

2006 LibQUAL+ *Bibliographers* Report

for

Foreign Language and Literature



University of Colorado at Boulder



Assessment Committee

<http://ucblibraries.colorado.edu/internal/assessment/index.htm>

Introduction

The University Libraries Assessment Committee is providing these LibQUAL+ data tables to you as a bibliographer responsible for the Foreign Language and Literature collections. We hope that this information will be valuable to you in understanding users' expectations and perceptions of the collection. To put the data in context, we are providing it relative to the entire Libraries collection and the average for the Association of Research Libraries (ARL). This information is for informational purposes only. We do not intend to analyze the data, and will provide only cautionary notes to your own analysis of it.

What this report analyzes

The data represented in this report are the mean desired, perceived and minimum ratings for information control questions, as well as their gaps. Information Control (IC) questions most closely correspond to a users' expectations and perceptions of a library's collection, and all the respondents including in the following data indicated their discipline was "Psychology." Therefore, as close as possible, this data represents users' expectations and perceptions of these questions based on those collections. If you would like more information on some other notes on analysis please read "Cautionary Notes to Analysis."

The data in the tables that follows are an aggregate of the following questions:

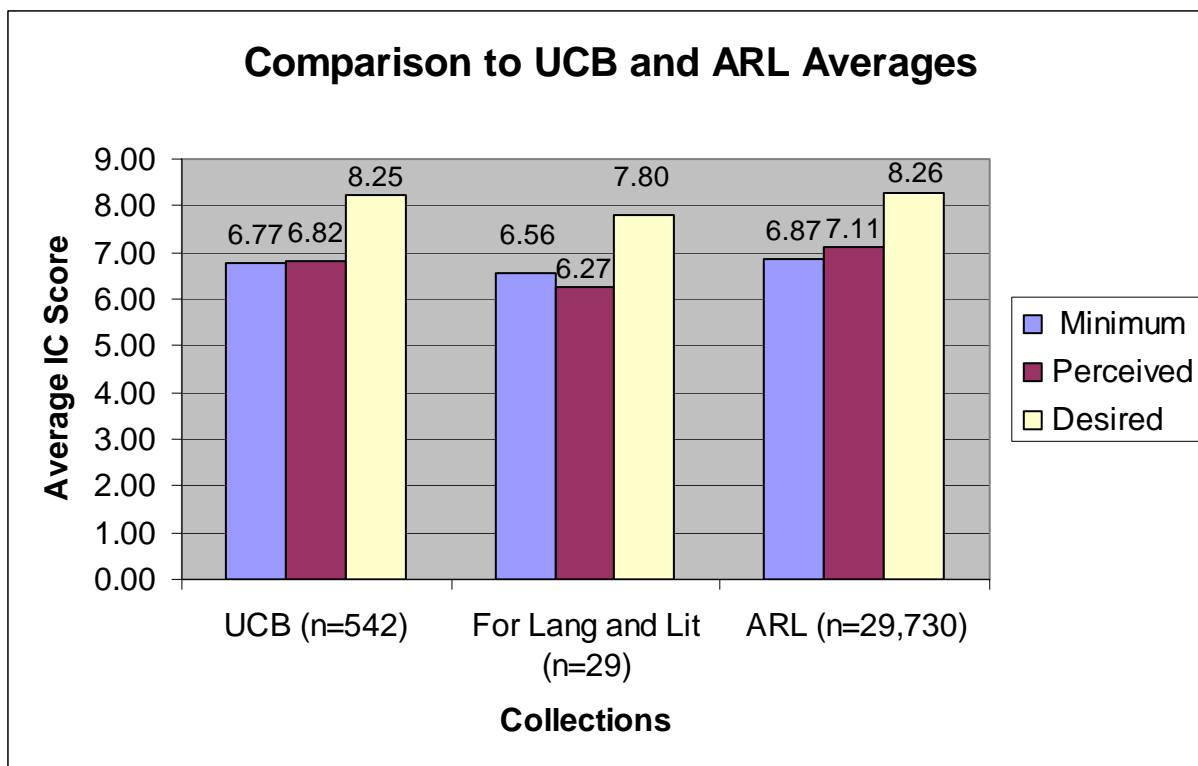
- IC-1 Making electronic resources accessible from my home or office
- IC-2 A library Web site enabling me to locate information on my own
- IC-3 The printed library materials I need for my work
- IC-4 The electronic information resources I need
- IC-5 Modern equipment that lets me easily access needed information
- IC-6 Easy-to-use access tools that allow me to find things 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

