

University System of Georgia

Preliminary LibQUAL+ Results

March 16, 2007

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General Overview of Consortium Results
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Comparisons with other Consortia
- **Part 3:**
Georgia Consortium breakdown by type of institution

Part 1

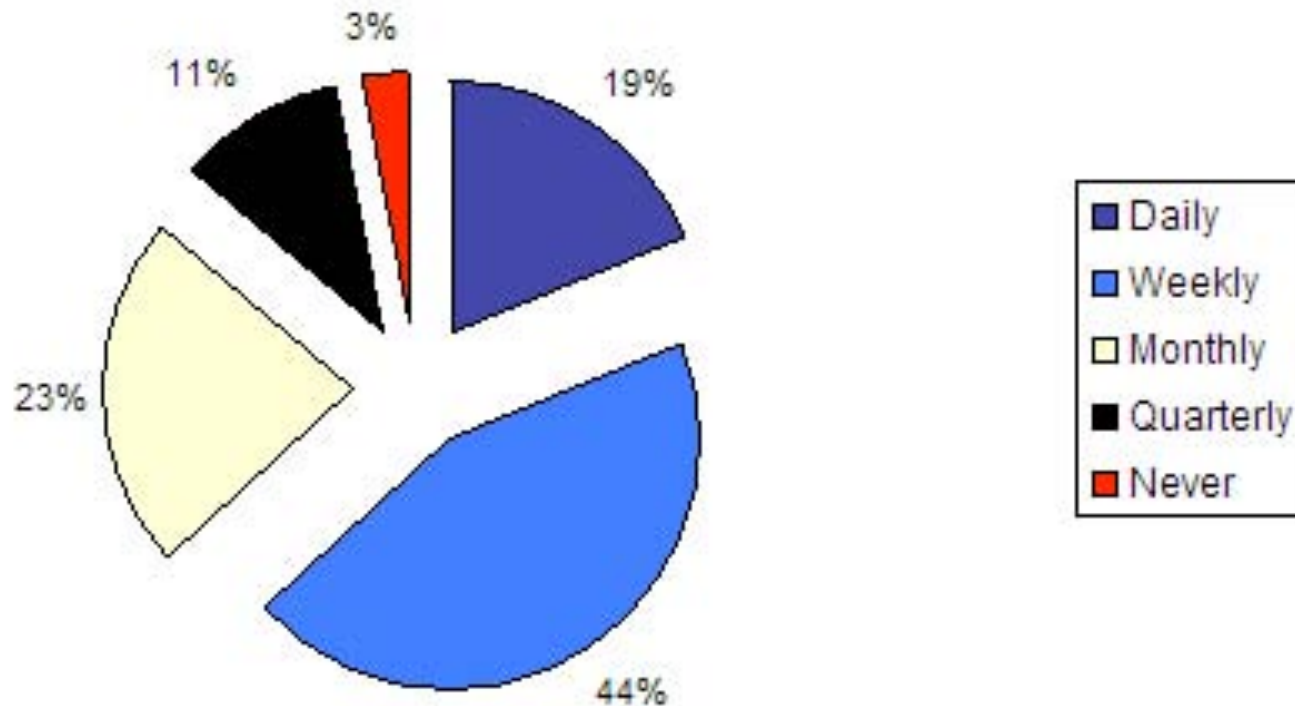
General Overview of Consortium Results

Twenty USG Libraries participated in LibQUAL+ in 2006. This is a glance at the collective results.

USG LibQUAL+ Results: Undergraduates

- 5,383 undergraduate responses
- Overall very satisfied with the Library System
- Areas with a high degree of service adequacy:
 - Giving users individual attention
 - Group space
 - Library orientations / instruction
 - Convenience of borrow books from other colleges

How often do you use resources on library premises?



- 63% of USG Undergraduates visit their library daily or weekly.

USG LibQUAL+ Results: Undergraduates

- 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
- Sample Comment:

“...sometimes GALILEO can be very confusing, particularly with all of the different search engines ... is there any way to put it all into ONE search?” – Undergraduate Student, Business

USG LibQUAL+ Results: Faculty

- 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

USG LibQUAL+ Results: Faculty

- 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
- Sample Comment:

“The online catalog search systems seem as though they were written by undergraduate computer science classes. You need a professionally written search system ... What good is a library if one can't find the information?”

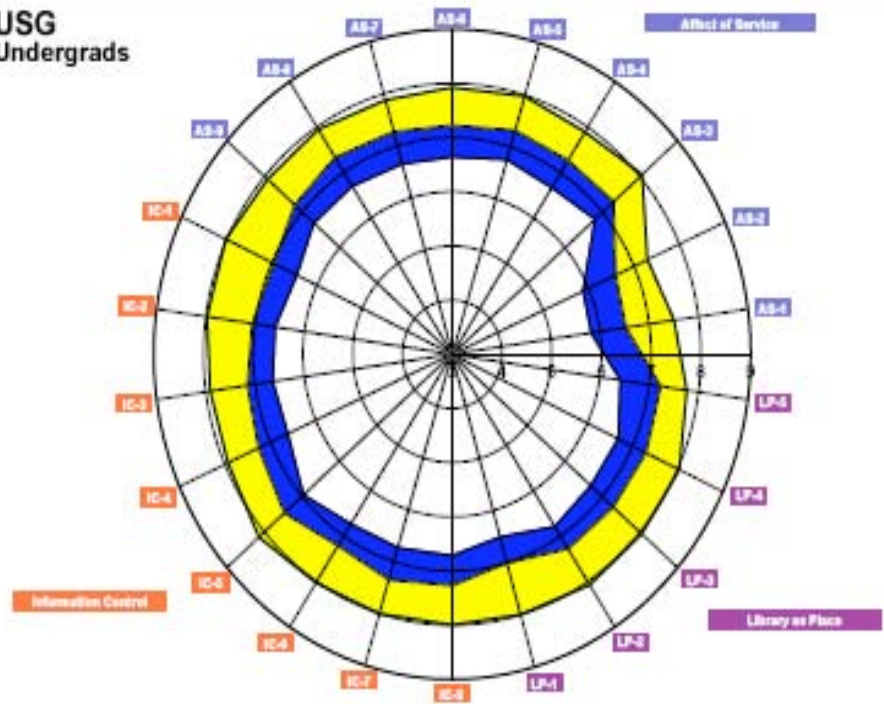
Faculty, Science

Part 2

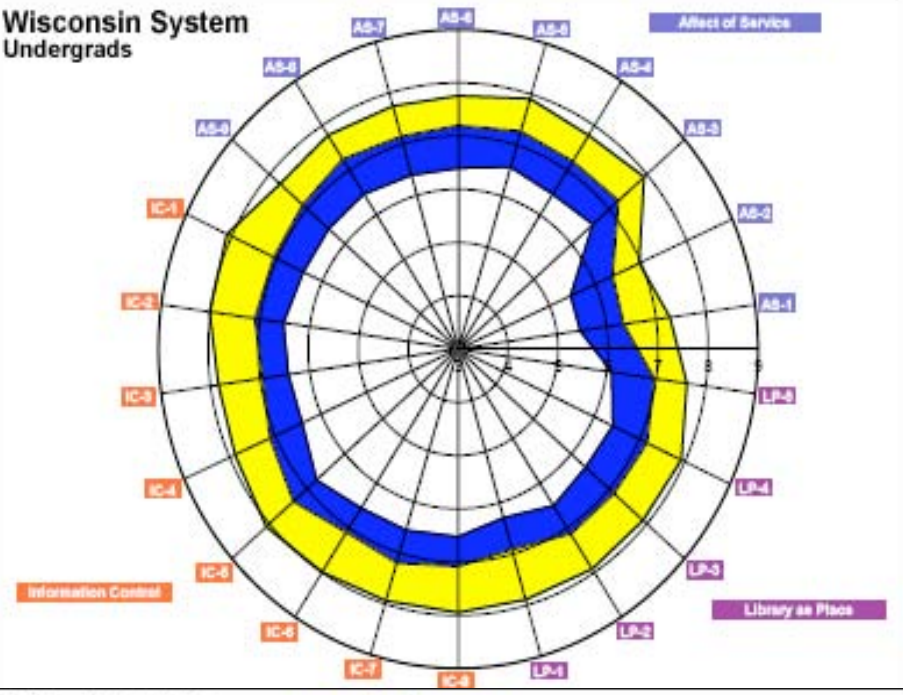
Comparisons with other Consortiums

How does USG measure up with OhioLINK, NAAL (Alabama), the Wisconsin System, and SCONUL (UK)?

