Welcome!

We are committed to improving your library services. Better understanding your expectations will help us tailor those services to your needs.

We are conducting this survey to measure library service quality and identify best practices through the Association of Research Libraries' LibQUAL+™ program. Partial funding for this project is provided by the U.S. Department of Education's Fund for the Improvement of Postsecondary Education (FIPSE).

Please answer all items. The survey will take about **10 minutes** to complete. Thank you for your participation!

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Library Service Quality Survey

Important instructions:

Please rate the following statements (1 is lowest, 9 is highest) by indicating:

- ***Minimum*** -- the number that represents the *minimum* level of service that you would find acceptable.
- ***Desired*** -- the number that represents the level of service that *you personally want*.
- ***Perceived*** -- the number that represents the level of service that *you believe* our library currently provides.

You must EITHER rate all three columns OR identify the item as N/A (not applicable).

When it comes to…		My Minimum Service Level Is *low* *high*	My Desired Service Level Is *low* *high*	Perceived Service Performance Is *low* *high*	N/A
1)	Employees who instill confidence in users	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
2)	Easy-to-use access tools that allow me to find things on my own	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
3)	Print and/or electronic journal collections I require for my work	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
4)	Readiness to respond to users' questions	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
5)	Quiet space for individual activities	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
6)	Convenient access to library collections	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
7)	Willingness to help users	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
8)	Convenient service hours	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
9)	A comfortable and inviting location	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
10)	Dependability in handling users' service problems	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A

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When it comes to…		My Minimum Service Level Is *low* *high*	My Desired Service Level Is *low* *high*	Perceived Service Performance Is *low* *high*	N/A
11)	A library Web site enabling me to locate information on my own	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
12)	Giving users individual attention	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
13)	Library space that inspires study and learning	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
14)	The printed library materials I need for my work	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
15)	Employees who have the knowledge to answer user questions	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
16)	Modern equipment that lets me easily access needed information	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
17)	Employees who are consistently courteous	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
18)	The electronic information resources I need	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
19)	Community space for group learning and group study	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
20)	Employees who deal with users in a caring fashion	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
21)	Making information easily accessible for independent use	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
22)	Timely document delivery/interlibrary loan	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
23)	Employees who understand the needs of their users	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
24)	A getaway for study, learning, or research	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
25)	Making electronic resources accessible from my home or office	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A

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When it comes to…		My Minimum Service Level Is *low* *high*	My Desired Service Level Is *low* *high*	Perceived Service Performance Is *low* *high*	N/A
1)	Collections of online full-text articles sufficient to meet my needs	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
2)	Convenience of borrowing books from other colleges	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
3)	Ease of using library's online article indexes	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
4)	Availability of online help when using my library's electronic resources	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
5)	Informing me of useful library services	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A

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Please indicate the degree to which you agree with the following statements:		
1)	The library helps me stay abreast of developments in my field(s) of interest	1 2 3 4 5 6 7 8 9 Strongly Disagree Strongly Agree
2)	The library aids my advancement in my academic discipline	1 2 3 4 5 6 7 8 9 Strongly Disagree Strongly Agree
3)	The library enables me to be more efficient in my academic pursuits	1 2 3 4 5 6 7 8 9 Strongly Disagree Strongly Agree
4)	The library helps me distinguish between trustworthy and untrustworthy information	1 2 3 4 5 6 7 8 9 Strongly Disagree Strongly Agree
5)	The library provides me with the information skills I need in my work or study	1 2 3 4 5 6 7 8 9 Strongly Disagree Strongly Agree
6)	In general, I am satisfied with the way in which I am treated at the libraries.	1 2 3 4 5 6 7 8 9 Strongly Disagree Strongly Agree
7)	In general, I am satisfied with library support for my learning, research, and/or teaching needs.	1 2 3 4 5 6 7 8 9 Strongly Disagree Strongly Agree
8)	How would you rate the overall quality of the service provided by the library?	1 2 3 4 5 6 7 8 9 Extremely Poor Extremely Good

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Please indicate your library usage patterns:

How often do you use resources on library premises?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly
- ☐ Never

How often do you access library resources through a library Web page?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly
- ☐ Never

How often do you use Yahoo™, Google™, or non-library gateways for information?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly
- ☐ Never

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Demographic Information

Your responses will only be used for aggregate survey analyses and we will treat them with the strictest confidentiality. Individual responses will not be given to anyone for any purpose. For each item, please select the value that most closely describes you.

1. Please write in below the library that you use most often (see attached list of libraries):

_____

2. Age:
   - ❑ Under 18
   - ❑ 18-22
   - ❑ 23-30
   - ❑ 31-45
   - ❑ 46-65
   - ❑ Over 65

3. Sex:
   - ❑ Male
   - ❑ Female

4. Discipline:
   - ❑ Agriculture / Environmental Studies
   - ❑ Architecture
   - ❑ Business
   - ❑ Communications / Journalism
   - ❑ Education
   - ❑ Engineering / Computer Science
   - ❑ General Studies
   - ❑ Health Sciences
   - ❑ Humanities
   - ❑ Law
   - ❑ Military/Naval Science
   - ❑ Performing & Fine Arts
   - ❑ Science / Math
   - ❑ Social Sciences / Psychology
   - ❑ Other
   - ❑ Undecided

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5. Position: (check the one option that best describes you)

Undergraduate

- ❑ First year
- ❑ Second year
- ❑ Third year
- ❑ Fourth year
- ❑ Fifth year and above
- ❑ Non-degree

Graduate:

- ❑ Masters
- ❑ Doctoral
- ❑ Non-degree or Undecided

Faculty:

- ❑ Adjunct Faculty
- ❑ Assistant Professor
- ❑ Associate Professor
- ❑ Lecturer
- ❑ Professor
- ❑ Other Academic Status

Library Staff:

- ❑ Administrator
- ❑ Manager, Head of Unit
- ❑ Public Services
- ❑ Systems
- ❑ Technical Services
- ❑ Other

Staff:

- ❑ Research staff
- ❑ Other staff positions

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Please enter any comments about library services below.

_____
_____
_____
_____
_____
_____
_____

Please provide your e-mail address below if you would like to enter an optional drawing for a prize (not required).

E-mail address: _____

Thank you for completing the survey!

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