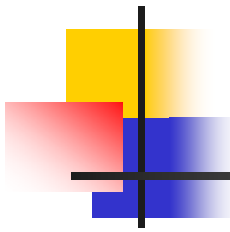




LibQual+ Survey Spring 2005

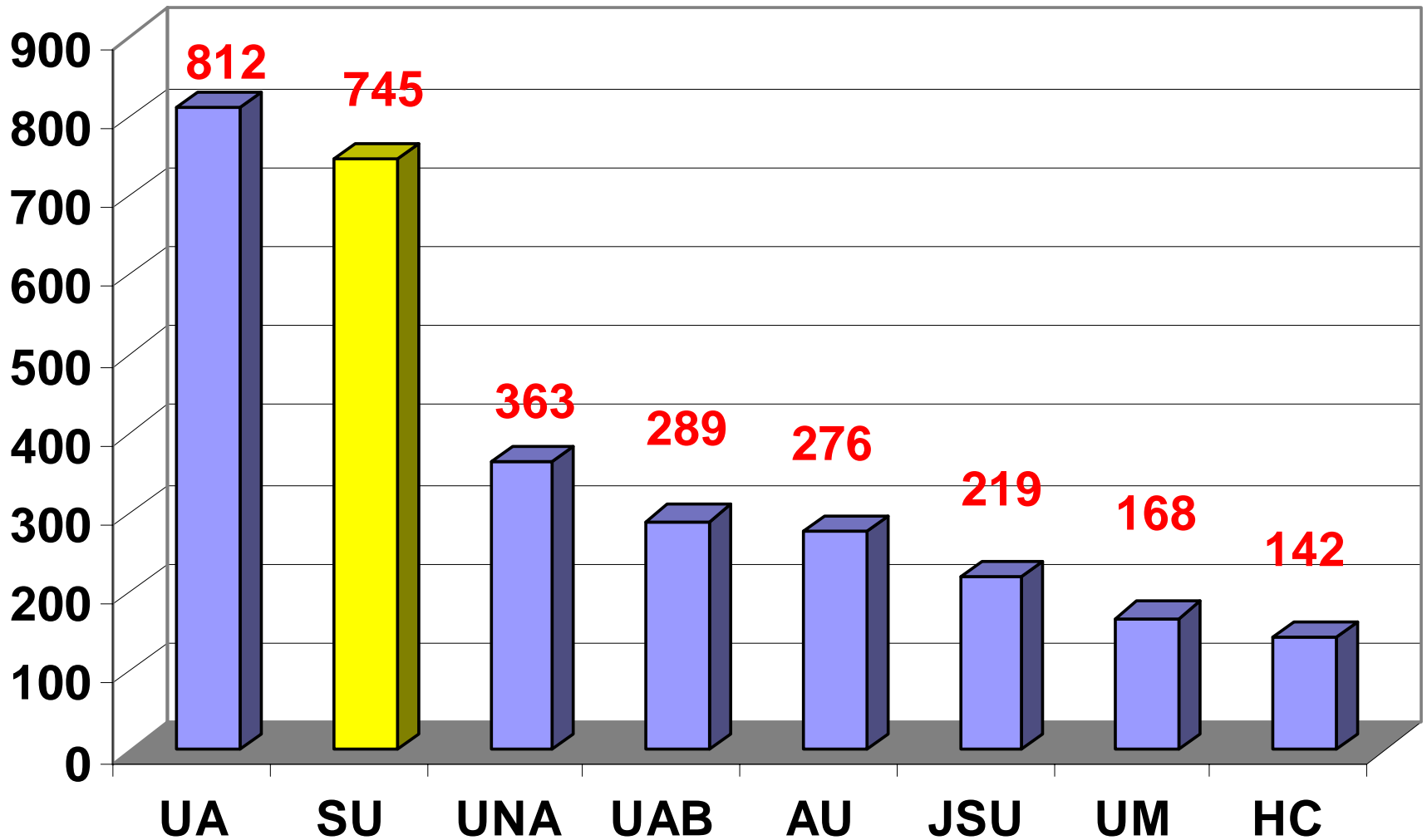
Faculty Response



LibQual+ Survey

- Association of Research Libraries
Texas A&M University
- 255 participating universities
 - 161 American College and Universities
- 8 Alabama academic libraries

