

Summary Results from the LibQUAL+™ Survey Boise State University, 2010

WHAT IS LIBQUAL+™?

LibQUAL+™ is a standardized survey of user experiences with library services. Developed and administered under the auspices of the Association of Research Libraries (ARL), it has been used at over 1000 libraries and provides detailed data on users' perceptions and desires about their library. This survey has been administered to library users at Boise State University in 2010, 2008 and 2006.

LibQUAL+™ asks respondents to rate 27 factors related to library service, collections, and space. Of these 27 factors, 22 are standardized for use by all participating libraries, and five are developed locally for Boise State University. For each factor, respondents rate, on a scale of 1-9 (9 being the highest):

1. their *minimum* level of acceptable service;
2. their *perceived* level of service, as currently provided;
3. their *desired* level of service.

The results provide clues about how the library measures up against users' priorities, how the library is performing compared to expectations, and where improvements are desired. Results from iterations of the same survey provides insights into changing perceptions over time.

RESPONSES:

Respondents to the 2010 survey at Boise State University included:

- 104 undergraduate students
- 22 graduate students
- 111 faculty

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

<http://library.boisestate.edu/about/facts/libqual/>. The 2008 and 2006 reports and their summaries can be accessed at the same location.

UNDERGRADUATE STUDENT RESPONSES:

Undergraduate students rank modern equipment, relevant library collections, courteous and helpful employees, and a useful website at the top of their minimum and desired levels of service. There was also a jump in rankings related to library as space: students desire quiet study spaces, a getaway for study and research, and community space for group learning.

In ranking the Library's success, undergraduates rated Albertsons Library most highly in having knowledgeable and courteous employees, Interlibrary Loan services, modern equipment, collections, and the library as getaway. While undergraduates did not rank any factors below minimum standards,

the lowest ranked Library services include availability of print materials, user friendliness of the website and databases, and the ease of journal searching.

GRADUATE STUDENT RESPONSES

Graduate students ranked library collections, ease of use of the Library website and databases, and dependable Library employees at the top of their minimum and desired levels of service.

Interlibrary Loan ranks at the top of graduate students perceived levels of service, along with courteous and knowledgeable employees. However, they would like improvements in the ease of use of the Library's website and the journal collection.

FACULTY RESPONSES

Faculty rank Interlibrary Loan, remote access to electronic resources, ease of use of the Library website and databases, and electronic collections at the top of their desired and minimal service lists.

Faculty rated Interlibrary Loan highly, although below their desired level. They also ranked Library service highly, especially the staff's willingness to help, courtesy, and knowledge. However, they would like a higher caliber of website usability and increased journal collections.

IMPROVEMENTS SINCE 2008

Undergraduate students ranked the Library generally higher in 2010, with the highest increases being in online access to collections and interactions with employees.

Graduate student rankings showed the highest improvements in interactions with employees, library instruction, and library collections.

Faculty scores showed the largest improvements in Library collections in several areas: multimedia, print, and online; as well as in community space for group learning.