

UAA/APU Consortium Library Survey

2025 Summary Report

Introduction

The 2025 UAA/APU Consortium Library survey marked a return to a three-year interval between surveys, after this schedule was disrupted due to the Covid-19 pandemic. We also went back to the previous timing for distribution of the survey during fall semester, rather than spring. For the 2025 survey, the Library Assessment Team built on the work we did in 2022 to adapt a survey created by the University of Washington Library Assessment Department. As in 2022, we used Qualtrics to create a single survey with questions specific to the different user populations at both the University of Alaska Anchorage (UAA) and Alaska Pacific University (APU).

In 2022, we worked with the Distance Library Services Assessment Committee to incorporate their questions into our survey. Since they were primarily interested in the needs of undergraduate students, we focused on adapting the questions specific to that population. In 2025, we spent more time to ensure that questions aimed at faculty, staff, and graduate students were relevant to those populations at our universities, as well as better reflecting the services our library provides.

Methodology

Our survey was based off of a survey developed by the University of Washington Library Assessment Department, which we adapted to suit the user populations at UAA and APU. We built the survey in Qualtrics as a single survey, using the survey flow and display logic to display different questions to respondents based on their university affiliation and whether they were an undergraduate, graduate student, faculty member, or staff. In total, there were eight different versions of the survey that participants could take.

We initially planned for the survey to be active between November 3 and December 1, 2025; however, we extended the response deadline to December 15, due to a low response rate.

Quantitative survey data was analyzed using data analysis tools built into Qualtrics. Members of the Library Assessment Team manually coded responses to open-ended questions based on the topic of the comment, affect (positive, negative, or null for neutral comments), whether

positive or negative staff behavior was described, and if a comment was associated with a particular department.

Demographic Survey Questions

All survey respondents were asked to identify their university affiliation (UAA or APU) and their role at their university (undergraduate student, graduate student, faculty, or staff). Respondents who indicated they were at UAA were also asked which campus they were affiliated with.

Undergraduate students were asked to select their major or intended major from lists specific to majors offered at both UAA and APU. They were also asked to identify their degree program (associate's, bachelor's, certificate, or non-degree seeking). Graduate students were asked to identify their degree program at UAA or APU, as well as their level of study (master's, doctoral, graduate certificate, non-degree seeking).

Faculty at UAA were asked to identify their school or college affiliation, while faculty at APU were asked to identify their program affiliation. All faculty were asked to identify their academic title (professor, associate professor, assistant professor, instructor and other).

Multiple-choice questions

All survey participants were asked how frequently they visit the Consortium Library in person and how frequently they accessed Consortium Library online or print resources (less than once a semester, once a semester, monthly, weekly or more than once a week). We also asked all groups how satisfied they were with library services, collections, and building, as well as their overall experience with the library. All respondents were asked how helpful they found the library's website for finding information and completing various tasks. In addition to these general questions, we also asked questions specific to each user group.

Undergraduate students were asked how helpful they found various library resources and services, such as accessing library resources off-campus, consulting with a librarian or taking a course in which a librarian did a presentation or workshop. We also asked students how often they used different information resources when searching for information on a topic and how helpful they found different aspects of the library building and equipment. Finally, we asked undergraduates to rate how helpful the Consortium Library has been to their ability to succeed in their classes, find sources for course assignments and research, determine credibility and bias of sources, and make efficient use of their time.

Graduate students were asked some questions similar to those asked of undergraduates, including questions about how helpful they found certain resources and services, how often they used various resources when searching, and how helpful they found different library spaces and equipment. Some of the specific resources and spaces we included in the questions differed to reflect options not available to undergraduates or that graduate students would be more likely to utilize. In addition to these questions we also asked them to rate the importance of different

types of library resources to their academic work, as well as their satisfaction with each type's availability at the Consortium Library. Lastly, graduate students were asked how helpful the Consortium Library is to their ability to keep current in their field, succeed in their classes, be an effective researcher, and make efficient use of their time.

Faculty were asked to rate the helpfulness of library services and resources specific to their teaching duties, such as sharing library resources with students. The questions regarding information searching behavior and importance and availability of library resources were the same as for graduate students. Faculty were also asked if they used various library services in their teaching and whether they saw a need to require an information literacy course in the lower division curriculum. Finally, faculty were asked to rate the Consortium Library's helpfulness for their ability to keep current in their field, get research funding/grants, be a more productive researcher, enrich the student learning experience, and make efficient use of their time.

There was one question in the survey specific to staff, which asked them to rate the helpfulness of resources, services, and spaces at the library.

Open-ended questions

All survey respondents were asked what the Consortium Library does well and what it could do better. At the end of the survey, we also asked participants if they had any additional thoughts to share about the library. Faculty were asked two other open-ended questions about what the library could do to best support their research and teaching.

Results

Upon survey completion, result reports were generated and prepared by the Assessment Team, via Qualtrics, for each user group at both UAA and APU. The comments were extracted from Qualtrics and organized into Google Sheets workbooks. The Assessment Team then coded and analyzed the comments. For full details, please refer to the results notebooks and coded comment files, which are available electronically on the [Consortium Library Assessment](#) website.

Response rates

The 2025 survey yielded 697 completed responses, which was lower than the total for the two previous surveys in 2017 and 2022. The decrease in participation was especially pronounced among faculty members. The tables below show the numbers of responses by user group for both UAA and APU, as well as the total response rate for each university and number of comments submitted.

UAA

User group	2025	2022	2017
Undergraduate students	402	575	384
Graduate students	70	76	52
Faculty	71	186	187
Staff	87	81	109*
Total	642	918	732
Response rate	4.5%	7%	5%
Comments submitted by respondents	1022	661	370

*Library staff were counted separately from the rest of UAA's staff in the LibQual survey. Those numbers have been combined here.

APU

User group	2025	2022	2017
Undergraduate students	31	36	43
Graduate students	10	12	15
Faculty	7	15	19
Staff	6	10	6
Total	55	73	83
Response rate	7%*	8%	16%
Comments submitted by respondents	96	59	40

*The 2025 response rate is based on enrollment numbers for FY2024, which is the latest enrollment data available.

Selected Results

Faculty

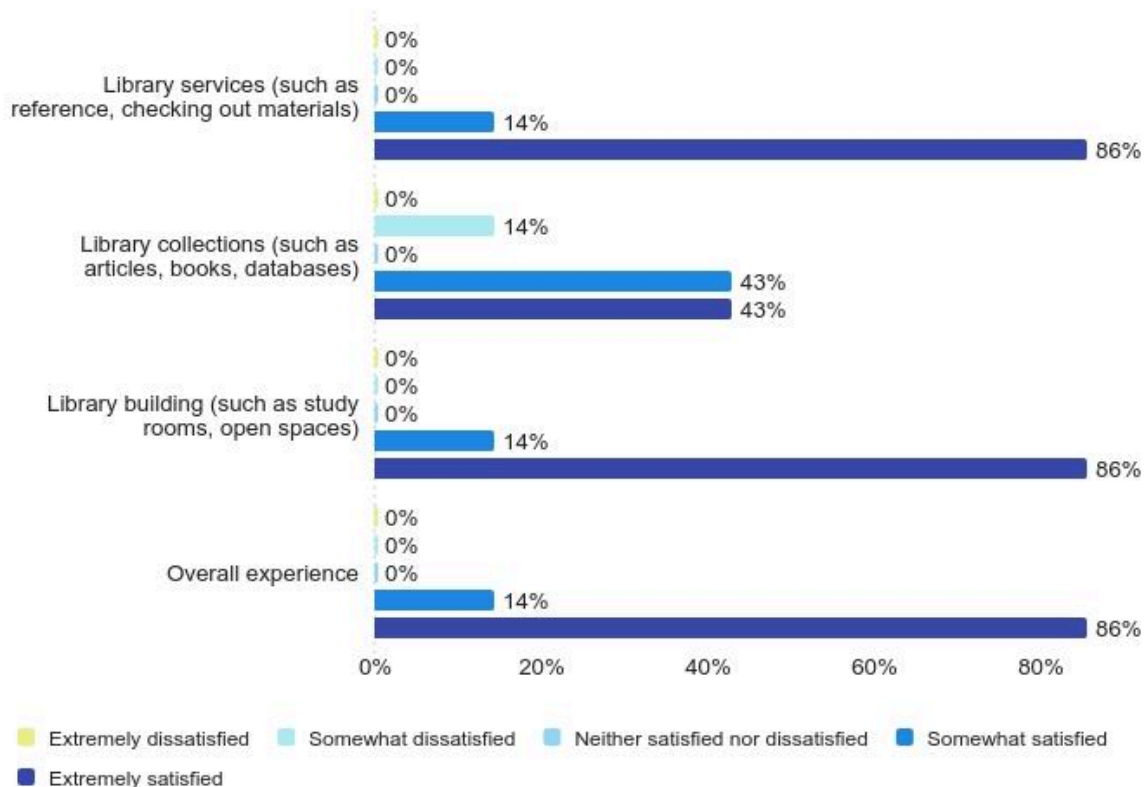
As shown by the tables above, we received fewer responses from faculty members at both UAA and APU than in previous years. The reason for this decrease is unclear and could be related to a number of factors.

General faculty satisfaction with library services, collections, and building

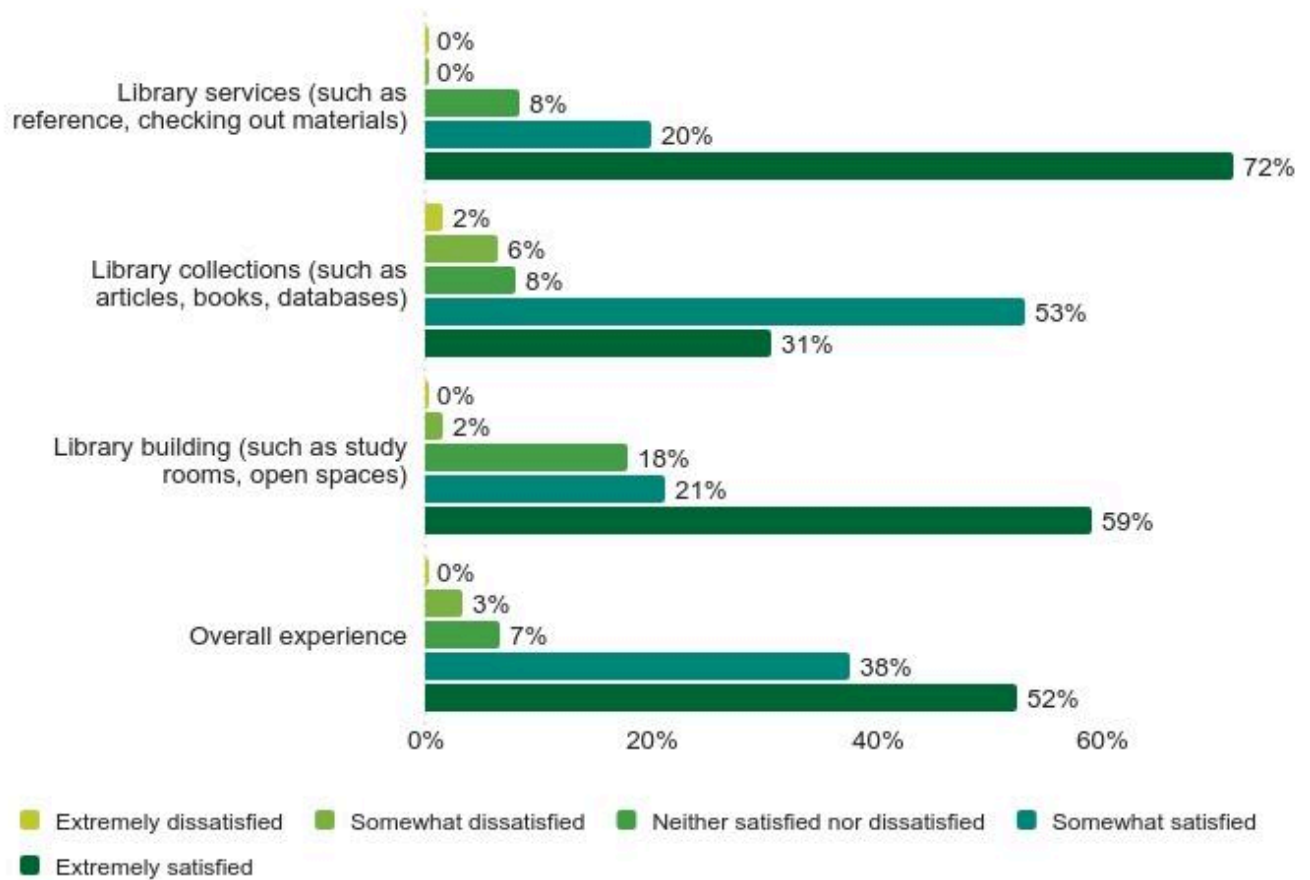
As the charts below indicate, faculty members at both APU and UAA who responded to the survey were generally either extremely satisfied or somewhat satisfied with the library's services, collections, and building as well as their overall experience with the library.

Fewer faculty from both institutions said they were extremely satisfied with the library's collections compared to the other aspects of the library asked about in this question. The number of faculty who said they were either somewhat dissatisfied or extremely dissatisfied with the library's collections was also higher than for library's services, building, and overall experience.

How satisfied are you with the following aspects of the Consortium Library? (APU faculty)



How satisfied are you with the following aspects of the Consortium Library? (UAA faculty)