Obviously, not all of these services are directly under a bibliographer's control. Some of these services have more to do with reference or instruction, and it is not possible to determine what the respondent is rating in many of these statements (e.g. what website is being considered in response to IC-2?). But the Committee feels an overall picture of how users' perceive the Libraries' ability to collect, organize, and provide access to a specific collection is a valuable place for a bibliographer to begin analyzing LibQUAL+ data's.

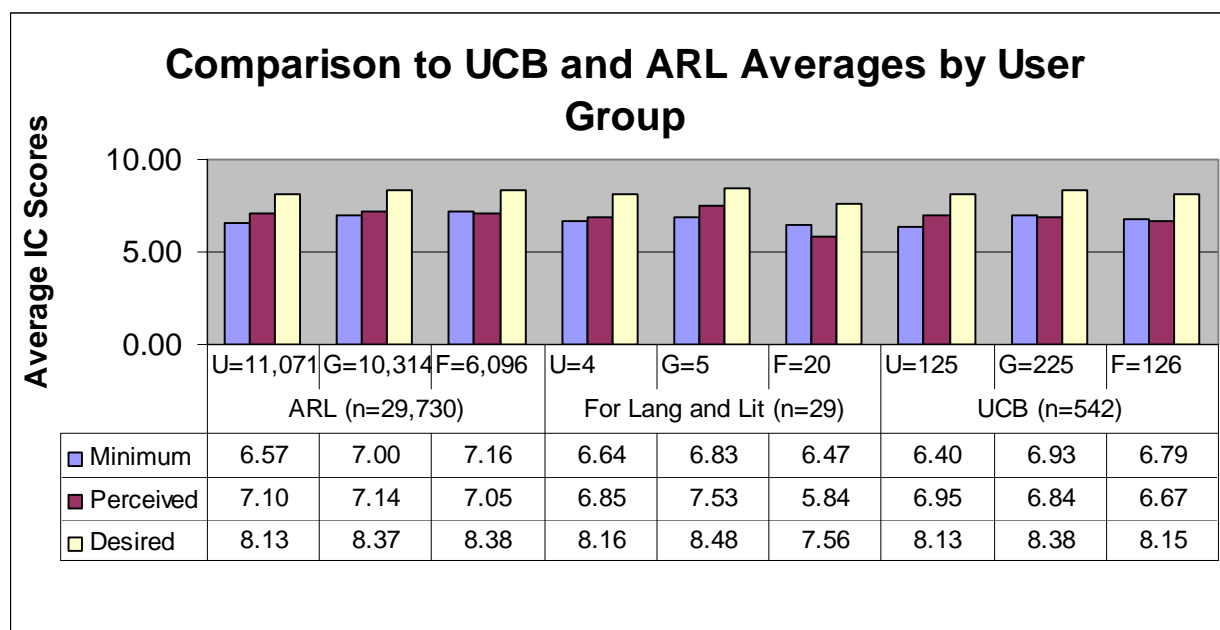
LibQUAL+ Results

LibQUAL+ data allows you to analyze users' perceptions of service relative to their expectations of it. In three broad areas of library service—information control, library as place, and affect of service—respondents are asked to rate the **minimum**, **perceived**, and **desired** levels of service on a scale of 1-9.

Minimum is defined on the survey as “the number that represents the minimum level of service you would find acceptable.” **Perceived** is defined as “the number that represents the level of service that you believe the library currently provides.” **Desired** is defined as “the number of the service that you personally want.”

