



LIBQUAL – LIBRARY SURVEY RESULTS

Survey Dates:
Nov. 3 – Dec. 14, 2016

Stan Gorski, Library Director
Teresa Edge, Education &
Outreach Librarian
Gutman Library

GUTMAN LIBRARY - SURVEY GOALS

- ❖ *Identify user expectations and perceptions of the library; make improvements based on information*
- ❖ *Compare 2010, 2013 & 2016 survey results*
- ❖ *Align with university academic and strategic needs*
- ❖ *Benchmark with other institutions*

Demographic Summary for Philadelphia University

Respondents by User Group

User Group	Respondent n	Respondent %
Undergraduate		
First year	55	12.79%
Second year	81	18.84%
Third year	78	18.14%
Fourth year	64	14.88%
Fifth year and above	9	2.09%
Non-degree	0	0.00%
Sub Total:	287	66.74%
Graduate		
Masters	71	16.51%
Doctoral	2	0.47%
Non-degree or Undecided	0	0.00%
Sub Total:	73	16.98%
Faculty		
Professor	6	1.40%
Associate Professor	13	3.02%
Assistant Professor	9	2.09%
Adjunct Faculty	13	3.02%
Other Academic Status	4	0.93%
Sub Total:	45	10.47%
Staff		
Other Staff Positions	15	3.49%
Administrator	10	2.33%
Sub Total:	25	5.81%
Total:	430	100.00%

