Welcome!

We are committed to improving your library services. Better understanding your expectations will help us tailor those services to your needs.

We are conducting this survey to measure library service quality and identify best practices through the Association of Research Libraries’ LibQUAL+™ program. Partial funding for this project is provided by the U.S. Department of Education’s Fund for the Improvement of Postsecondary Education (FIPSE).

Please answer all items. The survey will take about **10 minutes** to complete. Thank you for your participation!
Library Service Quality Survey

Important instructions:

Please rate the following statements (1 is lowest, 9 is highest) by indicating:

- **Minimum** -- the number that represents the *minimum* level of service that you would find acceptable.
- **Desired** -- the number that represents the level of service that *you personally want*.
- **Perceived** -- the number that represents the level of service that *you believe* our library currently provides.

You must EITHER rate all three columns OR identify the item as N/A (not applicable).

<table>
<thead>
<tr>
<th>When it comes to…</th>
<th>My Minimum Service Level Is</th>
<th>My Desired Service Level Is</th>
<th>Perceived Service Performance Is</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>low</td>
<td>high</td>
<td>low</td>
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<tr>
<td>1) Employees who instill confidence in users</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>N/A</td>
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<tr>
<td>2) Easy-to-use access tools that allow me to find things on my own</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
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<td>N/A</td>
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<tr>
<td>3) Print and/or electronic journal collections I require for my work</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
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<td>N/A</td>
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<td>4) Readiness to respond to users’ questions</td>
<td>1 2 3 4 5 6 7 8 9</td>
<td>1 2 3 4 5 6 7 8 9</td>
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<td>N/A</td>
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<td>5) Quiet space for individual activities</td>
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<td>1 2 3 4 5 6 7 8 9</td>
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<td>6) Convenient access to library collections</td>
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<td>7) Willingness to help users</td>
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<td>8) Convenient service hours</td>
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<td>9) A comfortable and inviting location</td>
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<td>10) Dependability in handling users’ service problems</td>
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<td>When it comes to…</td>
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<td>My Desired Service Level Is</td>
<td>Perceived Service Performance Is</td>
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</table>
Please indicate the degree to which you agree with the following statements:

<table>
<thead>
<tr>
<th>1)</th>
<th>The library helps me stay abreast of developments in my field(s) of interest</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
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<td></td>
<td>Strongly Disagree</td>
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<tr>
<td>2)</td>
<td>The library aids my advancement in my academic discipline</td>
<td>1</td>
<td>2</td>
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<td>6</td>
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<td>3)</td>
<td>The library enables me to be more efficient in my academic pursuits</td>
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<td>4)</td>
<td>The library helps me distinguish between trustworthy and untrustworthy information</td>
<td>1</td>
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<td>5)</td>
<td>The library provides me with the information skills I need in my work or study</td>
<td>1</td>
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<td>Strongly Disagree</td>
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<td>6)</td>
<td>In general, I am satisfied with the way in which I am treated at the library.</td>
<td>1</td>
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<td></td>
<td>Strongly Disagree</td>
<td>Strongly Agree</td>
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<tr>
<td>7)</td>
<td>In general, I am satisfied with library support for my learning, research, and/or teaching needs.</td>
<td>1</td>
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<td></td>
<td>Strongly Disagree</td>
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<td>8)</td>
<td>How would you rate the overall quality of the service provided by the library?</td>
<td>1</td>
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<td></td>
<td>Extremely Poor</td>
<td>Extremely Good</td>
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</tr>
</tbody>
</table>
Please indicate your library usage patterns:

How often do you use resources on library premises?

- Daily
- Weekly
- Monthly
- Quarterly
- Never

How often do you access library resources through a library Web page?

- Daily
- Weekly
- Monthly
- Quarterly
- Never

How often do you use Yahoo™, Google™, or non-library gateways for information?

- Daily
- Weekly
- Monthly
- Quarterly
- Never
Demographic Information

Your responses will only be used for aggregate survey analyses and we will treat them with the strictest confidentiality. Individual responses will not be given to anyone for any purpose. For each item, please select the value that most closely describes you.

1. Age:
   - Under 18
   - 18-22
   - 23-30
   - 31-45
   - 46-65
   - Over 65

2. Sex:
   - Male
   - Female

3. Discipline:
   - Agriculture / Environmental Studies
   - Architecture
   - Business
   - Communications / Journalism
   - Education
   - Engineering / Computer Science
   - General Studies
   - Health Sciences
   - Humanities
   - Law
   - Military/Naval Science
   - Performing & Fine Arts
   - Science / Math
   - Social Sciences / Psychology
   - Undecided
   - Other
4. Position: (check the one option that best describes you)

Undergraduate
- First year
- Second year
- Third year
- Fourth year
- Fifth year and above
- Non-degree

Graduate:
- Masters
- Doctoral
- Non-degree or Undecided

Faculty:
- Adjunct Faculty
- Assistant Professor
- Associate Professor
- Lecturer
- Professor
- Other Academic Status

Library Staff:
- Administrator
- Manager, Head of Unit
- Public Services
- Systems
- Technical Services
- Other

Staff:
- Research staff
- Other staff positions
Please enter any comments about library services below.

__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________

Please provide your e-mail address below if you would like to enter an optional drawing for a prize (not required).

E-mail address: ________________________________________________________________

Thank you for completing the survey!