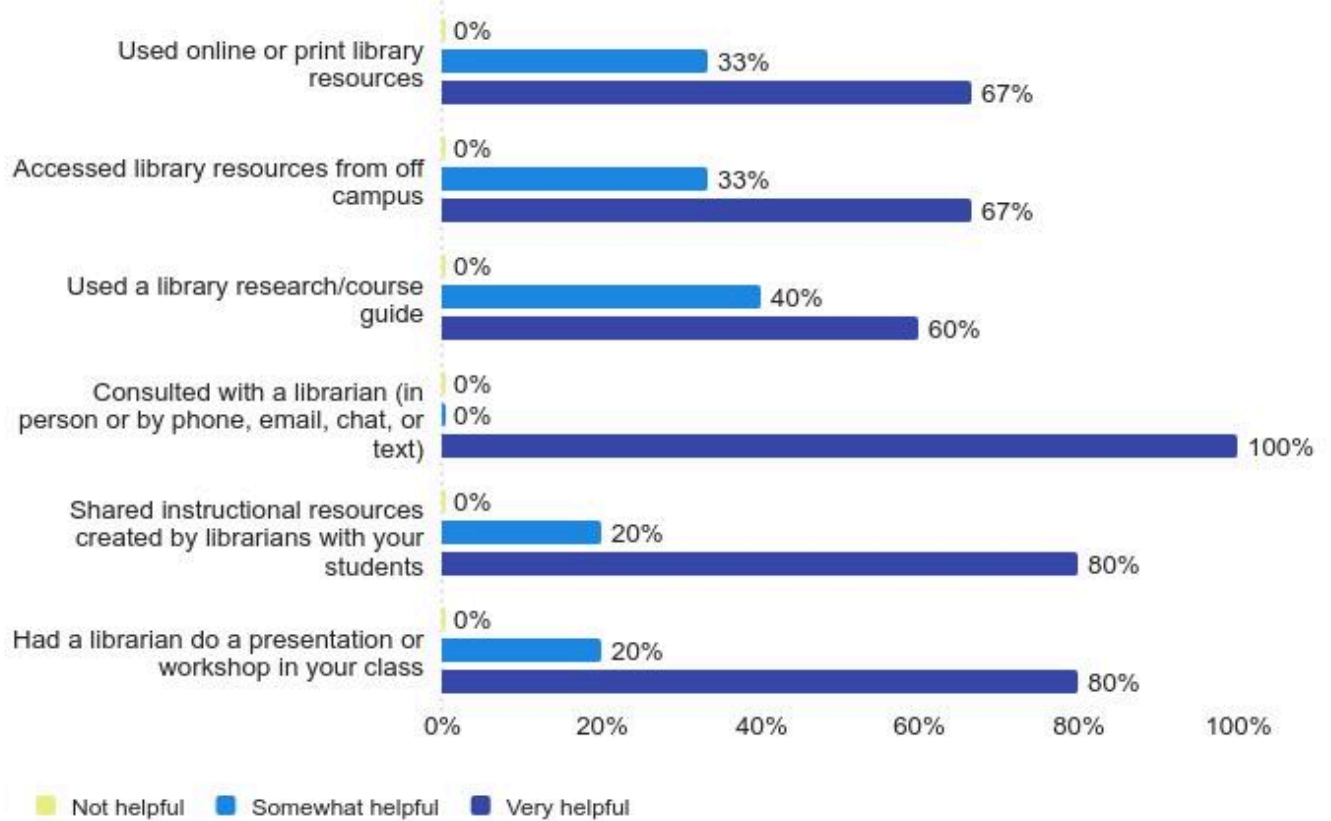


Helpfulness of library resources and services for faculty

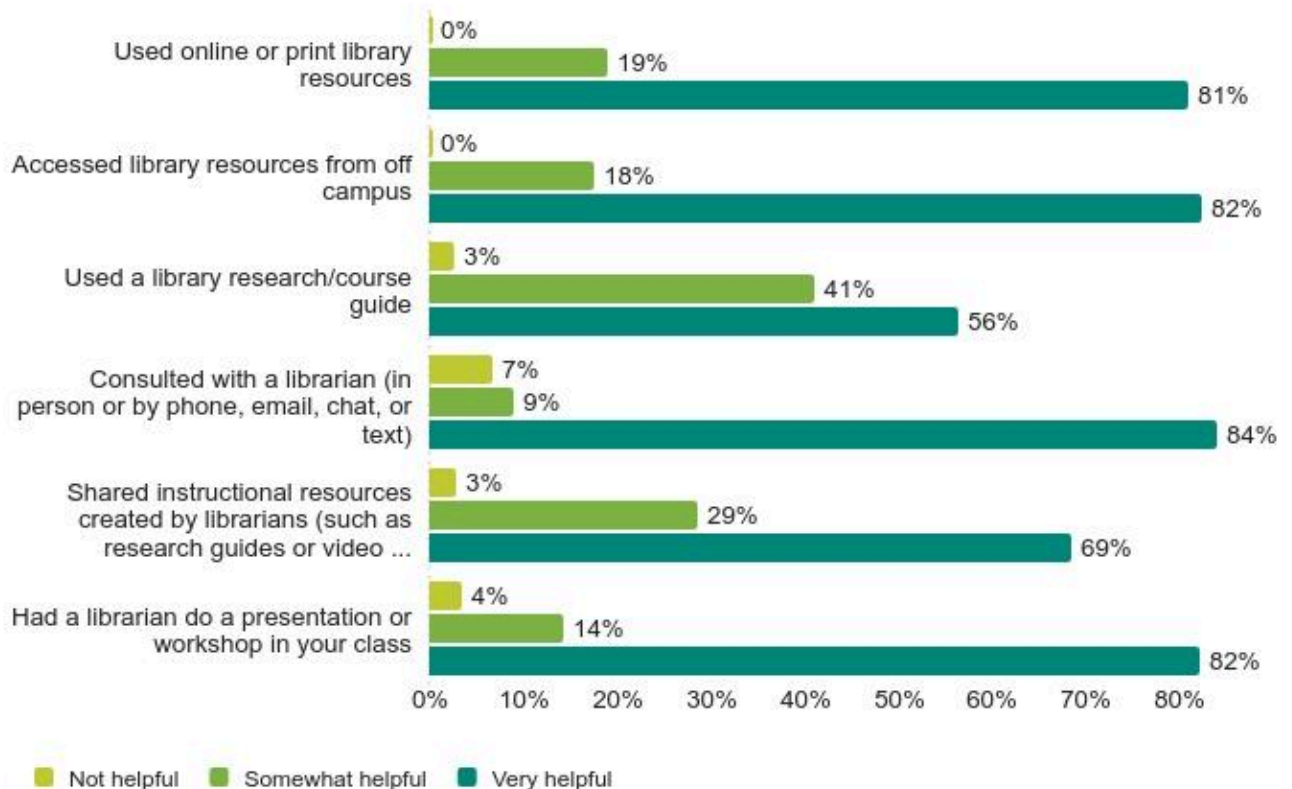
Faculty were asked to rate the helpfulness of their interactions with the library's resources and a variety of services offered by the library. Respondents could rate the resources and services as "very helpful," "somewhat helpful," or "Not helpful." Faculty could also indicate that they had not used a particular resource or service, and these responses were not included in the analysis and are not reflected in the percentages shown on the charts below.

As the charts below indicate, the majority of both UAA and APU faculty who responded to the survey rated their interactions with all library resources and services asked about in this question as either "somewhat helpful" or "very helpful." Across both UAA and APU faculty, the highest percentage (100% for APU and 84% for UAA) of respondents rated "Consulted with a librarian" as being very helpful. This was followed by "Had a librarian do a presentation or workshop in your class."

FL1 - If you have done any of the following, please rate how helpful they were. (APU faculty)



If you have done any of the following, please rate how helpful they were. (UAA faculty)



Faculty satisfaction with library resources

The next two charts show how satisfied faculty respondents were with the availability of various types of library resources. This question changed significantly from the previous survey in 2022. In that survey, faculty were asked to rate their satisfaction with “Print and/or electronic journal collections I require for my work” and “Electronic information resources I need.” In this iteration of the survey, faculty members were asked about their satisfaction with availability of more specific types of resources. This change was made in part to better align with a different question about the importance of different types of library resources to faculty work. An “other” option was also added for faculty to provide feedback on the availability of resources that did not fall into any of the other categories. Faculty had the option to select “not applicable” if a particular type of resource was not relevant to their work.

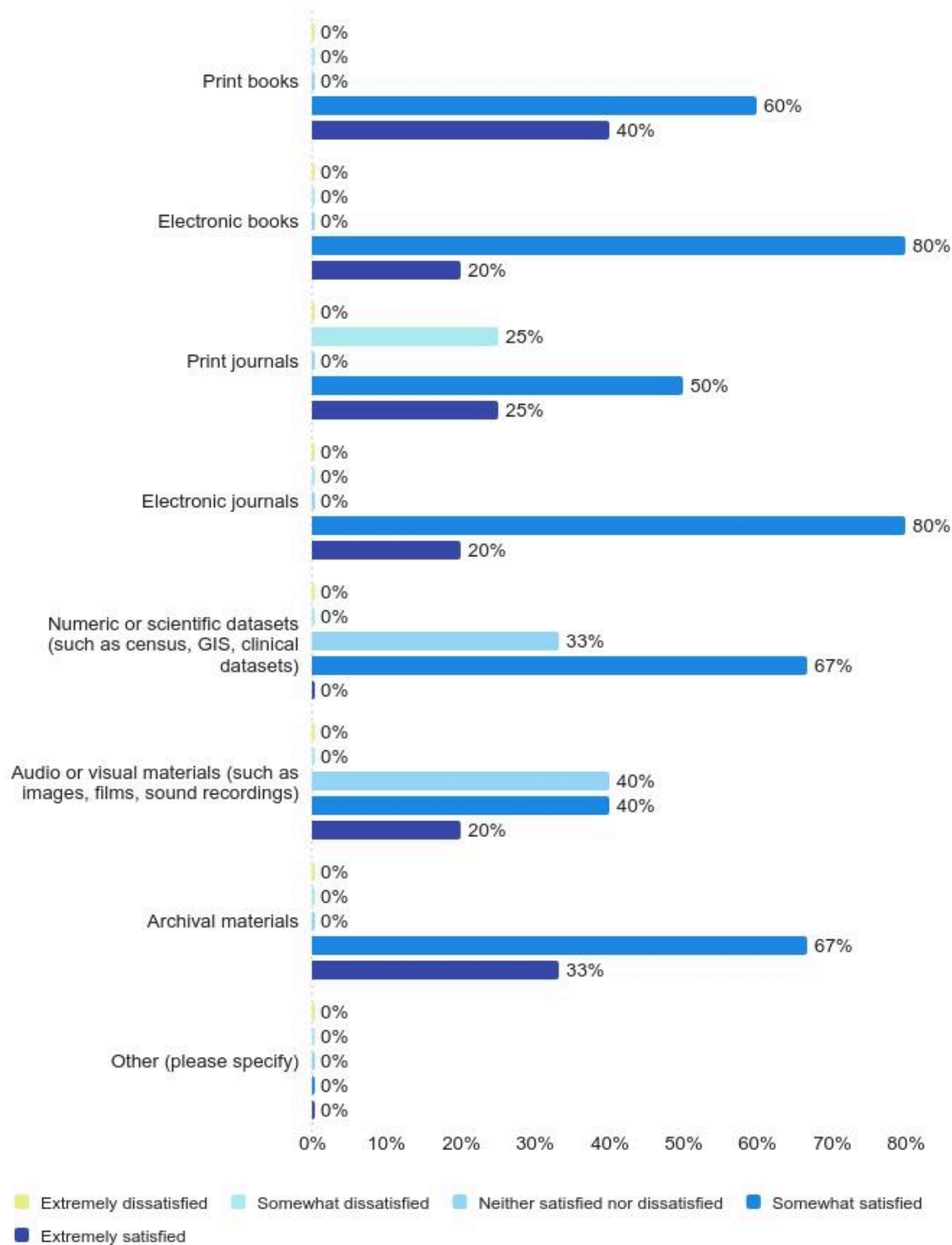
While the majority of respondents expressed some degree of satisfaction with most of the categories of resources listed, some respondents were less satisfied. Of the APU faculty who responded 25% reported that they were “somewhat dissatisfied” with the availability of print journals, while respondents indicating that they were “neither satisfied nor dissatisfied” with numeric and scientific datasets and audio or visual materials were 33% and 40% respectively.

With seven responses from APU faculty these neutral or negative responses represent only one or two individuals, however, they do seem to align with responses from UAA.

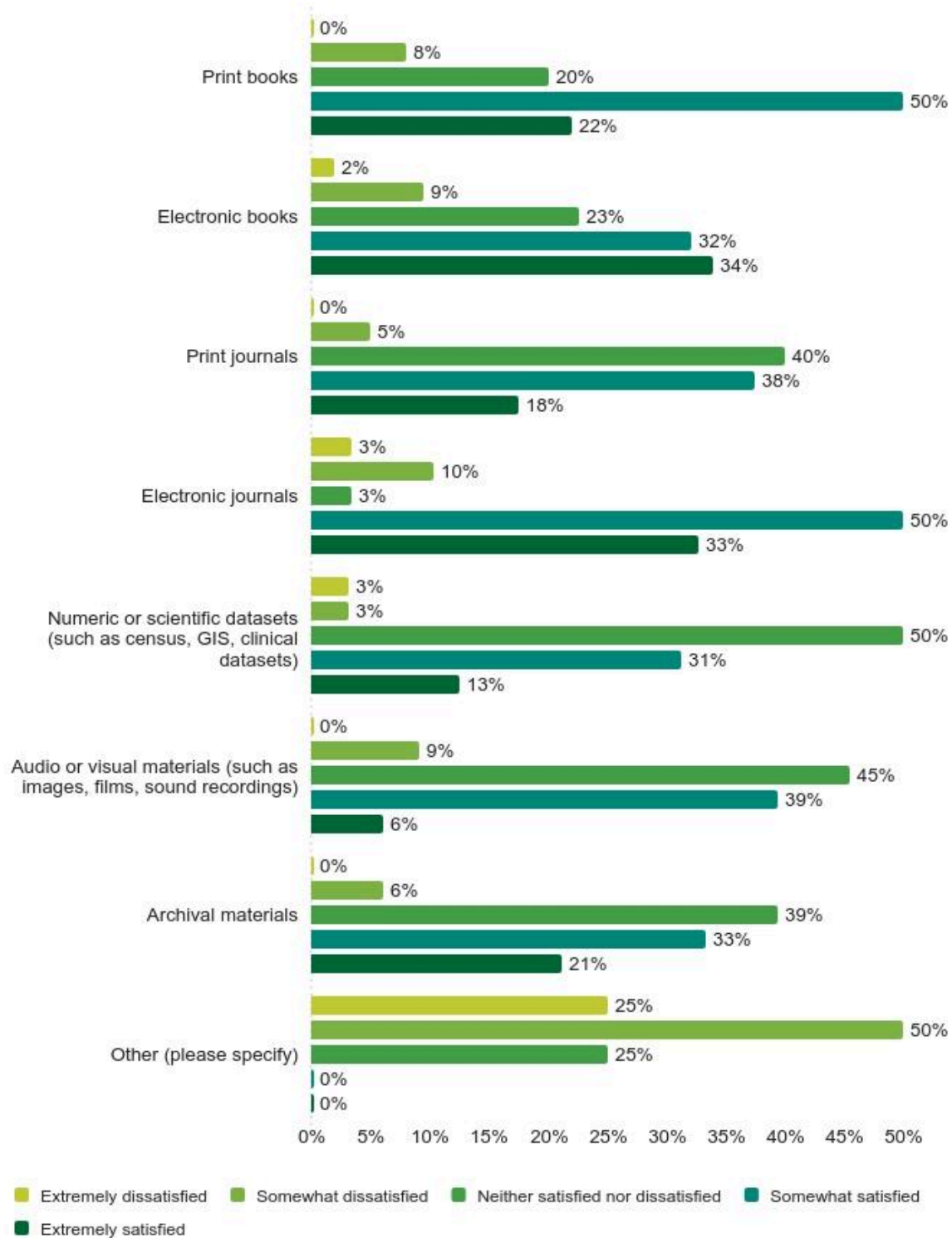
UAA faculty responses to the survey were also mostly positive but did include some responses that expressed dissatisfaction with some aspects of the library's collections. A plurality of respondents were "neither satisfied nor dissatisfied" with the availability of print journals, audio or visual materials, numeric or scientific datasets, and archival materials. 13% of UAA faculty respondents were "somewhat dissatisfied" or "extremely dissatisfied" with the availability of electronic journals from the library, and 11% reported some level of dissatisfaction with the library's electronic book collections.

When asked to rate the importance of the different types of resources to their work, 93% of UAA faculty respondents ranked electronic journals as "very important," while 56% ranked electronic books as "very important." While the percentage of faculty expressing dissatisfaction with these resources is small, deficits in these areas of the collection could have a significant impact because of their importance to faculty work.

Please rate your satisfaction with the availability of these library resources (APU Faculty):



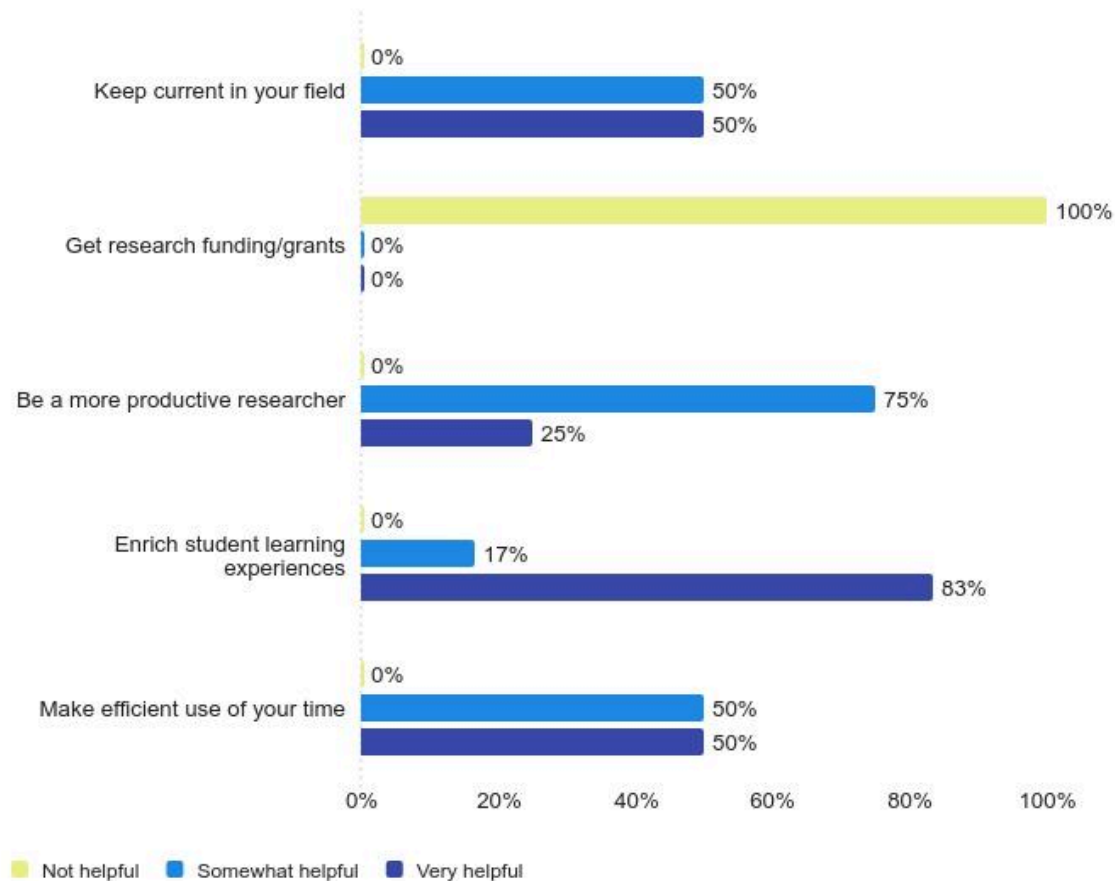
Please rate your satisfaction with the availability of these library resources: (UAA faculty)



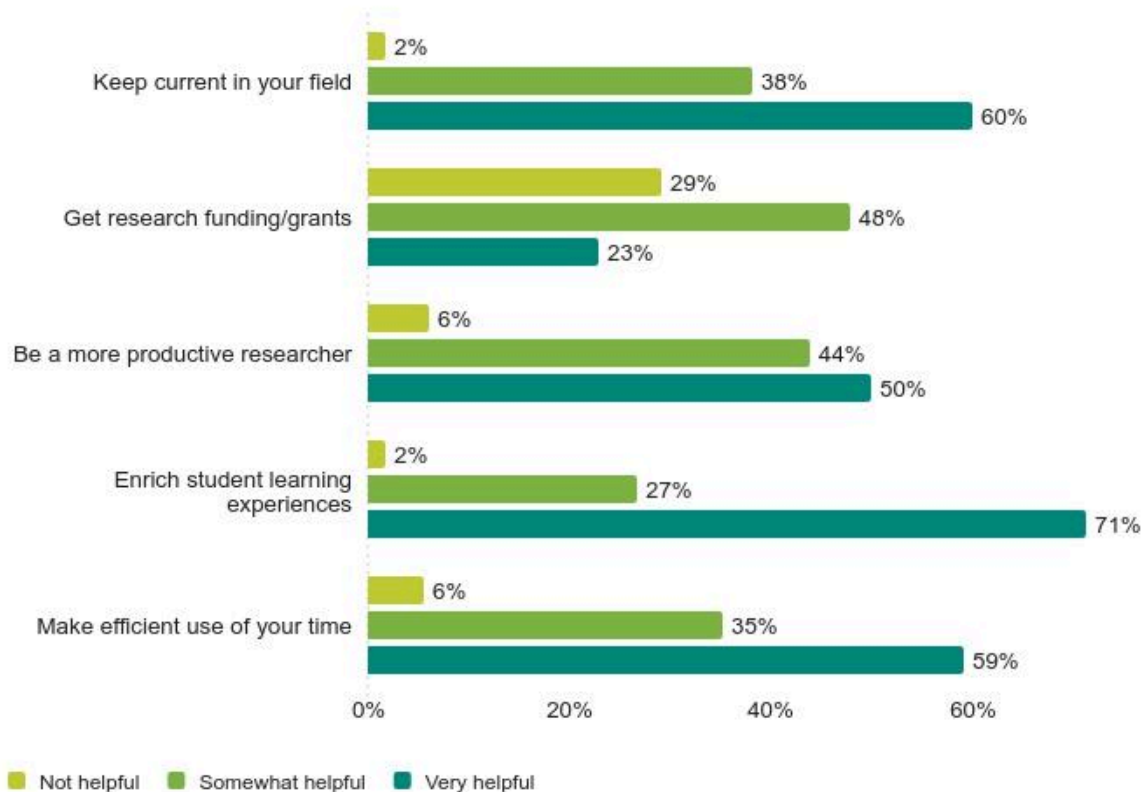
Library impact on faculty work

The final faculty-specific question in the survey asked respondents to rate the library's helpfulness in specific aspects of their work. The majority of respondents from both APU and UAA indicated that the library was either "somewhat helpful" or "very helpful" to most of the aspects the survey looked at. For both groups "Enrich student learning experiences" had the highest percentage faculty rate the library as "very helpful." "Get research funding/grants" was the only area where a large percentage of faculty did not find the library helpful, though this may be partially explained by some faculty not having a research component in their workloads.

