

LibQUAL+ Results 2006 Boston College Faculty

144 Respondents

Highest number of respondents from Humanities (38.19%) followed by Business/Management (12.50%); Science/Math and Science/Psychology both (9.72%); Education (8.33%)

Top Desires (highest desired means):

- Making electronic resources available from my home or office
- Print or e-journal collections I need for my work
- The electronic information resources that I need
- A library Web site enabling me to locate information on my own
- Making information easily accessible for independent use
- Employees who have the knowledge to answer user questions

Areas of satisfaction (smallest gap between perceived and desired mean):

- Employees who deal with users in a caring fashion
- Employees who are consistently courteous
- Giving users individual attention
- A comfortable and inviting location
- Employees' willingness to help users

Principle Areas Where Faculty Perceive Libraries Greatly Exceed Minimum Expectations (largest adequacy mean):

- Employees who deal with users in a caring fashion
- Employees who instill confidence in users
- Giving users individual attention
- Employees who are consistently courteous
- Willingness to help users
- A comfortable and inviting location

Areas needing Improvement (greatest gap between perceived and desired)

- Print and/or electronic journal collections I need for my work
- The printed materials I need for my work
- A Library Web site enabling me to locate things on my own
- The electronic information resources I need
- Making electronic resources available from my home or office

Areas Where Faculty perceive the Libraries fail to Meet their Minimum Expectations

- Print and/or electronic collections I need for my work

General Satisfaction Questions - rated on a scale of 1-9 where 1 is strongly disagree and 9 is strongly agree or 1 is extremely poor and 9 is extremely good.

In general I am satisfied with the way I am treated at the library. **Boston College Libraries 7.87 AJCU Libraries 7.88**

In general, I am satisfied with library support for my learning, research, and/or teaching needs. **Boston College Libraries 7.44 AJCU Libraries 7.01**

How would you rate the overall quality of the service provided by the libraries? **Boston College Libraries 7.61 AJCU Libraries 7.41**

AJCU Questions

Top Desires

- The library collection provides information resources reflecting diverse points of view
- The library provides access to archival materials (documents, manuscripts, and photographs)
- The library program teaches me how to access, evaluate, and use information

Area where faculty members perceive the library greatly exceeds minimum expectations

- The library staff reflects and promotes the Jesuit ideals of social justice and respect for all persons (in the green on this one!) minimum 5.82 desired 6.78 perceived 7.13

Areas needing improvement

- The library collection provides information resources reflecting diverse points of view
- The library provides access to archival materials (documents, manuscripts, and photographs)