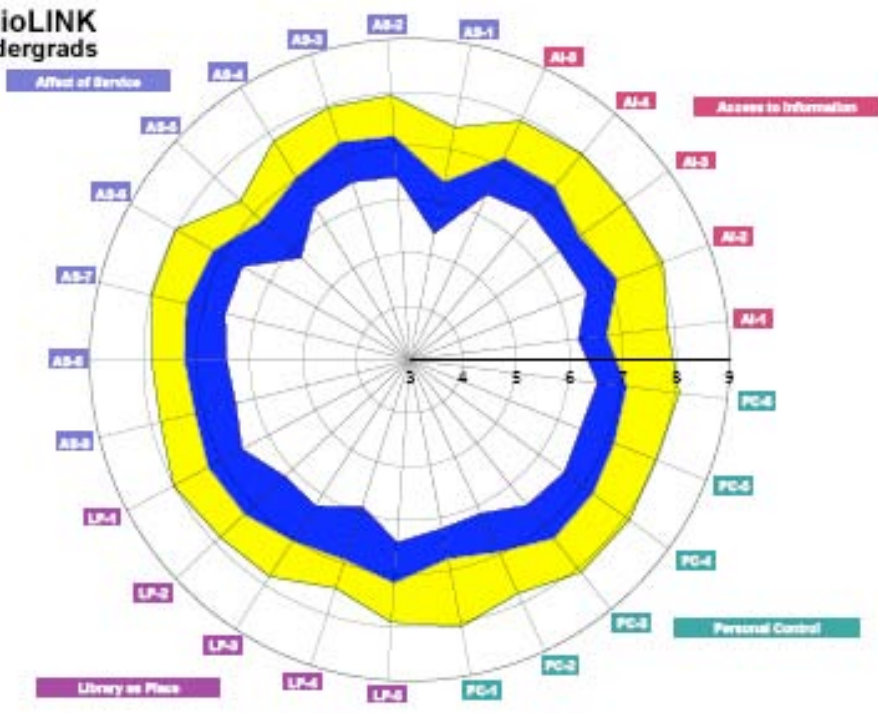
USG Undergrads



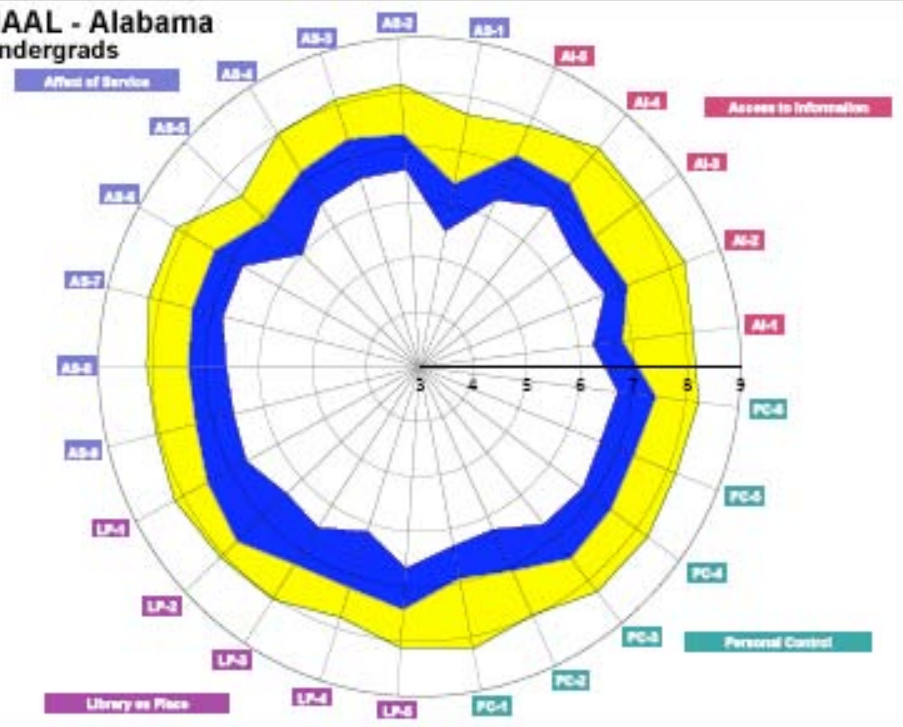
Wisconsin System Undergrads



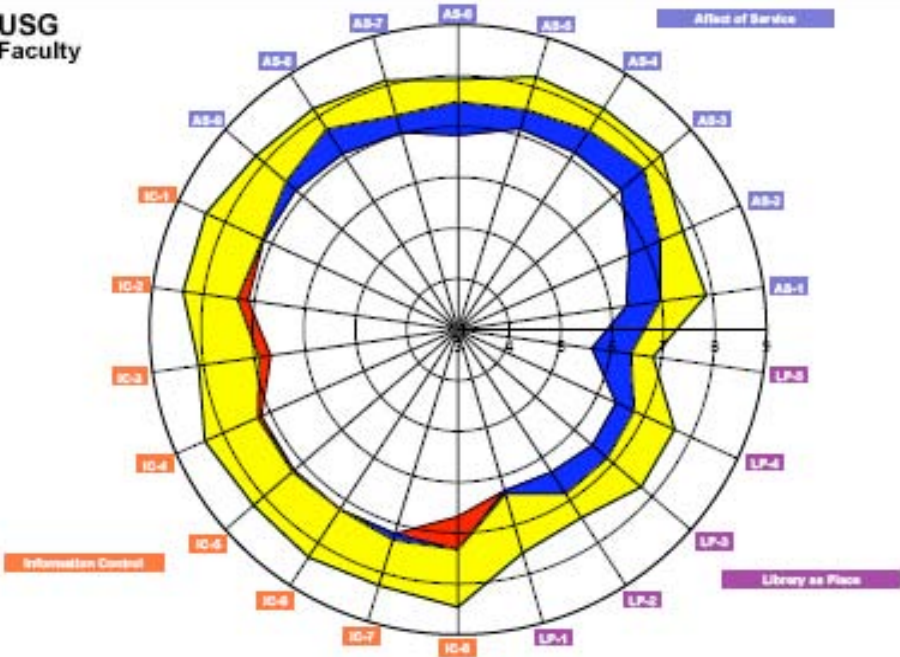
OhioLINK Undergrads



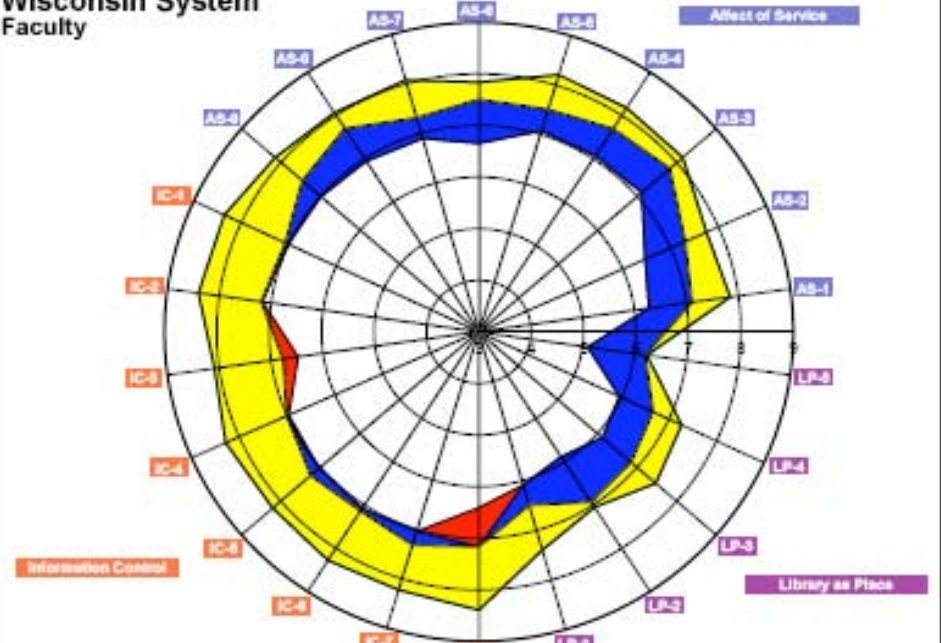
NAAL - Alabama Undergrads



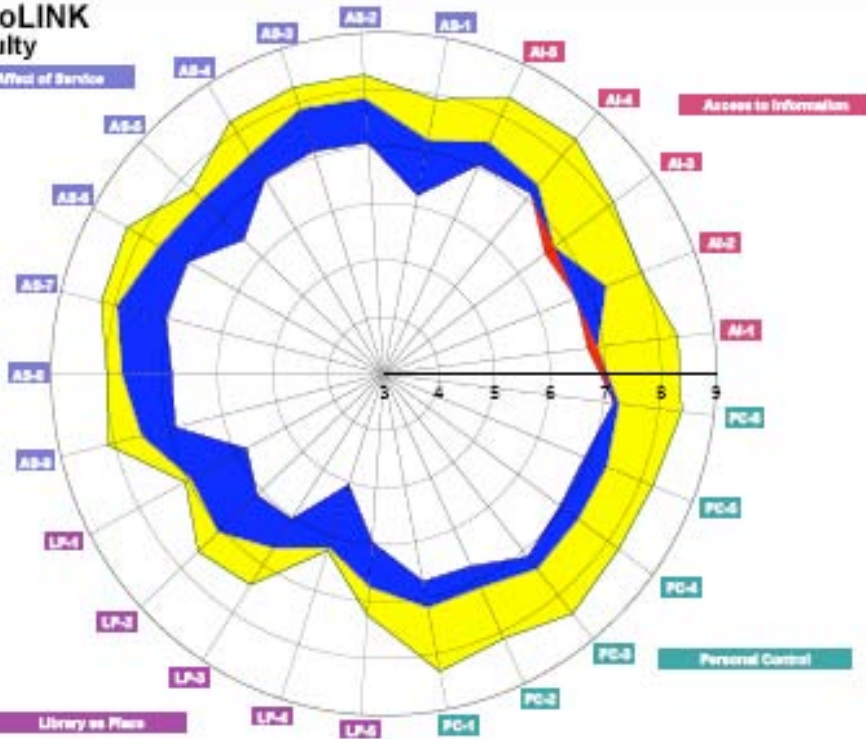
USG Faculty



