

LibQUAL Library Survey 2012: Summary of Issues and Actions

1. Background

LibQUAL is an international library survey managed by the Association of Research Libraries in the USA, using a rigorously tested statistical methodology to assess users' perceptions of library services.

The University Library ran the survey in April-May this year and achieved 2743 valid responses. This represents an increase in the number of responses of 186% compared to the previous survey of 2010. 1341 of the responses included free-text comments. Several factors are likely to have contributed to the increased response rate: improved prizes, better promotional activity and the use of the 'lite' version of LibQUAL.

2. Key Issues

2.1 Positive or Improved Perceptions

- There were higher scores for Cambridge and Peterborough since the last survey: building works adjacent to the University Library were completed for September 2011 and the relocation to Guild House at Peterborough had significantly improved library space.
- Support provided by staff scored well and there were a significant number of compliments regarding library staff in the free text comments

2.2 Issues Requiring Further Attention

- Insufficient reading resources
- Noise – due to talking and inappropriate behaviour
- Insufficient PCs in quiet areas
- Slow PCs
- Website access
- Environmental: – lack of space (Cambridge/Fulbourn); temperature and ventilation (Cambridge)

3 Relevant Actions

3.1 Support

- The University Library's new Service Delivery Model is designed to improve availability of staff around the libraries and to enhance the academic library support provided to each faculty
- A substantial training programme is underway to enable more seamless support for library users

- More self-help support is being developed including online subject guides
- Increased promotion of research and information skills training to improve take-up

3.2 Resources

- Continue to promote the Reading Resources Strategy: <http://www.libweb.anglia.ac.uk/policiesplans/policiesplans.htm>
- Prioritise e-books and digitisation of reading materials
- Target areas with low scores in surveys for special attention
- Promote newly acquired research resources: Scopus, Sage Premier Collection, Sage Research Methods Online and Proquest Dissertations and Theses

3.3 Noise and Behaviour

- Text a talker scheme, piloted at Chelmsford, will be introduced at Cambridge
- Planned campaign to promote good 'library citizenship'
- Improved staff visibility during staffed hours and self-service hours

3.4 PCs

- Computer speeds should be improved by the new thin client
- A new 200 seater open access PC area has been installed at Chelmsford
- Actions to deter 'hogging' of PCs

3.5 Website

- The University Library website has been re-designed
- A new search facility has been launched to improve access and retrieval of library resources
- Off-campus access problems will continue to be monitored

3.6 Environmental

- Cambridge and Chelmsford campus libraries have been extensively refurbished this summer
- We continue to investigate ways of improving temperature control and ventilation at Cambridge

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