

LibQUAL Lite 2015 Summary Report

Background

The 22 core survey items measure user perceptions of service quality in three dimensions:

1. **Affect of Service** (9 questions) – relates to the human dimension of service quality; relates to user interactions with, and the general helpfulness and competency of, library staff
2. **Information Control** (8 questions) – relates to whether users are able to find the required information from the libraries in the format of their choosing
3. **Library as Place** (5 questions) – relates to the physical environment of the library as a place for individual study, group work and inspiration

For each item, users indicate their **minimum** service level, **desired** service level, and **perceived** service performance. Participants also have the option to select five additional local questions to add to their survey.

Participation

Since 2000, more than 1,000 libraries worldwide have participated in LibQUAL Lite.

FSU Libraries has administered LibQUAL four times: 2004, 2006, 2009, and 2012.

- 2015: 2646 participants comprised of 1549 undergraduates, 615 graduate students, 214 faculty, 19 library staff, 249 other university staff.
- 2012: 2266 participants comprised of 1116 undergraduates, 694 graduate students, 199 faculty, 27 library staff, 230 other university staff.
- 2009: 367 participants, comprised of 100 undergraduates, 164 graduate students, 103 faculty, 7 library staff, 36 other university staff.
- 2006: 1,318 participants, comprised of 551 undergraduates, 552 graduate students, 199 faculty, 7 library staff, 9 other university staff.
- 2004: 1,205 participants, comprised of 465 undergraduates, 482 graduate students, 239 faculty, 9 library staff, 10 other university staff.

Scoring

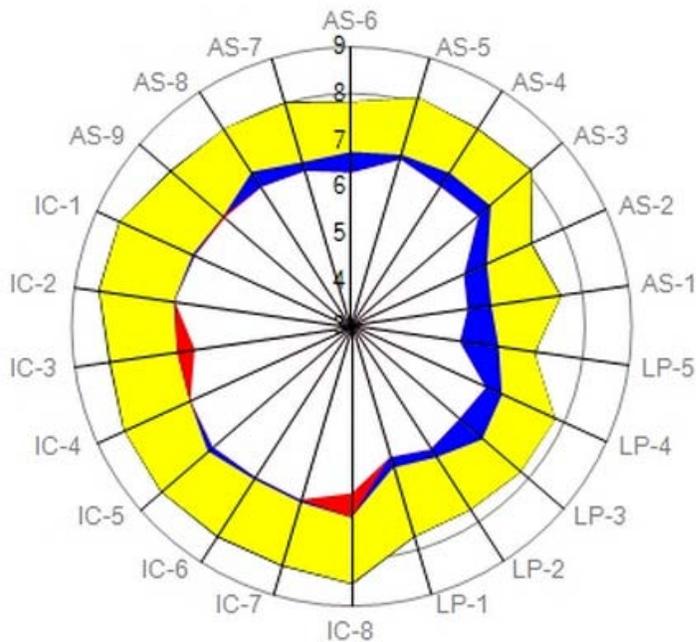
Red on the radar charts indicates areas where the quality of service provided by the library falls below the minimum level of service quality desired by the user group. Blue indicates areas where the service provided is above the minimum level of service quality provided by the library. Yellow indicates areas where the level of service quality provided by the library is below the desired level of service quality of the user group. Green indicates areas where the library

exceeds the desired level of service quality desired of the library.



Comparison between 2004 and 2005 of Overall Results

2004



In 2004 (N=1,205) the libraries provided service quality below the minimum level desired in four areas:

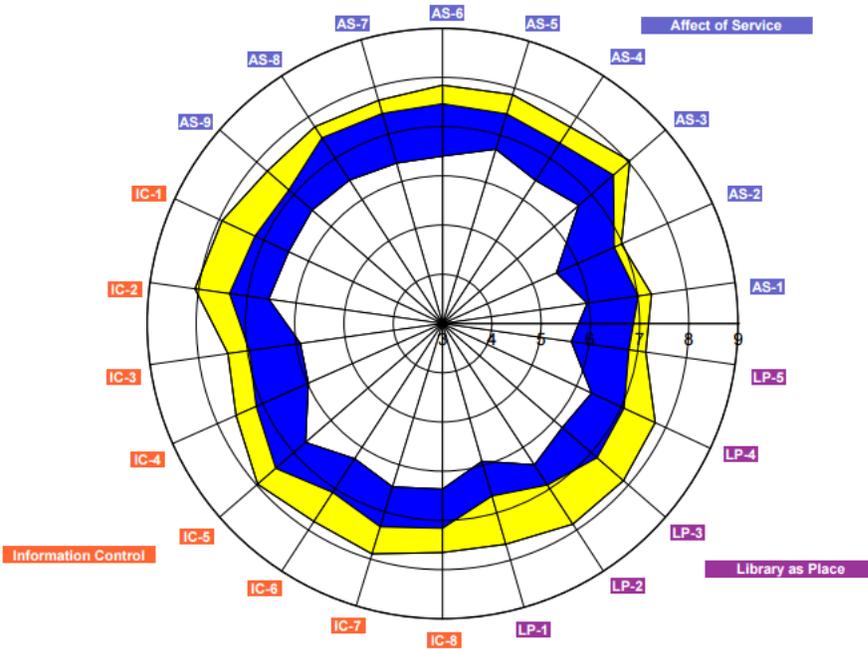
AS-9 Dependability in handling users' service problems