Rate the helpfulness of the Consortium Library for your ability to: (APU faculty)



Rate the helpfulness of the Consortium Library for your ability to: (UAA faculty)



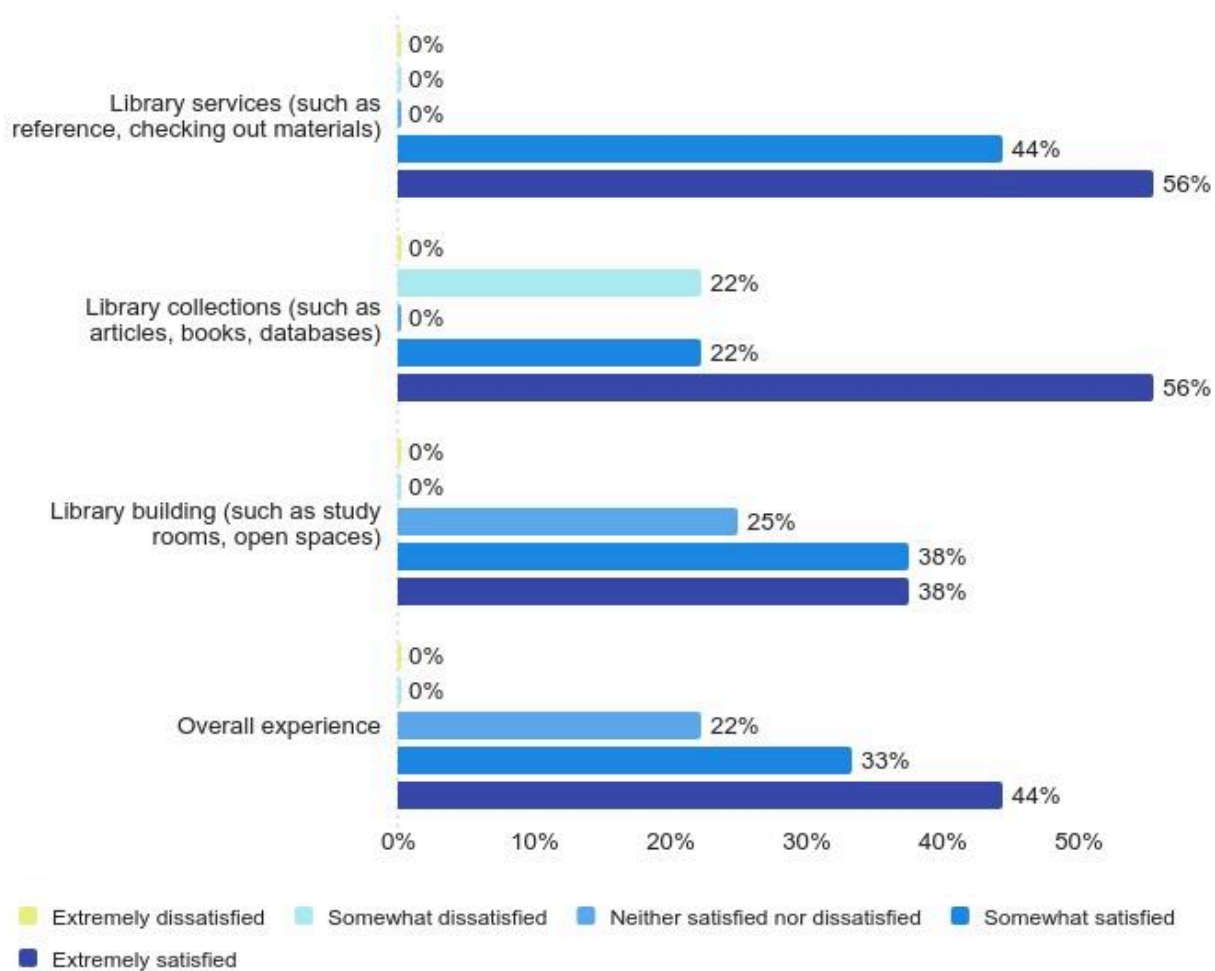
Graduate students

The 2025 survey received 10 responses from APU graduate students and 70 responses from graduate students at UAA, which represented a small decrease from the previous survey in 2022.

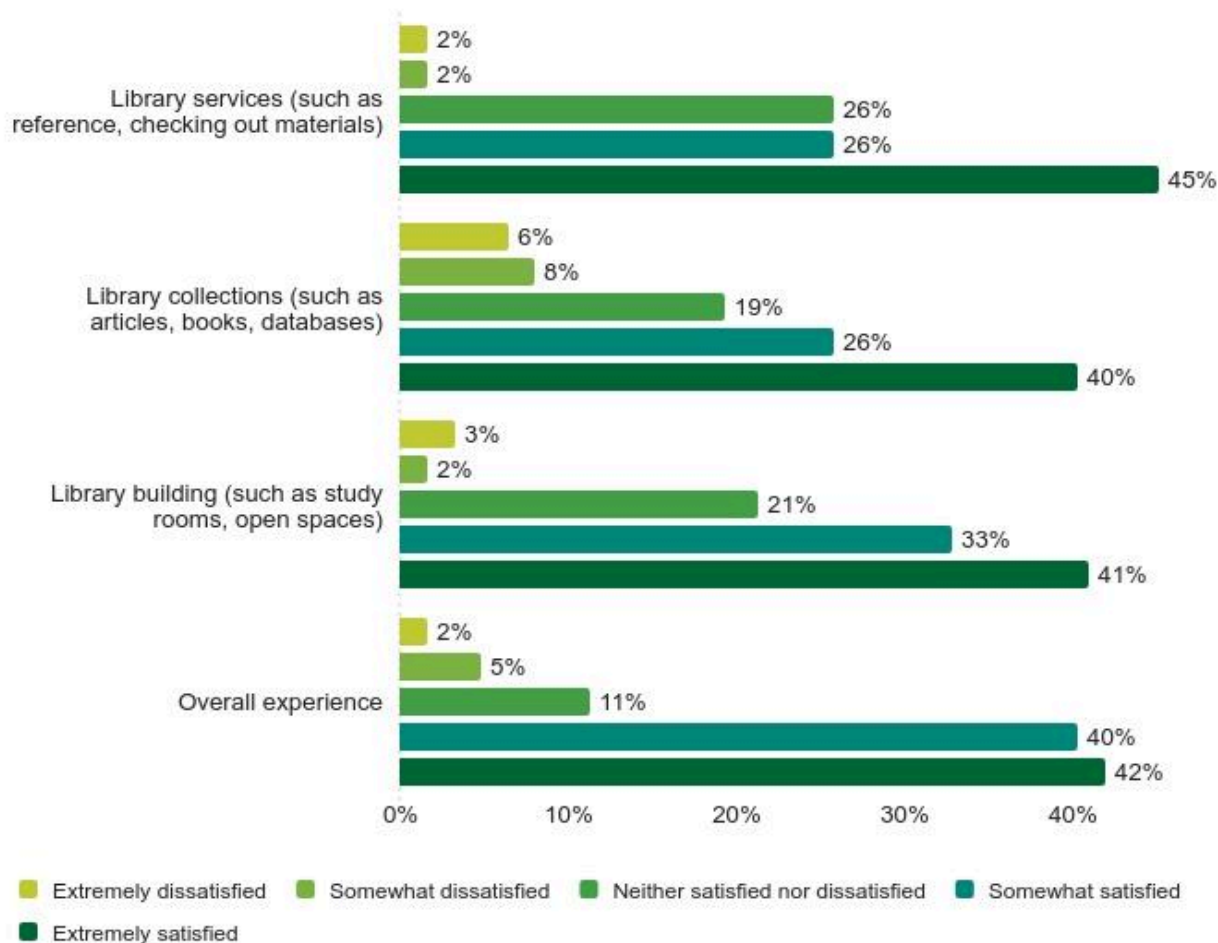
General satisfaction of graduate students with library services, collections, and building

The majority of both APU and UAA graduate students who responded to the survey reported being either “somewhat satisfied” or “extremely satisfied” with the library’s services, collections, building, and their overall experience using the library. As with faculty, the highest percentage of grad students said they were extremely satisfied with the library’s services, while the library’s collections had the highest percentage of students who expressed dissatisfaction.

How satisfied are you with the following aspects of the Consortium Library? (APU graduate students)



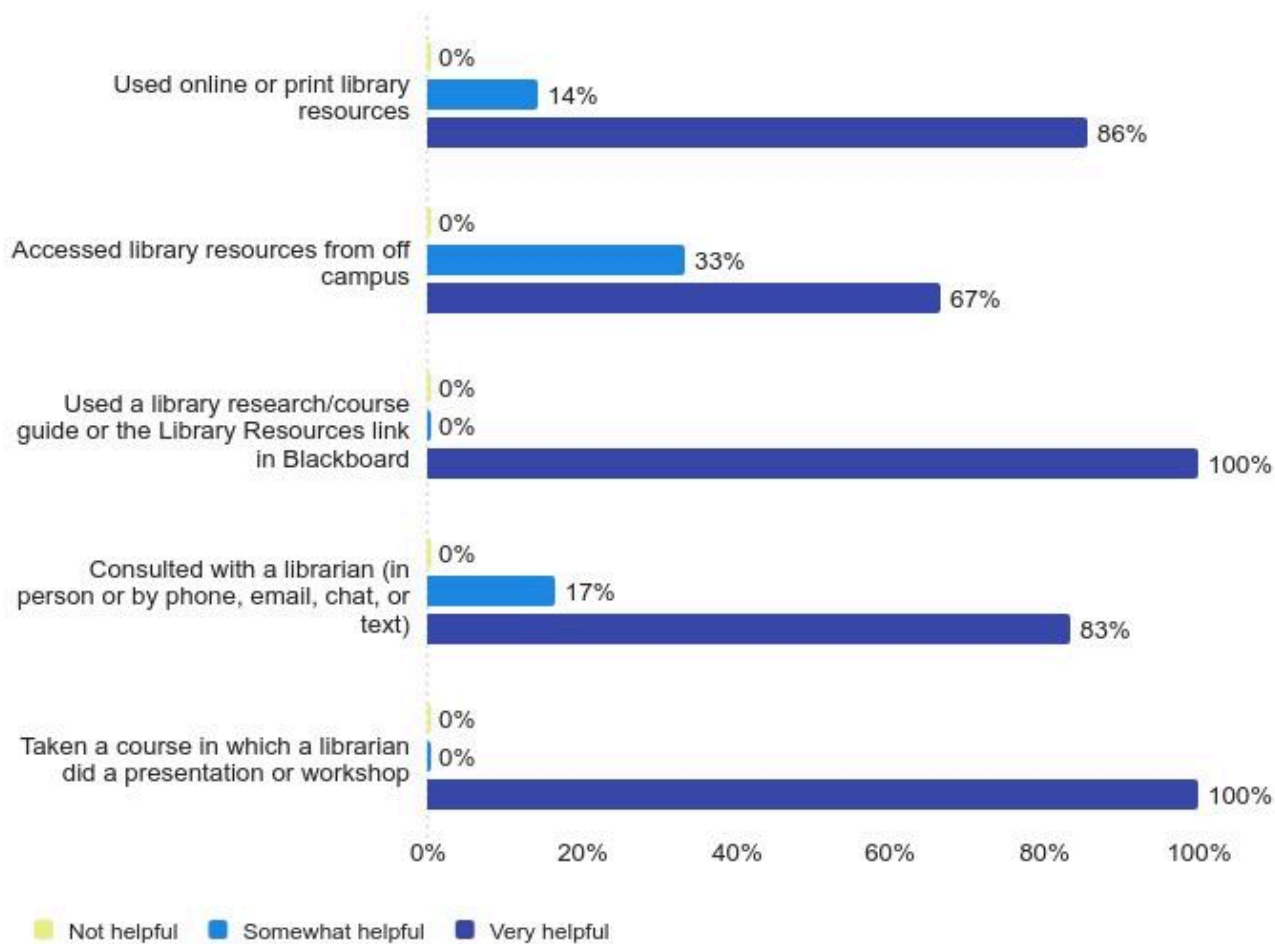
How satisfied are you with the following aspects of the Consortium Library? (UAA graduate students)



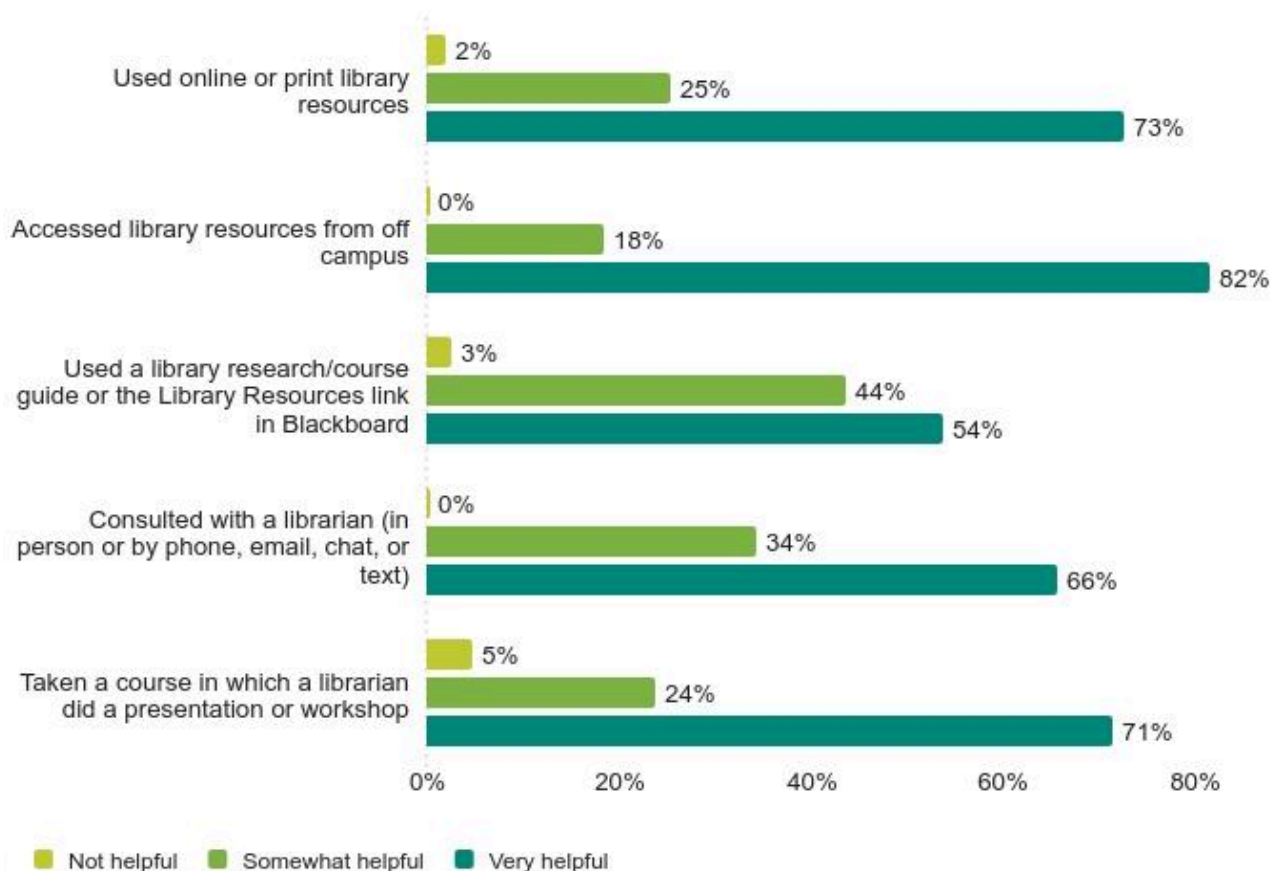
Helpfulness of library resources and services for graduate students

As shown by the charts below, the majority of both APU and UAA graduate students who responded to the survey found their interactions with the library's resources and services to be helpful, with most rating all of the categories as "very helpful." Only a very small percentage of UAA graduate students rated their use of online or print resources, use of library research or course guides or the Library Resources link in Blackboard, or taking a course in which a librarian did a presentation or workshop as "not helpful."