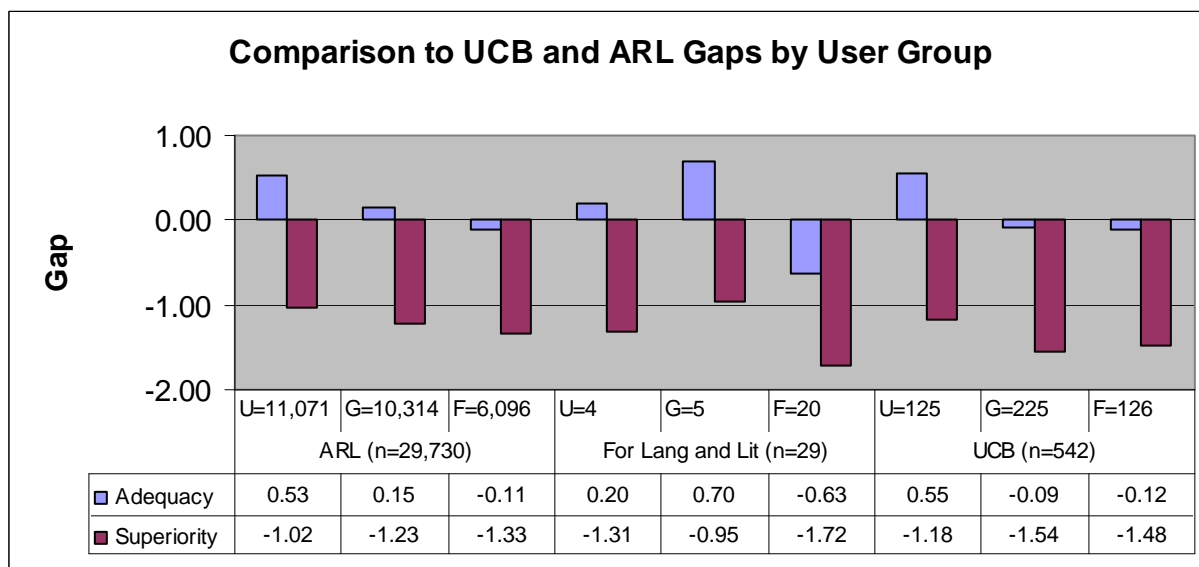
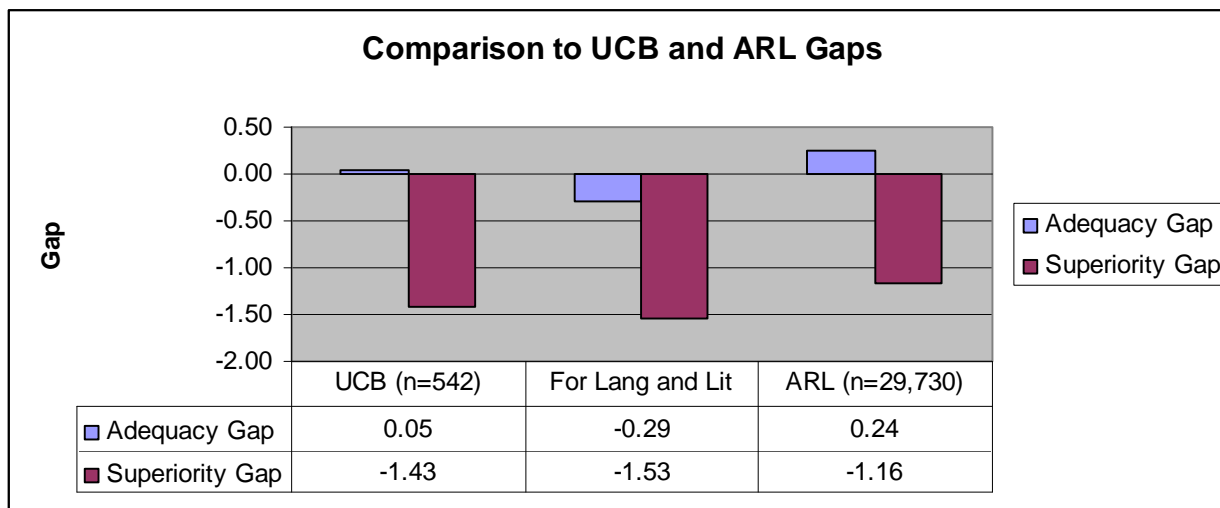


Note: The scale is 1 to 9.



Note: U is the number of Undergraduates, G is Graduate Students, and F is Faculty. The scale is 1 to 9.

