



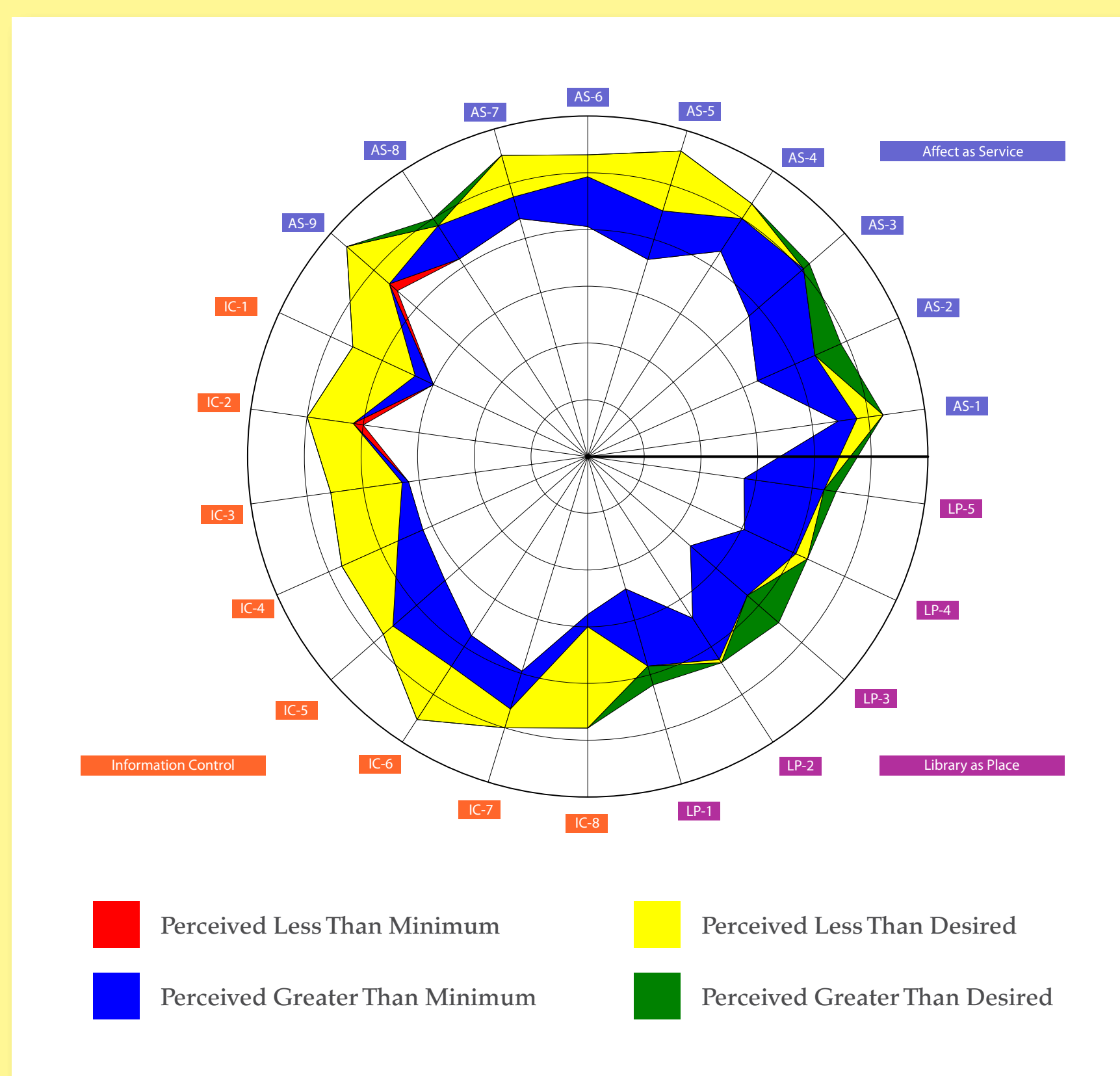
# Using LibQUAL+® for Continuous Improvement at Eastern Washington University Libraries

Julie Miller, Associate Dean of Libraries



## Year 3: Act/Adjust

- Identify activities that have met outcomes and those that haven't
- Take appropriate action, adjusting activities, incorporating activities into on-going processes, or ending them
- Identify further opportunities for improvement from LibQUAL+ quantitative and qualitative data



The LibQual+ radar chart summarizes the faculty satisfaction results. Red areas, showing the perceived mean is below the minimum mean, indicate opportunities for improvement. Yellow "peaks," showing areas the faculty find highly desirable, are also opportunities for improvement.

