

# 2010 Georgia State University Library Priorities and Satisfaction Survey Summary

## Introduction

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In spring 2010 and for the fourth time, the Georgia State University Library participated in the international LibQUAL+® library assessment survey managed by the Association of Research Libraries (ARL), <http://www.libqual.org>. In the past, LibQUAL+® has provided the library with valuable information about faculty and students' perceptions of the service its employees provide, the way it makes information available to its users, and the library's physical environment.

In fall 2009, the library determined that it needed to gather data in addition to what is provided through LibQUAL+®, so the library developed its own survey to run concurrently with LibQUAL+®. A random sample of 2,397 non-College of Law graduate students and 567 non-College of Law, non-library faculty were sent email invitations to complete the survey. A second random sample non-College of Law graduate students and non-College of Law, non-library faculty received email invitations to complete LibQUAL+®. College of Law faculty and students were excluded from the sample, since they have a unique library.

The following report is a brief summary of the results, which will help inform future decisions made by the library.

## **Faculty Results** - N=94, Response rate: 17%

### **When the Georgia State University Library does not have the book a faculty member needs, faculty:**

- Most often will request the book through ILL
- Least often will request that the library purchase the book

The majority of faculty respondents indicated that the Georgia State University Library makes **no or very little contribution to:**

- Keeping current in their fields
- Finding information in new areas
- Being a more effective researcher
- Being a more productive researcher
- Helping make more efficient use of their time
- Enriching their students' learning experiences

Faculty rated **digital desktop delivery of articles** as being most important to them. **Interlibrary Loan (ILL)** is second most important. Of low importance to faculty are the **library blog** and **Special Collections & Archives**.\*

\*These rankings were derived after removing all items to which more than one-third of respondents responded "Not aware of this."

\*\*These rankings were derived after removing all items to which more than one-third of respondents responded "Not applicable."

Faculty are most satisfied with **ILL**. After that, they are most satisfied with **instruction by librarians for specific GSU classes**. Faculty are least satisfied with the library's **print journals**.\*\*

68% of faculty respondents are **not aware of the library blog**. 71% are **not aware of the Center for Research Libraries**.

On a 6-point scale with 6 being high, faculty gave the library an overall satisfaction rating of **4.7**.

If the library were to implement one new service, faculty would like the library to add **a service through which the library will obtain the research resources they request within 48 hours**.

\*These rankings were derived after removing all items to which more than one-third of respondents responded "Not aware of this."

\*\*These rankings were derived after removing all items to which more than one-third of respondents responded "Not applicable."

**Graduate Student Results** - N=121, Response rate: 5.1%

**When the library does not have the book a graduate student, graduate students:**

- Most often will find another book to use.
- Least often will request that the library purchase the book.

The majority of graduate student respondents indicated that the library makes **no or very little contribution to:**

- Keeping current in their fields (High: 2.1/4.0)
- Finding information in new areas
- Being a more effective researcher (Low: 1.9/4.0)
- Being a more productive researcher
- Helping make more efficient use of their time
- Enriching their students' learning experiences

Graduate students rated **quiet study areas** as being most important to them. **Online research/subject guides** are second most important. Of low importance to graduate students are **Special Collections & Archives and subject librarians**.\*

64% of graduate student respondents are **not aware of the library's blog**. 55% are **not aware of the Center for Research Libraries**.

On a 6-point scale with 6 being high, graduate students gave the library an overall satisfaction rating of **4.4**

**86%** of graduate student respondents have visited the library buildings in the last calendar year.

On a 4-point scale with 4 being high, graduate students gave the library a study space satisfaction rating of **2.8**. If the library were to implement one new service, graduate students would like the library to add **a study area in the library specifically for graduate students**.

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\*\*These rankings were derived after removing all items to which more than one-third of respondents responded "Not applicable."