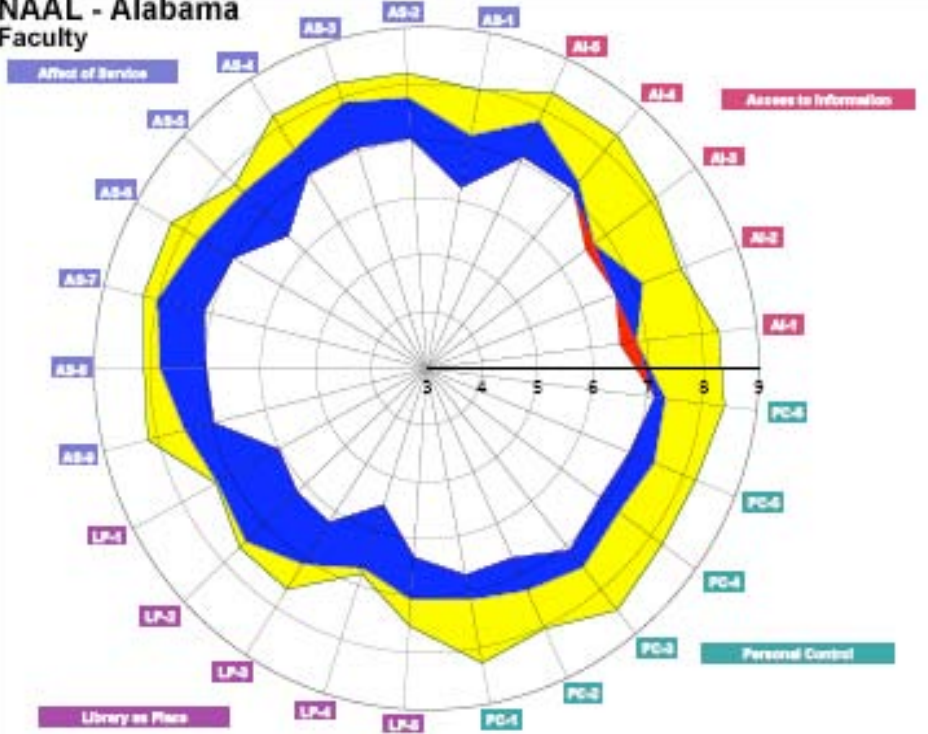
Wisconsin System Faculty



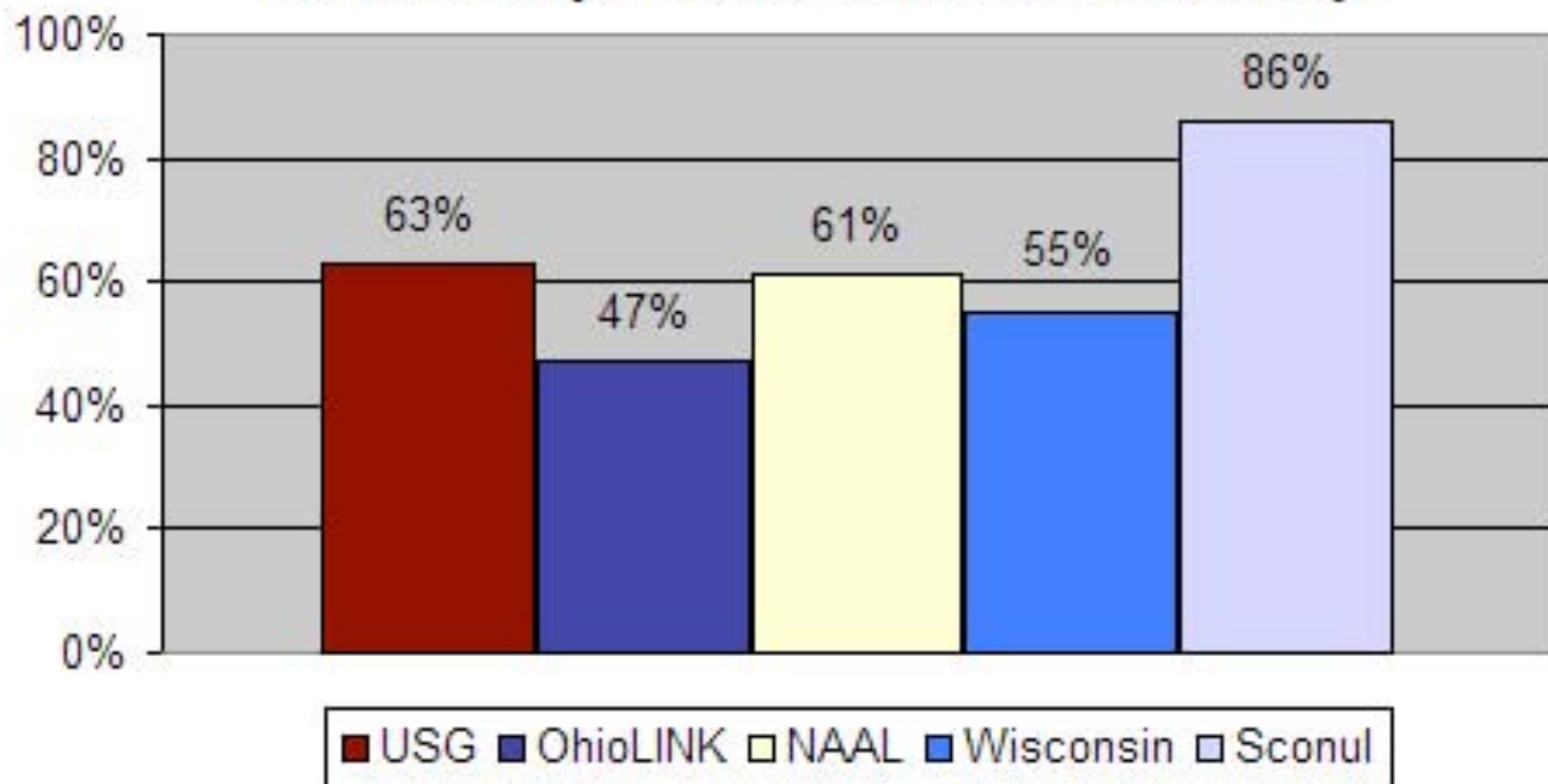
OhioLINK Faculty



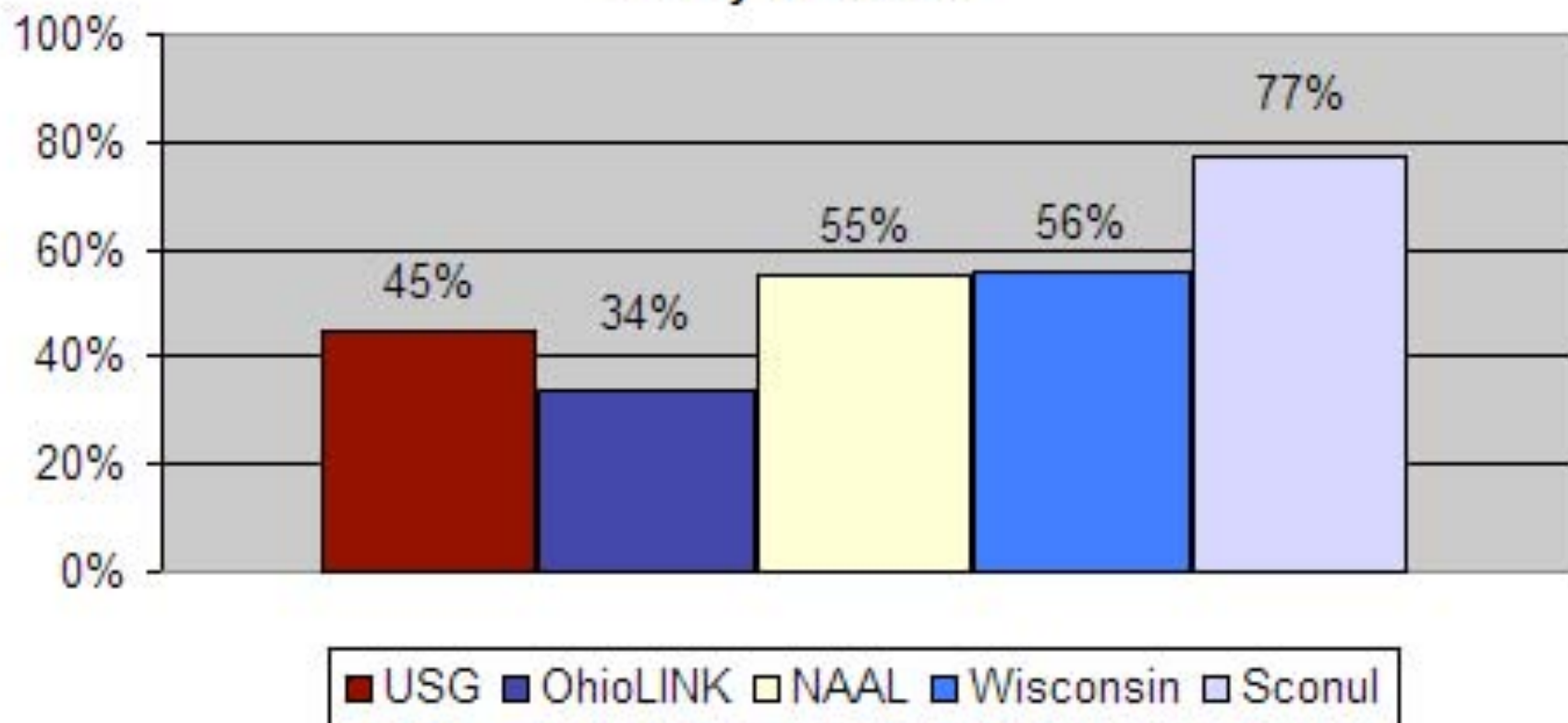
NAAL - Alabama Faculty



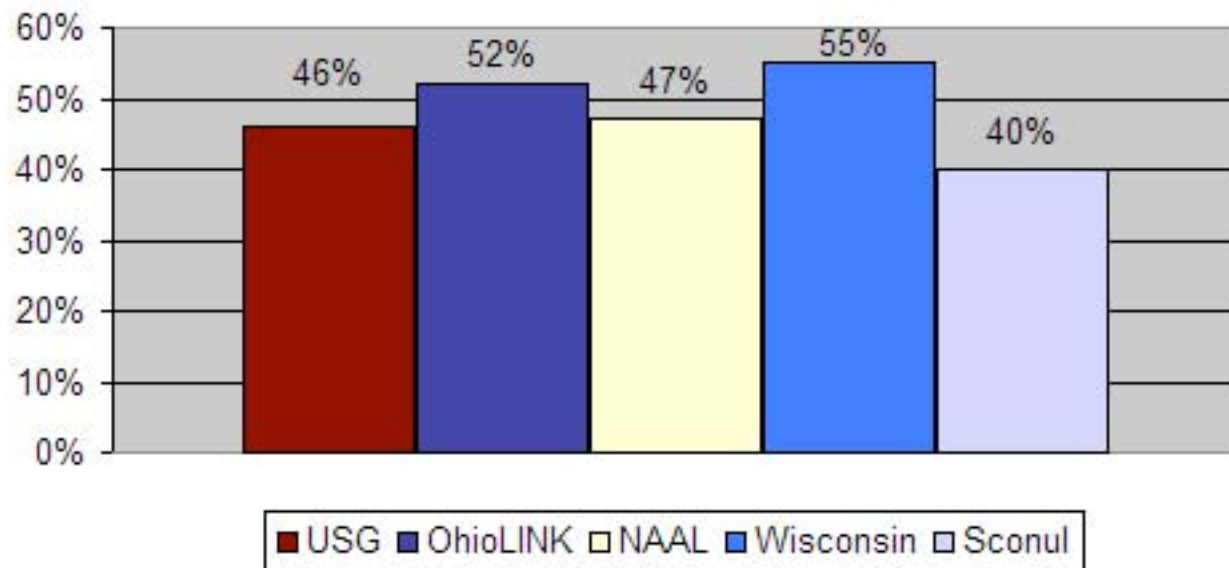
Undergraduates (daily/weekly)
How often do you use resources within the library?



