

LibQUAL+ Results 2010 for Boston College Faculty

148 Respondents: Highest number of respondents from Humanities (37.16%), followed by Business/Management (15.54%), Social Science/Psychology (12.16%), Science/Math (9.46%), and Education (8.11%)

Top Desires (highest desired means):

- Making electronic resources available from my home or office
- A library website enabling me to locate information on my own
- Print and/or electronic journal collections I require for my work
- Employees who are consistently courteous
- Employees who instill confidence in users
- The electronic information resources I need

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

- Community space for group learning and group study
- Giving users individual attention
- Employees who deal with users in a caring fashion
- Readiness to respond to users' questions
- Willingness to help users
- Employees who are consistently courteous

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

- Giving users individual attention
- Community space for group learning and group study
- Employees who instill confidence in users
- Employees who deal with users in a caring fashion
- Readiness to respond to users' questions
- Employees who are consistently courteous

Areas Needing Improvement (greatest gap between perceived and desired mean):

- Making information easily accessible for independent use
- Easy-to-use access tools that allow me to find things on my own
- A library Web site enabling me to locate information on my own
- Print and/or electronic journal collections I require for my work
- A comfortable and inviting location
- The printed library materials I need for my work

Areas Where Faculty Perceive the Libraries Fail to Meet their Minimum Expectations

- Making information easily accessible for independent use
- A library Web site enabling me to locate information on my own
- Print and/or electronic journal collections I require for my work
- Easy-to-use access tools that allow me to find things on my own

General Satisfaction Questions – rated on a scale of 1-9 where 1 is strongly disagree and 9 is strongly agree:

- In general, I am satisfied with the way in which I am treated at the library. **8.20**
- In general, I am satisfied with library support for my learning, research, and/or teaching needs. **7.47**
- How would you rate the overall quality of the service provided by the library? **7.72**