



Summary Library Survey results 2006

1. Some background information and data

LibQual+ (TM) is a user **perception** survey. It thus tells us what the respondents think of or the library service.

Number of surveys completed 896 Number of valid surveys :770

Summary:		(data screening checks for the following:
Completed Surveys:	896	<ul style="list-style-type: none"> complete data, excessive NA responses, excessive inconsistent answers)
Median Survey Time: (min/sec)	15:41	Median time = typical response time
Average Survey Time: (min/sec)	31:23	Average = total time divided by total number of respondents

Surveys Completed by User Group:

User Group	Completed	Percentage
Undergraduate:	729	
Postgraduate:	30	
Academic Staff:	111	
Library Staff:	3	
Staff:	23	
Total:	896	

Respondent profile by age

Under 18	1.3%
18-22	61.17%
23-30	20.65%
31-45	10.39%
46-65	6.49%

Population and respondent profiles by gender

Gender	Population %	Respondent %
Male	50.05	48.7
Female	49.95	51.3

4. Questions

22 questions in three areas as follows:

Information Control (IC)	Affect of Service (AS)	Library as Place (LP)
Scope of content Convenience Ease of navigation Timeliness Equipment Self-reliance	Empathy Responsiveness Assurance Reliability	Utilitarian space Symbol Refuge
1 Making electronic resources accessible from home/office 2 Library website enabling me to locate info on my own 3 Printed libr materials I need for my work 4 Electronic info resources I need 5 Modern equipment that lets me easily access needed info 6 Easy-to-use access tools that allow me to find things on my own 7 Making info easily accessible for independent use 8 Print and/or e journal collections I require for my work	1 Library staff instill confidence in users 2 Giving users individual attention 3 Library staff are consistently courteous 4 Readiness to respond to users' enquiries 5 Library staff who have the knowledge to answer user questions 6 Library staff who deal with users in a caring fashion 7 Library staff who understand the needs of their users 8 Willingness to help users 9 Dependability in handling user service problems	1 Library space that inspires study and learning 2 Quiet space for individual work 3 A comfortable and inviting location 4 A haven for study, learning or research 5 Space for group learning and group study

PLUS the box – free text comments. Useful for qualitative analysis

PLUS five local questions

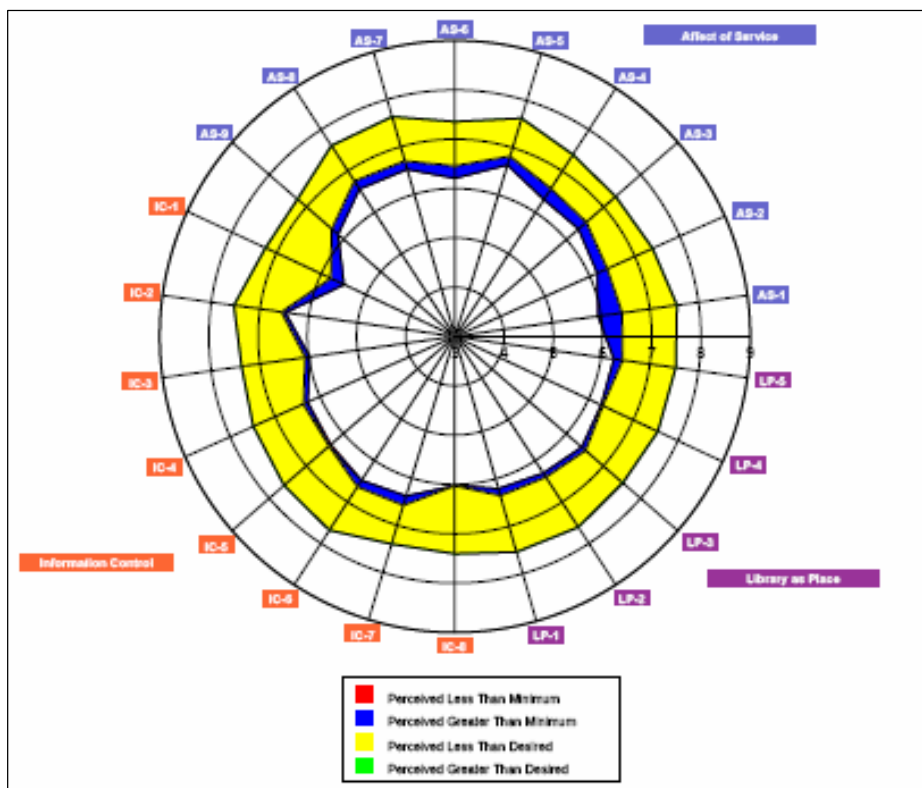
- Availability of subject specialist...
- Making me aware of libr services ...
- Teaching me how to locate...info
- Efficient ILL
- Adequate hours of service

