



FAU Libraries LibQUAL+ 2004 Survey Results



Dear FAU students, faculty, and staff,

During Spring 2004, the FAU Libraries participated in [LibQUAL+](#), a survey that assessed all areas of library services. LibQUAL+ was established by the [Association of Research Libraries](#) as a means to measure the perceived, minimum, and desired levels of library services. The FAU Libraries were one of 207 academic libraries across the United States and Europe to participate in the study. FAU students, faculty, and staff were randomly selected to participate in the LibQUAL+ survey, and their responses will help us to better serve you, the FAU community, and help establish benchmarks and best practices in the academic library profession. In January 2005, we held four presentations on the results of the LibQUAL+ survey. These presentations were open to the entire FAU community. Additional presentations were given in Jupiter and Fort Lauderdale as well.

Below you will find text, charts, and tables that describe just a small sample of the results we have been able to obtain from the quantitative portion of the survey. Respondents to the survey also provided us with very useful qualitative comments. Some of these included specific questions and concerns. We have provided responses to these comments below to answer and help clarify these issues.

Those who participated in the survey will recall that we held an incentive contest. The grand prize winner was Dr. Cheryl Moody, Instructor in CAUPA. Dr. Moody was the lucky recipient of an Apple iPod. There also were 49 additional winners among students, faculty, and staff who won prizes of school/office supply goodie bags valued at \$15 each. The Libraries thank the University Club for donating the funds to purchase the incentive prizes, and thank everyone who participated in the LibQUAL+ survey.

Sincerely,

William Miller, Director of Libraries

[QUANTITATIVE RESULTS](#)

[QUALITATIVE COMMENTS](#)

[USING LIBQUAL+ RESULTS FOR IMPROVEMENT](#)

DEMOGRAPHICS

The FAU random sample of survey participants totalled approximately 4,500 students, faculty, and staff. Of that sample, 415 completed the survey. Despite the fact that just under 10% of the sample completed the survey, ARL considers the survey to be valid for two reasons:

- The number of individuals who participated reflect the population dispersal of each of the Colleges from which the individuals came.
- Urban universities with a predominantly commuter student body typically generate about a 10% response rate, as compared to traditional university-town schools with a more residential student body, which can generate upwards of 60% of a response rate.

