

April 20, 2005

TO: Faculty Senate (Bruce Riley, Chair)

FROM: Faculty Senate Library Committee (Denis Provencher, Chair)

RE: LibQual+ Survey Results and Committee Recommendations

One of our charges this year is to investigate the results of the LibQual+ survey and "discuss deficits (e.g. electronic materials, physical space) and how to address them." (Faculty Senate Library Committee Charge Letter, Sept 13, 2004). The Faculty Senate Library Committee spent several meetings during 2004-05 discussing both qualitative and quantitative results of the LibQual+ survey.

We have summarized the quantitative and qualitative results/deficits into the three categories listed in detailed format in the attached addendum (pages 2-5). This information is gleaned from the LibQual+ Executive Summary, as well as the qualitative and quantitative summaries and previous focus group data. In 2003, Gwen Achenreiner (previous chair of this committee) conducted a focus group with a variety of UWL students to examine their impressions of the various aspects of Murphy Library (resources, service and space). The 2004-05 Faculty Senate Library Committee has reviewed and incorporated those comments into our summary.

The Library Committee offers the following suggestions to begin addressing the concerns raised by the LibQual+ survey. Something to keep in mind while reading the detailed summary (pages 2-5) is the current budget climate. As an example of the impact of the current climate, Murphy Library has lost an essential full-time cataloger position. This committee strongly believes it is important for Faculty Senate to acknowledge and begin addressing these matters, particularly those that pertain to budget support and staffing.

Suggestions for improving the quality of Murphy Library:

- 1) Maintain/increase current level of print and electronic materials;
- 2) Maintain/increase core staffing year round;
- 3) Increase access to the library and its materials through longer hours during J-term and summer; this includes increase in student assistants funding to accommodate these longer hours.
- 4) Offer consistent and courteous service in all library departments;
- 5) Offer more class visits and tours to explain Murphy library resources. These should be encouraged in both lower- and upper-level courses in which students can acquire library skills for a specific content area;
- 6) Install a café kiosk or lounge area;
- 7) Increase number of group study rooms;
- 8) Install scanner(s) at the photocopy area;
- 9) Update and increase number of film viewing rooms with latest classroom technologies;
- 10) Provide better advertising for wireless services and computer laptop check out;
- 11) Explore the establishment of a library fee through differential tuition to maintain and upgrade library resources (for more on this see the UW-Superior model).

Sincerely,



Denis Provencher

ADDENDUM

DETAILED SUMMARY OF OUR FINDINGS:

The three “dimensions” of library service assessed by the LibQUAL+ survey are: “Information Control,” “Affect of Service,” and Library as Place. Each dimension is summarized separately below.

In the overall results, the “Perceived” quality of all three dimensions rated in between the “Minimum” and “Desired” expectations.

1) Deficits in Collections and Resources (i.e. “Information Control Dimension”):

According to the LibQual+ Executive Summary:

“The minimal expectations of Graduate Students were not met for ‘The electronic information resources I need’ and ‘Print and/or electronic journal collections I require for my work.’ Faculty minimal expectations for ‘Print and/or electronic journal collections I require for my work’ were not met, and were barely reached for ‘The printed library materials I need for my work.’ Staff expectations for ‘A library Web site enabling me to locate information on my own’ were not met.”

Qualitative comments from all constituencies included:

Undergraduate student responses: “I am in need of a lot of journals for research I do for my major, the library does not have access to more than half of the journals that are identified online. It would be useful for the library to subscribe to more journals even if it is just an online subscription. For information on the exact journals, a questionnaire to the CST department would be very helpful.”

Graduate student responses: “ The library needs to get additional journal resources either electronic or print that directly relate to the College Student Development and Administration program. Please work with the students in the program or the faculty in the program to do this.”

“There have been times when the library hasn’t had what I’ve been looking for when it comes to Health Education.”

“Need more online full-text access to peer reviewed journals such as those found in Pub Med.”

Faculty responses: “ So often the journal I need is unavailable—either you don’t subscribe to it (\$) or there is no full-text print-out available...I will say that I am often pleased to find sources in my field that I had thought would not have, but I think that is because they are all OLDER materials.”

Quantitative Results Included:

The dimension of Information Control---the one which pertains to collections and resources---rated lowest in the sense that the perceived quality level (7.24 on a scale of 1 to 9) was nearer to the minimum (6.62) than to the desired level (8.01).

