UNIVERSITY OF
CALIFORNIA
IRVINE
(UCI) LIBRARIES
LibQUAL+
Survey Results

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As we plan for the future of the UCI Libraries and its key role in the success of UCI's education and research enterprise, it is important that we understand the perceptions and expectations of the UCI community so that we can provide the highest quality library services. In April 2016, the UCI Libraries in collaboration with the Association of Research Libraries (ARL) conducted an assessment of users' experience and their expectations of Library quality of service using LibQUAL+ ® survey. We thank all of those faculty, students and staff who participated in the 2016 LibQUAL+ Survey. We sincerely appreciate your time and effort in providing us with your feedback. The information you have provided is invaluable in planning future library services and resources at UCI.

Survey responses indicated the following particular areas of strength:

- 96% of users indicated that they are satisfied and/or very satisfied with the overall quality of services provided by the library.
- 93% expressed satisfaction with library support for their learning, research, and teaching needs.
- Library employees were viewed as helpful, courteous, and ready and willing to respond to users' questions.
- Library spaces were generally viewed as comfortable and inviting locations.
- Timely and efficient interlibrary loan services were appreciated

Survey respondents identified the following areas in need of enhancements:

- More quiet study space and study rooms that offer users a place to complete their work and studies.
- Ability to reserve study rooms to allow users to better plan their time to study at the libraries.
- More robust collections that provide users sufficient resources for their research and studies.
- A library website that is easier to navigate for a more efficient access to library resources.

The information obtained from LibQUAL+ ® Survey has been helpful to the UCI Libraries to identify service areas of concern to our users. We are making a number of improvements that address these concerns:

- Space :
  - We have added a reservation system for study rooms to make it easy for students to see which rooms are available and to reserve these spaces for reasonable periods of time. We also coordinate with groups across campus to keep our Study Space Locator up to date.
  - We have initiated a Libraries Planning Team to look for opportunities to expand study seating in library buildings.
  - We are continuing to provide expanded hours in Langson & Gateway during finals.

- Access to books and journals
  - We continually gather user feedback about Libraries' website to improve usability and access to resources.
  - We provide multiple options for access to resources from off campus.
  - We continue to deploy available financial resources to maintain access to serial, ensure timely Interlibrary Loan services, and purchase new materials that are in high demand.

The process of obtaining user feedback is a continuous one. We will build upon the results of the LibQUAL+ ® survey to obtain additional feedback from our users. As we obtain feedback and implement new changes, we will post those changes on http://www.lib.uci.edu/projects-initiatives

What is LibQUAL+ ®?

LibQUAL+ ® is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL).The program's centerpiece is a rigorously tested Web-based survey paired with training that helps libraries assess and improve library services, change organizational culture, and market the library. The survey instrument measures library users' minimum, perceived, and desired service levels of service quality across three dimensions: Affect of Service, Information Control, and Library as Place. The goals of LibQUAL+ ® are to:

• Foster a culture of excellence in providing library service
• Help libraries better understand user perceptions of library service quality
• Collect and interpret library user feedback systematically over time
• Provide comparable assessment information from peer institutions
• Identify best practices in library service
• Enhance library staff members' analytical skills for interpreting, and acting on data

The LibQUAL+® survey has evolved into a protocol consisting of "22 items and a box." UCI Libraries utilized "LibQUAL+® Lite" which is a shortened version of the protocol that randomly presents 8 of the 22 core items to each participants. In addition to the 22 core questions, UCI added 3 "local questions."

For more information about LibQUAL+ ® please visit https://www.libqual.org/home

3 AREAS
of users' perception

Affect of Service

87% of UCI Libraries' users said the libraries meet their minimum expectations of service quality.

63% said the libraries exceed their desired level of service provided by library employees.

Information Control

83% of UCI Libraries' users believe the libraries provide the minimum level of resources needed to complete their work, study, and research.

54% said the libraries exceed their desired level of resources needed.

Library as Place

77% of UCI Libraries' users said the libraries' facilities meet their minimum expectations for a place to complete their work and study.

48% said the libraries' spaces meet their desired level of quality to complete their work or study.
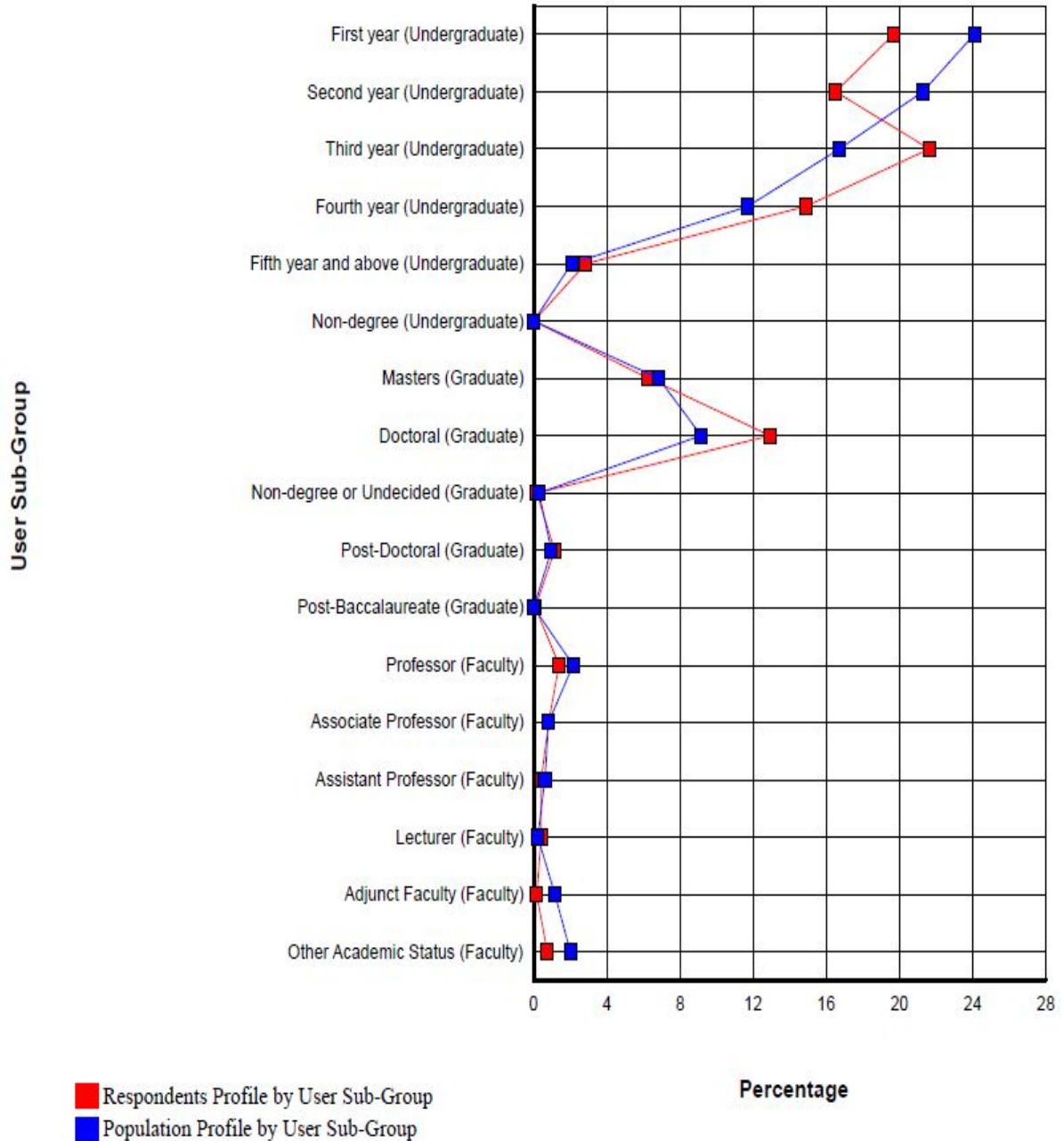
Respondents by user group

