

2012 LibQUAL+® Results Summary

In March 2012, a sample of Georgia State University sophomores and juniors received an invitation to complete LibQUAL+®, the library service quality survey managed by the Association of Research Libraries. This survey is designed to measure library users' perceptions of library services, resources, and physical environment on three dimensions: the minimum level of service the user is willing to accept (minimum); the level of service the user wants to receive (desired); and the level of service the user believes s/he is receiving (perceived). By assigning ratings in three dimensions, service gaps can be identified, helping the library identify areas needing improvement. This was the fifth time that the Georgia State University Library has administered LibQUAL+® and the first time it has sent the survey to just sophomores and juniors.

AS=Affect of Service. Items in this category pertain to library employees and customer service.

IC=Information Control. Items in this category related to print and online collections and resources and access to collections and resources.

LP=Library as Place. Items in this category have to do with the library's physical environment.

L=Local. Local items are selected for inclusion by the library administering the survey. The local items used in the 2012 survey were:

1. Adequate hours of service
2. Availability of timely help when using my library's electronic resources
3. Enabling me to find information myself 24 hours a day
4. Space that facilitates quiet study
5. Making me aware of library resources and services

Highest Perception Ratings - 9-point scale with 9 being high

AS-7 Employees who understand the needs of their users	7.81
IC-2 A library web site enabling me to locate information on my own	7.52
LP-5 Community space for group learning and group study	7.36
IC-3 The printed library materials I need for my work	7.24
AS-5 Employees who have the knowledge to answer user questions	7.22

Lowest Perception Ratings - 9-point scale with 9 being high

L-3 Enabling me to find information myself 24 hours a day	6.63
LP-4 A getaway for study, learning, or research	6.53
LP-1 Library space that inspires study and learning	6.31
AS-2 Giving users individual attention	6.23
LP-2 Quiet space for individual activities	5.9

Adequacy Gap – Adequacy is a measure of whether we are meeting students' minimum expectations. *We are not meeting students' minimum expectations in the following ten areas:*

- AS-8 Willingness to help users
- AS-9 Dependability in handling users' service problems
- IC-5 Modern equipment that lets me easily access needed information
- IC-8 Print and/or electronic journal collections I require for my work
- LP-1 Library space that inspires study and learning
- LP-2 Quiet space for individual activities
- LP-4 A getaway for study, learning, or research
- L-1 Adequate hours of service
- L-2 Availability of timely help when using my library's electronic resources
- L-5 Space that facilitates quiet study

Superiority Gap – Superiority is a measure of whether we are exceeding students' desired expectations or providing them more than they want. ***We are not exceeding students' expectations in any area.***

General Satisfaction Questions - 9-point scale with 9 being high. These are standard satisfaction rating items that do not use the minimum, perceived, and desired dimensions.

In general, I am satisfied with the way in which I am treated at the library.	7.49
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	6.59
How would you rate the overall quality of the service provided by the library?	7.03

Information Literacy Outcomes Questions – 9-point scale with 9 being high. These are standard satisfaction rating items that do not use the minimum, perceived, and desired dimensions.

The library helps me stay abreast of developments in my field(s) of interest.	6.04
The library aids my advancement in my academic discipline or work.	7.21
The library enables me to be more efficient in my academic pursuits or work.	6.79
The library helps me distinguish between trustworthy and untrustworthy information.	6.73
The library provides me with the information skills I need in my work or study.	6.85