

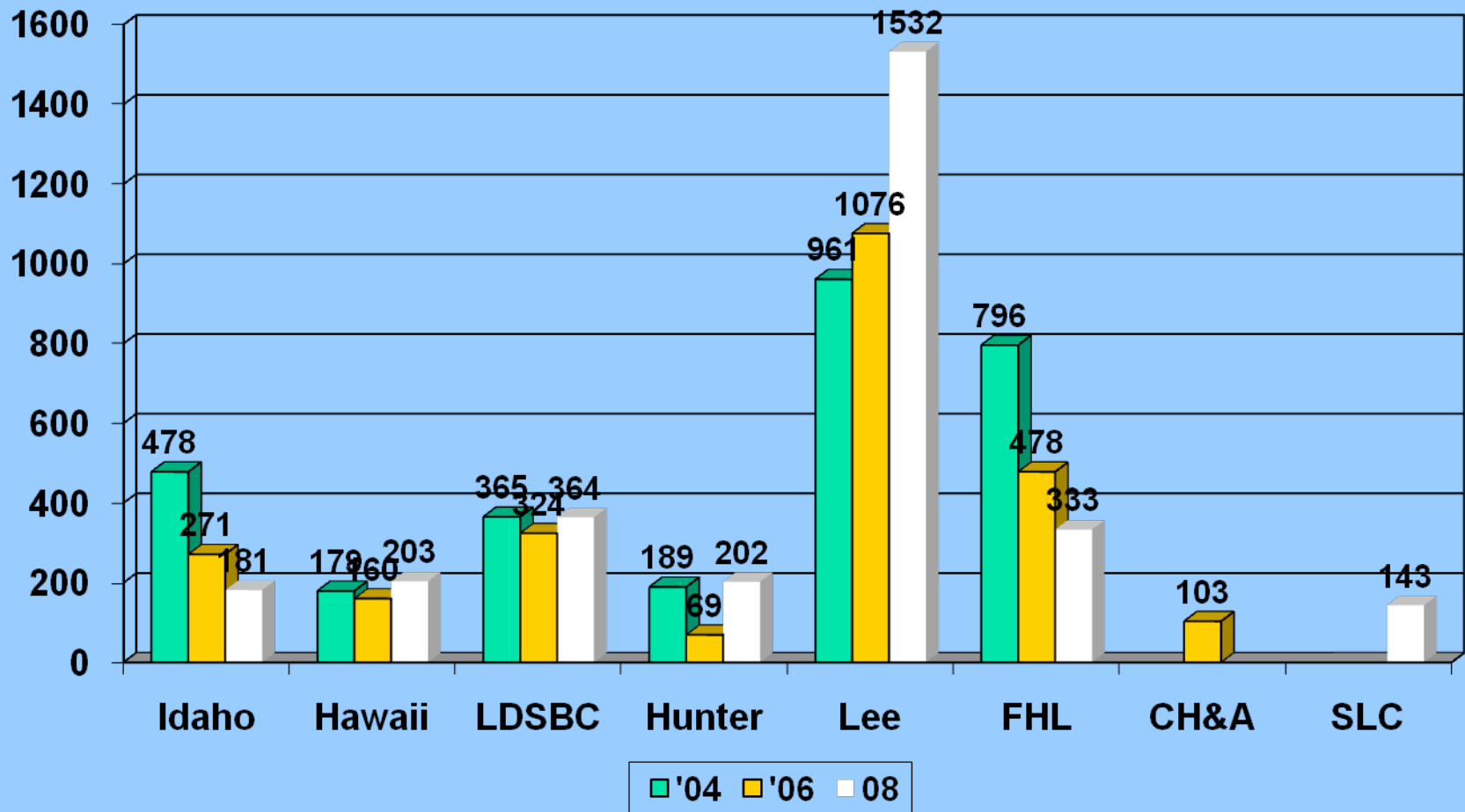


# LibQUAL+<sup>®</sup> 2008

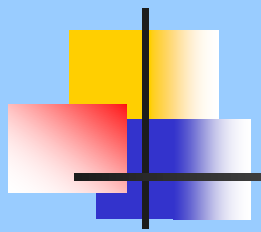
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A summary of results from the  
Consortium of Church Libraries  
and Archives

