

February 24, 2015

To Members of the Seminary Community,

In November 2014, the Library conducted a user survey of faculty and students, utilizing a survey instrument called LibQUAL+ that was developed by the Association of Research Libraries (ARL) to measure the quality of library service and identify needs, expectations, and areas for improvement.

We sincerely thank the 117 individuals who took the survey, telling us what they thought about the three broad areas covered in the survey: library service, access to information, and the library as a place.

The Library staff has had a series of small group meetings and a half-day full staff meeting to analyze and discuss these results. We want you to know that we are committed to improvement based on your feedback. Following is an Executive Summary of the survey results, some next steps, and a snapshot of raw survey data.

We thank you for your support.

Donald M. Vorp
James Lenox Librarian

2014 LibQUAL+ Executive Summary

We thank the 117 (88% students; 12% faculty) individuals who took the survey, telling us what they thought about the three broad areas covered in the survey: library service, access to information, and the library as a place. Respondents were asked to evaluate these areas in terms of minimal expectations, desired expectations, and perceptions of current levels.

On average, the survey shows that perceptions of the Library exceed what respondents deem minimum acceptable standards and fall slightly short of the desired level of service. In terms of the survey as a whole, the average minimum level, on a scale from 1 to 9, was 6.38, the average desired level was 8.02, and the average perceived level was 7.47.

Below is a chart outlining the major messages received from the survey and the ways in which the Library is responding to these messages. Following that, a snapshot of the raw overall survey data is included, for those interested in more detail.

What You Told Us	What We Are Working On
You are very happy with the new Library as a place for study and research.	

<p>You are unhappy with the number, noise level, and public focus of events in the Library.</p>	<p>The Library is working with other Seminary administrators on policy guidelines for events in the Library aimed at balancing study and public uses of library space. The Library is also working to designate particular quiet and noise zones in the Library.</p>
<p>You have expressed a desire for some low-tech additions to library rooms, such as white boards.</p>	<p>The Library will take this suggestion under consideration.</p>
<p>You want better signage in the Library.</p>	<p>The Library is working on this with the architects. Now that the majority of the collection and offices are moved into their final locations, patrons can expect increased signage by Fall 2015.</p>
<p>You generally find the library staff to be helpful, knowledgeable, and courteous.</p>	
<p>You particularly hold the Reference Librarian and Curator of Special Collections and Archivist in high regard.</p>	
<p>You are unhappy with the library catalog and electronic database search functionality.</p>	<p>The Library is introducing the new Summon discovery tool in the Spring 2015 semester, which will dramatically improve search functionality across most of the library's materials—the library catalog, most e-journal and database holdings, digital collections, as well as online content. Students and faculty should experience greatly improved search capability, and stay tuned for Summon training opportunities to maximize their use of the discovery layer.</p>
<p>You find the library website difficult to navigate.</p>	<p>The launch of the Summon discovery tool is the starting point for further changes to the Library's presence on the Web. While library website content is in the queue for incorporation into Summon, we are also laying the groundwork for more significant changes to how library resources are organized and presented online. Patrons can expect to hear more information about how they can contribute to the future of the library website later this year.</p>

<p>You want updated microform readers.</p>	<p>The Library is reviewing options for improvement.</p>
<p>You are unhappy with a variety of in-building technology issues, including printing, network, wireless, in-person IT support locations, and scanner/copier training.</p>	<p>The Library has forwarded your technology concerns to the IT Department and will work with IT on technology improvements in the Library.</p>
<p>You rated the hours of service favorably overall, yet some students still expressed a desire for more hours.</p>	<p>Throughout the 2014-15 academic year, Library hours have increased significantly.</p>
<p>You reported that the print and electronic collections of library materials exceed your minimum expectations, but there is still room for improvement, particularly in the areas of search and discovery and online access off-site.</p>	<p>The Library is taking a multi-faceted approach to making print and electronic collections more available. First, see the note above about the Summon discovery tool, which will be very useful in improving search functionality across collections.</p> <p>Second, the Library continues to explore improved access relationships with the Princeton University Library.</p> <p>Finally, in the coming year, the Library expects to conduct a comprehensive collection assessment.</p>
<p>You expressed a need for multiple copies, four or five, of library resources heavily used for class and/or reserve materials.</p>	<p>The Library already provides this service at the request of the professor, with professors requesting additional copies they deem necessary.</p>

Snapshot of Raw Overall Survey Data

You will see questions you were asked and different sets of numbers reflecting your responses. In order to read and appreciate the results, you will need to understand some terminology:

Minimum, Desired and Perceived levels of service - Respondents are asked for their judgments on three scales for each survey question: the desired level of service they would like to receive, the minimum they are willing to accept, and the actual level of service they perceive to have been provided.