Network of Alabama Academic Libraries

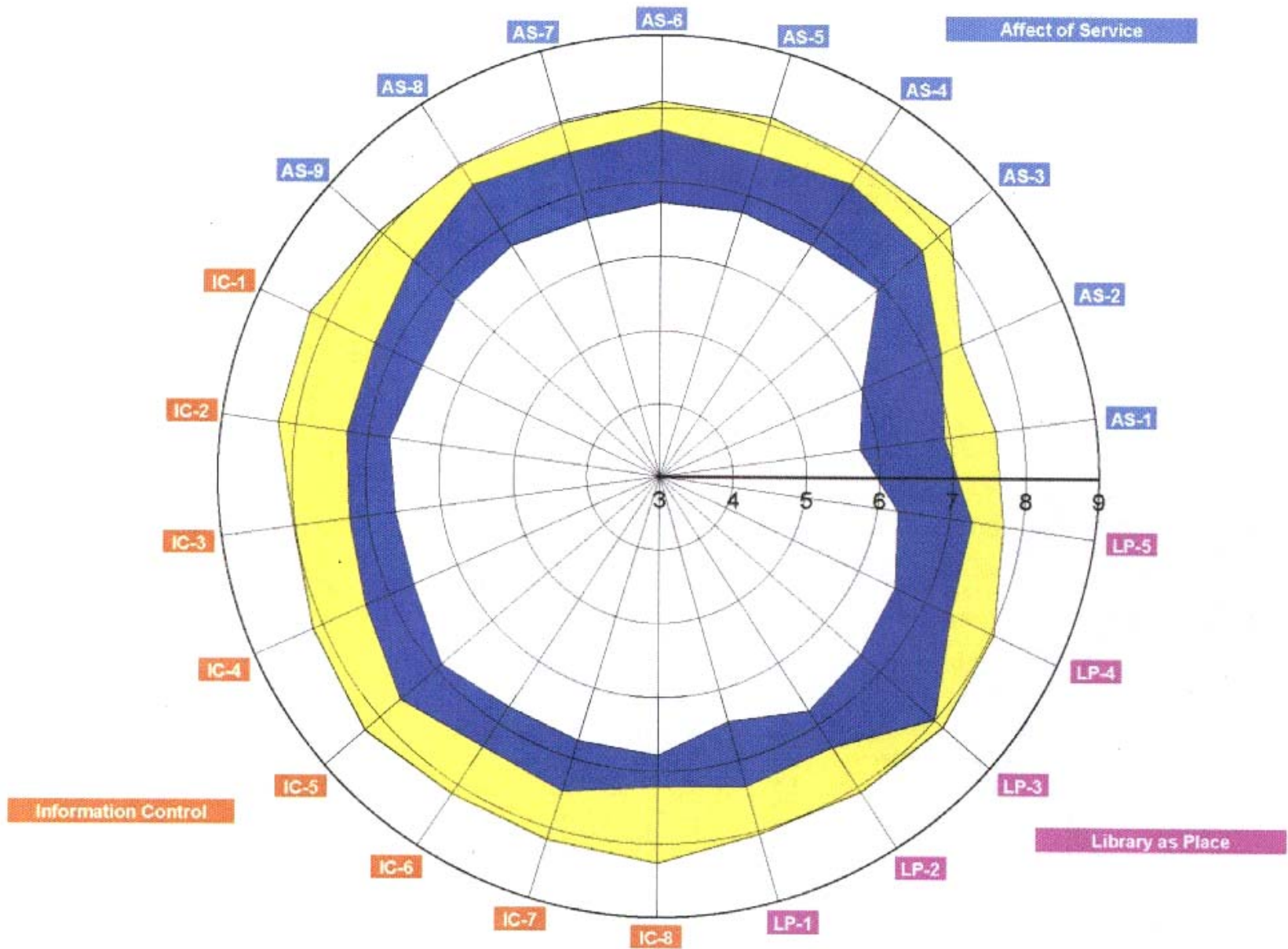


When it comes to...		My Minimum Service Level Is		My Desired Service Level Is		Perceived Service Performance Is		N/A												
		<i>low</i>	<i>high</i>	<i>low</i>	<i>high</i>	<i>low</i>	<i>high</i>													
1)	Employees who instill confidence in users	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
2)	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	N/A
3)	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	N/A
4)	Readiness to respond to users' questions	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
5)	Quiet space for individual activities	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
6)	Convenient access to library collections	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
7)	Willingness to help users	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
8)	Convenient service hours	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
9)	A comfortable and inviting location	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
10)	Dependability in handling users' service problems	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A

