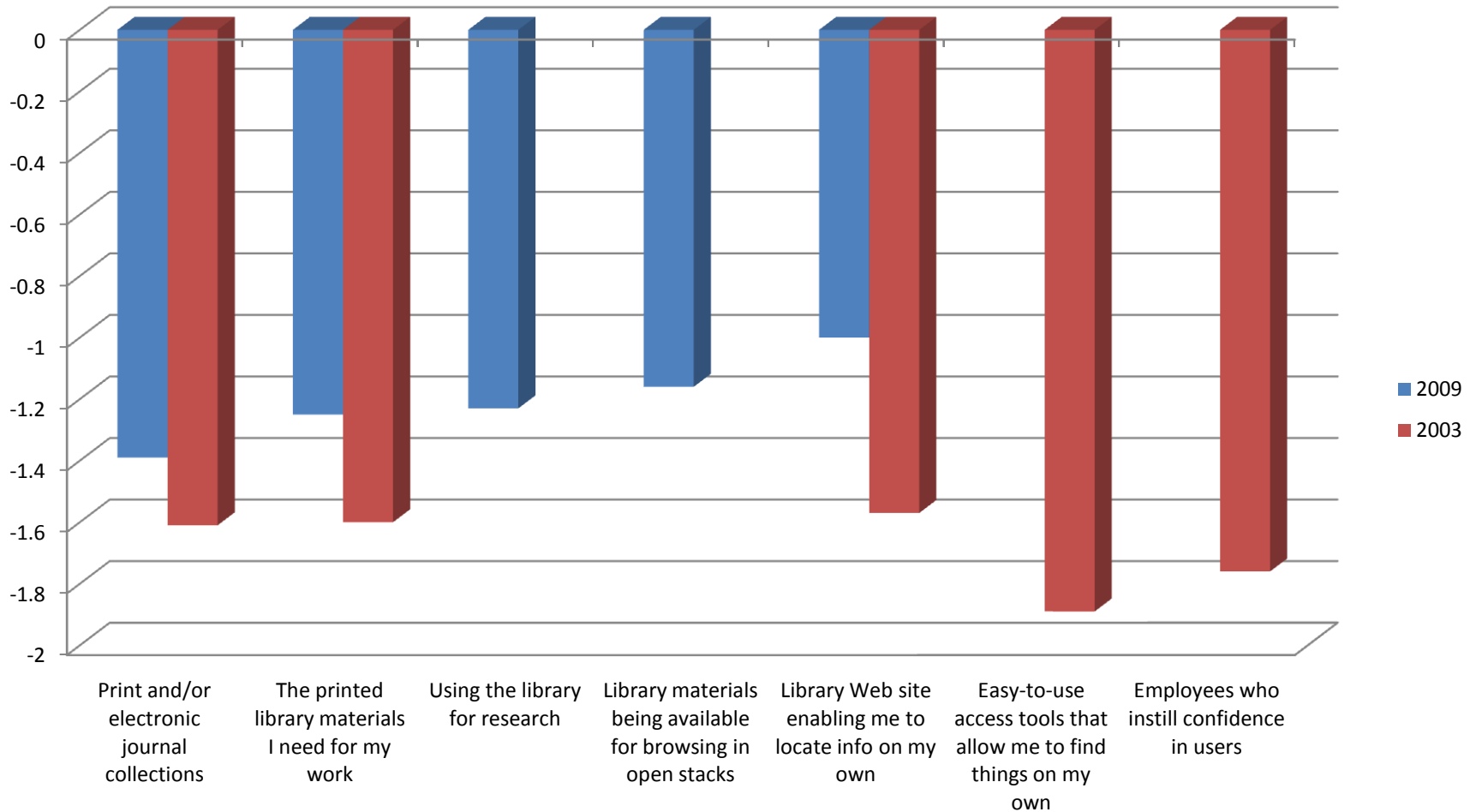
Affect of Service

Information Control

Library as Place

Overall

2009
2007
2003

Largest Superiority Gaps: Graduate Students 2009

