

University of Connecticut Libraries  
USER Team  
LibQual+® 2008 Report • July 23, 2008

**EXECUTIVE SUMMARY**

The University of Connecticut Libraries participated in the Association of Research Libraries (ARL) 2008 LibQual+® survey process. As described by ARL, LibQual+® is a “suite of services that libraries use to track, understand, and act upon users opinions of service quality.” The UConn Libraries have utilized LibQual+® previously, most recently in 2004, and have found the information gained from the process important for strategic as well as service planning activities.

This year’s survey instrument was widely distributed to faculty and students, netting just under 3,000 usable returns. This number represents about 10% of the group which received the survey. 67% of returns came from undergraduate students, 23% from graduate students, and 9% from faculty members. Members of the University community affiliated with the following disciplines responded in the highest numbers: Liberal Arts & Sciences - Social Sciences (17%); Liberal Arts & Sciences – Sciences (16%); Business (11%); Liberal Arts & Sciences – Humanities (10%); and Engineering/Computer Sciences (9%). Females represented 58% of the respondents and males 42%.

User satisfaction was rated on a 9 point scale (with 9 being the highest) with the following results:

For **Affect of Service (AS)** (survey questions about how library staff interacts with/helps users):

An aggregate of respondents provided a mean rating of 7.16, up slightly from the 2004 survey number of 7.15. For individual groups, the highest number, 7.66, came from faculty members and the lowest, 7.04, from undergraduates.

For **Information Control (IC)** (survey questions about the library’s collections/resources and access to those collections/resources):

An aggregate of respondents provided a mean rating of 7.23, up from the 2004 survey number of 7.09. For individual groups, the highest number, 7.32, came from faculty members and the lowest, 7.19, from undergraduates.

For **Library as Place (LP)** (survey questions about the library’s physical space):

An aggregate of respondents provided a mean rating of 7.04, down slightly from the 2004 survey number of 7.09. For individual groups, the highest number, 7.11, came from undergraduate students and the lowest, 6.87, from graduate students.

For 2008, the three user groups had remarkably similar lists of most desired library services. Although appearing in slightly different order on each list, the following were common to at least two of the lists and most were on all three:

- Remote access to resources
- Modern equipment
- A library web site allowing self service
- A comfortable and inviting library
- Easy to use access tools to enhance self service
- Quiet space for individual activities
- Adequate print and electronic resources

When determining whether or not the Libraries were meeting a user’s expectations, respondents were asked to consider desired levels of service, the minimally acceptable level of service and then the “perceived” (i.e., how the respondent viewed current levels) service. By looking at the relationship between numbers in each category, two lists, “Highest Adequacy” and “Lowest Adequacy”, were derived.

For an aggregate of all users, the highest levels of service, save one, all derived from **Affect of Service (AS)** (survey questions about how library staff interacts with/helps users). The other highly rated service related to **Library as Place (LP)**. The list (beginning with the highest ranked items):

- Employees who instill confidence in users
- Giving users individual attention
- Willingness to help users

- Employees who are consistently courteous
- Community space for group learning and group study
- Employees who understand the needs of their users

Conversely, lowest adequacy results were all, except for one **Library as Place (LP)** return, related to **Information Control (IC)** (survey questions about the library's collections/resources and access to those collections/resources). The list (beginning with the lowest ranked items):

- A library web site allowing self service
- Adequate print and electronic resources
- Quiet space for individual activities
- Modern equipment
- Easy to use access tools to enhance self service
- Electronic information resources I need

On a positive note, the list of lowest adequacy results is very much the same as the list from 2004 and the scores have improved for every item. It must also be noted, however, that the list of lowest ranked items is also remarkably similar to the list of highest desired library services noted above.

Adequacy scores varied by user group but some scores, although markedly fewer than 2004, fell below the minimum level for acceptable service. These scores included adequate print and electronic resources for graduate students and faculty members along with "a library web site allowing self service" as reported by the faculty.

In addition to the basic set of core questions, which provided the previous information, a set of "local" questions resulted in strong scores (near or above 7 on the 9 point scale) for adequate hours of service, a user-friendly online catalog, a library that aids advancement in the respondent's academic discipline or work, and a library that enables users to be more efficient in their academic or work pursuits.

When measuring frequency of library use (on site or via remote access) we discovered that our respondents posted the highest numbers (73% to 76%) for daily encounters with our services.

General satisfaction was reported by an aggregate of respondents as:

- a. "I am satisfied with the way in which I am treated": 7.54
- b. "I am satisfied with library support for my learning, research, and/or teaching needs": 7.25
- c. "Overall quality of service provided by the library": 7.38

The "overall" measure rose from 7.29 as reported in 2004. Additionally, the highest 2008 user group scores for the three questions were 7.87 and 7.59 from, respectively, the faculty and graduate students for question a., 7.58 from the faculty for question c., 7.47 from the undergraduates for question a., and then 7.40 from the faculty for question b. and the same number from graduate students for question c.

Additional information is provided at the end of this report. In particular, we call your attention to the several pages of appendices which are attached. Amongst them are information comparing UConn's results to other ARL libraries which completed the 2008 LibQual+® process, a copy of the survey instrument, and a glossary of terms that may make for an easier reading of the team's full report.

Lastly, The User Team would like to acknowledge the assistance of *Mark Wiggins, Systems Programmer*, University Information Technology Services (UITS) Server Support Group, who distributed the survey system-wide to faculty, graduate, and undergraduate students via University email distribution lists.

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## I. Introduction

“LibQual+® is a suite of services that libraries use to solicit, track, understand, and act upon users’ opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The program’s centerpiece is a rigorously tested Web-based survey bundled with training that helps libraries assess and improve library services, change organizational culture, and market the library. The goals of LibQual+® are to:

- Foster a culture of excellence in providing library service
- Help libraries better understand user perceptions of library service quality
- Collect and interpret library user feedback systematically over time
- Provide libraries with comparable assessment information from peer institutions
- Identify best practices in library service
- Enhance library staff members’ analytical skills for interpreting and acting on data”

(Source: *LibQual+® 2008 Survey: University of Connecticut*. Association of Research Libraries/Texas A&M University, 2008)

The 2008 survey consisted of 22 core items and five optional items measuring perceptions of total service quality as well as three “sub-dimensions of perceived library quality”: **Affect of Service (AS)**, **Information Control (IC)** and **Library as Place (LP)**. (Please consult the Glossary, Appendix C, for definitions of these and other LibQual+® terms.) A blank box was provided to gather user comments. Survey results provided libraries with data that assist efforts to assess and interpret the quality of library services and to suggest areas of improvement in order to meet user needs.

Institutional participants in the 2008 survey included: 197 consortium, college and university, academic law, health sciences, and community college libraries for a total of 108,262 (as of June 5, 2008) respondents. 16 of the survey libraries, including the University of Connecticut, were members of the *Association of Research Libraries*.

## II. Methodology for UConn LibQual+® 2008 Survey

During March and April, 2008, the University of Connecticut Libraries conducted the LibQual+® survey. Using standard university faculty and student e-mail distribution lists for each campus (excluding the Law School and Health Center) the survey was sent to approximately 28,587 (1822 faculty, 5,919 graduate and 20,846 undergraduate students) full or part-time members of the university community. It reached 28,412 potential respondents. Of that number, approximately 10% responded resulting in 2,951 usable returns. 80% of respondents identified the Homer Babbidge Library in Storrs as the library used most often with other libraries ranging from 6% at the Greater Hartford Campus to less than 1% for the Dodd Research Center and the Torrington Campus. Surveys were completed by 259 faculty, 644 graduate and 1,856 undergraduate students. A few additional surveys were inadvertently completed by other members of the University community bringing the total response to 2,781.

## III. Demographics

Primary survey respondent demographics, shown below, include: User Groups, Disciplines, Gender and Library Used Most Often:

### **User Groups respondents:**

<b>Respondents</b>	<b>Response 2008 %</b>	<b>University Population 2008 %</b>
<b>Undergrads</b>	67.27%	72%
<b>Grads</b>	23.34%	24%
<b>Faculty</b>	9.39%	4%

Note: University information from *Office of Institutional Research*

**Respondents By *Discipline* (sorted by “Response %”):**

<i>Discipline</i>	Response %	Response n	University Population %	University Population n
Liberal Arts & Sciences – Social Sciences	17.45	481	24.27	6573
Liberal Arts & Sciences -- Sciences	16.21	447	17.01	4606
Business	11.43	315	13.11	3549
Liberal Arts & Sciences – Humanities	10.45	288	7.42	2009
Engineering / Computer Science	9.18	253	8.44	2286
Education	7.73	213	4.63	1255
Agriculture	6.75	186	5.76	1560
Undecided	5.19	143	7.33	1986
Pharmacy	4.13	114	1.13	305
Fine Arts	3.92	108	2.56	694
Nursing	3.16	87	2.57	697
General Studies	2.25	62	3.64	986
Social Work	2.18	60	2.12	575
<b>Totals</b>	100	2757	100	27081

**Respondents by *Gender*:**

<i>Gender</i>	%	n
Female	57.78%	1605
Male	42.22%	1173
Total	100%	2778

**Respondents by *Library Used Most Often*:**

<i>Library</i>	% of Total	n
Homer Babbidge	81%	2408
Greater Hartford	6%	170
Stamford	3%	87
Waterbury	3%	86
Music and Fine Arts	2%	68
Avery Point	2%	54
Pharmacy	2%	52
Torrington	1%	36
Dodd Center	1%	17

## IV. Survey Results

### A. Core Survey Questions

The LibQual+® survey contains 22 core questions focusing on service affect, information control and the library as place. Questions related to **Affect of Service (AS)** focus on library staff attributes such as warmth, empathy, reliability and assurance. **Information Control (IC)** questions focus on users’ ability to manage the information world in an efficient, effective way. **Library as Place (LP)** questions focus on the Libraries’ physical environment.

Using a 1 (low) –9 ( high) point scale, survey respondents were asked to rate service levels for questions on 3 scales to measure the acceptable *Minimum Service Level*, their *Desired Service Level*, and their current *Perceived Service Level*. The LibQual+® 2008 Survey document is included as an appendix to this report.

Means for each dimension as reported for each user group are indicated in the tables below. Tables from the 2004 report are provided to provide a basis for comparative analysis.

**Affect of Service (AS)**

**2008:**

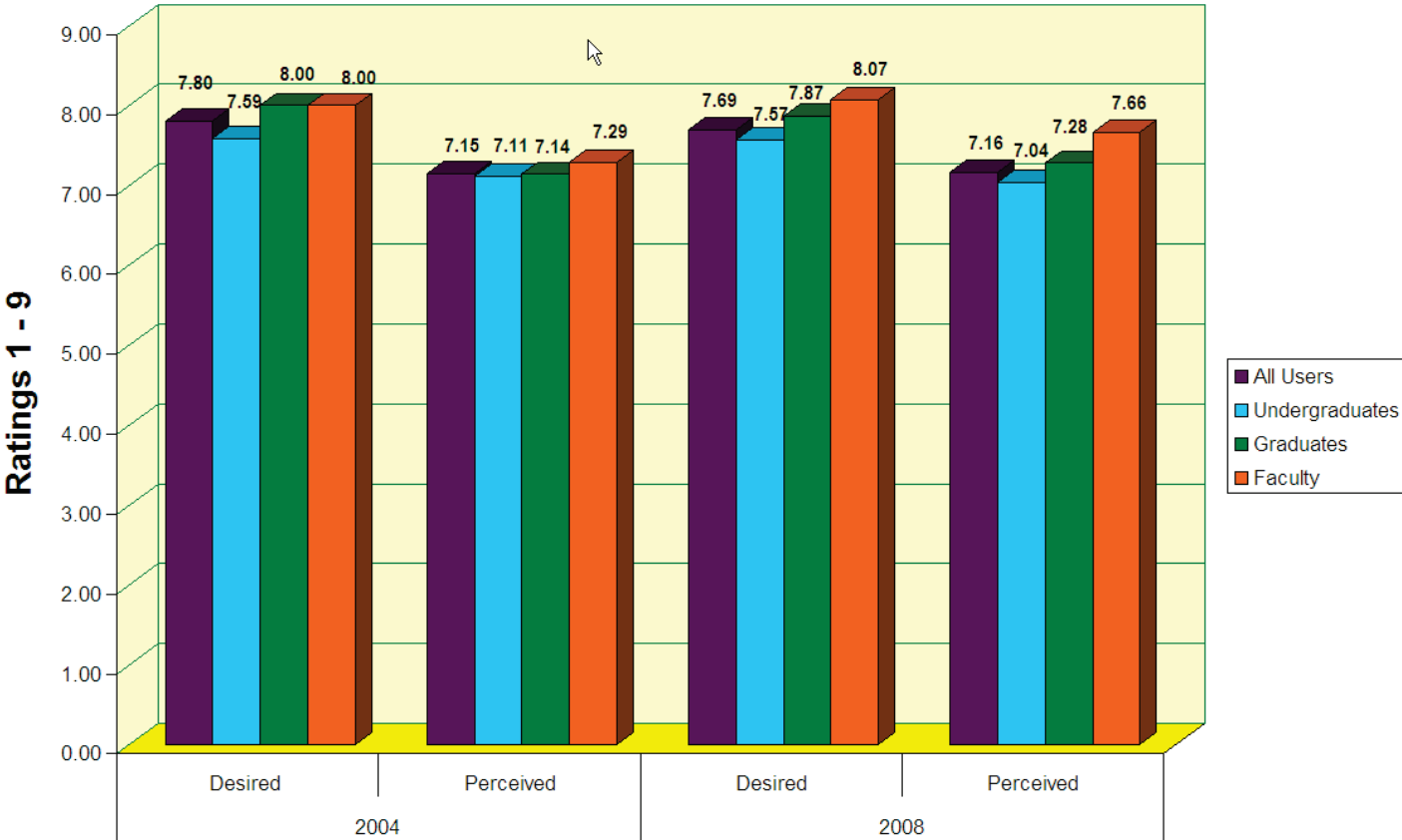
User Group	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Undergraduate Students	6.16	7.57	7.04	.88	- 0.54	1853
Graduate Students	6.51	7.87	7.28	.78	- 0.59	643
Faculty	6.86	8.07	7.66	.80	- 0.41	259
All Users	6.31	7.69	7.16	.85	- 0.53	2776

**2004:**

User Group	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Undergraduate Students	6.19	7.59	7.11	0.92	- 0.48	304
Graduate Students	6.54	8.00	7.14	0.61	- 0.86	194
Faculty	6.73	8.00	7.29	0.56	- 0.70	96
All Users	6.41	7.80	7.15	0.75	- 0.65	601

**Affect of Service Chart:**

**Affect of Service**



**Information Control (IC)**

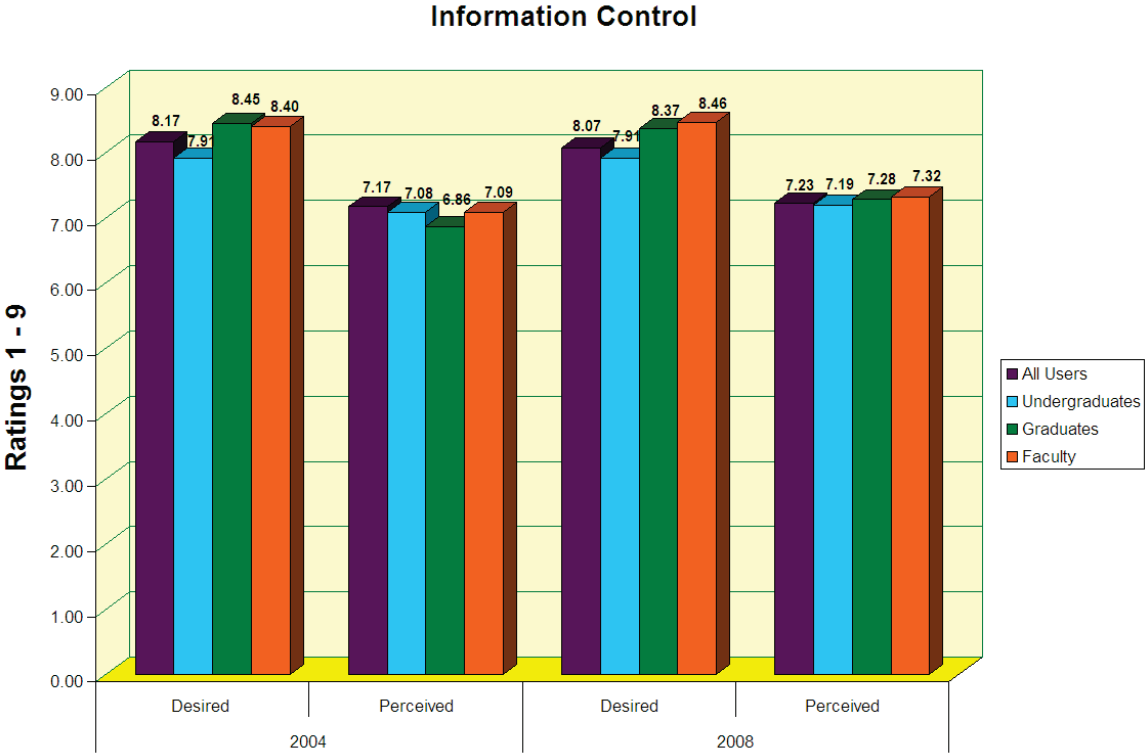
**2008:**

User Group	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Undergraduate Students	6.54	7.91	7.19	.66	- 0.72	1856
Graduate Students	7.07	8.37	7.28	.21	- 1.08	644
Faculty	7.32	8.46	7.32	0	- 1.13	259
All Users	6.74	8.07	7.23	.49	- 0.84	2780

