

LibQUAL+ Results 2006
East Georgia College

Staff

22 respondents
Administrator/Manager 11
Other Staff positions 11

LibQUAL+™ is a suite of services offered by the Association of Research Libraries which libraries use to track, understand, and act upon users' opinions of service quality. Twenty two questions on the survey are categorized under 3 dimensions: Affect of Service (AS), Information Control (IC), and Library as Place (LP). Libraries are allowed to add five questions of their choosing making a total of twenty-seven questions. Survey takers are asked to respond to three levels of service for each question. They are: a minimum level of service, a desired level, and a perceived or observed level.

Top Desires [highest desired means(averages)]

- [AS-3] Employees who are consistently courteous
- [AS-4] Readiness to respond to users' questions
- [AS-5] Employees who have the knowledge to answer user questions
- [AS-6] Employees who deal with users in a caring fashion
- [IC-5] Modern equipment that lets me easily access needed information
- [LP-3] A comfortable and inviting location

Areas of satisfaction [smallest gap between perceived and desired means]

- [LP-3] A comfortable and inviting location
- [IC-5] Modern equipment that lets me easily access needed information
- [LP-1] Library space that inspires study and learning
- [LP-2] Quiet space for individual activities
- [LP-4] A getaway for study, learning or research

Areas where staff perceive that the Library greatly exceeds minimum expectations

[perceived higher than minimum or largest adequacy mean]

- [IC-3] The printed library materials I need for my work
- [IC-5] Modern equipment that lets me easily access needed information
- [LP-1] Library space that inspires study and learning
- [LP-4] A getaway for study, learning or research

Areas needing improvement [greatest gap between perceived and desired]

- [AS-4] Readiness to respond to users' questions
- [AS-8] Willingness to help users
- [AS-5] Employees who have the knowledge to answer user questions
- [IC-8] Print and/or electronic journal collections I require for my work

Areas where staff perceive the Library fails to meet their minimum expectations

NONE

Affect of Service

- [AS-1] Employees who instill confidence in users
- [AS-2] Giving users individual attention
- [AS-3] Employees who are consistently courteous
- [AS-4] Readiness to respond to users' questions
- [AS-5] Employees who have the knowledge to answer user questions
- [AS-6] Employees who deal with users in a caring fashion
- [AS-7] Employees who understand the needs of their users
- [AS-8] Willingness to help users
- [AS-9] Dependability in handling users' service problems

Information Control

- [IC-1] Making electronic resources accessible from my home or office
- [IC-2] A library Web site enabling me to locate information on my own
- [IC-3] The printed library materials I need for my work
- [IC-4] The electronic information resources I need
- [IC-5] Modern equipment that lets me easily access needed information
- [IC-6] Easy-to-use access tools that allow me to find things on my own
- [IC-7] Making information easily accessible for independent use
- [IC-8] Print and/or electronic journal collections I require for my work

Library as Place

- [LP-1] Library space that inspires study and learning
- [LP-2] Quiet space for individual activities
- [LP-3] A comfortable and inviting location
- [LP-4] A getaway for study, learning or research
- [LP-5] Community space for group learning and group study

Below are staff scores for the three dimensions of library service at **East Georgia College**. All scores are scaled 1 to 9 with 9 being the most favorable.

<u>Dimension</u>	<u>Minimum Mean</u>	<u>Desired Mean</u>	<u>Perceived Mean</u>
Affect of Service	6.73	8.06	7.61
Information Control	6.50	7.85	7.70
Library as Place	6.61	7.93	7.79
Overall:	6.62	7.96	7.68

There is no comparable information for college staff members from Georgia Highlands, South Georgia, and Waycross College.