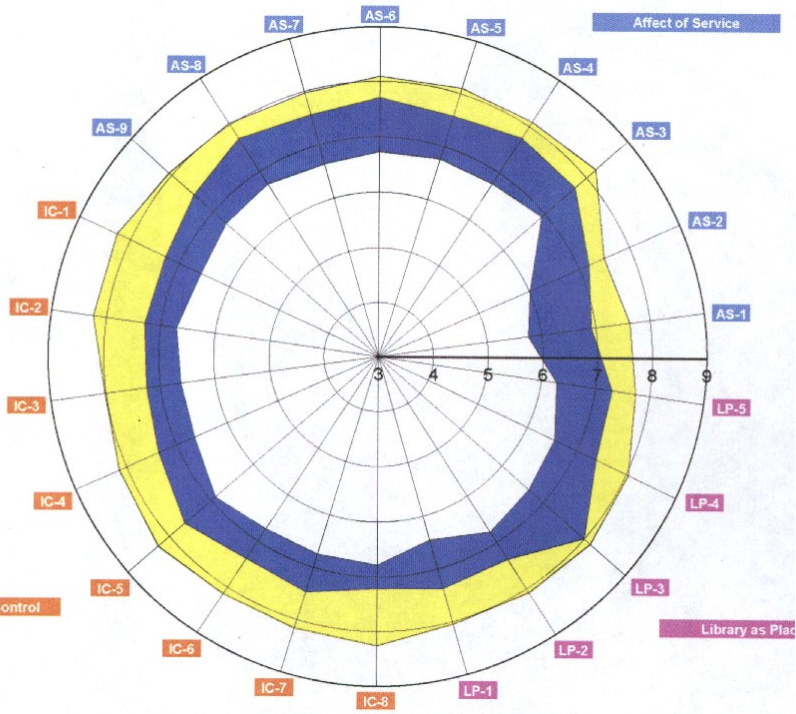


Results divided into 3 categories

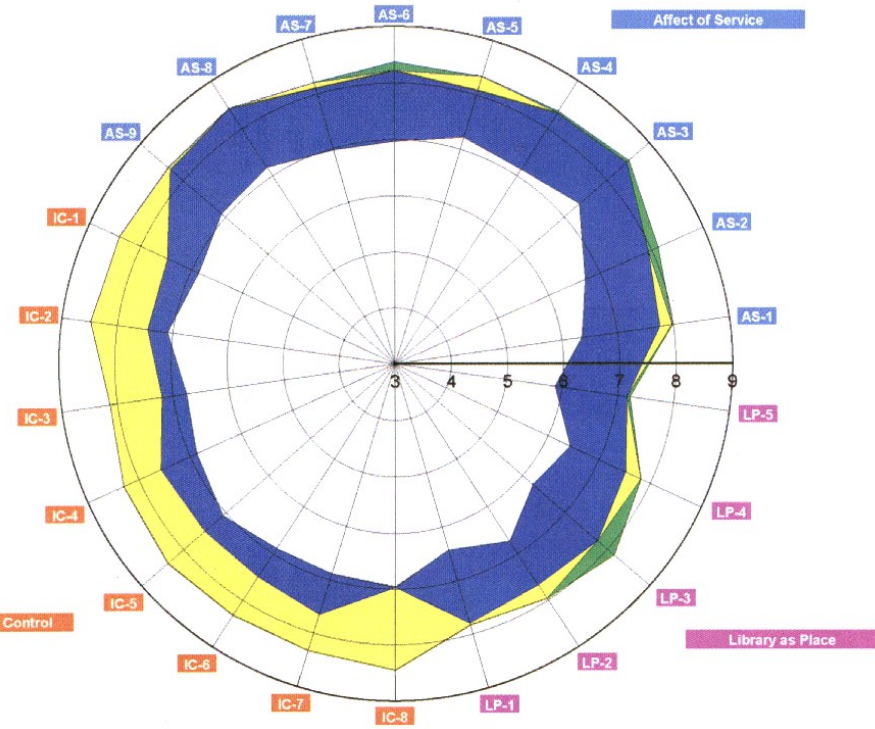
- Affect of Service
- Information Control
- Library as Place



Samford



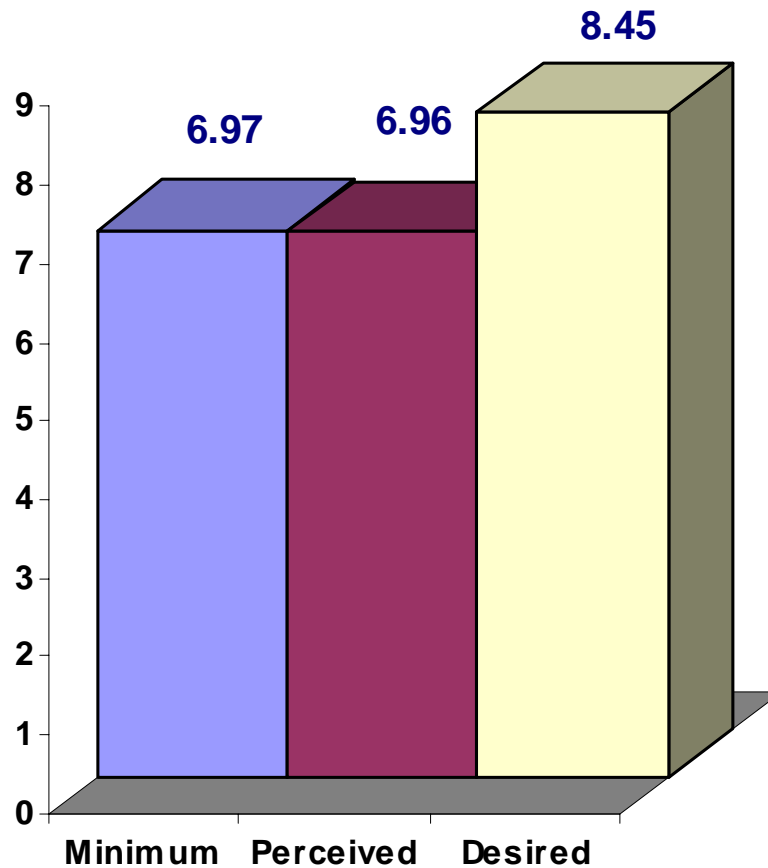
Samford Faculty



Information Control



Print and/or electronic journal collections I require for my work.





Easy Answers

- People always want more resources.
- Administration needs to increase funding.