5. Results

5.1 Overall DUT summary

AM = adequacy mean

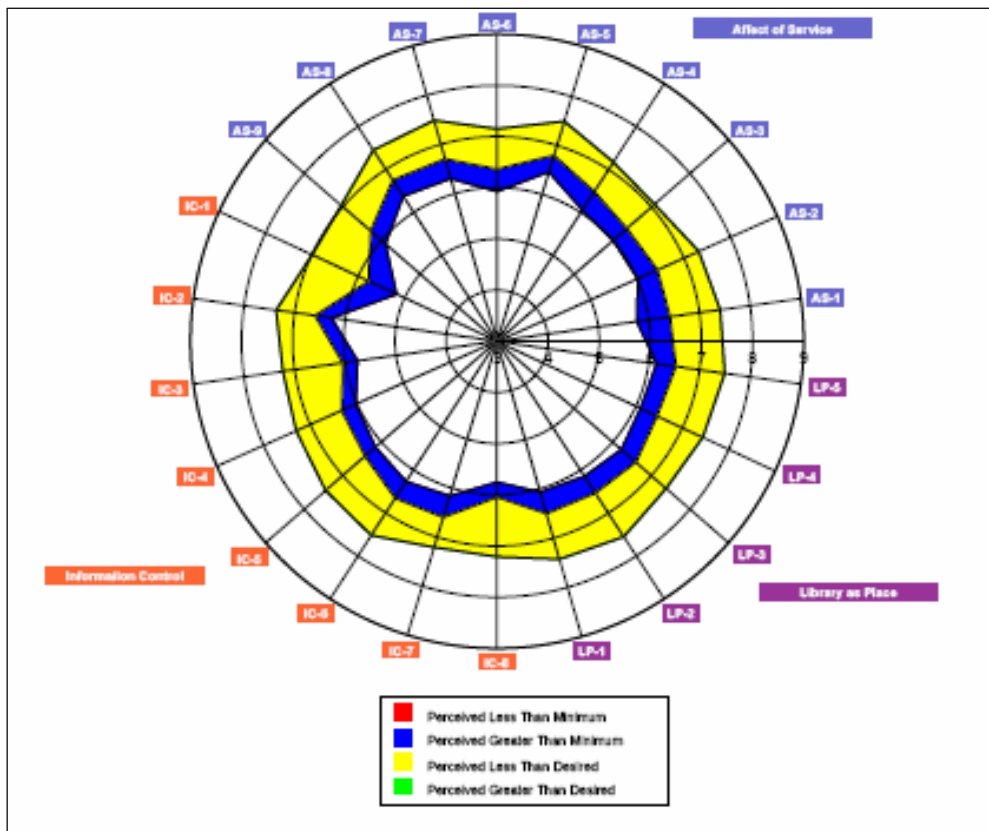
Information Control (IC)	AM	Affect of Service (AS)	AM	Library as Place (LP)	AM
1 Making electronic resources accessible from home/office	0.30	1 Library staff instill confidence in users	0.49	1 Library space that inspires study and learning	0.15
2 Library website enabling me to locate info on my own	0.08	2 Giving users individual attention	0.22	2 Quiet space for individual work	0.09
3 Printed libr materials I need for my work	0.09	3 Library staff are consistently courteous	0.21	3 A comfortable and inviting location	0.10
4 Electronic info resources I need	1.10	4 Readiness to respond to users' enquiries	0.26	4 A haven for study, learning or research	0.04
5 Modern equipment that lets me easily access needed info	-0.05	5 Library staff who have the knowledge to answer user questions	0.18	5 Space for group learning and group study	0.18
6 Easy-to-use access tools that allow me to find things on my own	0.15	6 Library staff who deal with users in a caring fashion	0.25		
7 Making info easily accessible for independent use	0.20	7 Library staff who understand the needs of their users	0.18		
8 Print and/or e journal collections I require for my work	0.00	8 Willingness to help users	0.19		
		9 Dependability in handling users service problems	0.17		
Total adequacy mean for DUT library		0.16			



