



LibQUAL+[®]
2008 Survey

Selected Stats
for
School of Fine Arts
UMD

Purpose of the Survey

- To gain a better understanding of users' expectations, desires, and perceptions of library services;
- To use data to identify library services strengths and those areas that require improvements as well as use the information in strategic planning processes to make certain that library services are aligned with user expectations

SFA Survey Participation

- Faculty: 16
- Staff: 4
- Graduate: 6
- Undergrad: 62

- **Total: 88**

LibQUAL Survey Questions

- 22 Core Questions
 - 9 questions on “Affect of Services”
 - 8 questions on “Information Control”
 - 5 questions on “Library as Place”
- 5 Local Questions
 - All on “Affect of Services”

Summary of Survey Results

- The overall radar chart for SFA shows no “red area” (i.e., Perceived Less Than Minimum) nor “green area” (i.e., Perceived Greater Than Desired). The 3 key areas under survey, that is, “Affect of Service”, “Information Control”, and “Library as Place”, have all been colored as “blue” (i.e., Perceived Greater Than Minimum) and “yellow” (i.e., Perceived Less Than Desired). Thus, the survey results indicate that the UMD Library has met our users’ expectations in general.
- In addition, we have received 38 comments from SFA faculty and students through the survey, of which 25 are very positive about the Library, including praises for individual librarian and other staff and services, and comfortable and quiet study environment.
- On the other hand, we do see some gap between what our users perceive and what they desire regarding our library services. For example, students are asking for more group study rooms and longer hours in weekend, and faculty hope to have more information resources to facilitate their research.
- The Library will further analyze the data collected through the survey and make concerted efforts to enhance targeted areas with a view to providing even better services to our users.

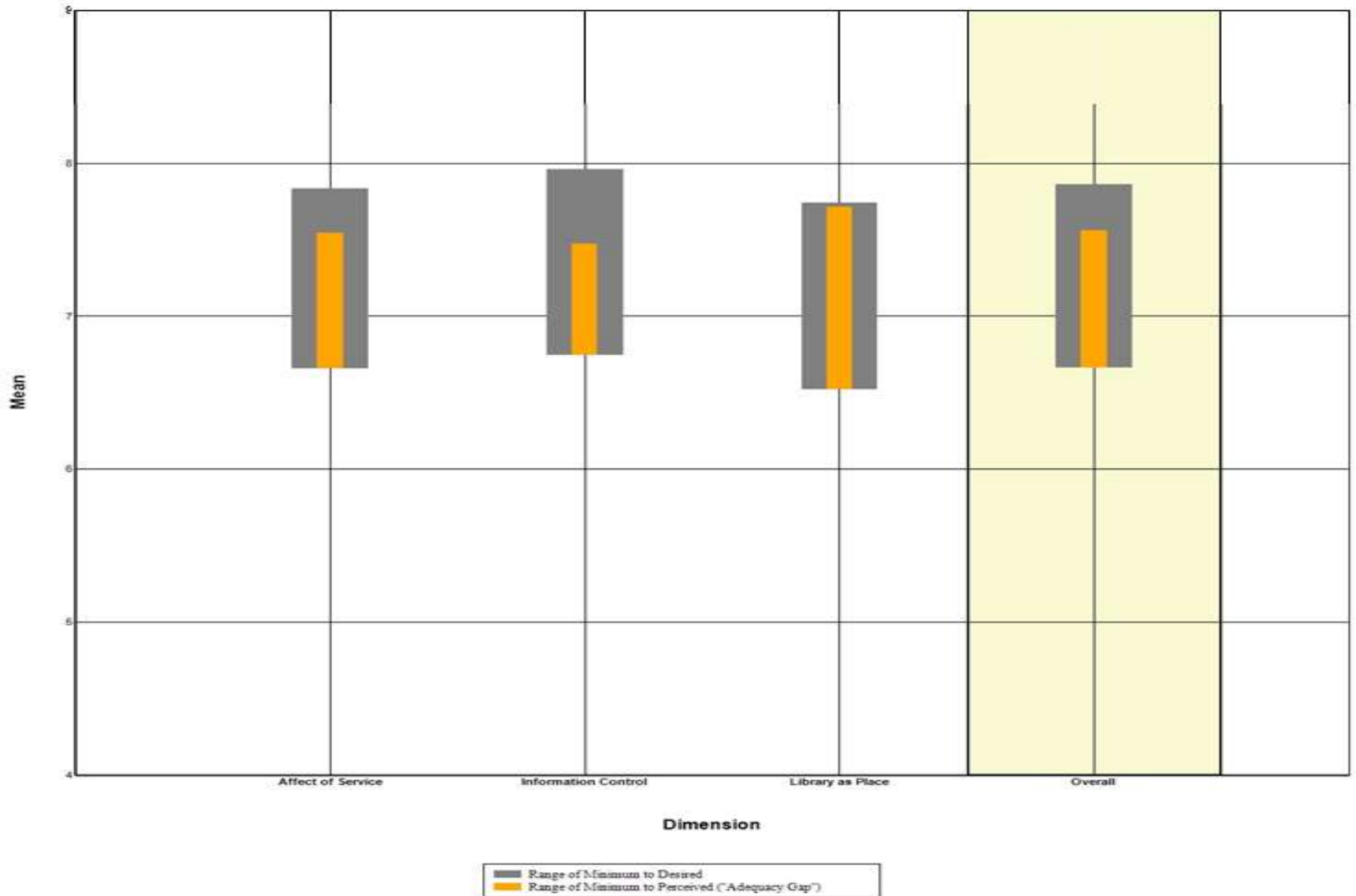
Summary Statistics

Cases: 88

- Minimum Mean: 6.662
- Minimum SD: 1.273
- Minimum Minimum: 2.524
- Minimum Median: 6.955
- Minimum Maximum: 9.000
- Desired Mean: 7.863
- Desired SD: 0.790
- Desired Minimum: 5.273
- Desired Median: 7.975
- Desired Maximum: 9.000
- Perceived Mean: 7.561
- Perceived SD: 0.878
- Perceived Minimum: 3.905
- Perceived Median: 7.705
- Perceived Maximum: 9.000
- Adequacy Gap Mean: 0.899
- Adequacy Gap SD: 1.157
- Adequacy Gap Minimum: -1.571
- Adequacy Gap Median: 0.773
- Adequacy Gap Maximum: 4.409
- Superiority Gap Mean: -0.302
- Superiority Gap SD: 0.812
- Superiority Gap Minimum: -2.318
- Superiority Gap Median: -0.171
- Superiority Gap Maximum: 1.955