Of those who participated in the survey 929 were Undergraduate Students, 253 Graduate Student, 158 staff, and 48 were faculty.

■ Faculty   ■ Staff   ■ Graduate Student   ■ Undergraduate Student
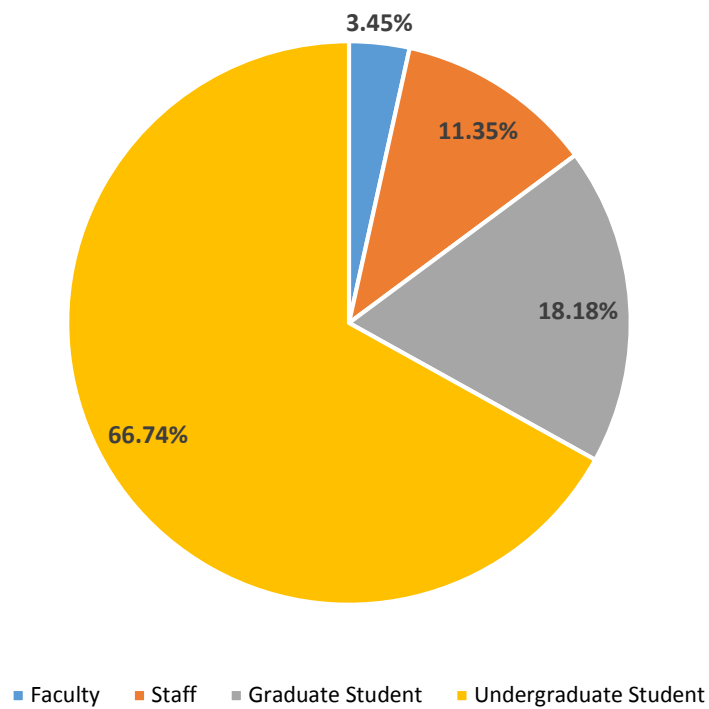
Population and Respondents by User Sub-Group

The chart and table below show a breakdown of survey respondents by sub-group (e.g. First year, Masters, Professor), based on user responses to the demographic questions at the end of the survey instrument and campus demographic data provided by Office of Institutional Research. The chart maps the percentage of respondents for each user subgroup in red. Population percentages for each user subgroup are mapped in blue. The table shows the number and percentage for each user sub-group for the general population (N) and for survey respondents (n).

User Sub-Group	Population N	Population %	Respondents n	Respondents %
First year (Undergraduate)	7,554	24.08	242	19.67
Second year (Undergraduate)	6,673	21.27	203	16.50
Third year (Undergraduate)	5,239	16.70	266	21.63
Fourth year (Undergraduate)	3,673	11.71	183	14.88
Fifth year and above (Undergraduate)	648	2.07	35	2.85
Non-degree (Undergraduate)	0	0	0	0
Masters (Graduate)	2,141	6.83	77	6.26
Doctoral (Graduate)	2,870	9.15	159	12.93
Non-degree or Undecided (Graduate)	91	0.29	2	0.16
Post-Doctoral (Graduate)	302	0.96	14	1.14
Post-Baccalaureate (Graduate)	0	0	0	0
Professor (Faculty)	676	2.15	17	1.38
Associate Professor (Faculty)	254	0.81	10	0.81
Assistant Professor (Faculty)	191	0.61	5	0.41
Lecturer (Faculty)	70	0.22	5	0.41
Adjunct Faculty (Faculty)	361	1.15	2	0.16
Other Academic Status (Faculty)	626	2	9	0.73
Total	31,369	100	1,230	100