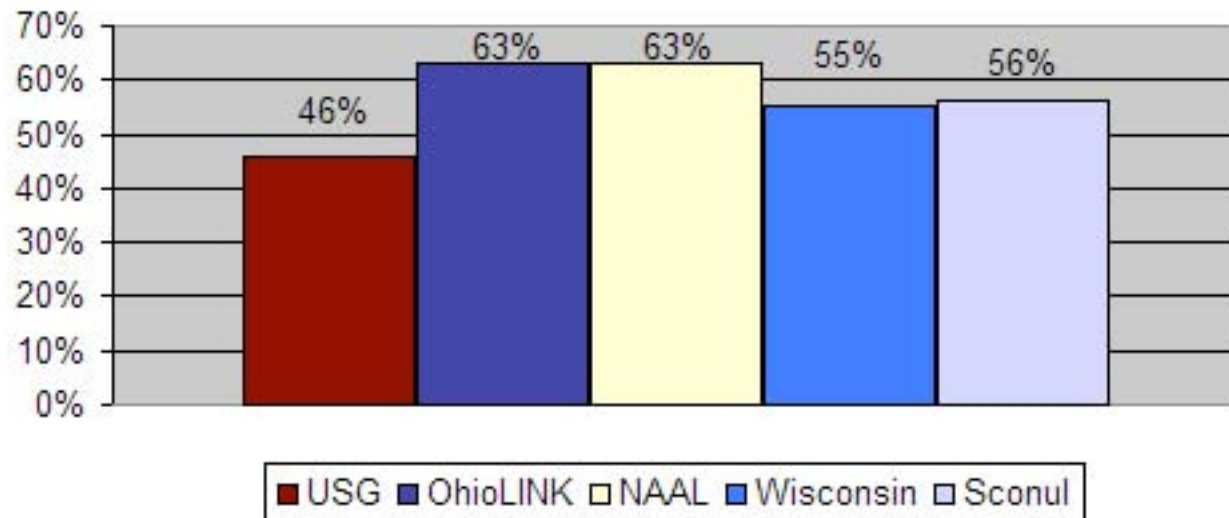
Undergraduates (daily/weekly)
How often do you access library resources through a library website?



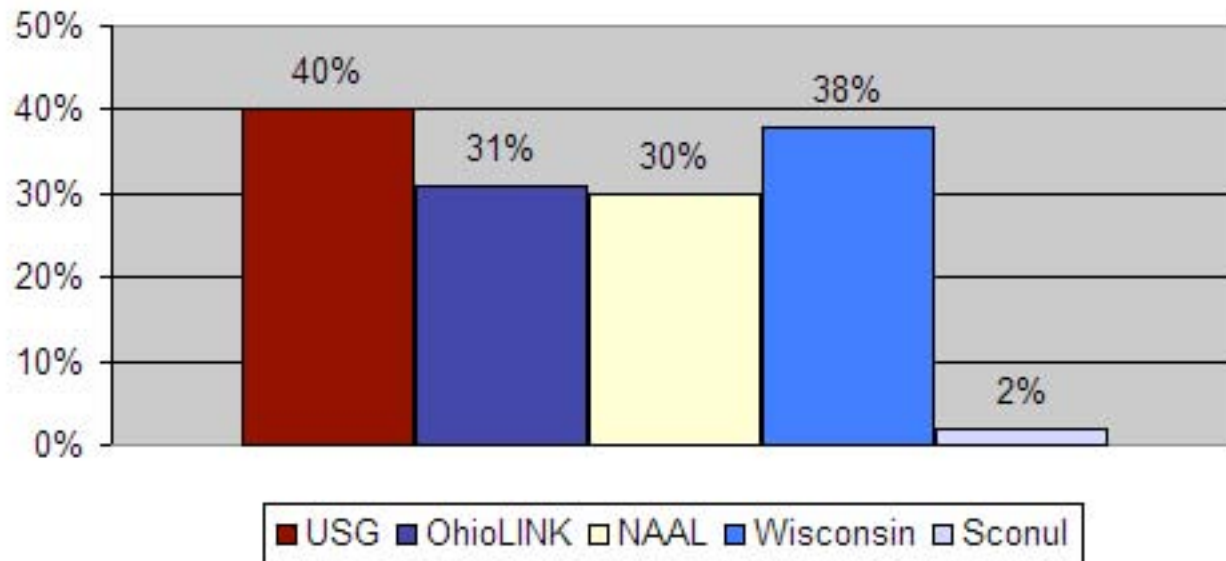
Overall Satisfaction with Public Services. (Undergraduates)



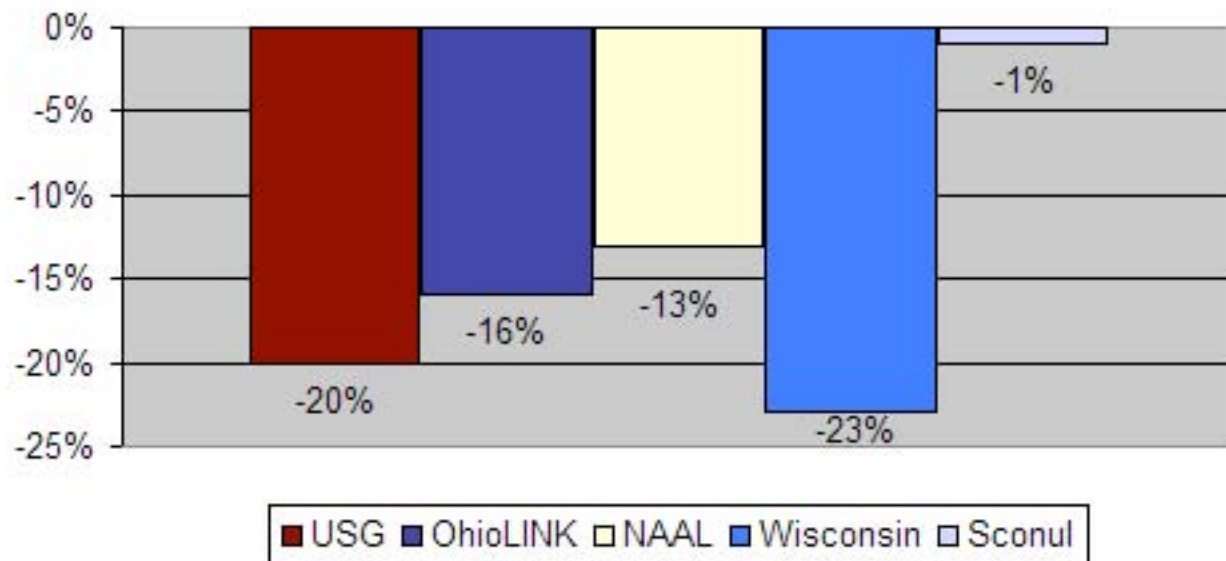
Overall satisfaction with Public Services. (Faculty)