Summary Bar Chart

Summary Thermometer Chart



22 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

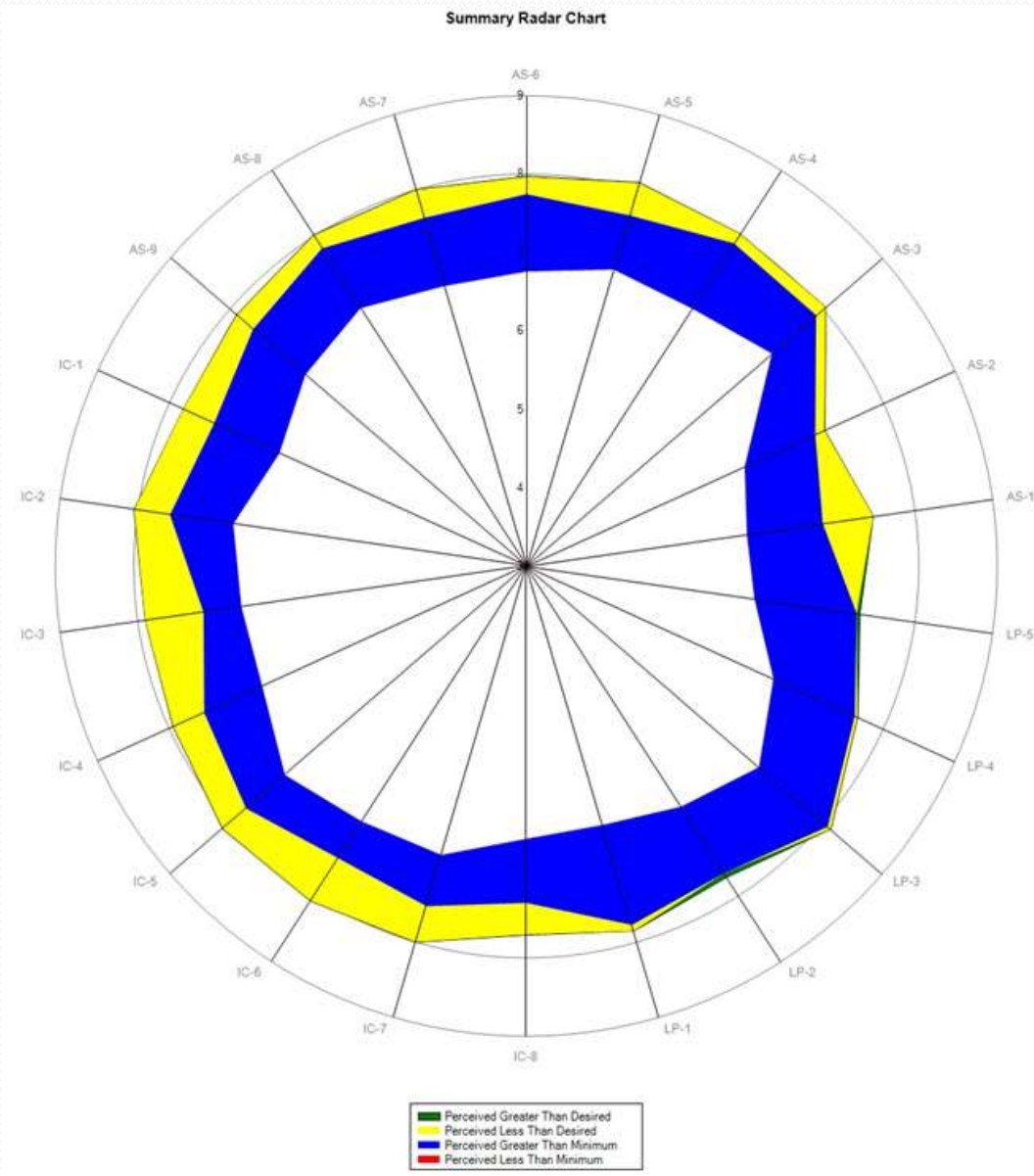
Information Control

- [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

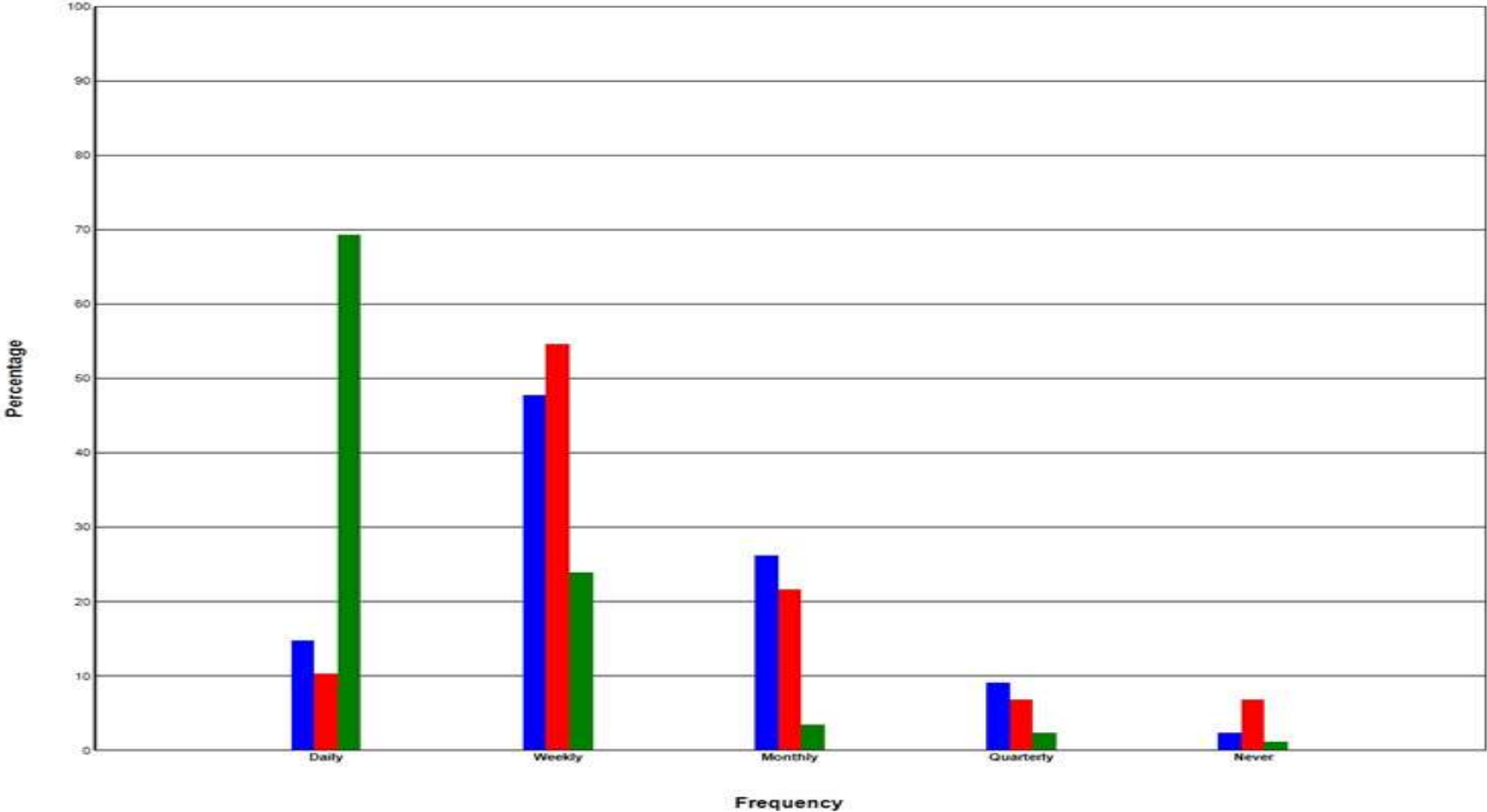
- [LP-1] Library space that inspires study and learning
- [LP-2] Quiet space for individual activities
- [LP-3] A comfortable and inviting location
- [LP-4] A getaway for study, learning or research
- [LP-5] Community space for group learning and group study

