

Consortial Participation in LibQUAL+: Outcomes and Benefits

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Library Assessment Conference, August 4-6, 2008



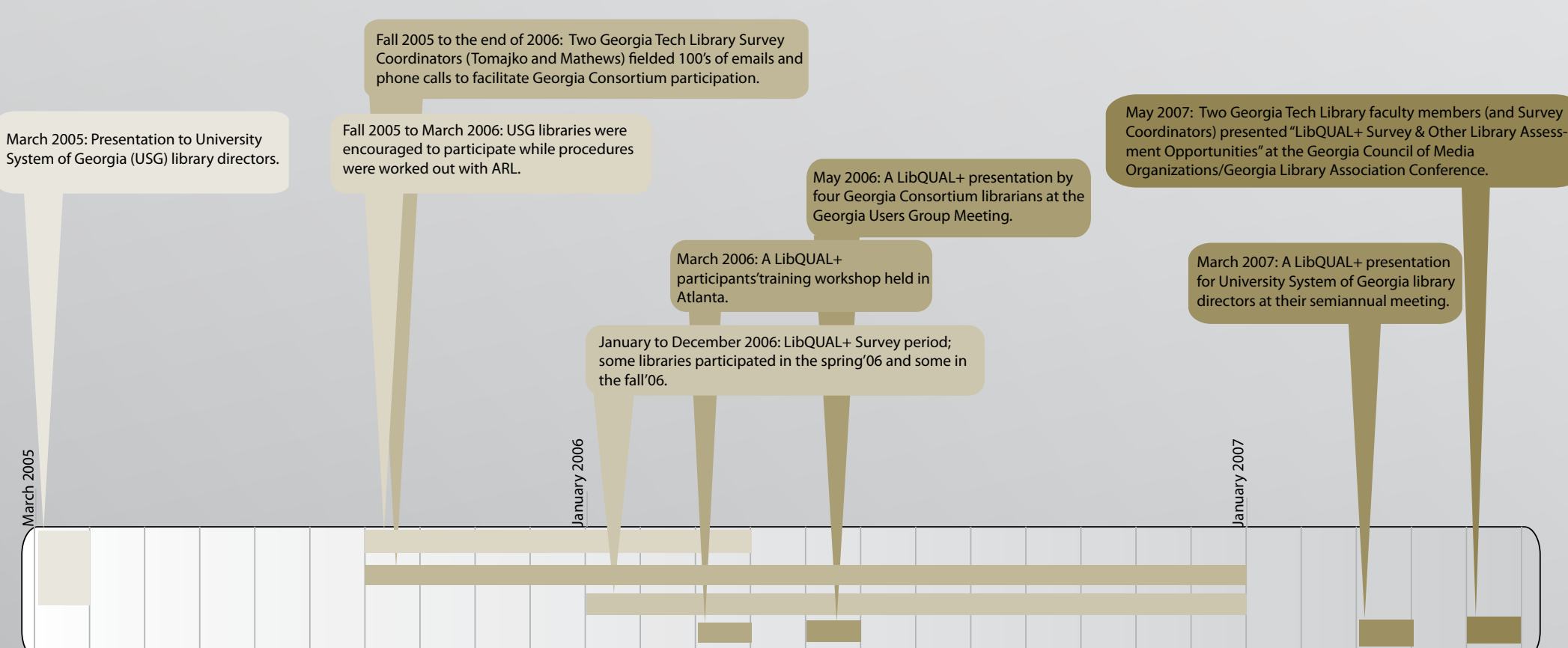
Demographics of Georgia Consortium (University System of Georgia/USG)

- 35 USG/state colleges and universities in Georgia
- 20 of the USG's 35 libraries participated in the 2006 LibQUAL+ Survey
- Comprised of 2-year colleges, universities with masters programs, and research universities (PhD-level)
- 259,945 FTE enrollment (2006)
- 9,239 faculty members [including 1,843 instructors/lecturers] (2006)

Overall LibQUAL+ Consortial Participation: Benefits

- Often uncovers service "gaps" which provides important context.
- Facilitates an understanding of whether what you're doing is right or if it needs improvement, even low-cost improvement.
- Provides libraries with ammunition for increased campus or state-level funding support; i.e., poor survey results can be a good thing!
- Facilitates an understanding of what needs and expectations your users have and impacts organizational decision-making.
- Is a valuable opportunity to compare with peer institutions by means of a broader measure.
- Is a cost-effective, easy to implement survey that complements other assessment efforts.

Georgia Consortium LibQUAL+ Survey Timeline



Georgia Consortium LibQUAL+:

Selected Undergraduate Results

- 5,383 undergraduate responses:
Of these, 3,391 [63%] visit the Library daily or weekly (physical & virtual visits)
- Areas with a high degree of service adequacy:
 - Giving users individual attention
 - Group space
 - Library orientations / instruction
 - Convenience of borrowing books from other colleges
 - Areas with the lowest satisfaction:
 - Making electronic resources available from home
 - A library web site enabling me to locate information on my own
 - Library space that inspires learning

Selected Faculty Results

- 1,083 faculty responses:
Overall generally satisfied with public service, but very dissatisfied with collections.
- Areas with a high degree of service adequacy:
 - Ability to navigate Library web pages easily
 - Giving users individual attention
 - Employees who instill confidence in users
 - Areas with the lowest satisfaction:
 - Print/electronic journal collections I require for my work
 - The electronic information resources I need
 - The printed library materials I need for my work

