

Summary Analysis of LibQUAL Survey of USM Libraries

In the spring semester of 2007, USM Libraries administered the LibQUAL Assessment Survey, along with the other seven campuses of the University of Maine System. LibQUAL is a standardized and widely-used assessment tool of users perceptions of quality measured against their expectations.

- ❖ 1,735 survey responses were received. Of those, 1,652 were considered complete responses.
- ❖ Survey demographic breakdown: 980 undergraduate students, 358 graduate students, 155 faculty
- ❖ 696 respondents took the time to provide written comments
- ❖ Key Results:

Overall, our users rate the Libraries highest in the area of Service Quality, including survey statements such as:

- Employees who deal with users in a caring fashion
- Employees willingness to help users
- Employees giving users individual attention

Areas where the Libraries need improvement (but still scored above minimum acceptable levels) are:

- Providing more electronic journal collections required for coursework
- Making electronic resources accessible
- The Library website enabling one to easily locate information
- ❖ For graduate students and faculty, the highest priority was additional resources, particularly electronic resources.
- ❖ Comments clustered around these suggestions:
 - Extend the Library hours
 - Create more group study space
 - Provide more electronic resources and easy access to such resources
 - Variety of comments about facilities, particularly enhancing the Gorham Library
 - Many positive comments about staff and services provided
- ❖ The Libraries have already taken steps to address several of these areas for improvement including:
 - Extending library hours in Portland and Gorham
 - Creating TheCommons@GorhamLibrary
 - Adding ScienceDirect (1,800 full-text science journals)
 - Added new group study rooms at TheCommons@GorhamLibrary

Further results analysis continues. We welcome your questions and ongoing feedback.