

## Appendix G

# LibQUAL Survey Results

The Ohio State University  
Health Sciences Library

# What is LibQUAL?

- A national web based tool/survey used to measure library patrons' perception of service quality. OSU HSL conducted the survey in Spring 2002.
- A “total market” survey which provides a comparison with peer institutions.

# LibQUAL Survey

- The 2002 survey questions measured users' perceptions of service quality and identifies gaps between desired, perceived and minimum expectations.
- Questions measured quality in four major categories: the library as a place, affect of service, access to information, personal control.
- Three additional questions measure satisfaction.

# What is OSU's "response rate" to survey and how does it compare to peers?

- OSU response: 54.07%
- AAHSL average response: 50.97%

# OSU Respondents by Discipline

■ Medicine	70.55%
■ Dentistry	11.64%
■ Library	9.82%
■ Public Health	2.18%
■ Hospitals/Clinics	2.18%
■ Allied Health	1.09%
■ Nursing	.73%
■ Graduate School	.39%
■ Optometry	.39%
■ Pharmacy	.36%
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	100.00%

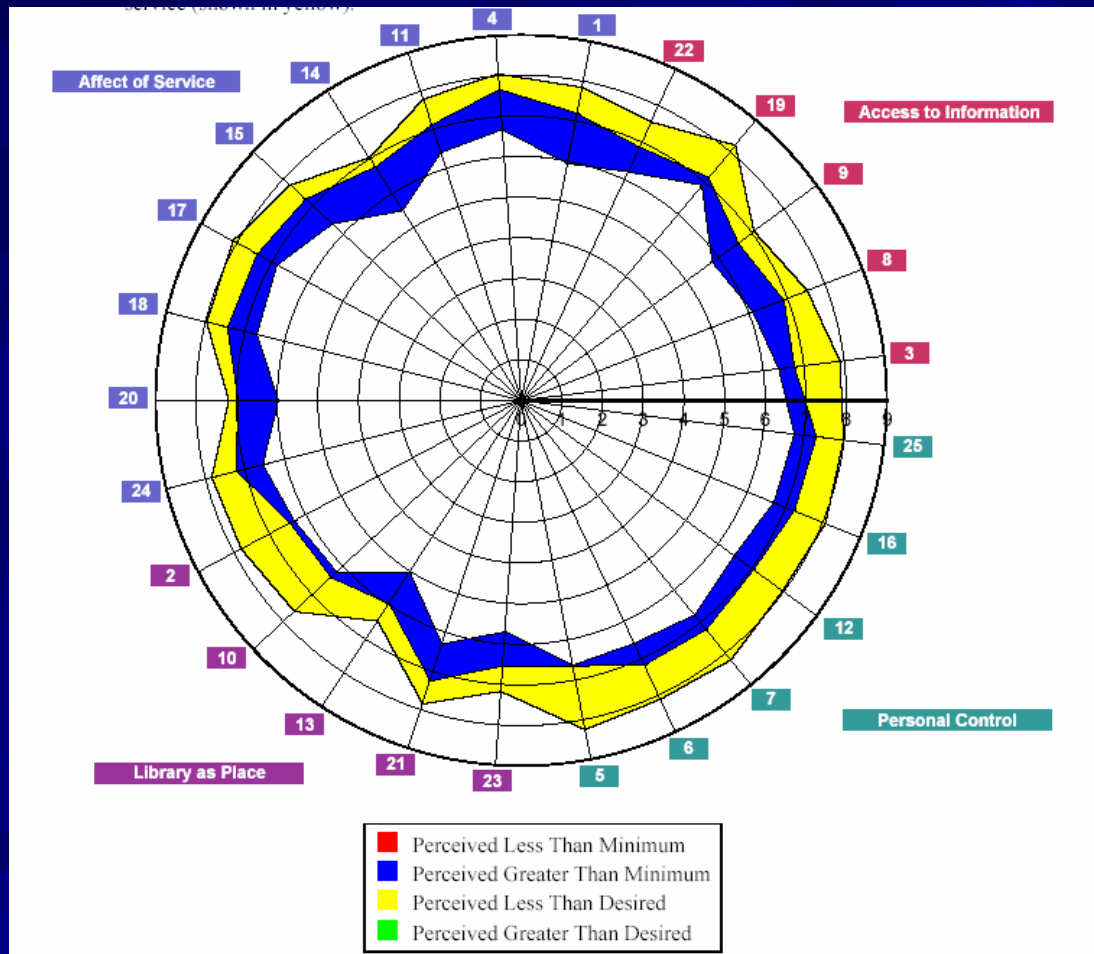
# General Satisfaction:

(Scale 1-9, 1= strongly disagree, 9= strongly agree)

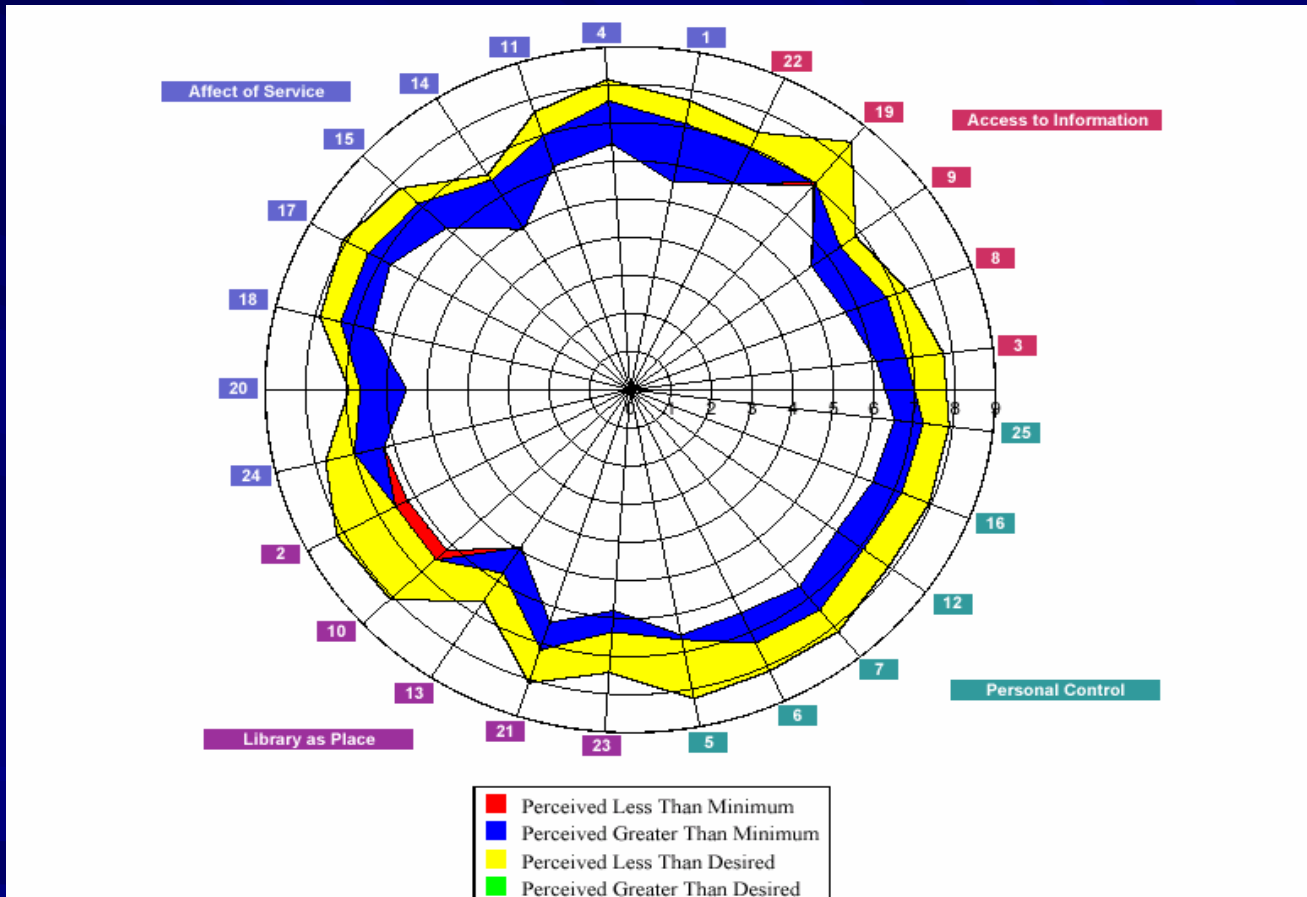
	OSU	Peers
Satisfaction with treatment	7.56	7.47
Satisfaction with support	7.10	7.05
Overall service quality	7.39	7.35

