LibQual+® Survey measures user perceptions and expectations of library service quality.
- Affect of Service (AS)
- Information Control (IC)
- Library as a Place (LP)

2009 – Session I (January – May)
- 126 institutions participated
  • 120 College or University
    – 12 countries
    – 79 institutions from the USA
- 22 core & 5 local questions
- 3 general satisfaction & 5 information literacy questions

Local Questions Used

• Library staff teaching me how to effectively use the electronically available databases, journals, and books
• Access to equipment that is not readily available in my department, e.g., scanners, CD burners, PDAs, syncing stations
• Convenient service hours
• Ease and timeliness in getting materials from other libraries
• An online catalog that is user-friendly for finding materials
Demographic Summary for USD

Total number of respondents  866

- Undergraduates (n = 420)  48.50 %
- Graduate
  - Masters (n = 98)  11.32 %
  - Doctoral (n = 87)  10.05 %
- Faculty (n = 142)  16.40 %
- Staff/ Admin (n = 101)  11.66 %
- Library Staff (n = 18)  2.08 %
Comments Analysis (n = 302)

• Comments breakdown

  – Environment/ Library as a Place
    • N = 107
    • 85 positive // 122 negative aspects
  – Access/ Information Control
    • N = 140
    • 80 positive // 227 negative aspects
  – Service
    • N = 142
    • 192 positive // 67 negative aspects
All Comments – Base Library Used

Base Library Used in LibQual+ Comments

- I.D. Weeks Library: 85%
- Lommen Health Sciences Library: 9%
- McKusick Law Library: 1%
- Wegner Health Science Information Center: 5%
Breakdown of User Groups in Comments

Demographics of LibQual+ Comments

- Faculty: 19%
- Graduate: 27%
- Library Staff: 10%
- Staff: 2%
- Undergraduate: 42%
Distribution of Comments by Discipline

Discipline Breakdown of Comments

Number of responses

1. Business/ Economics/ Accounting
2. Education
3. General, International or Liberal Studies
4. Humanities / American Indian Studies/ Comm. Studies/ History
5. Law
6. Library Faculty & Staff
7. Performing & Fine Arts
8. Sanford School of Medicine
9. School of Health Sciences/ Comm. Disorders
10. Sciences/ Math/ Computer Science
11. Social Sciences/ Journalism/ Psychology
12. University Administration/ University Staff
Reading the Charts

Radar chart

Key to Radar Charts

Bar chart

Key to Bar Charts

Dimensions

Key to Dimensions

- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)
How does USD compare to the other Session I participants?

All USD (n = 747)*

* Does not include Library Staff respondents
How does USD compare to the other Session I participants?

Bar Charts

All Participants

All USD

Dimensions Summary

Bar Charts

Range of Minimum to Desired

Range of Minimum to Perceived ("Adaptancy Gap")
How do our user groups compare? Or where do we part from the Group?

Faculty
(n = 7,410)

USD Faculty
(n = 142)

All Participants
USD Faculty Superiority Gap (green)

• Giving users individual attention (AS-2)
• Employees who deal with users in a caring fashion (AS-6)
• Community space for group learning and group study (LP-5)
USD Faculty Adequacy Gap (red)

• Making electronic resources accessible from my home or office (IC-1)
• A library Web site enabling me to locate information on my own (IC-2)
• The printed library materials I need for my work (IC-3)
• The electronic information resources I need (IC-4)
• Print and/or electronic journal collections I require for my work (IC-8)
How do our user groups compare? Or where do we part from the group?

Faculty

USD Faculty

All Participants

Legend:
- Gray: Range of Minimum to Desired
- Orange: Range of Minimum to Perceived ("Adequacy Gap")
• Sources:

– LibQual+® 2009 Survey The University of South Dakota Notebook