

LibQual Survey, 2006 and 2007							
The LibQual Survey created by the Association of Research Libraries provides institutions with a							
means to evaluate the quality of services. By administering this survey, participating libraries can compare							
their results to others. Most libraries use the survey over a period of years to judge longitudinal							
changes in the quality of their services as perceived by their customers.							
The Libraries of the University of Texas at Dallas used LibQual during the spring of 2006 and 2007. Only							
subtle changes occurred during that period. Overall the minimum and desired mean of all services increased. These							
statistics indicate that the expectations of our customers is expanding.							
LibQual results meet the overall expectations outlined in the SACS Assessment 2006 concerning the level of service.							
Between 2006 and 2007 the Library survey indicated							
a rise in the minimum expectations and a rise in the desired expectations.							
The library goal was that the perceived level of service was above 7 on a 9 point scale.							
Changes in the responses from undergraduates were virtually unchanged. The graduate							
school population indicated that they require more journals than are presently available. Faculty response concerning the							
need for additional journal collections is significant. The faculty response							
to questions dealing with how the staff assists them was above expectations.							
In the 2006 results, the faculty response concerning staff assistance was also exceeded expectations.							
The Library is allowed to insert five questions into the survey. One question							
asked if the Library kept them informed of useful library services. For							
this specific question, the response was below the level of service outlined in the SACS Assessment Tool (5.77).							
It is clear that marketing the Library and its services is more important than ever							
and that while the staff expends a great deal of energy in promoting the Library, the							
marketing is not always reaching the intended audience in a way that would be most useful to them.							
All questions concerning information literacy							
or teaching students to use the Library were also below SACS Assessment projections.							
The Library will use this information to expand the instruction programs in the coming year.							

	<u>Minimum Mean</u>	<u>Desired Mean</u>	<u>Perceived Mean</u>				
Overall							
2007	6.67	7.9	7.24				
2006	6.54	7.82	7.25				
Change	1.99%	1.02%	0%				
	All sections above minimum.						
Undergraduates							
2007	6.61	7.92	7.3				
2006	6.71	7.93	7.25				
Change	-0.01	-0.13%	0.69%				
	All sections above minimum.						
Graduates							
2007	6.77	7.89	7.14				
2006	6.71	7.93	7.25				
Change	0.01	-0.01	-2%				
	Below expectations: A library Web site enabling me to locate information on my own.						-0.14
	Below expectations: The printed library materials I need for my work						-0.05
	Below expectations: Print and/or electronic journal collections I require for my work.						-0.18
	Below expectations: Library space that inspires study and learning.						-0.04
Faculty							
2007	6.49	7.8	7.12				
2006	6.76	7.9	7.32				
Change	-0.04	-0.01	-3%				
	Below expectations: A library Web site enabling me to locate information on my own.						-0.01

	Below expectations: The electronic information resources I need					-0.03
	Below expectations: Print and/or electronic journal collections I require for my work.					-0.42
	Above expectations: Employees who deal with users in a caring fashion.					0.09
Staff						
2007	6.97	7.86	7.31			
2006	6.8	7.88	7.25			
Change	0.03	0.00	1%			
	Below expectations: A library Web site enabling me to locate information on my own.					-0.3
	Below expectations: The printed library materials I need for my work					-0.27
	Below expectations: Library space that inspires study and learning					-0.02
	Below expectations: Quiet space for individual activities.					-0.18
Library Staff						
2007	6.84	8.13	7.43			
2006	6.58	7.96	7.12			
Change	0.04	0.02	4%			
	Below expectations: Library space that inspires study and learning					-0.4
	Below expectations: Quiet space for individual activities.					-0.05
	Below expectations: A comfortable and inviting location					-0.18