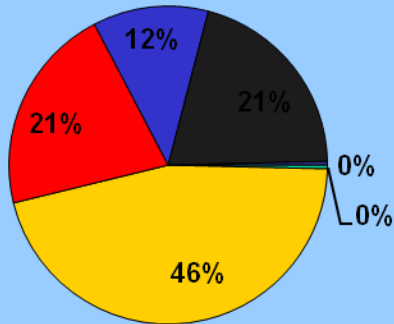
# LibQUAL+® Responses 2004 - 2008 Comparisons



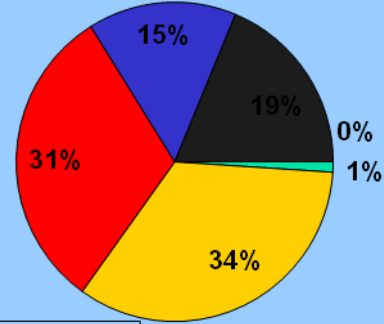
# LibQUAL+® Responses Age Comparisons



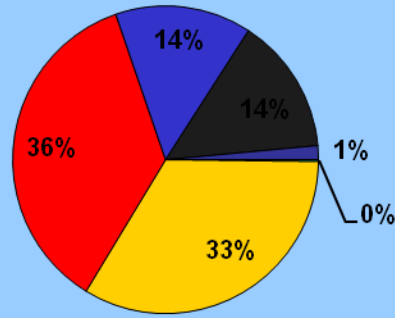
**Idaho**



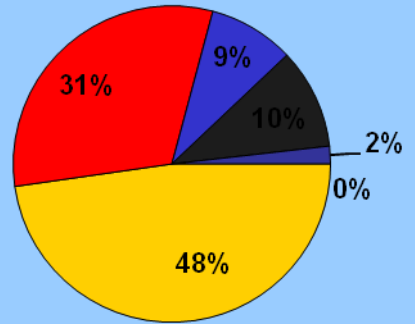
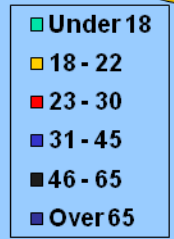
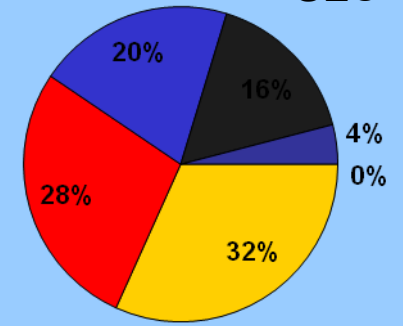
**Hawaii**