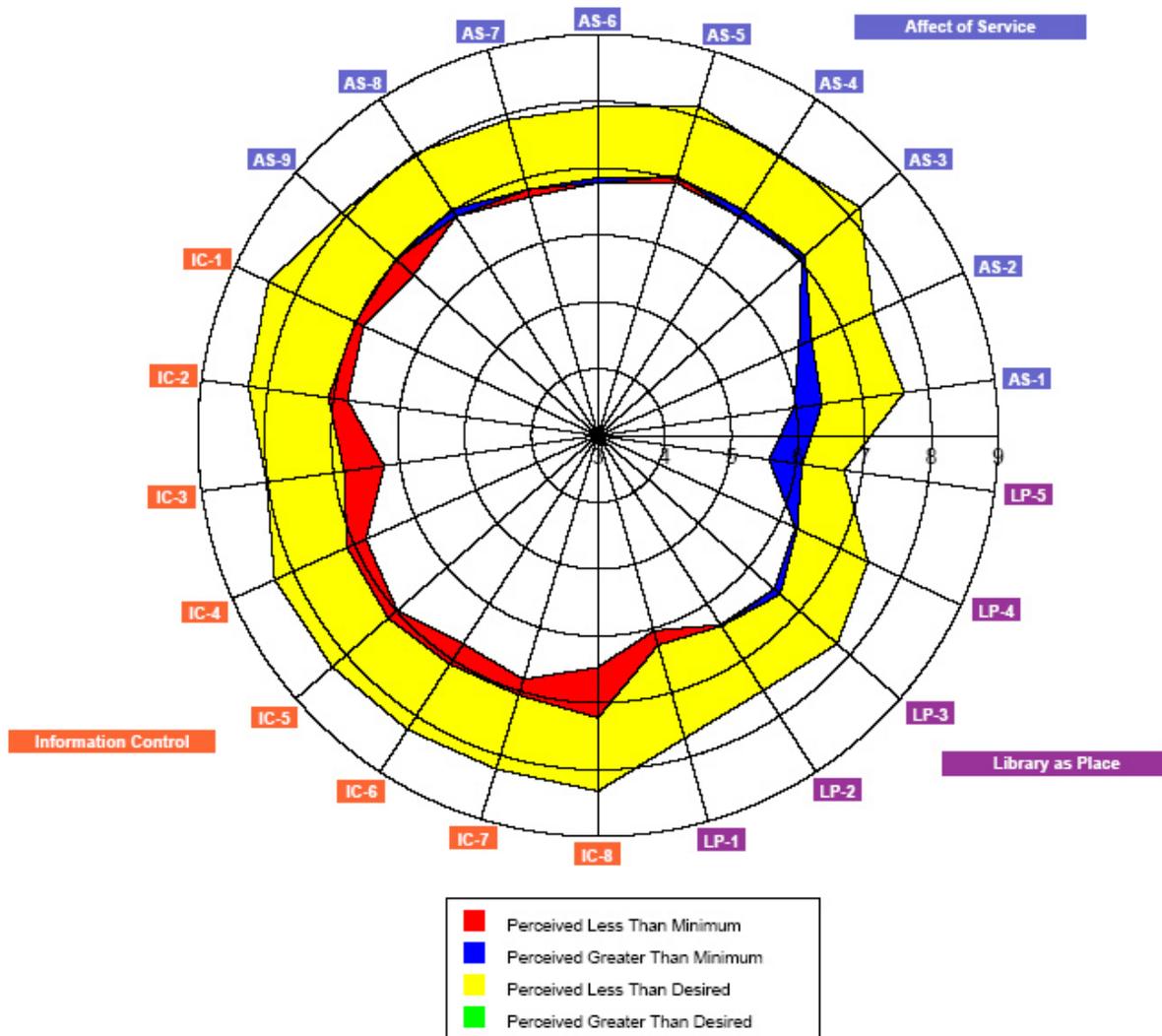
The demographics for FAU's LibQUAL+ respondents are as follows:

USER GROUP	NUMBER	PERCENT
Undergraduate Students	75	19.04%
Graduate Students	86	21.83%
Faculty	162	41.12%
Library Staff	31	7.87%
Staff	40	10.15%
TOTAL:	394	100.00%

The discrepancy between the total number of survey respondents (415) and the number reflected in the demographics (394) means that 21 people did not respond to the demographics questions.

CORE QUESTIONS - RADAR CHART

The LibQUAL+ survey asked participants to respond to 22 random questions reflecting three areas of library service: Affect of Service (AS), or customer service; Information Control (IC), or collections and access to these collections; and Library as Place (LP), or the building environments. Each participant was asked to respond to each question by evaluating it on a scale of 1 (low) to 9 (high) in three specific ways: Minimum Standard, Desired (Maximum) Standard, and Current Perception. This radar chart is a visual representation of the means or averages for all participants (minus Library Staff) for the 22 questions based on the three standards.



In order to read this radar chart, note the following:

- The radar chart is arranged in concentric circles with each of the inner lines reflecting the scale of 3 to 9 (no responses averaged below 3).
- The code numbers around the outer edge of the chart reflect each of the 22 questions (see the table below to read the actual question using this code number).
- The mean or average of all responses for each of these questions is plotted as a dot at the intersection of the inner lines and the question lines.
- Colors are then used to code the differences between the lines/mean numbers.

