

LibQUAL+ Results 2006 Boston College Undergraduate Students

111 respondents

Highest number of respondents from Social Sciences/Psychology (19.82%) and Business/Management (15.32%); Humanities (12.61%); followed closely by Science/Math (11.71%)

Top Desires (highest desired means):

- A getaway for study, learning and research
- Print or e-journal collections I need for my work
- Modern equipment that lets me easily access needed information
- Making electronic resources available from my home or office
- Easy to use access tools that allow me to find things on my own

Top 2 tied

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

- Employees' willingness to help users
- Employees who understand the needs of users
- Readiness to respond to users questions
- Employees who have the knowledge to answer users' questions
- Employees who are consistently courteous
- Employees who deal with users in a caring fashion

Principle Areas Where Undergraduates Perceive Libraries Greatly Exceed Minimum Expectations (perceived higher than minimum or largest 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

Areas needing Improvement (greatest gap between perceived and desired)

- Community space for group learning
- Library space that inspires study and learning
- Employees who instill confidence in users
- Easy-to-use access tools that allow me to find things on my own
- Making electronic resources available from my home or office

Areas Where Undergraduate 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 7.60 AJCU Libraries 7.43

In general, I am satisfied with library support for my learning, research, and/or teaching needs. Boston College Libraries 7.40 AJCU Libraries 7.04

How would you rate the overall quality of the service provided by the libraries? Boston College Libraries 7.39 AJCU Libraries 7.18

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 undergraduates perceive the library greatly exceeds minimum expectations

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

Areas needing improvement

- The library provides access to archival materials (documents, manuscripts, and photographs)
- The 24/7 live chat service provides information assistance when and where I need it (minimum desired mean for this was only 4.80)