Population and Respondents by Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by Office of Institutional Research. This section shows survey respondents broken down based on the discipline. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).
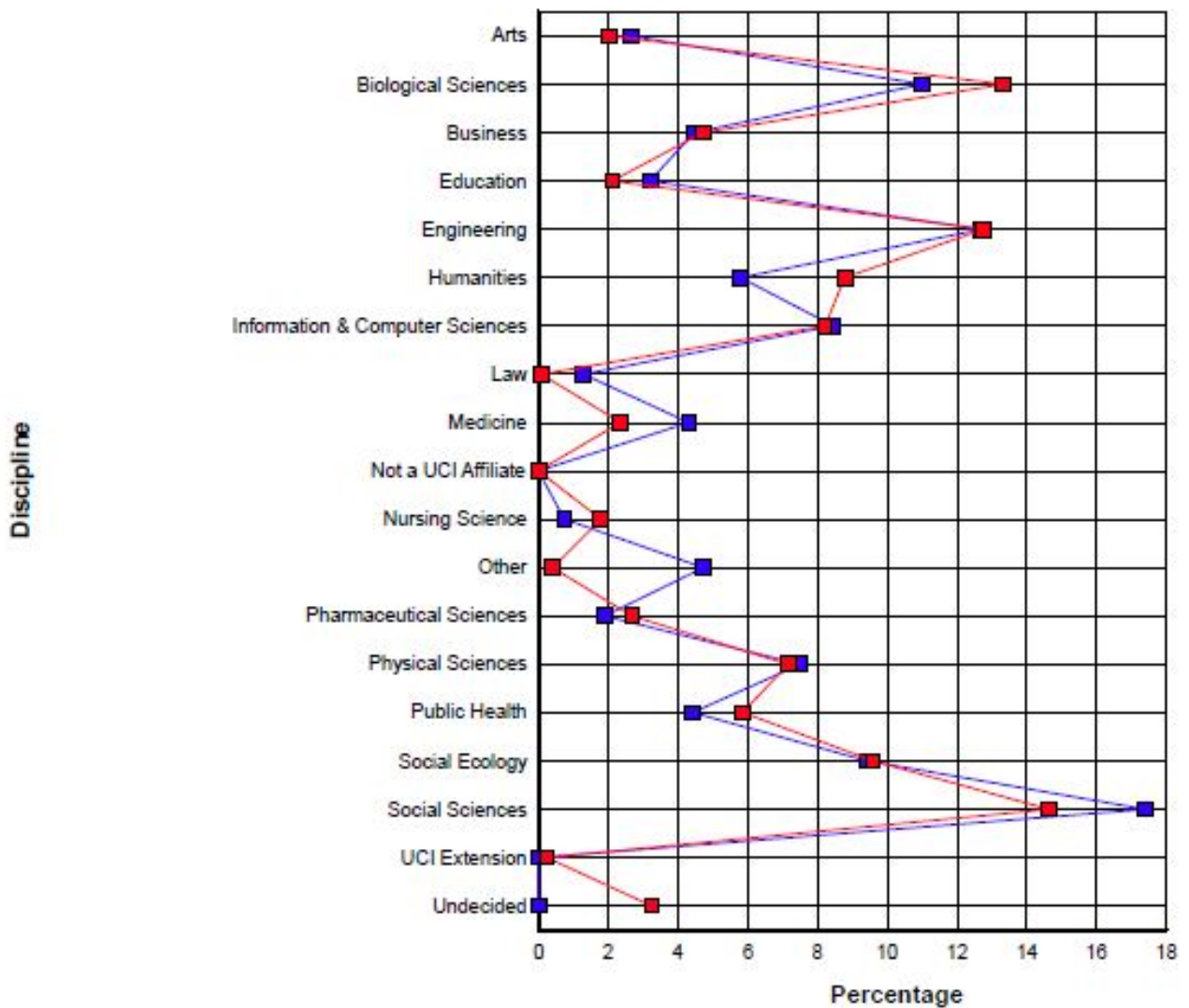
User Sub-Group	Population N	Population %	Respondents n	Respondents %
Arts	837	2.67	25	2.03
Biological Sciences	3,451	11	164	13.33
Business	1,401	4.47	58	4.72
Education	1,004	3.20	26	2.11
Engineering	3,987	12.71	157	12.76
Humanities	1,817	5.79	108	8.78
Information & Computer Sciences	2,650	8.45	101	8.21
Law	404	1.29	1	0.08
Medicine	1,351	4.31	29	2.36
Not a UCI Affiliate	0	0	0	0
Nursing Science	232	0.74	22	1.79
Other	1,484	4.73	5	0.41
Pharmaceutical Sciences	596	1.90	33	2.68
Physical Sciences	2,356	7.51	88	7.15
Public Health	1,386	4.42	72	5.85
Social Ecology	2,957	9.43	118	9.59
Social Sciences	5,456	17.39	180	14.63
UCI Extension	-	-	3	0.24
Undecided	-	-	40	3.25
Total	31,369	100.00	1,230	100.00

Campus data for UCI Extension and Undecided categories is missing.

Library Usage Patterns

Library facilities are highly used by campus community. When respondents were asked "**how often they use resources on library premises**," 12% indicated that they enter library facilities daily, 36% at least weekly, 24% monthly, and 22% quarterly. The following graph illustrates how often library patrons enter one of the libraries' facilities.
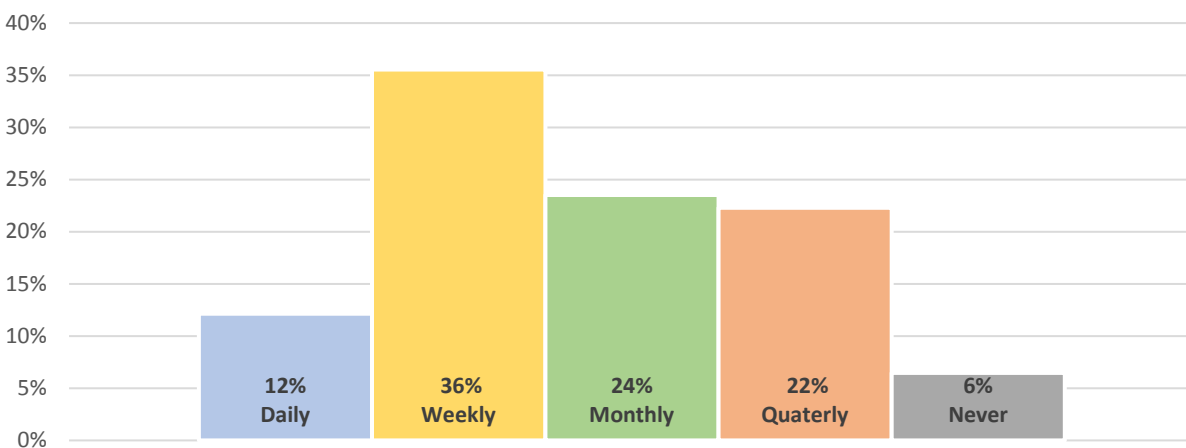
Similar to libraries' facilities, libraries' online resources are highly used by campus community. When respondent were asked "**How often do you access library resources through a library Web page?**" 10% indicated that they use libraries' online resources daily, 34% at least weekly, 25% monthly, and 22% quarterly. The following graph illustrates how often library patrons access libraries online resources.

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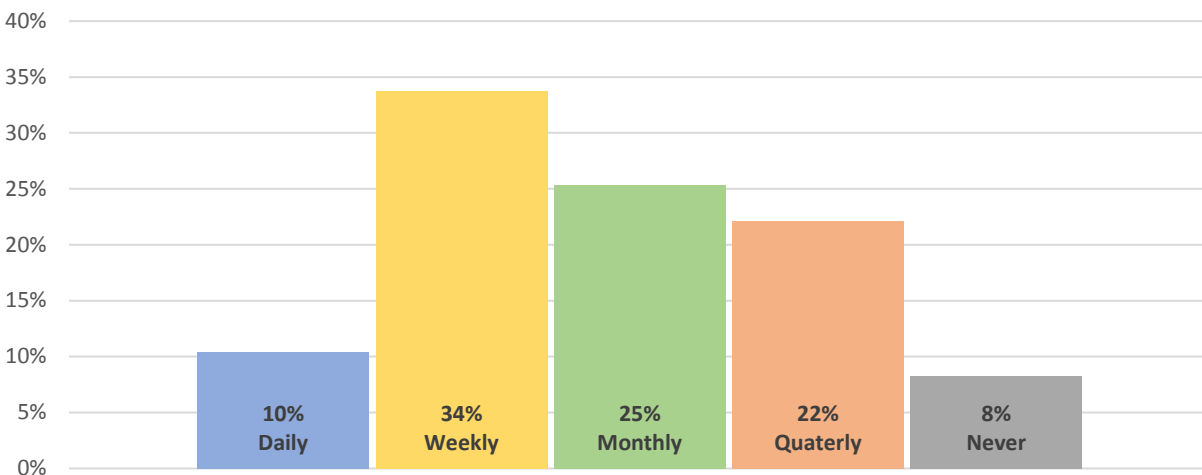
Core Questionnaire Results

For each core survey question, users were asked to provide three scores on a scale of 1 to 9:

- Minimum, the minimum level of service that they would find acceptable.
- Desired, the level of service they personally want to receive.
- Perceived, the level of service they believe UCI Library currently provides.