If you have done any of the following, please rate how helpful they were. (APU graduate students)



If you have done any of the following, please rate how helpful they were. (UAA graduate students)

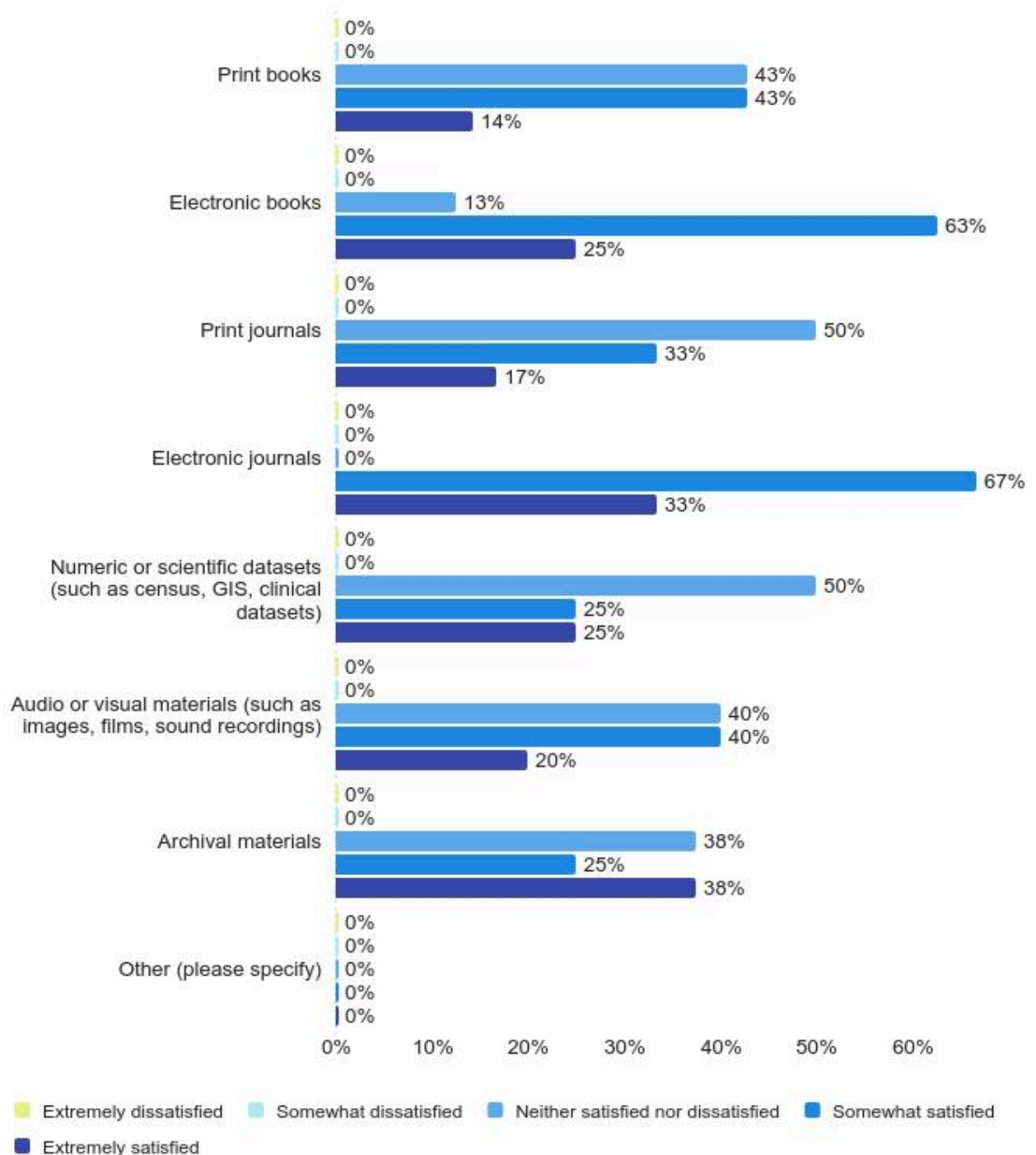


Graduate student satisfaction with library resources

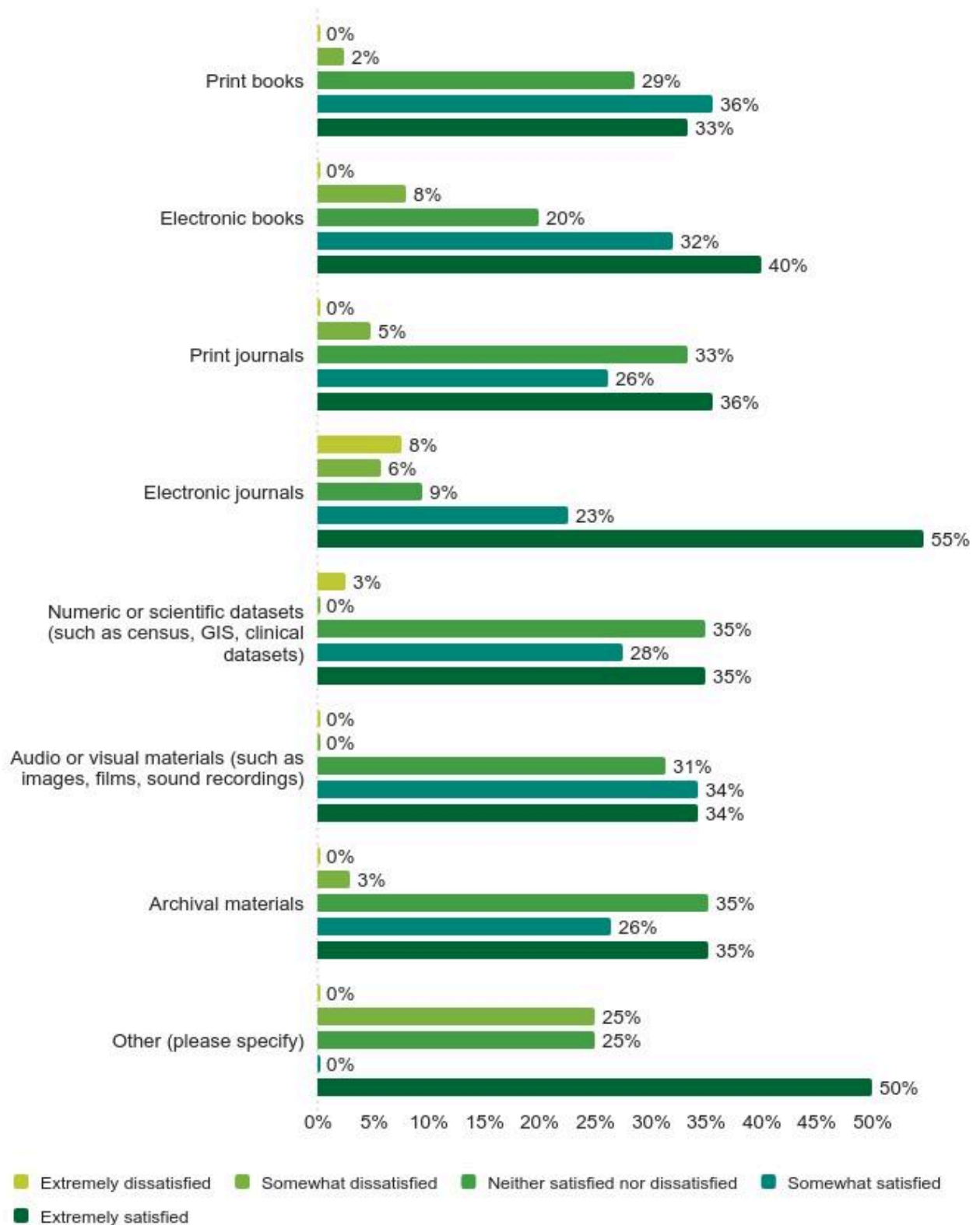
The majority of graduate students at both APU and UAA reported being either “somewhat satisfied” or “extremely satisfied” with the availability of most types of library resources. The exception to this was that half of the APU respondents were “neither satisfied or dissatisfied” with the library’s.

The highest percentage of UAA students reported being “extremely satisfied” with the availability of electronic journals through the library, at 55%. However 14% said they were either “somewhat dissatisfied” or “extremely dissatisfied” with the availability of electronic journals. This could be due to differences in availability of resources in different disciplines, as all respondents from the College of Health and College of Business and Public Policy reported some level of satisfaction, while responses from the College of Arts and Sciences, College of Engineering were more mixed.

Please rate your satisfaction with the availability of these library resources: (APU graduate students)



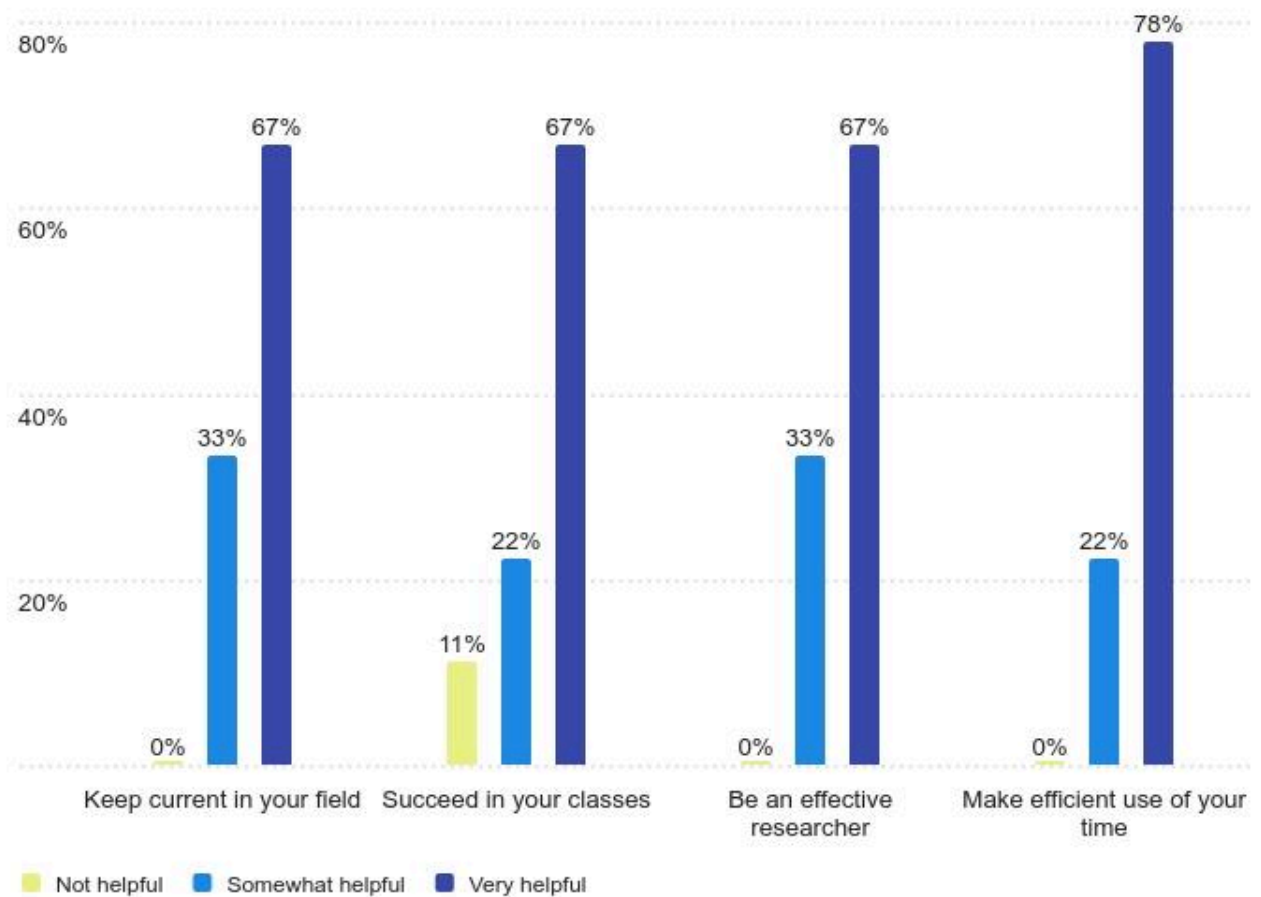
Please rate your satisfaction with the availability of these library resources. (UAA graduate students)



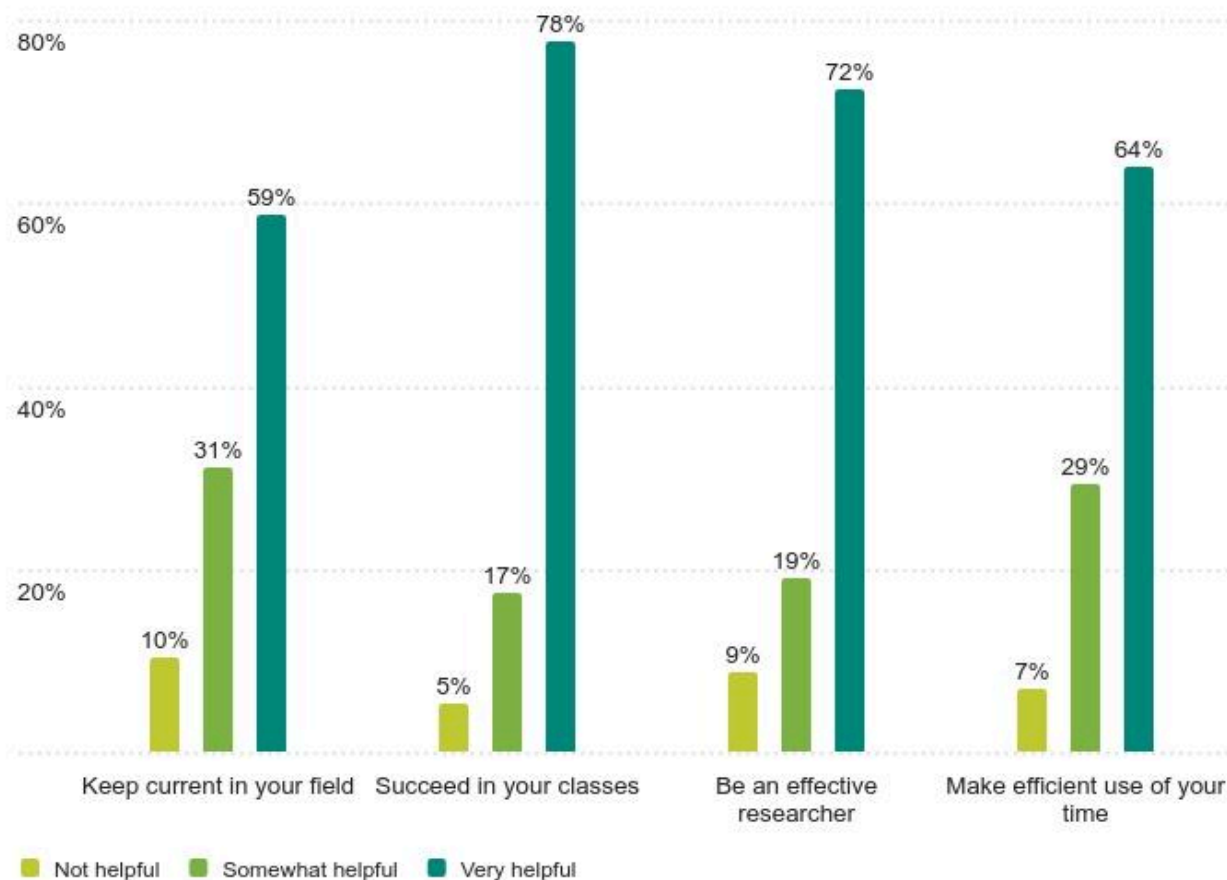
Library impact on graduate student work

The final question on the survey specific to graduate students asked how helpful the Consortium Library is to different aspects of their work. Students from both APU and UAA overwhelmingly rated the library as “very helpful” in all areas the question looked at. Only one researcher from APU said the library was “not helpful” in their ability to succeed in their classes. A small percentage of UAA students rated the library as “not helpful” in each of the areas, with the highest of these being the ability to succeed in their classes. Overall graduate students at APU and UAA who responded to the survey found the library helpful in their work.

