

# UAA/APU CONSORTIUM LIBRARY 2011 LIBQUAL RESULTS



APU Faculty Assembly – February 15, 2012

# Number of Respondents - UAA

UAA 2008	
<b>Undergraduate</b>	<b>1,388</b>
Graduate	267
Faculty	233
Library Staff	33
Staff	<u>157</u>
Total	2,078

UAA 2011	
<b>Undergraduate</b>	<b>2,372</b>
Graduate	377
Faculty	284
Library Staff	29
Staff	<u>195</u>
Total	3,257

15% - response rate for 2011

1280 – number free text comments

39% - of respondents left comments

# Number of Respondents - APU

## APU 2008

<b>Undergraduate</b>	<b>100</b>
Graduate	29
Faculty	27
Library Staff	1
Staff	<u>14</u>
Total	171

## APU 2011

<b>Undergraduate</b>	<b>131</b>
Graduate	65
Faculty	32
Library Staff	1
Staff	<u>14</u>
Total	243

31% - response rate for 2011

123 – number free text comments

51% - of respondents left comments

# Questions



- 21 Core Questions covering 3 dimensions
  - ▣ Affect of Service
  - ▣ Library as Place
  - ▣ Information Control (Resources)
- 5 Local Questions per Institution
- 3 General Satisfaction Questions
- 5 Information Literacy Outcomes Questions
- Free Text Comment Box

# Core Questions

## Areas of Superiority

ID	Statement	User Group
LP1	Library space that inspires study and learning	APU Faculty
LP4	A gateway for study, learning and research	APU Faculty
LP5	Community space for group learning and group study	UAA Faculty

## Areas of Inadequacy

ID	Statement	User Group
IC1	Making electronic resources accessible from my home or office	APU Faculty, APU Staff
IC2	A library website enabling me to locate information on my own	(UAA Faculty and Staff), APU Staff
IC8	Print and/or electronic journal collections I require for my work	UAA Faculty, (UAA Grad Students), APU Faculty

# Local Questions

Question Text	Superior	Inadequate
A secure and safe place		UAA Faculty, UAA Library Staff, UAA Staff, (APU Graduate Student)
Collections of online full-text articles sufficient to meet my needs		UAA Graduate Student, UAA Faculty, UAA Staff, (APU Graduate Student), APU Faculty, APU Staff
Ease of use of electronic resources		(APU Graduate Student), APU Staff
Helpful online guides and tutorials		
The multimedia (CD/DVD/video/audio) collections I need		

# General Satisfaction Questions

Satisfaction Question	APU Mean Score	UAA Mean Score
In general, I am satisfied with the way I am treated at the library.	7.29 (SD 1.68)	7.86 (SD 1.46)
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.19 (SD 1.64)	7.46 (SD 1.49)
How would you rate the overall quality of the service provided by the library?	7.32 (SD 1.37)	7.54 (SD 1.30)

\*\*Scores based on a scale of 1-9

# Information Literacy Outcomes Questions

Information Literacy Outcomes Questions	APU Mean Score	UAA Mean Score
The library helps me stay abreast of developments in my field(s) of interest.	6.26 (SD 1.74)	6.56 (SD 1.73)
The library aids my advancement in my academic discipline or work.	7.05 (SD 1.65)	7.17 (SD 1.58)
The library enables me to be more efficient in my academic pursuits or work.	7.15 (SD 1.58)	7.27 (SD 1.56)
The library helps me distinguish between trustworthy and untrustworthy information.	6.66 (SD 1.85)	6.79 (SD 1.78)
The library provides me with the information skills I need in my work or study.	6.86 (SD 1.64)	6.96 (SD 1.65)

**\*\*Scores based on a scale of 1-9**



# APU Free Text Comments



- Positive Comments
  - ▣ Staff Behavior
  - ▣ General Atmosphere of the Library
  - ▣ Study Space
  
- Negative Comments
  - ▣ Parking/Safety and Security
  - ▣ Journal Collections and Databases
  - ▣ Group Study Rooms

# Overall Impressions



- We have fewer highs and lows
- Expectations in the category “My Minimum Service Level is” have lowered slightly since 2008.
- Ratings for “Information Literacy Outcomes” questions have improved slightly since 2008.
- Making progress towards providing the e-resources patrons need for work and study.
- Comments:
  - Positive - staff, building, inter-library loan service
  - Negative - staff, parking, group study rooms, noise, temperature

# WHERE DO WE GO FROM HERE?

- Respond to comments and create FAQs
- Compare LibQUAL 2008 and 2011 data
- Compare UAA and APU to peer institutions
- Write and disseminate survey reports
- Plug data into the library assessment plan
- Gather additional data
- Use data to make evidence based decisions



## □ Thank you

- ▣ Library Advisory Committee
- ▣ Library Assessment Committee
- ▣ Library Liaisons
- ▣ Carole Lund (APU Survey Coordinator)
- ▣ UAA and APU IT Services

## Contact us

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