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)

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

Georgia Consortium LibQUAL+:
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

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