

LibQUAL+ Results 2006
East Georgia College

Students

138 respondents

81% listed General Studies as their intended program of study

41% selected "to transfer to a 4 year college/university" as their goal

24% selected "to obtain an associates degree" as their goal

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)]

[LP-2] Quiet space for individual activities

[LP-3] A comfortable and inviting location

[IC-5] Modern equipment that lets me easily access needed information

[IC-3] The printed library materials I need for my work

[AS-5] Employees who have the knowledge to answer user questions

LP-2 and LP3 tied

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

[IC-8] Print and/or electronic journal collections I require for my work

[IC-2] A library Web site enabling me to locate information on my own

[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

[LP-5] Community space for group learning and group study

IC-2 and IC-5 tied

Areas where students perceive that the Library greatly exceeds minimum expectations

[perceived higher than minimum or largest adequacy mean]

[AS-1] Employees who instill confidence in users

[AS-2] Giving users individual attention

[IC-2] A library Web site enabling me to locate information on my own

[IC-1] Making electronic resources accessible from my home or office

[AS-4] Readiness to respond to users' questions

Areas needing improvement [greatest gap between perceived and desired]

- [LP-2] Quiet space for individual activities
- [LP-4] A getaway for study, learning or research
- [IC-1] Making electronic resources accessible from my home or office
- [AS-3] Employees who are consistently courteous
- [LP-1] Library space that inspires study and learning

Areas where students perceive 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 students' 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	6.82	7.96	7.52
Information Control	6.99	8.07	7.70
Library as Place	7.10	8.16	7.63
Overall:	6.95	8.05	7.61

Below are the same scores for students 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	6.65	7.76	7.38
Information Control	6.69	7.79	7.38
Library as Place	6.69	7.85	7.43
Overall:	6.68	7.80	7.40

South Georgia College

<u>Dimension</u>	<u>Minimum Mean</u>	<u>Desired Mean</u>	<u>Perceived Mean</u>
Affect of Service	6.79	7.73	7.27
Information Control	6.78	7.74	7.41
Library as Place	6.97	7.84	7.59
Overall:	6.83	7.76	7.39

Waycross College

<u>Dimension</u>	<u>Minimum Mean</u>	<u>Desired Mean</u>	<u>Perceived Mean</u>
Affect of Service	7.16	8.22	7.92
Information Control	7.24	8.24	7.89
Library as Place	7.13	8.21	7.76
Overall:	7.18	8.22	7.87