

LibQUAL Survey - Summary Results

The Pepperdine University Libraries conducted the LibQUAL User Satisfaction Survey from March 26th thru April 18th 2007. LibQUAL, which stands for Library Quality, is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries. The survey is distributed by email.

Results of the survey are summarized below in the following categories: overall responses, followed by responses from undergraduates, graduate students, and faculty. The language used under Top Priorities, Areas of Highest Satisfaction, and Areas of Dissatisfaction is taken directly from the language used in the survey. The survey included a comments field that allowed responders to give free-text feedback on library services and resources. The most frequent free-text comments are listed in the last category under *Summary of Comments in the free-text field*.

Overall responses from Pepperdine Students and Faculty

Top Priorities:

- Making electronic Resources accessible from my home or office
- A library web site enabling me to locate information on my own
- Modern equipment that lets me easily access needed information
- The electronic information resources I need
- Comprehensive collection of full-text articles online

Areas of highest satisfaction (perceived higher than minimum or largest adequacy means)

- Giving users individual attention
- Employees who instill confidence in users
- Employees who deal with users in a caring fashion
- Willingness to help users
- Library materials being available for browsing in open stacks

Areas of Dissatisfaction (perceived lower than minimum)

- No areas reported

Responses from Undergraduates

Top Priorities:

- Making electronic resources available from my home or office
- Modern equipment that lets me easily access needed information
- A library Web site enabling me to locate information on my own
- A comfortable and inviting location
- Library space that inspires study and learning

Areas of highest satisfaction (perceived higher than minimum or largest adequacy means)

- Employees who instill confidence in users
- Giving users individual attention
- Employees who deal with users in a caring fashion
- Willingness to help users
- Readiness to respond to users' questions

Areas of Dissatisfaction (perceived lower than minimum)

- No areas reported

Responses from Graduate Students

Top Priorities

- Making electronic resources accessible from my home or office
- The electronic information resources I need
- Modern equipment that lets me easily access needed information
- Comprehensive collections of full-text articles online
- A library Web site enabling me to locate information on my own

Areas of highest satisfaction (perceived higher than minimum or largest adequacy means)

- Giving users individual attention
- Library materials being available for browsing in open stacks
- Employees who instill confidence in users
- Employees who deal with users in a caring fashion
- Employees who are consistently courteous

Areas of Dissatisfaction (perceived lower than minimum)

- No areas reported

Responses from Faculty

Top Priorities

- Comprehensive collections of full-text articles online
- Print and/or electronic journal collections I require for my work
- A library Web Site enabling me to locate information on my own
- Making electronic resources accessible from home or office
- The electronic information resources I need

Areas of highest satisfaction (perceived higher than minimum or largest adequacy means)

- Employees who deal with users in a caring fashion
- Giving users individual attention
- Employees who are consistently courteous
- Employees who instill confidence in users
- Readiness to respond to users' questions

Areas of dissatisfaction (perceived lower than minimum)

- The printed materials I need for my work [not owned by library]
- Print and/or electronic journal collections I require for my work
- Library space that inspires study and learning
- A library Web site enabling me to locate information on my own
- Comprehensive collections of full-text articles online

Summary of comments in the free text field

- Librarians/staff are helpful and provide great service
- Library is doing a great job
- More study rooms needed
- Space needed for group meetings
- Library is too noisy
- More journals needed
- Book collection is dated and too small