LibQUAL+ Results 2010 for Boston College Undergraduate Students

370 Respondents: Highest number of respondents from Social Science/Psychology (21.35%), followed by Humanities (18.92%), Business (17.84%), Science/Math (14.51%), Communication (7.57%).

Top Desires (highest desired means):
- Making electronic resources available from my home or office
- A comfortable and inviting location
- A getaway for study, learning, or research
- Easy-to-use access tools that allow me to find things on my own
- Modern equipment that lets me easily access needed information
- A library Web site enabling me to locate information on my own

Areas of Satisfaction (smallest gap between perceived and desired mean):
- Giving users individual attention
- Willingness to help users
- Employees who are consistently courteous
- Readiness to respond to users' questions
- Employees who instill confidence in users
- Employees who deal with users in a caring fashion

Areas Where Undergraduate Students Perceive Libraries Greatly Exceed Minimum Expectations (largest adequacy mean):
- Giving users individual attention
- Employees who instill confidence in users
- Employees who are consistently courteous
- Willingness to help users
- 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):
- Library space that inspires study and learning
- Quiet space for individual activities
- Community space for group learning and group study
- A getaway for study, learning, or research
- A comfortable and inviting location
- Print and/or electronic journal collections I require for my work

Areas Where Undergraduate Students Perceive the Libraries Fail to Meet their Minimum Expectations
- Quiet space for individual activities

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. **7.79**
- In general, I am satisfied with library support for my learning, research, and/or teaching needs. **7.17**
- How would you rate the overall quality of the service provided by the library? **7.38**