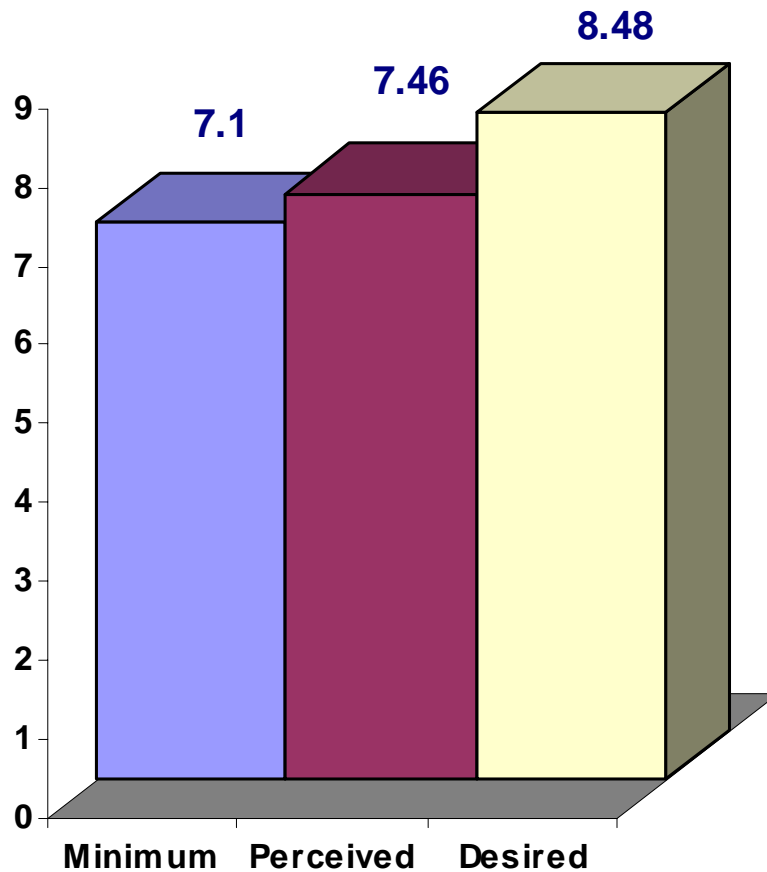
2001-2005 % Journals Cost Change

Biology	37%
Chemistry	34%
Health Sciences	38%
Physics	35%

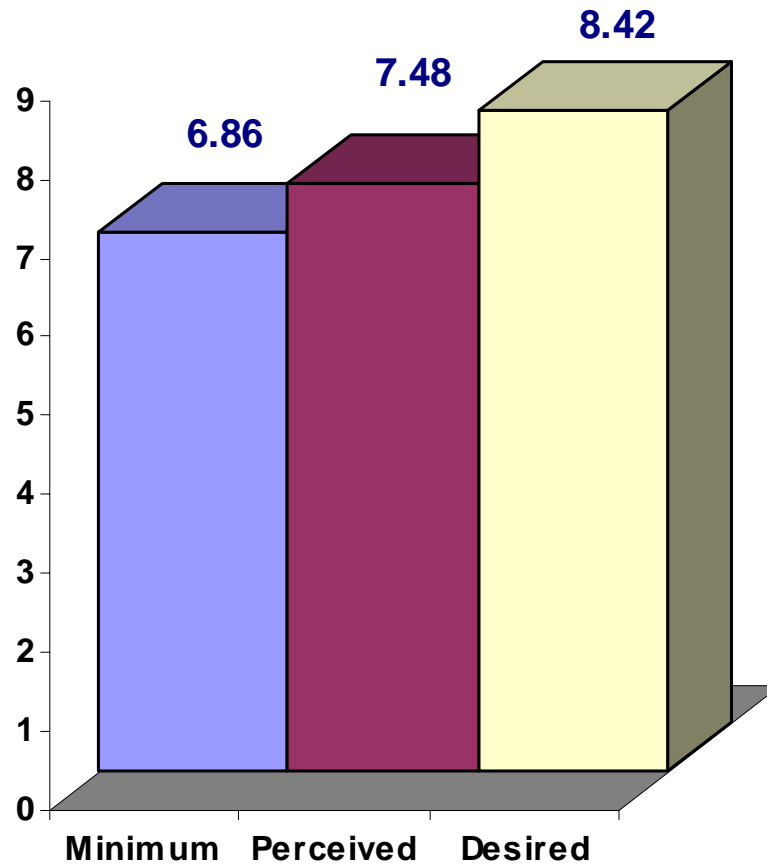
2001-2005 % Journals Cost Change

Business/Economics	43%
Education	41%
History	42%
Music	49%
Philosophy/Religion	41%
Psychology	39%