Summary Radar Chart



Library Use Chart

Library Use Chart



- 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?

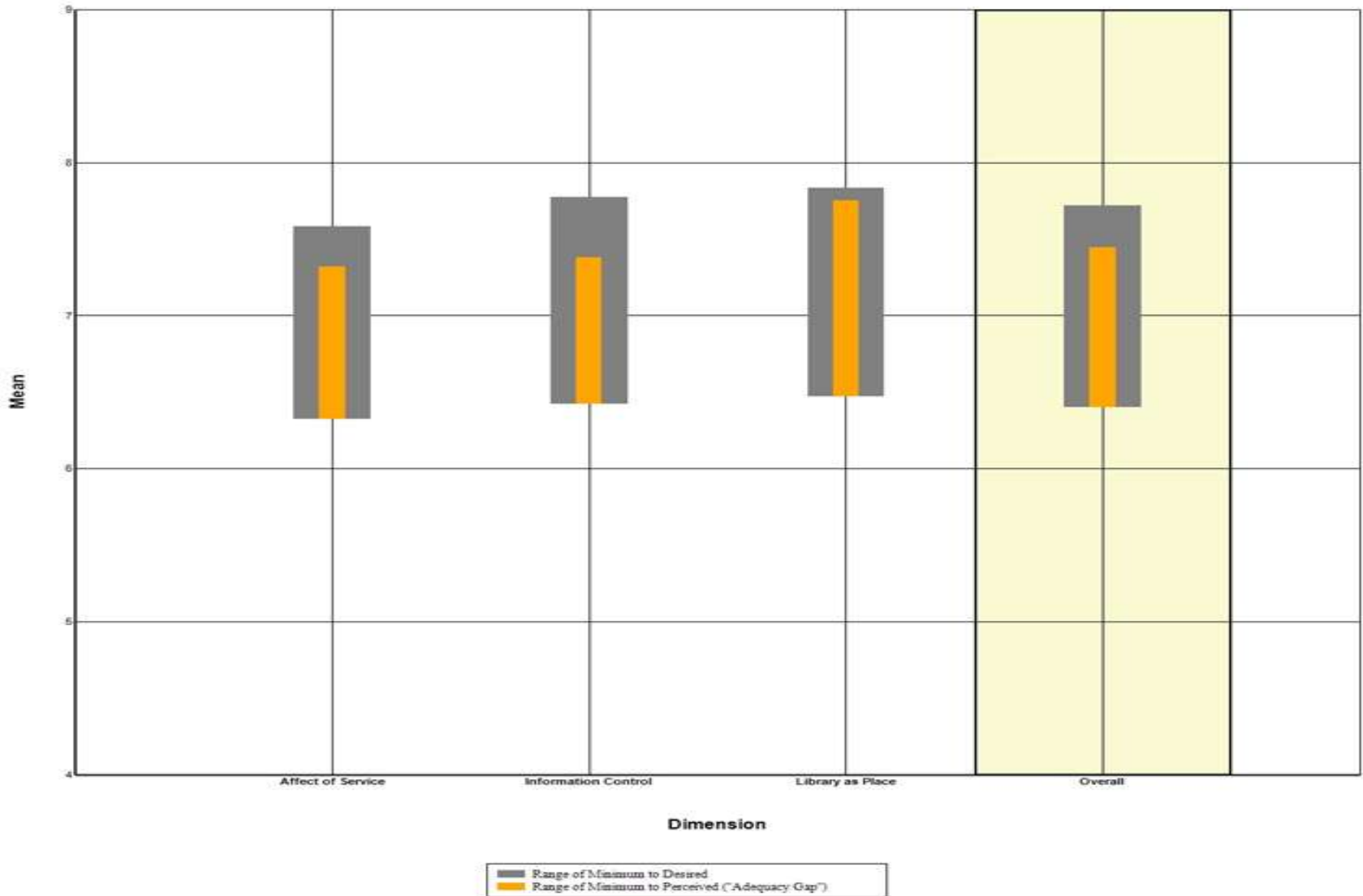
Undergrad Statistics

Cases: 62

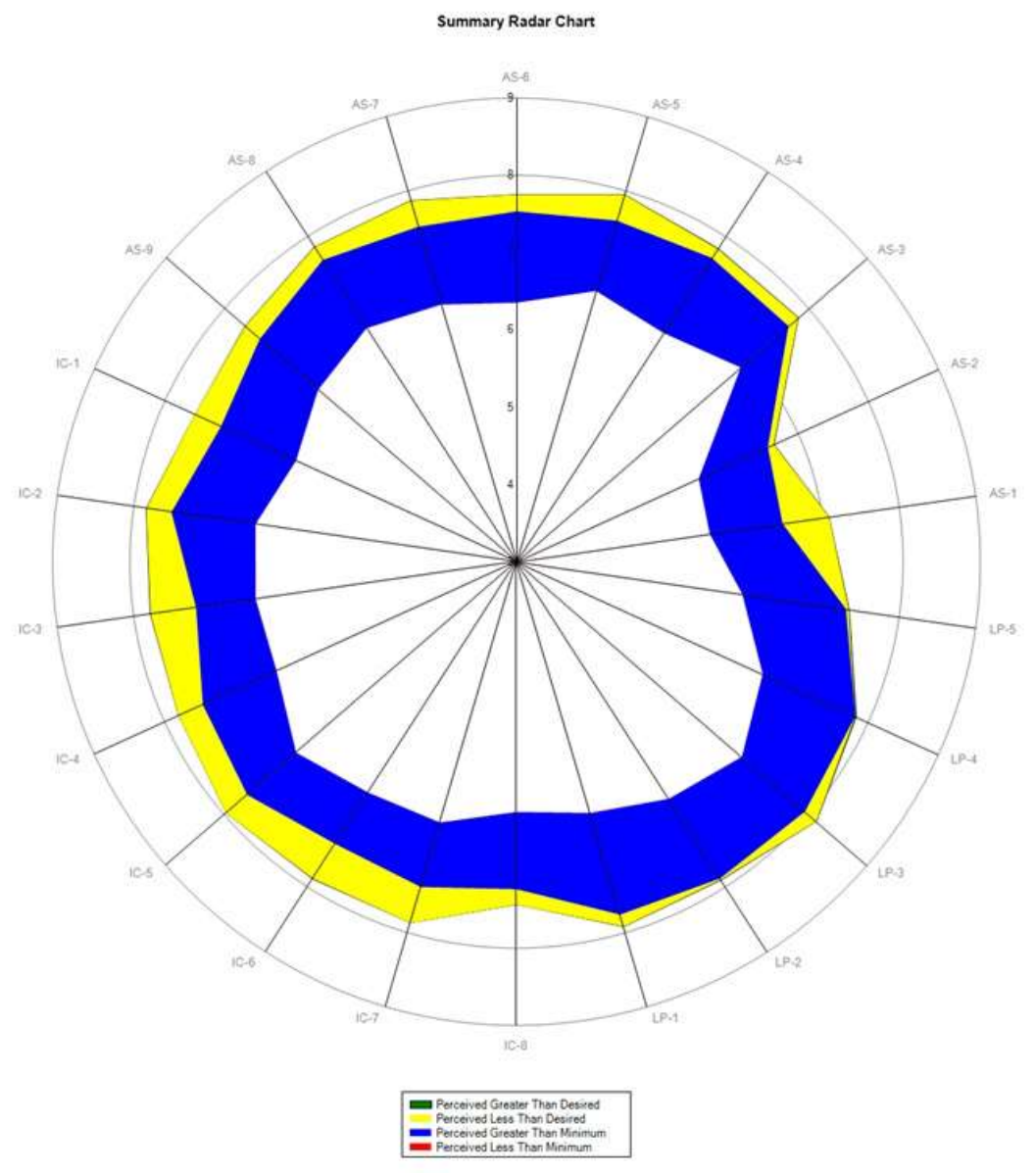
- Minimum Mean: 6.400
- Minimum SD: 1.220
- Minimum Minimum: 2.524
- Minimum Median: 6.750
- Minimum Maximum: 8.318
- Desired Mean: 7.716
- Desired SD: 0.825
- Desired Minimum: 5.273
- Desired Median: 7.781
- Desired Maximum: 9.000
- Perceived Mean: 7.447
- Perceived SD: 0.866
- Perceived Minimum: 3.905
- Perceived Median: 7.636
- Perceived Maximum: 8.818
- Adequacy Gap Mean: 1.047
- Adequacy Gap SD: 1.211
- Adequacy Gap Minimum: -1.474
- Adequacy Gap Median: 0.977
- Adequacy Gap Maximum: 4.409
- Superiority Gap Mean: -0.270
- Superiority Gap SD: 0.820
- Superiority Gap Minimum: -2.318
- Superiority Gap Median: -0.236
- Superiority Gap Maximum: 1.955