Strategic Planning 9/21/10

Activity 2: Themes from LibQUAL+ 2010 Survey (by dimension)

Affect of Service

- Customer Services (more positive than negative across the board)
- Website navigation
- Electronic access to journals (resources)
- ILL responses
- Library instruction very helpful
- Hours
- Noise - more quiet
- Service increasingly better
- **Print collections: inability to get books here**
- People hold on to negative experiences - manage the incidents

Information Control

- More communication
  - Noise level
  - User skills/expectations/awareness of resources/ services
  - Cheney campus spec. problems
- x2: Computer problems (Working computers, Microsoft office)
- **Resources library doesn't have**
- Dissatisfaction with ILL/Summit? (mixed)
- Web page design
- Noise problems

Library as Place

- x2: Hours - especially weekend, not late enough & morning
- x7: Noise - Enforcement, call chronic, groups

At the EWU Libraries' Fall 2010 planning retreat, workgroups reviewed comments from the LibQUAL+ 2010 survey that had been sorted by dimension (Library as Place, Affect of Service, and Information Control). Each workgroup identified recurring themes and patterns in the comments as opportunities for improvement.

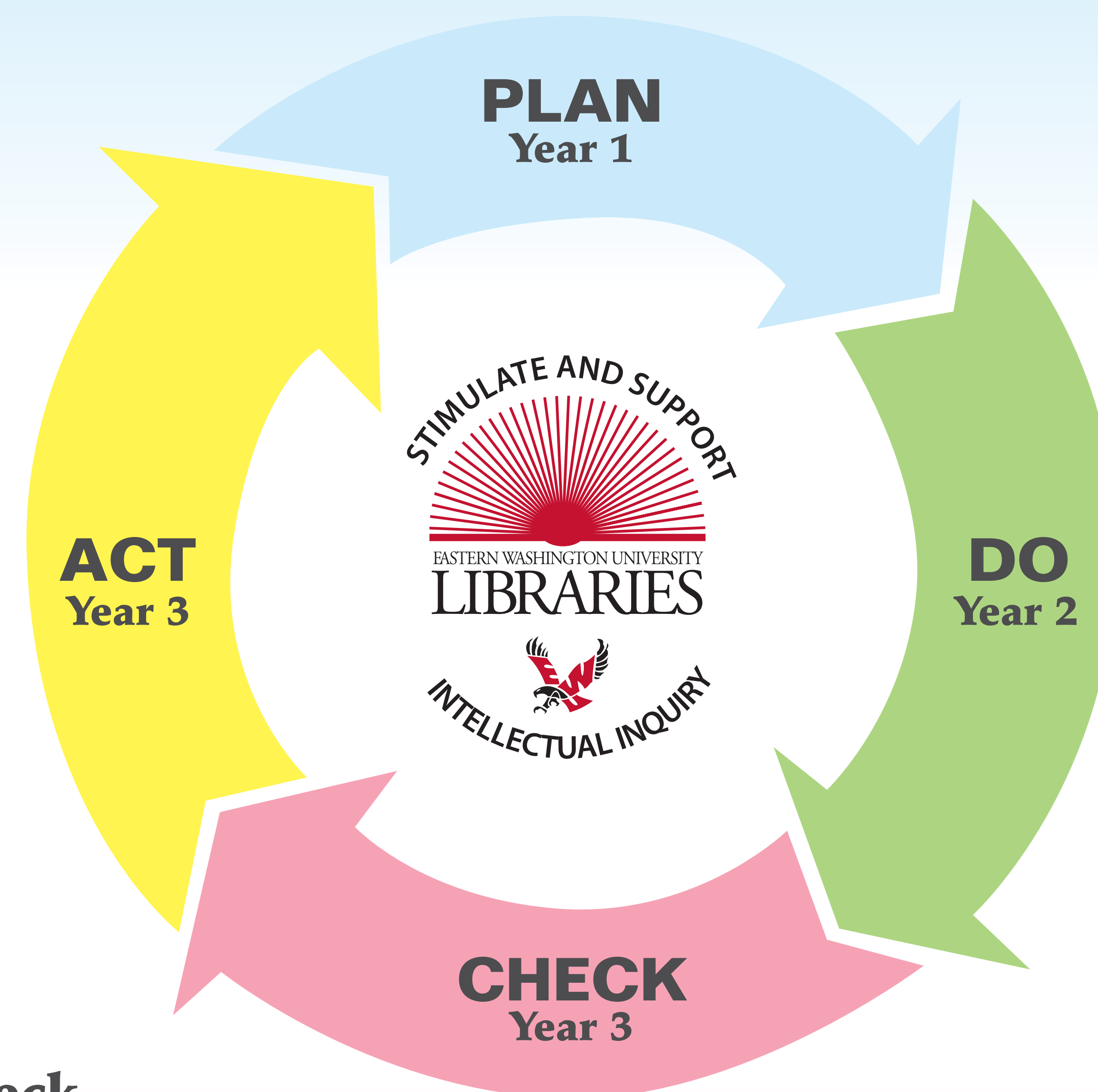
## Year 1: Plan

- Identify opportunities for improvement
- Select and prioritize opportunities that align with university mission and strategic goals
- Develop biennial action plan that states activities, person(s) responsible, outcomes, and measures
- Identifies those activities that LibQUAL+ can measure

From EWU Libraries Action Plan 2007-2009

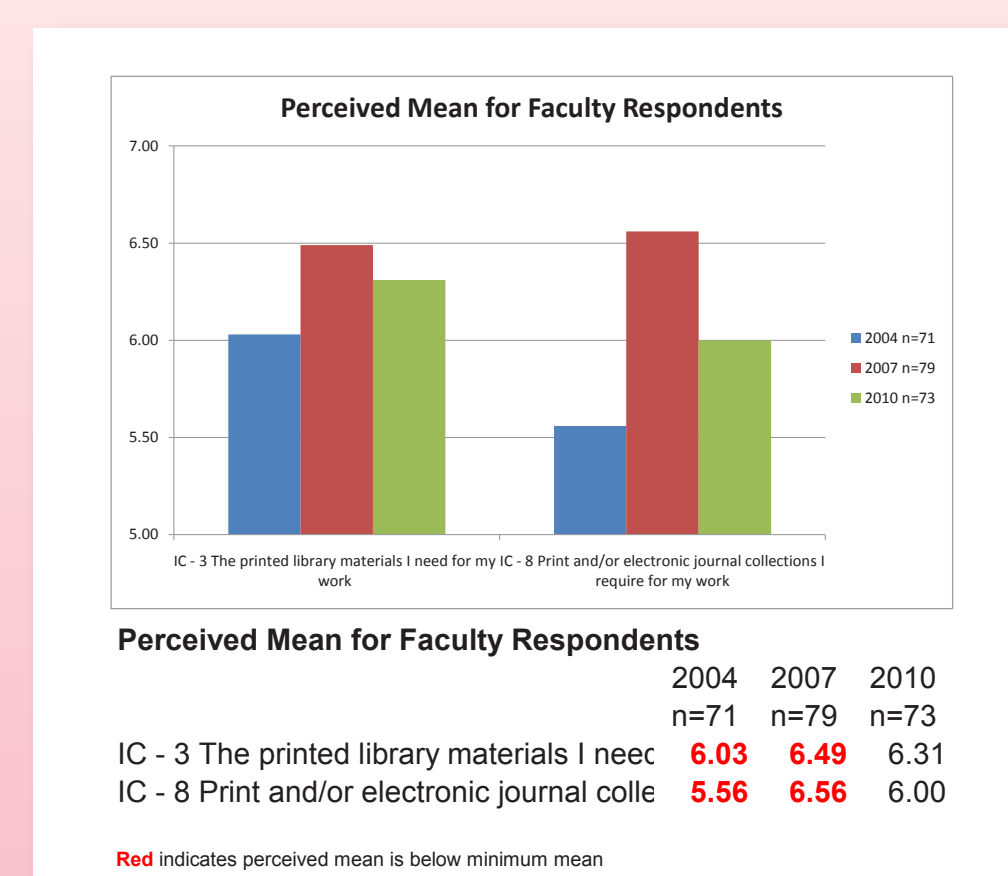
<b>Activity:</b> Identify gaps in critical resources needed for supporting faculty research and develop strategies for access	<b>Person(s) Responsible:</b> Liaison librarians	<b>Measure:</b> LibQUAL+ survey results (faculty perceived mean on Questions IC-3 and IC-8)
<b>Activity supports:</b> EWU Strategic Planning Goal 2 - Create an academic community culture that supports and engages faculty and staff throughout their careers EWU Libraries Goal - EWU Libraries will contribute to program excellence by supporting faculty research.		
<b>Desired Outcome:</b> Faculty have access to resources adequate to their research needs in the context of EWU's mission		

This excerpt from the EWU Libraries 2007-2009 action plan states the activity and identifies specific LibQual+ questions that will measure the outcome.