**2004:**

User Group	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Undergraduate Students	6.57	7.91	7.17	0.60	- 0.73	304
Graduate Students	7.07	8.45	7.08	0.01	- 1.37	195
Faculty	7.07	8.40	6.86	- 0.21	- 1.54	96
All Users	6.82	8.17	7.09	0.27	- 1.08	602

**Information Control Chart:**



## Library as Place (LP)

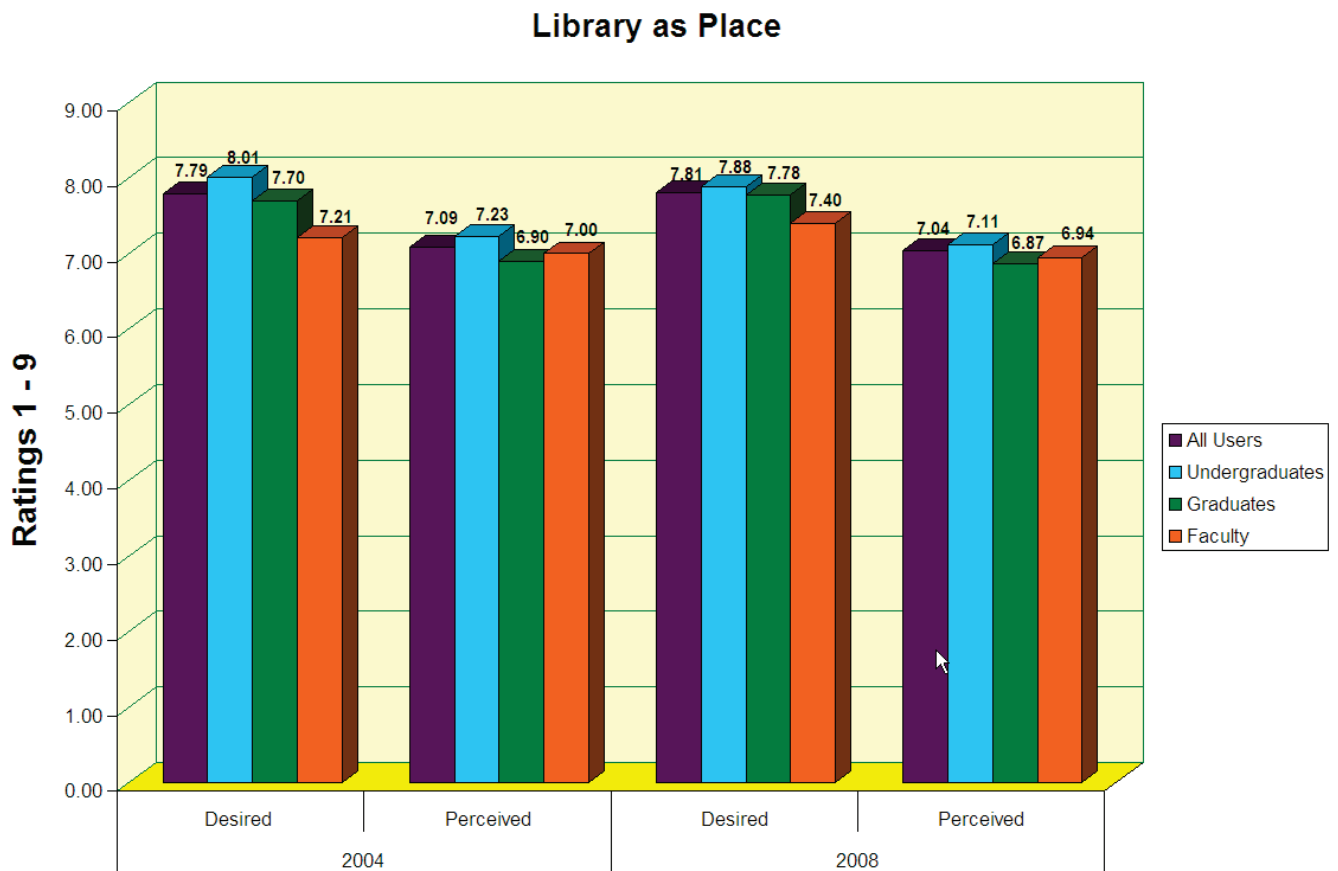
2008:

User Group	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Undergraduate Students	6.42	7.88	7.11	.69	- 0.77	1855
Graduate Students	6.27	7.78	6.87	.59	- 0.91	641
Faculty	6.08	7.40	6.94	.85	- 0.46	250
All Users	6.36	7.81	7.04	.68	- 0.77	2766

2004:

User Group	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Undergraduate Students	6.58	8.01	7.23	0.66	- 0.78	304
Graduate Students	6.20	7.70	6.90	0.71	- 0.80	194
Faculty	5.97	7.21	7.00	1.03	- 0.21	95
All Users	6.37	7.79	7.09	0.73	- 0.70	600

### Library as Place Chart:



## B. Desired Ratings

The minimum service ratings indicate users lowest acceptable service level while desired ratings indicate the service level preferred. Overall, the highest desired services are focused on information control for graduate students and faculty and library as place for undergraduate students. Using a scale of 1 (low) to 9 (high), the top desired means are reported in rank order for each user group in the tables below.

### Highest Desired Services — Undergraduate Students

**2008:**

Question	Undergraduate Students
IC-1 Making electronic resources accessible from my home or office	8.05
IC-5 Modern equipment that lets me easily access needed information	8.02
LP-3 A comfortable and inviting location	7.98
IC-2 A library Web site enabling me to locate information on my own	7.97
IC-6 Easy-to-use access tools that allow me to find things on my own	7.96
LP-2 Quiet space for individual activities	7.95

**2004:**

Question	Undergraduate Students
IC-5 Modern equipment that lets me easily access needed information	8.13
LP-2 Quiet space for individual activities	8.12
LP-1 Library space that inspires study and learning	8.10
LP-3 A comfortable and inviting location	8.10
IC-2 A library Web site enabling me to locate information on my own	8.03
LP-4 A getaway for study, learning, or research	8.03

### Highest Desired Services — Graduate Students

**2008:**

Question	Graduate Students
IC-1 Making electronic resources accessible from home or office	8.57
IC-8 Print and/or electronic journal collections that I require for my work	8.48
IC-2 A library Web site enabling me to locate information on my own	8.43
IC-4 The electronic information resources that I need	8.43
IC-5 Modern equipment that lets me easily access needed information	8.34
IC-6 Easy-to-use access tools that allow me to find things on my own	8.34
IC-7 Making information easily accessible for independent use	8.34

**2004:**

Question	Graduate Students
IC-8 Print and/or electronic journal collections that I require for my work	8.59
IC-1 Making electronic resources accessible from home or office	8.51
IC-4 The electronic information resources that I need	8.48
IC-2 A library Web site enabling me to locate information on my own	8.45
IC-7 Making information easily accessible for independent use	8.43

## Highest Desired Services — Faculty

2008:

	Question	Faculty
IC-1	Making electronic resources accessible from home or office	8.64
IC-2	A library Web site enabling me to locate information on my own	8.63
IC-8	Print and/or electronic journal collections that I require for my work	8.63
IC-4	The electronic information resources that I need	8.52
IC-6	Easy-to-use access tools that allow me to find things on my own	8.46
IC-7	Making information easily accessible for independent use	8.45
IC-5	Modern equipment that lets me easily access needed information	8.42

2004:

	Question	Faculty
IC-1	Making electronic resources accessible from home or office	8.68
IC-2	A library Web site enabling me to locate information on my own	8.64
IC-8	Print and/or electronic journal collections that I require for my work	8.60
IC-4	The electronic information resources that I need	8.40
IC-6	Easy-to-use access tools that allow me to find things on my own	8.26

## C. Adequacy Ratings

The adequacy rating is an important indication of how well the Libraries are meeting the minimum expectation levels of users. Service adequacy ratings are calculated by subtracting the minimum score from the perceived score. Using a scale of 1 (low) to 9 (high), the adequacy mean along with the standard deviation (SD) and sample size (n) are detailed in the table below for all users and user group assessments.

### Highest Adequacy Means for All Users:

Largest Differences Between Minimum Acceptable and Perceived Levels of Services (Adequacy Mean)

#### 2008:

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	Adequacy Mean SD	n
AS-1 Employees who instill confidence in users	1.06	5.55	7.38	6.61	1.79	2641
AS-2 Giving users individual attention	1.01	5.58	7.07	6.59	1.81	2639
AS-8 Willingness to help users	.86	6.48	7.78	7.38	1.70	2676
AS-3 Employees who are consistently courteous	.85	6.56	7.88	7.41	1.82	2725
LP-5 Community space for group learning and group study	.83	6.04	7.48	6.87	2.20	2505
AS-7 Employees who understand the needs of their users	.82	6.48	7.80	7.31	1.66	2640

#### 2004:

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	Adequacy Mean SD	n
AS-1 Employees who instill confidence in users	1.05	5.65	7.58	6.70	1.91	553
LP-3 A comfortable and inviting location	.99	6.49	7.93	7.48	1.94	590
AS-8 Willingness to help users	.92	6.47	7.80	7.39	1.75	567
LP-5 Community space for group learning and group study	.89	5.79	7.24	6.68	2.32	511
AS-2 Giving users individual attention	.86	5.85	7.32	6.71	1.88	576

## Lowest Adequacy Means for All Users:

Smallest Differences Between Minimum Acceptable and Perceived Levels of Services (Adequacy Mean)

### 2008:

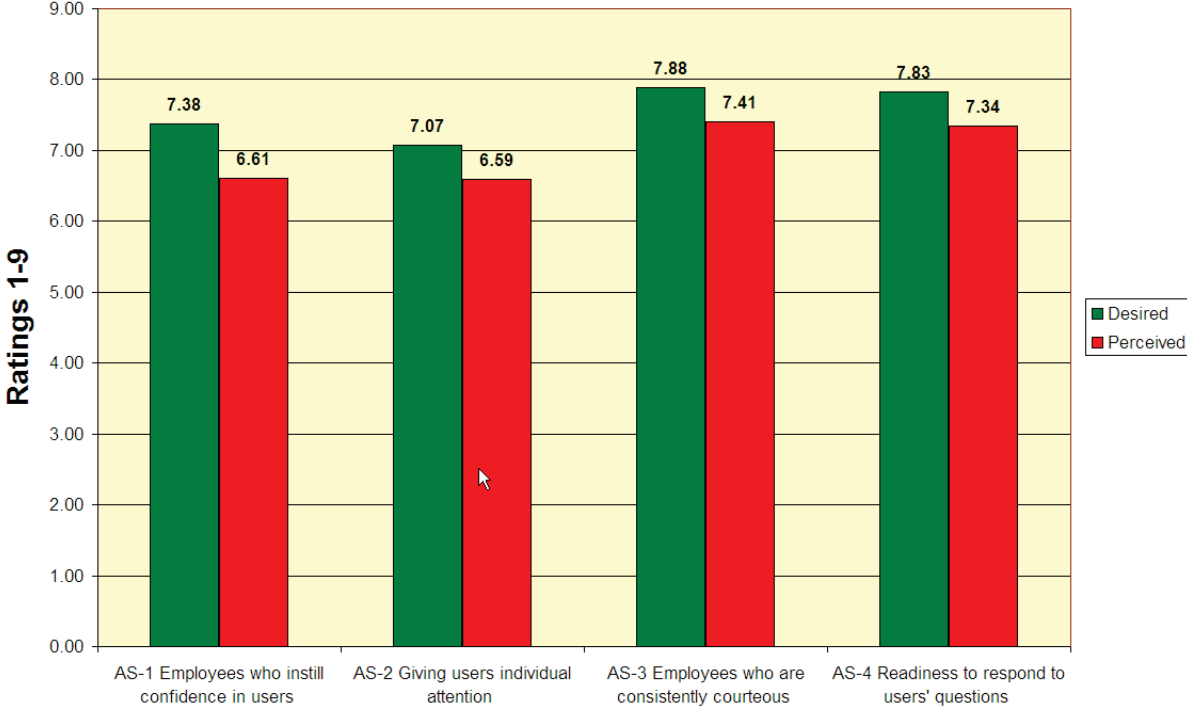
Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	Adequacy Mean SD	n
IC-2 A library Web site enabling me to locate information on my own	.36	6.75	8.15	7.11	1.73	2749
IC-8 Print and/or electronic journal collections I require for my work	.38	6.83	8.07	7.21	1.64	2649
LP-2 Quiet space for individual activities	.46	6.54	7.87	7.00	2.01	2659
IC-5 Modern equipment that lets me easily access needed information	.48	6.91	8.13	7.39	1.50	2716
IC-6 Easy-to-use access tools that allow me to find things on my own	.49	6.80	8.10	7.28	1.57	2722
IC-4 The electronic information resources I need	.51	6.70	8.02	7.21	1.53	2723

### 2004:

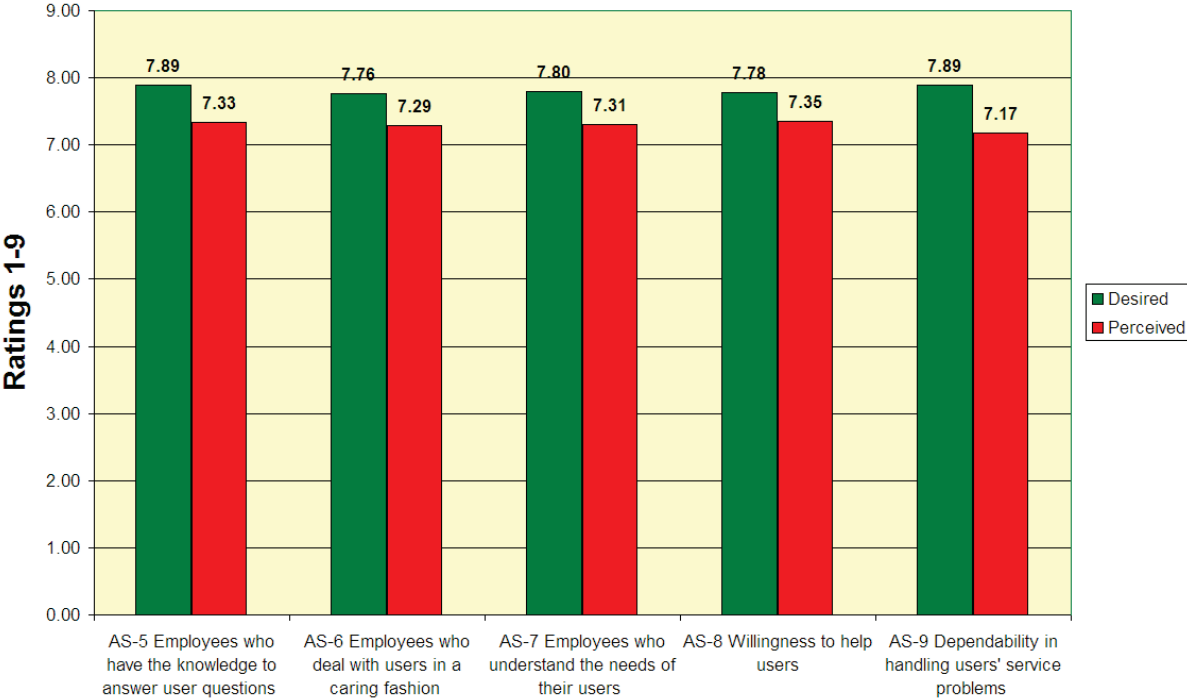
Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	Adequacy Mean SD	n
IC-8 Print and/or electronic journal collections I require for my work	.02	6.9	8.14	6.92	2.17	567
IC-3 The printed library materials I need for my work	.12	6.77	8.02	6.89	2.01	574
IC-1 Making electronic resources accessible from home/office	.17	6.73	8.30	6.90	2.25	580
IC-2 A Library Web site enabling me to locate information on my own	.18	6.95	8.28	7.13	2.07	595
IC-6 Easy-to-use access tools that allow me to find things on my own	.32	6.76	8.09	7.09	1.84	589

