



Library Service Quality Survey

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.

Please answer all items. Thank you for your participation!

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

For each item, you must EITHER rate the item in all three columns OR identify the item as "N/A" (not applicable). Selecting "N/A" will override all other answers for that item.

When it comes to...	My Minimum Service Level Is					My Desired Service Level Is					Perceived Service Performance Is					N/A			
	Low		High			Low		High			Low		High						
1) Employees who instill confidence in users	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
2) Making electronic resources accessible from my home or office	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
3) Library space that inspires study and learning	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
4) Giving users individual attention	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
5) A library Web site enabling me to locate information on my own	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
6) Access to materials from other libraries (Interlibrary Loan)	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
7) Employees who are consistently courteous	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
8) The printed library materials I need for my work	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
9) Quiet space for individual activities	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
10) Readiness to respond to users' questions	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
11) The electronic information resources I need	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
12) Availability of assistance in addressing issues of copyright and plagiarism	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
13) Employees who have the knowledge to answer user questions	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
14) Availability of assistance to improve my research skills	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
15) A comfortable and inviting location	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
16) Employees who deal with users in a caring fashion	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
17) Modern equipment that lets me easily access needed information	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
18) Library materials available when and where I need them	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
19) Employees who understand the needs of their users	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
20) Easy-to-use access tools that allow me to find things on my own	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
21) A getaway for study, learning, or research	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
22) Willingness to help users	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
23) Making information easily accessible for independent use	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
24) Print and/or electronic journal collections I require for my work	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
25) Community space for group learning and group study	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
26) Reliable mix of technology to help me complete my work	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>
27) Dependability in handling users' service problems	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	<input type="checkbox"/>

Please indicate the degree to which you agree with the following statements:	
28) The library helps me stay abreast of developments in my field(s) of interest.	1 2 3 4 5 6 7 8 9 Strongly Disagree Strongly Agree
29) The library aids my advancement in my academic discipline or work.	1 2 3 4 5 6 7 8 9 Strongly Disagree Strongly Agree
30) The library enables me to be more efficient in my academic pursuits or work.	1 2 3 4 5 6 7 8 9

	Strongly Disagree	Strongly Agree
31) The library helps me distinguish between trustworthy and untrustworthy information.	1 2 3 4 5 6 7 8 9	
	Strongly Disagree	Strongly Agree
32) The library provides me with the information skills I need in my work or study.	1 2 3 4 5 6 7 8 9	
	Strongly Disagree	Strongly Agree
33) In general, I am satisfied with the way in which I am treated at the library.	1 2 3 4 5 6 7 8 9	
	Strongly Disagree	Strongly Agree
34) In general, I am satisfied with library support for my learning, research, and/or teaching needs.	1 2 3 4 5 6 7 8 9	
	Strongly Disagree	Strongly Agree
35) How would you rate the overall quality of the service provided by the library?	1 2 3 4 5 6 7 8 9	
	Extremely Poor	Extremely Good

Please indicate your library usage patterns:	
36) How often do you use resources on library premises?	<input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Never
37) How often do you access library resources through a library Web page?	<input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Never
38) How often do you use Yahoo™, Google™, or non-library gateways for information?	<input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Never

Please answer a few questions about yourself:	
39) The library that you use most often:	<input type="radio"/> Clarion (Carlson) <input type="radio"/> Venango (Suhr) <input type="radio"/> Online only
40) Age:	<input type="radio"/> Under 18 <input type="radio"/> 18 - 22 <input type="radio"/> 23 - 30 <input type="radio"/> 31 - 45 <input type="radio"/> 46 - 65 <input type="radio"/> Over 65
41) Sex:	<input type="radio"/> Female <input type="radio"/> Male
42) Discipline:	<input type="radio"/> Biological Sciences <input type="radio"/> Business Administration (All majors) <input type="radio"/> Communication Science & Disorders <input type="radio"/> Computer/Information Science <input type="radio"/> Criminal Justice <input type="radio"/> Education/Human Services <input type="radio"/> Engineering/Industrial Technology <input type="radio"/> English <input type="radio"/> Environmental Sciences

- History
- Liberal Arts/Studies
- Library Science
- Mass Media Arts, Journalism, & Communications
- Mathematics
- Modern Languages
- Nursing and Allied Health
- Other
- Physical Sciences/Chemistry
- Political Science, Sociology, Philosophy
- Psychology
- Social Sciences
- Undecided
- Visual/Performing Arts

43) Position: (Select 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 Professor
- Associate Professor
- Assistant Professor
- Lecturer
- Adjunct Faculty
- Other Academic Status
- Library Staff
- Administrator
- Manager, Head of Unit
- Public Services
- Systems
- Technical Services
- Other
- Staff Research Staff
- Other Staff Positions

44) Please enter any comments about library services in the box below:

45) Enter your e-mail address if you would like to enter an optional drawing for a prize. Your e-mail

address will be kept confidential and will not be linked to your survey responses. (Not Required)

Thank you for participating in this library service quality survey!