

Summary Results from the *LibQUAL+*® Survey Boise State University, 2014

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What is *LibQUAL+*®?

LibQUAL+® is a standardized survey of user experiences with library services. The Association of Research Libraries (ARL) has developed this survey to provide detailed data on users' opinions and desires about their libraries. This survey has been administered to Boise State University library users biennially since 2006. In 2014, the Library chose, for the first time, to use item sampling in order to shorten the survey.

LibQUAL+® asks respondents to rate a subset of 24 factors in three categories:

- Public service
- Access to information (collections and tools)
- Library space

Respondents are asked to rate each factor on a scale of 1-9 (9 being the highest) in three areas:

1. *Minimum* level of acceptable service
2. *Perceived* level of service, as currently provided
3. *Desired* level of service.

The results provide insight into how the library corresponds with users' priorities, how the library is performing compared to expectations, and where improvements are desired. Comparing survey results over time provides understanding into changing perceptions.

Responses

Responses to the 2014 survey at Boise State University included:

- 156 undergraduate students
- 43 graduate students
- 119 faculty
- 37 staff
- 16 library staff and faculty

The survey was sent to 25% of randomly selected undergraduate and graduate students and to all faculty and staff. The 2012 survey response was lower for undergraduate students (53), lower for graduate students (38), and higher for faculty (125).

42% of the selected undergraduate students responded to the survey, compared with 18% in 2012. The response rate for graduate students was 12% (13% in 2012). 32% of faculty responded (42% in 2012). The 2014 survey was administered earlier in the semester than prior surveys, and a larger pool of students was selected.

The following summary of responses refers to the full report, which is available here:

<http://library.boisestate.edu/about/factsheet.php>. The 2012, 2010, 2008 and 2006 reports and their summaries can be accessed at the same location.

Undergraduate Student Results

What matters to undergraduate students?

2014 undergraduate respondents ranked the importance of the three categories of library service in this order, with 1 being the most important:

1. Library space
2. Public service
3. Access to information (collection and tools)

Undergraduate responses indicated that the following services are most vital for their needs:

1. Staff who show a willingness to help (public service)
2. Employees who understand the needs of their users (public service)
3. Making information easily accessible for independent use (access to information)

What do undergraduate students perceive about the library?

Undergraduate responses indicated that Albertsons Library is most successful in the following three areas:

- Employees who provide individual attention (public service)
- Employees who have knowledge to answer individual questions (public service)
- Library space that inspires study and learning (library space)

While the library is meeting minimum expectations, responses in the following areas suggest a need for improvement:

- Employees who understand the needs of their users (public service)
- Making information easily accessible for independent use (access to information)
- Dependability in handling users' service problems (public service)

Graduate Student Results

What matters to graduate students?

2014 graduate respondents ranked the importance of the three categories of library service in this order:

1. Access to information (collections and tools)
2. Public service
3. Library space

The following services were indicated as most vital for their needs:

1. Making electronic sources available from their home or office (access to information)
2. Availability of print and/or electronic journals they require (access to information)
3. Employees who instill confidence in users (public service)

What do graduate students perceive about the library?

Graduate respondents indicated that Albertsons Library is most successful in the following three areas:

- Teaching users how to locate, evaluate and use information (public service)
- Employees who are consistently courteous (public service)
- Giving users individual attention (public service)

Responses in the following areas suggest a need for improvement:

- Providing quiet space for individual activities (library space)
- Employees who have the knowledge to answer user questions (public service)
- Access to printed library materials they require (access to information)

Faculty Results

What matters to faculty?

2014 faculty respondents ranked the importance of the three categories of library service in this order:

1. Access to information (collections and tools)
2. Public service
3. Library space

The following services were indicated as most vital for their needs:

1. Making electronic resources available from their home or office (access to information)
2. A library website that enables users to locate information on their own (access to information)
3. Employees who are dependable in handling users' service problems (public service)

What does faculty perceive about the library?

Faculty respondents indicated that Albertsons Library is most successful in the following three areas:

- Quiet space for individual activities (library space)
- The library space that inspires study and learning (library space)
- Community space for group learning and group study (library space)

Responses in the following areas suggest a need for improvement:

- Print and/or electronic journal collections needed to complete work (access to information)
- Making electronic resources available from their home or office (access to information)
- A library website that enables users to locate information on their own (access to information)

Staff Results

Staff respondents ranked the importance of the three categories of library service in this order:

1. Public service
2. Access to information (collections and tools)
3. Library space

The following services were ranked as most vital:

1. Readiness to respond to users' questions (public service)
2. Modern equipment that lets me easily access information (access to information)
3. Giving users individual attention (public service)

What do staff perceive about the library?

The following services were perceived as most successful by staff:

- The printed materials I need for my work (information access)
- Community space for group learning and group study (library space)
- Giving users individual attention (public service)

Responses in the following areas suggest a need for improvement:

- A library website enabling me to locate information on my own (access to information)
- Employees who are consistently courteous (public service)
- A getaway for study, learning, or research

Library Staff & Faculty Results

What matters to library staff and faculty?

The perspectives of library staff and faculty are unique in that it is difficult to unwrap experiences as a user of library services from the experiences of being an employee and those of knowing our user base and advocating for excellence.

With that in mind, library staff and faculty respondents ranked the importance of the three categories of library service in this order:

1. Public service
2. Access to information (collections and tools)
3. Library space

The following services were ranked as most vital.

1. Employees who have the knowledge to answer user's questions
2. Employees who deal with users in a caring fashion
3. A library website enabling me to locate information on my own

What do library staff and faculty perceive about the library?

The following services were perceived as most successful by library staff and faculty:

- Giving users individual attention (public service)
- Making electronic resources accessible from my home or office (access to information)
- Print and/or electronic journal collections I require for my work (access to information)

Library staff and faculty results demonstrate higher expectations for both minimum and desired levels of service than those of our patrons. The perception of several library services ranked lower than minimum desired levels for several factors. The three services that are perceived as needing the most attention are:

- The printed library materials I need for my work (access to information)
- A library Web site enabling me to find information on my own (access to information)
- A comfortable and inviting location (library space)