**Adequacy Ratings Charts for All Users:**

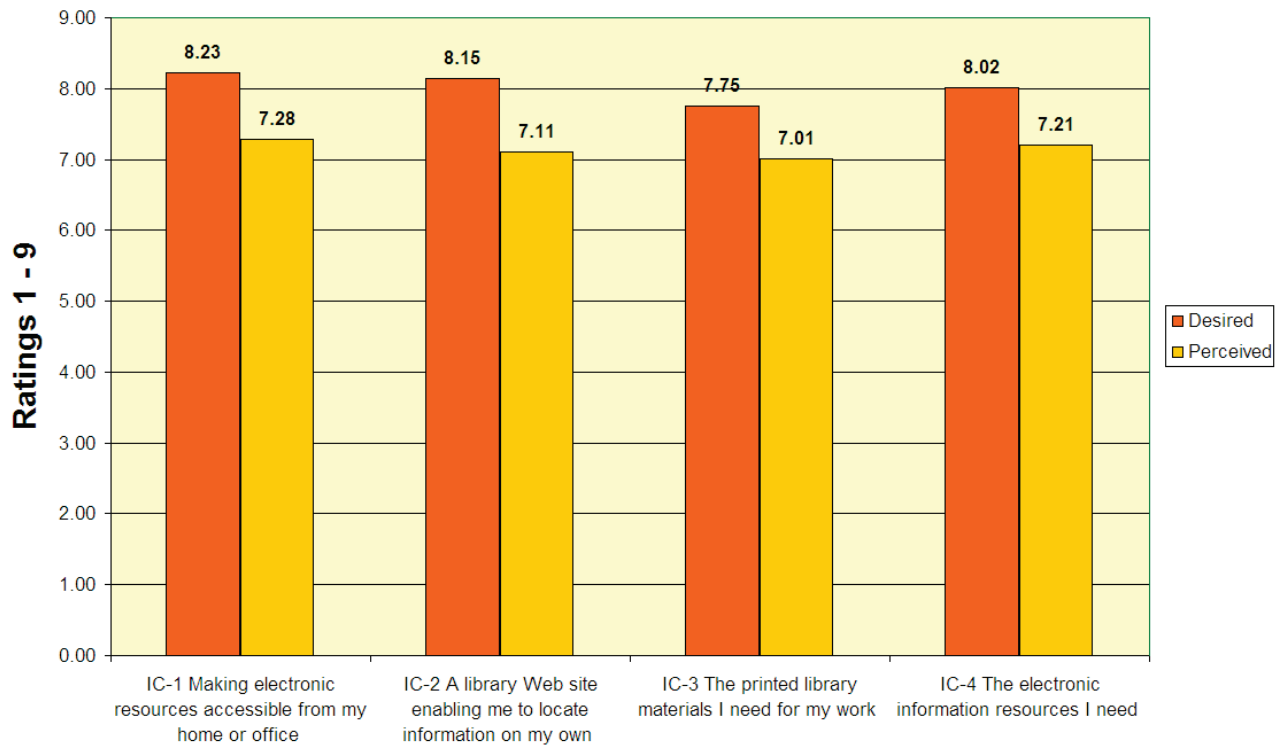
**Adequacy Ratings -- Affect of Service**



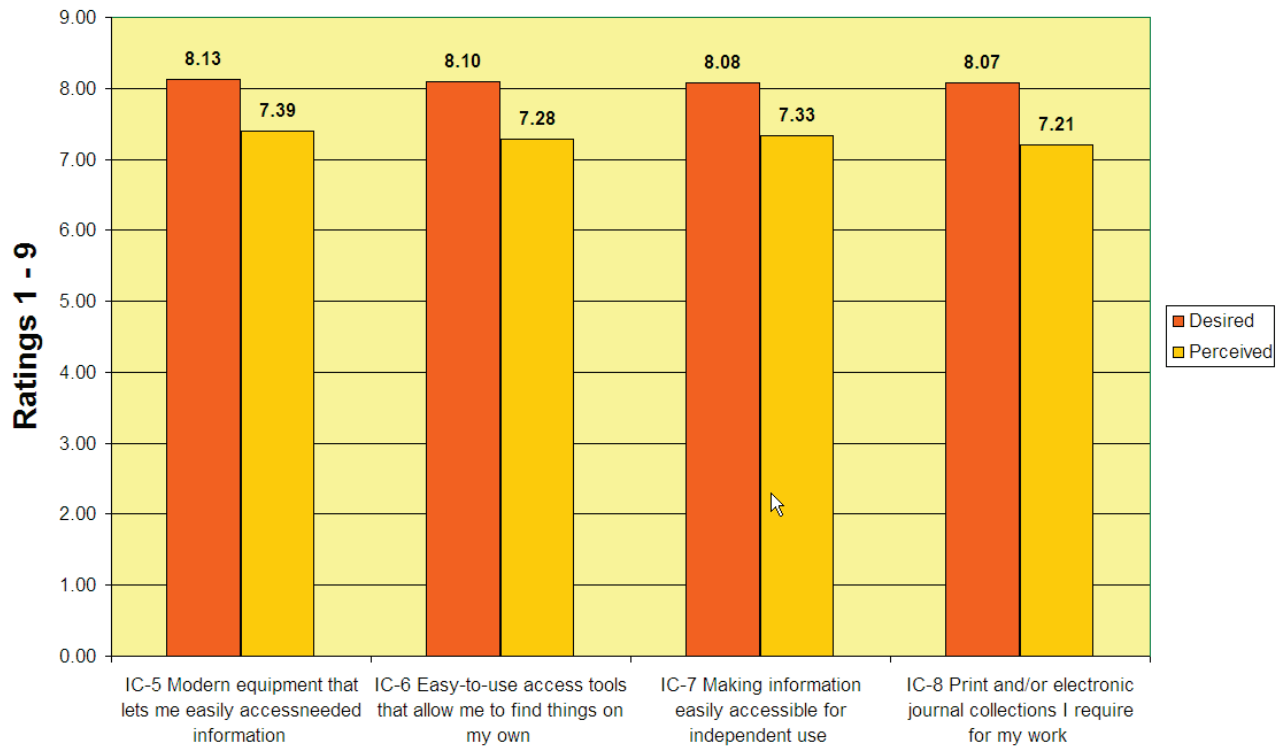
**Adequacy Ratings -- Affect of Service**



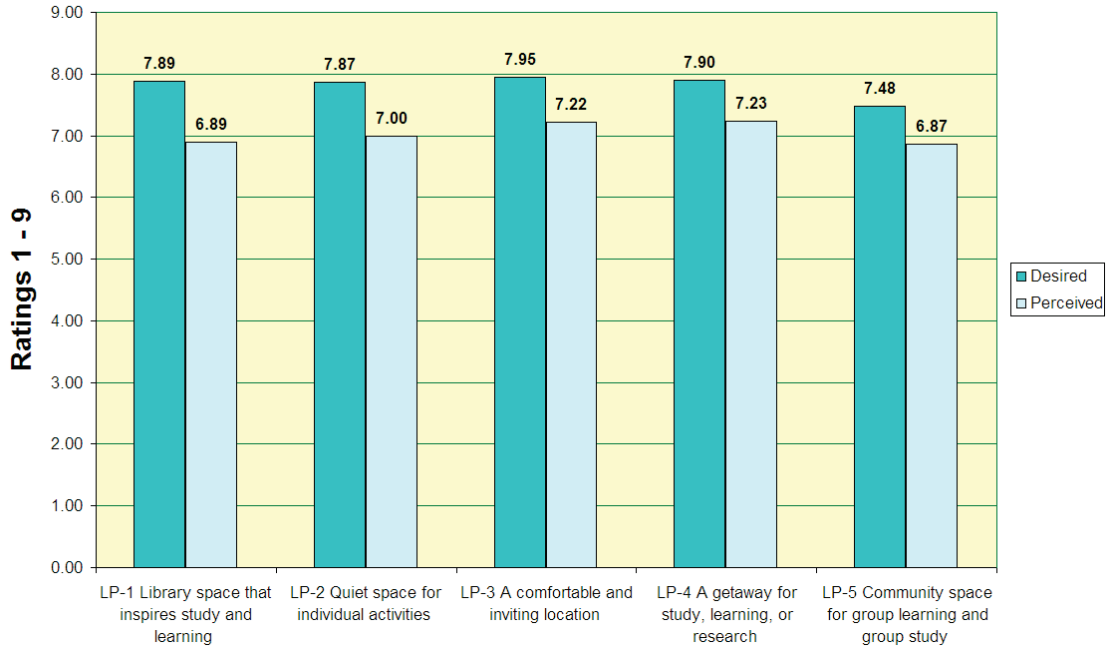
### Adequacy Ratings -- Information Control



### Adequacy Ratings -- Information Control



## Adequacy Ratings -- Library as Place



### Highest Adequacy Means for Undergraduate Students:

Largest Differences Between Minimum Acceptable and Perceived Levels of Services (Adequacy Mean)

**2008:**

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	AM SD	n
AS-1 Employees who instill confidence in users	1.10	5.37	7.24	6.48	1.86	1771
AS-2 Giving users individual attention	1.02	5.37	6.90	6.39	1.85	1770
AS-7 Employees who understand the needs of their users	.89	6.33	7.69	7.23	1.70	1779
AS-3 Employees who are consistently courteous	.86	6.42	7.80	7.27	1.83	1824
AS-8 Willingness to help users	.86	6.35	7.67	7.21	1.73	1792

**2004:**

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	AM SD	n
AS-1 Employees who instill confidence in users	1.38	5.38	7.41	6.76	1.94	277
AS-8 Willingness to help users	1.14	6.21	7.55	7.35	1.84	287
LP-3 A comfortable and inviting location	1.01	6.65	8.10	7.67	1.89	304
AS-2 Giving users individual attention	.99	5.52	7.00	6.50	2.03	288
AS-6 Employees who deal with users in a caring fashion	.99	6.21	7.62	7.20	1.86	293

### Lowest Adequacy Means for Undergraduate Students:

Smallest Differences Between Minimum Acceptable and Perceived Levels of Services (Adequacy Mean)

#### 2008:

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	AM SD	n
LP-2 Quiet space for individual activities	.49	6.58	7.95	7.07	2.16	1837
IC-2 A library Web site enabling me to locate information on my own	.54	6.53	7.97	7.07	1.96	1834
IC-6 Easy-to-use access tools that allow me to find things on my own	.6	6.63	7.96	7.23	1.86	1820
IC-5 Modern equipment that lets me easily access needed information	.64	6.77	8.02	7.41	1.73	1830
IC-8 Print and/or electronic journal collections I require for my work	.65	6.5	7.84	7.19	1.89	1754
LP-1 Library space that inspires study and learning	.65	6.34	7.93	6.98	2.06	1844

#### 2004:

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	AM SD	n
IC-1 Making electronic resources accessible from my home or office	.18	6.39	8.01	6.88	2.25	288
LP-2 Quiet space for individual activities	.30	6.73	8.12	7.03	2.43	303
IC-2 A library Web site enabling me to locate information on my own	.32	6.65	8.03	7.19	2.10	298
IC-3 The printed library materials I need for my work	.48	6.52	7.74	7.00	1.98	281
IC-8 Print and/or electronic journal collections I require for my work	.48	6.47	7.66	6.95	2.08	275

### Highest Adequacy Means for Graduate Students:

Largest Differences Between Minimum Acceptable and Perceived Levels of Services (Adequacy Mean)

#### 2008:

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	AM SD	n
LP-5 Community space for group learning and group study	.95	5.73	7.15	6.69	2.08	538
AS-1 Employees who instill confidence in users	.93	5.82	7.62	6.75	1.63	603
AS-2 Giving users individual attention	.93	5.86	7.27	6.79	1.77	606
AS-6 Employees who deal with users in a caring fashion	.88	6.48	7.83	7.36	1.66	612
AS-8 Willingness to help users	.88	6.62	7.97	7.50	1.63	614

#### 2004:

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	AM SD	n
LP-5 Community space for group learning and group study	1.25	5.38	6.88	6.63	2.02	154
LP-3 A comfortable and inviting location	.90	6.30	7.81	7.20	2.01	188
LP-4 A getaway for study, learning, or research	.80	6.30	7.89	7.10	1.86	178
AS-3 Employees who are consistently courteous	.77	6.66	8.14	7.43	2.04	192
AS-1 Employees who instill confidence in users	.74	5.87	7.71	6.62	1.62	180

**Lowest Adequacy Means for Graduate Students:**

Smallest Differences Between Minimum Acceptable and Perceived Levels of Services (Adequacy Mean)

**2008:**

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	AM SD	n
IC-8 Print and/or electronic journal collections I require for my work	<b>-.05*</b>	7.31	8.48	7.27	1.84	623
IC-2 A library Web site enabling me to locate information on my own	.08	7.12	8.43	7.20	1.80	639
IC-4 The electronic information resources I need	.17	7.11	8.43	7.28	1.68	632
IC-5 Modern equipment that lets me easily access needed information	.20	7.11	8.34	7.31	1.63	619
IC-1 Making electronic resources accessible from my home or office	.21	7.19	8.57	7.40	1.84	639

\* Perceived level of services is lower than minimum acceptable level of service

**2004:**

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	AM SD	n
IC-8 Print and/or electronic journal collections I require for my work	<b>-.35*</b>	7.34	8.59	6.99	2.15	191
IC-3 The printed library materials I need for my work	<b>-.19*</b>	6.99	8.33	6.81	1.96	194
IC-4 The electronic information resources I need	<b>-.03*</b>	7.11	8.48	7.09	2.10	191
IC-2 A library Web site enabling me to locate information on my own	<b>-.02*</b>	7.22	8.45	7.20	1.91	194
IC-1 Making electronic resources accessible from my home or office	0	6.97	8.51	6.97	1.66	192

\* Perceived level of services is lower than minimum acceptable level of service

### Highest Adequacy Means for Faculty:

Largest Differences Between Minimum Acceptable and Perceived Levels of Services (Adequacy Mean)

#### 2008:

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	AM SD	n
LP-5 Community space for group learning and group study	1.20	5.35	6.63	6.56	2.32	158
AS-1 Employees who instill confidence in users	1.09	6.08	7.73	7.17	1.65	248
AS-6 Employees who deal with users in a caring fashion	1.09	6.67	7.93	7.77	1.76	244
AS-2 Giving users individual attention	1.07	6.38	7.76	7.45	1.66	248
AS-3 Employees who are consistently courteous	.97	7.03	8.11	8.00	1.86	253

#### 2004:

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	AM SD	n
LP-5 Community space for group learning and group study	1.49*	4.65	5.95	6.14	2.08	92
LP-3 A comfortable and inviting location	1.14	6.26	7.55	7.41	2.00	91
LP-2 Quiet space for individual activities	1.02	6.24	7.32	7.26	1.77	85
LP-1 Library space that inspires study and learning	.95	6.14	7.59	7.09	2.08	92
LP-4 Giving users individual attention	.87	5.94	7.36	6.81	2.24	83

\* Perceived level of services exceeds desired level of service

### Lowest Adequacy Means for Faculty:

Smallest Differences Between Minimum Acceptable and Perceived Levels of Services (Adequacy Mean)

#### 2008:

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	AM SD	n
IC-8 Print and/or electronic journal collections I require for my work	<b>-0.37*</b>	7.63	8.63	7.26	1.97	253
IC-2 A library Web site enabling me to locate information on my own	<b>-.17*</b>	7.34	8.63	7.17	1.90	255
IC-6 Easy-to-use access tools that allow me to find things on my own	.04	7.34	8.46	7.38	1.74	252
IC-3 The printed library materials I need for my work.	.07	6.74	7.87	6.81	1.99	242
IC-4 The electronic resources I need	.07	7.36	8.52	7.43	1.70	256
IC-5 Modern equipment that lets me easily access needed information	.08	7.36	8.42	7.44	1.75	246

\* Perceived level of services is lower than minimum acceptable level of service

#### 2004:

Question	Adequacy Mean (AM)	Minimum Acceptable Level of Service (Mean)	Desired Level of Service (Mean)	Perceived Level of Service (Mean)	AM SD	n
IC-8 Print and/or electronic journal collections I require for my work	<b>-.53*</b>	7.18	8.60	6.65	2.24	94
IC-2 A library Web site enabling me to locate information on my own	<b>-.48*</b>	7.31	8.64	6.83	2.11	96
IC-1 Making electronic resources accessible from my home or office	<b>-.43*</b>	7.23	8.68	6.80	2.47	95
IC-3 The printed library materials I need for my work.	<b>-.35*</b>	7.03	8.15	6.68	2.08	92
IC-6 Easy-to-use access tools that allow me to find things on my own	<b>-.13*</b>	6.99	8.26	6.86	1.61	94

\* Perceived level of services is lower than minimum acceptable level of service

## D. Local Question Summary

In order to gather additional information, institutions were offered an option to include five additional questions representing important local issues. The University of Connecticut Libraries selected questions corresponding to issues raised in prior user surveys and submitted as print or electronic comments. The table below includes minimum mean scores, using a scale of 1 (low) to 9 (high) scale for overall and specific user groups.

### 2008:

Question	All Users	Undergraduates	Graduates	Faculty
6. Electronic resources matching my information needs	6.62	6.38	7.00	7.26
12. Librarians teaching me how to effectively use the electronically available databases, journals and books	6.02	5.88	6.19	6.54
14. Browsing library materials in the stacks	5.90	5.77	6.13	6.20
18. Adequate hours of service	6.87	6.81	7.04	6.91
26. An online catalog that is user-friendly for finding materials	6.80	6.58	7.13	7.46

### 2004:

Question	All Users	Undergraduates	Graduates	Faculty
6. Availability of online help when using my library's resources	6.05	5.82	6.34	6.12
12. Library orientation / instruction sessions	5.22	5.01	5.41	5.35
14. Ready access to computers / Internet software	6.98	6.99	7.05	6.72
18. Access to photocopying and printing facilities	6.77	6.61	7.04	6.70
26. Convenient service hours	6.97	7.08	6.95	6.65

## E. Information Literacy Outcomes Summary

The survey included 5 information literacy outcomes questions which ask respondents to rate their levels of general satisfaction on a scale from 1 –9 where 1 indicates “strongly disagree” and 9 indicates” strongly agree.” The table below includes mean scores for overall and specific user groups.

[See Appendix D for comparison with other ARL Libraries.]