Faculty Superiority Gaps by Service Dimension
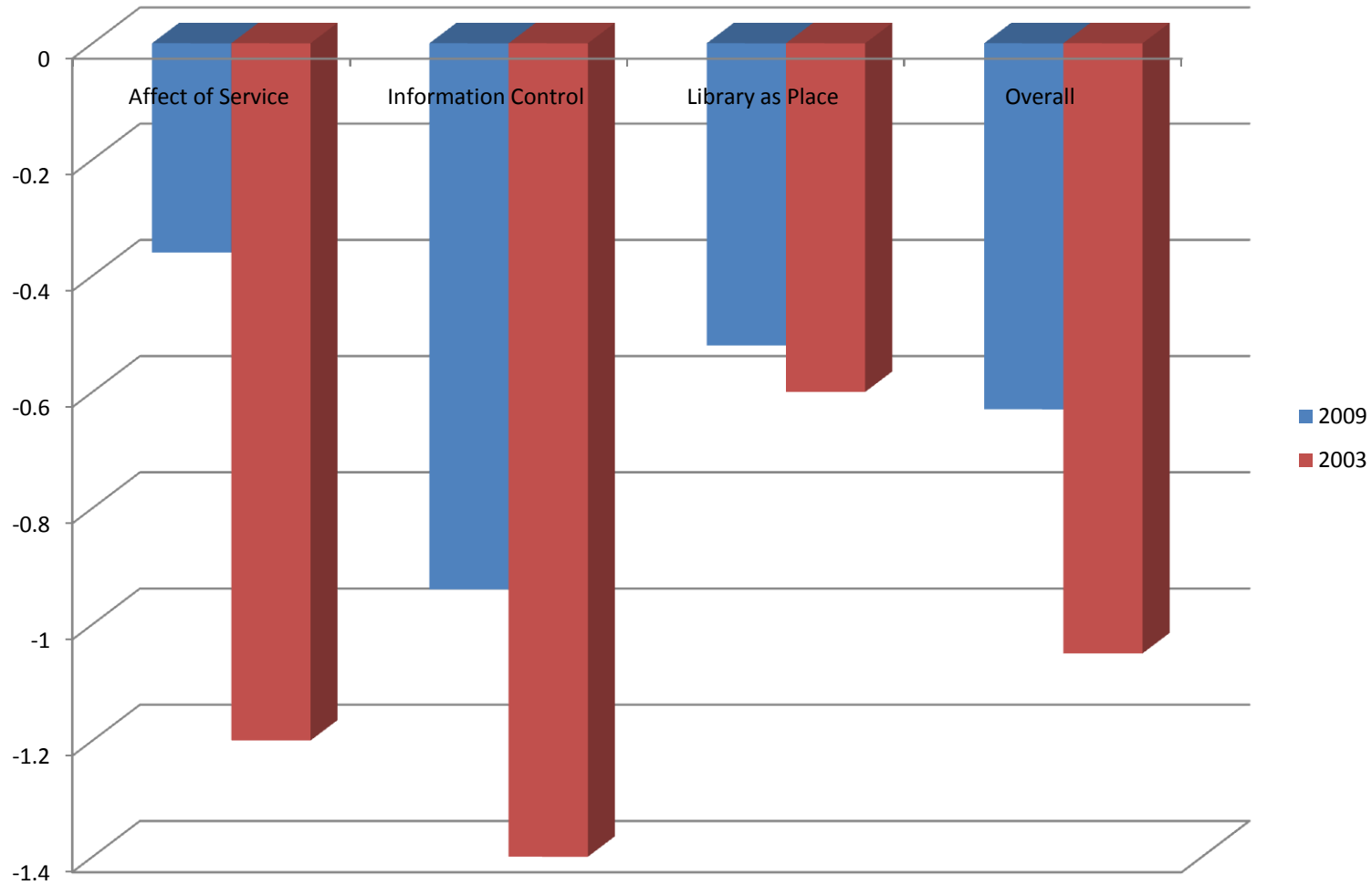
Largest Superiority Gaps: Faculty 2009 & 2003

