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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
4) Giving users individual attention	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
6) 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		1 2 3 4 5 6 7 8 9		☐ N/A
7) Employees who are consistently courteous	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
9) Quiet space for individual activities	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
14) 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		1 2 3 4 5 6 7 8 9		☐ N/A
15) A comfortable and inviting location	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
22) Willingness to help users	1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A
26) 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		1 2 3 4 5 6 7 8 9		☐ N/A
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		1 2 3 4 5 6 7 8 9		☐ N/A

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?

- ○ Daily
- ○ Weekly
- ○ Monthly
- ○ Quarterly
- ○ Never

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

- ○ Daily
- ○ Weekly
- ○ Monthly
- ○ Quarterly
- ○ Never

38) How often do you use Yahoo^{TM}, Google^{TM}, or non-library gateways for information?

- ○ Daily
- ○ Weekly
- ○ Monthly
- ○ Quarterly
- ○ Never

Please answer a few questions about yourself:

39) The library that you use most often:

- ○ Clarion (Carlson)
- ○ Venango (Suhr)
- ○ Online only

40) Age:

- ○ Under 18
- ○ 18 - 22
- ○ 23 - 30
- ○ 31 - 45
- ○ 46 - 65
- ○ Over 65

41) Full or part-time student?

- ○ Full-time
- ○ Part-time
- ○ Does not apply / NA

42) Discipline:

- ○ Applied Technology/Engineering
- ○ Art/Theatre/Music
- ○ Athletic Training
- ○ Biological Sciences
- ○ Business Administration (All majors)
- ○ Communication
- ○ Computer Information Science
- ○ Counseling/Rehabilitation & Human Services
- ○ Criminal Justice/Paralegal
- ○ Education (All majors)
- ○ English/Modern Languages
- ○ Geo Sciences
- ○ History
- ○ Liberal Arts/Associate Studies
- ○ Library Science
- ○ Mathematics
- ○ Military Science-ROTC
- ○ Nursing/Allied Health
- ○ Other
- ○ Physical Sciences/Chemistry
- ○ Political Science/Sociology/Philosophy
- ○ Psychology
- ○ Social Sciences
- ○ Speech Pathology/Communication Science & Disorders
- ○ Sport Management/Nutrition
- ○ Undecided

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
- ○ Instructor/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!