LibQUAL+ Results 2010 for Boston College Staff

74 Respondents

Top Desires (highest desired means):
- A library Web site enabling me to locate information on my own
- Employees who are consistently courteous
- Employees who instill confidence in users
- Making electronic resources available from my home or office
- Modern equipment that lets me easily access needed information
- Readiness to respond to users' questions

Areas of Satisfaction (smallest gap between perceived and desired mean):
- Readiness to respond to users' questions
- Giving users individual attention
- Dependability in handling users' service problems
- Making electronic resources available from my home or office
- Employees who instill confidence in users
- The printed library materials I need for my work

Areas Where Staff Perceive Libraries Greatly Exceed Minimum Expectations (largest adequacy mean):
- Giving users individual attention
- The printed library materials I need for my work
- Readiness to respond to users' questions
- The electronic information resources I need
- Employees who deal with users in a caring fashion
- Employees who have the knowledge to answer user questions

Areas Needing Improvement (greatest gap between perceived and desired mean):
- A library Web site enabling me to locate information on my own
- Making information easily accessible for independent use
- Modern equipment that lets me easily access needed information
- A getaway for study, learning, or research
- A comfortable and inviting location
- Library space that inspires study and learning

Areas Where Staff Perceive the Libraries Fail to Meet their Minimum Expectations
- A library Web site enabling me to locate information 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. **7.74**
- In general, I am satisfied with library support for my learning, research, and/or teaching needs. **7.16**
- How would you rate the overall quality of the service provided by the library? **7.64**