## Year 3: Check

- Check on progress toward outcomes and evaluate effectiveness
- Give LibQUAL+® satisfaction survey and analyze results



Although the LibQual+ 2010 data show that the faculty's perceived mean for questions IC-3 and IC-8 has not increased, the perceived mean is for the first time higher than the minimum mean (within the zone of tolerance).

User Group	Branch	Age	Sex	Comments	Information Control
Faculty	JFK Library	31 - 45	Female	I recognize that the library is restricted by funds, but most of the major journals in my discipline (broad discipline) are not available electronically. This makes both teaching and research more of a challenge than they need to be.	IC8
Faculty	JFK Library	46 - 65	Female	Everything about our library is terrific EXCEPT ... I would like electronic access to a wider range of journals from my office. Because I teach for WWAMI, I now have electronic access through the U of Wash library, and that is phenomenal. I use that now instead of ILL. I sure wish all state university libraries could share the same access. It allows me to be much better at doing my job.	IC8
Faculty	JFK Library	46 - 65	Male	Consider subscribing to all electronic back issues of publications, not only the most recent years, especially for well-known ones (Nature, Science, etc.), if the additional cost is affordable. If you have more money, subscribe to way more electronic publications, perhaps in a consortium with WSU or UW.	IC8
Faculty	Riverpoint Campus Library	31 - 45	Female	Overall great service. I would like to see more electronic journal access versus needing to request articles. Great customer service when I have needed that.	IC8

Faculty comments from the LibQUAL+ 2010 survey indicate a greater awareness of the library's financial constraints on the collections budget.

## Year 2: Do

- Continue to implement action plan

EWU Libraries conducted collection assessments for priority subject areas, including social work, education, and accounting, to identify significant gaps.

We also used interlibrary loan requests for collection development, identifying subject areas (and, in some cases, specific titles) for purchase.

	Impending Accreditation	Low Expenditure for Monographs (4 years)	4-Yr Avg SCH > 5000*	Gen Ed Core Requirements	Significant curriculum change in last six years
Social Work	X	X	X		
Occupational Therapy	X	X	X		X
Biology		X	X	X	
Chemistry		X	X	X	
Management		X	X	X	
Education	X	X	X		
Accounting		X	X		
Phys Ed Health & Rec		X	X		
Computer Science			X		
Counseling, Ed/Deve Psych			X		
English			X		
Mathematics			X		

The worksheet shows the criteria for determining priority subjects for collection assessment.

### Monographs

For the most part, the monograph collection can be described as being a research level collection (level #4 from the Pacific Northwest conspectus). However, the book collection at EWU has specific areas of strength and areas of weakness. **Overall, most of the collection has suffered from a lack of purchasing since 2000.** The areas that have remained strong are Minorities, Educational Psychology, Educational Sociology, Research Methods, Economic History and Conditions, Urban and Rural Sociology, Social Groups & Race Relations, Substance Abuse, and Community Mental Health. These areas of the collection have built upon the strength of the large increases in the 1970s and have remained steady. EWU should continue to purchase titles in these areas to maintain the already strong collection.

Some areas are weaker than they should be to support the MSW program. **The program's emphasis on children and families, substance abuse and community health should be supported by the library. The subject areas of the collection that particularly need strengthening are given here in order of priority.**

- Aging & Gerontology, Family, Marriage, Women and Child Abuse (HQ503-1064)
- Children and Adults with Disabilities (LC4000-5000)
- Social Aspects of Public Health, Rural Health (RA395-771)
- Social Policy & Problems (HN11-90)
- Social Service (HV1-696)
- Child development, disabilities (RJ499-507)
- Social work aspects of Psychiatry and psychology (RC343-965)
- Educational Counseling (LB1620)
- Sociology (HM401-1281)
- Work & Labor (HDs)
- Violence & Crime (HV6000-9920)

Using the core journals, *Resources for College Libraries*, *Choice*, and the bibliographies checked for specific subject area, this project has generated a list of titles to be purchased. That list emphasizes the weakest subject areas and recommends the titles that are missing since 2000. It is recommended that the library adjust the approval plan to pick up the subject areas described above so that the library maintains the collection.

Social Work Collection Assessment

24

The collection assessment for social work identifies gaps in the monographic collections.

## References:

Tague, Nancy R. *The Quality Toolbox*. 2nd ed. Milwaukee, WI: ASQ Press, 2005.