All Users — All Questions — Means

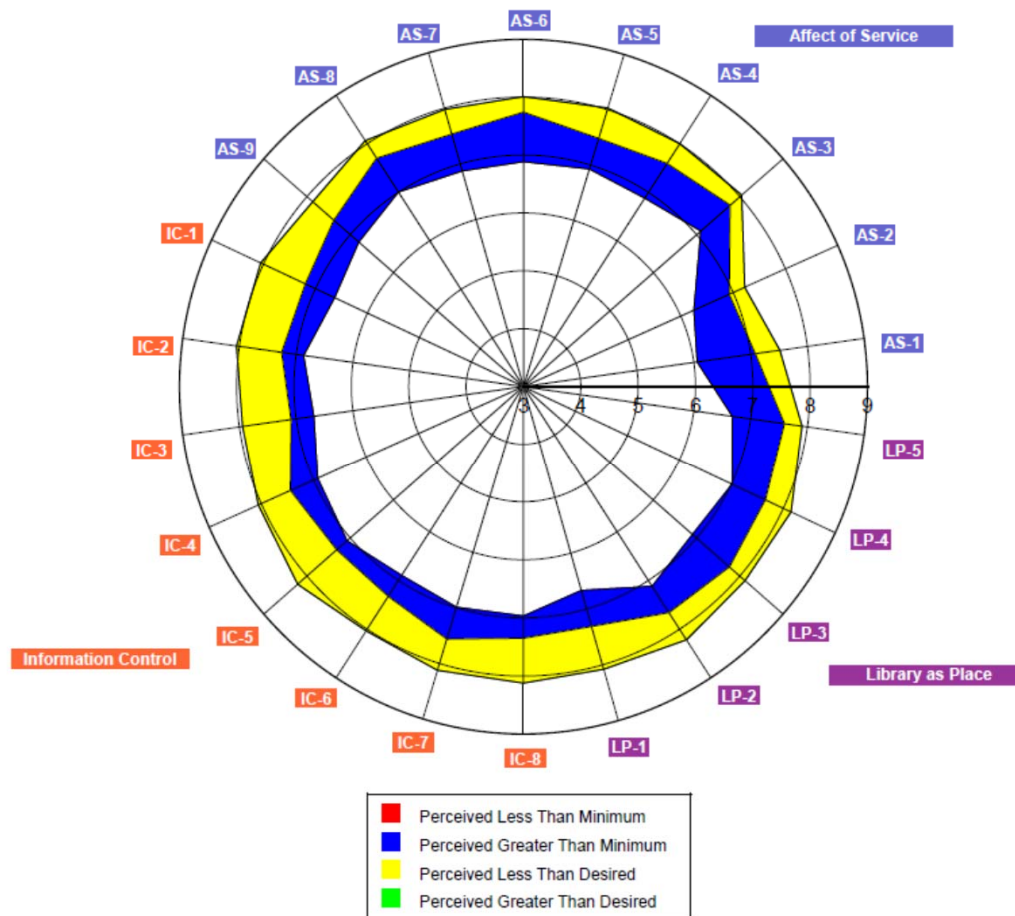
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.06	7.51	7.08	1.02	-0.43	408
AS-2	Giving users individual attention	6.25	7.22	6.93	0.67	-0.30	410
AS-3	Employees who are consistently courteous	7.10	8.05	7.78	0.68	-0.27	421
AS-4	Readiness to respond to users' questions	6.88	8.00	7.60	0.71	-0.41	417
AS-5	Employees who have the knowledge to answer user questions	6.93	8.03	7.48	0.55	-0.55	415
AS-6	Employees who deal with users in a caring fashion	6.89	8.01	7.74	0.86	-0.27	412
AS-7	Employees who understand the needs of their users	6.88	7.98	7.54	0.66	-0.44	404
AS-8	Willingness to help users	7.01	8.07	7.70	0.70	-0.36	411
AS-9	Dependability in handling users' service problems	6.81	7.87	7.38	0.57	-0.49	381
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.64	8.05	7.20	0.56	-0.86	409
IC-2	A library Web site enabling me to locate information on my own	6.87	8.05	7.26	0.38	-0.79	424
IC-3	The printed library materials I need for my work	6.69	7.95	7.09	0.40	-0.85	404
IC-4	The electronic information resources I need	6.93	8.06	7.45	0.52	-0.61	421
IC-5	Modern equipment that lets me easily access needed information	7.08	8.22	7.31	0.24	-0.90	417
IC-6	Easy-to-use access tools that allow me to find things on my own	6.90	8.04	7.33	0.43	-0.71	420
IC-7	Making information easily accessible for independent use	6.99	8.12	7.57	0.58	-0.56	417
IC-8	Print and/or electronic journal collections I require for my work	6.97	8.12	7.35	0.38	-0.77	400
Library as Place							
LP-1	Library space that inspires study and learning	6.67	8.08	7.31	0.64	-0.77	418
LP-2	Quiet space for individual activities	7.12	8.22	7.66	0.54	-0.56	412
LP-3	A comfortable and inviting location	6.91	8.12	7.76	0.85	-0.36	420
LP-4	A getaway for study, learning, or research	7.02	8.15	7.66	0.64	-0.49	415
LP-5	Community space for group learning and group study	6.68	7.91	7.60	0.92	-0.31	401
Overall:		6.83	7.99	7.44	0.61	-0.55	430

OVERALL MEAN SCORES FROM 2010, 2013 & 2016

	Minimum	Desired	Perceived	Adequacy	Superiority
2010	6.67	7.89	7.20	0.53	-0.69
2013	6.73	7.91	7.31	0.58	-0.60
2016	6.83	7.99	7.44	0.61	-0.55

GRAPHICAL REPRESENTATION OF SURVEY MEANS

Interior edge based on minimum means.
Outer yellow edge based on desired means.
Blue area based on perceived means.
All survey questions are labeled.