Graph 1: Overall DUT summary

5.2 Undergraduate results

Information Control (IC)	AM	Affect of Service (AS)	AM	Library as Place (LP)	AM
1 Making electronic resources accessible from home/office	0.60	1 Library staff instill confidence in users	0.66	1 Library space that inspires study and learning	0.44
2 Library website enabling me to locate info on my own	0.33	2 Giving users individual attention	0.42	2 Quiet space for individual work	0.39
3 Printed libr materials I need for my work	0.30	3 Library staff are consistently courteous	0.35	3 A comfortable and inviting location	0.38
4 Electronic info resources I need	0.30	4 Readiness to respond to users' enquiries	0.43	4 A haven for study, learning or research	0.36
5 Modern equipment that lets me easily access needed info	0.27	5 Library staff who have the knowledge to answer user questions	0.34	5 Space for group learning and group study	0.38
6 Easy-to-use access tools that allow me to find things on my own	0.39	6 Library staff who deal with users in a caring fashion	0.43		
7 Making info easily accessible for independent use	0.44	7 Library staff who understand the needs of their users	0.40		
8 Print and/or e journal collections I require for my work	0.29	8 Willingness to help users	0.37		
		9 Dependability in handling users service problems	0.39		
Overall AM for IC	0.35	Overall AM for AS	0.41	Overall AM for LP	0.38
Total adequacy mean for undergraduates 0.38					



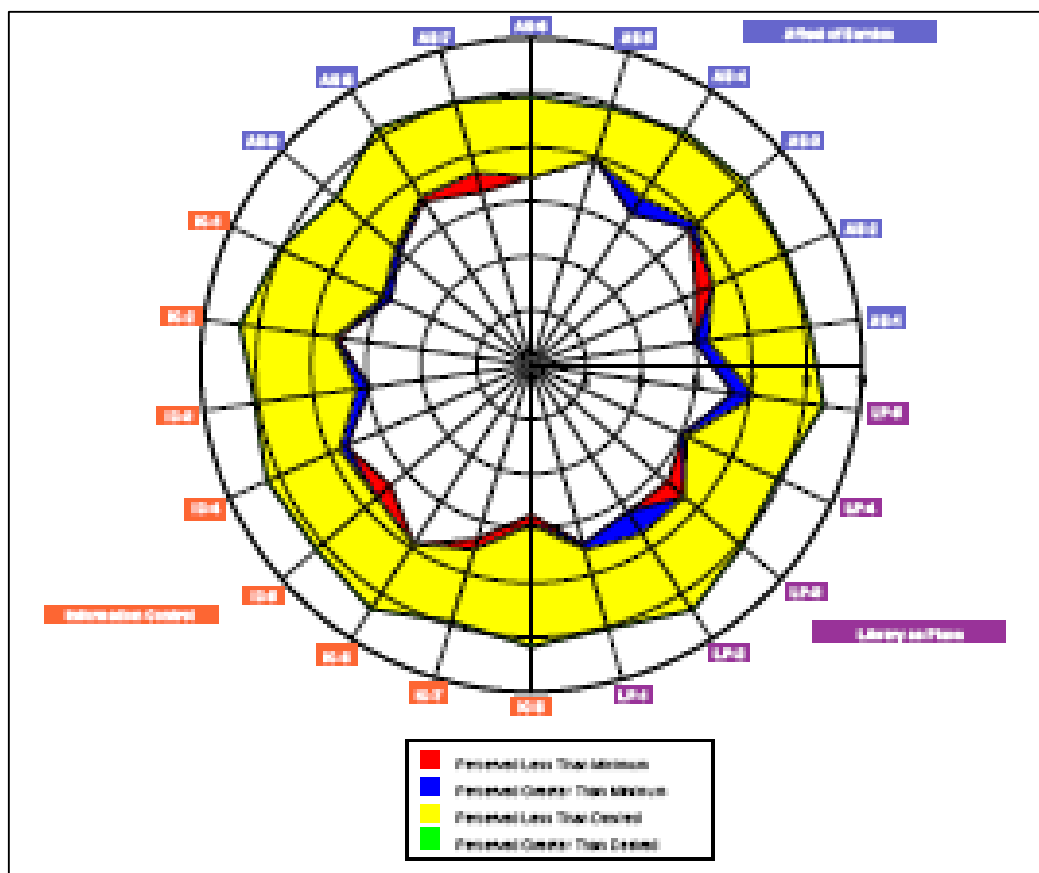
Local questions

ILL: 0.37
 Teaching me to locate info: 0.29
 Subject specialists: 0.31
 Adequate hours of service: 0.34
 Making me aware of services etc: 0.35