Core questionnaire covered three main areas of library services and resources including Affect of Service, Information Control, and Library as Place.

Affect of Service

The survey contained 9 items that measured "Affect of Service." The dimension is related to questions on user interactions with, and the general helpfulness and competency of library staff (referring to employees who instill confidence in users; giving users individual attention; employees who are consistently courteous, readiness to respond to users' questions; employees who have the knowledge to answer user questions; employees who deal with users in a caring fashion; employees who understand the needs of their users; and willingness to help users and dependability in handling users' service problems).

Information Control

The survey contained 8 items that measured "information control." The dimension is related to whether users are able to find the required information in the library in the format of their choice, in an independent and autonomous way (referring to making electronic resources accessible from my home or office, a library web site enabling users to locate information on their own, the printed library materials needed for user work, the electronic information resources needed, modern equipment that allows for an easy access to needed information, easy-to-use access tools that allow to find things on user's own, making information easily accessible for independent use, printed and/or electronic journal collections needed for users' work).

Library as Place

The survey contained 5 items that measured users' perception of library as a place. This dimension is concerned with the physical environment of the library as a place for individual study, group work, and inspiration (referring to library space that inspires study and learning, quiet space for individual activities, a comfortable and inviting location, a getaway for study, learning, or research and community space for group learning and group study).

Affect of Service

Across all user groups, librarians and career staff were consistently rated as courteous, helpful, knowledgeable, and ready to respond to user's questions.
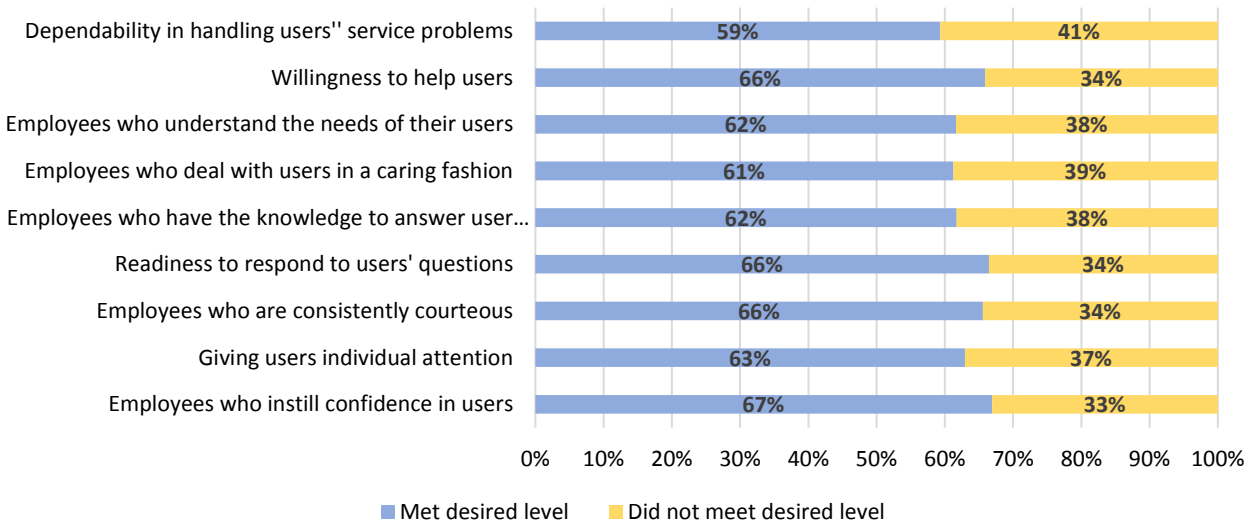
The following graph illustrates the percentage of users who believe the libraries at least met/did not meet their minimum expectation for each question on the Affect of Service questionnaire:

% of Respondents Indicating the Libraries Met Minimum Level of Expectations

Question	Met minimum expectations	Did not meet minimum expectations
Dependability in handling users'' service problems	83%	17%
Willingness to help users	88%	12%
Employees who understand the needs of their users	87%	13%
Employees who deal with users in a caring fashion	86%	14%
Employees who have the knowledge to answer user…	88%	12%
Readiness to respond to users' questions	89%	11%
Employees who are consistently courteous	88%	12%
Giving users individual attention	84%	16%
Employees who instill confidence in users	88%	12%

The following graph illustrates the percentage of users who believe the libraries at least met/did not meet their desired level for each question on the Affect of Service questionnaire:

% of Respondents Indicating the Libraries Met Desired Level of Expectaions

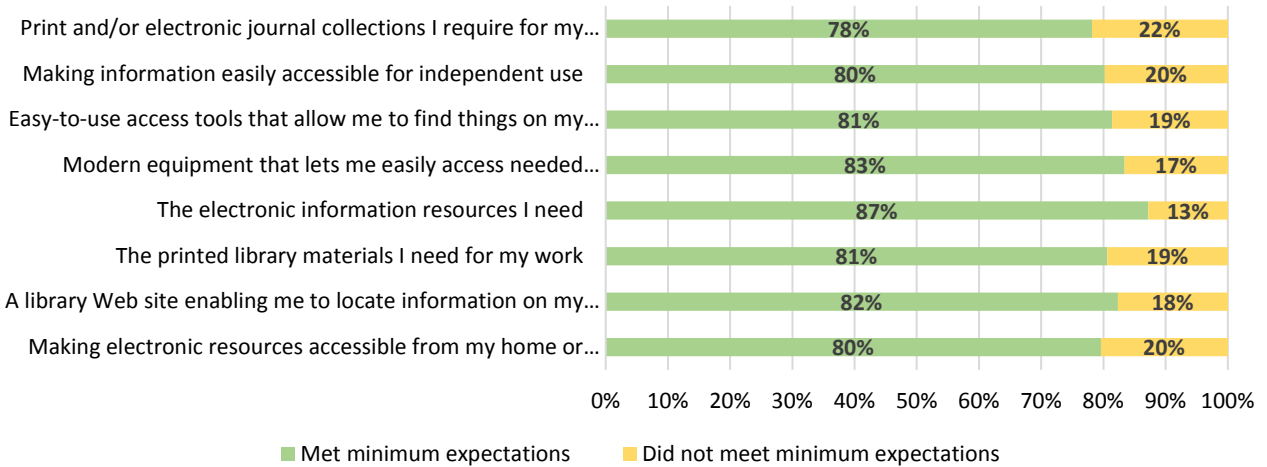| Question	Met desired level	Did not meet desired level
Dependability in handling users'' service problems	59%	41%
Willingness to help users	66%	34%
Employees who understand the needs of their users	62%	38%
Employees who deal with users in a caring fashion	61%	39%
Employees who have the knowledge to answer user…	62%	38%
Readiness to respond to users' questions	66%	34%
Employees who are consistently courteous	66%	34%
Giving users individual attention	63%	37%
Employees who instill confidence in users	67%	33%

Information Control

Electronic and print information resources were highly valued. However, users, especially faculty and graduate students, clearly need and desire more extensive print and/or electronic journal collections.

