



UNIVERSITY OF  
SOUTH DAKOTA

University Libraries

*We Listen*

Actionable Results from Spring 2012  
LibQUAL+ Survey

# *We Listen*

## USD LibQUAL+ Results 2012

- **The LibQUAL+® Survey measures user perceptions and expectations of library service in three areas:**
  1. Affect of Service
  2. Information Control
  3. Library as Place
- **The Survey allows users to leave comments regarding the library and its services**



# Here's What You Said, Here is What We Have Already Done!

## Comment

*"I have no information on any electronic library resources you may offer, but I would very much like to get any such information"* (various)



## Action

We are exploring the possibility of adding "drop in" or pre-registration instruction sessions which are generic in nature, and are especially geared toward database searching and journal access.

# Here's What You Said, Here is What We Have Already Done!

## Comment

"When I was a Freshman we had a class on how to use the computer to access the library information... the day I went the computers did not work by the time I finally got logged on, the class was over" (Undergraduate, Accounting/Business/Finance/Management)

## Action

**We are replacing the computers in classroom 323 over the next two years.**



# Here's What You Said, Here is What We Have Already Done!

## Comment

*"I wish that the library faculty could work together with the music faculty and bring the freshmen and sophomore music majors over here every year and talk specifically how to find scores, how to request scores through ILL, how to find and access Naxos and Schubertline and other great websites, etc." (Undergraduate, Art/Fine Arts/Music/Theater)*

## Action

**Discussed this suggestion with music faculty and Fine Arts Librarian will be presenting in MUS105 courses.**



# Here's What You Said, Here is What We Have Already Done!

## Comment

*"There seems to be no respected quiet zone. There needs to be more separation between noise levels/floors. Cell phone conversations are often loud and distracting"*

(Graduate Student,  
English Languages/  
Philosophy)



## Action

The library marketing committee created a campaign using pop culture icons to remind patrons of the noise level expectations of each floor. Table tents were placed throughout 2<sup>nd</sup> (quiet floor) and 3<sup>rd</sup> (silent floor). This has encouraged self-policing and has cut back on the noise complaints during the fall 2012 semester. Student employees are also asked to quiet those students not following the guidelines during their walk-throughs.

# Here's What You Said, Here is What We Have Already Done!

## Comment

*"Outstanding service with one exception of an unhelpful person at the circulation desk who insisted she could not assist me with ILL."*

(Faculty, Health Sciences)

## Action

There are some instances that cannot be resolved without the assistance of ILL staff. We will continue to assist patrons at the circulation desk with ILL concerns and questions whenever possible, as well as showing patrons how to access their Illiad account. Circulation will continue to refer patrons to ILL for requests that cannot be handled by the circulation desk.

# Here's What You Said, Here is What We Have Already Done!

## Comment

*... I often have to pay significant amounts of money to receive materials to support research when I use ILL. . .*

(Doctoral Student,  
English Languages/  
Philosophy)



## Action

University Libraries has set-up vendor accounts in order to purchase articles for the library rather than borrow

them whenever possible.

# Here's What You Said, Here is What We Have Already Done!

## Comment

*It is difficult to obtain recent research articles related to the nursing profession for evidence-based practice.*

*(Other) Wegner Health Science Information Center*

## Action

The Health Science Librarians are working to create a graduate level LibGuide for nursing research.



# Sampling of ILL Comments

- I appreciate all of the help I have received through the ILL staff: they deserve a triple A rating! (Doctoral Student, Science/Math)
- The ILL is very quick to get items for me. (Faculty, English Languages/Philosophy)
- I am appreciative of the ILL staff in their extraordinary support for making electronic materials easily accessible to students. (Doctoral Student, Education)
- I've been very pleased by the level of service -- courteousness and speed -- I've received from the people in interlibrary loans for getting me electronic and paper copies of articles from other libraries/colleges. (Doctoral Student, Education)

# Sampling of Comments on Collections

- The number of electronic journals available for new articles is quite poor. (Faculty, SSOM)
- Need greater access to online journals! (Humanities doctoral)
- The library is great. But they keep cutting subscriptions I need to conduct my research. (Faculty, Science/Math)
- The electronic resources of the library are not adequate. I can not even access all articles from the most prestigious journals in the field, like Nature and Science. The staff is very friendly and helpful but the journal subscriptions need to be expanded. (Faculty, Social Sciences)
- More access to on-line journals would help. Also, many of the books I need in my discipline (psychology) are not available at the library. (Graduate Student, Social Sciences)
- We really need a lot more access to electronic journals - I have consistently found myself unable to get full text versions of articles I am interested in. The supply of scholarly books is underwhelming, but generally acceptable. (Graduate Student, Social Sciences)

# Sampling of Comments Service/Teaching/Space

- I appreciate the willingness of library faculty to teach classes about how to access library resources, and to come to class to do this, and to welcome classes into the library. I also appreciate the willingness of library faculty to work with me on research projects -- to more fully utilize library resources and to teach students information literacy skills. (Faculty, Criminal Justice)
- ...it's a really good atmosphere in general, and there are a lot of different spaces for different tasks like research, group work, individual studying, or just casual reading. (Undergraduate, Science/Math)
- Library staff are extremely knowledgeable about 21st-century technology; they are very helpful and pleasant. Library staff go out of their way to help when they are called. (Doctoral, Education)