IC-3 The printed library materials I need for my work

IC-4 The electronic information resources I need

IC-8 Print and/or electronic journal collections I require for my work.

2015

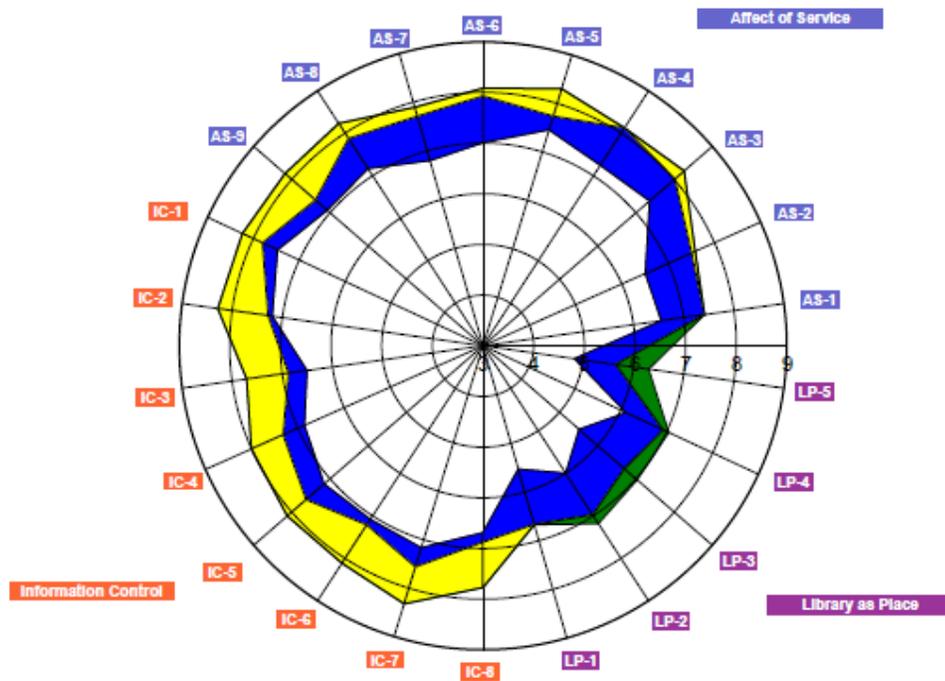


However, for the overall 2015 LibQUAL+ survey results there were no areas where the level of service quality fell below the minimum.

For the next section, 2015 faculty, graduate student and undergraduate students will be summarized:

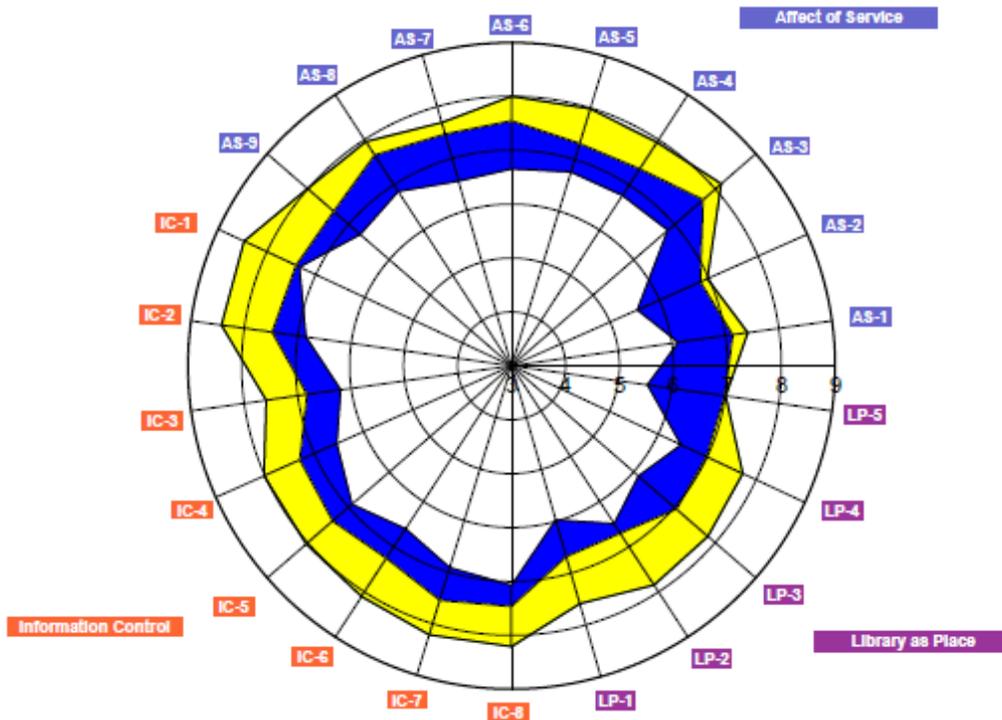
Faculty 2015

Two hundred and fourteen faculty members responded from a total faculty population of 2180, for about a 10% response rate. Humanities was overrepresented and business faculty were underrepresented in this survey, and additional information is needed on the “other” group. Respondents were predominantly between 31-65 years of age, with 45% between 46-6. Men and women participated equally in the survey. Faculty members use mainly Strozier and Dirac libraries.



Graduate 2015

Six hundred and fifteen graduate students responded, from a total population of 7,713 for a response rate of approximately 8%. Representation across the disciplines was good overall, although slightly flawed due to lack of data on certain majors. Respondents were primarily between 23-30 years of age and were full-time students. More women than men responded to the survey. Graduate students use primarily Strozier and Dirac libraries. The library did not meet or exceed the desired level of quality for any question, although the library did come close to the desired level of quality for “Community space for group learning and group study” (LP-5), which had a mean response value of 6.99 for the perceived level of quality, and a mean response value of 7.02 for the desired level of quality.



Graduates students' top 5 desires fall in the Dimensions of Information Control and one in Affect of Service.

- IC-1 Making electronic resources accessible from my home or office
- IC-2 A library web site enabling me to locate information on my own
- IC-7 Making information easily accessible for independent use
- IC-8 Print and/or electronic journal collections I require for my work
- AS-3 Employees who are consistently courteous

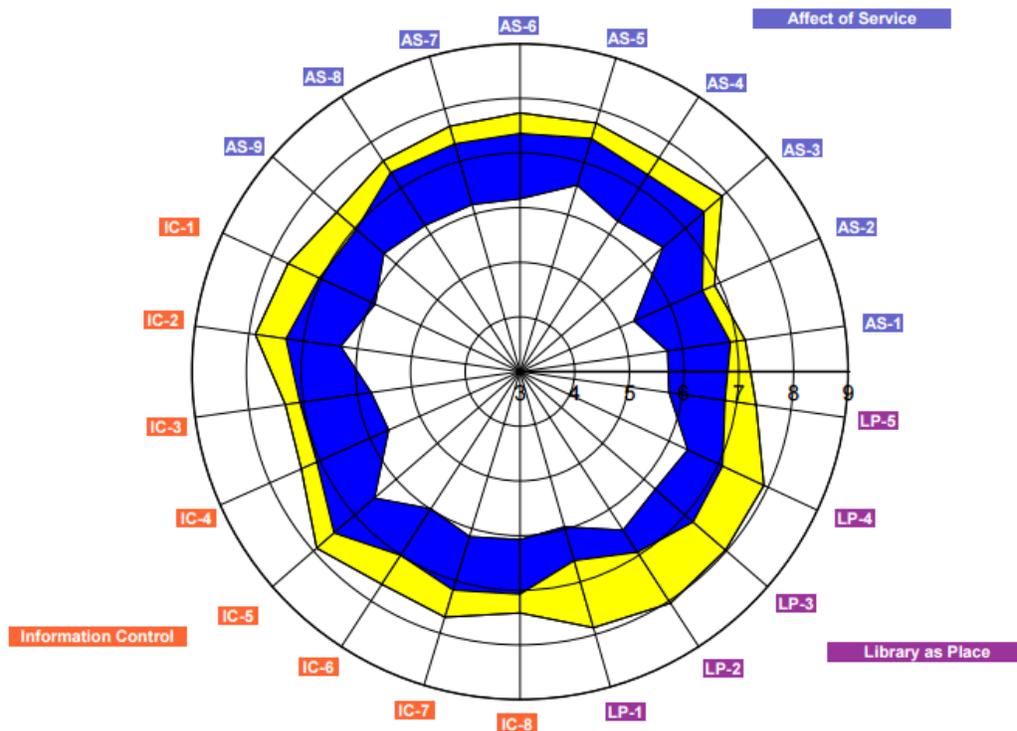
However, the items with the largest gaps between perceived and desired include two Library as Place items. The rest of the gaps are in the Information Control dimension:

- LP-2 Quiet Space for Individual Activities
- IC-1 Making electronic resources accessible from my home or office
- IC-2 A library web site enabling me to locate information on my own
- LP-1 A library space that inspires study and learning

IC-6 Easy-to-use access tools that allow me to find things on my own.