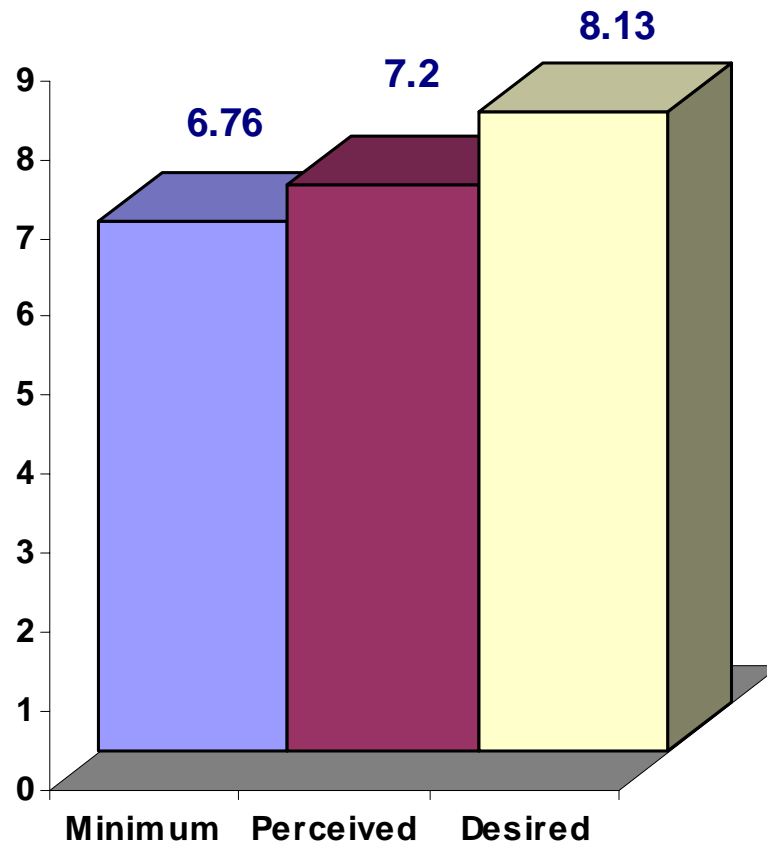
A library web site enabling me to locate information on my own.



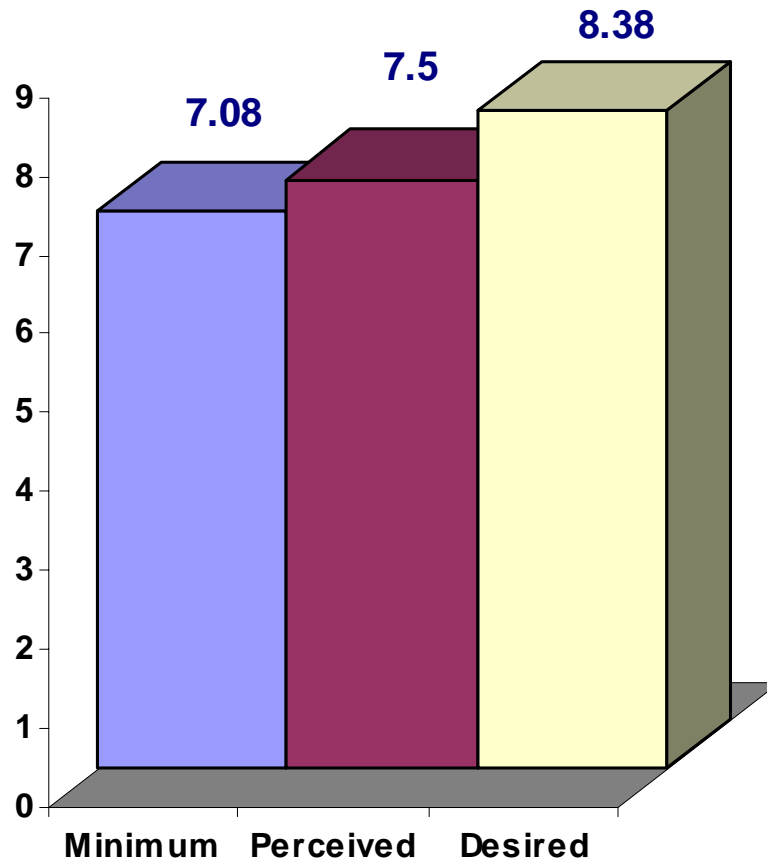
Making electronic resources accessible from my home or office.