Graph 2: Undergraduate students

5.3 Postgraduate results

Information Control (IC)	AM	Affect of Service (AS)	AM	Library as Place (LP)	AM
1 Making electronic resources accessible from home/office	0.14	1 Library staff instill confidence in users	0.24	1 Library space that inspires study and learning	0.11
2 Library website enabling me to locate info on my own	-0.07	2 Giving users individual attention	-0.34	2 Quiet space for individual work	0.48
3 Printed libr materials I need for my work	0.24	3 Library staff are consistently courteous	0.14	3 A comfortable and inviting location	-0.41
4 Electronic info resources I need	0.14	4 Readiness to respond to users' enquiries	0.36	4 A haven for study, learning or research	0.07
5 Modern equipment that lets me easily access needed info	-0.34	5 Library staff who have the knowledge to answer user questions	0.00	5 Space for group learning and group study	0.39
6 Easy-to-use access tools that allow me to find things on my own	0.00	6 Library staff who deal with users in a caring fashion	0.00		
7 Making info easily accessible for independent use	-0.21	7 Library staff who understand the needs of their users	-0.38		
8 Print and/or e journal collections I require for my work	-0.17	8 Willingness to help users	-0.10		
		9 Dependability in handling users service problems	0.10		
Overall AM for IC	-0.03	Overall AM for AS	0.00	Overall AM for LP	0.14
Total adequacy mean for postgraduates 0.02					



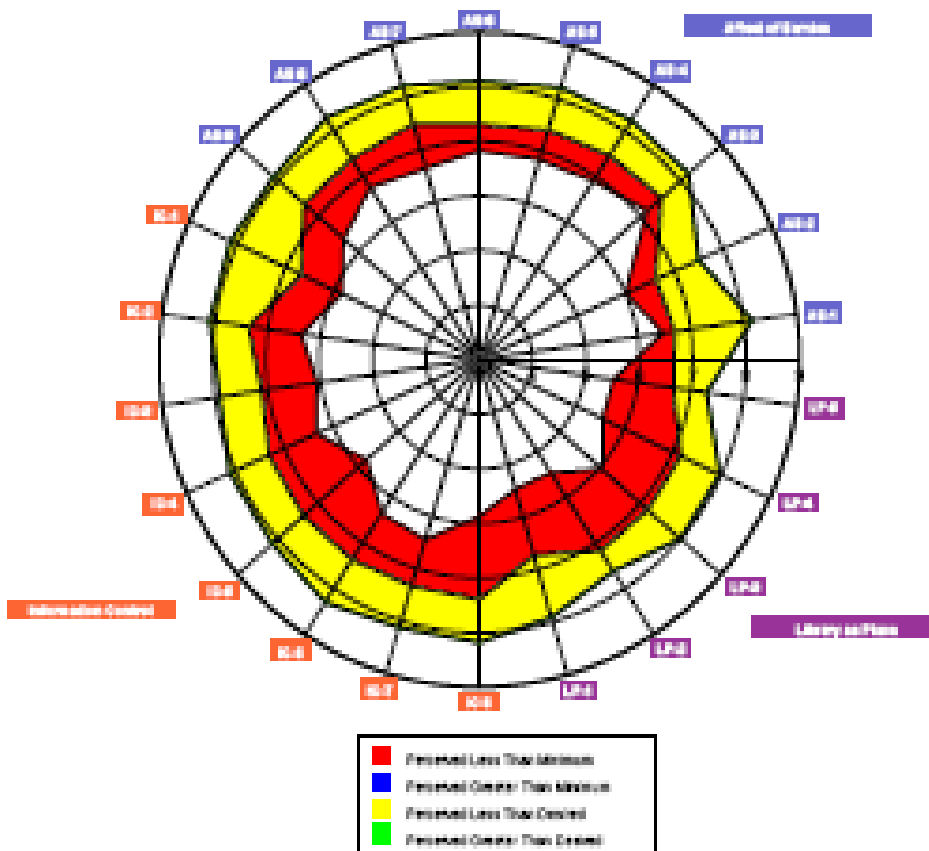
Local questions

ILL: -0.67
 Teaching me to locate info: -0.25
 Subject specialists: -0.21
 Adequate hours of service: 0.34
 Making me aware of services etc: 0.34