FOR COMPLETE RESULTS:

Georgia Consortium LibQUAL+ Unified Report

University System of Georgia (or Georgia Consortium)/Preliminary LibQUAL+ Results/ March 16, 2007:
<http://www.usg.edu/racl/projects/libqual/libqual.pdf>

Georgia Consortium LibQUAL+ Coordinators

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Georgia Consortium LibQUAL+ Outcomes

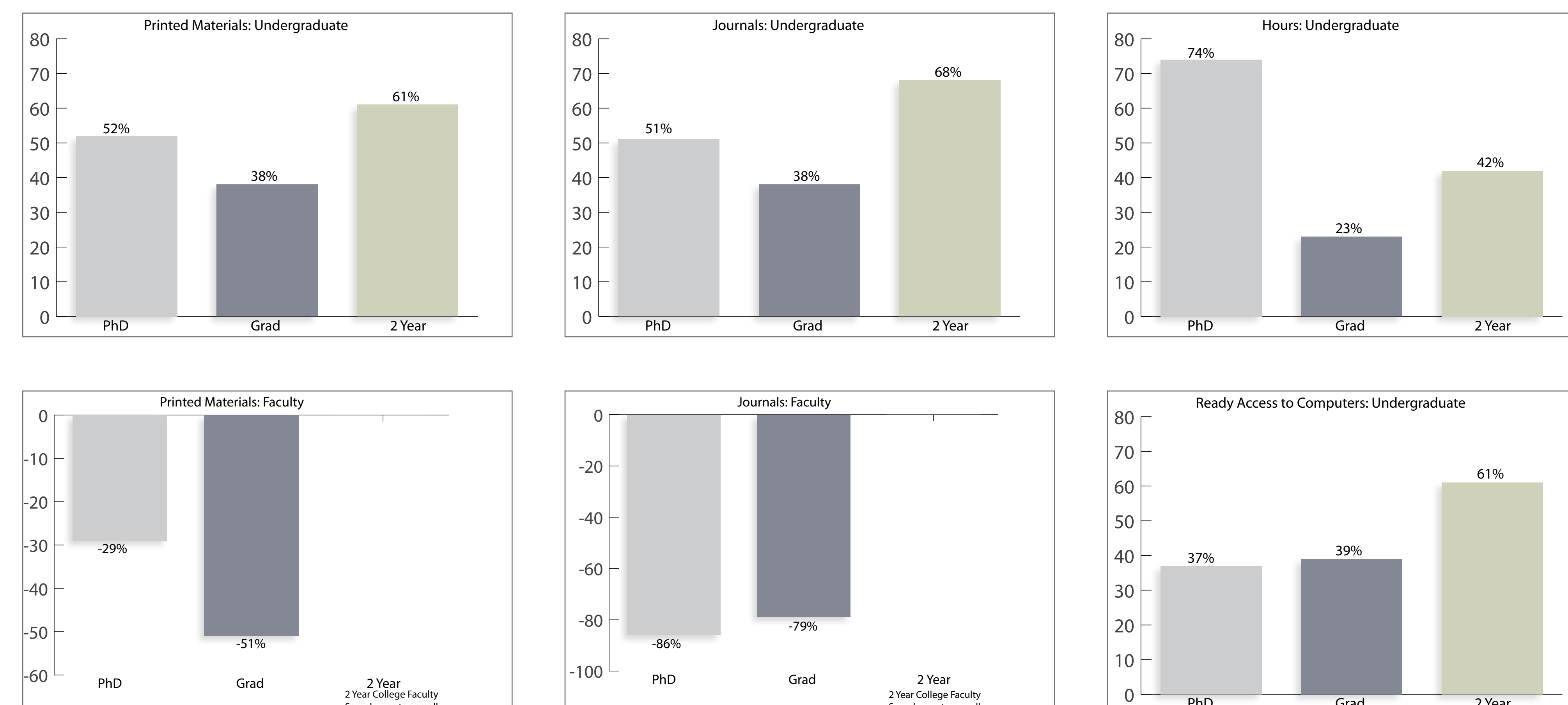
- The Executive Director of Library Services in the Office of Information and Instructional Technology (a state-level Board of Regents office) routinely uses the LibQUAL+ data gathered for budget requests and accountability reports.
- Most of these Georgia libraries would never have pursued LibQUAL+ if it hadn't been for this effort. For some, it was their first attempt at assessment.
- The encouragement, leadership, and assistance provided by Georgia Tech to the Georgia consortium participants and the help of ARL were invaluable.
- The Georgia Consortium participants are using their results in varying ways and at varying levels. It's been a valuable exposure to assessment and there have been many good outcomes.

Sample Comparison of 5 Consortia

- Georgia Consortium or University System of Georgia: 35 libraries of which 20 participated in 2006 LibQUAL+ Survey
- OhioLINK: 86 colleges and universities and the State Library of Ohio
- Network of Alabama Academic Libraries (NAAL); 30 universities and colleges
- University of Wisconsin System; 26 universities and colleges
- Sconul in UK (Society of College, National and University Libraries); all universities in UK and Ireland are members

Georgia Consortium Comparisons: SATISFACTION/DISSATISFACTION LEVELS

The following types of Georgia Consortium institutions are compared:
PhD = research university
Graduate = graduate programs but no PhD programs
2-Year = two-year colleges



SATISFACTION/DISSATISFACTION LEVELS

