



Library User Satisfaction Survey

LibQUAL+ 2007

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With input from Ethan Allen
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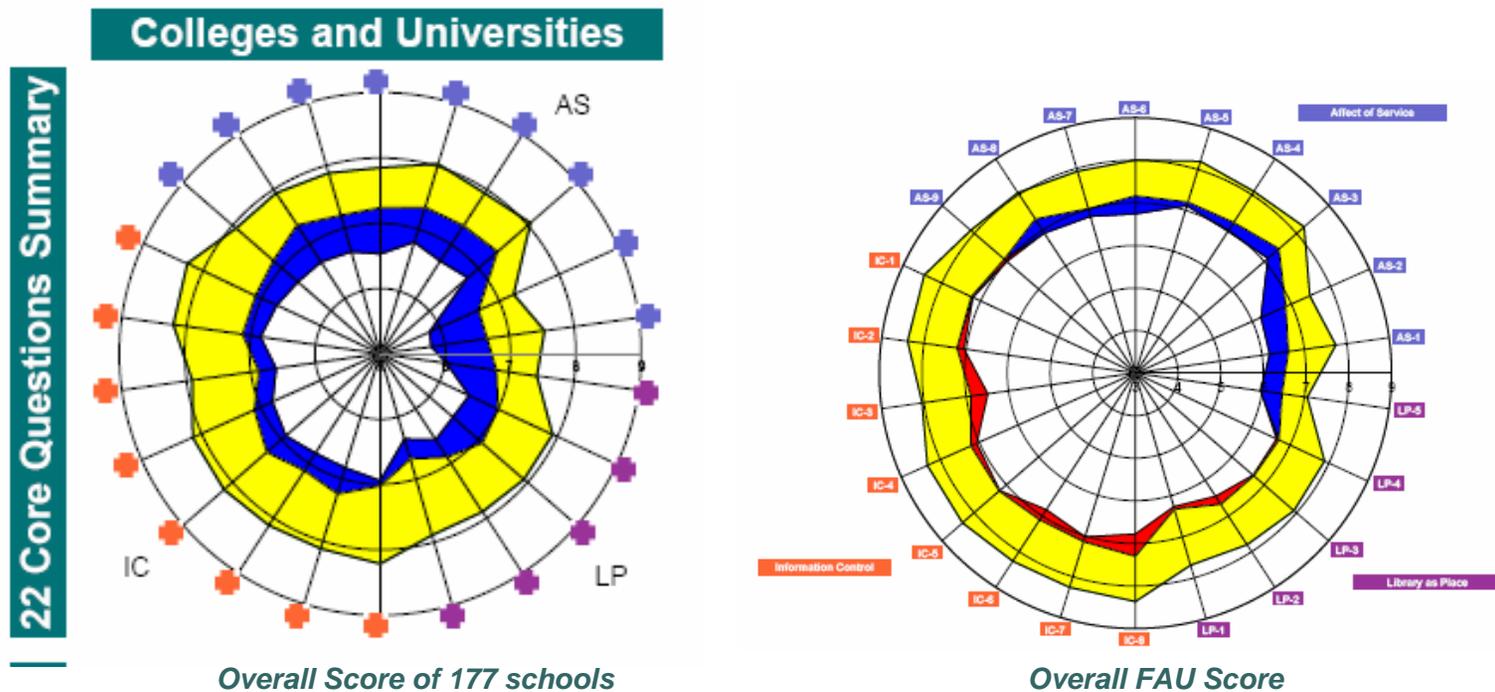
Overview of Results

- The FAU LibQUAL+ survey was conducted for the second time in **March of 2007**. A total of **491** students, graduate students, faculty, staff and library staff completed the survey.
- The full results of the survey can be found at:
http://digitool.fcla.edu/R/?func=dbin-jump-full&object_id=42553&local_base=GEN01-FAU01
- For more information about the survey please see
<http://www.libqual.org>



Overview of Results

- The graph on the left summarizes the average results of all institutions who participated in the 2007 survey (177). The graph on the right summarizes the results of **FAU community members** who finished the survey.
- The expectations of the FAU community are higher than the expectations of the average university community.





Main Themes of the Survey

When analyzing the survey results, the Library identified three main themes to be addressed which the FAU community found to be the least satisfactory.

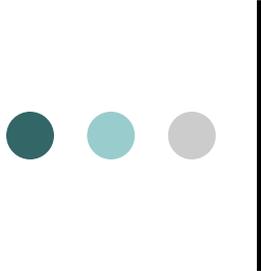
- The library's relationship to the community
- The library's presence on the web
- The student's relationship to the library building



The Library's Relationship to the Community

Positive Feedback: The survey showed that the FAU community was satisfied with how the Library gave them individual attention.

Constructive Criticism: The survey showed that the FAU community was unsatisfied with the library's knowledge to answer questions and dependability to handle users' service problems.



The Library's Relationship to the Community

What is the Library doing now to improve?

○ ***Relationships with the Community***

- A FaceBook group has been established to engage students in the activities of the MacArthur Campus library

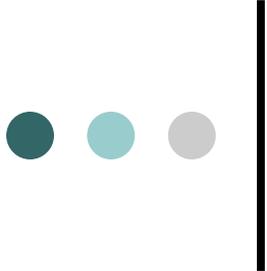
○ ***Relationships with Departments and Colleges***

- The libraries has developed strong liaison relationships with some departments and colleges
- The Library Advisory Committee¹ at the MacArthur Campus serves as a channel of communication between the library and campus faculty

○ ***Instruction***

- The instructional librarians at the Boca Campus Library are learning new teaching techniques from each other (i.e. experimenting with team teaching) and helping to strengthen the quality of the library's instructional sessions
- Instructional librarians at the Boca Campus Library team with technical staff to deliver instruction

¹ *Library Advisory Committee is currently composed of 2 faculty members from each of the MacArthur Campus' six colleges, plus campus vice-president, with student and Lifelong Learning representatives.*



The Library's Relationship to the Community

What are the Library's plans for the future?