FACULTY SUBSET - SURVEY QUESTIONS

2010 Red areas:

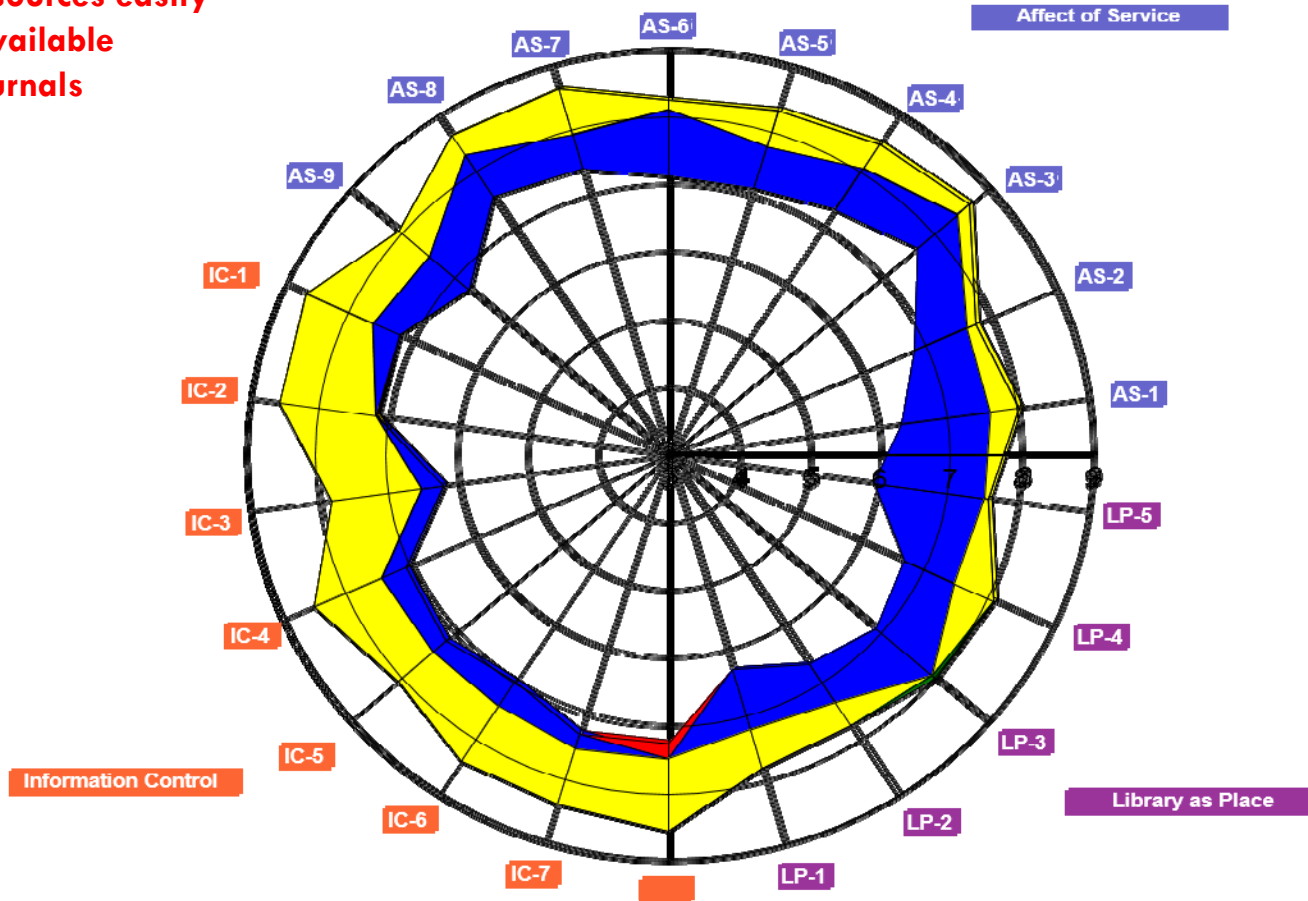
- IC-2: Website
- IC-3: Print Resources
- IC-4: E-Resources
- IC-7: Resources easily available
- IC-8: Journals

