

LibQUAL+ Results 2006
East Georgia College
Faculty

24 respondents

4.35% Education	17.39% Science/Math
13.04% Business	21.74% Social Science
13.04% Performing & Fine Arts	30.42% Humanities

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-6] Employees who deal with users in a caring fashion
- [IC-5] Modern equipment that lets me easily access needed information
- [AS-5] Employees who have the knowledge to answer user questions
- [AS-9] Dependability in handling users' service problems

AS 3 & AS 6 tied

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

- [IC-7] Making information easily accessible for independent use
- [LP-1] Library space that inspires study and learning
- [AS-5] Employees who have the knowledge to answer user questions
- [LP-4] A getaway for study, learning or research
- [IC-4] The electronic information resources I need

Areas where faculty perceive that the Library greatly exceeds minimum expectations

[perceived higher than minimum or largest adequacy mean]

- [AS-1] Employees who instill confidence in users
- [LP-5] Community space for group learning and group study
- [LP-2] Quiet space for individual activities
- [IC-1] Making electronic resources accessible from my home or office

Areas needing improvement [greatest gap between perceived and desired]

- [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

Areas where faculty perceives the Library fails to meet their minimum expectations

NONE

Dimensions of Library Service

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 faculty's 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	6.89	7.89	8.26
Information Control	6.61	7.61	7.72
Library as Place	6.54	7.61	7.95
Overall:	6.73	7.73	7.99

Below are the same scores for faculty at three two-year colleges in the USG.

Georgia Highlands College

<u>Dimension</u>	<u>Minimum Mean</u>	<u>Desired Mean</u>	<u>Perceived Mean</u>
Affect of Service	7.14	8.17	7.96
Information Control	6.85	7.93	7.38
<u>Library as Place</u>	<u>6.64</u>	<u>7.72</u>	<u>7.35</u>
Overall:	6.94	7.99	7.62

South Georgia College

<u>Dimension</u>	<u>Minimum Mean</u>	<u>Desired Mean</u>	<u>Perceived Mean</u>
Affect of Service	7.32	8.04	7.14
Information Control	7.38	8.09	7.08
<u>Library as Place</u>	<u>6.95</u>	<u>7.77</u>	<u>6.44</u>
Overall:	7.26	8.00	6.96

Waycross College

<u>Dimension</u>	<u>Minimum Mean</u>	<u>Desired Mean</u>	<u>Perceived Mean</u>
Affect of Service	6.95	8.53	8.50
Information Control	6.63	8.44	8.11
<u>Library as Place</u>	<u>6.41</u>	<u>8.36</u>	<u>7.68</u>
Overall:	6.70	8.44	8.14