How helpful is the Consortium Library to your ability to do the following? (APU graduate students)



How helpful is the Consortium Library to your ability to do the following? (UAA graduate students)



Staff

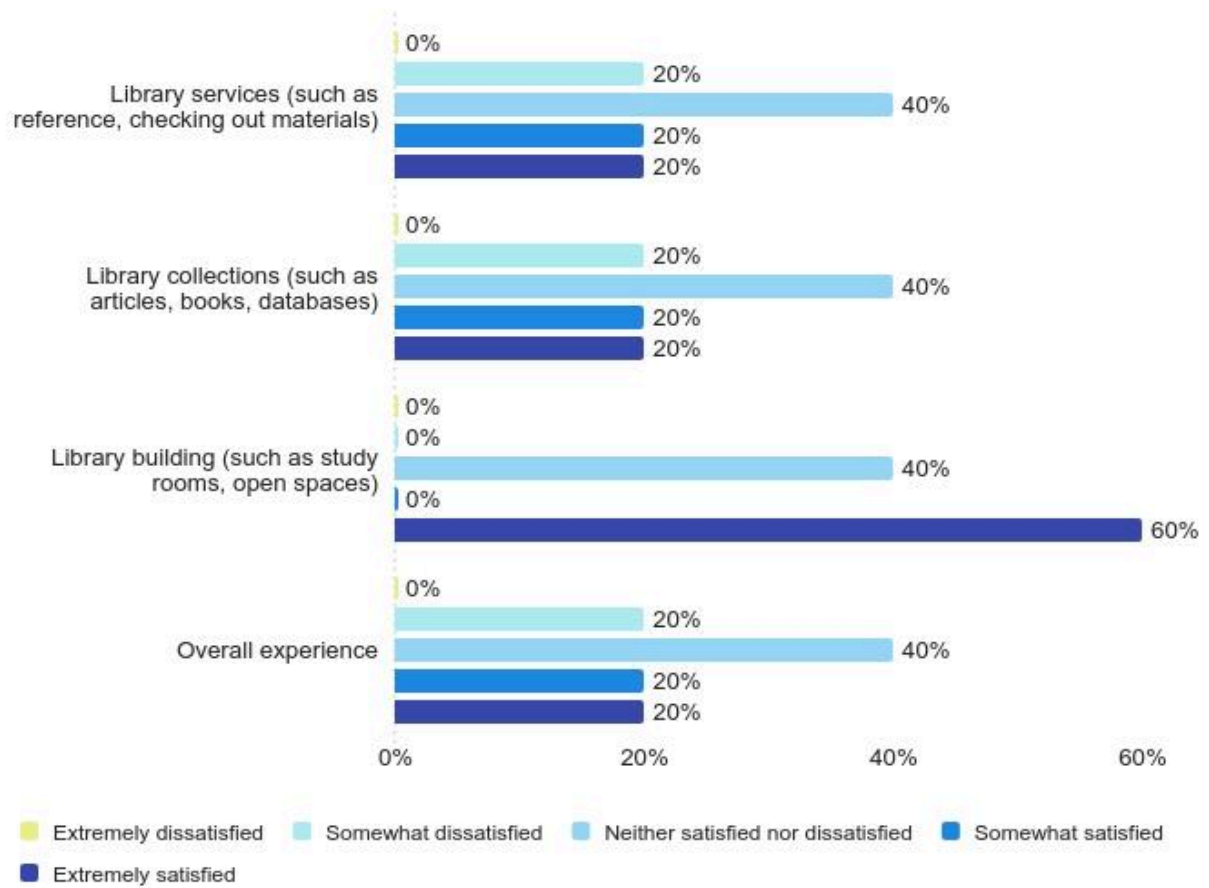
In the previous iteration of this survey, conducted in 2022, staff and faculty responses were analyzed and reported together. The Assessment Team chose to look at categories separately in this report, as staff and faculty likely have different library needs and patterns of usage.

Only six staff members from APU and 87 staff members from UAA responded to the 2025 survey, which represents a decrease in APU staff participation and a slight increase in UAA staff participation from 2022.

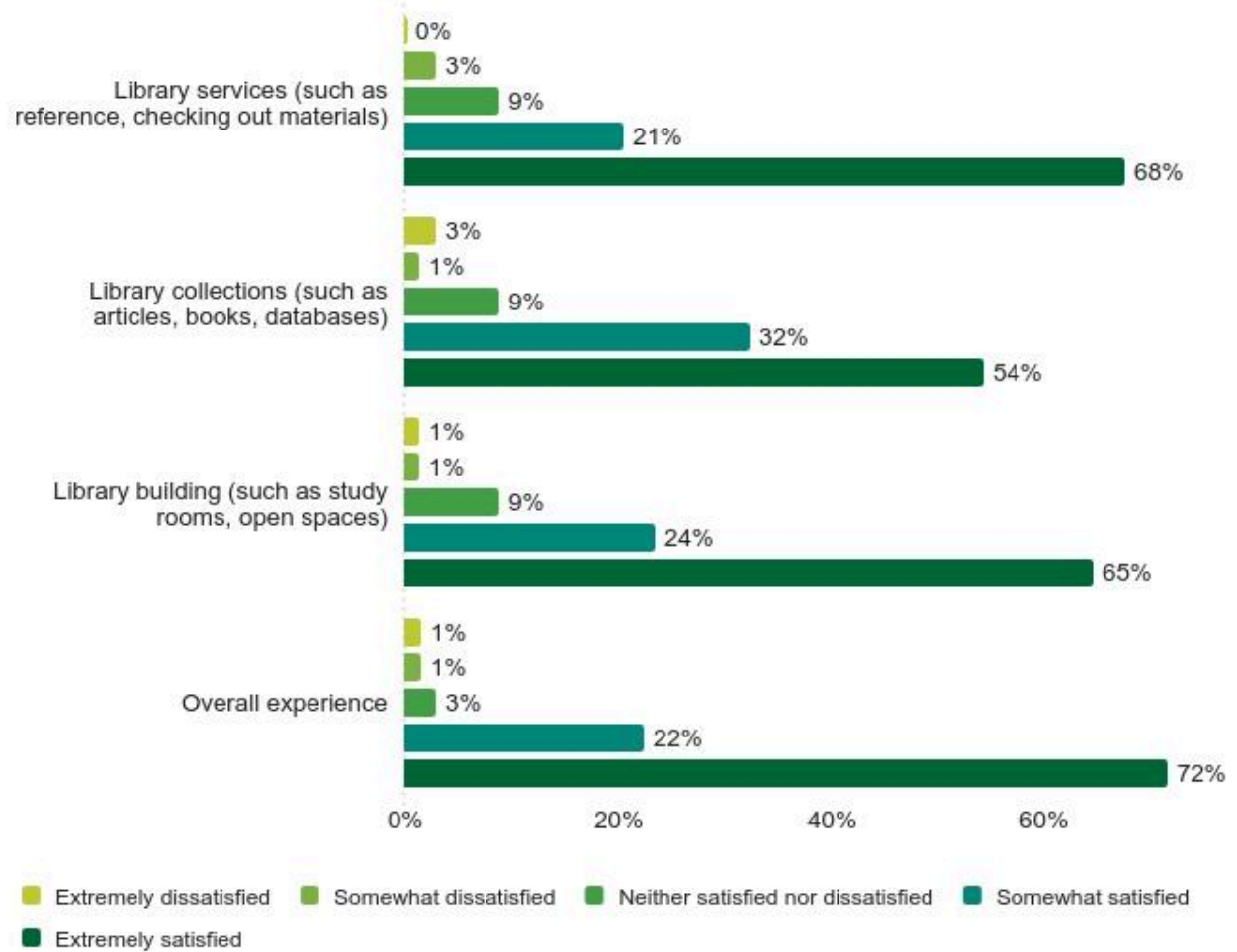
Overall staff satisfaction with library services, collections, and spaces

The majority of UAA staff were extremely satisfied with the Consortium Library's services, collections, spaces, and their overall experience with the library, while the few APU staff responses were fairly evenly distributed, with the highest percentage being "neither satisfied nor dissatisfied" with all areas except the library building.

How satisfied are you with the following aspects of the Consortium Library? (APU staff)



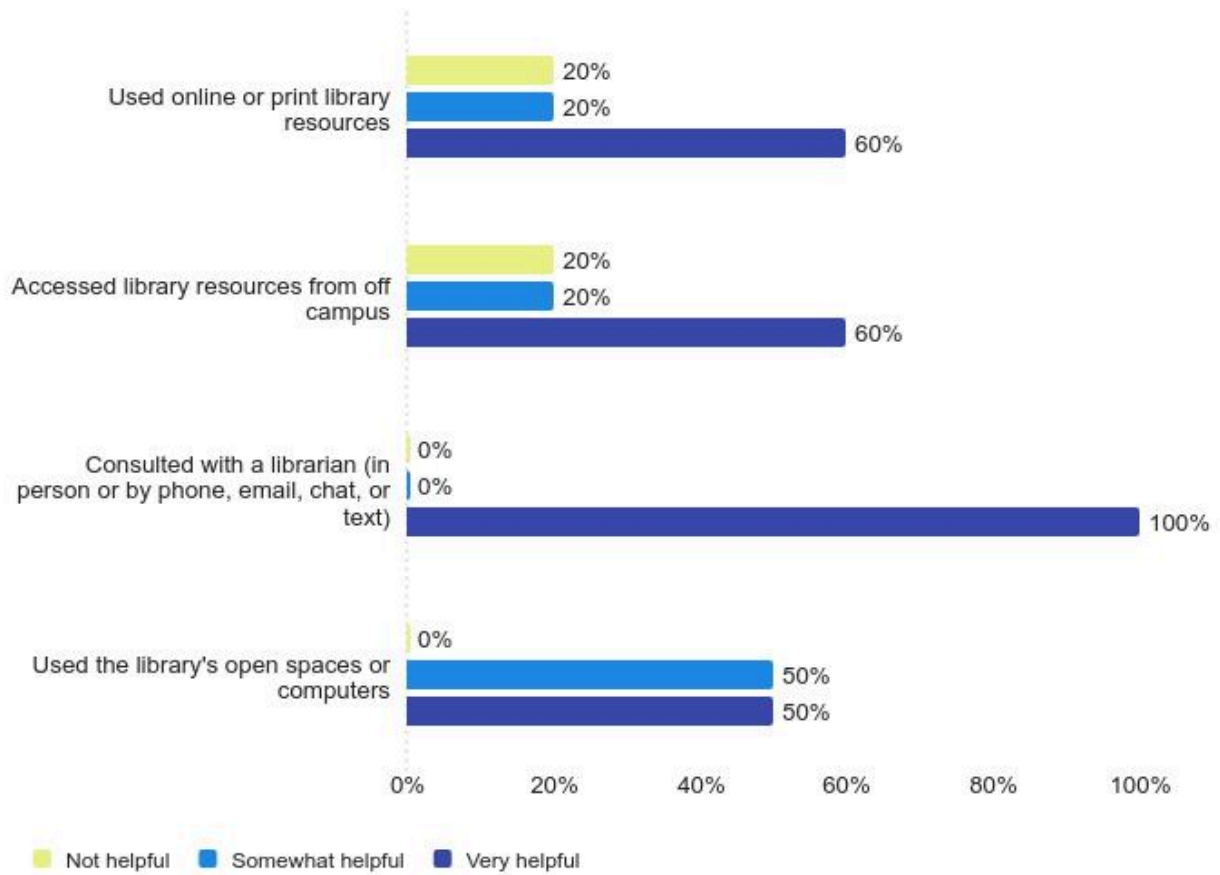
How satisfied are you with the following aspects of the Consortium Library? (UAA staff)



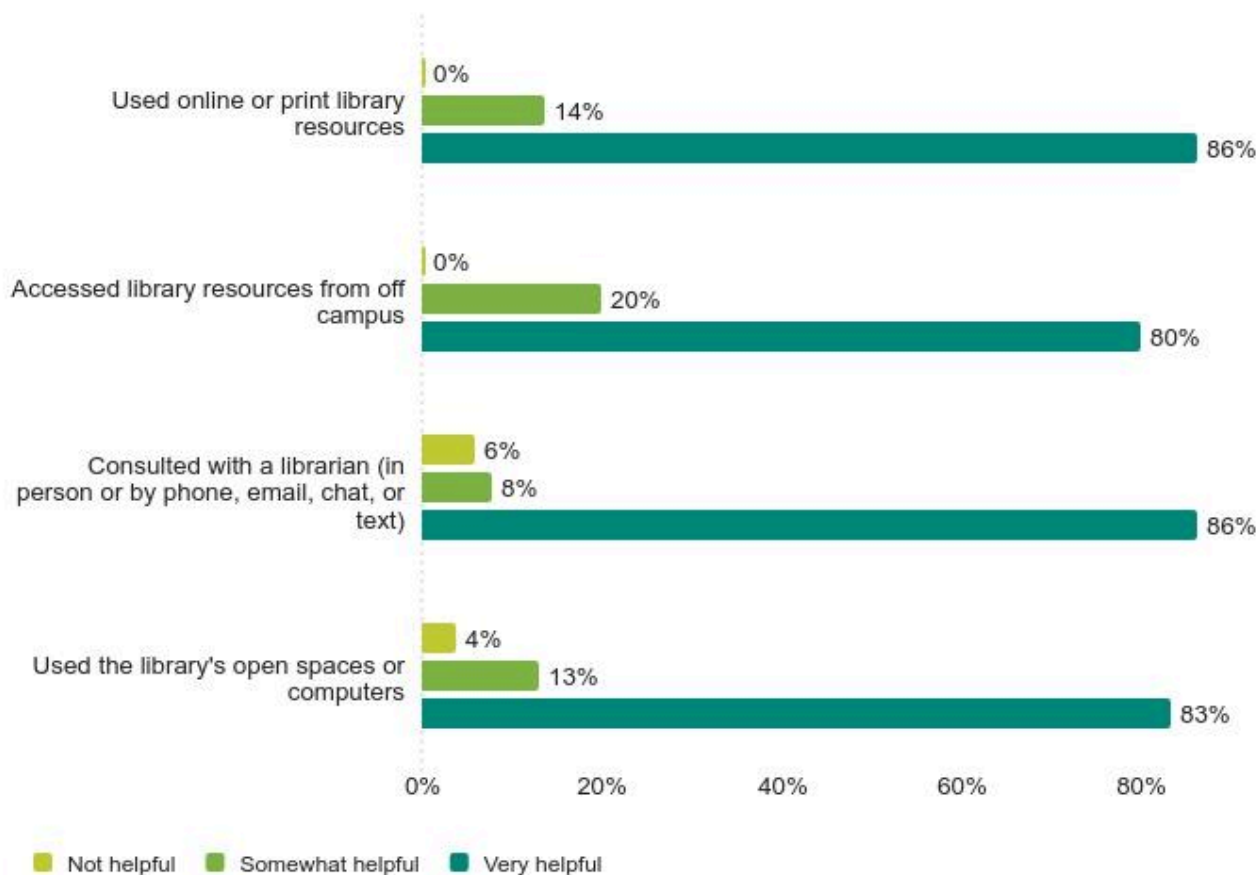
Helpfulness of library resources, services, and spaces for staff

The survey included one question specific to staff about the helpfulness of their interactions with the library’s resources, services, and spaces. The majority of both APU and UAA staff said they found these interactions either “somewhat helpful” or “very helpful.”