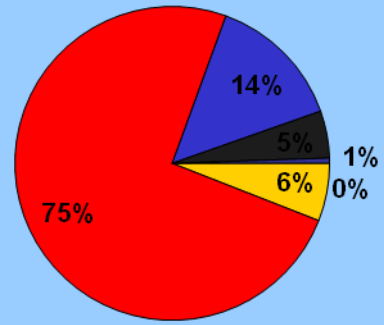
**Provo**



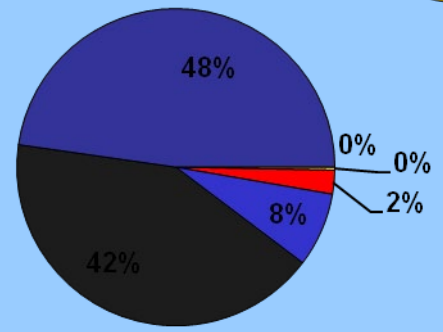
**SLC**



**LDSBC**



**Hunter**



**FHL**



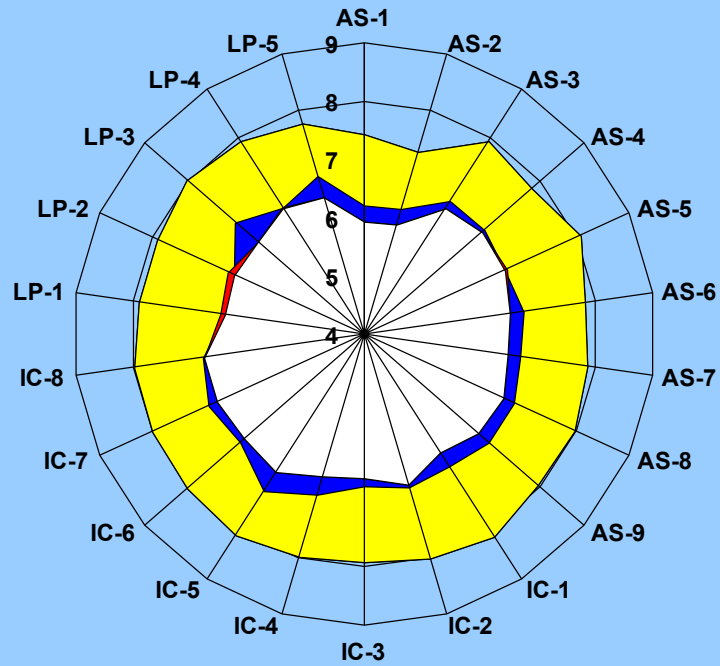
# LibQUAL+<sup>®</sup> Core Statements

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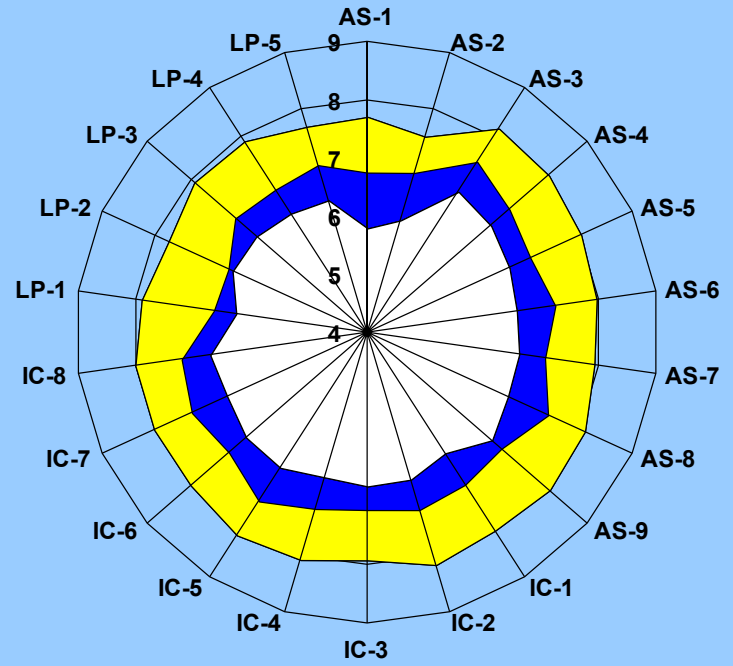
- Every institution saw improvement in adequacy gap scores (perceived – minimum)
- Greatest improvement at Hawaii, Idaho & LDSBC
  - Remodeling/rearranging
  - Improved access to resources
  - Moving to the Triad Center
- For the 1<sup>st</sup> time, every institution had every core statement's perceived level of service exceed the minimum level of expected service



LibQUAL+® 2006 Radar Chart - Hawaii



LibQUAL+® 2008 Radar Chart - Hawaii



# LibQUAL+® Overall Gaps (Perceived – Minimum)

	Year	Idaho	Hawaii	LDSBC	Hunter	Lee	FHL	SLC
Strengths	04	LP3	IC4	AS1	LP3	LP5	LP3	N/A
		AS9	IC1	AS3	AS2	LP3	LP5	
	06	AS2	LP3	AS1	AS6	LP3	LP3	N/A
		LP5	IC5	AS2	AS2	LP5	LP5	
	08	LP3	AS1	AS1	AS2	LP5	AS2	AS1
		LP5	AS2	LP5	AS6	LP3	LP3	LP5
Weaknesses	04	LP1	AS3	LP2	IC2	IC2	IC1	N/A
		LP2	IC8	LP1	IC1	IC6	IC2	
	06	LP1	LP2	LP2	IC2	IC2	IC1	N/A
		LP2	LP1	LP1	IC6	IC6	IC2	
	08	IC2	LP2	IC1	IC2	IC2	LP2	LP2
		LP2	LP1	IC2	IC6	IC8	IC1	IC2



# LibQUAL+<sup>®</sup> Observations

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- Strengths

- Library as Place

- LP3 – Comfortable & inviting location
- LP5 – Community space for group learning & study

- Affect of Service

- AS1 – Employees who instill confidence
- AS2 – Giving users individual attention
- AS6 – Employees who deal with users in a caring fashion



