**2009 LibQUAL+ Survey Analysis: Joyner Library Makes the Grade**
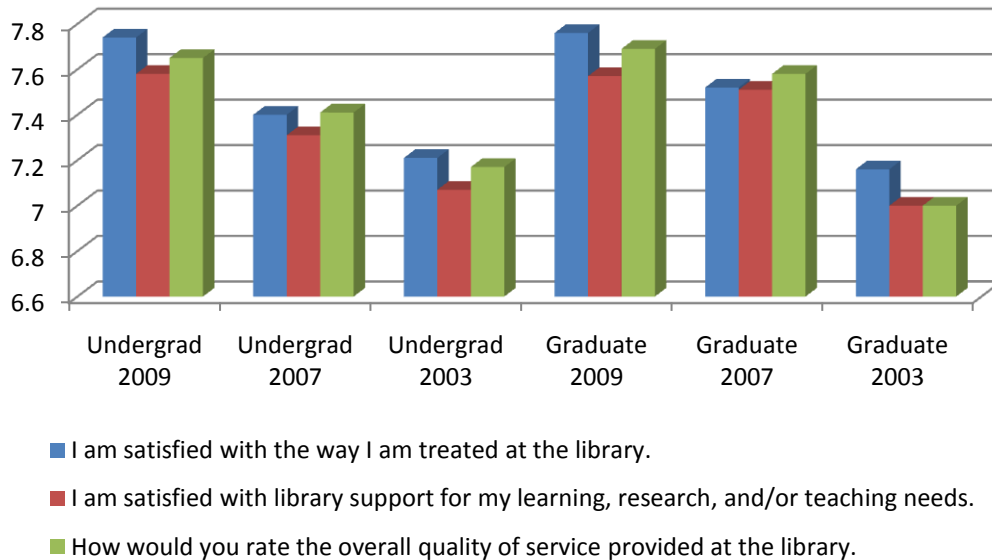
What do students and faculty think about Joyner Library? How do we know if we are meeting their needs and expectations? To answer these questions, we asked students and faculty in the Division of Academic Affairs to participate in the LibQual+ survey during the spring 2009 semester. LibQUAL+ is an international survey that measures user perceptions and expectations in three areas: quality of service provided by staff, quality of print and electronic information and their availability, and efforts to create a positive learning environment. LibQUAL+ characterizes these three areas as Affect of Service, Information Control, and Library as Place.

Joyner Library was one of 120 colleges and university libraries that participated in LibQUAL+ during the spring of 2009. Participating libraries can compare their survey results with national averages. Joyner Library's ratings for perceived quality exceeded national averages in all three areas measured.
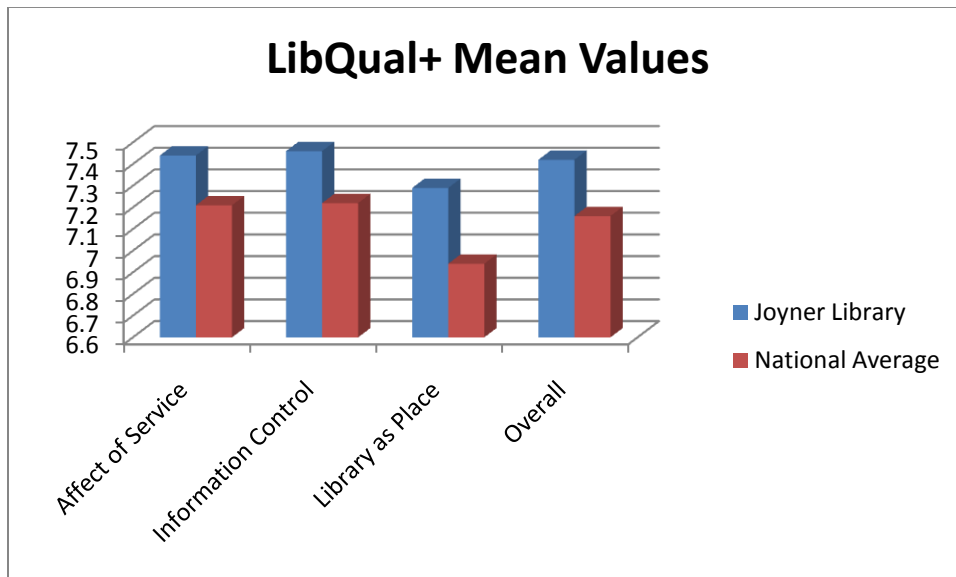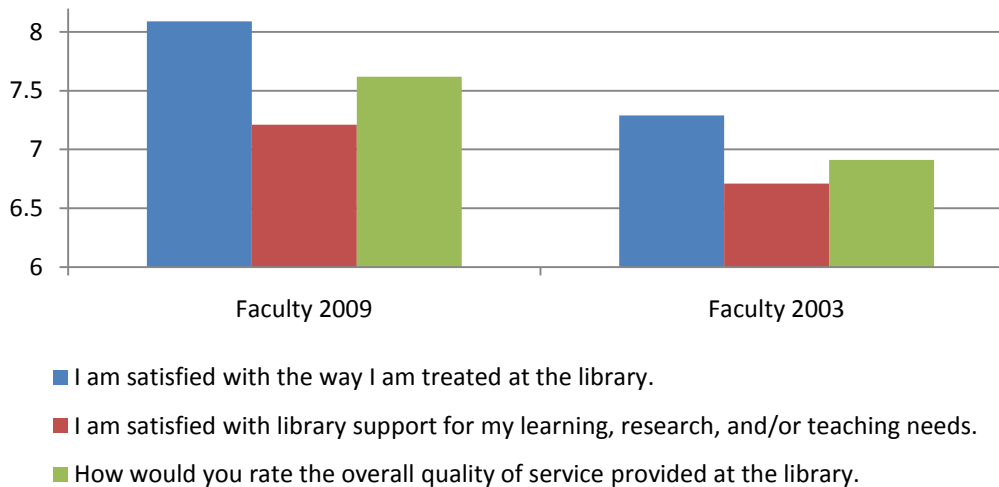

