

## **Results from LibQUAL+ Surveys**

The University Libraries participated in LibQUAL+ survey in 2001, 2002, 2003, 2005 and 2007 and have been using the results from the surveys in the Assessment Reports which they libraries submit every two years. The LibQUAL+ survey is part of a research and development project sponsored by the Association of Research Libraries (ARL). The project's goal is to define and measure library service quality across institutions and to create useful quality-assessment tools for libraries. More than 100 libraries representing some of the largest research libraries in North America, are participating in the LibQUAL+ survey project. Service quality is important to libraries. LibQUAL+ is intended to provide a measure of the value of library service quality across multiple academic and research libraries. The current LibQUAL+ instrument measures library users' perceptions of their libraries' service quality and identifies gaps between minimal, desired and perceived levels of service.

The results from the LibQUAL+ survey come in two forms. We receive a large .pdf file of tabulated data and line, bar and radar graphs broken down by patron type (faculty, graduate students, undergraduates). We also receive an Excel file of optional comments made by patrons.

The results from 2003, the year of my hire, to 2005 to 2007 show steady improvement. A negative (-) score or the red areas on the radar graphs indicate that users' perception of a given service area is that perceived service in the Library is less than the minimally acceptable amount for that user. Ideally, one does not want to have any negative numbers or red areas although the total absence of this is actually rare for this survey for libraries. While there has been a little variation on a couple of questions, the trend since 2003 has been for our scores to become progressively more positive for almost every question. This means that all categories of library users have been viewing our services more positively over the last four years.