### 2008:

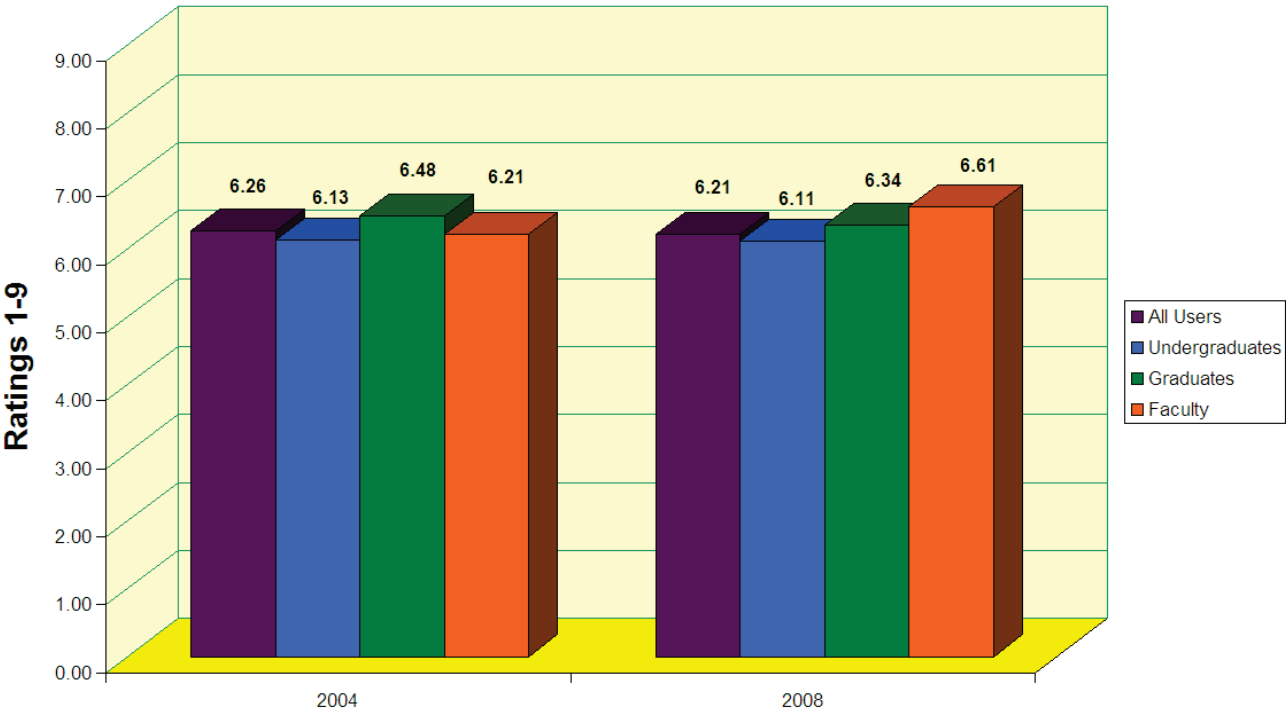
Question	All Users	Undergraduates	Graduates	Faculty
28. The library helps me stay abreast of developments in my field(s) of interest.	6.21	6.11	6.34	6.61
29. The library aids my advancement in my academic discipline or work.	6.98	6.84	7.26	7.25
30. The library enables me to be more efficient in my academic pursuits or work.	7.14	7.06	7.28	7.38
31. The library helps me distinguish between trustworthy and untrustworthy information.	6.27	6.45	5.99	5.63
32. The library provides me with the information skills I need in my work or study.	6.61	6.63	6.62	6.44

### 2004:

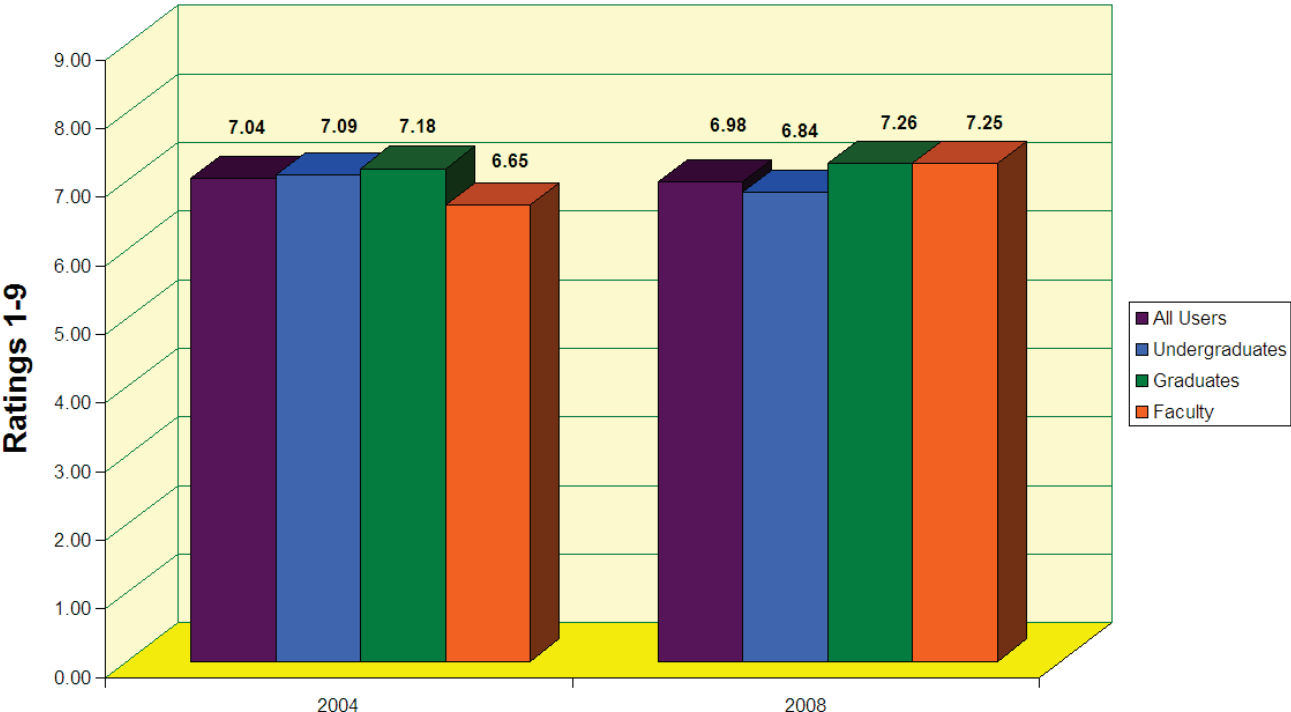
Question	All Users	Undergraduates	Graduates	Faculty
28. The library helps me stay abreast of developments in my field(s) of interest.	6.26	6.13	6.48	6.21
29. The library aids my advancement in my academic discipline.	7.04	7.09	7.18	6.65
30. The library enables me to be more efficient in my academic pursuits.	7.13	7.23	7.18	6.75
31. The library helps me distinguish between trustworthy and untrustworthy information.	5.77	6.02	5.62	5.25
32. The library provides me with the information skills I need in my work or study.	6.51	6.58	6.61	6.05

**Information Literacy Outcomes Charts:**

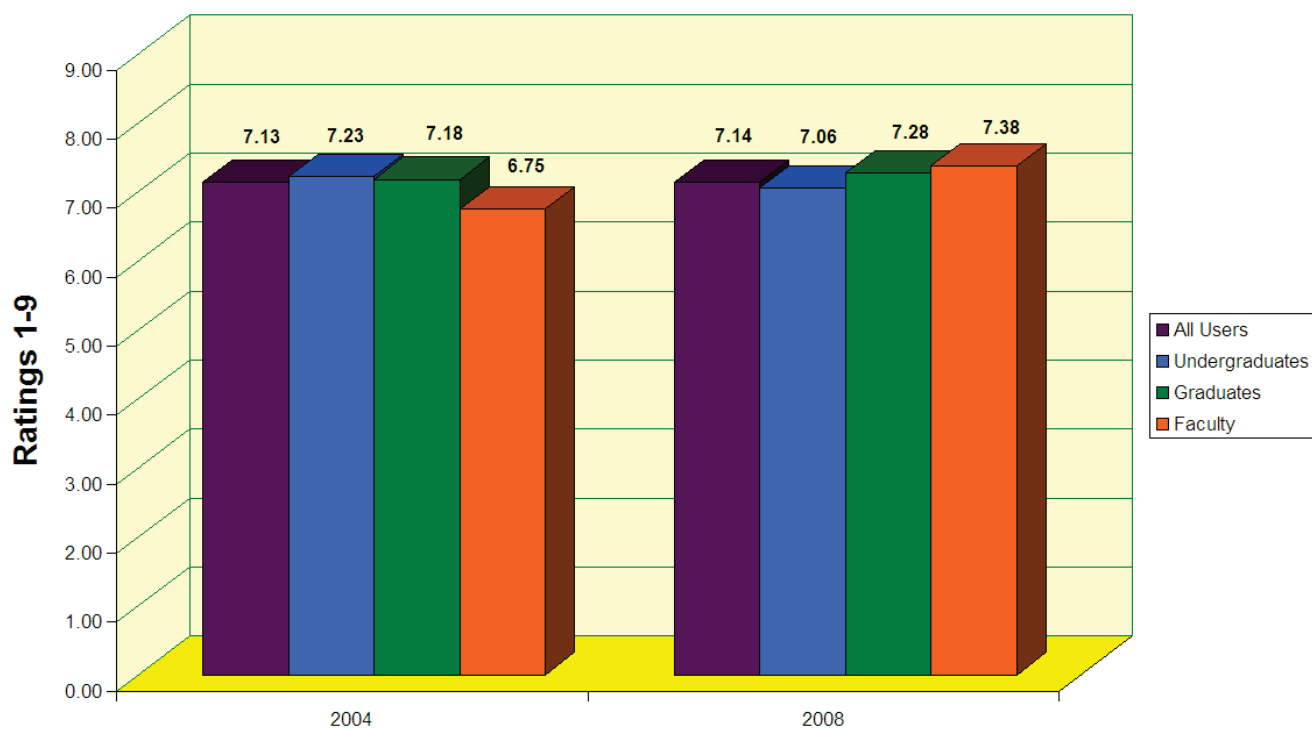
**The Library helps me stay abreast of developments in my field(s) of interest**



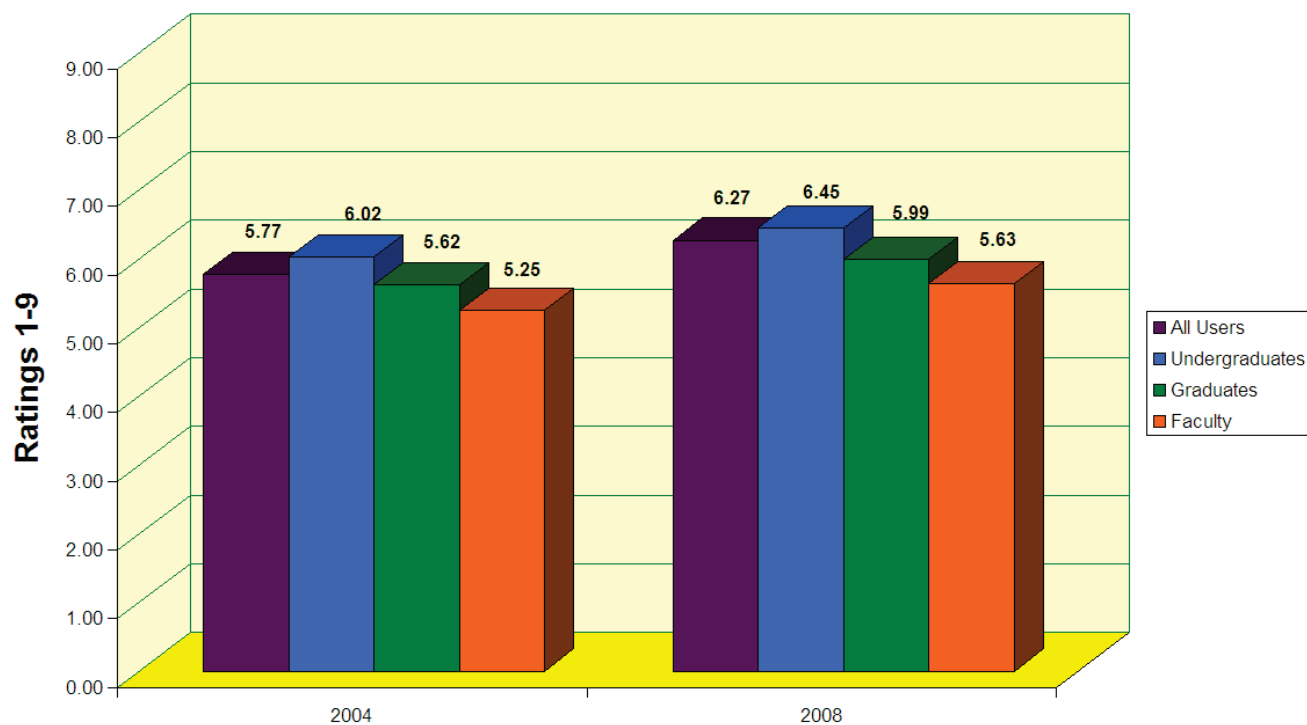
**The Library aids my advancement in my academic discipline or work**



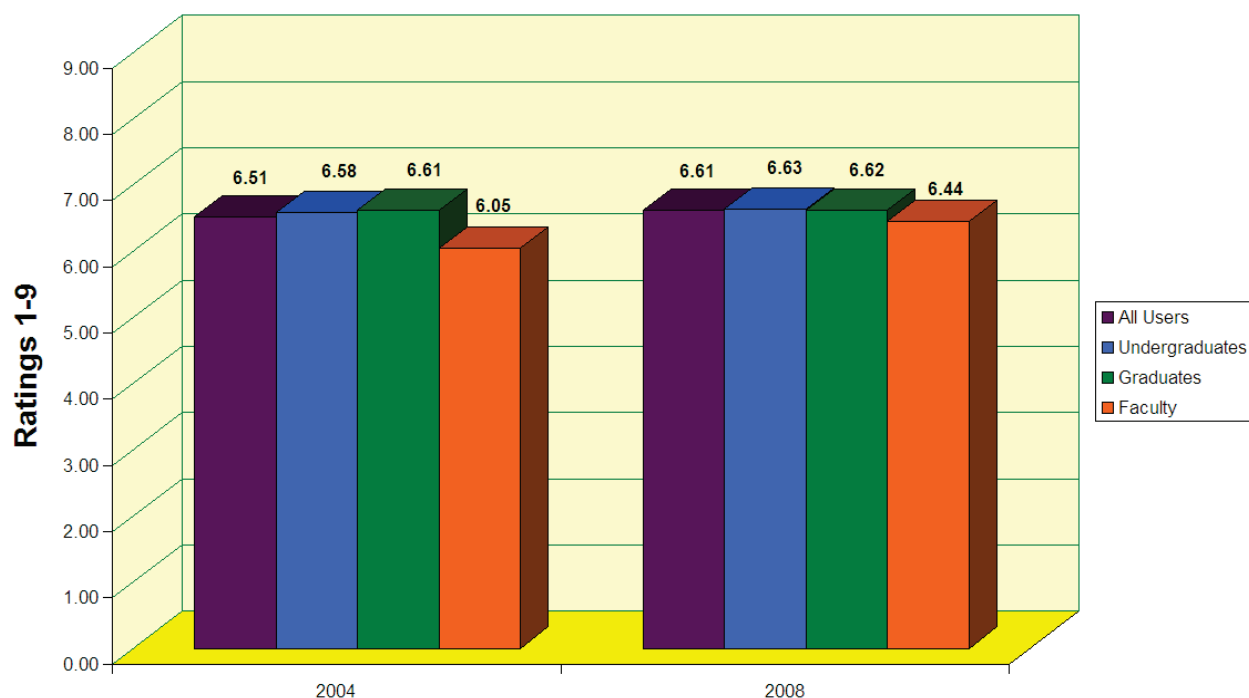
### The Library enables me to be more efficient in my academic pursuits or work



### The Library helps me distinguish between trustworthy and untrustworthy information



## The Library provides me with the information skills I need in my work or study



### F. Frequency of Use

Survey respondents were asked to indicate how frequently they use resources on site, access Library resources via the Web, and use non-library gateways such as Google or Yahoo. The table below indicates the *highest frequency* by user group for each question.