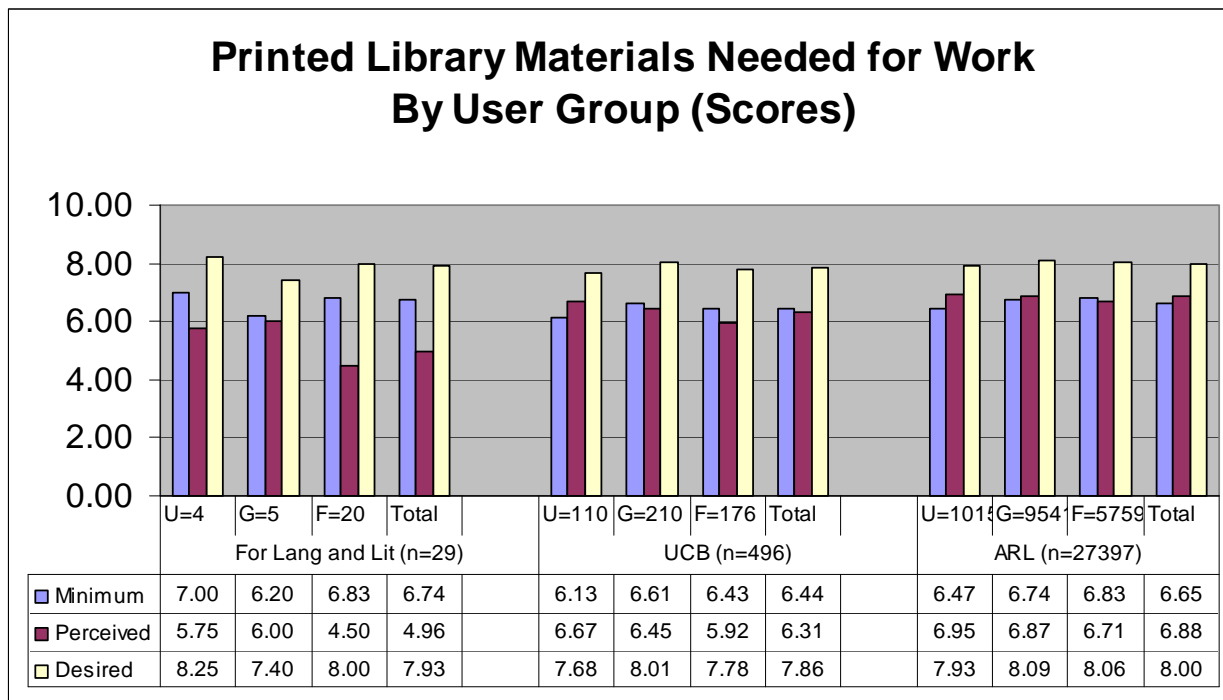
The “gaps” between the ratings allow you to see how far from adequate users perceive the service, and also how far from desirable. In other words, the difference between minimum and perceived, the “**adequacy gap**,” is how adequate or inadequate the service is rated; and the difference between perceived and desired, the “**superiority gap**,” is how far from optimal levels of service users expect. The larger (on the positive side) the gap number, the better. In other words, a score of .5 is better than a score of -1.5.



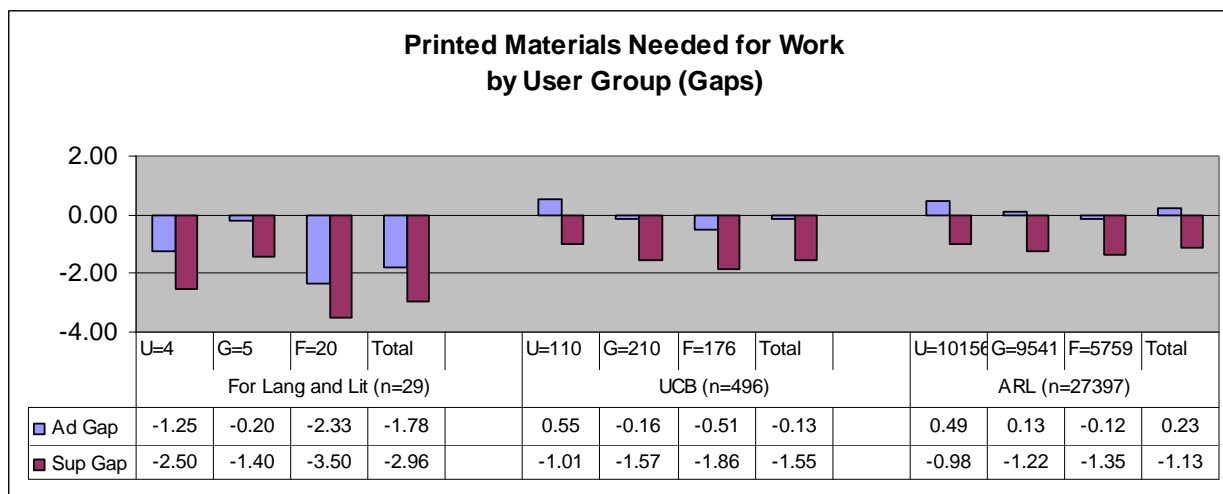
Note: U is the number of Undergraduates, G is Graduate Students, and F is Faculty.