Graph 3: Postgraduate students

5.4 Academic staff results

Information Control (IC)	AM	Affect of Service (AS)	AM	Library as Place (LP)	AM
1 Making electronic resources accessible from home/office	-1.37	1 Library staff instill confidence in users	-0.18	1 Library space that inspires study and learning	-1.45
2 Library website enabling me to locate info on my own	-1.05	2 Giving users individual attention	-0.36	2 Quiet space for individual work	-1.44
3 Printed libr materials I need for my work	-0.55	3 Library staff are consistently courteous	-0.59	3 A comfortable and inviting location	-0.71
4 Electronic info resources I need	-0.41	4 Readiness to respond to users' enquiries	-0.23	4 A haven for study, learning or research	-1.24
5 Modern equipment that lets me easily access needed info	-0.86	5 Library staff who have the knowledge to answer user questions	-0.09	5 Space for group learning and group study	-0.89
6 Easy-to-use access tools that allow me to find things on my own	-0.41	6 Library staff who deal with users in a caring fashion	-0.45		
7 Making info easily accessible for independent use	-0.36	7 Library staff who understand the needs of their users	0.05		
8 Print and/or e journal collections I require for my work	-0.48	8 Willingness to help users	-0.36		
		9 Dependability in handling user service problems	-0.29		
Overall AM for IC	-1.08	Overall AM for AS	-0.56	Overall AM for LP	-1.32
Total adequacy mean for academic staff -0.58					



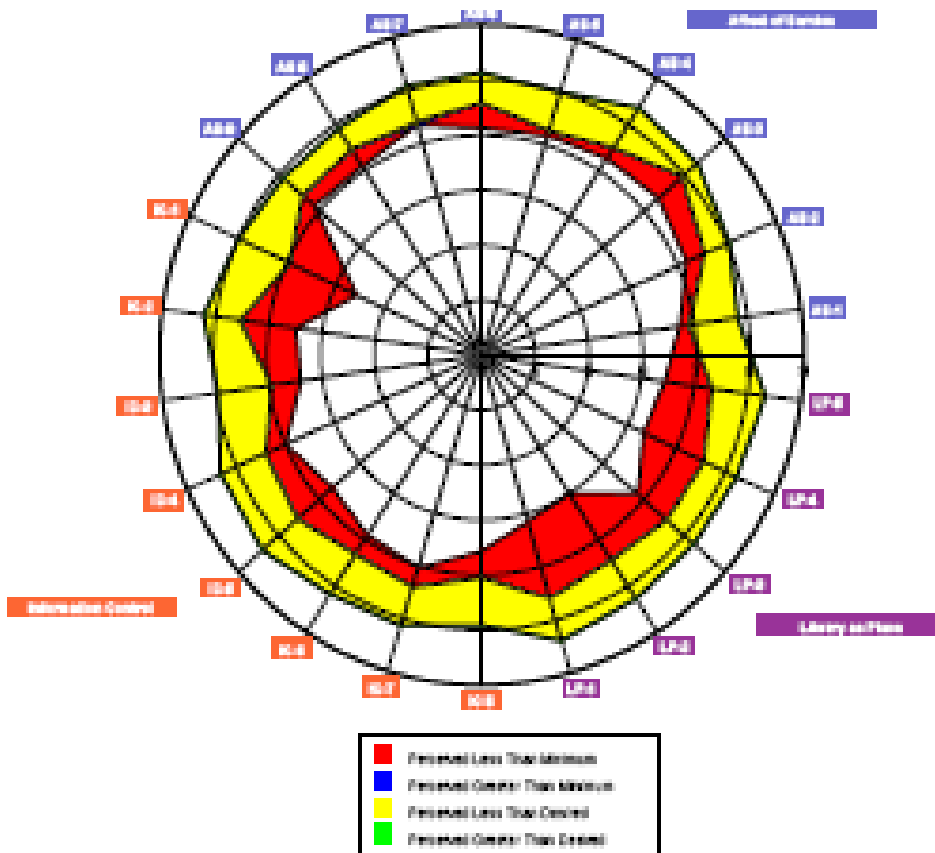
Local questions

ILL: -1.62
 Teaching me to locate info: -0.28
 Subject specialists: -0.73
 Adequate hours of service: -0.88
 Making me aware of services etc: -0.62