#### 2008:

Question	Undergraduates	Graduates	Faculty
36. How often do you use resources on library premises?	Weekly 40.30% (748)	Weekly 38.98% (251)	Weekly 35.14% (91)
37. How often do you access library resources through a library Web page?	Monthly 36.05% (669)	Weekly 44.41% (286)	Daily 47.10% (122)
38. How often do you use Google™, Yahoo™ or non-library gateways for information?	Daily 74.30% (1379)	Daily 73.14% (471)	Daily 75.58% (195)

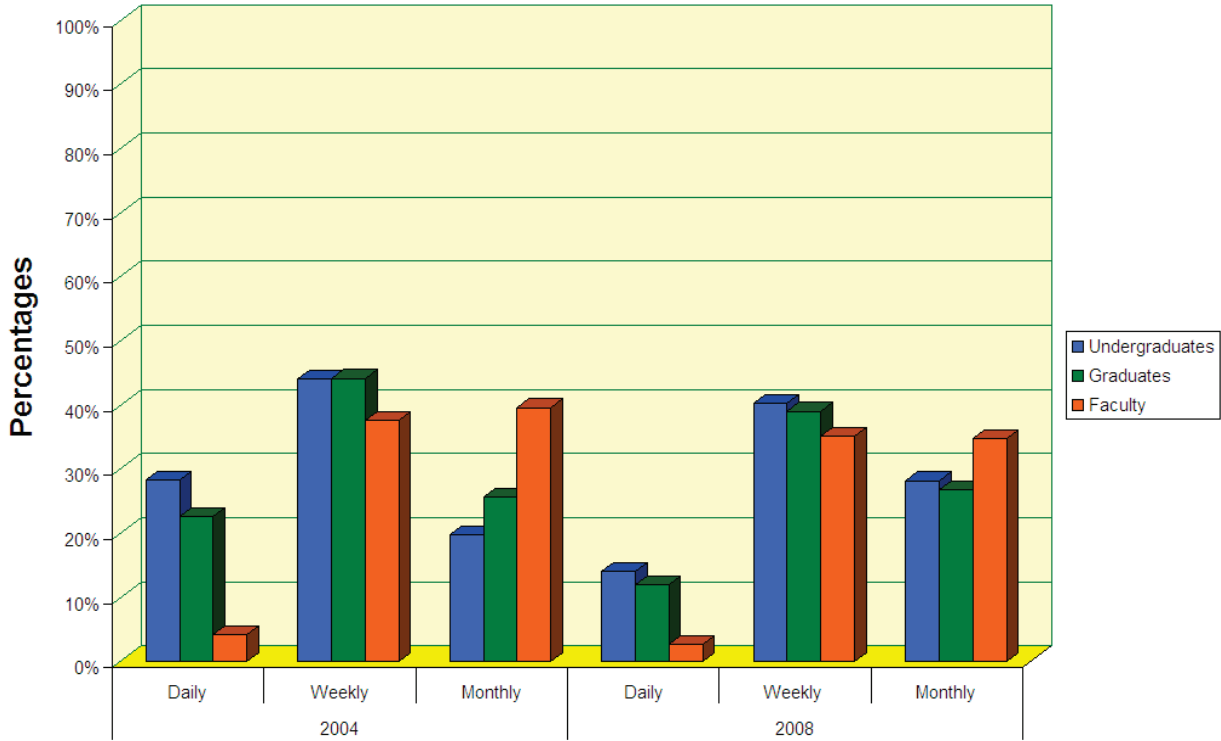
#### 2004:

Question	Undergraduates	Graduates	Faculty
36. How often do you use resources on library premises?	Weekly 44.08% (134)	Weekly 44.10% (86)	Monthly 39.58% (38)
37. How often do you access library resources through a library Web page?	Weekly 35.86%* (109)	Weekly 45.88% (89)	Weekly 41.67% (40)
38. How often do you use Google™, Yahoo™ or non-library gateways for information?	Daily 70.07% (213)	Daily 70.62% (137)	Daily 78.13% (75)

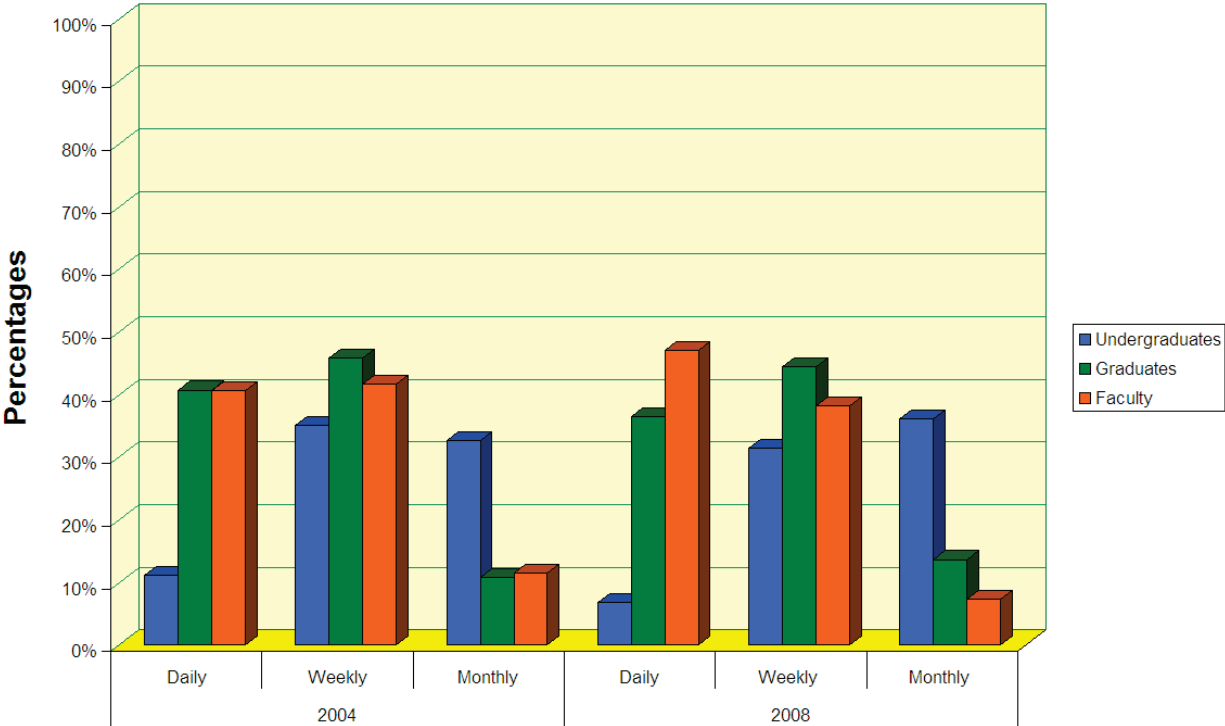
\*Note: This number is a correction of an error in the 2004 report.

**Frequency of Use Charts:**

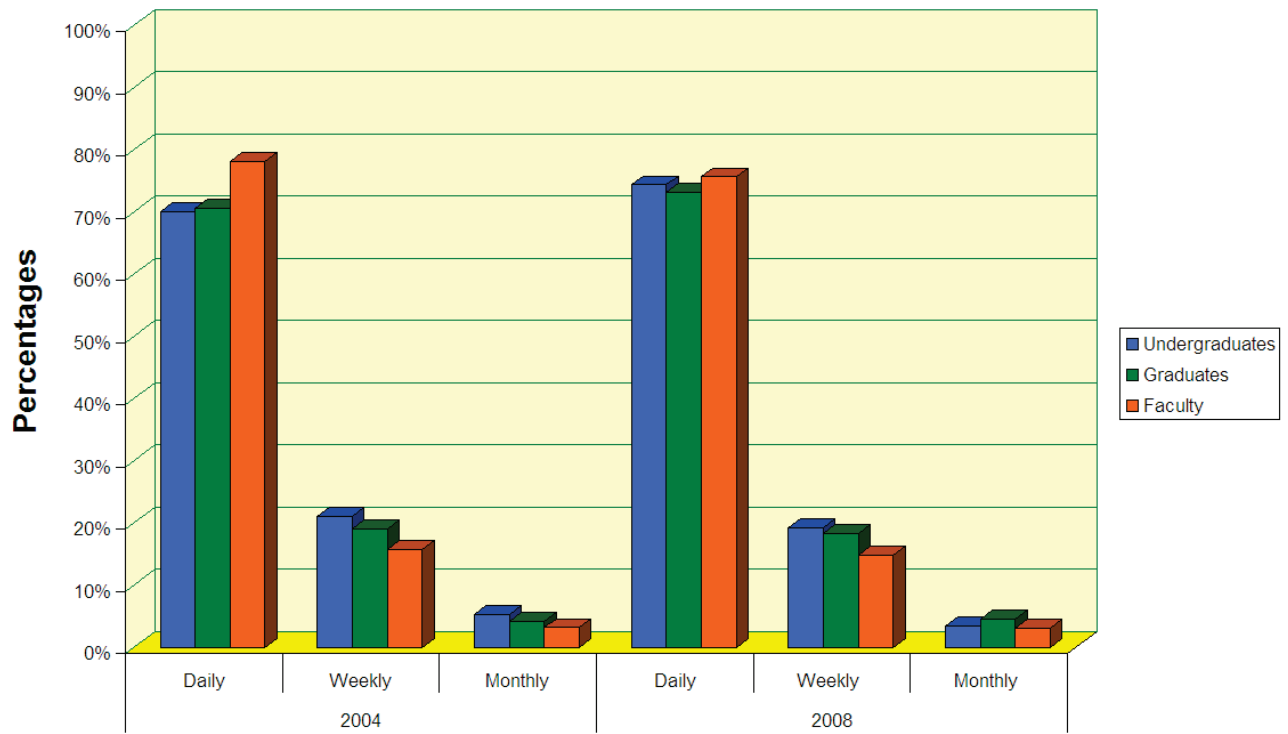
**How often do you use resources on library premises?**



**How often do you use library resources through a library web page?**



### How often do you use Google, Yahoo, or other non-library gateways for information



## G. General Satisfaction

Three questions asked survey respondents to assess their overall satisfaction with library service using a scale of 1 (strongly disagree) to 9 (strongly agree). Overall satisfaction ratings are positive. Undergraduate indicated the highest ratings. Faculty and graduate students indicated somewhat less positive ratings particularly with respect to library support for learning, research and/or teaching needs. [See Appendix E for ARL General Satisfaction Comparisons.]

### 2008:

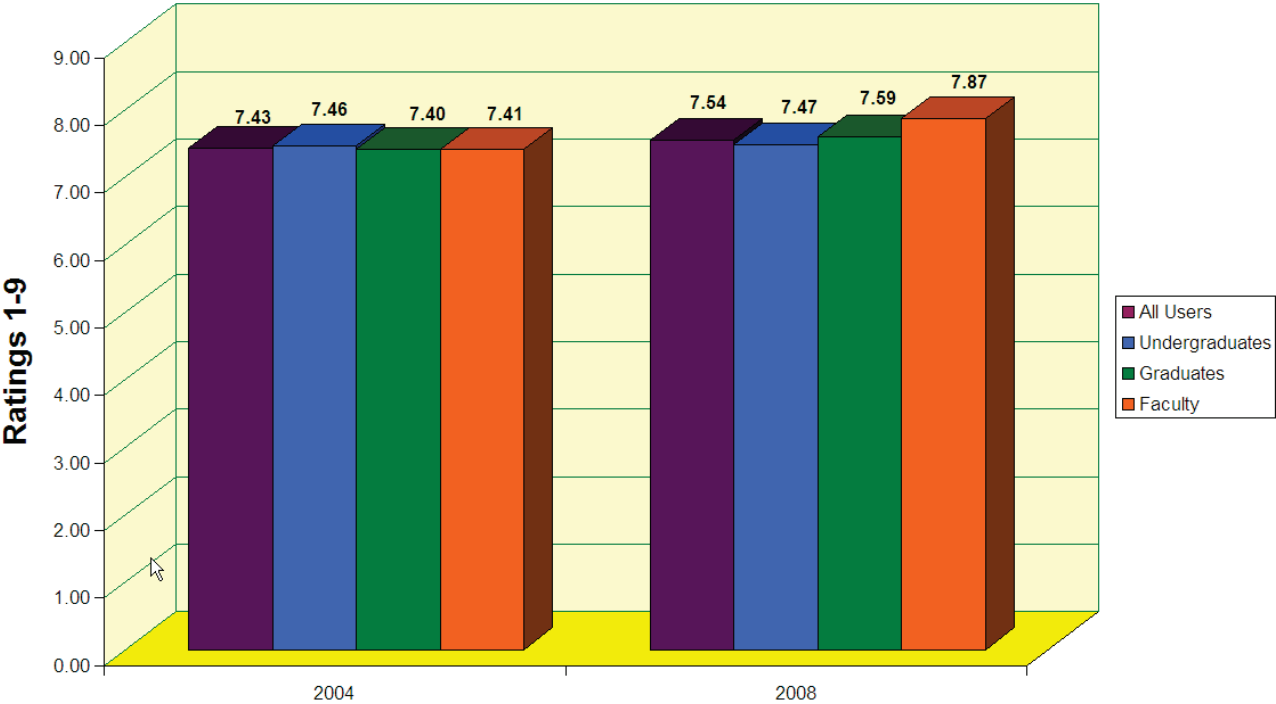
Question	Under-graduates	Graduates	Faculty	All Users
	Mean / SD / #(n)	Mean /SD / #(n)	Mean / SD / #(n)	Mean / SD/ #(n)
33. In general, I am satisfied with the way in which I am treated at the library.	<b>7.47</b> 1.44 (SD) 1856 (n)	<b>7.59</b> 1.38 (SD) 644 (n)	<b>7.87</b> 1.24 (SD) 259 (n)	<b>7.54</b> 1.41 (SD) 2780 (n)
34. In general, I am satisfied with library support for my learning, research, and/or teaching needs.	<b>7.22</b> 1.51 (SD) 1856 (n)	<b>7.28</b> 1.50 (SD) 644 (n)	<b>7.40</b> 1.56 (SD) 259 (n)	<b>7.25</b> 1.51 (SD) 2780 (n)
35. How would you rate the overall quality of service provided by the library?	<b>7.35</b> 1.28 (SD) 1856 (n)	<b>7.40</b> 1.18 (SD) 644 (n)	<b>7.58</b> 1.23 (SD) 259 (n)	<b>7.38</b> 1.25 (SD) 2780 (n)

### 2004:

Question	Under-graduates	Graduates	Faculty	All Users
	Mean / SD / #(n)	Mean /SD / #(n)	Mean / SD / #(n)	Mean / SD/ #(n)
33. In general, I am satisfied with the way in which I am treated at the library.	<b>7.46</b> 1.35 (SD) 304 (n)	<b>7.40</b> 1.71 (SD) 195 (n)	<b>7.41</b> 1.79 (SD) 96 (n)	<b>7.43</b> 1.55 (SD) 602 (n)
34. In general, I am satisfied with library support for my learning, research, and/or teaching needs.	<b>7.33</b> 1.38 (SD) 304 (n)	<b>7.09</b> 1.71 (SD) 195 (n)	<b>6.67</b> 2.15 (SD) 96 (n)	<b>7.14</b> 1.65 (SD) 602 (n)
35. How would you rate the overall quality of service provided by the library? (extremely poor to extremely good)	<b>7.40</b> 1.14 (SD) 304 (n)	<b>7.26</b> 1.42 (SD) 195 (n)	<b>7.00</b> 1.74 (SD) 96 (n)	<b>7.29</b> 1.34 (SD) 602 (n)

**General Satisfaction Charts:**

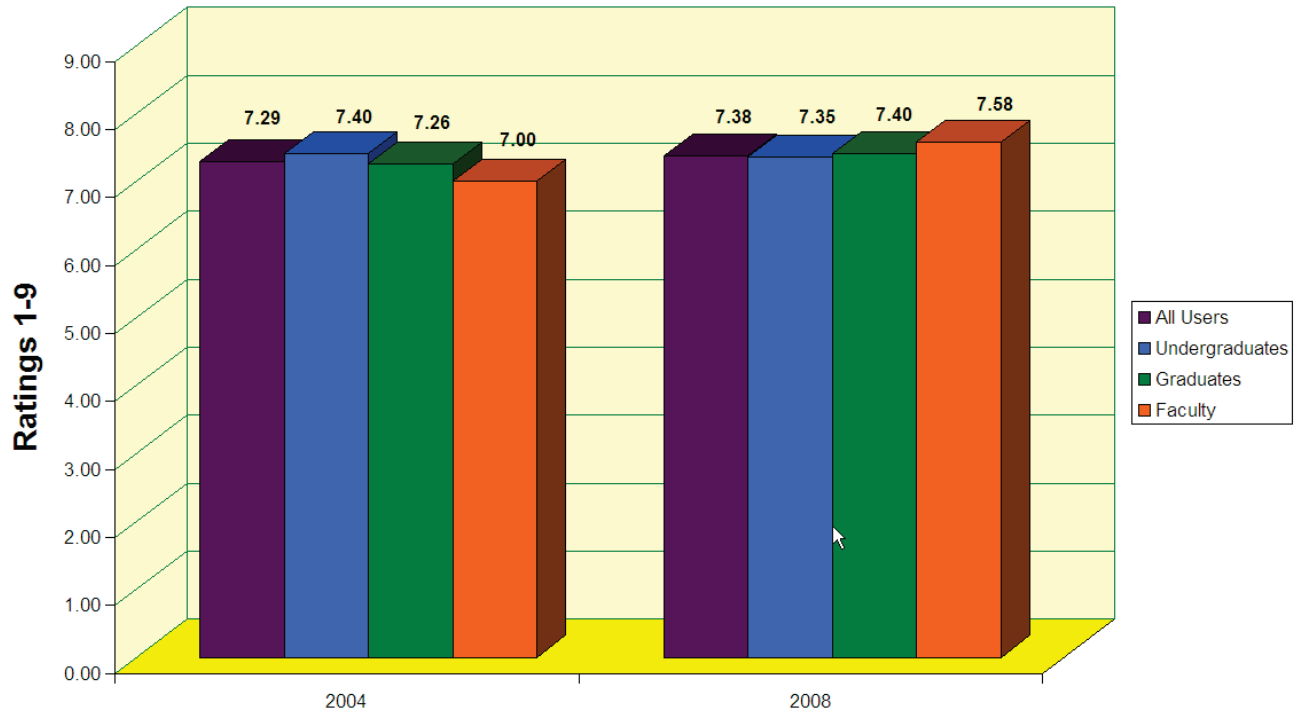
**In general, I am satisfied with the way in which I am treated at the Library**



**In general, I am satisfied with Library support for my learning, research, and/or teaching needs**



### How would you rate the overall quality of service provided by the Library?



## V. Appendices • Table of Contents

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### Appendix A. Results

#### 1. **LibQual+® 2008 Survey Results ARL Report**

[http://alectrna.lib.uconn.edu/Teams/User/LibQUAL+%20Spring%202008%20UConn%20Libraries/2008\\_LibQual\\_Survey\\_Results\\_ARL\\_Report.pdf](http://alectrna.lib.uconn.edu/Teams/User/LibQUAL+%20Spring%202008%20UConn%20Libraries/2008_LibQual_Survey_Results_ARL_Report.pdf)

#### 2. **Survey Comments**

<http://alectrna.lib.uconn.edu/Teams/Documents.cfm?Dir=User%5CLibQUAL%2B%20Spring%202008%20UConn%20Libraries\LibQual%2B2008%5FComments>

#### 3. **Association of Research Library Member Comparisons**

Note: Per agreement with the Association of Research Libraries, no ARL libraries, save the home institution, may be individually identified in “pubic” reports. Of the large number of libraries which completed LibQual+® in 2008, fourteen were ARL members. The ARL survey group represented a mix of private and public institutions, ranged in size from college to large universities, and came mostly from the United States.