Undergraduate 2015

Overall, 1,549 undergraduates responded to the LibQUAL survey out of total population of 6,340 in the fall 2014 for a 24% response rate. Representation across disciplines was not as strong in STEM fields and in Communications /Journalism relative to those two discipline population sizes at FSU. Respondents were primarily between the ages of 18 – 22 (86.5%) and primarily users of Strozier and Dirac Science Libraries. Most respondents were female (69%).



Three out of five of Undergraduates top five desires tend to fall in the dimension of Library as Place, most specifically for:

- LP-2 Quiet Space for Individual Activities.
- LP-3 A Comfortable and Inviting Location
- LP-4 A Getaway for Study, Research, and Learning.

They also desire IC-5 Modern equipment that lets me easily access needed information and for AS-3 Employees who are consistently courteous.

The largest gaps between perceived and desired fall in similar Library as Place items and in the dimension of Information Control: Library space that inspires study and learning (LP-1), quiet space for individual activities (LP-2), a getaway for study, learning, or research (LP-4), and a comfortable and inviting location (LP-3). Other larger gaps between perceived and desired include making electronic resources accessible from home of office (IC-1) , and easy-to-use access tools that allow them to find things on their own (IC- 6).

The following section lists a comparison between undergraduates, graduate students and faculty of their top desires followed by a comparison between each group and the gaps between what are top perceived and desired items.

COMPARISON OF TOP DESIRES

Undergraduates

- ❖ Quiet space for individual activities
- ❖ A comfortable and inviting location
- ❖ Modern equipment that lets me easily access needed information
- ❖ A getaway for study, learning, or research
- ❖ **Employees who are consistently courteous**

Graduates

- ❖ **Making electronic resources accessible from my home or office**
- ❖ **A library web site enabling me to locate information on my own**
- ❖ **Making information easily accessible for independent use**
- ❖ Print and/or electronic journal collections I require for my work
- ❖ **Employees who are consistently courteous**

Faculty

- ❖ **Making information easily accessible for independent use**
- ❖ Employees who have the knowledge to answer user questions
- ❖ **A library web site enabling me to locate information on my own**
- ❖ **Employees who are consistently courteous**
- ❖ **Making electronic resources accessible from my home or office**

Items in bold indicate where all three groups share a top desire. Purple items indicate where graduate and faculty members share desires. Of the three groups, faculty and graduate students share three of their top five desires. All three groups desire employees who are

consistently courteous.

COMPARISON OF GAP BETWEEN TOP PERCEIVED & DESIRED

Undergraduates

- ❖ Library space that inspires study and learning
- ❖ Quiet space for individual activities
- ❖ A getaway for study, learning, or research
- ❖ A comfortable and inviting location
- ❖ Making electronic resources accessible from my home or office
- ❖ Easy-to-use access tools that allow me to find things on my own

Graduates

- ❖ Quiet space for individual activities
- ❖ Making electronic resources accessible from my home or office
- ❖ A library Web site enabling me to locate information on my own
- ❖ Library space that inspires study and learning
- ❖ Easy-to-use access tools that allow me to find things on my own

Faculty

- ❖ A library web site enabling me to locate information on my own
- ❖ Easy-to-use access tools that allow me to find things on my own
- ❖ Print and/or electronic journal collections I require for my work
- ❖ Printed library materials I need for my work
- ❖ Dependability in handling users' service problems

The only shared top gap between perceived and desired for all three groups (green highlighted items) is for the Information Control item: Easy-to-use access tools that allow me to find things on my own. Shared gaps for undergraduates and graduate students are in purple –they share an interest in quiet spaces and spaces that inspire study and learning; they share one item gap between perceived and desired in the area of making electronic resources accessible from my home or office. There is one shared gap only between faculty and graduate students (bolded in black) that is has to do with the Information Control and a library website that enables them to locate information on their own.

Growth Areas:

LibQUAL Comments tended to support undergraduate and graduate students survey results that pointed to a desire for quiet space. With newly renovated spaces in both Strozier and Dirac that provide comfortable seating and quiet spaces in the last couple of years, the next LibQUAL iteration in 2018 should show improvement in this area.

Graduate students and faculty shared concerns about Information Control, specifically about the library website. Intense initiatives in the last five years to improve the website with a recent aesthetic improvement to the website may be observed in the 2018 LibQUAL iteration. In addition the FSU Libraries' growing e-Book collection should improve scores in Information Control for both of these groups.