Legend:
- 2009 (blue)
- 2003 (red)

Categories (x-axis):
- Print and/or electronic journal collections
- The printed library materials I need for my work
- Using the library for research
- Library materials being available for browsing in open stacks
- Library Web site enabling me to locate info on my own
- Easy-to-use access tools that allow me to find things on my own
- Employees who instill confidence in users
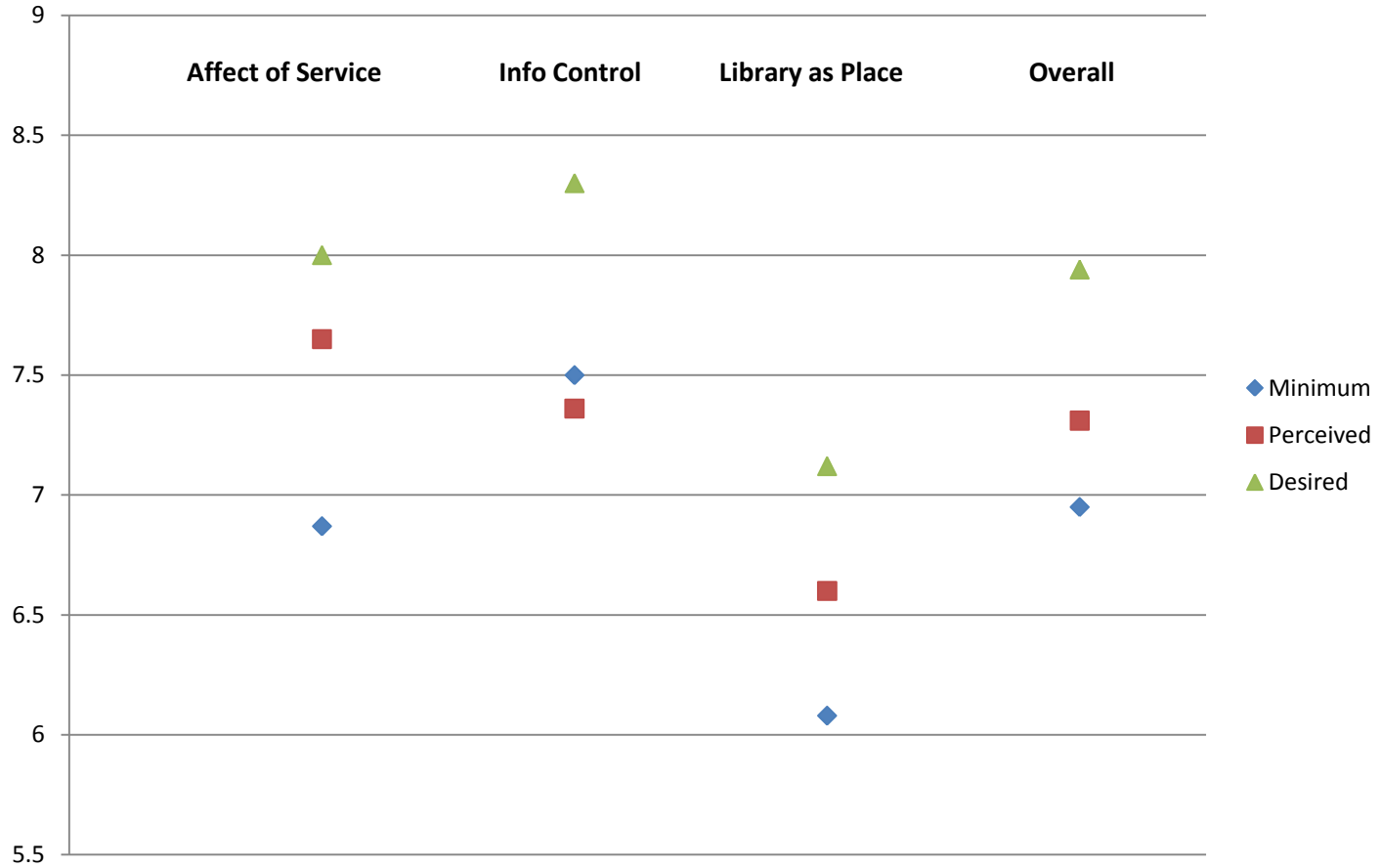
Y-axis: 0 to -2
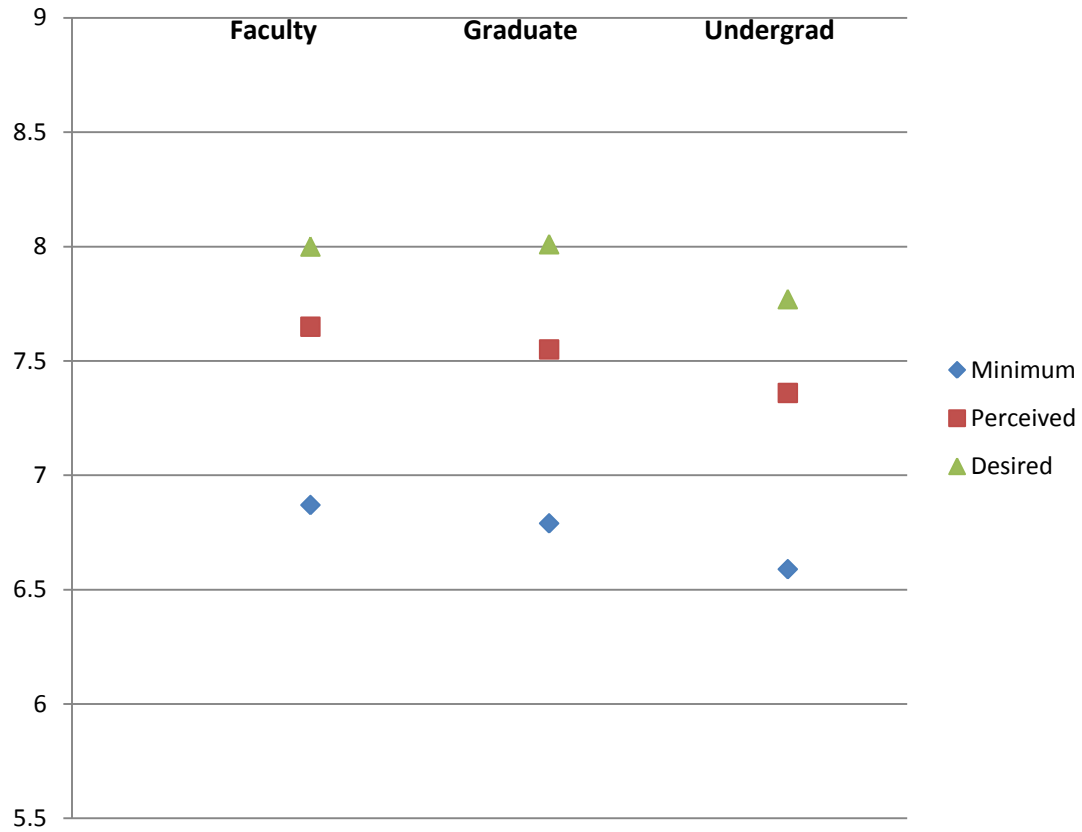
Undergraduate Dimensions 2009