Here is a non-library example to help you understand these numbers: Imagine you go to a restaurant and order a taco. You expect at the least to receive a taco (this is your **minimum** score). Now you would really like to have a good taco, one with all your favorite toppings (this is your **desired** score). The taco that comes to the table has sour cream, your opinion of the taco before you is the **perceived** score. Now I like my tacos without sour cream, so I will perceive that my taco is less **adequate**, whereas you may be fond of sour cream and so view such a taco as **superior**. This example highlights one of the important features to keep

in mind when examining this data: this is an examination of user’s expectations and those can differ greatly from person to person. See the “Cautionary Notes to Analysis” section for more issues to consider when examining LibQUAL+ data.



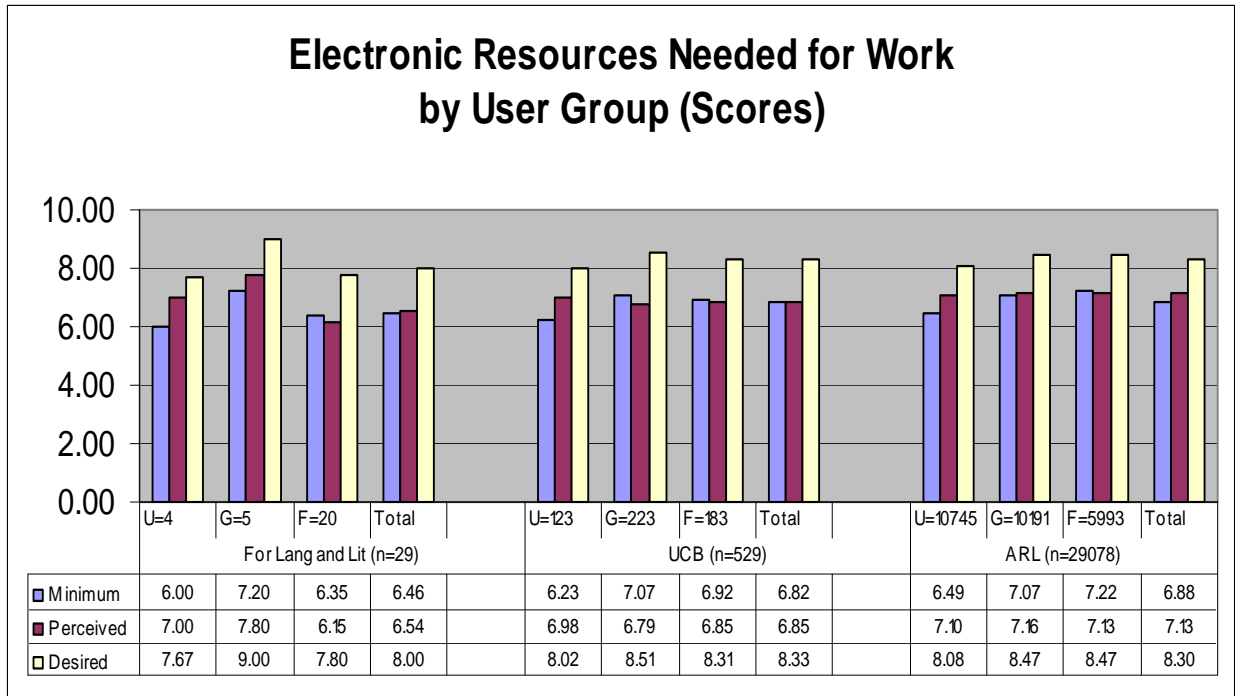
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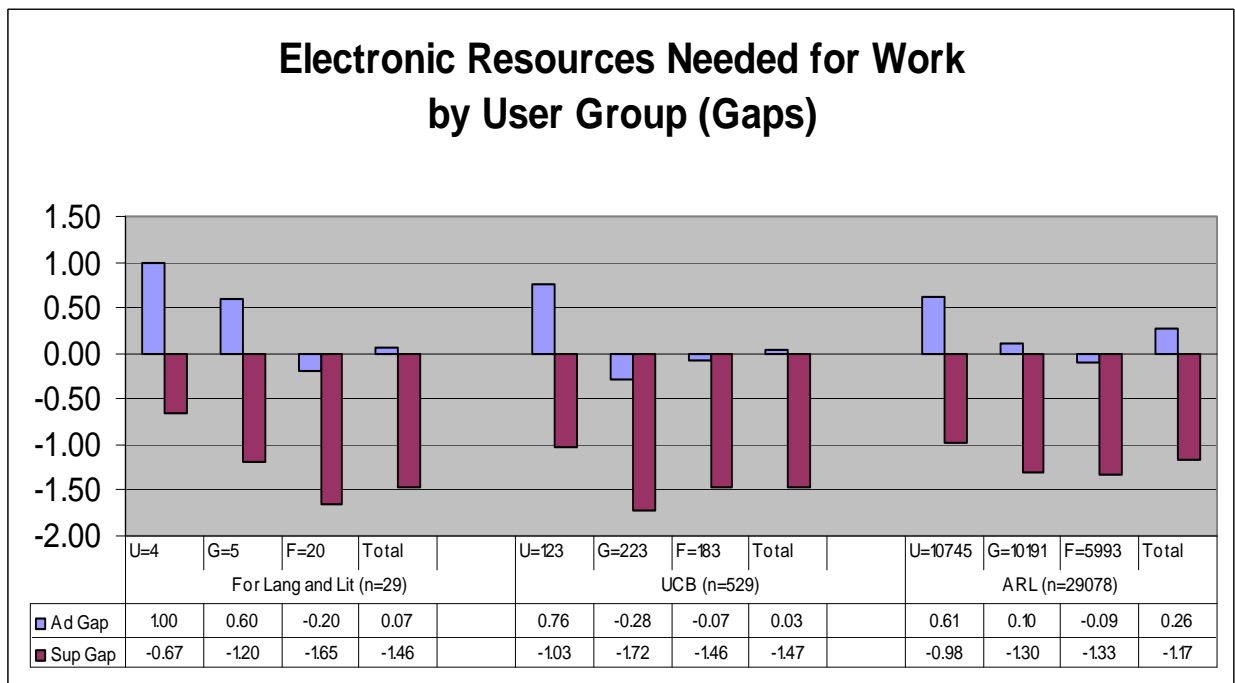
Note: U is the number of Undergraduates, G is Graduate Students, and F is Faculty.

These two charts look only at question IC-3 “The printed library materials I need for my work.” The variables retain the same definitions used above.

The following charts look simply at question IC-4 “The electronic information resources I need.” As mentioned before, if there are additional questions you would like for analysis, please do not hesitate to contact a member of the assessment committee.



Note: U is the number of Undergraduates, G is Graduate Students, and F is Faculty. The scale is 1 to 9.



Note: U is the number of Undergraduates, G is Graduate Students, and F is Faculty.

Cautionary Notes to Analysis

Please remember that this data is *not an evaluation of the Foreign Language and Literature collections and by no means is it an evaluation of your performance as a bibliographer.* It is at best a summary of respondents' expectations and perceptions of that collection. The Committee feels this is a very important note to LibQUAL+ analysis, especially in regards to IC. In most cases, a comparison of UCB collection to peer collections is very favorable to UCB. This data allows you to see your users' expectations of the collection, and how well the collection meets those expectations.