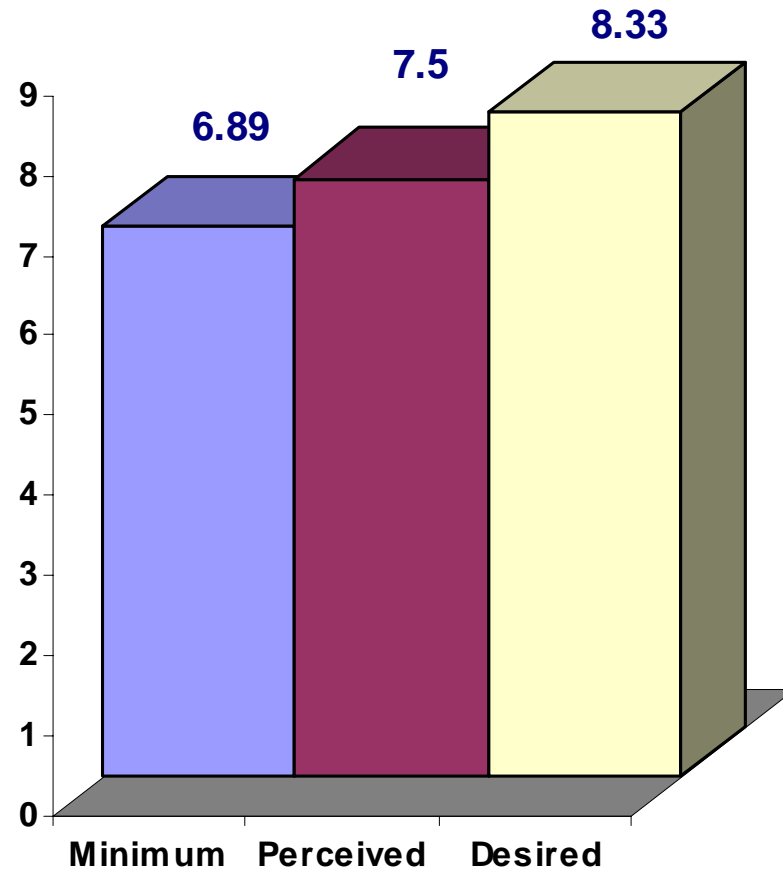
Printed library materials I need for my work.



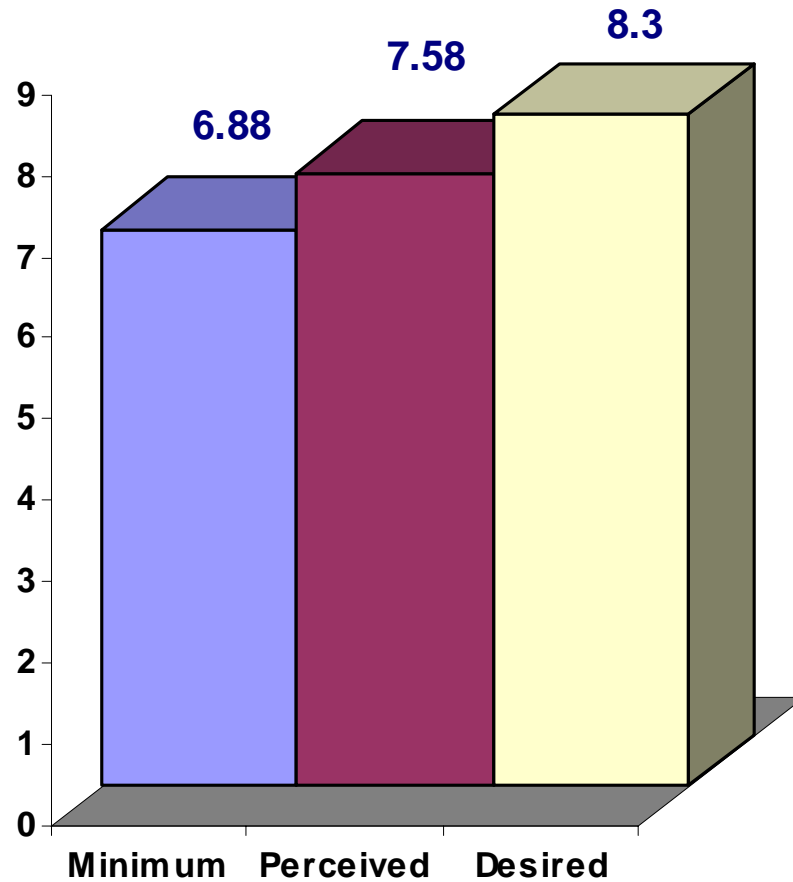
Modern equipment that lets me easily access needed information.



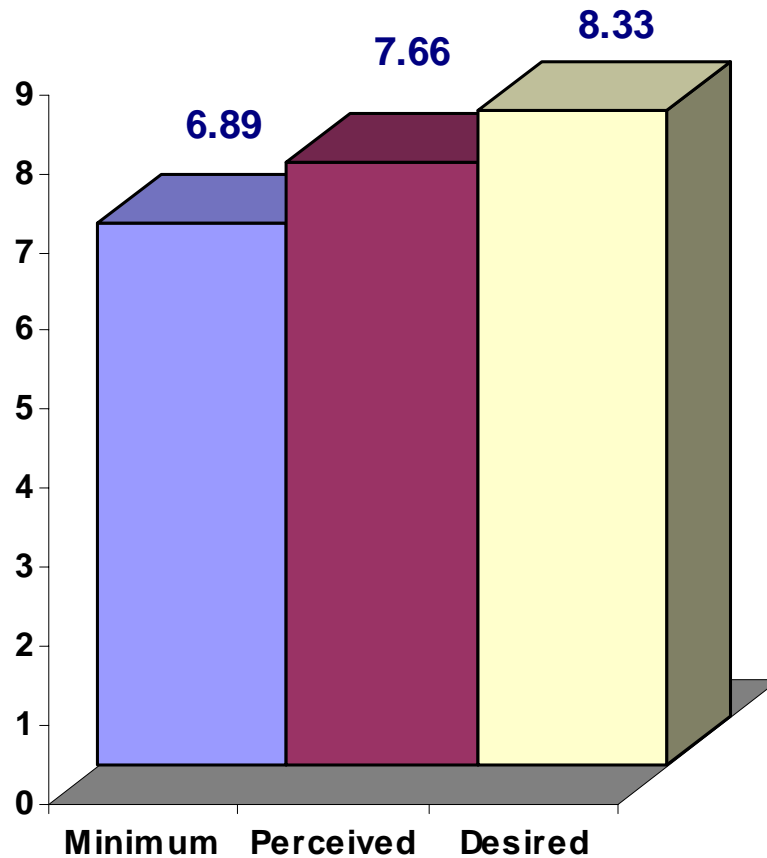
Easy to use access tools that allow me to find things on my own.