##### a. **Total Respondents Sorted By Number**

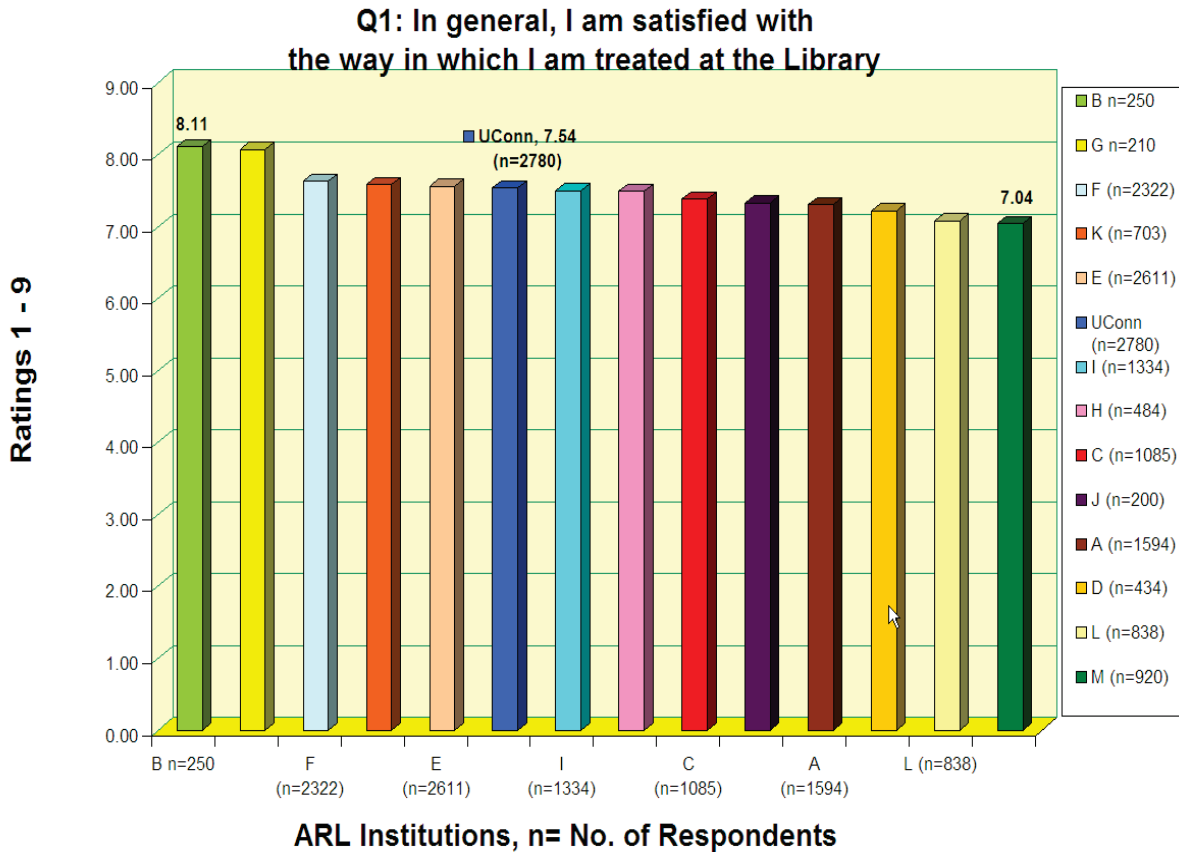
	<b>N</b>
<b>UConn</b>	2780
	2611
	2322
	1594
	1334
	1085
	920
	838
	703
	484
	434
	250
	210
	200

**b. Satisfaction Questions**

Sorted by **Question 1**.

In general, I am satisfied with the way in which I am treated at the library.

Libraries	Questions								Mean	Resp.
	1	2	3	4	5	6	7	8	SD	N
	<b>8.11</b>	7.63	7.78	6.50	7.45	7.46	5.77	6.79	1.57	250
	<b>8.07</b>	7.62	7.77	6.76	7.25	7.41	6.86	7.02	1.49	210
	<b>7.63</b>	7.33	7.47	6.22	7.03	7.16	6.35	6.65	1.77	2322
	<b>7.58</b>	7.24	7.44	6.59	7.18	7.18	6.05	6.41	1.79	703
	<b>7.56</b>	7.34	7.43	6.43	7.08	7.21	6.34	6.80	1.49	2611
UConn	<b>7.54</b>	7.25	7.38	6.21	6.98	7.14	6.27	6.61	1.61	2780
	<b>7.50</b>	7.24	7.38	6.49	7.11	7.23	6.28	6.72	1.59	1334
	<b>7.49</b>	7.10	7.26	6.29	7.08	7.23	6.02	6.42	1.64	484
	<b>7.38</b>	7.06	7.20	6.20	7.16	7.20	5.60	6.29	1.57	1085
	<b>7.33</b>	7.02	7.12	6.24	6.89	6.94	6.21	6.52	1.75	200
	<b>7.30</b>	6.86	7.08	5.72	6.85	7.00	5.51	5.95	1.70	1594
	<b>7.22</b>	6.97	7.12	6.21	6.93	7.03	5.82	6.25	1.68	434
	<b>7.08</b>	6.51	6.77	5.92	6.63	6.67	5.85	6.07	1.99	838
	<b>7.04</b>	6.12	6.45	5.19	6.54	6.39	5.09	5.53	1.91	920



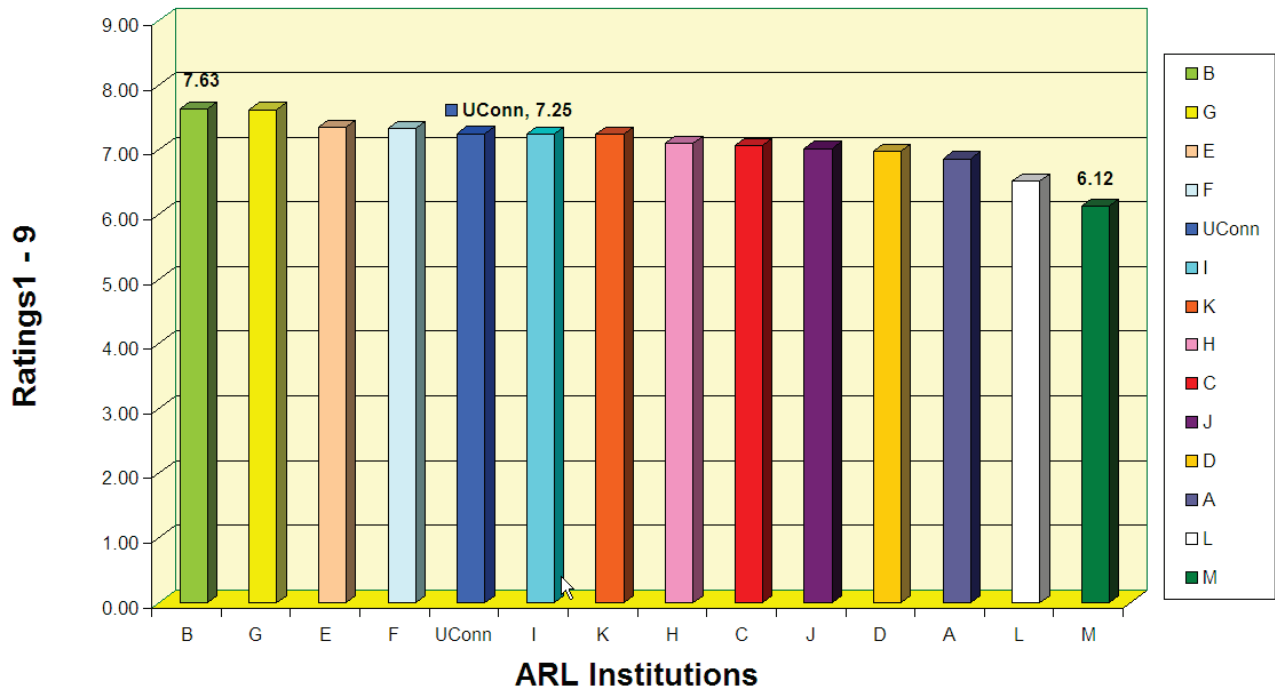
**b. Satisfaction Questions (continued)**

Sorted by **Question 2**.

In general, I am satisfied with library support for my learning, research, and/or teaching needs.

	Questions								Mean	Resp.
<b>Libraries</b>	1	2	3	4	5	6	7	8	<b>SD</b>	<b>N</b>
	8.11	<b>7.63</b>	7.78	6.50	7.45	7.46	5.77	6.79	1.57	250
	8.07	<b>7.62</b>	7.77	6.76	7.25	7.41	6.86	7.02	1.49	210
	7.56	<b>7.34</b>	7.43	6.43	7.08	7.21	6.34	6.80	1.49	2611
	7.63	<b>7.33</b>	7.47	6.22	7.03	7.16	6.35	6.65	1.77	2322
<b>UConn</b>	7.54	<b>7.25</b>	7.38	6.21	6.98	7.14	6.27	6.61	<b>1.61</b>	<b>2780</b>
	7.58	<b>7.24</b>	7.44	6.59	7.18	7.18	6.05	6.41	1.79	703
	7.50	<b>7.24</b>	7.38	6.49	7.11	7.23	6.28	6.72	1.59	1334
	7.49	<b>7.10</b>	7.26	6.29	7.08	7.23	6.02	6.42	1.64	484
	7.38	<b>7.06</b>	7.20	6.20	7.16	7.20	5.60	6.29	1.57	1085
	7.33	<b>7.02</b>	7.12	6.24	6.89	6.94	6.21	6.52	1.75	200
	7.22	<b>6.97</b>	7.12	6.21	6.93	7.03	5.82	6.25	1.68	434
	7.30	<b>6.86</b>	7.08	5.72	6.85	7.00	5.51	5.95	1.70	1594
	7.08	<b>6.51</b>	6.77	5.92	6.63	6.67	5.85	6.07	1.99	838
	7.04	<b>6.12</b>	6.45	5.19	6.54	6.39	5.09	5.53	1.91	920

**Q2: In general, I am satisfied with Library support for my learning, research, and/or teaching needs**



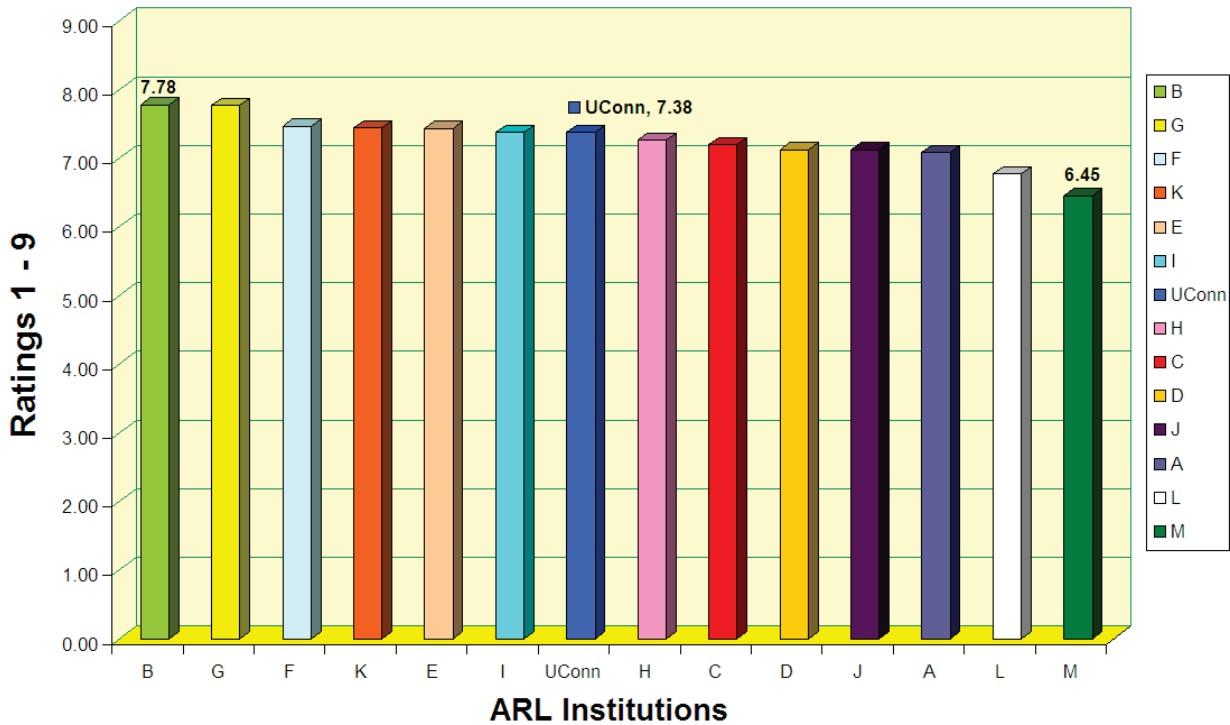
**b. Satisfaction Questions (continued)**

Sorted by **Question 3**.

How would you rate the overall quality of the service provided by the library?

Questions									Mean	Resp.
Libraries	1	2	3	4	5	6	7	8	SD	N
	8.11	7.63	<b>7.78</b>	6.50	7.45	7.46	5.77	6.79	1.57	250
	8.07	7.62	<b>7.77</b>	6.76	7.25	7.41	6.86	7.02	1.49	210
	7.63	7.33	<b>7.47</b>	6.22	7.03	7.16	6.35	6.65	1.77	2322
	7.58	7.24	<b>7.44</b>	6.59	7.18	7.18	6.05	6.41	1.79	703
	7.56	7.34	<b>7.43</b>	6.43	7.08	7.21	6.34	6.80	1.49	2611
UConn	7.54	7.25	<b>7.38</b>	6.21	6.98	7.14	6.27	6.61	1.61	2780
	7.50	7.24	<b>7.38</b>	6.49	7.11	7.23	6.28	6.72	1.59	1334
	7.49	7.10	<b>7.26</b>	6.29	7.08	7.23	6.02	6.42	1.64	484
	7.38	7.06	<b>7.20</b>	6.20	7.16	7.20	5.60	6.29	1.57	1085
	7.33	7.02	<b>7.12</b>	6.24	6.89	6.94	6.21	6.52	1.75	200
	7.22	6.97	<b>7.12</b>	6.21	6.93	7.03	5.82	6.25	1.68	434
	7.30	6.86	<b>7.08</b>	5.72	6.85	7.00	5.51	5.95	1.70	1594
	7.08	6.51	<b>6.77</b>	5.92	6.63	6.67	5.85	6.07	1.99	838
	7.04	6.12	<b>6.45</b>	5.19	6.54	6.39	5.09	5.53	1.91	920

**Q3: In general, how would you rate the overall quality of the service provided by the Library?**



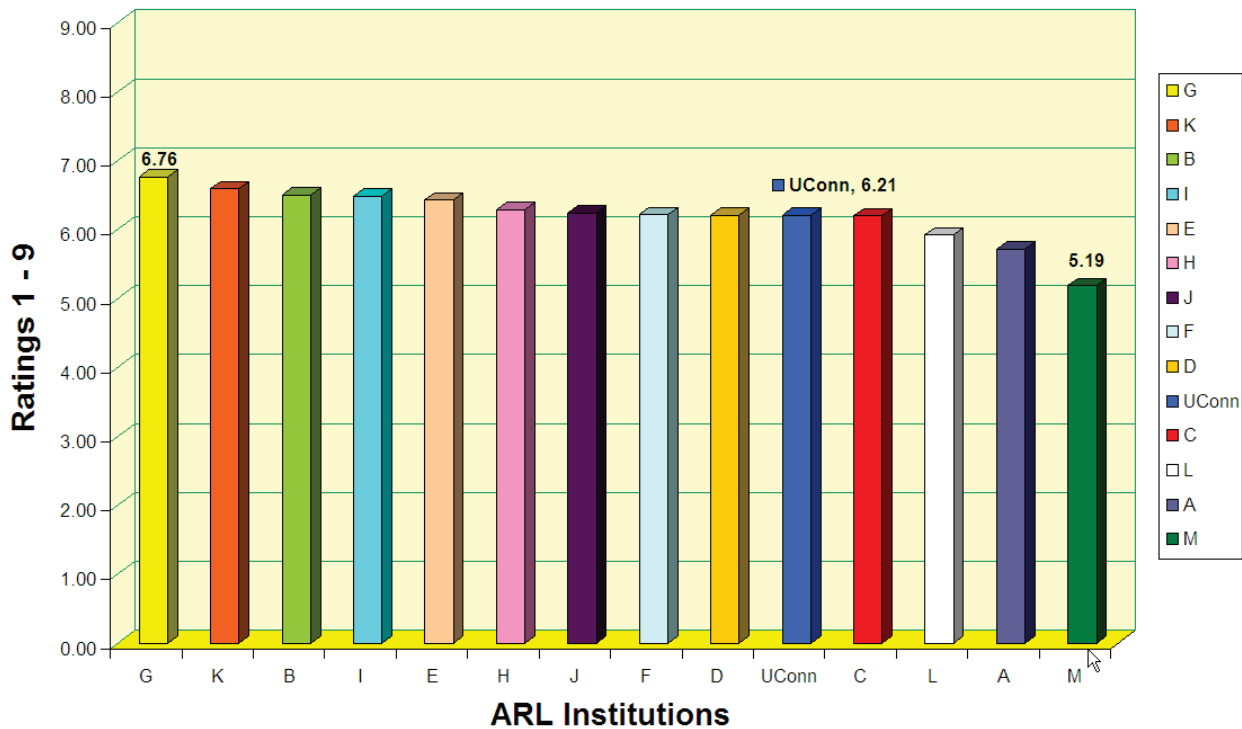
**c. Information Literacy Questions**

Sorted by **Question 4**.