It is also important to note that there are three issues that could influence how respondents' perceive collections: awareness, discovery, and the resources themselves. Whether or not a user is aware of a resource, and whether or not they can discover the resource through access systems, impacts their perception of the resource. A bibliographer, then, must keep in mind promotion, access tools, in addition to collection-building itself when considering the analysis of LibQUAL+ data.

It is also important to note when looking at gap figures to remember that the scale is 1 to 9. Therefore if the mean number under desired is close to 9 (as several of the figures in this report are), this means the user desires a perfect collection, which may never be possible.

What can be done with this data?

LibQUAL+ data is best considered as an indicator of what further assessment might be done. If you feel any aspects of the report are problematic, you might consider conducting specific surveys, conversing with constituents, or reviewing some practices that pertain to those aspects. If you feel aspects are particularly positive, you might consider using the data as promotional material. Either way, communicating these results back to the users could create a valuable dialogue. The data may confirm your anecdotal beliefs, or it may lead you to new realizations of your users.

On the other hand, you might do nothing with it. LibQUAL+ data will increase in value over time, and future reports may bring more actionable data to light.

If you have any questions regarding LibQUAL+ whatsoever, please do not hesitate to contact the Assessment Committee.

Comments

LibQUAL+ 2006 also provided respondents an opportunity to provide comments. The following are comments from users who indicated their discipline to be foreign language and literature. These comments are put in here as they were input on the survey, typos and all.

Undergraduate Students

longer hours, specifically opening earlier, before the first class of the day so 7:00 or 7:30am.

Graduate Students

I am very pleased with the staff and with access to e-journals when I am at home. I never choose to study at the library because I find the study areas dirty, worn-out and uncomfortable.

The only thing that I would like to see more of is access to more online databases relevant to my field of study (Chinese literature). I know the one's I have been unable to access require a paid subscription which I guess CU does not provide. Thanks

First part of survey was a little too complicated and time consuming.

The library has lost books that I deposited in the book drop on more than one occasion and then fined me for the book, telling me that if I couldn't find it I would be charged around \$300. This is very poor customer service. In both instances, the library did finally find the books. When I said something to one of the people at the circulation desk they said "Yeah, that happens a lot". It shouldn't happen at all. Also, I wish more journals were available via JSTOR. On a more positive note, prospector, Illiad and Pascal are a bit faster now, which is nice.

Faculty

review liability for damaged books policy immediately -- right now the last person to check out a damaged book is liable, which is unfair; attach condition slips to all books, make library employees fill them out every time the book is checked out; train your circulation desk people to work *faster* -- a lot of times they don't know what they are doing; if employees are being trained, provide a knowledgeable person to supervise them, so customers don't have to suffer from employees' ineptitude and slowness; buy more books -- you are paying so much more for delivering them through Prospector and ILL;

ILL is outstanding.

Helpful staff is always courteous and generous. The library building is very uninviting for study and working there. The resources are good, but not great - I always use ILL.

Great library overall, but lacking resources in the books collections. When I quickly need a reference for my research, I am never sure I will find it.

Our area librarian, Sean Knowlton, is fantastic. The library collections are not. I would prefer that group work be conducted outside the library. What is needed is more space for individual research. We need what most libraries are built around: a reading room.

I care less about "caring" librarians than I do about a first-rate collection. Also, the hours in special collections are not befitting of a research library.

We need a new professional East Asian librarian ASAP

Interlibrary loan is doing an excellent job and I could not carry out my research without them. That said, budget cuts which reduce the library's holdings of monographs and journals are making me dependent on interlibrary loan for my work. Despite the excellent work of the ILL staff, this slows down my research considerably as I often wait 2-3 weeks for a book to arrive and many books necessary to my current projects cannot be obtained via interlibrary loan.

space for using library material in stacks unsatisfactory. desirable is a faculty reading room where one can use library material without checking it out and where one can use the laptop.

Book buying and journal budget should be highest priority. Don't waste money on useless services. Buy books and restart lost journals.

A book drop on the west entrance side would be good

This survey asks too many questions about emotional responses and too little about academic standards because the library tends to concentrate on feel good projects and is academically weak from the top on down.