Bar Chart for Undergrad

Summary Thermometer Chart

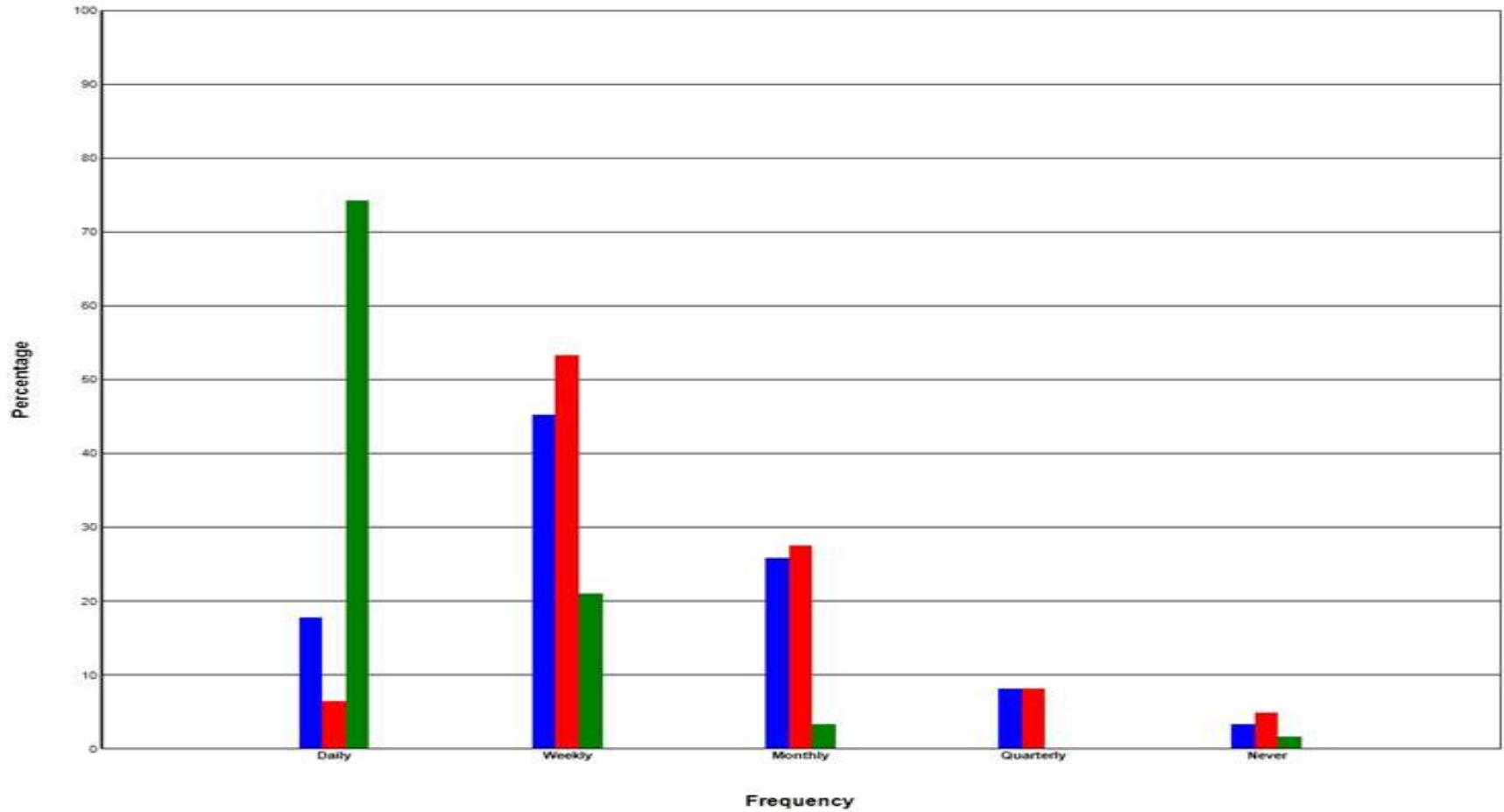


Radar Chart for Undergrad



Undergrad Library Use

Library Use Chart



- 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?

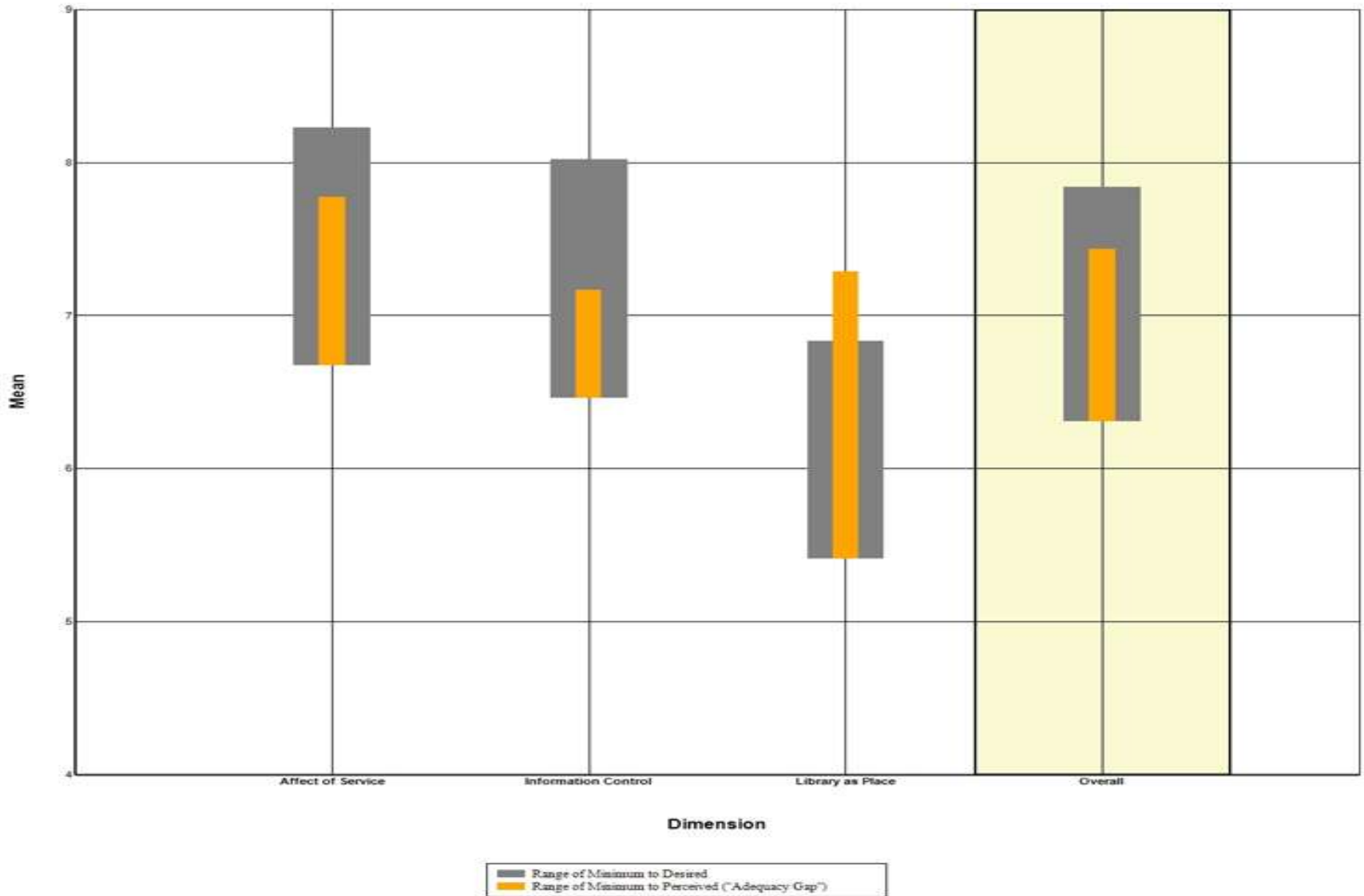
Grad Statistics

Cases: 6

- Minimum Mean: 6.305
- Minimum SD: 1.236
- Minimum Minimum: 5.000
- Minimum Median: 6.086
- Minimum Maximum: 8.136
- Desired Mean: 7.839
- Desired SD: 0.416
- Desired Minimum: 7.190
- Desired Median: 7.952
- Desired Maximum: 8.300
- Perceived Mean: 7.431
- Perceived SD: 0.800
- Perceived Minimum: 5.952
- Perceived Median: 7.650
- Perceived Maximum: 8.136
- Adequacy Gap Mean: 1.126
- Adequacy Gap SD: 1.196
- Adequacy Gap Minimum: 0.000
- Adequacy Gap Median: 0.575
- Adequacy Gap Maximum: 3.000
- Superiority Gap Mean: -0.407
- Superiority Gap SD: 1.002
- Superiority Gap Minimum: -1.952
- Superiority Gap Median: -0.250
- Superiority Gap Maximum: 0.810