Using the color key provided, it is perhaps easiest to see what the **RED** color band represents: those areas that reflect the difference between the Minimum Standard and the Current Perception. **RED** in this case signifies that there is an Adequacy Mean, that the Current Perception is below the Minimum Standard for the respondents in these areas. The place this is most obvious is in the area of Information Control (IC), suggesting that our collections and access to our collections needs improvement. Comparative data with other participating university libraries, however, suggest that this is an area of importance for all library users.

Areas in **BLUE** reflect that the Current Perception in these areas is above the Minimum Standard. Areas in **YELLOW** reflect that the Current Perception in these areas is below the Desired (Maximum) Standard, also known as the Superiority Mean. There is no **GREEN** on the chart, signifying that in no areas is the Current Perception higher than the Desired (Maximum) Standard, but this should come as no surprise, as few would rate things/services as being better than one's maximum desired level.

CORE QUESTIONS - TABLE

This table corresponds with the above radar chart. It is a numerical representation of the actual means or averages for all participants (minus Library Staff) for the 22 questions based on the three areas: Affect of Service (AS), Information Control (IC), and Library as Place (LP).

The numbers in **RED** correspond to the same color band in the radar chart, reflecting the Adequacy Mean, or the difference between the Minimum Standard and the Current Perception. The "n" signifies the number of individuals who responded to that particular question; note that not all survey participants answered each question.

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	5.96	7.64	6.39	0.43	-1.25	342
AS-2	Giving users individual attention	6.30	7.52	6.51	0.21	-1.01	347
AS-3	Employees who are consistently courteous	7.05	8.20	7.11	0.06	-1.09	359
AS-4	Readiness to respond to users' questions	6.90	7.97	7.01	0.11	-0.96	352
AS-5	Employees who have the knowledge to answer user questions	7.05	8.16	6.96	-0.09	-1.20	352
AS-6	Employees who deal with users in a caring fashion	6.78	7.92	6.86	0.07	-1.07	346
AS-7	Employees who understand the needs of their users	6.83	7.92	6.72	-0.11	-1.20	344
AS-8	Willingness to help users	6.91	8.03	7.03	0.13	-1.00	352
AS-9	Dependability in handling users' service problems	7.02	8.09	6.66	-0.36	-1.43	316
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.01	8.45	6.88	-0.14	-1.57	355
IC-2	A library Web site enabling me to locate information on my own	7.08	8.29	6.80	-0.29	-1.50	357
IC-3	The printed library materials I need for my work	6.85	8.02	6.24	-0.61	-1.78	339
IC-4	The electronic information resources I need	7.12	8.31	6.81	-0.31	-1.50	353
IC-5	Modern equipment that lets me easily access needed information	7.17	8.28	6.99	-0.18	-1.29	345
IC-6	Easy-to-use access tools that allow me to find things on my own	7.08	8.25	6.71	-0.36	-1.53	354
IC-7	Making information easily accessible for independent use	7.06	8.22	6.82	-0.25	-1.41	353
IC-8	Print and/or electronic journal collections I require for my work	7.22	8.32	6.47	-0.75	-1.85	333
Library as Place							
LP-1	Library space that inspires study and learning	6.26	7.71	6.04	-0.23	-1.67	344
LP-2	Quiet space for individual activities	6.40	7.55	6.37	-0.02	-1.17	334
LP-3	A comfortable and inviting location	6.50	7.75	6.62	0.12	-1.13	350
LP-4	A getaway for study, learning, or research	6.26	7.47	6.30	0.03	-1.17	327
LP-5	Community space for group learning and group study	5.59	6.73	6.09	0.50	-0.64	269
Overall:		6.76	7.97	6.67	-0.10	-1.30	363

TOP 5 MOST DESIRED AREAS

This table reflects just one example of the type of information we have been able to extract from the LibQUAL+ quantitative results. The numbers reflect the five highest Desired (Maximum) Standard means. Comparative data was available for this example. "SULF" is the "State University Libraries of Florida," the consortium of six SUS Libraries with whom FAU participated in the survey. "NATL" reflects the mean or average of respondents from American university libraries; this data was given at a LibQUAL+ workshop.