If you have done any of the following, please rate how helpful they were. (APU staff)



If you have done any of the following, please rate how helpful they were. (UAA staff)



Undergraduate students

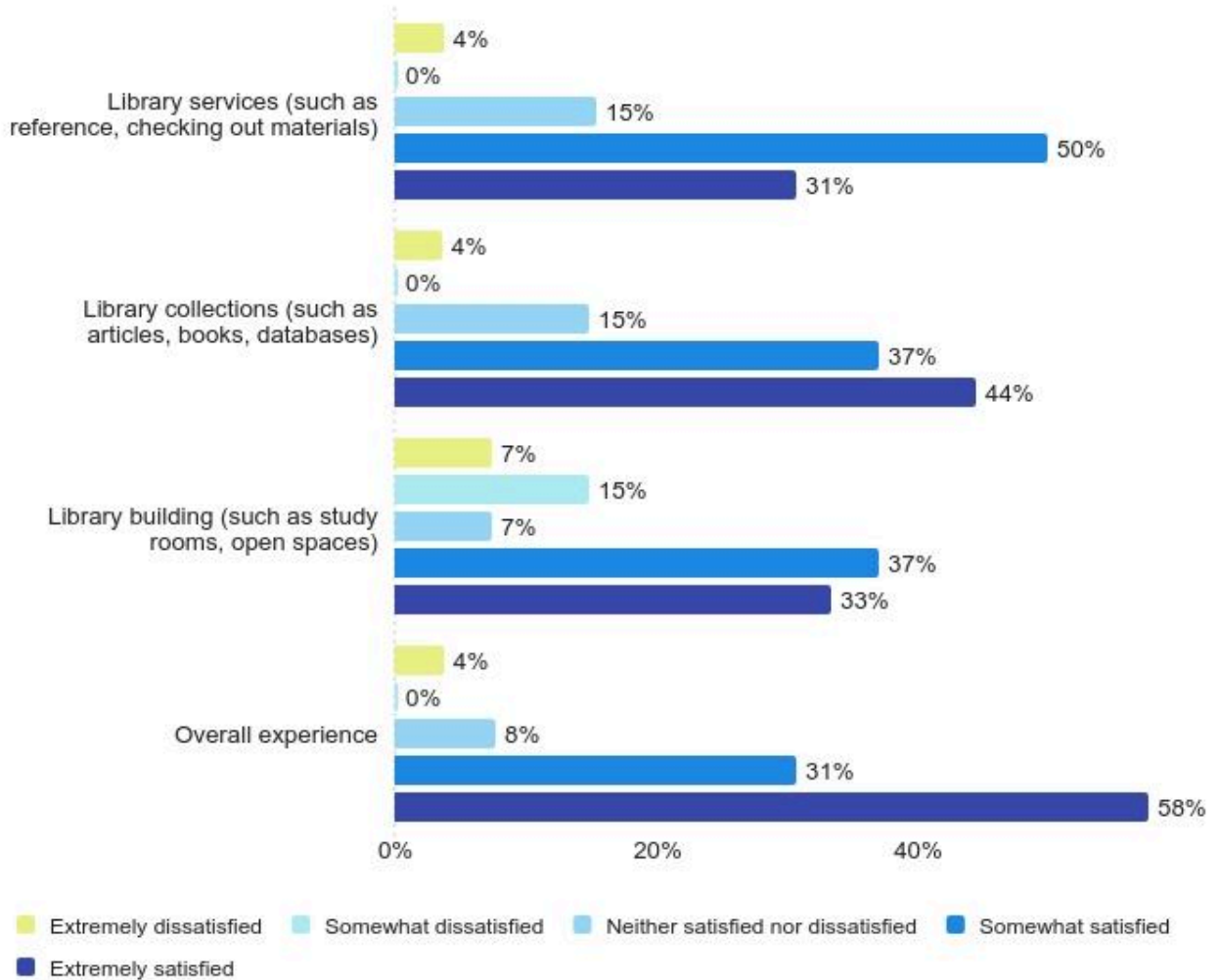
Undergraduate students represent the largest group of survey respondents, with 31 APU undergraduates and 402 UAA undergraduates responding to the survey. Both of these numbers were down somewhat from the previous survey in 2022.

Overall undergraduate satisfaction with library services, collections, and spaces

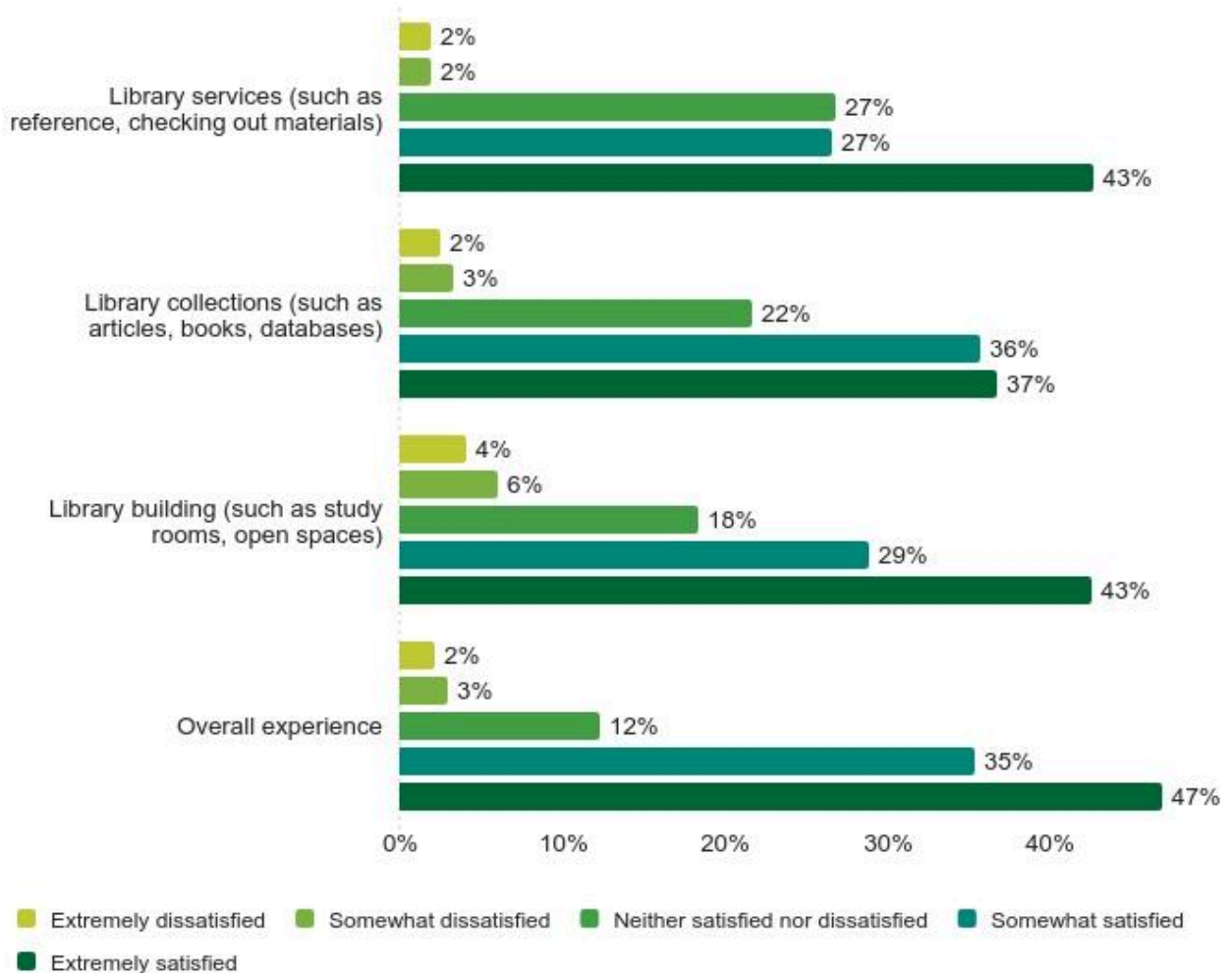
The majority of undergraduate students who responded to the survey from both UAA and APU expressed satisfaction with the Consortium Library's services, collections, spaces, and their overall experience using the library. For both groups the overall experience with the library had the highest percentage of respondents who were "extremely satisfied."

The library building received the highest percentage of "somewhat dissatisfied" and "extremely dissatisfied" responses from students at both universities. This was most pronounced among APU students, 22% of whom expressed some level of dissatisfaction with the library building.

How satisfied are you with the following aspects of the Consortium Library? (APU undergraduates)



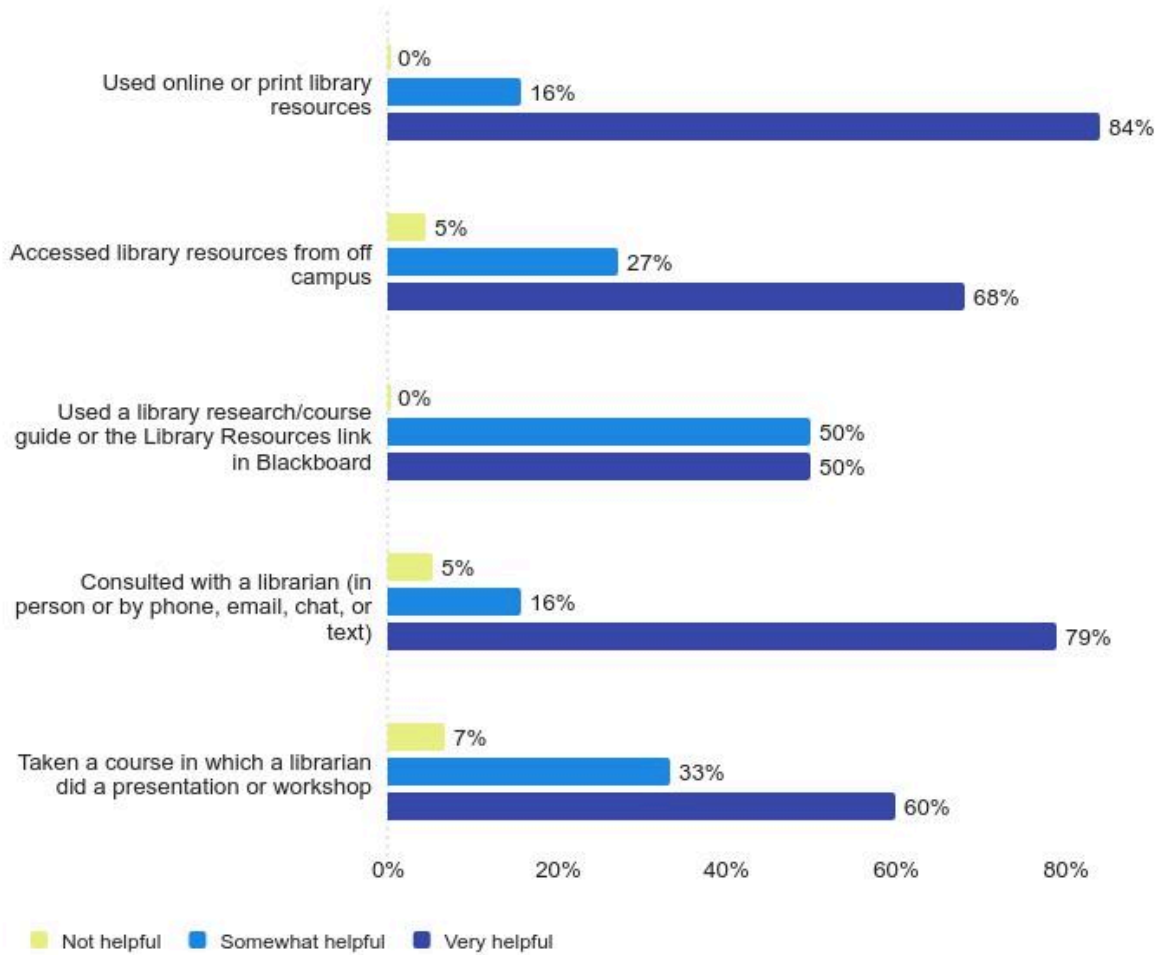
How satisfied are you with the following aspects of the Consortium Library? (UAA undergraduates)



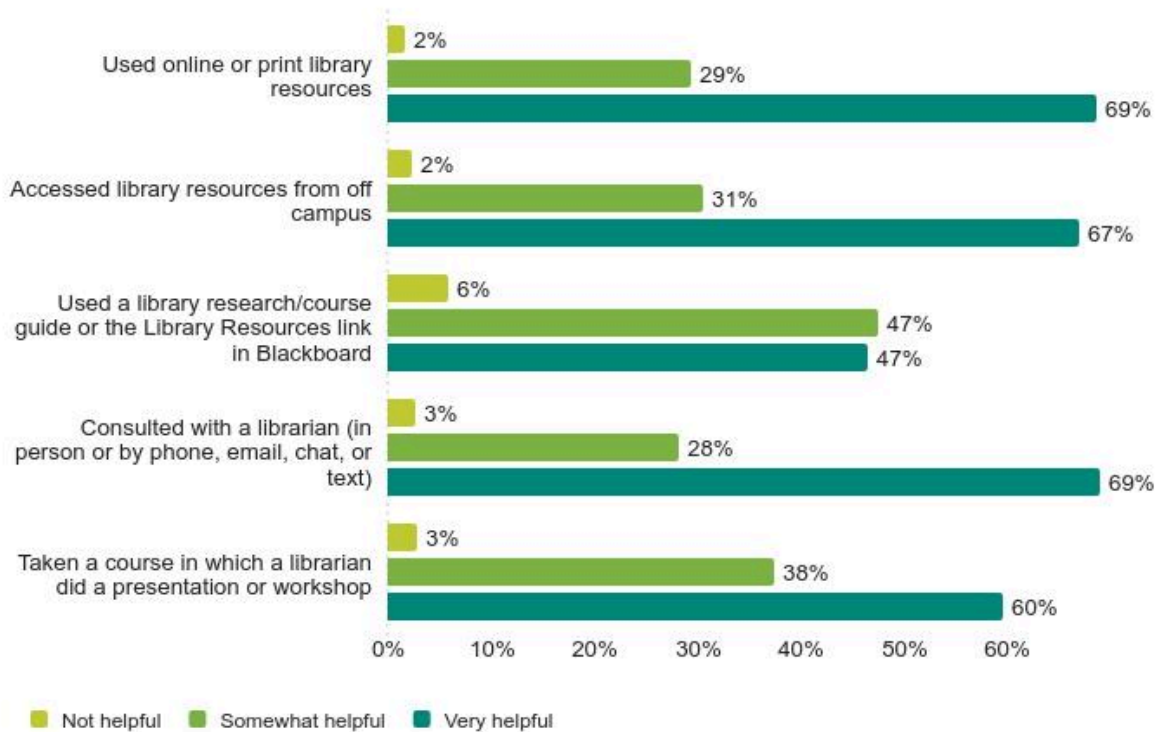
Helpfulness of library resources and services for undergraduate students

The majority of both UAA and APU undergraduates who responded rated their interactions with the library resources and services assessed by this question as either “somewhat helpful” or “very helpful.” Only a small percentage of students rated each of these resources and services “not helpful.”

If you have done any of the following, please rate how helpful they were. (APU undergraduates)



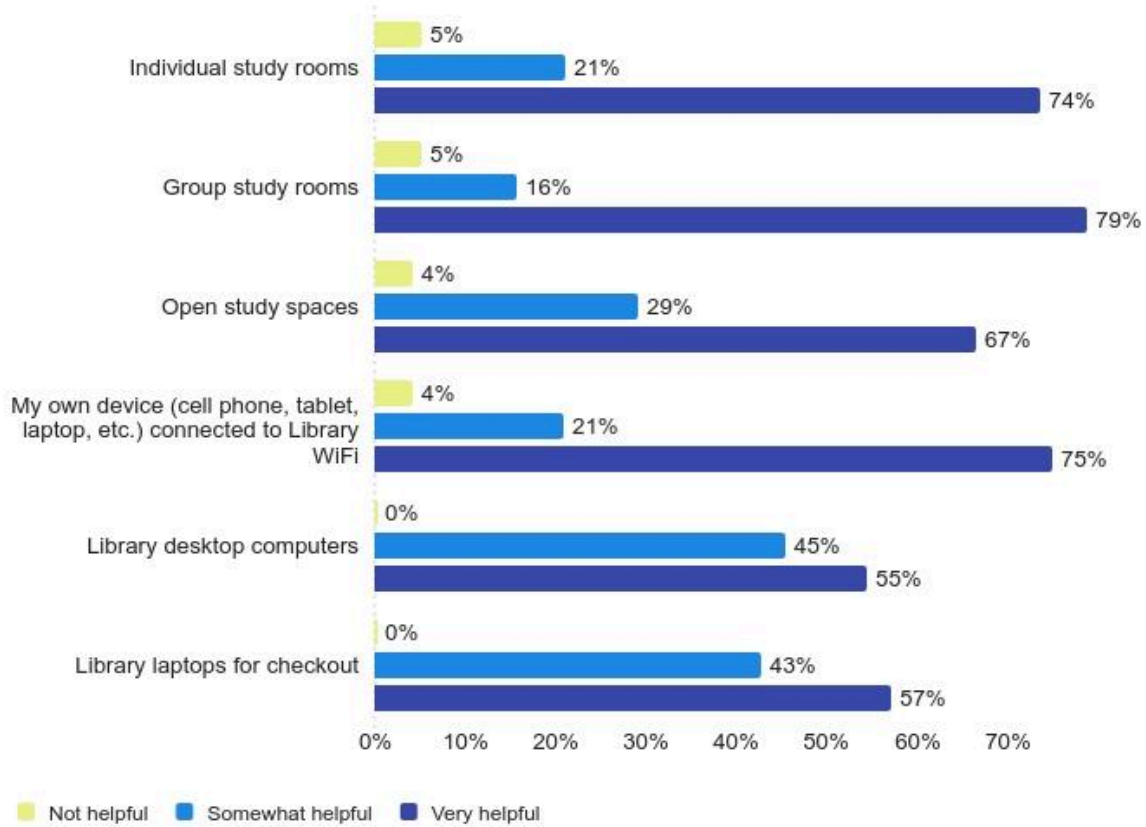
If you have done any of the following, please rate how helpful they were. (UAA undergraduates)