2013 Red areas:

- IC-4: E-Resources
- IC-6: Easy-to-use finding tools
- IC-8: Journals

2016 Red areas:

- IC-2: Website
- IC-8: Journals



LIBRARY LIAISON CONTACTS

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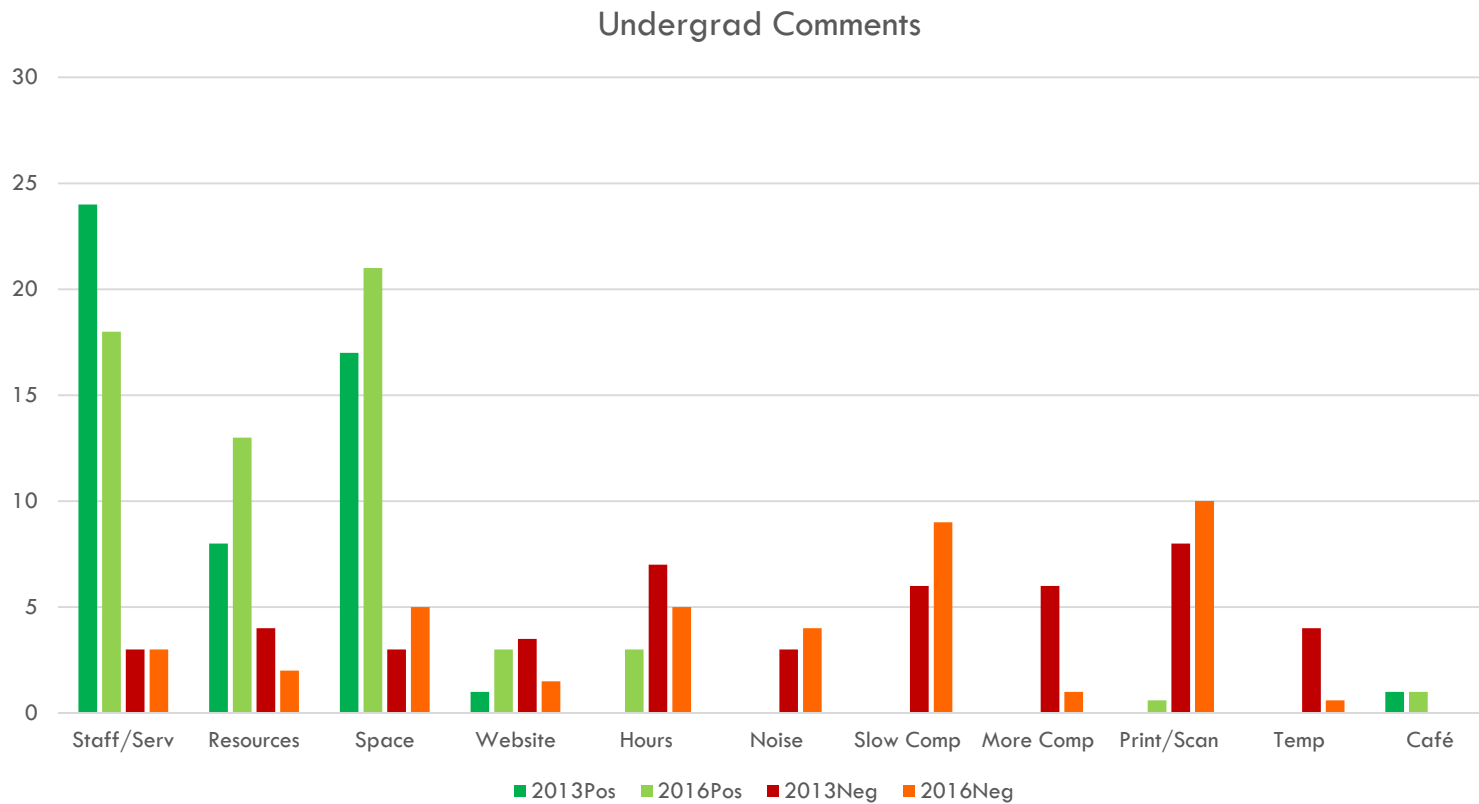
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