All constituencies especially faculty want the Libraries to make access to electronic resources from home easier and more efficient, with enhanced tools and equipment that enables them to find information on their own.
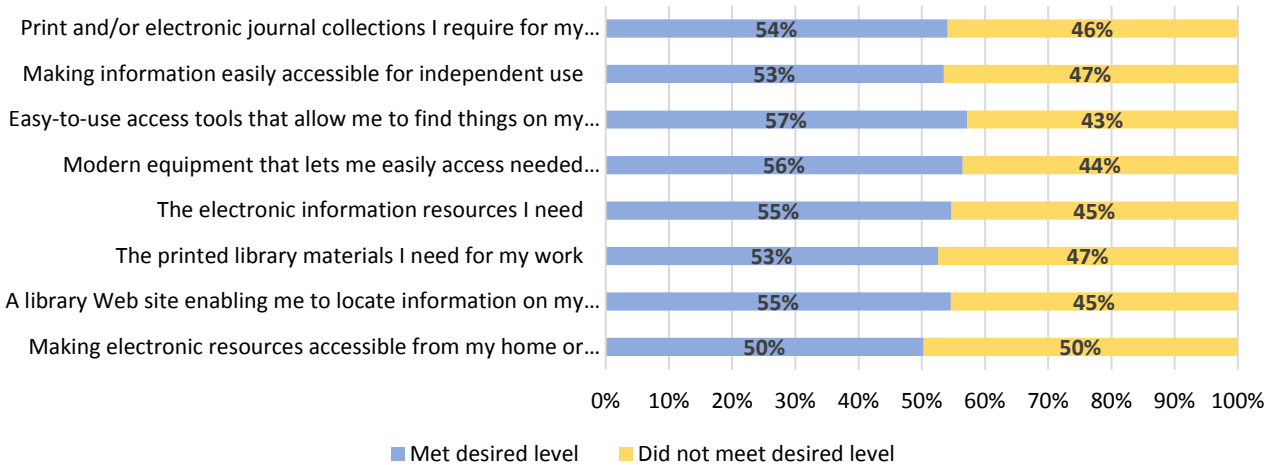
The following graph illustrates the percentage of users who believe the libraries at least met/did not meet their minimum expectation for each question on the Information Control questionnaire:

% of Respondents Indicating the Libraries Met Minimum Level of Expectations

Question	Met minimum expectations	Did not meet minimum expectations
Print and/or electronic journal collections I require for my…	78%	22%
Making information easily accessible for independent use	80%	20%
Easy-to-use access tools that allow me to find things on my…	81%	19%
Modern equipment that lets me easily access needed…	83%	17%
The electronic information resources I need	87%	13%
The printed library materials I need for my work	81%	19%
A library Web site enabling me to locate information on my…	82%	18%
Making electronic resources accessible from my home or…	80%	20%

The following graph illustrates the percentage of users who believe the libraries at least met/did not meet their desired level for each question on the Information Control questionnaire:

% of Respondents Indicating the Libraries met Desired Level of Expectations

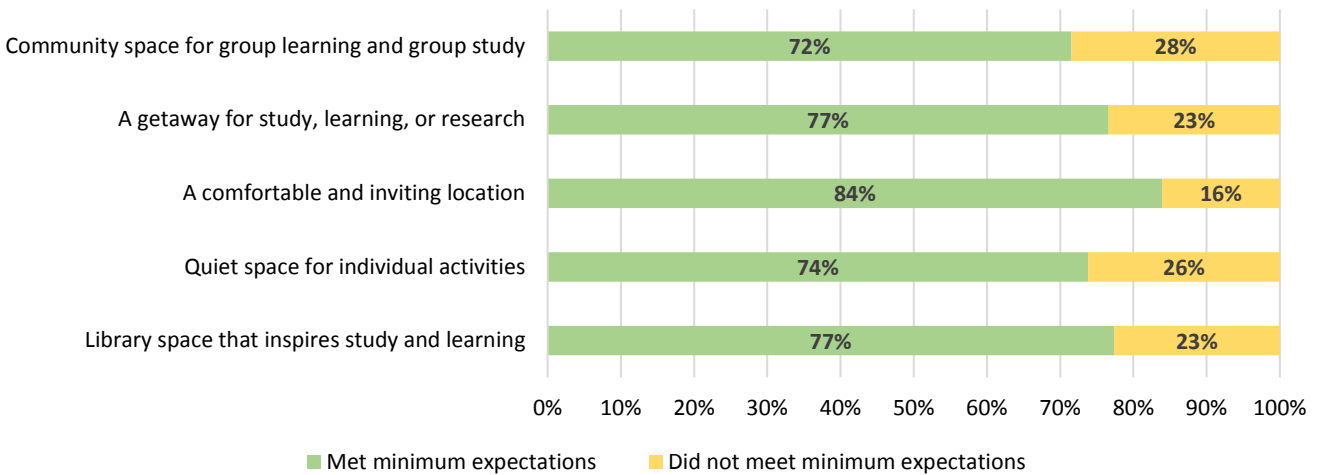| Question	Met desired level	Did not meet desired level
Print and/or electronic journal collections I require for my…	54%	46%
Making information easily accessible for independent use	53%	47%
Easy-to-use access tools that allow me to find things on my…	57%	43%
Modern equipment that lets me easily access needed…	56%	44%
The electronic information resources I need	55%	45%
The printed library materials I need for my work	53%	47%
A library Web site enabling me to locate information on my…	55%	45%
Making electronic resources accessible from my home or…	50%	50%