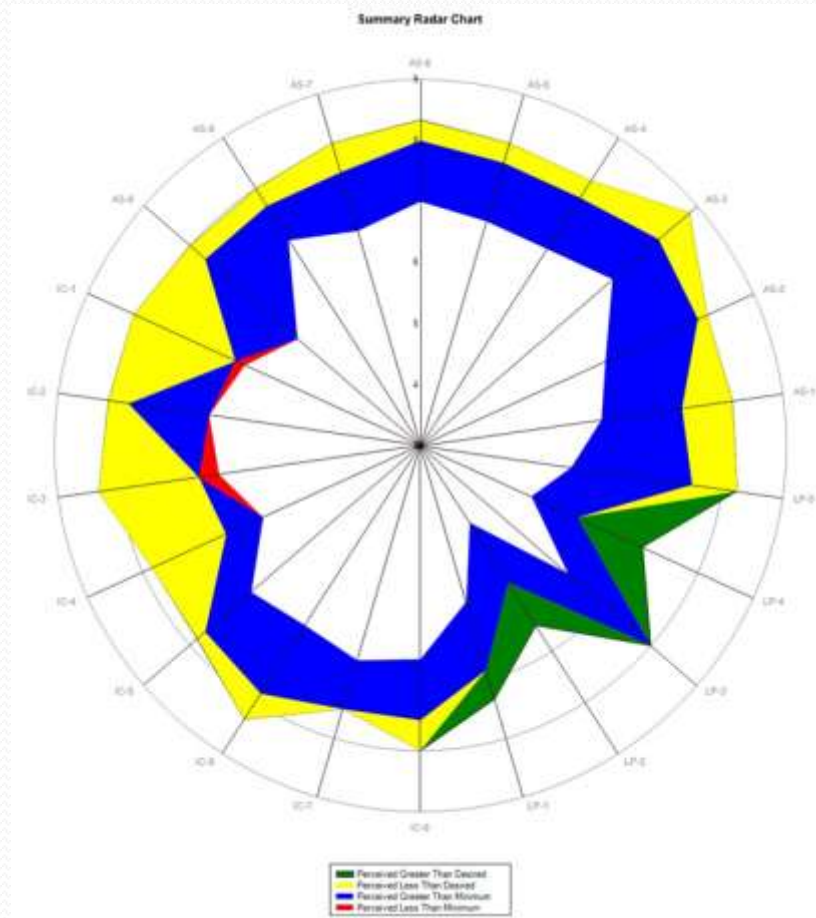
Bar Chart for Grad

Summary Thermometer Chart



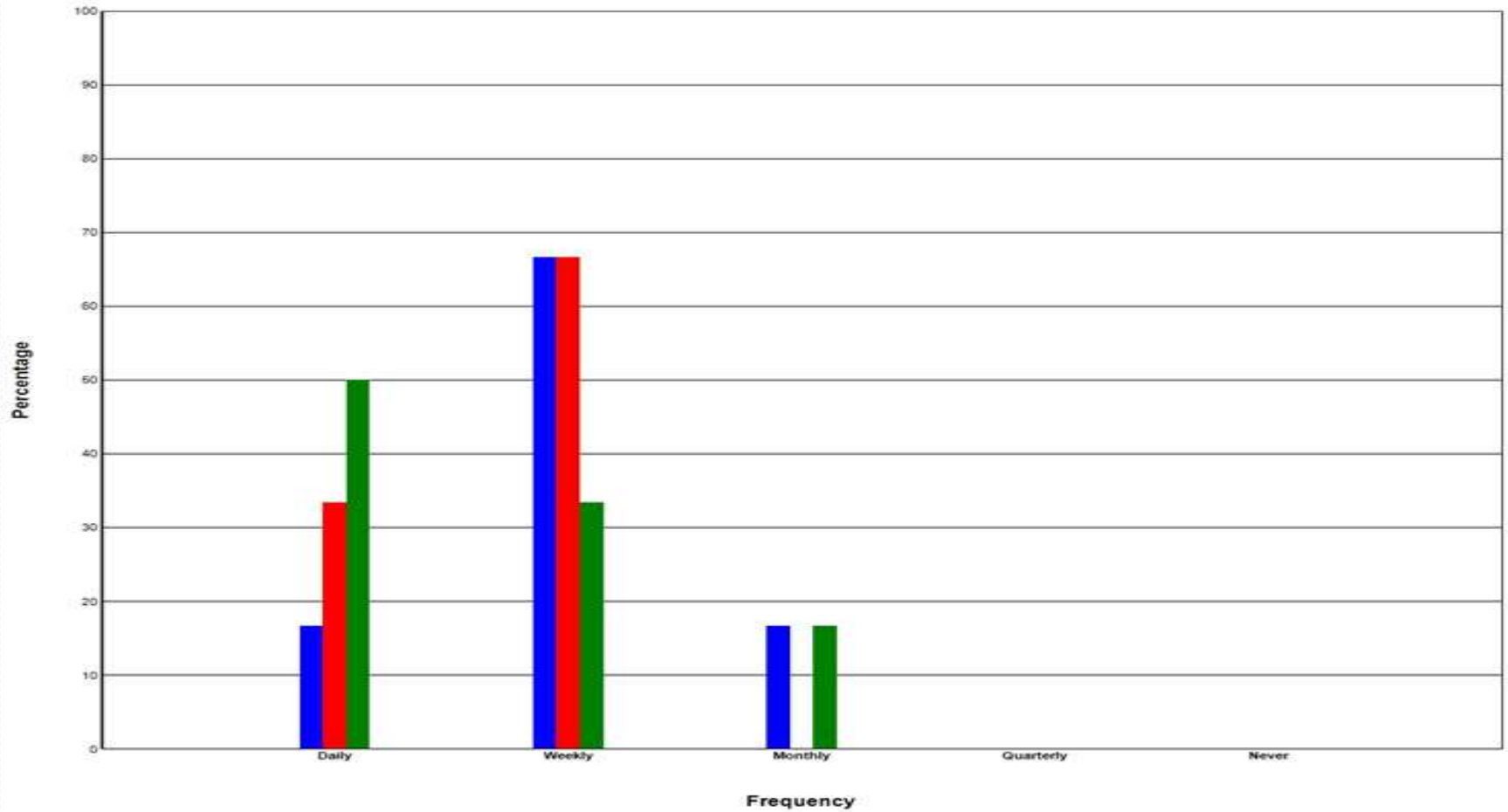
Radar Chart for Grad

Cases: 6



Grad Library Use

Library Use Chart



- 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?