Graph 4: Academic staff

5.5 Academic support staff results

Information Control (IC)	AM	Affect of Service (AS)	AM	Library as Place (LP)	AM
1 Making electronic resources accessible from home/office	-0.85	1 Library staff instill confidence in users	-0.18	1 Library space that inspires study and learning	-1.26
2 Library website enabling me to locate info on my own	-0.99	2 Giving users individual attention	-0.36	2 Quiet space for individual work	-1.71
3 Printed libr materials I need for my work	-1.05	3 Library staff are consistently courteous	-0.59	3 A comfortable and inviting location	-1.13
4 Electronic info resources I need	-0.97	4 Readiness to respond to users' enquiries	-0.23	4 A haven for study, learning or research	-1.62
5 Modern equipment that lets me easily access needed info	-1.57	5 Library staff who have the knowledge to answer user questions	-0.09	5 Space for group learning and group study	-1.13
6 Easy-to-use access tools that allow me to find things on my own	-1.01	6 Library staff who deal with users in a caring fashion	-0.45		
7 Making info easily accessible for independent use	-0.89	7 Library staff who understand the needs of their users	0.05		
8 Print and/or e journal collections I require for my work	-1.53	8 Willingness to help users	-0.36		
		9 Dependability in handling users service problems	-0.29		
Overall AM for IC	-0.64	Overall AM for AS	-0.28	Overall AM for LP	-1.13
Total adequacy mean for academic support staff -0.58					



Local questions

- ILL: -0.90
- Teaching me to locate info: -0.30
- Subject specialists: -0.55
- Adequate hours of service: -0.90
- Making me aware of services etc: -0.36

Graph 5: Academic support staff

6. Information literacy outcome questions

Question The library ...	Undergrad mean	Postgrad mean	Academics mean	Ac support mean
Helps me stay abreast of developments in my field of interest	6.18	5.79	5.78	5.68
Aids my advancement in my academic discipline	6.36	6.24	5.96	6.23
Enables me to be more efficient in my academic pursuits	6.61	6.07	6.03	6.41
Helps me distinguish between trustworthy and untrustworthy information	6.09	5.62	5.10	5.82
Provides me with the information skills I need in my work or study	6.62	6.00	5.77	6.45

7. General satisfaction

Question	Undergrad mean	Postgrad mean	Academics mean	Ac support mean
In general I am satisfied with the way in which I am treated in the library	6.36	6.45	6.75	6.91
In general I am satisfied with library support for my learning, research, and/or teaching needs	6.12	6.07	6.24	6.95
How would you rate the overall quality of the service of the library?	6.41	6.10	6.46	7.00

8. Comments

In its DIT library report, LibQual indicates the following:

“LibQUAL+™ is **not** just a list of 22 standardised items. First, LibQUAL+™ offers libraries the ability to select five optional local service quality assessment items. Second, the survey includes a comments box soliciting open-ended user views. *Almost half of the people responding to the LibQUAL+™ survey provide valuable feedback through the comments box.* These open-ended comments are helpful for not only (a) understanding **why** users provide certain ratings, but also (b) understanding **what policy changes** users suggest, because many users feel the obligation to be constructive...” (page 11)

The DUT comments have been sorted into four broad categories and within each category, per library site. Respondents were able to indicate which library site they used the most frequently, and this site was used as the sorting element for the comments. The four categories are:

1. service
2. information resources
3. facilities – issues relating to computers, space, equipment
4. environment – issues relating to rules & regulations, noise, temperature

It is recommended that each library site apply itself to determining what improvements need to be made. Responses need to be coordinated (a) within sites and (b) within the library service for posting comments on the library website.

Summary prepared by N Muller
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For discussion at: General Library Meeting, Coordinators' Meeting, Library Management meeting, and at Site meetings. Final report to Library Committee