Electronic information resources I need.



Making information easily accessible for independent use.

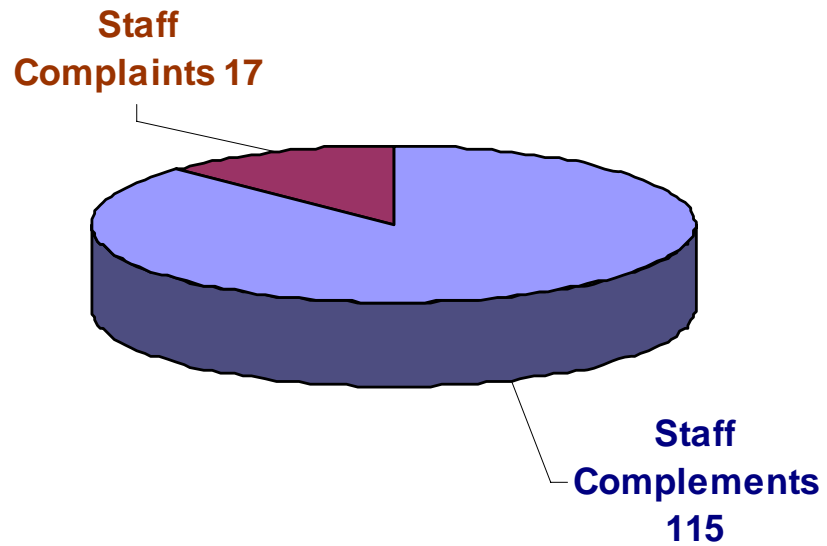




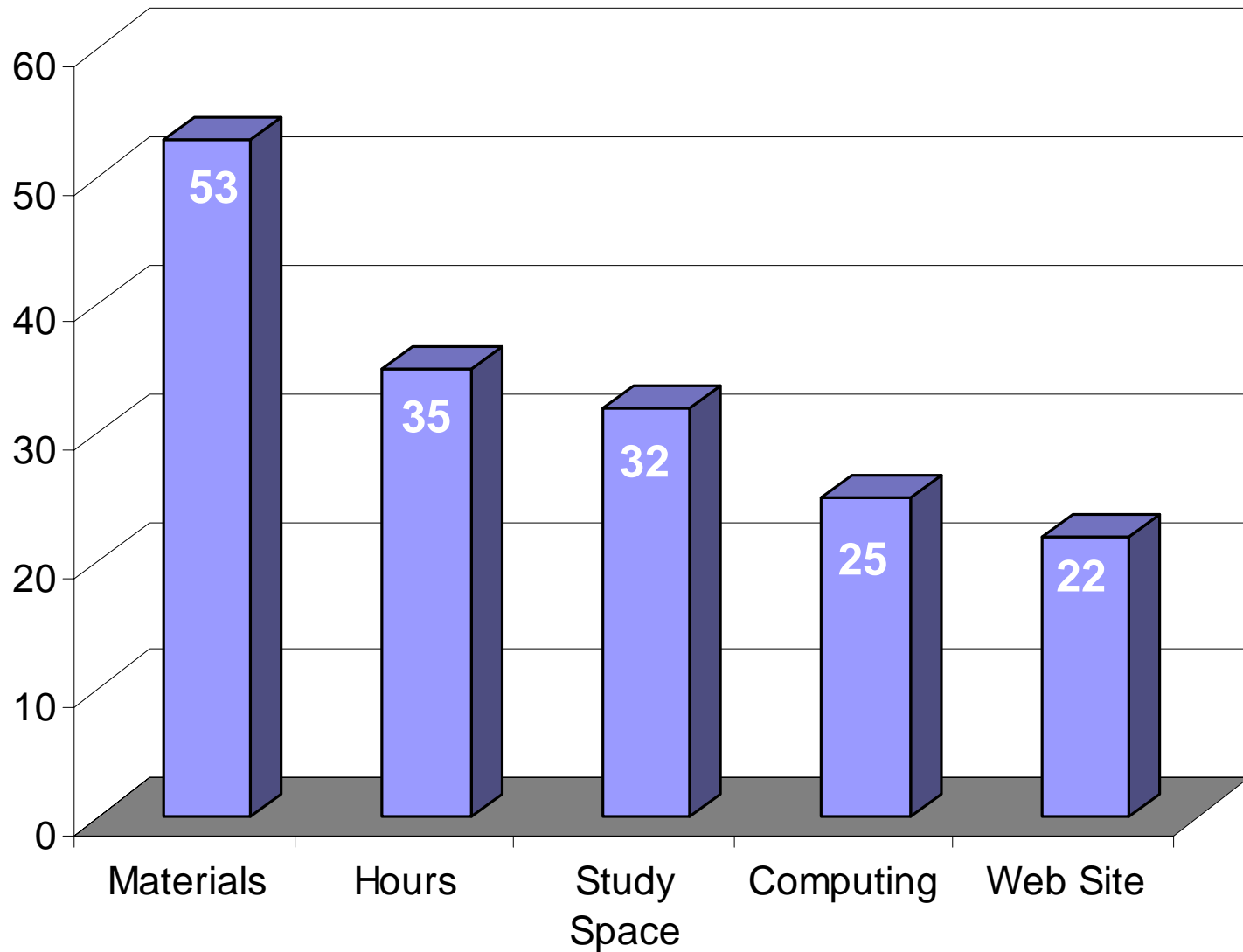
Written Comments