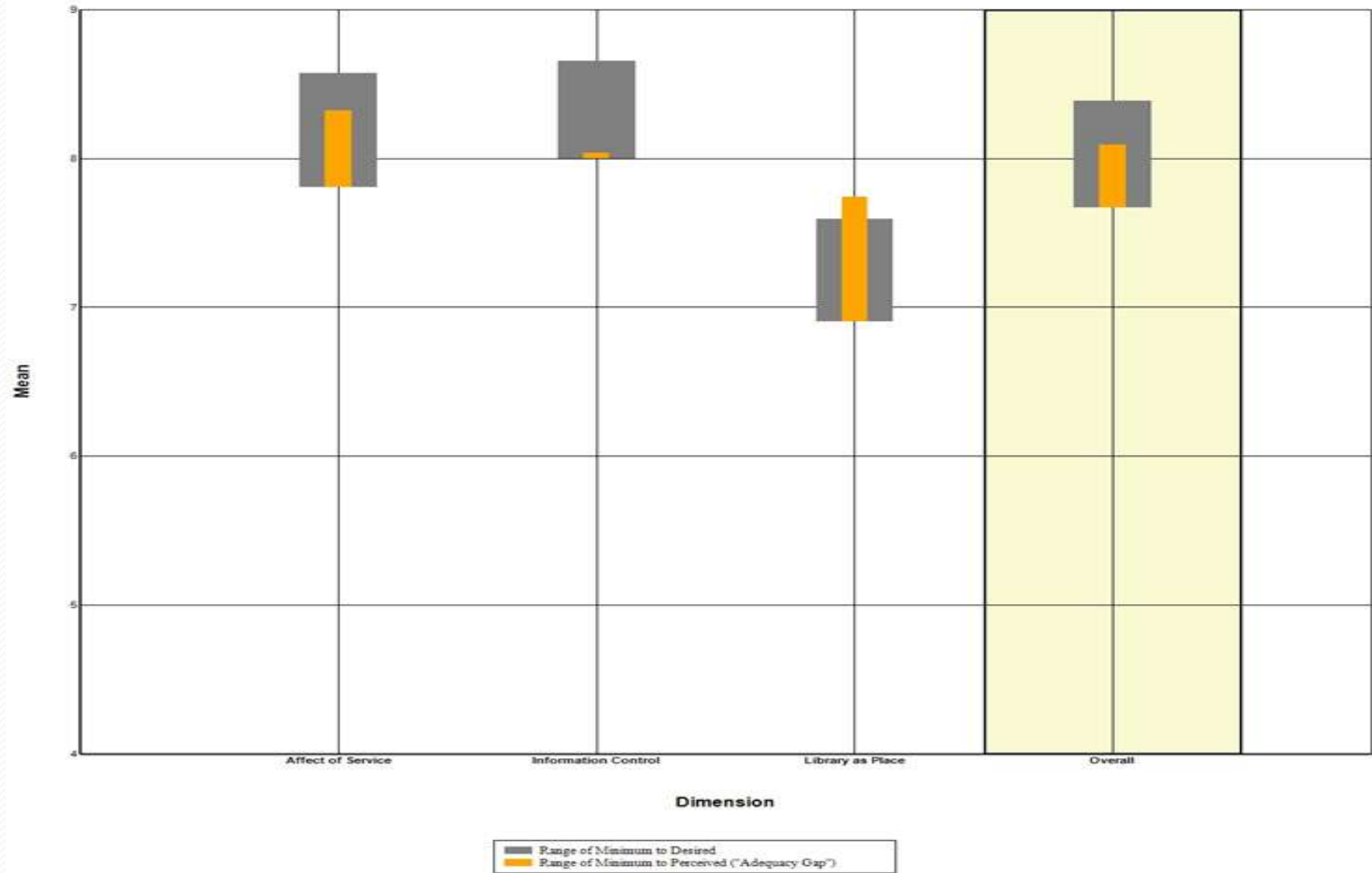
Faculty Statistics

Cases: 16

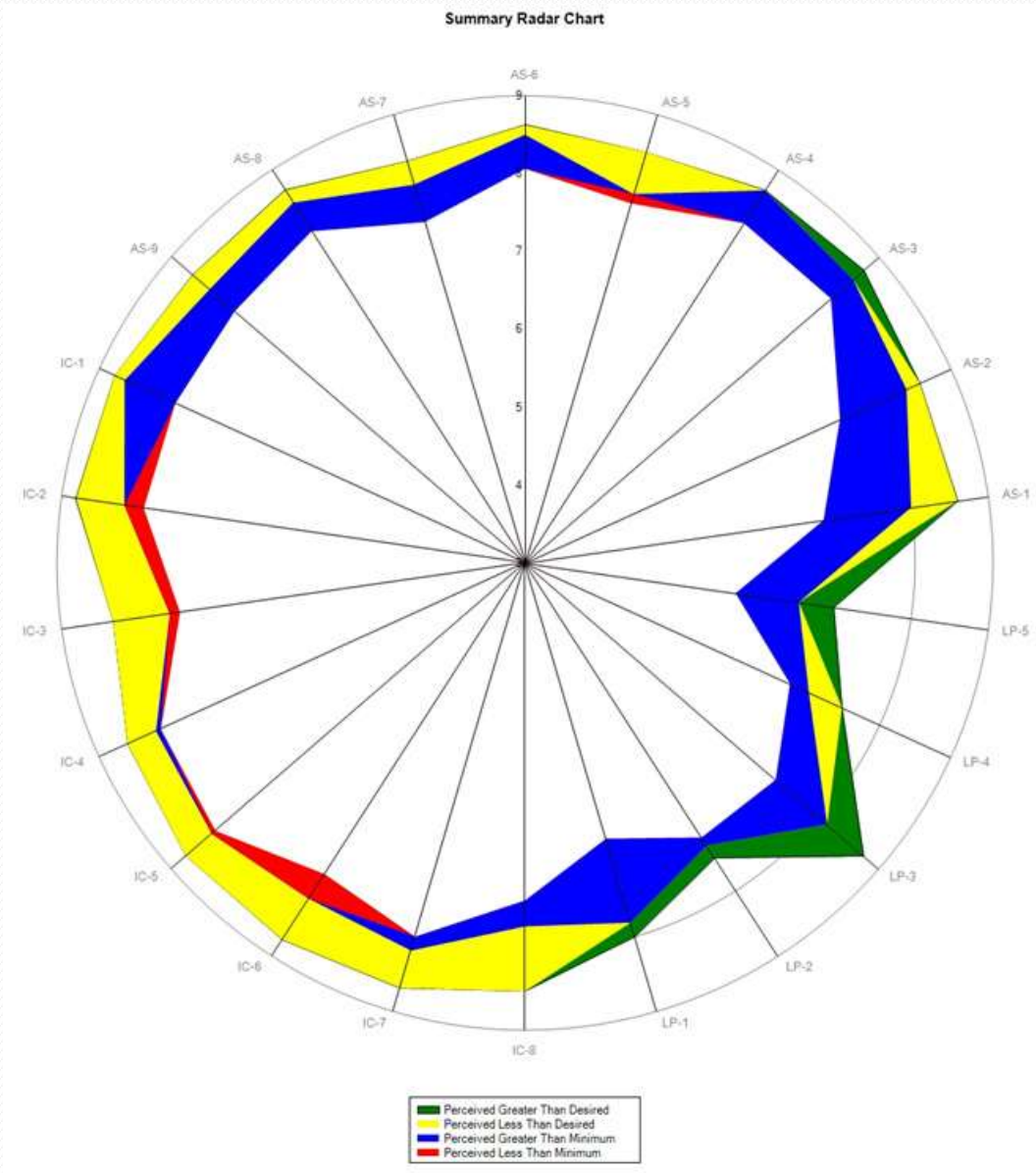
- Minimum Mean: 7.670
- Minimum SD: 1.153
- Minimum Minimum: 5.000
- Minimum Median: 7.825
- Minimum Maximum: 9.000
- Desired Mean: 8.384
- Desired SD: 0.569
- Desired Minimum: 7.091
- Desired Median: 8.442
- Desired Maximum: 9.000
- Perceived Mean: 8.093
- Perceived SD: 0.799
- Perceived Minimum: 6.682
- Perceived Median: 8.114
- Perceived Maximum: 9.000
- Adequacy Gap Mean: 0.423
- Adequacy Gap SD: 0.744
- Adequacy Gap Minimum: -0.476
- Adequacy Gap Median: 0.304
- Adequacy Gap Maximum: 2.773
- Superiority Gap Mean: -0.292
- Superiority Gap SD: 0.680
- Superiority Gap Minimum: -1.476
- Superiority Gap Median: -0.026
- Superiority Gap Maximum: 0.864