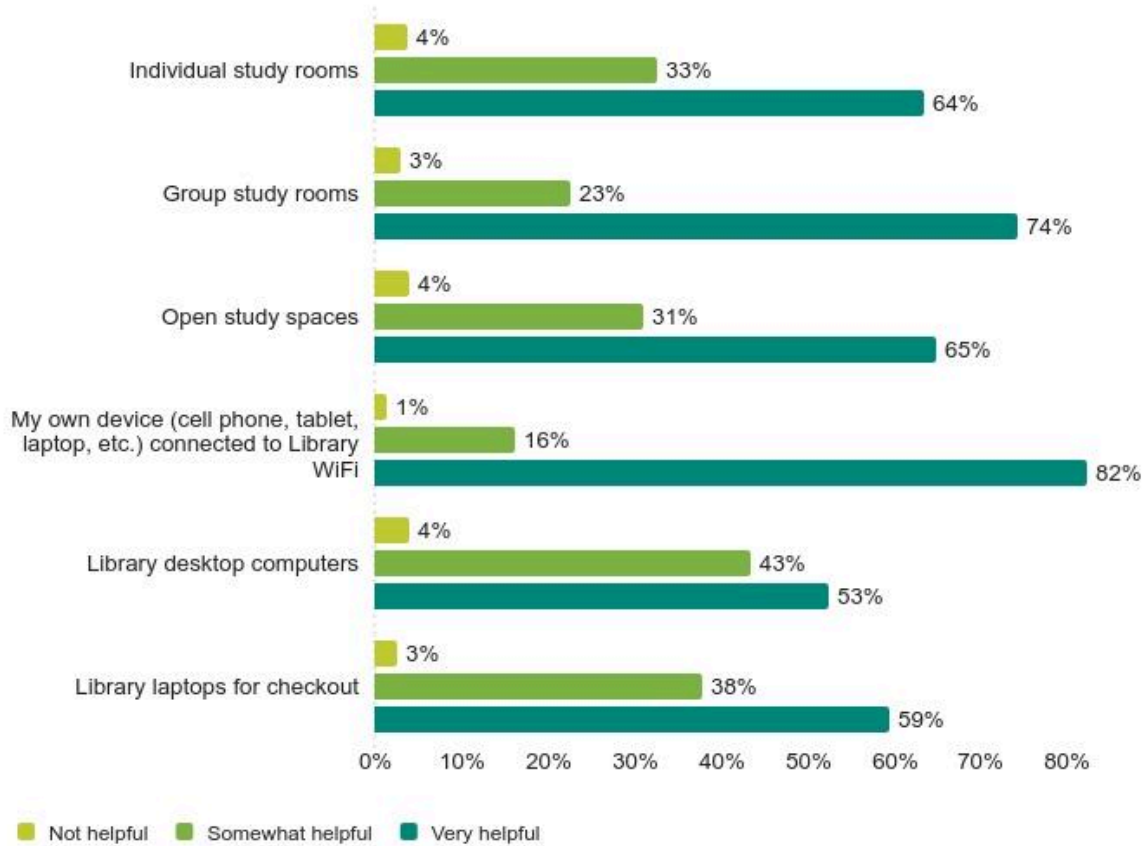
Helpfulness of library spaces and equipment for undergraduate students

One of the survey questions specific to undergraduate students was about the helpfulness of various library spaces and computer equipment to their academic success. Though a small percentage of the students who responded found the library's offerings in these areas "not helpful," the majority of both UAA and APU respondents said that the library's spaces and computer equipment were "very helpful" to their academic success.

How helpful are the following library spaces and equipment to your academic success? (APU undergraduates)



How helpful are the following library spaces and equipment to your academic success? (UAA undergraduates)

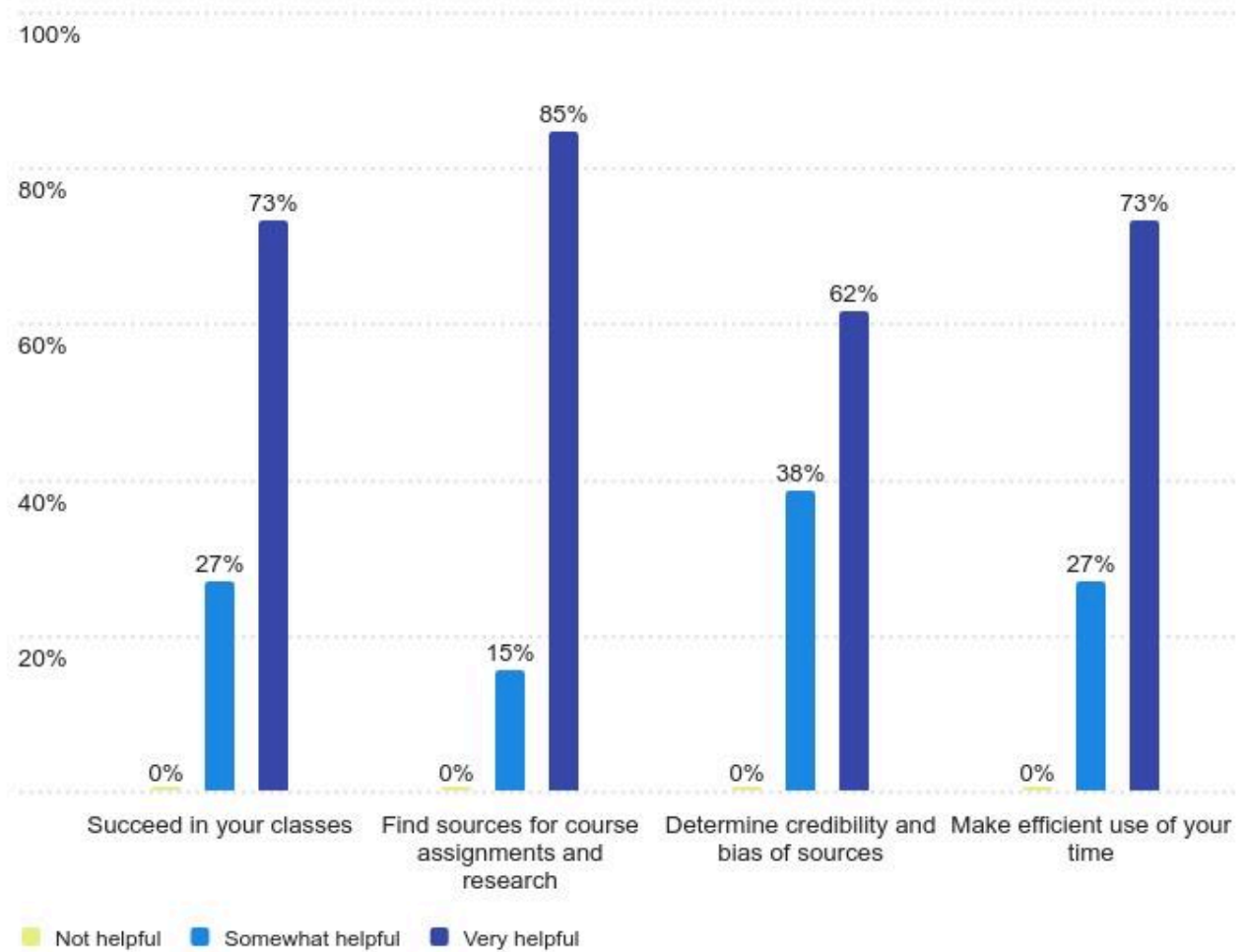


Library impact on undergraduate student work

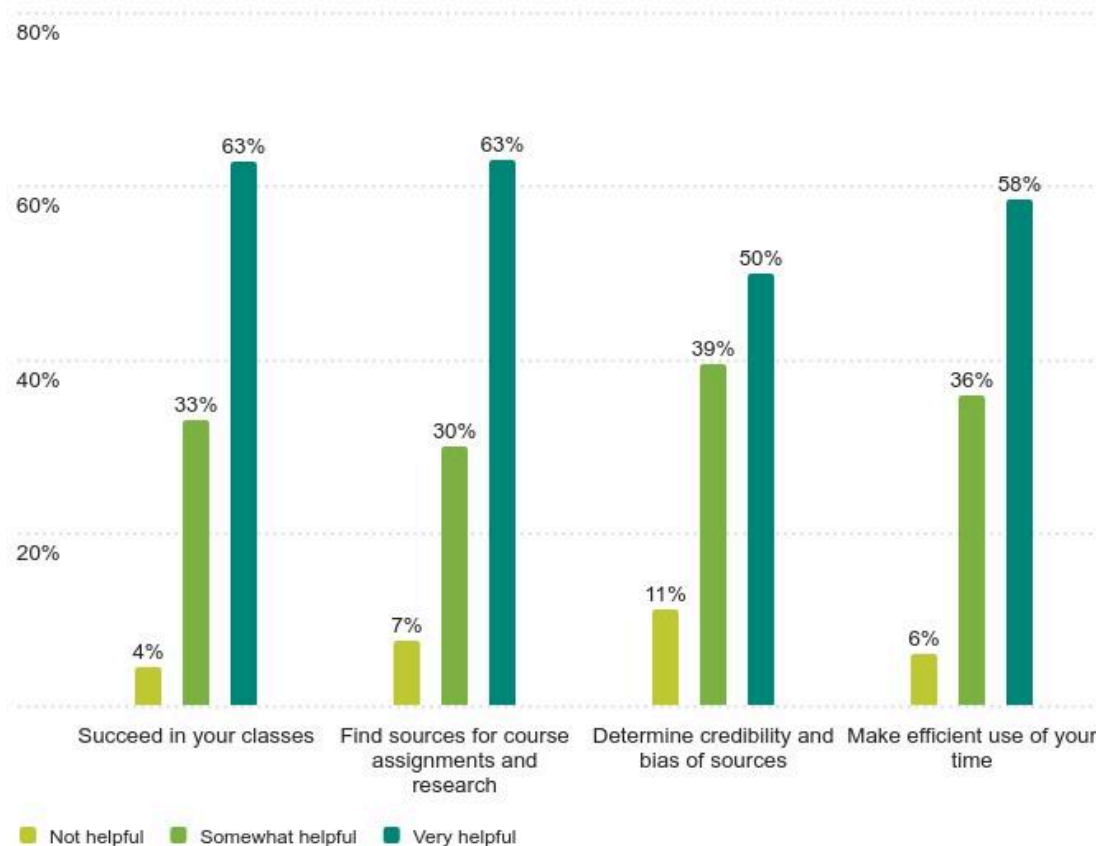
The final question on the survey specific to undergraduates asked how helpful the library was to different aspects of their academic work, including the key information literacy skills of finding sources and determining their credibility and bias. All APU students who responded to the survey said that the library was either “somewhat helpful” or “very helpful”. While most UAA respondents found the library helpful in most regards, a small percentage rated it as “not helpful” in each of the areas included in the question.

The lowest percentage of respondents from both groups described the library as “very helpful” to their ability to determine the credibility and bias of sources, and this was also the area where the highest percentage of UAA students rated the library as “not helpful.” An explanation for this may be that depending on the classes they take, not every student receives the same amount of information literacy instruction, where these concepts would be covered, from the library.

Rate how helpful the Consortium Library has been in your ability to: (APU undergraduates)



Rate how helpful the Consortium Library has been in your ability to: (UAA undergraduates)



Open-ended questions

The survey included three open-ended questions that were asked of all groups and two that were only asked to faculty members. These questions received a total of 1,118 responses, 96 of which were from APU and 1022 of which were from UAA.

UAA and APU responses were combined when analyzing the responses. The Assessment Team assigned codes to each of the comments based on the topic of the comment. Where comments addressed multiple topics, the different parts of the comments were broken out and assigned separate codes. Based on our experience in 2022 of needing to add a code for comments related to the effects of the COVID-19 pandemic, the Assessment Team added a code for comments referring to the ongoing construction in the library building. The codes could be grouped into five different categories: collection, instruction, other, services, and spaces.

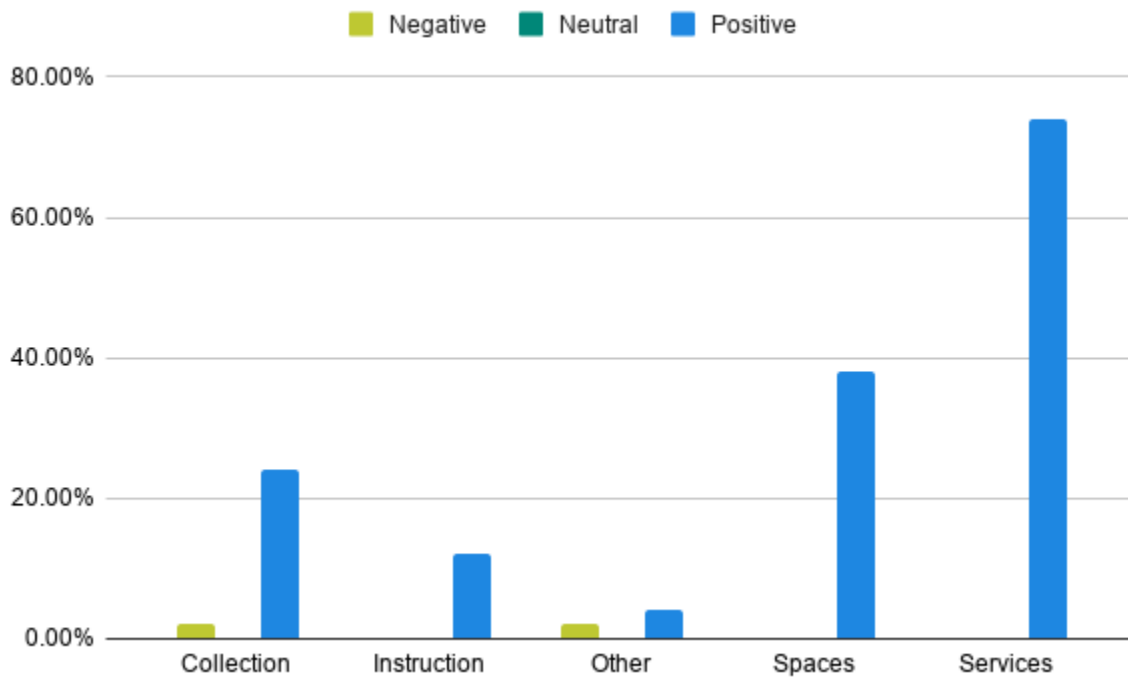
Comments were assigned a code of “positive” or “negative” based on the affect of the comment, and a null value was used for neutral comments. Comments describing positive or negative interactions with library employees were coded for “positive staff behavior” or “negative staff behavior.”

What does the Consortium Library do well?

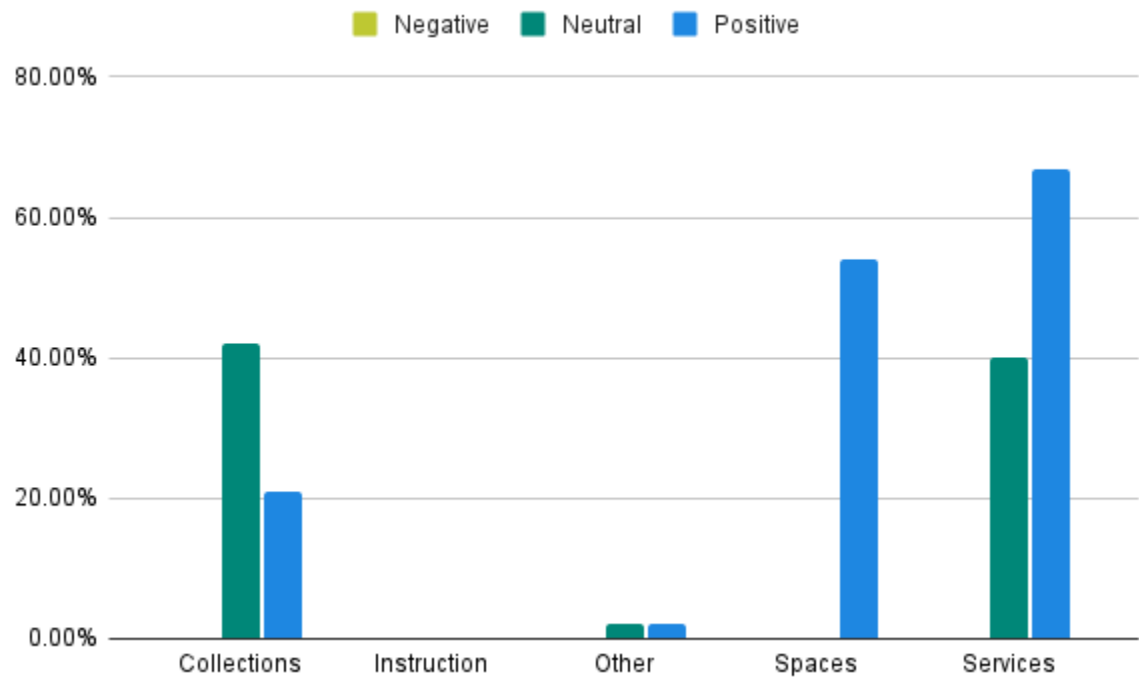
As expected for a question asking what the library does well, the majority of the responses to this question were positive. Graduate students provided the highest percentage of comments that were not positive, with around 40% of their responses discussing both the library's collections and services in a neutral manner.

The various groups differed from each other in terms of what categories of topics they discussed in their comments, which may provide insight into which aspects of the library are most important to the different groups of respondents. Services were the most frequently mentioned category mentioned in comments by faculty, graduate students, and staff, while library spaces were the most frequently discussed topic category among undergraduates.