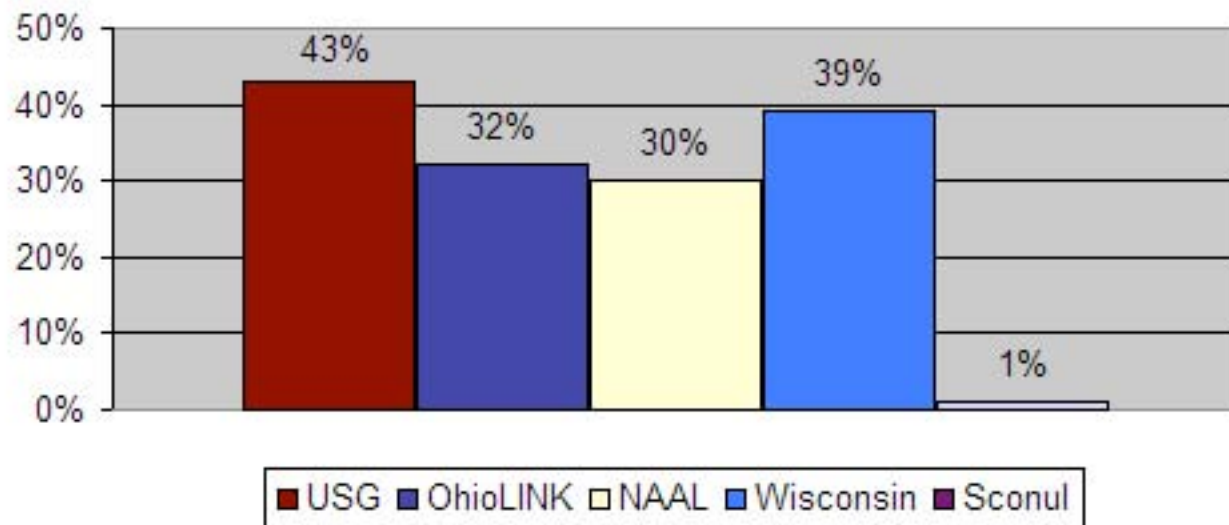
The printed materials I need for my work. (Undergraduates)



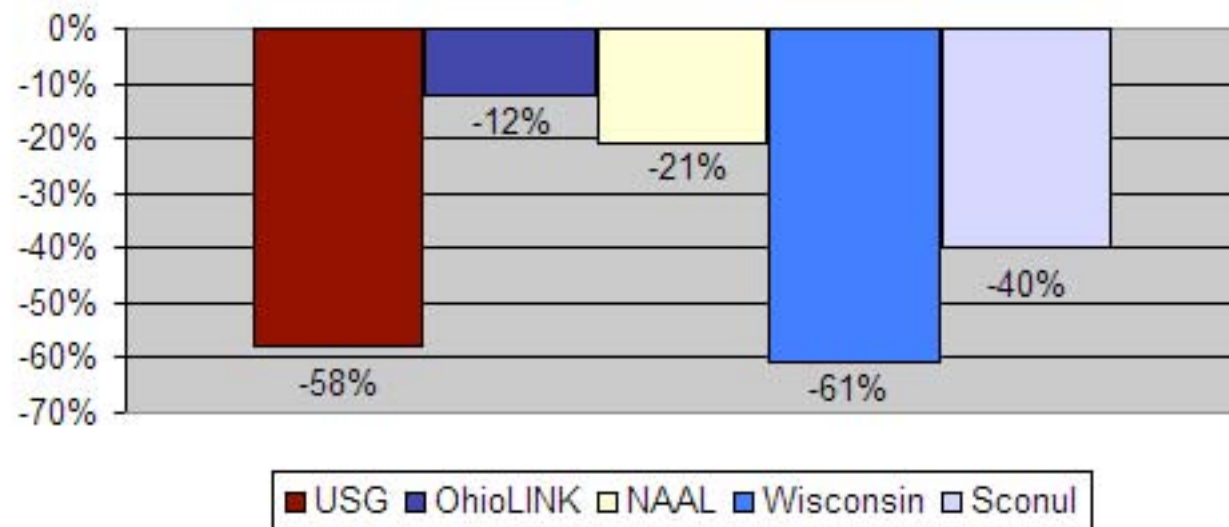
The printed materials I need for my work. (Faculty)



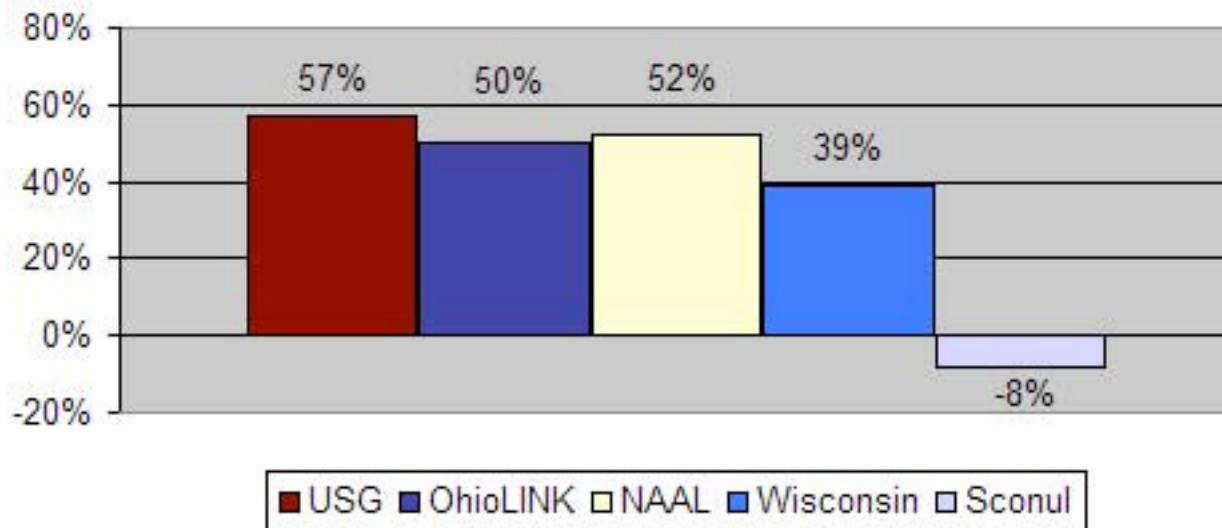
Print or electronic journal collections I require for my work.
(Undergraduates)



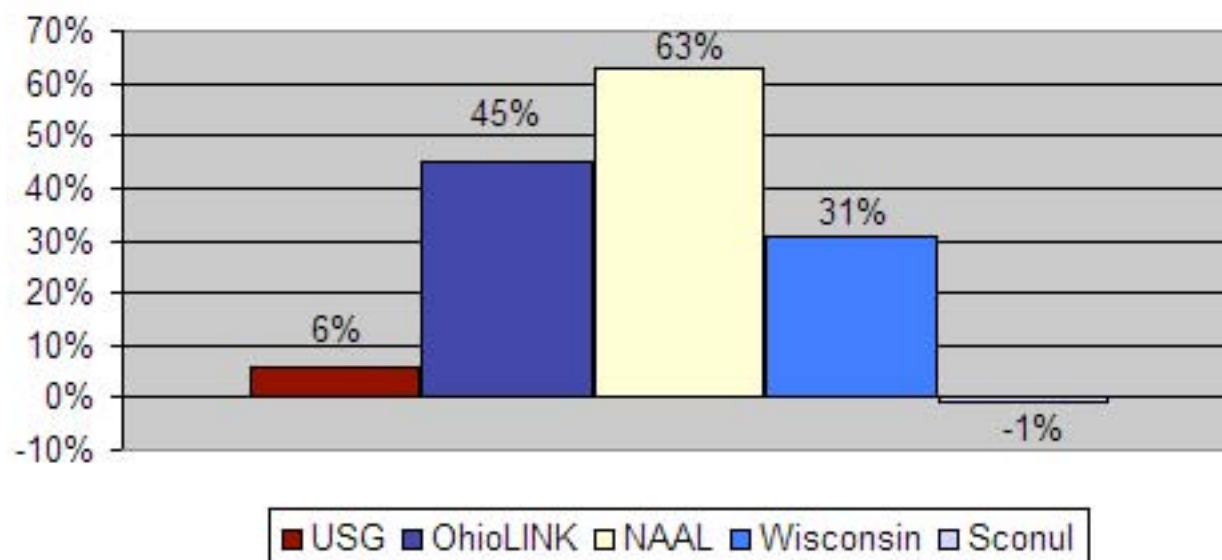
Print or electronic journal collections I require for my work.
(Faculty)