351 Total

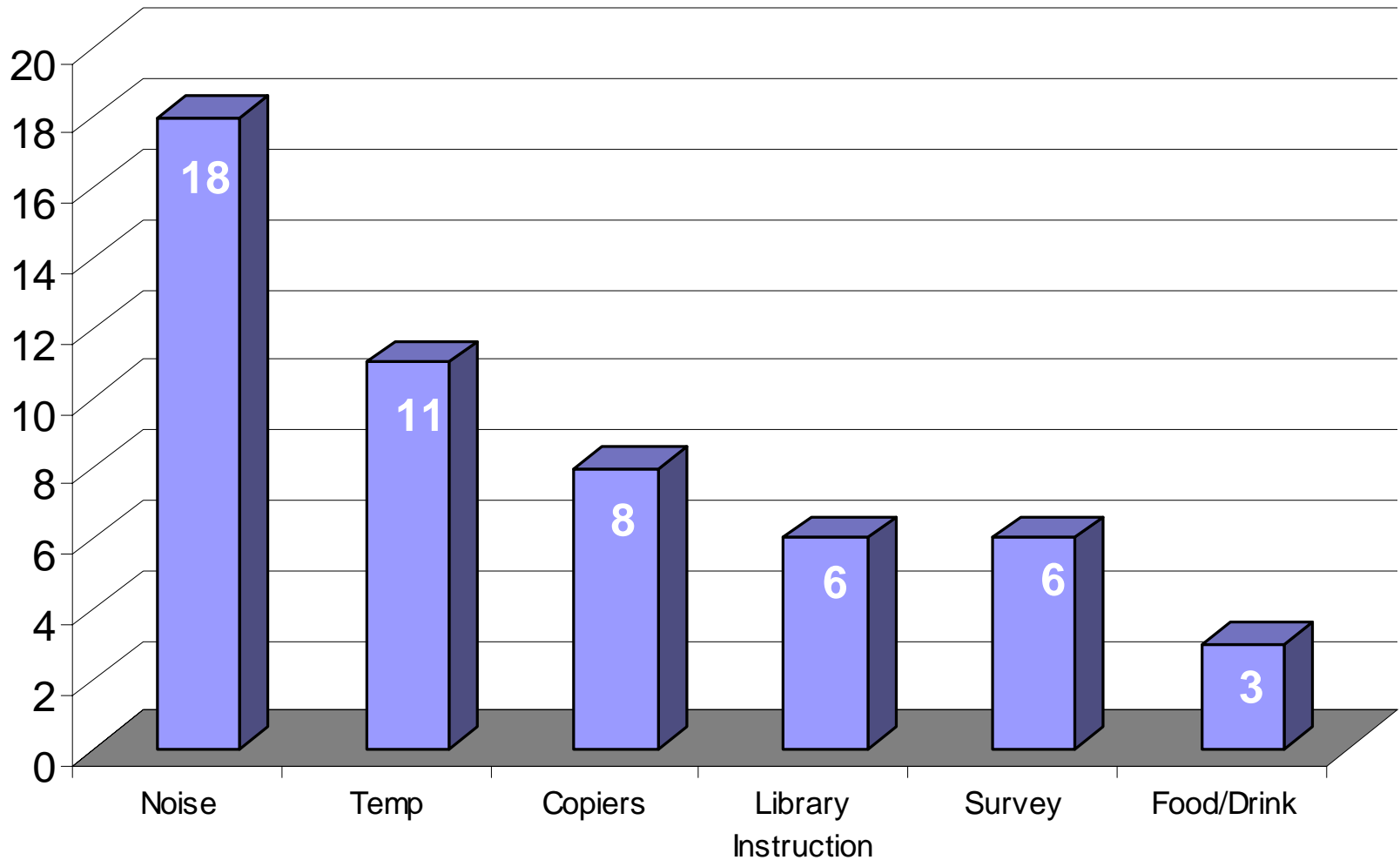
Written Comments 132



Written Comments - 219



Written Comments





2005 vs. 2003

- Study rooms
- Increased materials
- Web page
- Electronic Resources