	FAU	SULF	NATL
IC-1: Making electronic resources accessible from my home or office	#1 (8.45)	#1 (8.27)	#1 (8.29)
IC-2: A library Web site enabling me to locate information on my own	#4 (8.29)	#3 (8.21)	#3 (8.24)
IC-4: The electronic information resources I need	#3 (8.31)	--	--
IC-5: Modern equipment that lets me easily access needed information	#5 (8.28)	#2 (8.22)	#4 (8.23)
IC-6: Easy-to-use access tools that allow me to find things on my own	--	#4 (8.15)	#5 (8.18)
IC-8: Print and/or electronic journal collections I require for my work	#2 (8.32)	#5 (8.14)	#2 (8.25)

It is worth noting that for FAU, SULF, and NATL, the Top 5 Most Desired Areas are all in the Information Control (collections/access) area, and that for all three, the most desired area was IC-1, "Making electronic resources accessible from my home or office."

CURRENT PERCEPTION

This table reflects the Current Perception means or averages for all respondents regarding the three broad areas of Affect of Service, Information Control, and Library as Place. In addition, three general satisfaction questions were asked on the survey and have been presented here as additional examples of the Current Perception of respondents. Comparative data for SULF was available for this example.

	FAU	SULF
AS: Affect of Service	6.81	6.84
IC: Information Control	6.71	6.79
LP: Library as Place	6.29	6.67
OVERALL (avg. AS,IC,LP)	6.67	6.78
In general, I am satisfied with the way in which I am treated at the library.	7.10	7.08
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	6.32	6.56
How would you rate the overall quality of the service provided by the library?	6.74	6.81

QUALITATIVE COMMENTS

Respondents to the Spring 2004 LibQUAL+ survey provided us with very useful qualitative comments. Some of

these included specific questions and concerns, which we have paraphrased to be concise. These are written in black text below. We have provided responses to these comments in blue to answer and help clarify these issues. Select one of the following areas to read these comments and responses.

- [Campus Libraries](#)
 - [Check Out and Return Policies](#)
 - [Copy Machines, Printers, and Copy Cards](#)
 - [Interlibrary Loan](#)
 - [Internet Access](#)
 - [Library Instruction Classes](#)
 - [Media Center](#)
 - [Online Resources and Journals](#)
 - [Requesting and Acquiring Library Materials](#)
-

Campus Libraries

The main problem that the Jupiter Campus Library faces is its size; although we have access to all the books on all campuses, it would be much more efficient if we had immediate access to more resources.

We recently opened a brand new 20,000-square-foot two-story library this summer at the Jupiter campus. As we move into the electronic era, your problems should ease; many materials will be available in full text at all locations.

At the Treasure Coast Campus, it is difficult to locate materials through the library's web site when searching for items. Also, I don't think their video collection can be searched online.

Most items in the library are found in the FAU Libraries catalog. If you are looking for books on a certain subject, use the KEYWORD search (usually the default search). If you are searching for a specific TITLE or AUTHOR, change the keyword option to the search option of your choice. If you need help navigating the FAU Libraries Catalog, please ask any Treasure Coast Library staff member. We are happy to show you how to use the catalog to find what you need.

If you are searching for videos in the catalog, use the Advanced Search. Enter your keywords (e.g., nursing, education, business, etc.) or specific title, if you have one. Change the FORMAT on the Advanced Search page to the video option of your choice (All formats, VHS, DVD, laserdisk). If you need more help, please ask one of the library staff.

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Check Out and Return Policies

If we forget our library card, we are not allowed to check out books. Nowadays with computers and IDs, that seems silly.

The FAU Owl Cards provide the most expedient way to check out books to library patrons. In addition, requiring their presentation prevents others from checking out books in your name.