Bar Chart for Faculty

Summary Thermometer Chart

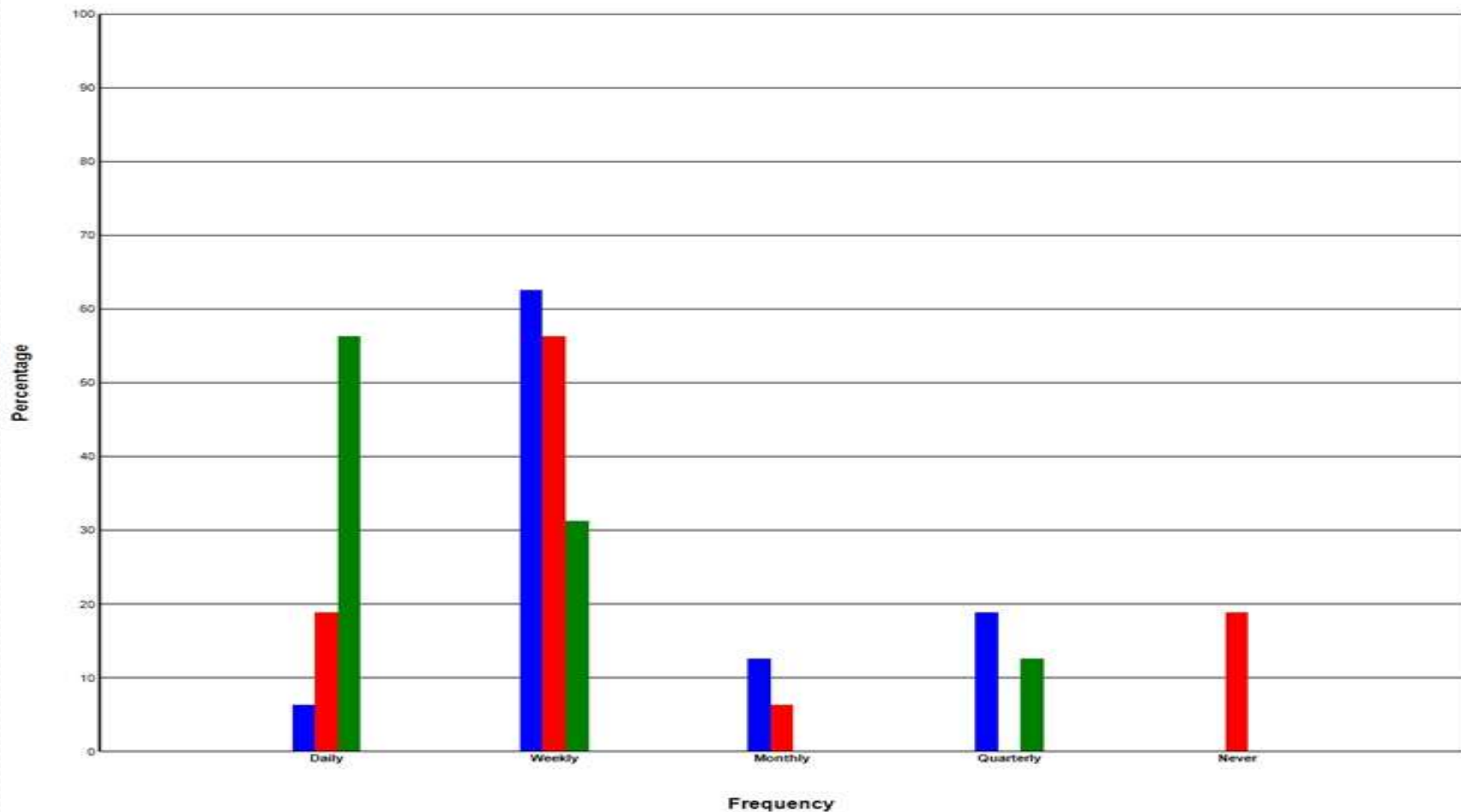


Radar Chart for Faculty



Faculty Library Use

Library Use Chart



- 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?

5 Local Questions

- [LQ-1] Timely document delivery / ILL
- [LQ-2] A center for intellectual stimulation
- [LQ-3] Convenient service hours
- [LQ-4] Fine and replacement policies that are reasonable
- [LQ-5] Making me aware of library services

UMD SFA 2008 LibQUAL Survey Local Questions Mean