- ***Partnerships with faculty***

- Librarians and technical staff will collaborate with faculty in areas where resources intersect with student needs

- ***Librarian's knowledge: Subject Specialties***

- The reference head and librarians will determine methods in achieving subject expertise.

- ***Improved Instruction***

- The instructional librarians are designing and implementing an information literacy study to 1.) Discover the level of computer and library competency freshmen have when starting at FAU and 2.) The expectations the faculty has regarding student competency concerning information literacy.

- Expanded technical instruction will be offered to address upgrades to software applications



The Library's Relationship to the Community

What are the Library's plans for the future? *cont.*

- *Communication with the Community*

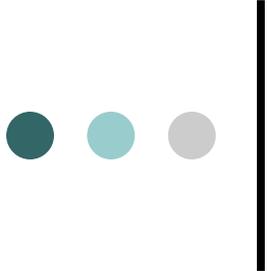
- The library is currently reviewing alternative ways to make the FAU community more aware of library resources.
- A student advisory board will be formed for the purpose of wider communication and programming initiatives



The Library's Presence on the Web

Positive Feedback: The FAU community is most satisfied with their access to electronic resources from home.

Constructive Criticism: The FAU community was least satisfied with the print and electronic journals required for their work. However, when the results were analyzed further, print materials were ranked as the least desired (except by humanities disciplines). This information suggests that the continued delivery of electronic materials is the priority for the FAU community.



The Library's Presence on the Web

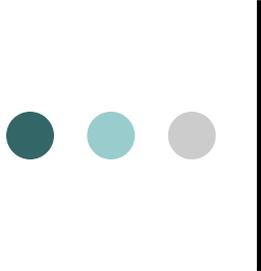
What is the Library doing now to improve?

o *Access to Electronic Journals, Databases, and Books*

- The Boca Campus library conducted a survey with the faculty to prioritize the current electronic resources so that essential items are maintained.
- The Boca Campus library is conducting a study on student dissertation citations. This study will determine what % of citations came from resources found at FAU and what % came from outside sources.
- New electronic resources are promoted in the campus' weekly announcements at the MacArthur Campus

o *Website Design*

- The libraries conducted 2 web usability studies. The library is in the process of finding ways to make navigation easier and to make their services easier to access. These services include: Workshop announcements, online help tutorials and guides, and other important information about the library.
- Bread crumbs are employed for easier navigation
- Regular updates are made to the "What's New" blog at the MacArthur Campus



The Library's Presence on the Web

What are the Library's plans for the future?

○ *Access to Electronic Journals, Databases, and Books*

- Due to budget cuts, the addition of new electronic journals will be limited. Faculty members can recommend the addition of electronic journals, books, and videos at:
<http://www.library.fau.edu/depts/cd/colldev.htm>.
- The library will work to improve the selection of materials to better support the FAU community's needs.
- Greater faculty input in the collection development process will be encouraged

○ *Website Design*

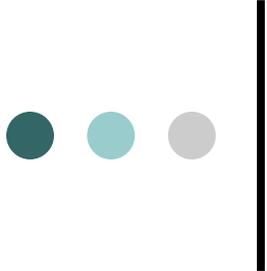
- Continue to improve web designs of different departmental web pages.
- Create new access points to the library resources geared towards specific community member groups.



The Student's Relationship to the Library Building

Positive Feedback: The FAU students are the most satisfied with the library as a place to getaway for study, learning and/or research.

Constructive Criticism: The FAU students were least satisfied with the library as a comfortable and inviting place, the level of noise in the library, and the library as a place that inspires study and learning.



The Student's Relationship to the Library Building

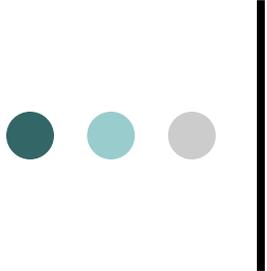
What is the Library doing now to improve?

○ *Space Zoning*

- The library has designated certain computers for public usage and computers for FAU access (which must be logged into using an FAU ID)
- All public services (media center, interlibrary loan, reference, circulation) are now found on the first floor of the Boca Campus Library.
- The Boca Campus library has designated the first floor northeast corner, the third floor east side and the fourth floor east side as quiet areas. All tables were removed from these areas and individual desks were added to discourage groups from forming in those areas.
- The MacArthur Campus library has designated the second floor as a quiet zone

○ *Elevators*

- Starting in May 2008, the Boca Campus library will start to replace the elevators in the building.



The Student's Relationship to the Library Building

What are the Library's plans for the future?

○ *Study Rooms*

- Three weeks prior to the last day of finals the MacArthur Campus library will offer student groups an opportunity to sign up for study rooms (2 hours)
- Classrooms will be reserved to extend the library's limited number of group study rooms

○ *Quiet Zones*

- The libraries plan to create better signage designating noise and quiet zones

○ *Improving Space Exploration*

- The Boca Campus library is considering adding a "lounge", food and drink service (vending machines have already been installed), and creating a close caption information center.
- A space usage committee will make recommendations for overall improved access



More Information

- To find out more about the results of the survey, please contact: lyref@fau.edu
- Send us your comments at: lyref@fau.edu