We are very lucky in having one of the top cataloguers in the country. It shapes a large part of my perception of the library.

This survey seems too long and kind of redundant. I put off responding because it seemed unwieldy and time-consuming.

Resources

Assessment Committee

Website: <http://ucblibraries.colorado.edu/internal/assessment/index.htm>

Members: Brice Austin, John Culshaw (Ex-officio), Deborah Fink (Co-Chair, Ex-officio), Jennifer Gerke, Matthew Hamilton, Lindsay Steussy, Jack Maness (Co-Chair), Scott Seaman, Heather Wicht.

Selected Bibliography:

Cook, C. (Guest Ed.). (2002b). Library decision-makers speak to their uses of their LibQUAL+™ data: Some LibQUAL+™ case studies. *Performance Measurement and Metrics*, 3.

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Heath, F., Kyrillidou, M. & Askew, C.A. (Guest Eds.). (2004). Libraries report on their LibQUAL+™ findings: From Data to Action. *Journal of Library Administration* (40) 3/4 (2004).

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Jankowska, M. A., et. al., Improving Library Service Quality to Graduate Students: LibQUAL+ Survey Results in a Practical Setting. *Portal* v. 6 no. 1 (January 2006) p. 59-77.

Thompson, B., et. al., Using Localized Survey Items to Augment Standardized Benchmarking Measures: A LibQUAL+ Study. *Portal* v. 6 no. 2 (April 2006) p. 219-30.

Thompson, B., Cook, C., & Heath, F. (2000). The LibQUAL+™ gap measurement model: The bad, the ugly, and the good of gap measurement. *Performance Measurement and Metrics*, 1, 165-178.

Thompson, B., Cook, C., & Thompson, R.L. (2002). Reliability and structure of LibQUAL+™ scores: Measuring perceived library service quality. *portal: Libraries and the Academy*, 2, 3-12.

Thompson, B., Cook, C., & Kyrillidou, M. (2005). Concurrent validity of LibQUAL+™ scores: What do LibQUAL+™ scores measure? *Journal of Academic Librarianship*, 31, 517-522.

Overview of LibQUAL+ Survey

Demographic Questions:

- User Group (also subgroups by year or status)
Undergraduate, Graduate, Faculty
- Age (by range)
- Sex
- Discipline
- Locally customized discipline

Core Questions:

Affect of Service

- [AS-1] Employees who instill confidence in users
- [AS-2] Giving users individual attention
- [AS-3] Employees who are consistently courteous
- [AS-4] Readiness to respond to users' questions
- [AS-5] Employees who have the knowledge to answer user questions
- [AS-6] Employees who deal with users in a caring fashion
- [AS-7] Employees who understand the needs of their users
- [AS-8] Willingness to help users
- [AS-9] Dependability in handling users' service problems

Information Control

- [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-3] The printed library materials I need for my work
- [IC-4] The electronic information resources I need
- [IC-5] Modern equipment that lets me easily access needed information
- [IC-6] Easy-to-use access tools that allow me to find things 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

Library as Place

- [LP-1] Library space that inspires study and learning
- [LP-2] Quiet space for individual activities
- [LP-3] A comfortable and inviting location
- [LP-4] A getaway for study, learning or research
- [LP-5] Community space for group learning and group study

Local Questions:

- Teaching me how to access, evaluate, and use information
- Librarians teaching me how to effectively use the electronically available databases, journals, and books
- A library environment that is hospitable and conducive to finding and using information
- Enabling me to find information myself 24 hours a day
- Facilitating self-directed research

General Satisfaction Questions:

- In general, I am satisfied with the way in which I am treated at the library.
- In general, I am satisfied with library support for my learning, research, and/or teaching needs.
- How would you rate the overall quality of the service provided by the library?

Information Literacy Questions:

- The library helps me stay abreast of developments in my field(s) of interest.
- The library aids my advancement in my academic discipline.
- The library enables me to be more efficient in my academic pursuits.
- The library helps me distinguish between trustworthy and untrustworthy information.
- The library provides me with the information skills I need in my work or study.

Library Use Questions:

- How often do you use resources on library premises?
- How often do you access library resources through a library Web page?
- How often do you use Yahoo(TM), Google(TM), or non-library gateways for information?