The library helps me stay abreast of developments in my field(s) of interest.

	Questions								Mean	Resp.
<b>Libraries</b>	1	2	3	<b>4</b>	5	6	7	8	<b>SD</b>	<b>N</b>
	8.07	7.62	7.77	<b>6.76</b>	7.25	7.41	6.86	7.02	1.49	210
	7.58	7.24	7.44	<b>6.59</b>	7.18	7.18	6.05	6.41	1.79	703
	8.11	7.63	7.78	<b>6.50</b>	7.45	7.46	5.77	6.79	1.57	250
	7.50	7.24	7.38	<b>6.49</b>	7.11	7.23	6.28	6.72	1.59	1334
	7.56	7.34	7.43	<b>6.43</b>	7.08	7.21	6.34	6.80	1.49	2611
	7.49	7.10	7.26	<b>6.29</b>	7.08	7.23	6.02	6.42	1.64	484
	7.33	7.02	7.12	<b>6.24</b>	6.89	6.94	6.21	6.52	1.75	200
	7.63	7.33	7.47	<b>6.22</b>	7.03	7.16	6.35	6.65	1.77	2322
<b>UConn</b>	<b>7.54</b>	<b>7.25</b>	<b>7.38</b>	<b>6.21</b>	<b>6.98</b>	<b>7.14</b>	<b>6.27</b>	<b>6.61</b>	<b>1.61</b>	<b>2780</b>
	7.22	6.97	7.12	<b>6.21</b>	6.93	7.03	5.82	6.25	1.68	434
	7.38	7.06	7.20	<b>6.20</b>	7.16	7.20	5.60	6.29	1.57	1085
	7.08	6.51	6.77	<b>5.92</b>	6.63	6.67	5.85	6.07	1.99	838
	7.30	6.86	7.08	<b>5.72</b>	6.85	7.00	5.51	5.95	1.70	1594
	7.04	6.12	6.45	<b>5.19</b>	6.54	6.39	5.09	5.53	1.91	920

**Q4: The Library helps me to stay abreast of developments in my field(s) of interest**



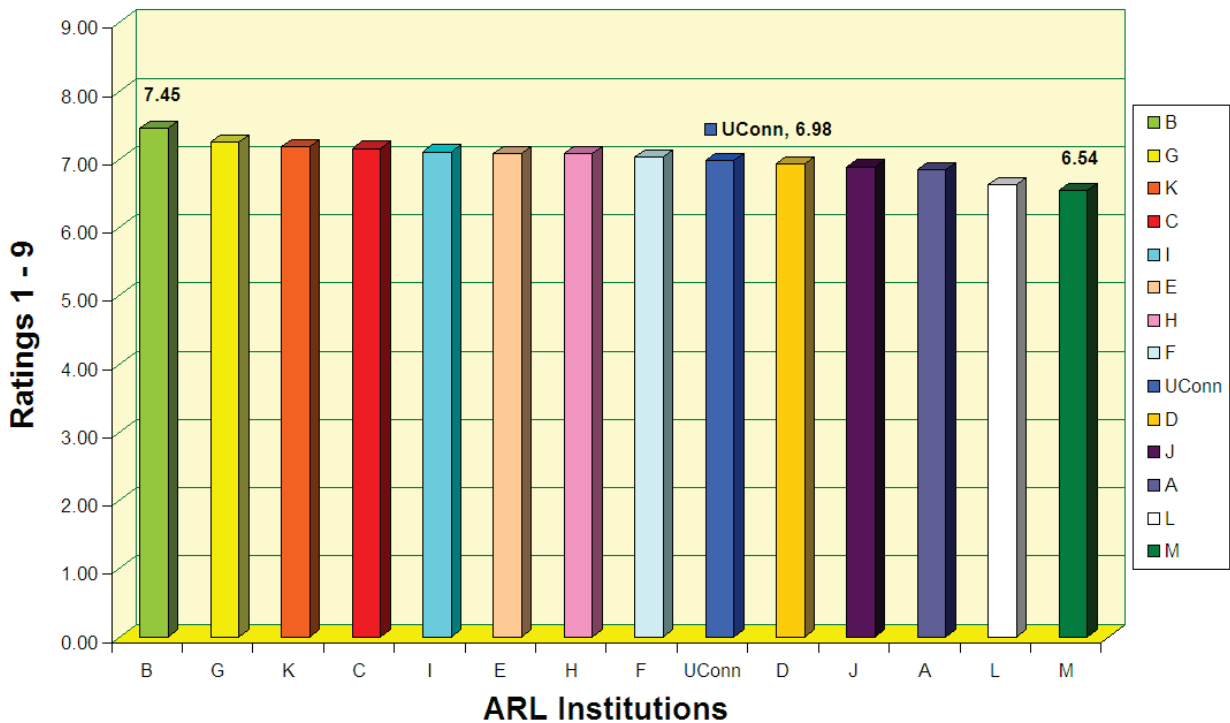
c. Information Literacy Questions (continued)

Sorted by Question 5.

The library aids my advancement in my academic discipline or work.

Libraries	Questions								Mean	Resp.
	1	2	3	4	5	6	7	8	SD	N
	8.11	7.63	7.78	6.50	<b>7.45</b>	7.46	5.77	6.79	1.57	250
	8.07	7.62	7.77	6.76	<b>7.25</b>	7.41	6.86	7.02	1.49	210
	7.58	7.24	7.44	6.59	<b>7.18</b>	7.18	6.05	6.41	1.79	703
	7.38	7.06	7.20	6.20	<b>7.16</b>	7.20	5.60	6.29	1.57	1085
	7.50	7.24	7.38	6.49	<b>7.11</b>	7.23	6.28	6.72	1.59	1334
	7.56	7.34	7.43	6.43	<b>7.08</b>	7.21	6.34	6.80	1.49	2611
	7.49	7.10	7.26	6.29	<b>7.08</b>	7.23	6.02	6.42	1.64	484
	7.63	7.33	7.47	6.22	<b>7.03</b>	7.16	6.35	6.65	1.77	2322
UConn	7.54	7.25	7.38	6.21	<b>6.98</b>	7.14	6.27	6.61	1.61	2780
	7.22	6.97	7.12	6.21	<b>6.93</b>	7.03	5.82	6.25	1.68	434
	7.33	7.02	7.12	6.24	<b>6.89</b>	6.94	6.21	6.52	1.75	200
	7.30	6.86	7.08	5.72	<b>6.85</b>	7.00	5.51	5.95	1.70	1594
	7.08	6.51	6.77	5.92	<b>6.63</b>	6.67	5.85	6.07	1.99	838
	7.04	6.12	6.45	5.19	<b>6.54</b>	6.39	5.09	5.53	1.91	920

Q5: The Library aids my advancement in my academic discipline or work



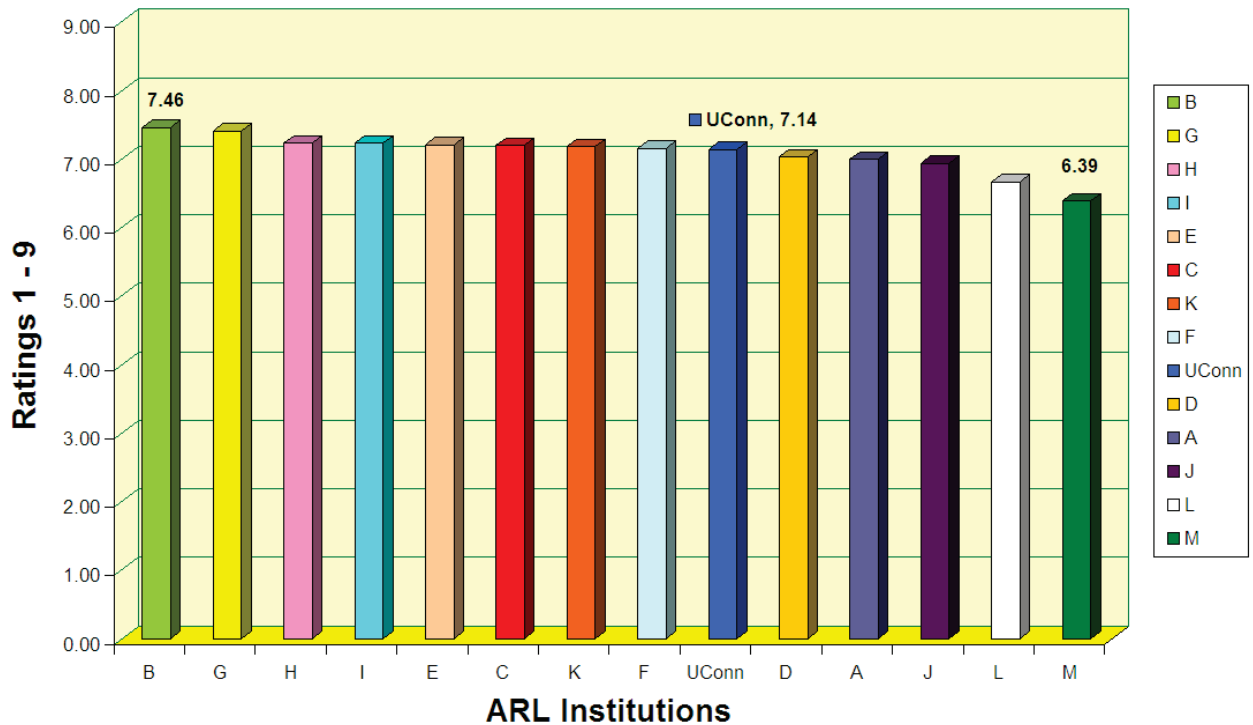
c. Information Literacy Questions (continued)

Sorted by Question 6.

The library enables me to be more efficient in my academic pursuits or work.

Questions									Mean	Resp.
Libraries	1	2	3	4	5	6	7	8	SD	N
	8.11	7.63	7.78	6.50	7.45	<b>7.46</b>	5.77	6.79	1.57	250
	8.07	7.62	7.77	6.76	7.25	<b>7.41</b>	6.86	7.02	1.49	210
	7.50	7.24	7.38	6.49	7.11	<b>7.23</b>	6.28	6.72	1.59	1334
	7.49	7.10	7.26	6.29	7.08	<b>7.23</b>	6.02	6.42	1.64	484
	7.56	7.34	7.43	6.43	7.08	<b>7.21</b>	6.34	6.80	1.49	2611
	7.38	7.06	7.20	6.20	7.16	<b>7.20</b>	5.60	6.29	1.57	1085
	7.58	7.24	7.44	6.59	7.18	<b>7.18</b>	6.05	6.41	1.79	703
	7.63	7.33	7.47	6.22	7.03	<b>7.16</b>	6.35	6.65	1.77	2322
UConn	7.54	7.25	7.38	6.21	6.98	<b>7.14</b>	6.27	6.61	1.61	2780
	7.22	6.97	7.12	6.21	6.93	<b>7.03</b>	5.82	6.25	1.68	434
	7.30	6.86	7.08	5.72	6.85	<b>7.00</b>	5.51	5.95	1.70	1594
	7.33	7.02	7.12	6.24	6.89	<b>6.94</b>	6.21	6.52	1.75	200
	7.08	6.51	6.77	5.92	6.63	<b>6.67</b>	5.85	6.07	1.99	838
	7.04	6.12	6.45	5.19	6.54	<b>6.39</b>	5.09	5.53	1.91	920

**Q6: The Library enables me to be more efficient in my academic pursuits or work**



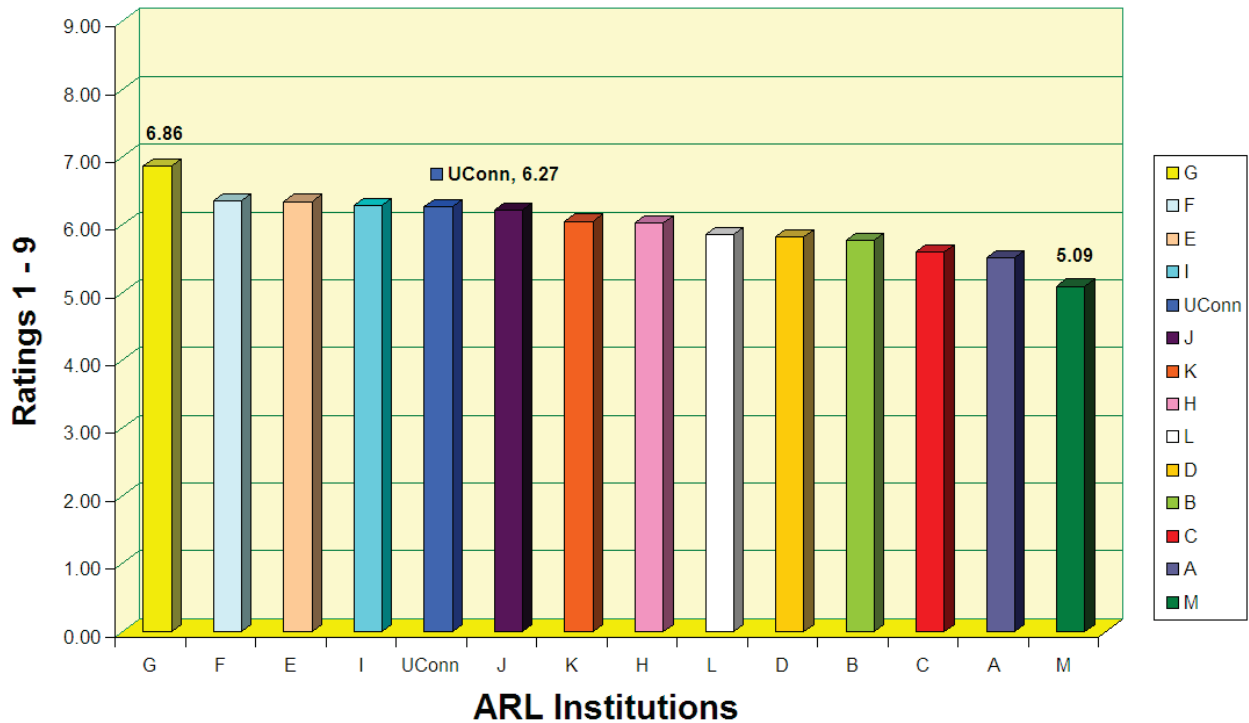
c. Information Literacy Questions (continued)

Sorted by Question 7.

The library helps me distinguish between trustworthy and untrustworthy information.