Library as Place

Library space is highly valued by faculty and students, and most constituent rate UCI Libraries space as comfortable and inviting. However, most students expressed desire for more quiet space for both individual and group activities.
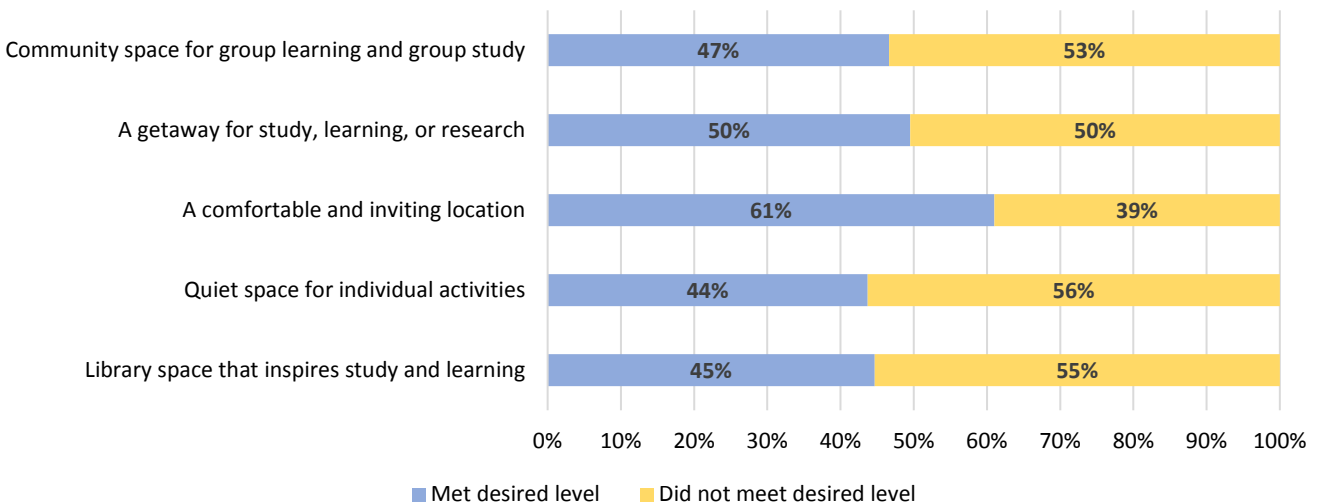
The following graph illustrates the percentage of users who believe the libraries at least met/did not meet their minimum expectation for each question on the Library as Place questionnaire:

% of Respondents Indicating the Librraies Met Minimum Level of Expectations

Category	Met minimum expectations	Did not meet minimum expectations
Community space for group learning and group study	72%	28%
A getaway for study, learning, or research	77%	23%
A comfortable and inviting location	84%	16%
Quiet space for individual activities	74%	26%
Library space that inspires study and learning	77%	23%

The following graph illustrates the percentage of users who believe the libraries at least met/did not meet their desired level for each question on the Library as Place questionnaire:

% of Respondents Indicating the Libraries Met Desired Level of Expectations

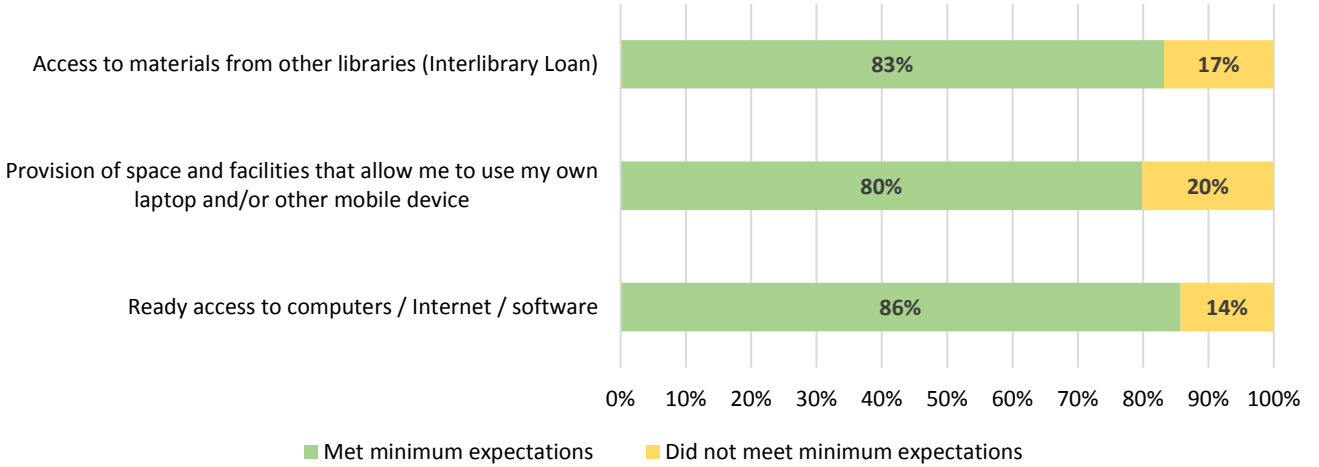| Category	Met desired level	Did not meet desired level
Community space for group learning and group study	47%	53%
A getaway for study, learning, or research	50%	50%
A comfortable and inviting location	61%	39%
Quiet space for individual activities	44%	56%
Library space that inspires study and learning	45%	55%

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Local Questions

In general most users expressed satisfaction with libraries' Interlibrary Loan services and technological services provided.
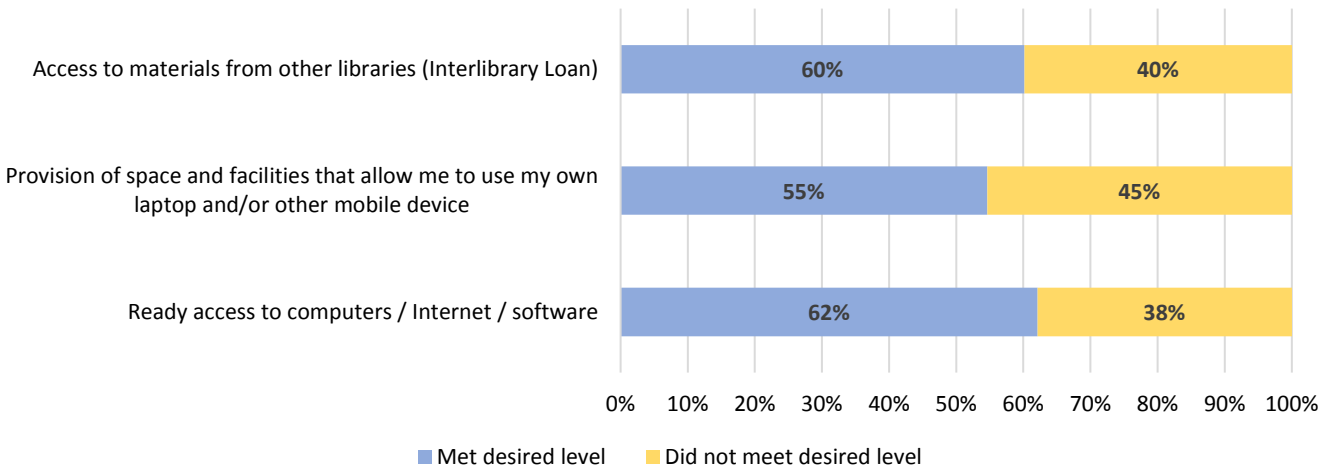
The following graph illustrates the percentage of users who believe the libraries at least met/did not meet their minimum expectation for each question on the Local questionnaire:

% of Respondents Indicating the Libraries Met Minimum Level of Expectations

Question	Met minimum expectations	Did not meet minimum expectations
Access to materials from other libraries (Interlibrary Loan)	83%	17%
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	80%	20%
Ready access to computers / Internet / software	86%	14%

The following graph illustrates the percentage of users who believe the libraries at least met/did not meet their desired level for each question on the Local questionnaire:
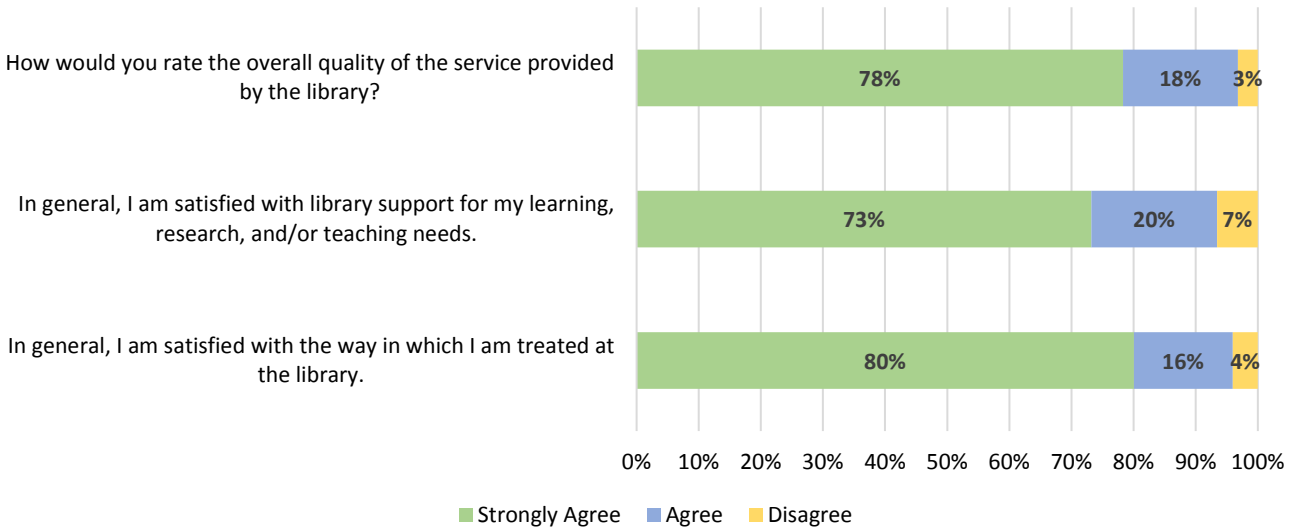
% of Respondents Indicating the Libraries Met Desired Level of Expectations

Question	Met desired level	Did not meet desired level
Access to materials from other libraries (Interlibrary Loan)	60%	40%
Provision of space and facilities that allow me to use my own laptop and/or other mobile device	55%	45%
Ready access to computers / Internet / software	62%	38%

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## General Satisfaction and Information Literacy Outcome

Most users are very satisfied with the quality of services provided by the libraries.

96% of users indicated that they are satisfied and/or very satisfied with the overall quality of the services provided by the library. 93% expressed satisfaction with library support for their learning, research, and teaching needs. And 96% are satisfied and/or very satisfied with the way in which they are treated at the library.


Majority of respondents believe that the libraries are helpful in providing them with necessary skills to distinguish between trustworthy and untrustworthy information needed to complete their work or study.