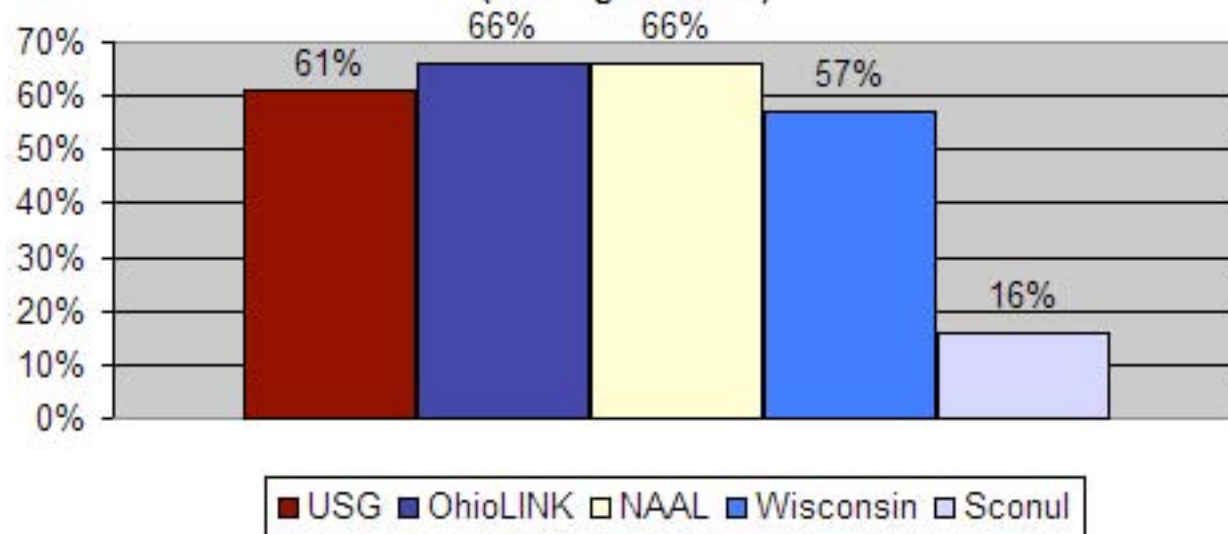
Library space that inspires learning and study.
(Undergraduates)



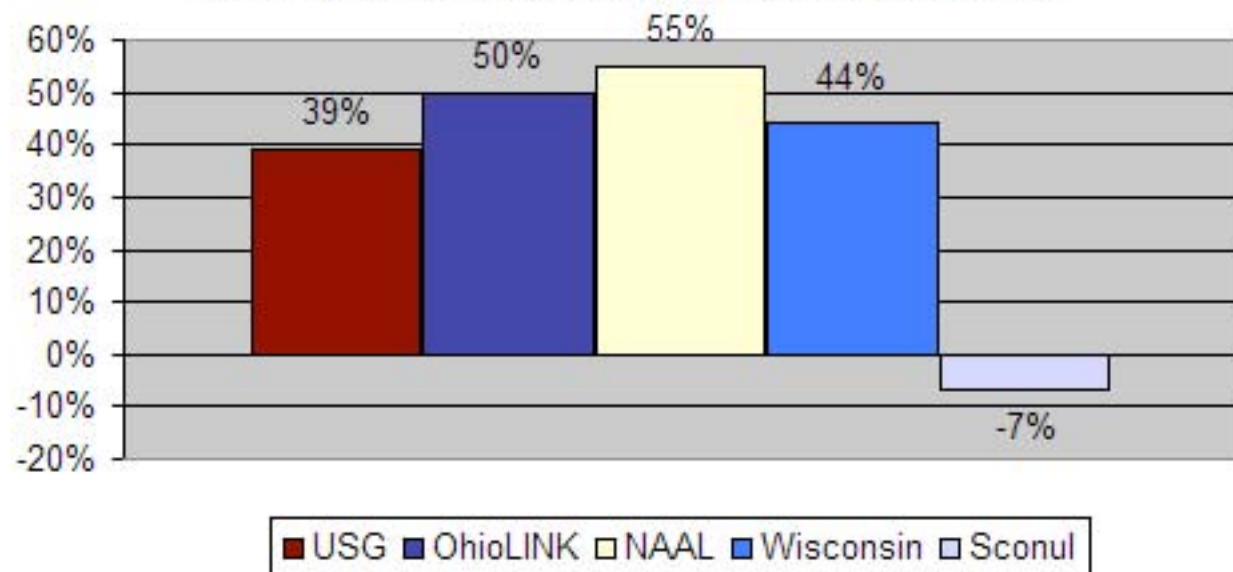
Library space that inspires learning. (Faculty)



Community space for group learning and group study.
(Undergraduates)



Quiet space for individual study. (Undergraduates)