# LibQUAL+<sup>®</sup> Observations

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- Weaknesses
  - Library as Place
    - LP1 – Library space that inspires study & learning
    - LP2 – Quiet space for individual study
  - Affect of Service
    - No consistent weaknesses in this dimension
  - Information Control
    - IC1 – Making electronic resources accessible from my home or office
    - IC2 – Library web site enabling me to locate info on own
    - IC6 – Easy to use access tools that allow me to find things on my own
    - IC8 – Print and/or electronic journal collections I require for my work





# LibQUAL+<sup>®</sup> Observations

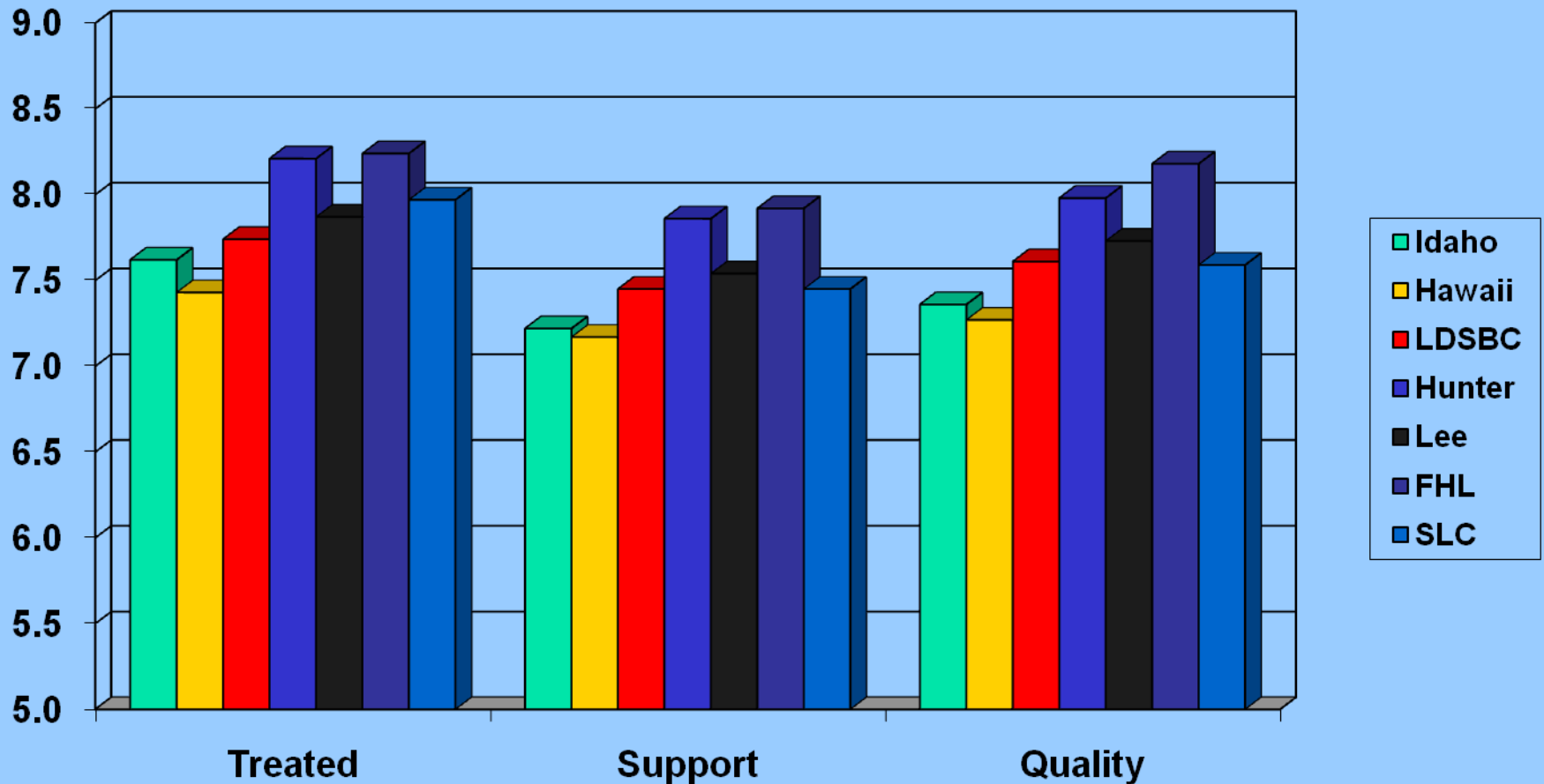
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- Greatest Improvement in Gap
  - IC8 – Print/electronic journals (Idaho & FHL)
  - LP5 – Community space for group learning & study (LDSBC & Provo)
  - AS1 – Employees who instill confidence (Hawaii)
- Greatest Drop in Gap
  - AS8 – Willingness to help users (Hunter)
  - LP3 – A comfortable & inviting location (Hunter)
  - IC1 – Making electronic resources accessible from home or office (LDSBC)