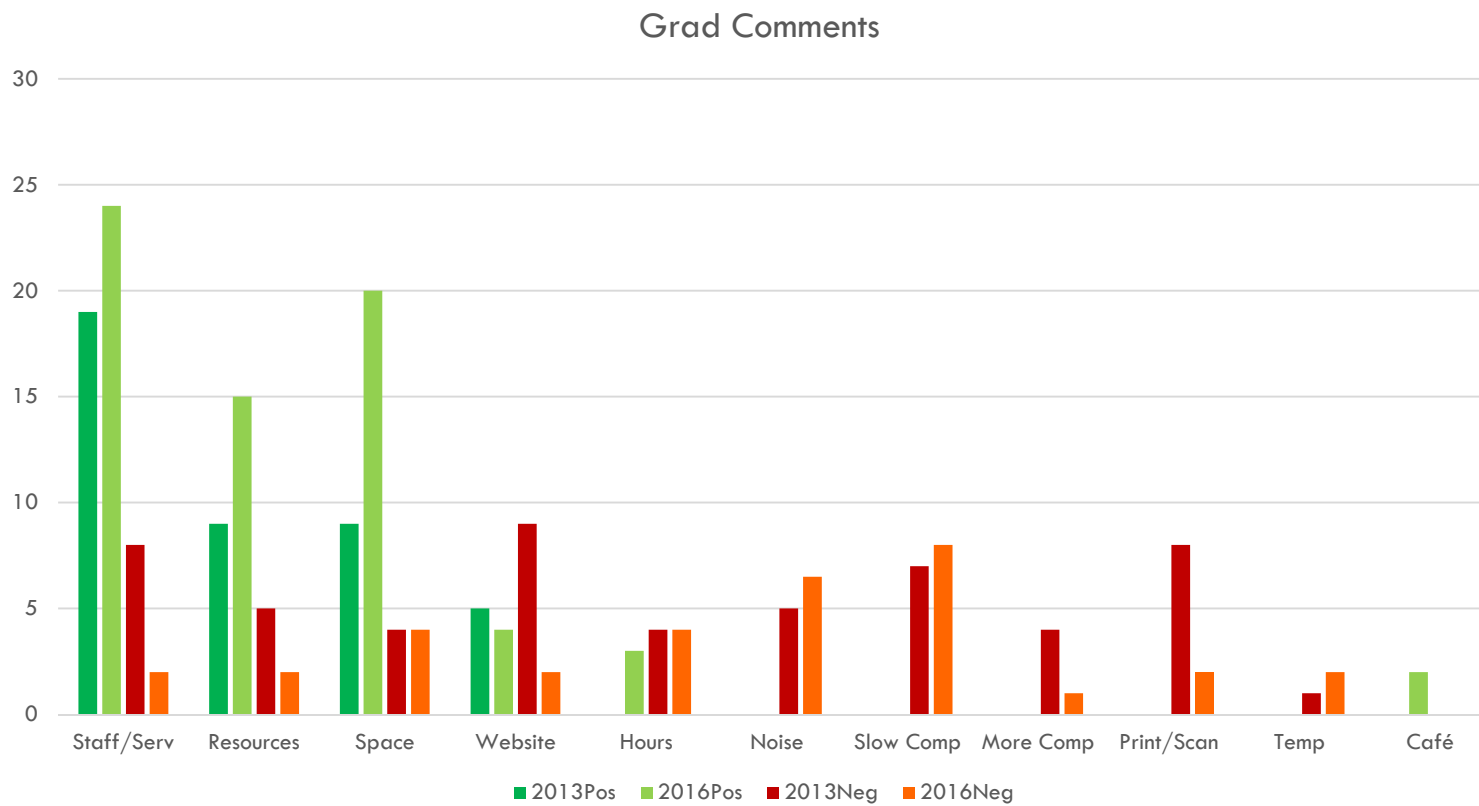
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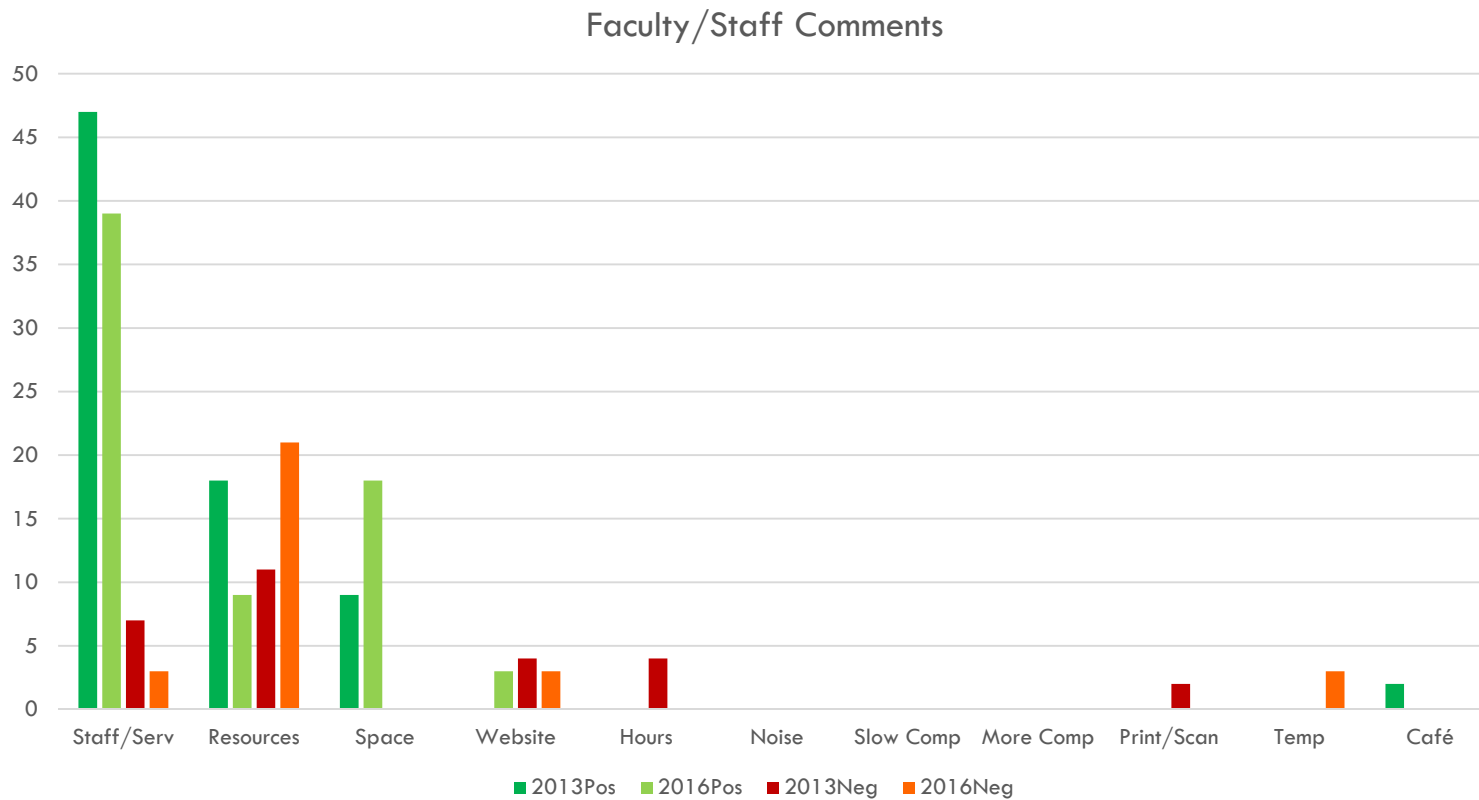
UNDERGRAD COMMENTS