Libraries	Questions								Mean	Resp.
	1	2	3	4	5	6	7	8	SD	N
	8.07	7.62	7.77	6.76	7.25	7.41	<b>6.86</b>	7.02	1.49	210
	7.63	7.33	7.47	6.22	7.03	7.16	<b>6.35</b>	6.65	1.77	2322
	7.56	7.34	7.43	6.43	7.08	7.21	<b>6.34</b>	6.80	1.49	2611
	7.50	7.24	7.38	6.49	7.11	7.23	<b>6.28</b>	6.72	1.59	1334
UConn	7.54	7.25	7.38	6.21	6.98	7.14	<b>6.27</b>	6.61	1.61	2780
	7.33	7.02	7.12	6.24	6.89	6.94	<b>6.21</b>	6.52	1.75	200
	7.58	7.24	7.44	6.59	7.18	7.18	<b>6.05</b>	6.41	1.79	703
	7.49	7.10	7.26	6.29	7.08	7.23	<b>6.02</b>	6.42	1.64	484
	7.08	6.51	6.77	5.92	6.63	6.67	<b>5.85</b>	6.07	1.99	838
	7.22	6.97	7.12	6.21	6.93	7.03	<b>5.82</b>	6.25	1.68	434
	8.11	7.63	7.78	6.50	7.45	7.46	<b>5.77</b>	6.79	1.57	250
	7.38	7.06	7.20	6.20	7.16	7.20	<b>5.60</b>	6.29	1.57	1085
	7.30	6.86	7.08	5.72	6.85	7.00	<b>5.51</b>	5.95	1.70	1594
	7.04	6.12	6.45	5.19	6.54	6.39	<b>5.09</b>	5.53	1.91	920

Q7: The Library helps me distinguish between trustworthy and untrustworthy information



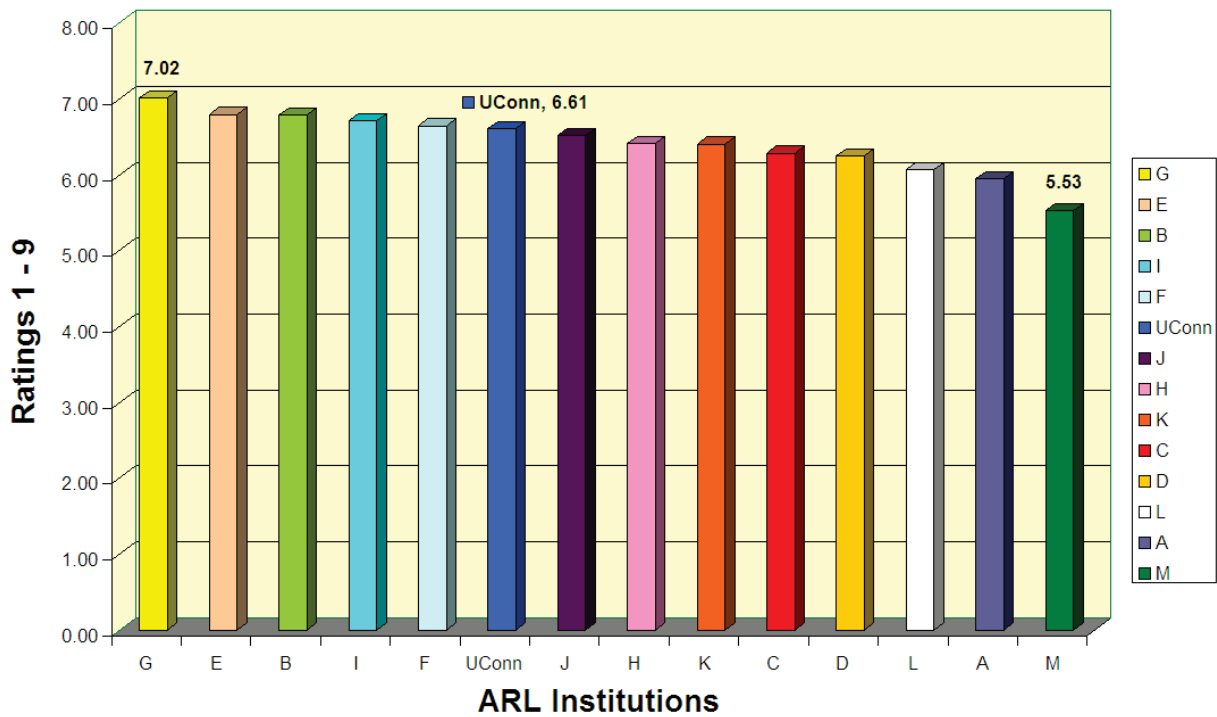
**c. Information Literacy Questions (continued)**

Sorted by **Question 8**.

The library provides me with the information skills I need in my work or study.

Libraries	Questions								Mean Resp.	
	1	2	3	4	5	6	7	8	SD	N
	8.07	7.62	7.77	6.76	7.25	7.41	6.86	<b>7.02</b>	1.49	210
	7.56	7.34	7.43	6.43	7.08	7.21	6.34	<b>6.80</b>	1.49	2611
	8.11	7.63	7.78	6.50	7.45	7.46	5.77	<b>6.79</b>	1.57	250
	7.50	7.24	7.38	6.49	7.11	7.23	6.28	<b>6.72</b>	1.59	1334
	7.63	7.33	7.47	6.22	7.03	7.16	6.35	<b>6.65</b>	1.77	2322
UConn	7.54	7.25	7.38	6.21	6.98	7.14	6.27	<b>6.61</b>	1.61	2780
	7.33	7.02	7.12	6.24	6.89	6.94	6.21	<b>6.52</b>	1.75	200
	7.49	7.10	7.26	6.29	7.08	7.23	6.02	<b>6.42</b>	1.64	484
	7.58	7.24	7.44	6.59	7.18	7.18	6.05	<b>6.41</b>	1.79	703
	7.38	7.06	7.20	6.20	7.16	7.20	5.60	<b>6.29</b>	1.57	1085
	7.22	6.97	7.12	6.21	6.93	7.03	5.82	<b>6.25</b>	1.68	434
	7.08	6.51	6.77	5.92	6.63	6.67	5.85	<b>6.07</b>	1.99	838
	7.30	6.86	7.08	5.72	6.85	7.00	5.51	<b>5.95</b>	1.70	1594
	7.04	6.12	6.45	5.19	6.54	6.39	5.09	<b>5.53</b>	1.91	920

**Q8: The Library provides me with the information skills I need in my work or study**



**d. General Satisfaction By User Group:**

Note: Per agreement with the Association of Research Libraries, no ARL libraries, save the home institution, may be individually identified in "public" reports. Of the large number of libraries which completed LibQual+® in 2008, fourteen were ARL members. The ARL survey group represented a mix of private and public institutions, ranged in size from colleges to universities, and came mostly from the United States.

The following table provides *arithmetic means*, by user group, for the following General Satisfaction question:  
 "How would you rate the overall quality of the service provided by the library?"

- Each column has been separately sorted from the highest score to the lowest score.
- Each category box represents the results of a library.

University Of Connecticut Libraries results are highlighted.

	All Users	Undergraduates	Graduates	Faculty
	7.78	7.80	8.00	8.26
	7.77	7.57	7.64	8.00
	7.47	7.41	7.49	7.94
	7.44	7.40	7.49	7.67
	7.43	<b>7.35</b>	7.47	7.66
	<b>7.38</b>	7.27	7.44	<b>7.58</b>
	7.38	7.24	<b>7.40</b>	7.39
	7.26	7.24	7.24	7.39
	7.20	7.22	7.16	7.36
	7.12	7.14	7.05	7.34
	7.12	7.10	6.98	7.30
	7.08	7.01	6.88	7.28
	6.77	6.87	6.75	6.49
	6.45	6.54	6.30	6.26

ARL MEMBER LIBRARIES

## Appendix B. Documents

### i. 2008 Survey Instrument



## University of Connecticut Libraries

### Welcome!

We are committed to improving your library services. Better understanding your expectations will help us tailor those services to your needs.

We are conducting this survey to measure library service quality and identify best practices through the Association of Research Libraries' LibQUAL+® program.

Please answer all items. The survey will take about **10 minutes** to complete. Thank you for your participation!

Please rate the following statements (1 is lowest, 9 is highest) by indicating:

*Minimum* -- the number that represents the *minimum* level of service that you would find acceptable

*Desired* -- the number that represents the level of service that *you personally want*

*Perceived* -- the number that represents the level of service that *you believe* our library currently provides

For each item, you must EITHER rate the item in all three columns OR identify the item as "N/A" (not applicable). Selecting "N/A" will override all other answers for that item.

When it comes to...	My Minimum Service Level Is		My Desired Service Level Is		Perceived Service Performance Is		N/A
	Low	High	Low	High	Low	High	
	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	
1) Employees who instill confidence in users	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
2) Making electronic resources accessible from my home or office	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
3) Library space that inspires study and learning	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
4) Giving users individual attention	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
5) A library Web site enabling me to locate information on my own	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
6) Electronic resources matching my information needs	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
7) Employees who are consistently courteous	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
8) The printed library materials I need for my work	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
9) Quiet space for individual activities	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
10) Readiness to respond to users' questions	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
11) The electronic information resources I need	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A

12)	Librarians teaching me how to effectively use the electronically available databases, journals, and books	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
13)	Employees who have the knowledge to answer user questions	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
14)	Browsing library materials in the stacks	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
15)	A comfortable and inviting location	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
16)	Employees who deal with users in a caring fashion	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
17)	Modern equipment that lets me easily access needed information	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
18)	Adequate hours of service	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
19)	Employees who understand the needs of their users	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
20)	Easy-to-use access tools that allow me to find things on my own	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
21)	A getaway for study, learning, or research	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
22)	Willingness to help users	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
23)	Making information easily accessible for independent use	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
24)	Print and/or electronic journal collections I require for my work	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
25)	Community space for group learning and group study	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
26)	An online catalog that is user-friendly for finding materials	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
27)	Dependability in handling users' service problems	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A

<b>Please indicate the degree to which you agree with the following statements:</b>										
28)	The library helps me stay abreast of developments in my field(s) of interest.	1	2	3	4	5	6	7	8	9
		<i>Strongly Disagree</i>				<i>Strongly Agree</i>				
29)	The library aids my advancement in my academic discipline or work.	1	2	3	4	5	6	7	8	9
		<i>Strongly Disagree</i>				<i>Strongly Agree</i>				
30)	The library enables me to be more efficient in my academic pursuits or work.	1	2	3	4	5	6	7	8	9
		<i>Strongly Disagree</i>				<i>Strongly Agree</i>				
31)	The library helps me distinguish between trustworthy and untrustworthy information.	1	2	3	4	5	6	7	8	9
		<i>Strongly Disagree</i>				<i>Strongly Agree</i>				
32)	The library provides me with the information skills I need in my work or study.	1	2	3	4	5	6	7	8	9
		<i>Strongly Disagree</i>				<i>Strongly Agree</i>				
33)	In general, I am satisfied with the way in which I am treated at the library.	1	2	3	4	5	6	7	8	9
		<i>Strongly Disagree</i>				<i>Strongly Agree</i>				
34)	In general, I am satisfied with library support for my learning, research, and/or teaching needs.	1	2	3	4	5	6	7	8	9
		<i>Strongly Disagree</i>				<i>Strongly Agree</i>				
35)	How would you rate the overall quality of the service provided by the library?	1	2	3	4	5	6	7	8	9
		<i>Extremely Poor</i>				<i>Extremely Good</i>				

<b>Please indicate your library usage patterns:</b>	
<b>36)</b> How often do you use resources on library premises?	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Never
<b>37)</b> How often do you access library resources through a library Web page?	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Never
<b>38)</b> How often do you use Yahoo(TM), Google(TM), or non-library gateways for information?	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Never

<b>Please answer a few questions about yourself:</b>	
<b>39)</b> The library that you use most often:	<input type="checkbox"/> Babbidge <input type="checkbox"/> Music & Dramatic Arts <input type="checkbox"/> Pharmacy <input type="checkbox"/> Dodd Research Center <input type="checkbox"/> Avery Point <input type="checkbox"/> Greater Hartford <input type="checkbox"/> Stamford <input type="checkbox"/> Torrington <input type="checkbox"/> Waterbury
<b>40)</b> Age:	<input type="checkbox"/> Under 18 <input type="checkbox"/> 18 - 22 <input type="checkbox"/> 23 - 30 <input type="checkbox"/> 31 - 45 <input type="checkbox"/> 46 - 65 <input type="checkbox"/> Over 65
<b>41)</b> Sex:	<input type="checkbox"/> Male <input type="checkbox"/> Female

- 42) Discipline:**  Agriculture and Natural Resources  
 Business  
 CLAS Humanities  
 CLAS Sciences  
 CLAS Social Sciences  
 Education  
 Engineering/Computer Science  
 Fine Arts  
 General Studies  
 Nursing  
 Pharmacy  
 Social Work  
 Undecided

**43) Position:**  
(Select the ONE option that best describes you.)

- Undergraduate:  First year  
 Second year  
 Third year  
 Fourth year  
 Fifth year and above  
 Non-degree

- Graduate:  Masters  
 Doctoral  
 Non-degree or Undecided

- Faculty:  Adjunct Faculty  
 Assistant Professor  
 Associate Professor  
 Lecturer  
 Professor  
 Other Academic Status

- Library Staff:  Administrator  
 Manager, Head of Unit  
 Public Services  
 Systems  
 Technical Services  
 Other

- Staff:  Research Staff  
 Other staff positions

44) Please enter any comments about library services in the box below:

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45) Enter your e-mail address in the box below if you would like to enter an optional drawing for a prize.  
Your e-mail address will be kept confidential and will not be linked to your survey responses. (Not required)

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**Thank you for participating in this library service quality survey!**

## 2. E-Mail Texts to User Community Announcing the Survey

### i. Undergraduate Students

Email Subject: **Win an iPod from the UConn Libraries!**

**In 10 short minutes, help the UConn Libraries help you and register to win a video iPod!**

To: All UConn Undergraduate Students

From: Brinley Franklin  
Vice Provost for University Libraries

The University of Connecticut Libraries request your help and participation in the Spring 2008 LibQual+™ Survey. As an incentive and to show the Libraries' appreciation, one undergraduate student and one graduate student will be selected to receive an **80GB Apple® - iPod® Classic MP3 music and video player.**

Your survey participation is a very important opportunity for you to let us know your opinion of library services at UConn. As in the past, this year's LibQual+™ survey results will inform our Libraries' planning on how to best provide library services to the UConn community.

The survey is located at:  
<http://www.libqual.org/index.cfm?ID=778684>

Please complete the survey by: **April 18, 2008**

If you have questions or need assistance please contact [Francine.DeFranco@uconn.edu](mailto:Francine.DeFranco@uconn.edu) or 860-486-0911

**Note:** Participating in the iPod drawing is optional. After completing the survey you may submit your email address in the space provided. From a list of participants providing an email address, the University Libraries will randomly select an iPod winner. Survey responses are anonymous and are collected and tabulated by the Association of Research Libraries.

We very much appreciate your continuing help.

Sincerely,

*Brinley Franklin*

## ii. Graduate Students

**Email Subject: Win an iPod from the UConn Libraries!**

**In 10 short minutes, help the UConn Libraries help you and register to win a video iPod!**

To: All UConn Graduate Students

From: Brinley Franklin  
Vice Provost for University Libraries

The University of Connecticut Libraries request your help and participation in the Spring 2008 LibQual+™ Survey. As an incentive and to show the Libraries' appreciation, one undergraduate student and one graduate student will be selected to receive an **80GB Apple® - iPod® Classic MP3 music and video player.**

Your survey participation is a very important opportunity for you to let us know your opinion of library services at UConn. As in the past, this year's LibQual+™ survey results will inform our Libraries' planning on how to best provide library services to the UConn community.

The survey is located at:

<http://www.libqual.org/index.cfm?ID=778684>

Please complete the survey by: **April 18, 2008**

If you have questions or need assistance please contact [Francine.DeFranco@uconn.edu](mailto:Francine.DeFranco@uconn.edu) or 860-486-0911

**Note:** Participating in the iPod drawing is optional. After completing the survey you may submit your email address in the space provided. From a list of participants providing an email address, the University Libraries will randomly select an iPod winner. Survey responses are anonymous and are collected and tabulated by the Association of Research Libraries.

We very much appreciate your continuing help.

Sincerely,

*Brinley Franklin*

### iii. Faculty Members

Email Subject: **Help the Libraries and Win a Video iPod**

To: All UConn Faculty

From: Brinley Franklin  
Vice Provost for University Libraries

**In 10 short minutes help the UConn Libraries help you and register to win a Video iPod.**

The University of Connecticut Libraries request your help and participation in the Spring 2008 LibQUAL+™ Survey. As an incentive and to show the Libraries' appreciation, one faculty member name will be selected to receive an **80GB Apple® - iPod® Classic MP3 music and video player.**

The LibQual+™ Survey has been used by more than 1,000 libraries internationally to periodically and consistently track, understand, and act upon their users' opinions of **library service quality**. The Libraries have received permission from UConn's Institutional Review Board to conduct this survey. As in the past the LibQual+™ Survey results will inform our Libraries' planning on how to best provide library services to the UConn community.

The survey is located at:  
<http://www.libqual.org/index.cfm?ID=778684>

Please complete the survey by: **April 18, 2008**

If you have questions or need assistance please contact [Francine.DeFranco@uconn.edu](mailto:Francine.DeFranco@uconn.edu) or 860-486-0911

**Note:** Participating in the iPod drawing is optional. After completing the survey you may submit your email address in the space provided. From a list of participants providing an email address, the University Libraries will randomly select an iPod winner. Survey responses are anonymous and are collected and tabulated by the Association of Research Libraries.

We very much appreciate your continuing help.

Sincerely,

*Brinley Franklin*

## Appendix C. LibQual+® Glossary

**Adequacy Mean:** See “Service Adequacy”.

**Affect of Service (AS):** The category name for survey questions about how library staff interacts with/helps users.

**Desired:** The number that represents what the respondent personally wants.

**Information Control (IC):** The category name for survey questions about the library’s collections/resources and access to those collections/resources.

**LibQual+®:** Suite of services that libraries use to solicit, track, understand, and act upon users’ opinions of service quality.

**Library as Place (LP):** The category name for survey questions about the library’s physical space.

**Mean:** The average.

**Minimum:** The number that represents the minimum level of service that a respondent finds acceptable.

**Perceived:** The number that represents the level of service that the respondent believes the library currently provides.

**Service Adequacy (Adequacy Mean):** To what extent the perceived service is meeting the minimum expectations of users. To measure service adequacy, LibQUAL+® charts use an *Adequacy Mean* that shows how far above/below the results are from the minimum expectations.

**Service Superiority (Superiority Mean):** To what extent the perceived service is exceeding the desired expectations of users. To measure service superiority, LibQUAL+® charts use *Superiority Mean* which shows how far above or below the results are from the desired expectations.

**Standard Deviation:** Standard deviation (SD) is a measure of the spread of data around their mean. Lower SDs result in higher confidence in the results.

**Superiority:** See “Service Superiority”

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*Source:* Largely from: “LibQual+® 2008 Survey: University of Connecticut. Association of Research Libraries/Texas A&M University, 2008” & “LibQual+ Survey Results, University of Wisconsin- La Crosse, 2004.

<http://www.uwlax.edu/MurphyLibrary/libqual/2004/resultsreviewglossary.pdf>