Among the survey groups---Undergraduates, Graduate Students, Faculty, and Staff---the dimension of Information Control rated lowest with the graduate students and staff. In particular, the graduate students perceived that Murphy Library rated BELOW their minimum expectations in the categories of availability of print/electronic journals (6.70 vs. 7.11) and electronic information sources (6.85 vs. 6.94). The other cases of perception falling short of minimum expectations occurred among faculty regarding the availability of print/electronic journals (6.81 vs. 6.99) and among staff respondents regarding "a library Web site enabling me to locate information on my own" (7.37 vs. 7.70).

2) Deficits in Services (i.e. "Affect of Service Dimension"):

According to the LibQual+ Executive Summary: "...ideals for Interlibrary Loan were among the top four least met for Graduate Students. Faculty ideals and expectations for Interlibrary Loan are also high; however, Faculty ideals are more closely met. Undergraduate ideals were least met for 'Employees who instill confidence in users', while Staff ideals were not met for 'Employees who are consistently courteous.'"

Qualitative comments included:

Undergraduate student responses: "...hours are horrible. The library needs to be open later, and open in the morning earlier. Encourage students to study through the night."

"There should be a place that students can study 24hours/day. At least the extended study area should always be open."

"Some student employees could be more friendly and patient when responding to questions."

"The one thing I don't like is that I don't think any of the library sessions have really helped me. I still don't know how to correctly use the databases and stuff and I've had around 3 or more classes where librarians have come in and tried to teach stuff, so improvement in that would be really helpful."

"I have tried several times to place books that have been checked out by someone else, on hold for me when they are returned. I have never been contacted when a reserved book has been returned to the library. None of the student workers seem to know how to do this. Even when the process is done by one of the regular/permanent library employees, it hasn't worked."

Graduate student responses: "Please train all of your workers on how to check out ERIC micro documents. Every time I try this, I literally have to tell the library worker what needs to be done."

"There have been times where the staff at the library seem like they don't have a clue what I'm saying."

"For any program that requires a thesis, it would be helpful for a representative from the library (maybe ILL) to talk to students about the resources available at the library..."

"Put a coin machine on the premise so that students can make change for the copy machine."

"ILL services seem to work really well and when things go wrong they are responsive and helpful. It is more useful for me to access from off campus; so when documents are available on site it is actually more difficult for me to access them since they will not send them to me as opposed to documents off site which they will deliver directly to my house."

Faculty responses: "Please get better copying and money changing machines."

"I think your webpage is very hard to read: tiny print, pale print."

Quantitative Results Included:

In the overall results, the perception of quality is nearer to the desired than to the minimum expectations for the dimensions Affect of Service (minimum = 6.36, perceived = 7.15, desired = 7.72). The graduate students were generally more critical than the other groups, with perceptions barely exceeding minimum expectations on the issue of "employees who have the knowledge to answer user questions" (6.97 vs. 6.90). Staff respondents recorded perceptions which fell short of minimum expectations regarding "employees who are consistently courteous" (7.66 vs. 7.97). All such shortfalls of perceptions have now been mentioned.

3) Deficits in Space (i.e. "Library as Place Dimension"):

According to the LibQual+ Executive Summary:

"Users were most satisfied with Space, particularly, 'a comfortable, inviting location' with Faculty and Staff ideals for Space almost all exceeded. For Faculty, 'Community space for group learning and group study' was least important."

Qualitative comments included:

Undergraduate student responses: "Library could use more computers and more aesthetic space...parts of it are very uncomfortable looking...like the 2nd floor stacks section and basement."

“The library needs more group studies. They are always full at night.”

Graduate student responses: “I do think there needs to be more group study rooms and more comfortable places to study besides the carrels.”

Faculty responses: “To draw more faculty to the library and use it as a more community space for faculty, I would like to see a coffee lounge where people could gather to discuss research, work, etc.”

“Food would be nice to have on this side of campus—in the center ‘court’ which is wasted space anyway, and a use of space that allows people to sit and read would be great. The carrels are scary! No windows, and very institutional. Bit like a jail.”

“I wish there were more faculty carrels available. I have trouble getting anything done in the office!”

Quantitative Results Included:

Overall results regarding Library as Place were generally good. The perception of quality is nearer to the desired than to the minimum expectation for Library as Place (minimum = 6.31, perceived = 7.30, desired = 7.69). Undergraduate perceptions were high throughout the survey, but regarding “community space for group learning and group study”, perceptions were lower, relatively speaking (minimum = 6.15, perceived = 7.05, desired = 7.70).