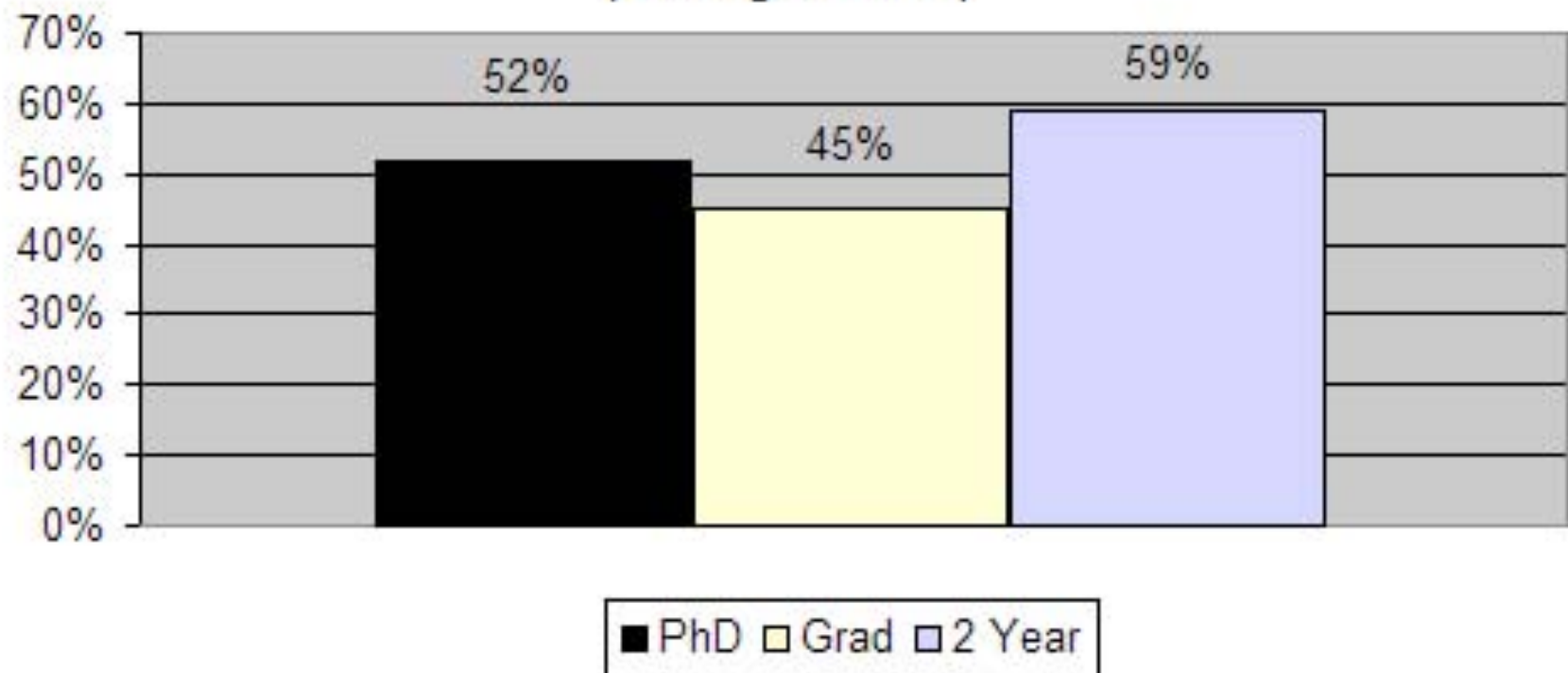
Part 3

Georgia Consortium breakdown by type of institution

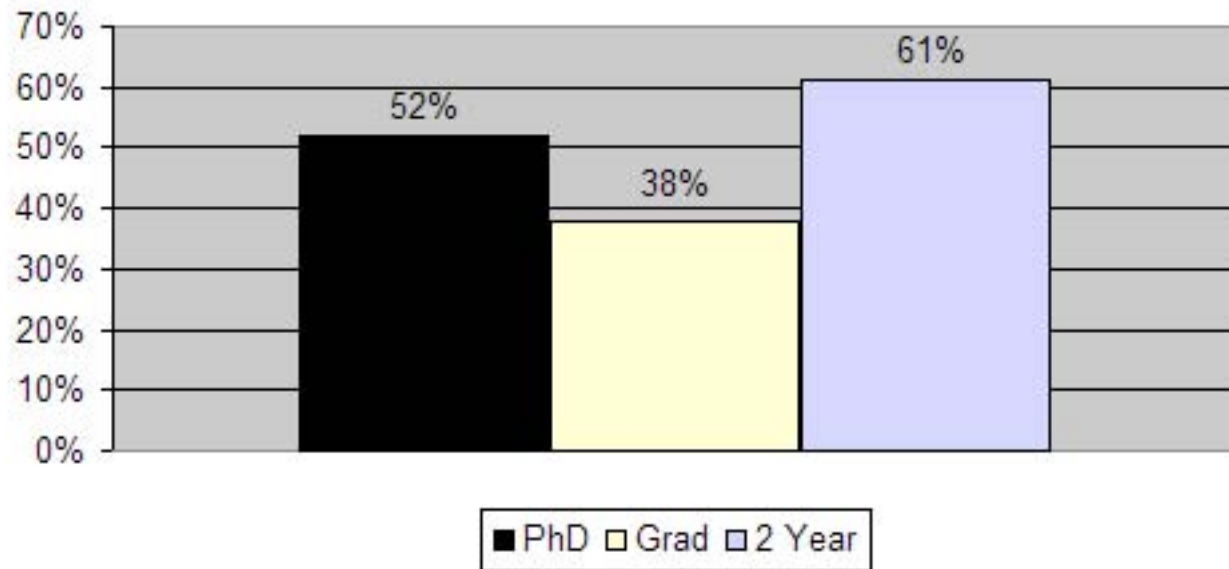
A glance at the USG results by type of institution:

- PhD granting schools (5)
- Graduate degree granting Schools (4)
 - 2 Year Colleges (7)

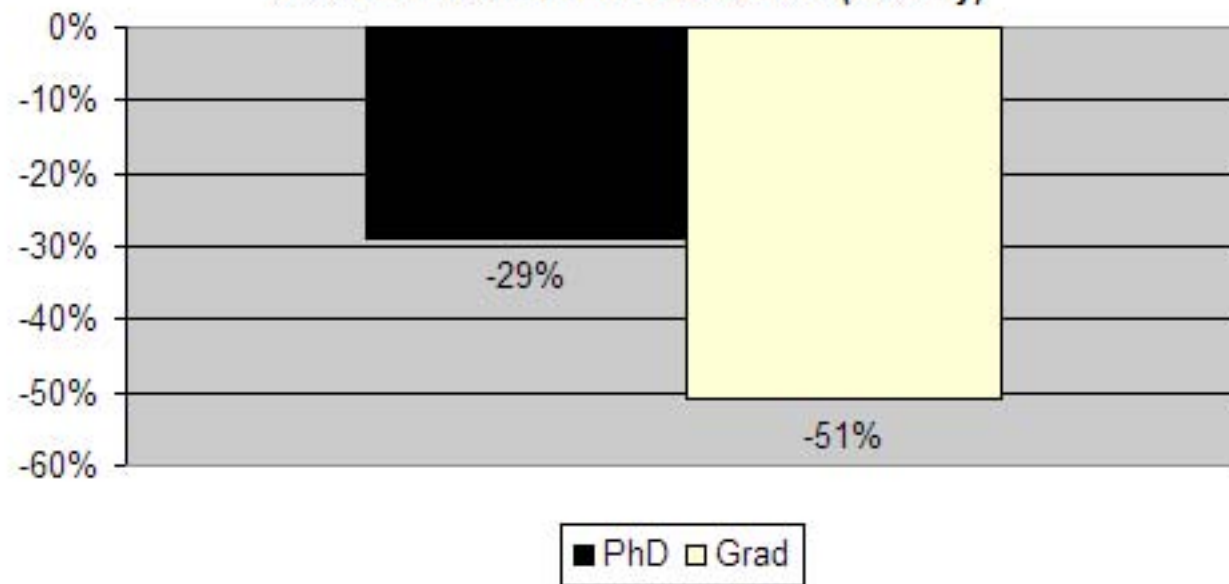
Ga Consortium: General Satisfaction with Public Service. (Undergraduates)



Ga Consortium: Printed Materials (Undergraduates)

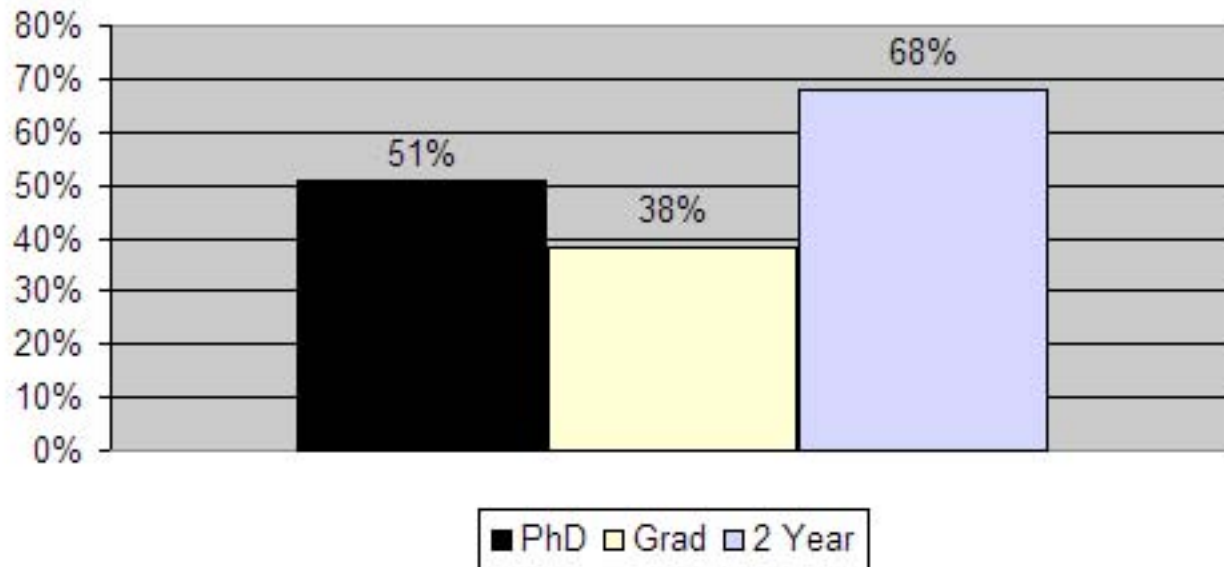


Ga Consortium: Printed Materials (Faculty)

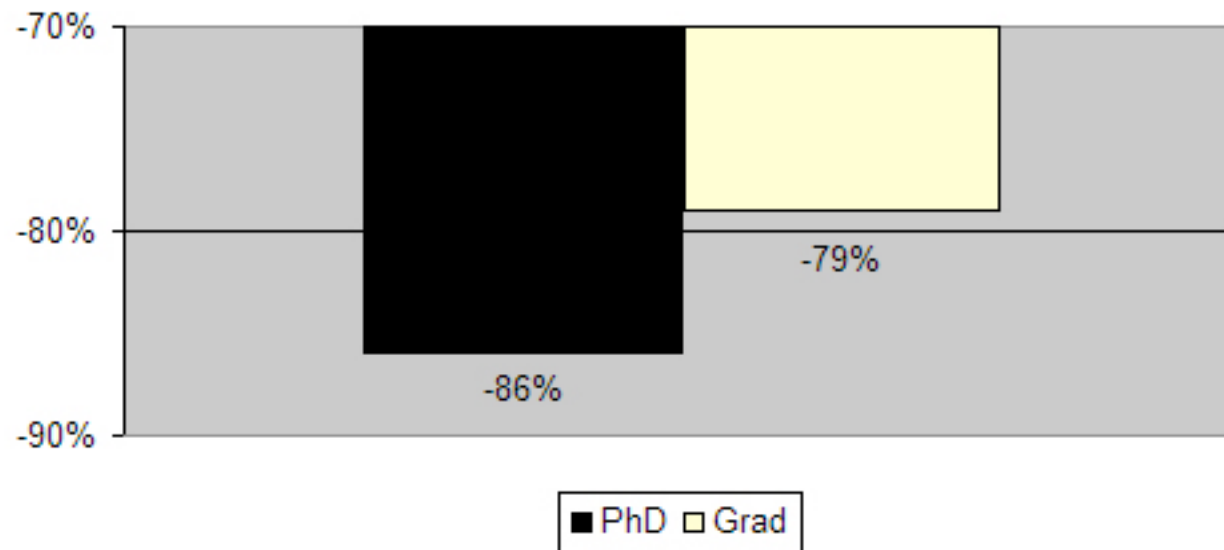


2 Year College Faculty Sample was too small.

Ga Consortium: Journals (Undergraduates)

