

LibQUAL+ Results 2006 Boston College Graduate Students

150 respondents

Highest number of respondents from Humanities (22%); followed closely by Education (19.33%) and Business (14%); Social Sciences/Psychology (10%)

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 resources that I need
- Modern equipment that lets me easily access needed information
- Easy to use access tools that allow me to find things on my own

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

- Giving users individual attention
- Readiness to respond to users questions
- Employees' willingness to help users
- Employees who deal with users in a caring fashion
- Employees who are consistently courteous
- Employees who instill confidence in users

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

- Employees who instill confidence in users
- Giving users individual attention
- Employees who deal with users in a caring fashion
- Employees' willingness to help users
- Employees who are consistently courteous

Areas needing Improvement (greatest gap between perceived and desired)

- Library space that inspires study and learning
- A getaway for study, learning or research
- Quiet space for individual activities
- A comfortable and inviting location
- The electronic information resources I need for my work
- Easy-to-use access tools that allow me to find things on my own
- Making e-resources available from my home or office

Areas Where Graduate Students perceive the Libraries fail to Meet their Minimum Expectations

- None

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 7.74; AJCU Libraries 7.44

In general, I am satisfied with library support for my learning, research, and/or teaching needs. Boston College Libraries 7.44; AJCU Libraries 7.05

How would you rate the overall quality of the service provided by the libraries? Boston College Libraries 7.53; AJCU 7.17

AJCU Questions

Top Desires

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

Area where graduate students perceive the library greatly exceeds minimum expectations

- The 24/7 live chat service provides information assistance when and where I need it (lowest expectation area or minimum mean - 5.81)

Areas needing improvement

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