LibQUAL+
Finding the Right Numbers

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Initial Examination

- Focus on the separate user categories
  - Faculty
  - Undergraduates
  - Graduate students

- Tally the number of responses
  - 100+ needed in each category
Responses per user category

- Faculty -- 389
- Undergraduates -- 810
- Graduate students – 815
- Library staff -- 34
The 22 core questions

- Examine the notebooks
  - Scan results for each user category
  - Scan the summary charts by dimension
  - Rearrange the dimension charts
- Create thermometer graphs
  - Question by question
  - 22 bars for each user category
- Identify the red zones
LibQUAL+ 2006
University of Tennessee
Graduate Students

Affect of Service

Information Control

Library as Place
LibQUAL+ 2006
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Library Staff

Affect of Service
Information Control
Library as Place
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Information Control

Faculty
Graduate Students
Undergraduates
Library Staff
Red Zones at UT

- Journal Collections
  - Faculty
  - Grad Students
- Quiet Place for Individual Activities
  - Undergraduates
  - Library Staff
- Easy-to-use Access Tools
  - Library Staff
Among the 22 core questions, at UT the most desired are:

- **Faculty**
  - Journal collections 8.51
  - Web site 8.46
- **Grad Students**
  - Remote access 8.47
  - Journal collections 8.45
- **Undergrads**
  - Remote access 8.18
  - Modern equipment 8.16
Among the 22 core questions, at UT the least desired are:

- **Faculty**
  - Community space for group learning 6.43
  - Quiet space for individual activities 7.35

- **Grad Students**
  - Community space for group learning 7.02
  - Giving users individual attention 7.26

- **Undergrads**
  - Giving users individual attention 6.82
  - Employees who instill confidence 7.33
Benchmarking with Peers: General Satisfaction Questions

- In general, I am satisfied with the way I am treated at the library.
- In general, I am satisfied with library support for my learning, research, and/or teaching.
- How would you rate the overall quality of the service provided by the library?
LibQUAL+ 2006
Overall Quality of the Service Provided by the Library
38 ARL Libraries

Undergraduates
UT: 7.13
UT: 6.61

Graduates
UT: 7.28
UT: 6.51

Faculty
UT: 7.79
UT: 5.87