

LibQual Analysis

Understanding the Report

- LibQual asks participants to measure (1-10) their desired level of service, the minimum level of service they require, and the perceived level of service in the library.

Results are shown as:

	Desired	Minimum	Perceived	Gap
2010	8.06	6.95	7.05	.10
2014	7.8	6.67	6.77	.10

Understanding the Report

- This synthesis pulls information from the 2010 and 2014 University Libraries LibQual to determine areas of improvement (green), areas of decline (yellow), and areas considered failing (red)
- Improvement is defined as a greater than .10 increase in perception of a particular aspect of the library from 2010 to 2014
- Areas of Decline is defined as areas which saw a greater than .10 decrease in the perception from 2010 to 2014, but not below the minimum level of service
- Failing areas are those which fall below .10 of the minimum acceptable service standard. #’s in Red & Bold $\geq .5$ drop, Green and Bold $\leq .5$ increase

Understanding the Report

- Specific deviations from the university-wide perception of libraries have been included at the end. For a complete analysis, see LibQual Survey Results.
- An area was coded black if it was failing in 2010 and exhibited further decline in 2014
- Comments included in this document serve as representations of the trends exhibited. All comments are not included.

2010 n=416

2014 n=275

2010 breakdown:

Faculty: 123

Staff: 54

Undergrad: 111

Graduate: 104

Library Staff: 24

2014 breakdown:

Faculty: 124

Staff: 34

Undergrad: 23

Graduate: 62

Library Staff: 32

Areas of Improvement

Areas of Improvement

Employees who instill confidence in users

	Desired	Minimum	Perceived	Gap
2010	7.84	6.34	6.72	.38
2014	7.66	6.5	7.14	.64

Giving users individual attention

	Desired	Minimum	Perceived	Gap
2010	7.59	6.45	6.64	.19
2014	7.13	6.18	6.82	.65

Employees who are consistently courteous

	Desired	Minimum	Perceived	Gap
2010	8.25	7.3	7.48	.17
2014	8.5	6.91	7.78	.87

Employees who have the knowledge to answer user questions

	Desired	Minimum	Perceived	Gap
2010	8.22	7.25	7.28	.03
2014	8.12	7.24	7.54	.31

Supporting Comments

- The library has a very helpful staff
- The staff are helpful. They try. However, the resources available through our library are mediocre at best...
- The research librarians are outstanding and very helpful. My students are required to write a scholarly research paper. The help they received from the research librarians is fantastic!!
- The staff is exceptional in their commitment to provide excellent service. They are professional and courteous. However, the lack of library resources makes their job very difficult, e.g., lack of current books and a lack of cutting edge technology.
- ...However, I don't think you could ask for a better staff than the U of M McWherter library. They are courteous, knowledgeable, and caring.

Areas of Decline

Areas of Decline (non-failing)

Readiness to respond to users' questions

	Desired	Minimum	Perceived	Gap
2010	8.07	7.16	7.22	.07
2014	8.02	7.12	7.08	-.03

Employees who understand the needs of their users

	Desired	Minimum	Perceived	Gap
2010	8.11	7.11	7.17	.06
2014	8.11	7.07	7.04	-.04

Willingness to help users

	Desired	Minimum	Perceived	Gap
2010	8.2	7.26	7.47	.21
2014	7.91	6.99	7.16	.17

Areas of Decline (non-failing)

Library space that inspires study and learning

	Desired	Minimum	Perceived	Gap
2010	7.79	6.60	7.16	.56
2014	7.14	5.59	6.57	.62

Quiet space for individual activities

	Desired	Minimum	Perceived	Gap
2010	7.73	6.72	7.16	.56
2014	7.21	5.91	7.02	1.11

A comfortable and inviting location

	Desired	Minimum	Perceived	Gap
2010	8.00	6.96	7.59	.63
2014	7.44	6.35	6.96	.61

Areas of Decline (non-failing)