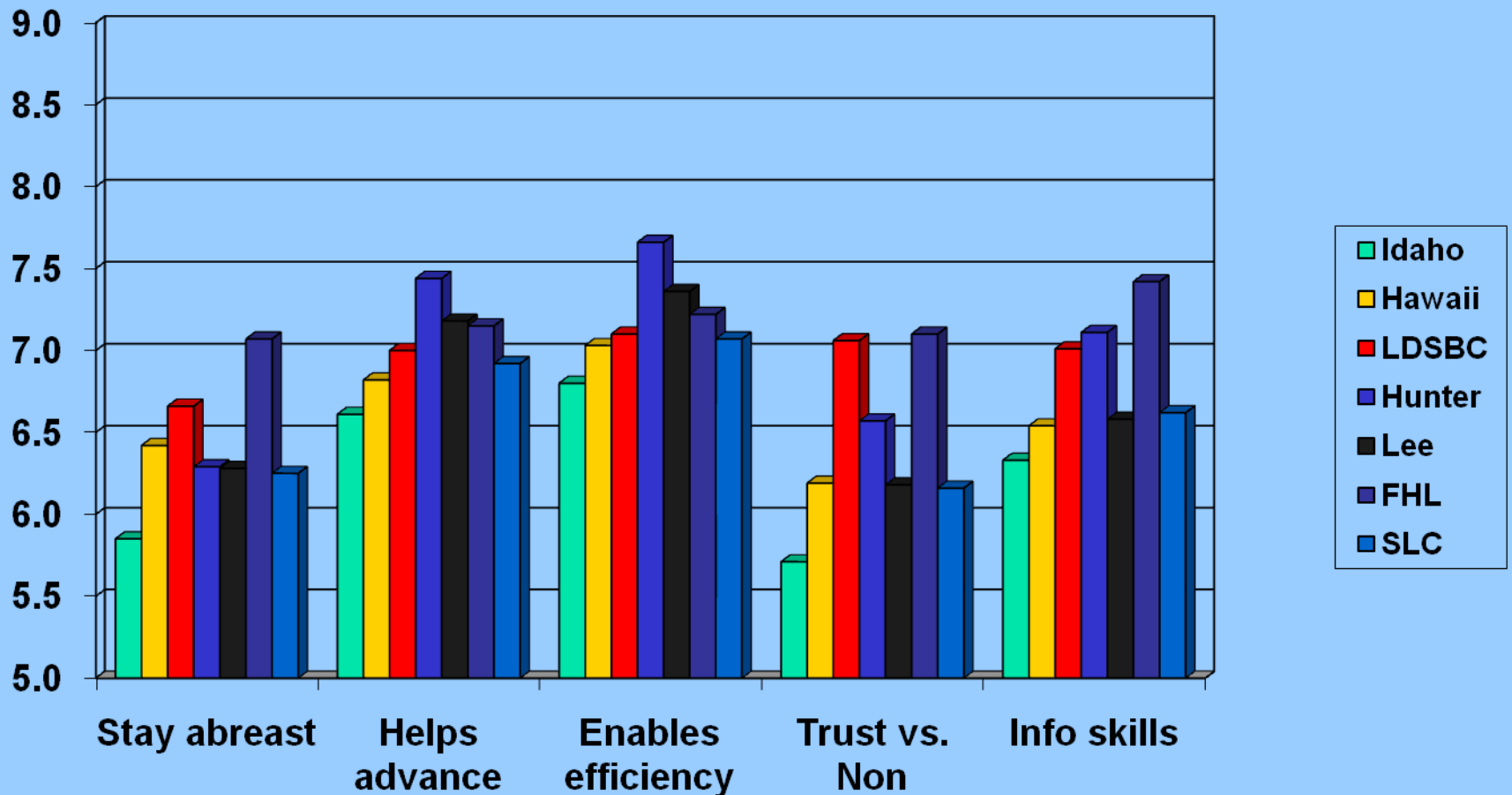


# General Satisfaction Questions

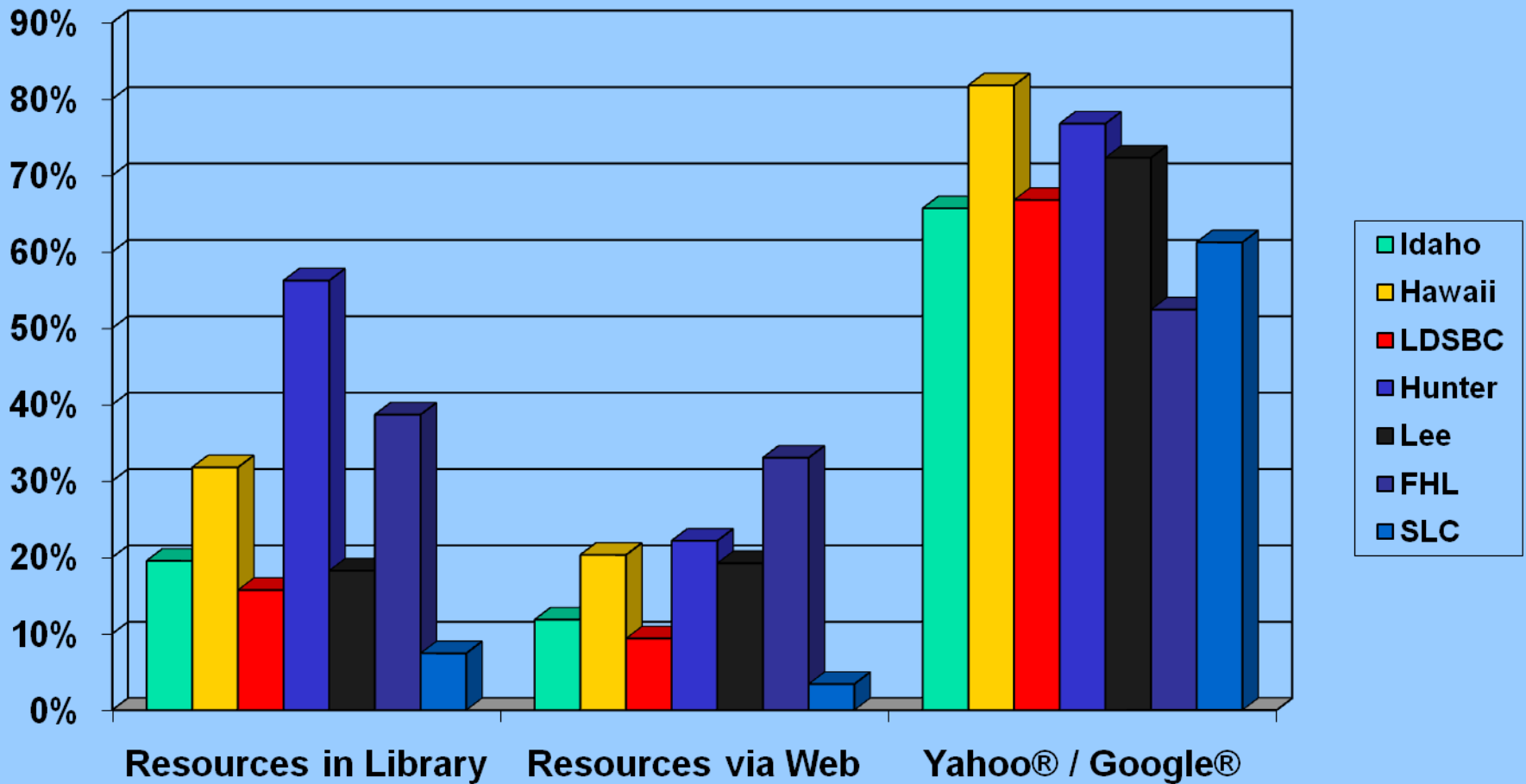
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# Information Literacy Outcomes



# Daily Use of Resources





# LibQUAL+<sup>®</sup> Observations

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- Comments – Observations
  - Noise continues to be an issue & libraries need to take steps to enforce noise policies
  - Great need for more computers, study carrels, group study rooms
  - Patrons very pleased with availability & accessibility of resources, yet still want more (esp. discipline/area specific resources)
  - Improve the web sites