I understand the policy about only giving the study rooms to pairs of students, but there are times when individuals need private time to study. We cannot get that from just sitting alone at a table.

For individuals needing extra privacy, the library designated a quiet study area on the 4th floor. There are also individual study carrels located throughout the library.

Checking out books and materials is not a big deal, but returning them is, which discourages users. You cannot

easily drop off a book in Boca due to the parking situation. Why is there not a drop off box in the front of the library where people can park for five minutes only to deposit a book? The parking situation is a management issue that wouldn't cost too much money to fix. The current situation discourages users. Students come to campus and feed the meters to go to class, and if a professor needs to drop off a book it is impossible to do so because there is no parking.

Installing a book drop in front of the library is an excellent idea. We will look into this to see if it is feasible. In the meantime, patrons can use the book drops located at both ends of the breezeway.

I dislike that textbooks are allowed to be removed from the library. They should remain in-house to allow others to use them. Textbooks are currently allowed to be taken out for an entire semester and I feel that is unacceptable for graduate program materials. Textbooks are very expensive and should be kept in reference for all to use.

According to our [Collection Development Policy](#), the FAU Libraries acquire elementary and secondary school textbooks for the Curriculum Library Collection. Other textbooks are not acquired routinely unless they are considered definitive sources in the subject area. Exceptions are considered at the specific request of an instructor, or when the publication is of a significant nature.

For more information on how your instructor may place a copy of the textbook on reserve for the semester, point your browser to: <http://www.library.fau.edu/depts/access/circdept.htm#reserve>.

If the textbook is not placed on reserve by your instructor and if the library copy has been checked out, consider placing a hold/recall on the item. To request a hold/recall point your browser to: <http://www.library.fau.edu/eforms/recall.htm>.

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Copy Machines, Printers, and Copy Cards

Only one complaint: the copy cards do not always work. I bought a \$10 card and I could never use it. It is still with someone there who has never called me or refunded my money back. I checked four times and was told not to push my luck. Not very good on the service end of things. I never went back.

Other university libraries allow a number of print outs for free, and allow you to pay for photocopies on credit with your student ID card. I often have had problems at the Boca campus with the Copico and printer setups. You should just be able to print out and pick up things at a station near the person.

We are concerned to hear that you have experienced problems with the copy cards. In June 2003, the University took over management of the library photocopying and printing systems. Anyone experiencing problems with their Copy Card, Owl Card, or Visitor Card may contact the Owl Card Center at 561-297-2700. They may also contact SPalacio@fau.edu, DCoker@fau.edu, or KBaillar@fau.edu. For more information visit the Owl Card web site at http://www.fau.edu/student/off_srvs/owl_card.htm.

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Interlibrary Loan

I have tried teaching my students how to use the interlibrary loan system, but the results were so dismal that I have stopped trying. I'm not sure if it is the system or the students or my instructions that were the problem--maybe all of the above.

Our first suggestion would be to schedule a library instruction class for your students. The librarians go over ILLiad in these classes and if requested would be happy to show your students how to open an

ILLiad account and request a book or article through the system. Another suggestion would be to call the Interlibrary Loan office at 561-297-3769 and ask an ILL staff member to walk you through registration and how to submit a request. There is also an FAQ page for ILLiad at this url: <http://fau.hosts.atlas-sys.com/illiad/FAQ.html>.

I would like to better understand how to make interlibrary loan easier to use, but I need to be taught how to do this.

Please call the Interlibrary Loan office at 561-297-3769 and ask an ILL staff member to walk you through registration and how to submit a request through ILLiad. You could also schedule a [consultation](#) with a librarian to go over the interlibrary loan process or other research needs.

I have not received any responses to the numerous ILL requests I have submitted over the past 4-5 months.