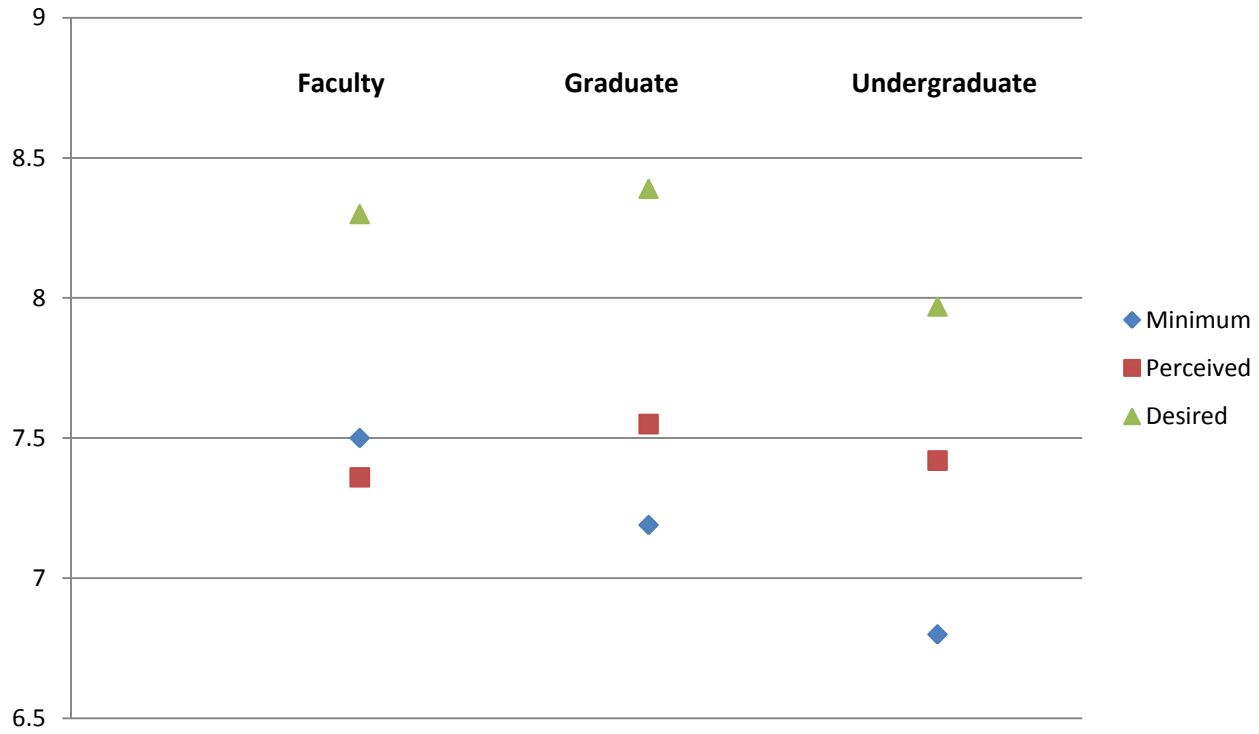
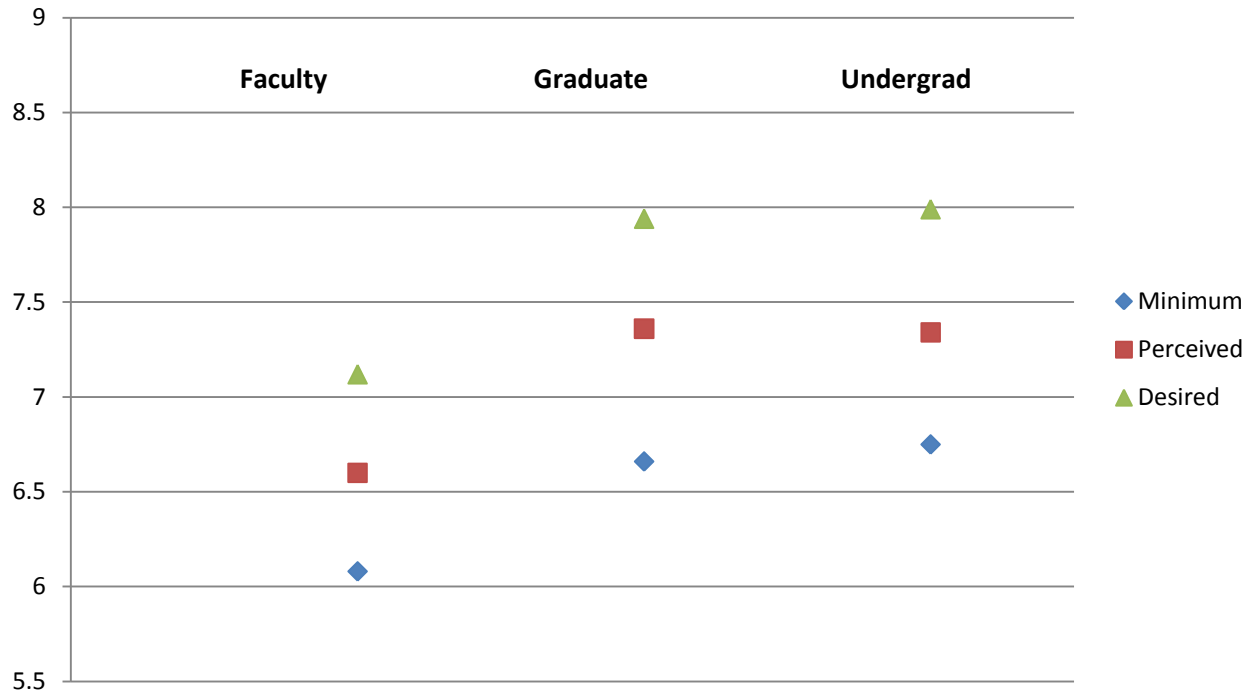Graduate Student Dimensions 2009
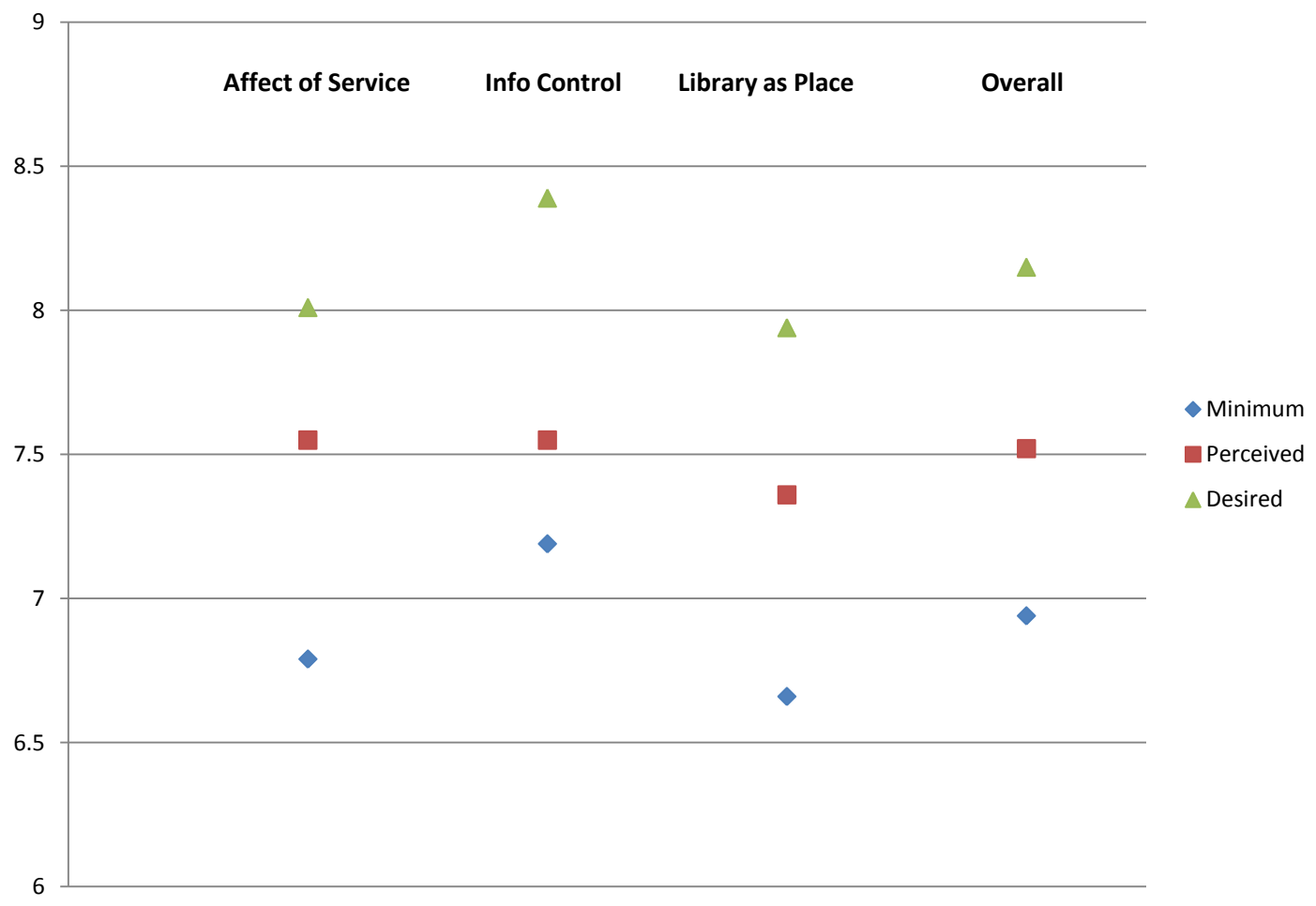
Faculty Dimensions 2009