The following graph illustrates the degree to which respondents agreed/disagreed to each statement on the Information Literacy Outcome questionnaire.
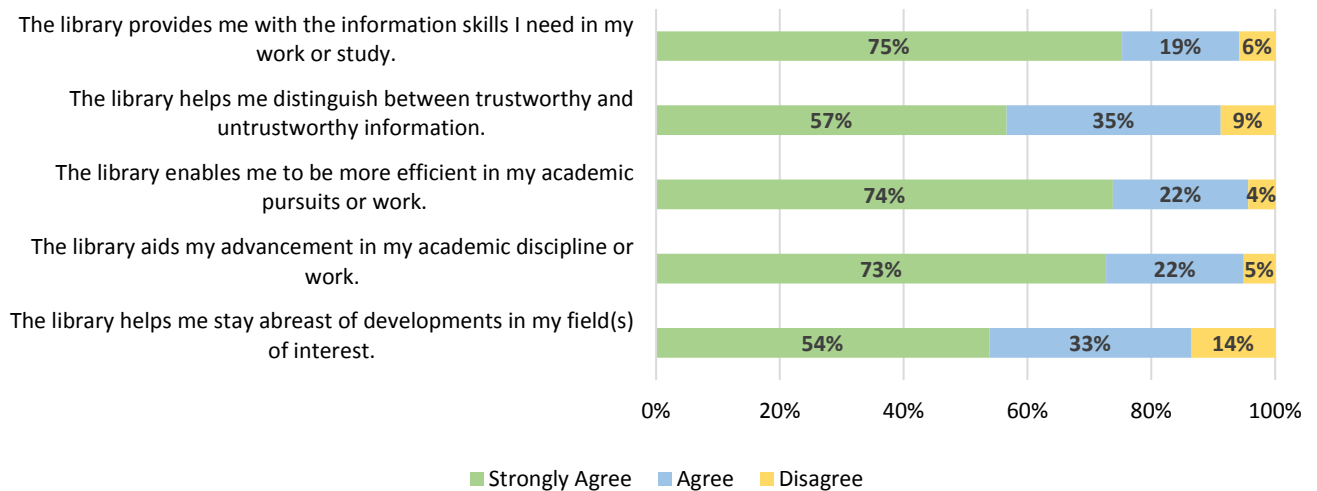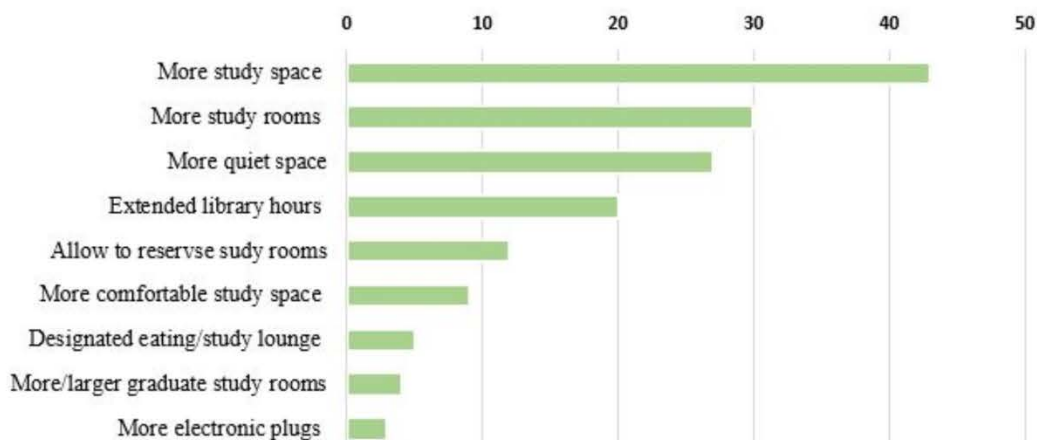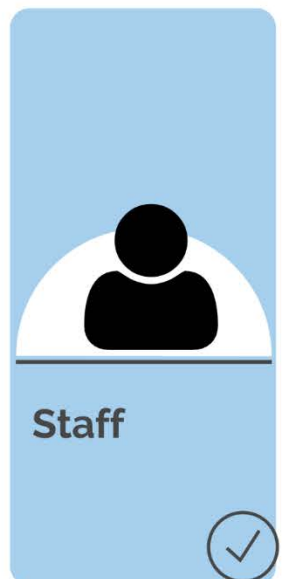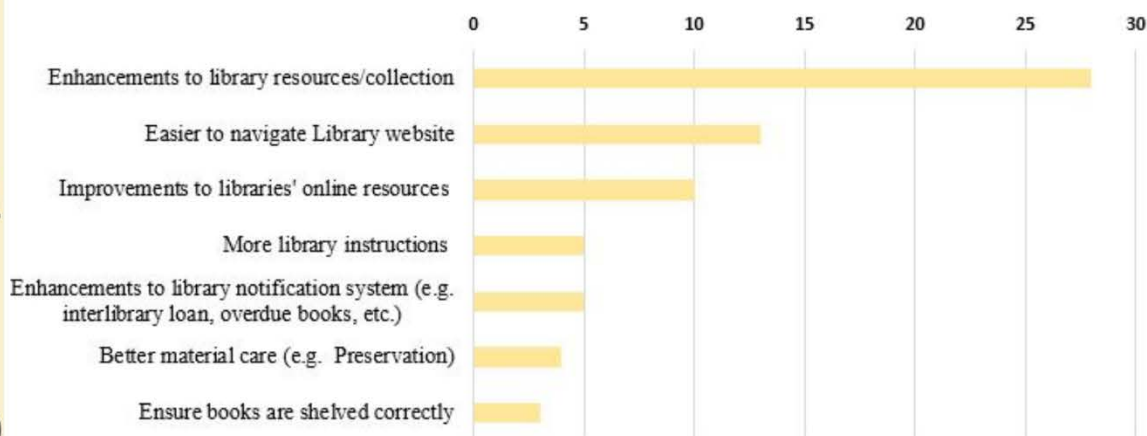
The analyses of the comments provided by the respondents at the end of the survey illustrate users' greatly value many of the libraries' services and resources. Additionally, many users expressed their desire for improvements in some of the services and resources offered by the Libraries. Below is a summary of the most common feedback received:
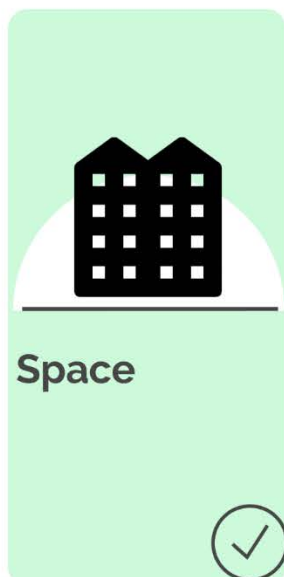
Space

Respondents greatly valued the libraries' physical facilities. **177** respondents provided comments on library space. Users said they value the Libraries study space, study rooms, and the 24/7 final weeks library hours. Users also asked for enhancements to library space such as:

Category	
More study space	
More study rooms	
More quiet space	
Extended library hours	
Allow to reservse sudy rooms	
More comfortable study space	
Designated eating/study lounge	
More/larger graduate study rooms	
More electronic plugs	

Resources and Services

127 users provided comments on library resources and services of which **42%** praised the libraries for providing valuable resources and services. Users also asked for:

Category	
Enhancements to library resources/collection	
Easier to navigate Library website	
Improvements to libraries' online resources	
More library instructions	
Enhancements to library notification system (e.g. interlibrary loan, overdue books, etc.)	
Better material care (e.g. Preservation)	
Ensure books are shelved correctly	

Staff

39 respondents commented on the quality of services provided by UCI Libraries' staff. **46%** praised library staff for their helpfulness. Users also asked for expanding library staff and providing more training for staff that are directly in contact with users.

Category	
More training for service staff	
Hire additional staff	
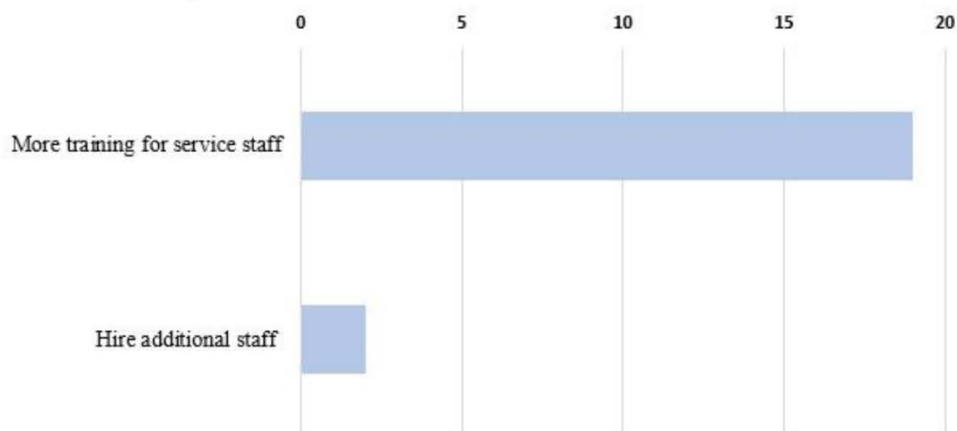
To learn more about LibQUAL+ ® survey please visit: https://www.libqual.org/home

To learn more about UCI Libraries 2016 LibQUAL+ ® survey Results please visit our LibQUAL+ ® Results Dashboard.

If you have any feedback about UCI Libraries 2016 LibQUAL+ ® survey please submit your feedback by emailing Azadeh Vosoughian at vosougha@uci.edu.

Report prepared by Azadeh Vosoughian

Organizational Development, Assessment, and Grants Analyst

UCI Libraries
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