Library Survey 2012
Preliminary Results
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**Methodology**
From February 15-29, 2012, the Library@VIU ran LibQUAL+, a survey of undergraduate, graduate, faculty and staff registered library users. LibQUAL+ is regularly undertaken by hundreds of academic libraries to assist librarians in planning library services and distributing resources, and to benchmark across institutions. Recruitment was by direct email, computer login screen message, liaison communication, and posters. Random matrix sampling was used, so not all respondents answered the same questions. 1736 valid surveys were submitted including 829 comments. The survey explored three general areas: affect of service, library as place, and information control, and charts these areas against minimum, perceived, and desired service levels.

**Undergraduates**

**Graduates**

**Faculty & Staff**

**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 users’ 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

- The differences between the perceived and desired means in the Affect of Service category questions were generally the smallest gaps. In other words, if there is one area we are doing well in, it is in providing courteous, caring, knowledgeable, and ready service interactions.
- While overall service levels are ranked highly, comments reflected some negative interactions. As one respondent stated, “One bad interaction sticks.”
- Service level scores noticeably improved since the 2007 LibQUAL+ survey
- Comments reflected a need for online tutorials and instruction.

**Library as Place**
LP1 – Library space that inspires study and learning
LP 2 – Quiet space for individual activities
LP 3 – A comfortable and inviting location
LP 4 – A gateway for study, learning, or research
LP 5 – Community space for group learning and group study

- Students appreciate the creation of silent study rooms and bookable group rooms.
- Main students complaints: noise levels; lack of table and computer availability; lack of non-computer study areas after the library closes.
- The library is used as a hang-out space by students who do not have other spaces to socialize in. This leads to competing expectations between the library as a quiet space and a place to interact with peers.

**Information Control**
IC 1 – Making electronic resources accessible from my home or office
IC 2 – A library website enabling me to locate info 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 info
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

- Information expectations steadily increase as users move from undergraduate to graduate to faculty.
- There is a significant gap between the satisfaction of students and faculty/staff. The latter gave low scores to search tools, accessible information, and collections.
- There is an increasing demand to make information available electronically (i.e. wherever and whenever users need it) since the 2007 survey.
- Expectation for printed material have dropped sharply in the last five years.
- Further analysis of the impact of the new LibrarySearch interface is being undertaken.