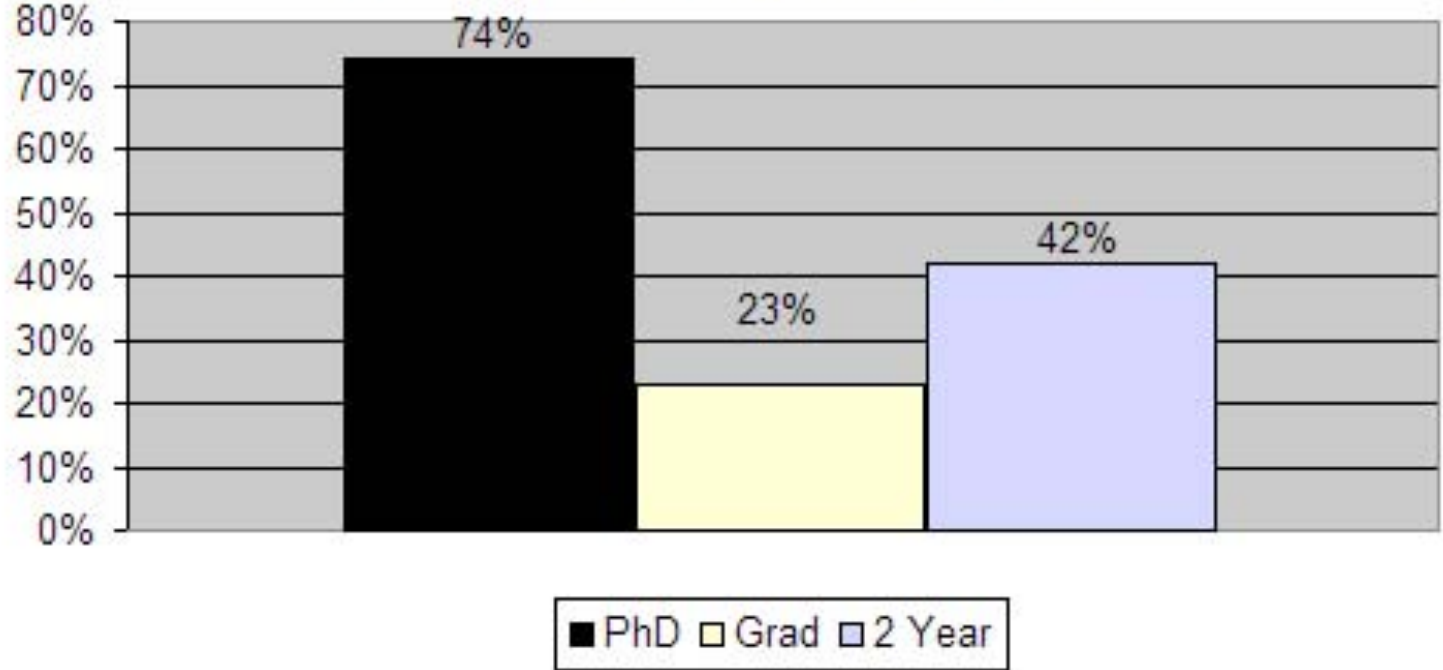


GA Consortium: Journals (Faculty)

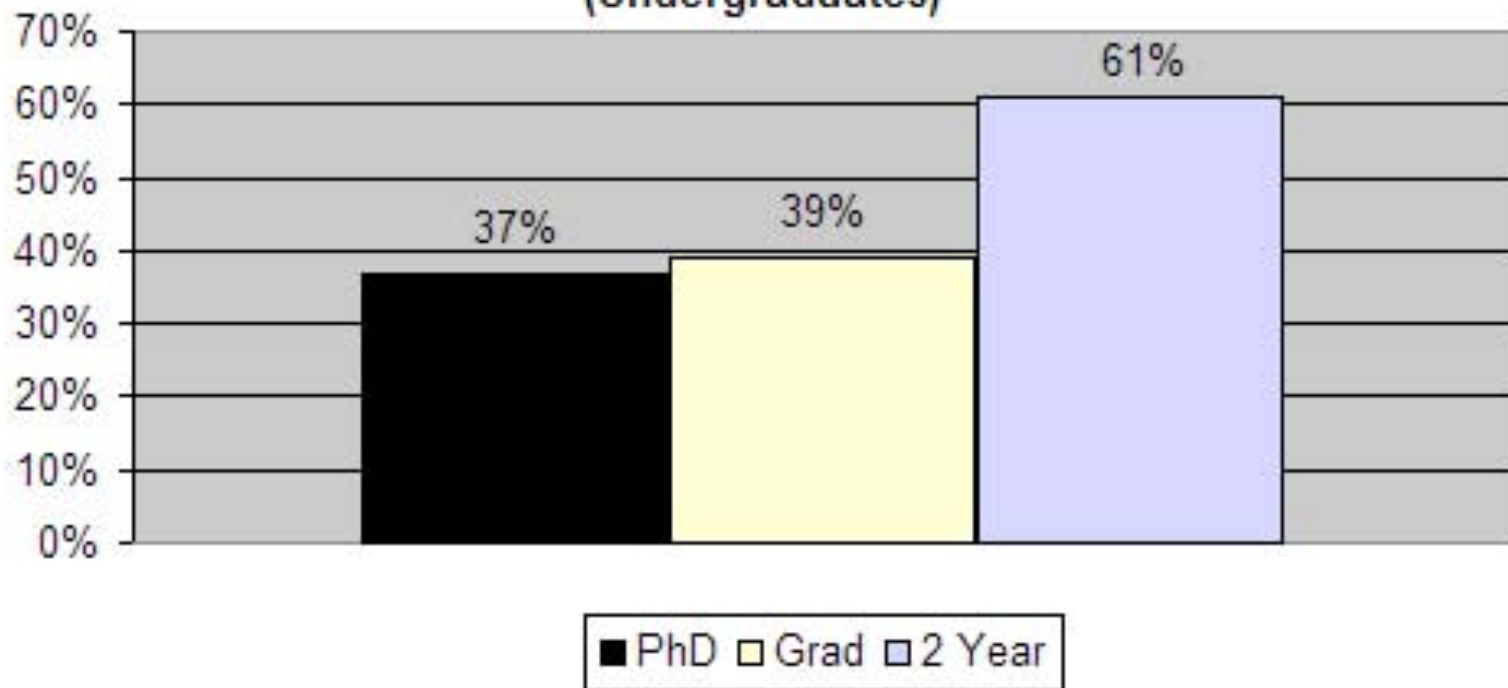


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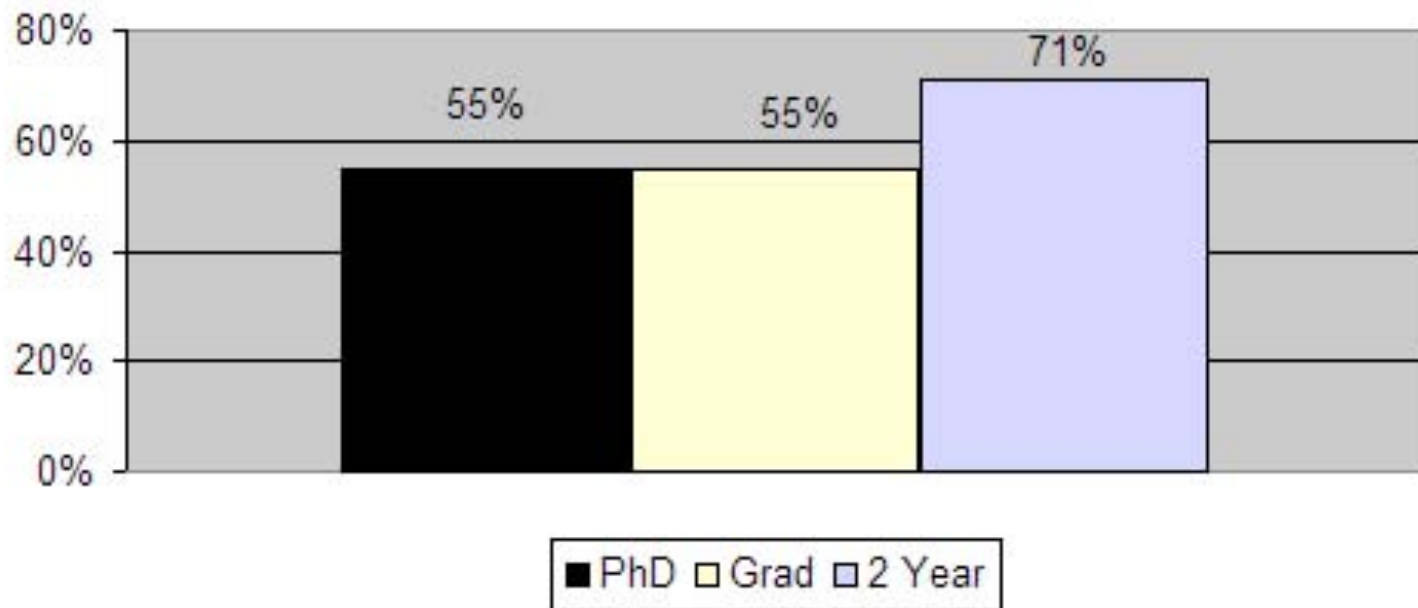
Ga Consortium: Hours (Undergraduates)



Ga Consortium: Ready Access to Computers (Undergraduates)



Ga Consortium: Borrowing Books from other Colleges (Undergraduates)



What's Next?

- Do we want to bring in ARL for a session?
- Do we want to conduct further research?
- Can we brand the Library System specifically for faculty?
- Will the federated search (“Galileo Quick Search”) enable users to navigate resources better?
- Is there a potential political message we can develop from these results?