

LibQUAL+ Results Boston College Staff 2006

40 respondents

Top Desires (highest desired means)

- Employees who are consistently courteous.
- The Electronic Resources I need.
- Making electronic resources accessible from my home or office
- Readiness to respond to user's questions.
- Employees who have the knowledge to answer my questions.

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

- Community space for group learning and group study.
- A comfortable and inviting location
- Employees who deal with users in a caring fashion.
- Quiet space for individual activities.
- Employees who are consistently courteous.

Principle Areas Where Staff Perceive Libraries Greatly Exceed Minimum Expectations (perceived higher than minimum or target adequacy mean)

- Employees who instill confidence in users.
- Giving users individual attention.
- Community space for group learning and group study.
- A getaway for study, learning, and research.
- Employees who are consistently courteous.

Areas needing Improvement (greatest gap between perceived and desired).

- Print and/or journal collections I require for my work.
- A library web site enabling me to locate information on my own.
- Making electronic resources accessible from my home or office.
- The electronic information resources I need.
- Library space that inspires studying and learning.

Areas where staff members perceive the libraries fail to meet their minimum expectations

- The printed library materials I need for my work.
- Making information easily accessible for independent use.
- Print and/or electronic journals I require 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 7.68 AJCU Libraries 7.73**

In general, I am satisfied with library support for my learning, research, and/or teaching needs. **Boston College Libraries 7.05 AJCU Libraries 7.21**

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

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 staff members perceive the library greatly exceeds minimum expectations

The library program teaches me how to access, evaluate, and use information

Areas needing improvement

- The library collection provides information resources reflecting diverse points of view
- The 24 by 7 live chat service provides information assistance when and where I need it