Libraries can compare their LibQUAL+ results over time. Joyner Library administered the LibQual+ survey in 2003 and 2007. Our results show consistent improvement in student satisfaction levels.

General Satisfaction - Students

Legend:
- I am satisfied with the way I am treated at the library.
- I am satisfied with library support for my learning, research, and/or teaching needs.
- How would you rate the overall quality of service provided at the library.

Faculty members were not surveyed in 2007. The 2009 results show significant improvements as compared to the 2003 scores. Particularly notable is the 2009 score for faculty satisfaction with how they are treated at the library -- the highest satisfaction score seen in any of the surveys. This is truly a testament to the commitment of our staff to provide high quality service! Since 2003, the library has been able to increase the quality and number of databases, e-books, online journal subscriptions and online backfiles. Faculty requests for new book purchases and new print journal subscriptions have been fulfilled. These improvements to the library's collections are reflected in the improved satisfaction levels for library support for learning, research and teaching needs.

General Satisfaction - Faculty

Legend:
- I am satisfied with the way I am treated at the library.
- I am satisfied with library support for my learning, research, and/or teaching needs.
- How would you rate the overall quality of service provided at the library.

LibQUAL+ results also tell us what is most important to our students and faculty, what they think we're best at, and where we need to improve. Undergraduate students told us that modern equipment, an easy-to-use Web site, and a library that can be used as a gateway for study, learning or research are very important. They also value remote access to electronic resources and courteous employees. They think that the library is best at providing a comfortable and inviting location, employees who are courteous and who are willing to help users, and making information easily accessible for independent use. Undergraduate students would like more quiet space for individual work, more group study space, and an environment that inspires study and learning.

Graduate students have the highest expectations of any of the user groups. Like undergraduate students, they think that remote access to electronic resources and an easy-to-use Web site are most important. They are heavy users of the Web site, with nearly 80% of graduate students using it at least once a week. Graduate students value the print and online journal collections and would like to see additional improvements in these collections. They would also like to see improvements in the library's print resources, remote access, the library Web site, and quiet study areas. They think the library is best at providing courteous staff members who are willing to help users and ready to respond to questions and at providing modern equipment.

Faculty members greatly value the quality of print and electronic information provided by the library and the tools used to access that information. They also value the ability to use the library for research. Overall, though, faculty members give lesser value to *Library as Place*, probably because they spend less time working in the library than students do. Faculty members would like to see improvements in the library Web site, printed library materials, journal collections, and the ability to use the library for research.

Survey results are meant to be acted upon. In response to our LibQUAL+ results, we've taken the following actions:

- Library as Place
    - Added 29 individual student studies and six group study rooms
    - Redesigned the first floor to add space for individual and collaborative activities
    - Installed large computer monitors for group work
    - Began planning for a quiet study room
    - Began planning for a viewing/presentation practice room
- Information Control
    - Created online and video tutorials
    - Introduced a new library catalog that allows searching of materials from both ECU Libraries
    - Created more than 50 class guides to help direct students to relevant resources
    - Added new Digital Collections
    - Added journal subscriptions to support new and growing programs
    - Implemented a federated search engine
    - Began planning a redesign on the Web site

LibQUAL+ is just one part of Joyner Library's assessment program. We will continue to analyze and use our LibQUAL+ results along with other assessment data to improve the services we provide to the ECU community.

Analysis prepared by Jan Lewis, Associate Director
Academic Library Service
December 29, 2009