GRAD COMMENTS



FACULTY/STAFF COMMENTS

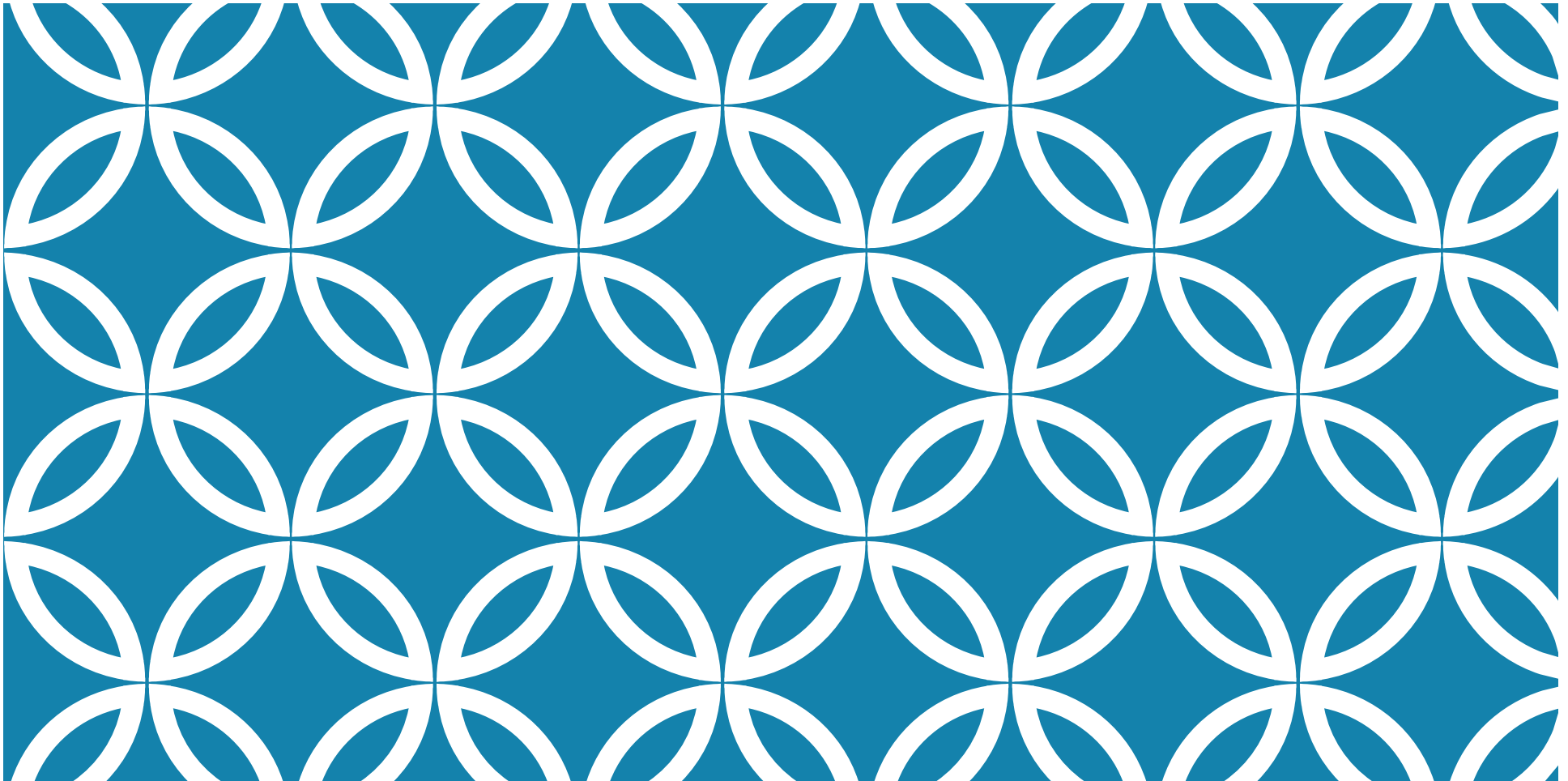


SELECTED FACULTY COMMENTS

- ❖ Great space and people - resource constrained!
- ❖ Both graduate and undergraduate students ...are unprepared to do independent research utilizing academic oriented resources without guidance. Most are over dependent on social media, mass media outlets and blogs.
- ❖ There are journals that are not available for the sciences that I believe are essential for students as well as faculty to access that are not there. ...Most of my answers in my perceived service is due to my lack of ability to have time to learn things about the library all in one go and get set up with using its internet resources. However, the time I have spent in the library I do feel welcomed and that the help is friendly and eager to serve.

SELECTED STUDENT COMMENTS

- ❖ I truly enjoy my library experience because the environment is so welcoming and pushes me to expand my knowledge on my field and my other interests. Also the librarians are very helpful and friendly.
- ❖ More study rooms or private areas for group or individual work to get done in a private quiet space. Most study rooms are always occupied.
- ❖ The only suggestion I would give is to allow an extra two hours on the weekend for the library to be open, being that not everyone would be out of town or have other things to do to occupy their time and instead would prefer to continue on getting a great deal of their academics done in a welcoming environment.
- ❖ Thank you for extending the hours. Please improve the printing capabilities!



ASSOCIATION OF RESEARCH LIBRARIES (ARL) QUOTE

We now know from LibQUAL+® that users have an insatiable appetite for content. No library can ever have sufficient information content that would come close to satisfying this appetite.

Paul J. Gutman Library