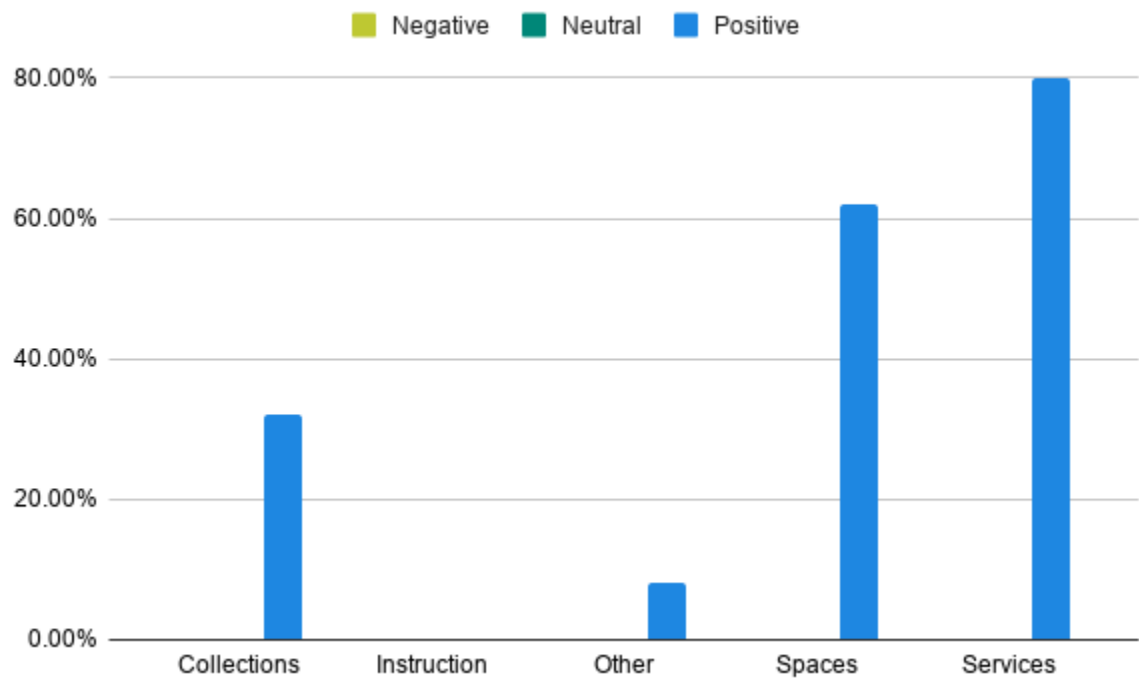
Faculty comments



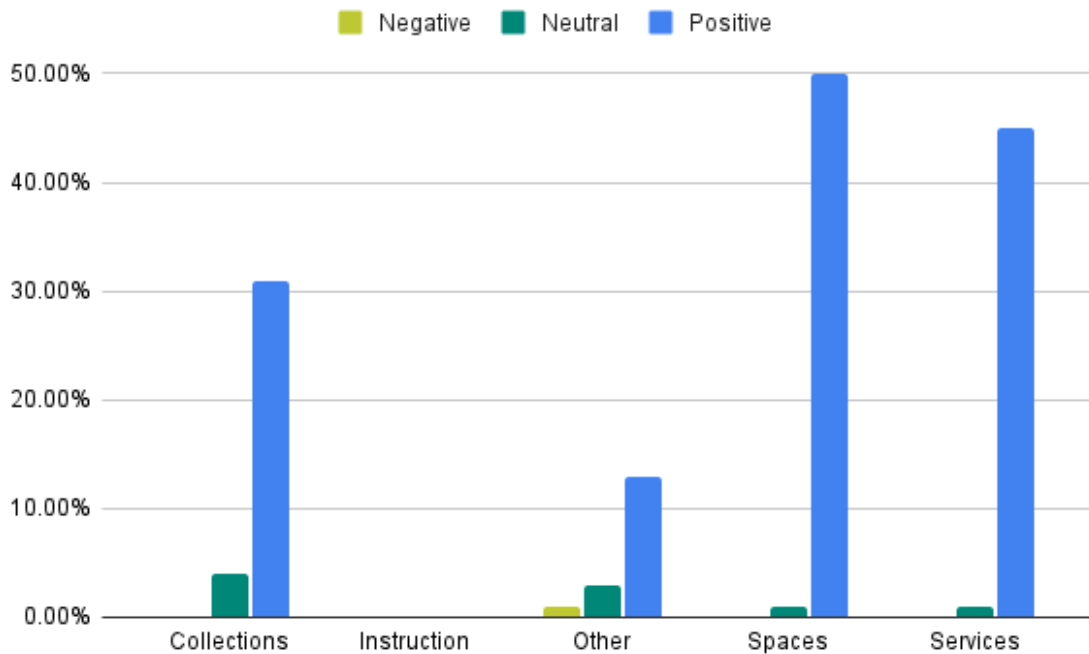
Graduate student comments



Staff comments



Undergraduate student comments

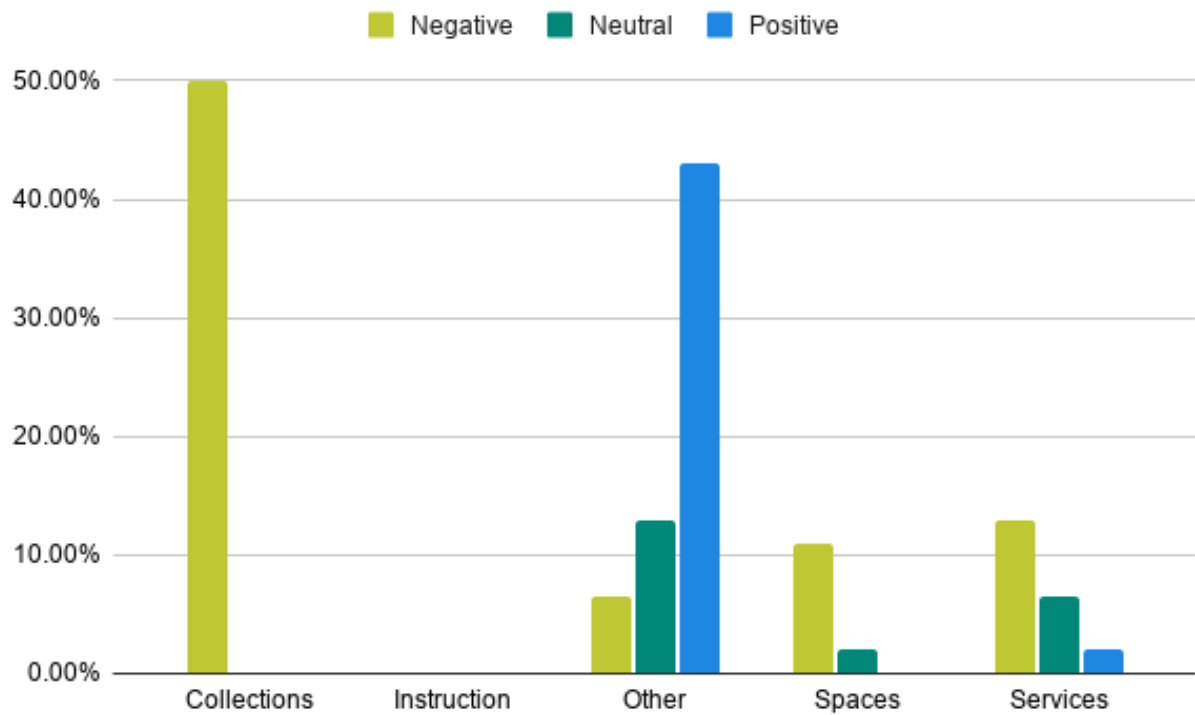


What could the Consortium Library do better?

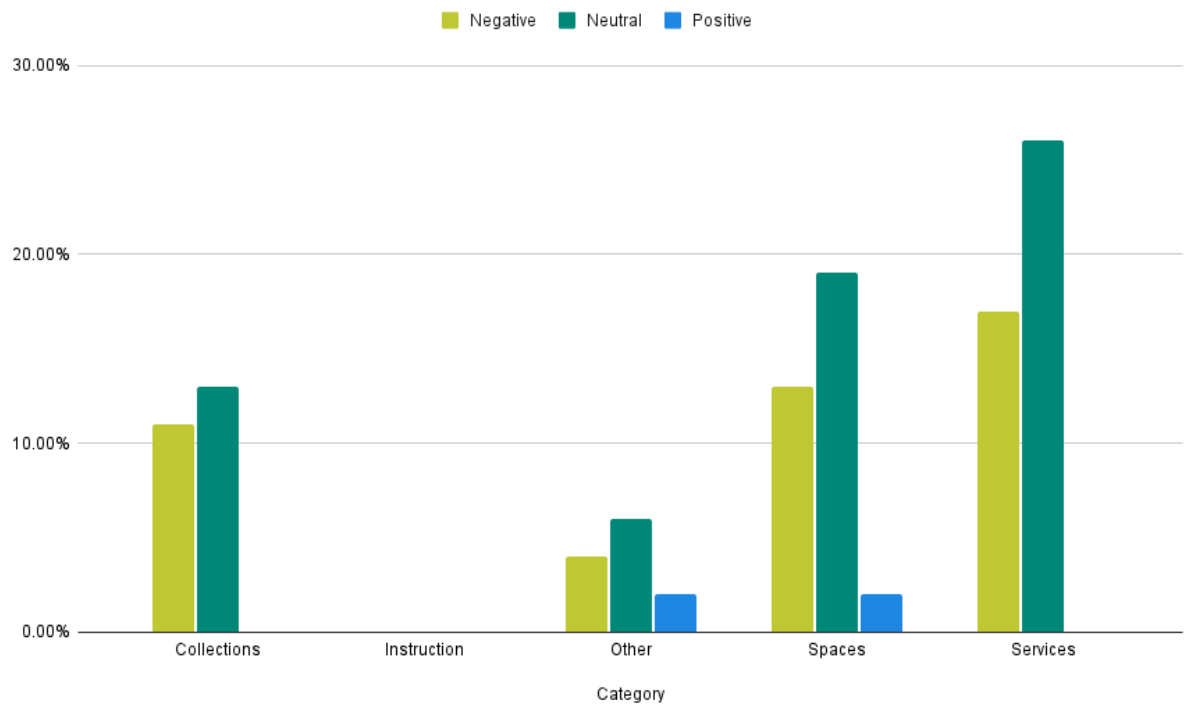
Responses to this question included a mix of negative, neutral, and positive comments. As with the previous question, the various groups varied in how often they mentioned different categories of topics in their comments, and whether those comments were positive, negative, or neutral.

Around half of comments by faculty discussed the library's collections in a negative manner. Interestingly over 40% of faculty comments mentioned the "other" category in positive terms. This can be at least partially attributed to many faculty expressing general support for the library while finding room for improvement of library collections. Services were the most mentioned category among graduate students, followed by spaces and collections, with a mix of neutral and negative comments in each category. The highest percentage of staff comments discussed the library's collections in a neutral manner, while the highest percentage of negative comments from staff discussed services. Among undergraduate students, the highest percentage of comments concerned library services, followed by spaces, other topics and collections, with a mixture of neutral and negative comments.

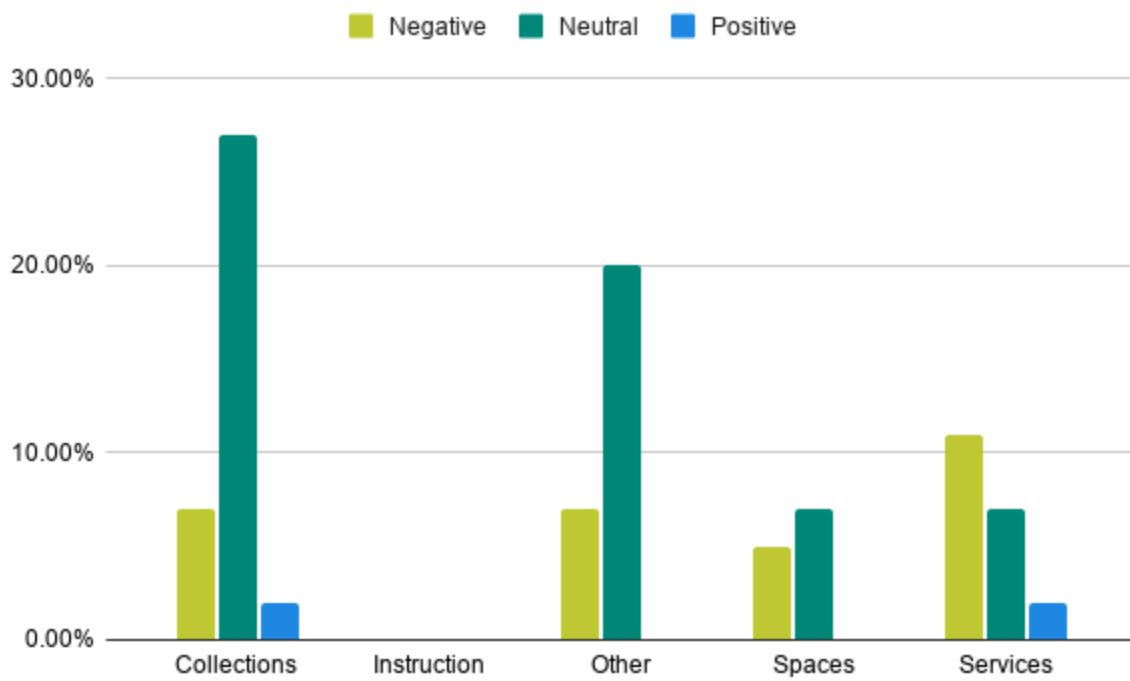
Faculty comments



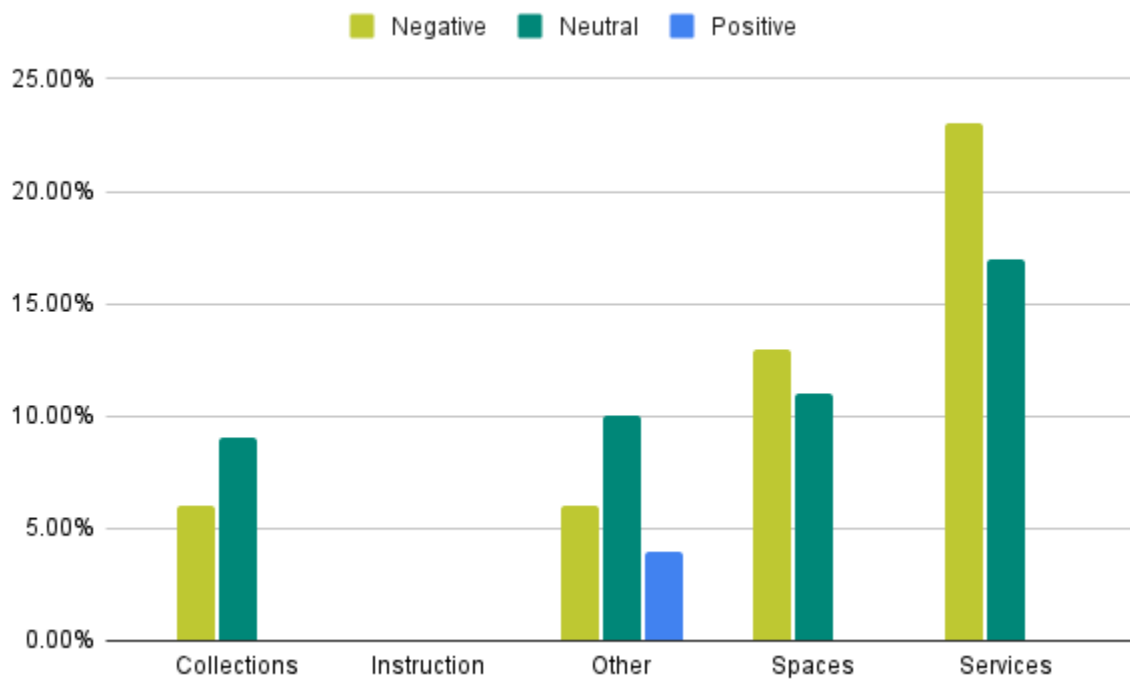
Graduate student comments



Staff comments



Undergraduate student comments



Conclusion

The UAA/APU Consortium Library administered the LibQUAL+ Library Service Quality Survey every three years between the fall of 2008 and the fall of 2017. In 2022, the decision was made to switch to a new assessment tool based on one developed by the University of Washington Library Assessment Department. The survey was updated and used again in 2025. Despite having a similar survey design and outreach strategy, participation in the 2025 survey decreased from the previous time it was administered in 2022. One factor that could explain this decrease is timing. The LibQUAL+ survey was always administered in fall, while the 2022 survey was given toward the beginning of the spring semester and had a higher response rate than the 2017 LibQUAL+ survey. The Assessment Team returned to distributing the 2025 survey in the fall, under the assumption that higher enrollment number during the fall semester would lead to greater survey participation. It is possible that distributing the survey so late in the semester, when students and faculty may have already been preparing for finals, led to lower response rates.

Based on the 697 responses we received, faculty, staff, and students who took the survey expressed high levels of satisfaction with the library's collections, services, and spaces, which is in line with results of the library's previous surveys.

Survey results reports for each user group can be found on the [Consortium Library Assessment](#) website, along with anonymized versions of the comments.

To survey respondents, thank you for taking the time to complete the survey. The results will assist us in making improvements to the facility, collections, and services that will help us better meet your needs.

Respectfully,

2025 Assessment Team:

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