Zone of Tolerance – The desired and minimum scores establish the upper and lower boundaries, called a zone of tolerance. Perceived scores should float within this zone of tolerance if respondents view service as adequate.

Gap Analysis – Is the use of the zone of tolerance to interpret survey results. When users' perceptions are higher than their minimum expectations, the result is a positive service adequacy gap.

Mean – The arithmetic average of a collection of numbers, computed by adding them up and dividing by their total number. LIBQUAL+ uses "means" to identify the minimum, desired and perceived levels of service quality.

Standard Deviation (SD) – a measure of the spread of data around the mean, depending on calculating the average distance of each score from the mean. A lower standard deviation shows that respondents tended to answer a survey question similarly, thus showing a stronger consensus among those who responded to that question.

Remember that scoring ranges from 1-9.

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.66	7.64	7.26	1.60	-0.38	111
AS-2	Giving users individual attention	5.59	7.31	7.38	1.79	0.07	113
AS-3	Employees who are consistently courteous	6.45	8.05	7.93	1.48	-0.12	115
AS-4	Readiness to respond to users' questions	6.54	8.06	7.83	1.29	-0.23	113
AS-5	Employees who have the knowledge to answer user questions	6.56	8.05	7.75	1.19	-0.30	113
AS-6	Employees who deal with users in a caring fashion	6.44	7.94	7.93	1.49	-0.01	113
AS-7	Employees who understand the needs of their users	6.48	8.02	7.74	1.26	-0.28	111
AS-8	Willingness to help users	6.59	7.98	7.93	1.33	-0.05	111
AS-9	Dependability in handling users' service problems	6.69	8.16	7.16	0.47	-1.00	102
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.30	8.25	6.60	0.30	-1.65	113
IC-2	A library Web site enabling me to locate information on my own	6.65	8.30	6.49	-0.16	-1.81	117
IC-3	The printed library materials I need for my work	6.79	8.22	7.62	0.83	-0.59	111
IC-4	The electronic information resources I need	6.31	8.15	7.00	0.69	-1.15	112
IC-5	Modern equipment that lets me easily access needed information	6.68	8.21	7.42	0.74	-0.79	117
IC-6	Easy-to-use access tools that allow me to find things on my own	6.60	8.25	7.29	0.69	-0.96	117
IC-7	Making information easily accessible for independent use	6.78	8.18	7.46	0.68	-0.72	111
IC-8	Print and/or electronic journal collections I require for my work	6.69	8.06	7.36	0.67	-0.70	108
Library as Place							
LP-1	Library space that inspires study and learning	6.26	8.16	7.85	1.59	-0.31	116
LP-2	Quiet space for individual activities	6.62	8.07	7.53	0.91	-0.54	116
LP-3	A comfortable and inviting location	6.14	7.90	8.25	2.11	0.35	116
LP-4	A getaway for study, learning, or research	6.40	8.13	7.83	1.43	-0.29	112
LP-5	Community space for group learning and group study	5.32	7.11	7.29	1.97	0.18	107
Overall:		6.38	8.02	7.47	1.09	-0.54	117

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.17	1.31	117
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.84	1.49	117
How would you rate the overall quality of the service provided by the library?	7.93	1.09	117

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.80	1.80	117
The library aids my advancement in my academic discipline or work.	7.91	1.27	117
The library enables me to be more efficient in my academic pursuits or work.	7.78	1.38	117
The library helps me distinguish between trustworthy and untrustworthy information.	6.51	1.74	117
The library provides me with the information skills I need in my work or study.	7.13	1.73	117

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Adequate hours of service	6.59	8.20	7.17	0.58	-1.03	117
An online catalog that is user-friendly for finding materials	6.93	8.39	6.65	-0.28	-1.74	117
Electronic resources matching my information needs	6.36	8.01	6.77	0.41	-1.24	117
Librarians providing help that both assists in finding the information needed now, and improves skills useful in future information searches	6.55	8.13	8.10	1.55	-0.03	117
Reliable mix of technology to help me complete my work	6.29	8.06	7.11	0.82	-0.96	117