# Item Analysis by Total User Group

All User Groups (Excludes Library Staff)

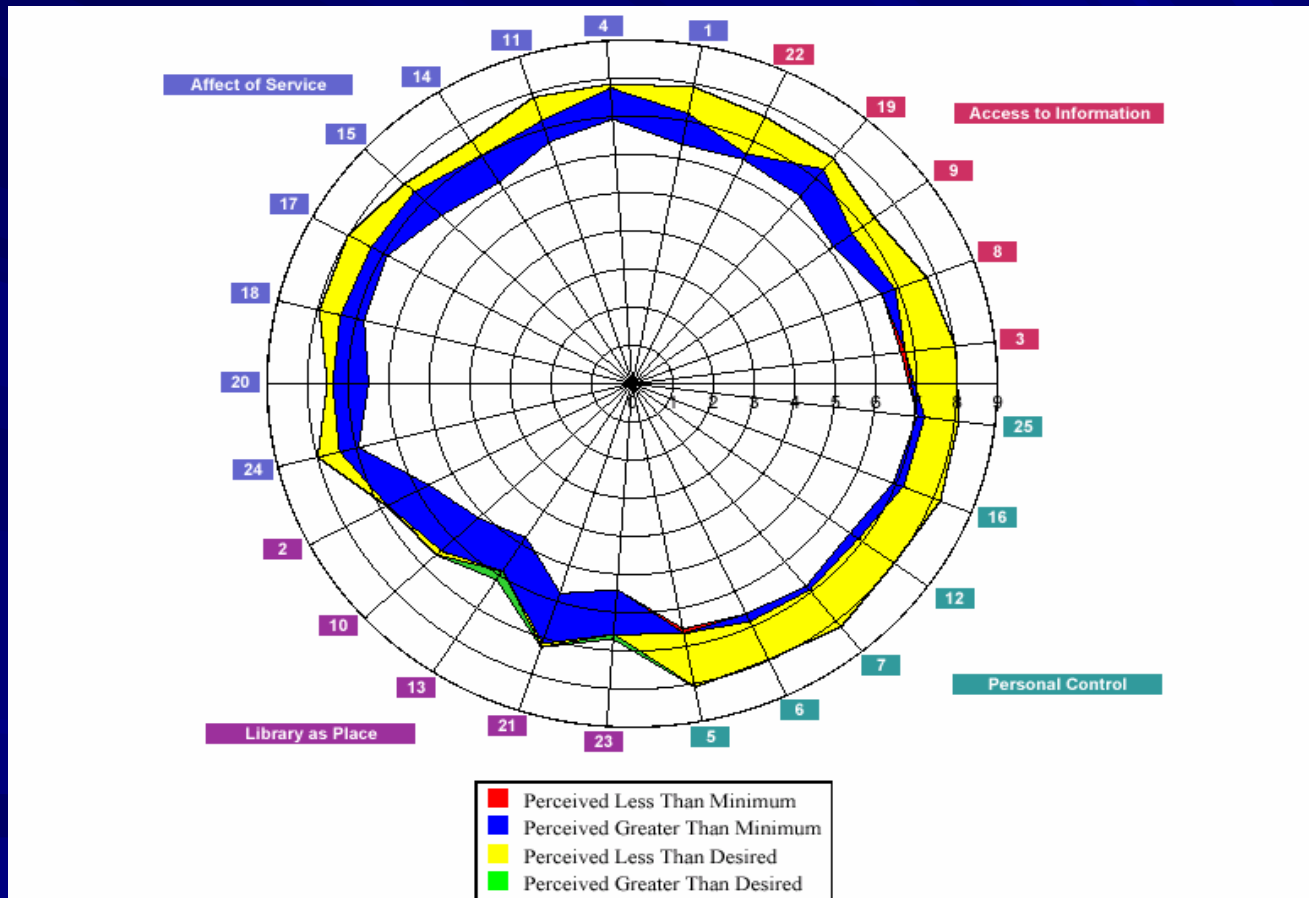


# Graduate Item Summary

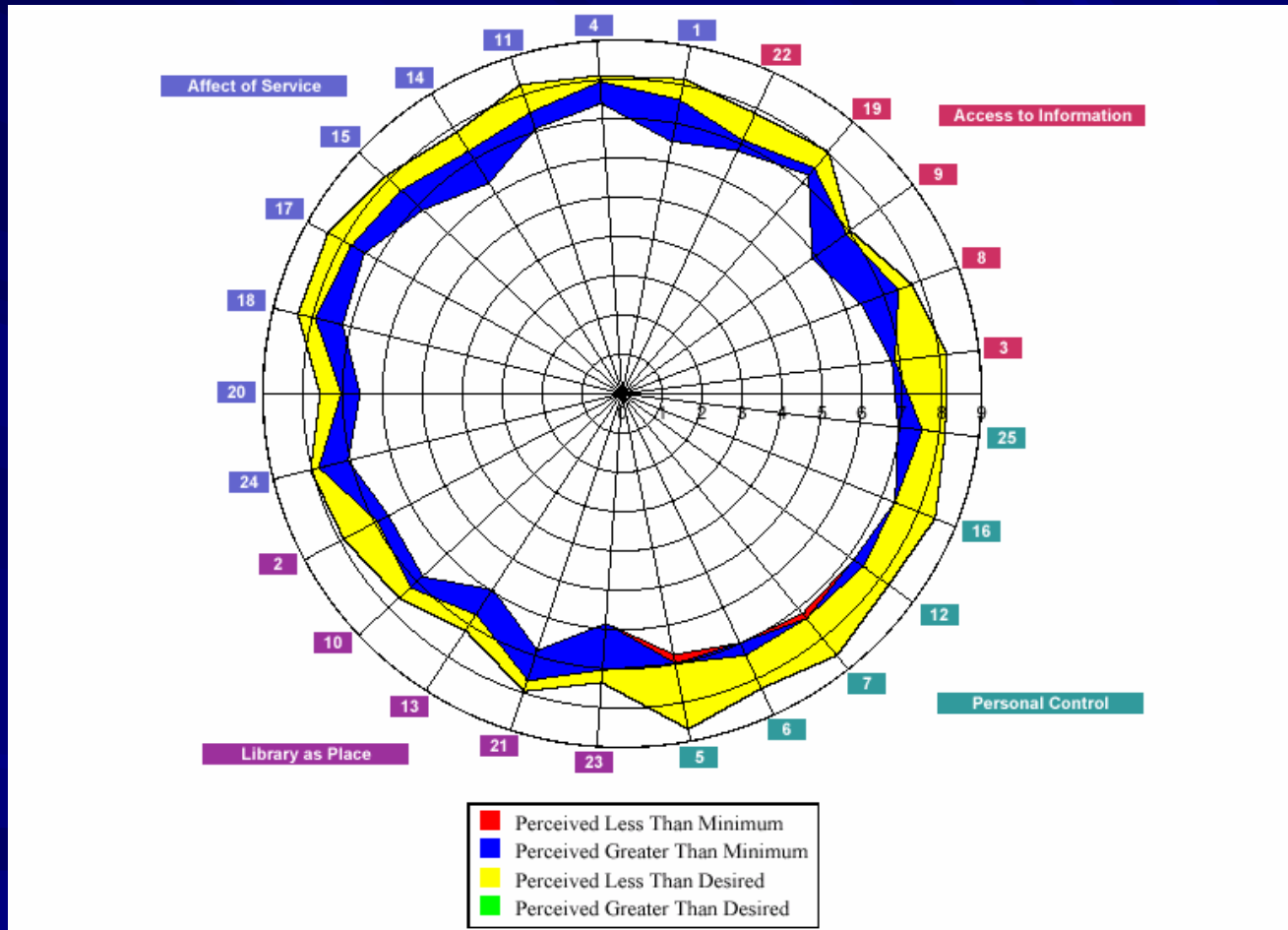




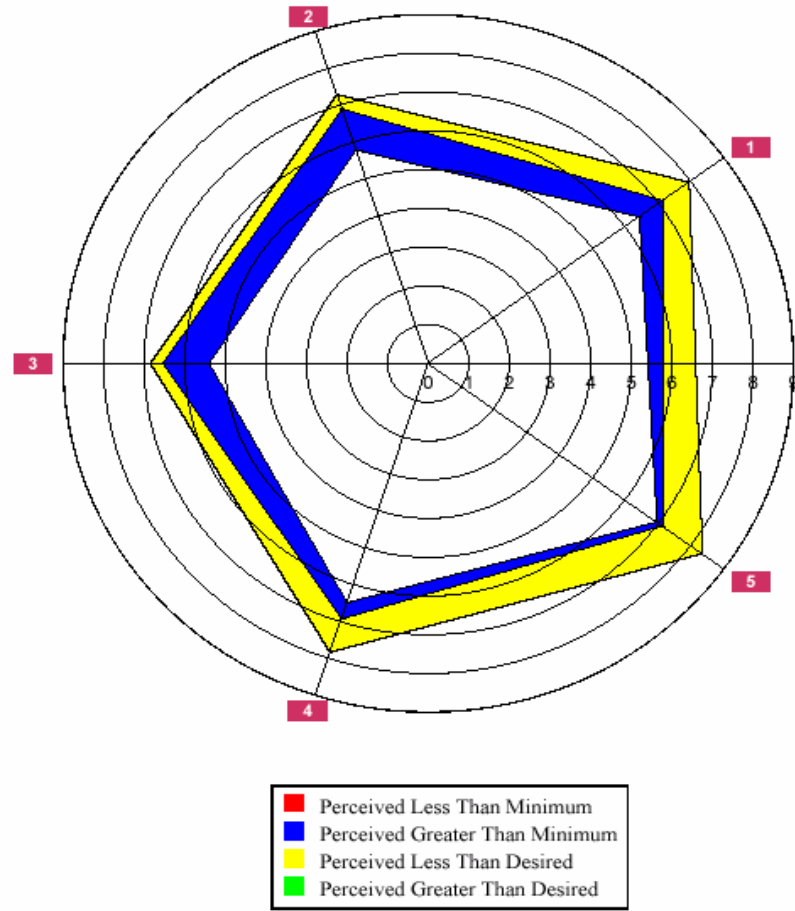
# Faculty Item Summary



# Staff Item Summary



# Five AAHSL Questions



# Weaknesses

- Library as Place:
  - a) quiet study space
  
- Access to Information:
  - a) convenient hours
  - b) complete run of journal titles
  - c) comprehensive electronic resources
  
- Personal Control:
  - a) electronic resources accessible from home/office
  - b) library website enabling me to locate information on my own.

# Strengths

## ■ **Library as Place:**

- a) place for reflection
- b) comfortable and inviting
- c) contemplative environment

## ■ **Access to Information:**

- a) timely document delivery
- b) interdisciplinary library needs are addressed
- c) comprehensive print collections

# Strengths (con't)

- **Personal Control:**

- a) modern equipment
- b) easy to use access tools
- c) convenient access to collections
- d) information easily accessible for independent use

- **Affect of Service:**

- a) consistently courteous employees
- b) willingness to help users
- c) dependability in handling users problems
- d) individual user attention

# Dimensions Most Desired by Total User Group

- Comprehensive electronic resources (8.35)
- Electronic resources accessible from home or office (8.25)

# Trends in Written Comments

- Increase access to electronic resources
- Need quieter study space
- Expand Library hours
- High level of customer service provided



# Plans for the Future

- Distribute LibQUAL data to LLC and request input
- Share survey results
- Participate in 2004 LibQUAL survey