A getaway for study, learning, or research

	Desired	Minimum	Perceived	Gap
2010	8.00	6.96	7.59	.63
2014	7.29	6.55	6.55	0.0

Community space for group learning and group study

	Desired	Minimum	Perceived	Gap
2010	7.49	6.37	7.11	.10
2014	6.42	5.51	6.38	.87

Supporting Comments

- The chairs at the tables are completely uncomfortable and are distracting to studying....
- ...The public service computers run extremely slow for such a fast pace environment. And the copiers are not reliable, they are beyond repair. The outdated copiers need to be replaced! We need reliable, multifunctional copiers that work more than 50% of the time...
- There aren't enough study rooms for nursing majors due to the high demand from other majors to use them.
- The Lambuth library closes at 530p which is very inconvenient for me as a nursing student...
- Competency at the reference desk appears to be hit or miss. I have learned who some of the librarians are and I always try to catch one of them rather than anyone else.
- Also, the library is not clean and the environment should be better than the way it is now. The computers are over used!

Failing Areas

University Wide Comparison of Identified Failure Areas (2010 & 2014)

2010 Failures (n=416)

Question	Desired	Minimum	Perceived	Gap
Print and/or electronic journal collections I require for my work	8.44	7.45	6.66	-.79
A library Web site enabling me to locate information on my own	8.29	7.24	6.83	-0.41
The printed library materials I need for my work	8.10	7.06	6.45	-0.62
The electronic information resources I need	8.31	7.10	6.84	-0.26
Easy-to-use access tools that allow me to find things on my own	8.35	7.31	7.01	-0.30

University Wide Comparison of Identified Failure Areas (2010 & 2014)

2010 Failures in 2014 (n=275)

Question	Desired	Minimum	Perceived	Gap
Print and/or electronic journal collections I require for my work	8.22	7.22	6.20	-1.02
A library Web site enabling me to locate information on my own	8.22	7.18	6.86	-0.32
The printed library materials I need for my work	7.97	6.52	5.92	-0.60
The electronic information resources I need	8.04	6.62	6.10	-0.52
Easy-to-use access tools that allow me to find things on my own	7.84	6.56	6.49	-0.07

No Change

Improvement

Improved but Failing

Further Decline

University Wide Comparison of Identified Failure Areas (2010 & 2014)

New Areas of Failure (n=275).

(areas with $\geq -.1$ Gap in 2010)

Question	Desired	Minimum	Perceived	Gap
Making electronic resources accessible from my home or office	8.14	7.34	6.52	-0.83
Dependability in handling users' service problems	8.11	6.95	6.84	-0.11
The printed library materials I need for my work	7.97	6.52	5.92	-0.60
Modern equipment that lets me easily access needed information	7.80	6.76	6.41	-0.35
Making information easily accessible for independent use	8.14	7.05	6.78	-0.27

University Wide Comparison of Identified Failure Areas (2010 & 2014)

Local Question Failures(n=275).

2010

Question	Desired	Minimum	Perceived	Gap
A service which can find for me rapidly and easily the documents not available in my own institution ('10)	8.25	7.23	6.90	-0.33
Browsing library materials in the stacks ('14)	7.70	6.39	5.64	-0.75
Ability to navigate library Web pages easily ('14)	8.11	6.91	6.69	-0.22

Supporting Comments

- My main concern is that more than 3/4 of the time I attempt to locate a journal article for research or teaching, we do not have access. I don't look in obscure journals either. My graduate students also have the same problem, frequently using their login at the old institutions to gain access to content.
- Online access to science/math publications is in need of significant upgrade.
- We need BOOKS.
- Books and AV materials that are listed in the catalog as available are often missing. This is extremely frustrating.
- Our library's holdings in the humanities continues to be a disgrace....
- I have pretty much given up using the library for my research because of the lack of resources....
- Online journal access is the biggest weakness

Overall Declining Perceptions & Expectations

University Wide

	Desired	Minimum	Perceived	Gap
2010	8.06	6.95	7.05	.10
2014	7.8	6.67	6.77	.10

Faculty

	Desired	Minimum	Perceived	Gap
2010	8.10	7.13	7.05	-0.18
2014	7.8	6.63	6.51	-0.12

Library Staff

	Desired	Minimum	Perceived	Gap
2010	8.31	7.45	7.28	-0.17
2014	8.16	6.70	6.65	-0.05

University Staff

	Desired	Minimum	Perceived	Gap
2010	8.00	6.96	6.85	-0.11
2014	7.74	6.63	7.08	.45