Affect of Service Ratings

Information Control Ratings

Library as Place Ratings

Adequacy Gaps

2009

- 7 adequacy gaps for faculty
- 0 for graduate students
- 0 for undergraduate students
- 0 overall

2007

- Faculty were not surveyed
- 6 adequacy gaps for graduate students
- 0 for undergraduate students
- 2 overall adequacy gaps
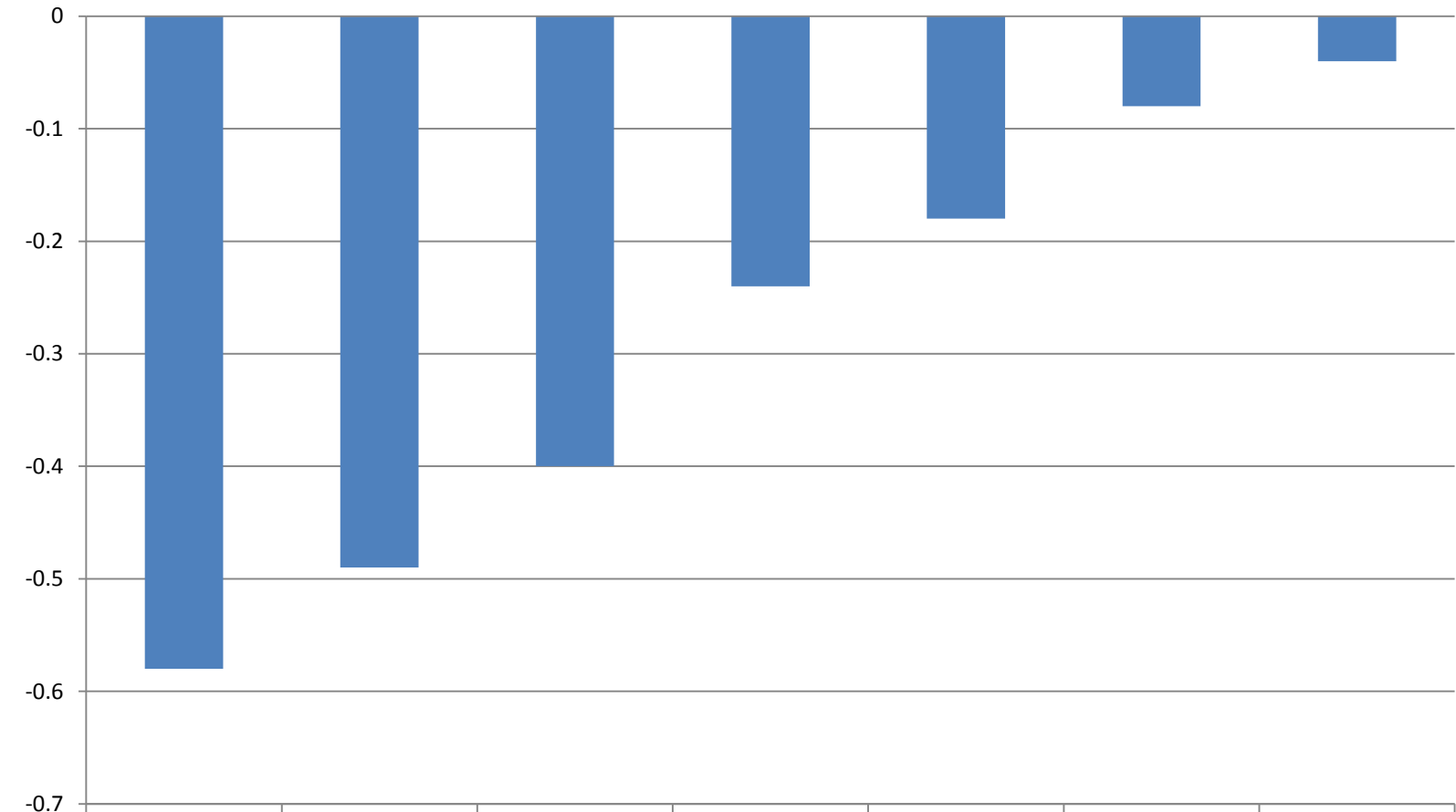
Adequacy Gaps

2009

- 7 adequacy gaps for faculty
- 0 for graduate students
- 0 for undergraduate students
- 0 overall

2003

- 15 adequacy gaps for faculty
- 6 adequacy gaps for graduate students
- 0 for undergraduate students
- 1 overall adequacy gap

Faculty Adequacy Gaps 2009

	Print and/or electronic journal collections I require for my work	Printed library materials I need for my work	Using the library for research	Library Web site enabling me to locate info on my own	Library materials available for browsing in open stacks	Making info easily accessible for independent use	Modern equipment that lets me easily access needed information
Series1	-0.58	-0.49	-0.4	-0.24	-0.18	-0.08	-0.04

Some comments from students

- Online databases are great resources (Grad)
- The staff at Joyner Library are very helpful and kind (Grad)
- Book request and shipping service for distance learners is awesome and unexpected (Grad)
- The library is a great place to study (UG)
- The online library has been vital to me (UG)

Actions Taken: Library as Place

- Added more quiet study space
  - 29 new individual student studies
  - 1101 will be a quiet study room
- Added more collaborative/group spaces
  - 6 new group study rooms
  - Redesign of first floor area
  - 1415 will be a viewing/presentation practice space

Actions Taken: Information Control

- New online/video tutorials
- New library catalog allows searching of both Joyner and Laupus materials
- LibGuides (more than 50)
- Distance Education pages redesigned
- E-books added to E-Journal/E-Book Portal
- Upgraded catalog records for manuscript collections, retrospective Gov Docs cataloging, cataloging project for Special Collections maps
- More Digital Collections added

More Actions to Come

- Department and committee actions in response to the LibQual results
- Enhanced functionality of online finding aids for manuscript collections
- Library web site redesign
- Integration into our next strategic plan
- Follow up on specific areas of concern
- SPSS analysis
- What else? Please share your ideas.

Questions? Comments? Contact Jan Lewis, Robert James or Angela Whitehurst