ILL requests are handled through your ILLiad account. You can register by clicking on ILLiad at <http://www.library.fau.edu/depts/ill/illdept.htm>. Once you have an account, the system automatically sends you an email when your request arrives or if it has to be cancelled for whatever reason. Please feel free to contact the Interlibrary Loan department at 561-297-3769 to follow-up on an interlibrary loan request.

ILL requests need to be taken with more seriousness than they currently are. Is there some sort of policy in effect which prioritizes requests based on the rank of the requestor?

Each ILL staff member takes all patron requests seriously. Faculty requests go into a separate queue from undergraduates and graduates. We try to order items from libraries that will lend to us for free. Unfortunately, we have no control over how quickly the lending Library fills a request or sends the item. We exhaust all possible sources. If the item has to be cancelled, it is usually due to cost or that the item is rare or non-circulating. If you have any questions regarding your request, you may call 561-297-3769.

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Internet Access

Internet access in the library should be made available to the community.

The general community is welcome to use Internet access in any of the FAU Libraries. Our contracts with the commercial vendors from whom we buy databases prohibit us from giving away access from off-campus to those not officially associated with the university.

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Library Instruction Classes

There need to be classes on how to navigate the library, and if you do already have them they are not well known.

Each semester the Information Literacy and Instructional Services Department offers a series of free "Beyond Google" workshops which show how to navigate the FAU Libraries's web site and give an overview of our resources. In addition, we offer a series of discipline-based graduate research workshops, an information literacy workshop, sessions on RefWorks, and, if requested, a session on PowerPoint. We provide individual consultations to faculty, staff, and students, and professors may also contact us to schedule a customized presentation for a specific class or assignment.

The best place to look for information about the workshops, consultations, and instructional sessions

is on the department's web site: <http://www.library.fau.edu/depts/instrsv/instrsv.htm>.

Announcements of upcoming workshops are also listed on the Library page in MyFAU. Flyers with the class descriptions and schedule are available at the Reference Desk at each library, and are posted in the breezeway and other locations around campus. We also attend new student and faculty orientations to tell people about our services.

There should be a guide on how to navigate the library web site if there isn't one already.

The FAU Libraries offer classes, workshops and consultations. Guides do exist for specific databases and discipline-related resources, and are available both in print in the library and on the Web. Please see *Need Help Getting Started?* <http://www.library.fau.edu/depts/ref/start.htm> and *Tutorials and Class Web Pages* linked from <http://www.library.fau.edu/depts/instrsv/instrsv.htm>.

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Media Center

I don't think the video collection is online.

Online access to the media collection, including videos, is through the FAU Libraries catalog. To search for videos, click on the link for CATALOG on the left side of the FAU Libraries home page under "Quick Links." Once you are in the catalog, click on ADVANCED and then the arrow next to FORMAT which will allow you to select videos. You can then enter your search terms.

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Online Resources and Journals

Do you have any material related to Ocean Engineering, boating, or diving? I do my information searches on the Internet or use my own resources. It's not practical for me to go to the campus library locations. What types of resources do you offer online that I could not get elsewhere?

The library subscribes to several online indexes/databases and full-text resources in these areas that you would have remote access to as a student, faculty, or staff member of FAU. Such databases include the following:

- ASFA2: Ocean Technology, Policy, and Non-Living Resources
- Sport Discus (citation & abstract only)
- Elsevier
- Engineering Specialties
- Oceanic Abstracts (citation & abstract only)
- Engineering Index (citation & abstract only)
- EngNetBase (e-books in engineering)

To access these databases remotely, follow these instructions:

- Start with the FAU Libraries home page, <http://www.fau.edu/library>, and click on "Indexes/Databases" (if you are off-campus, you must follow the directions for [EZproxy](#) to access these indexes/databases)
- Go to "Databases by Subject" and then "Engineering and Technology Databases"
- The databases are listed alphabetically and include descriptions of topic and subscription

coverage

We also have a research guide for Ocean Engineering:
<http://www.library.fau.edu/depts/ref/rsguide/oceeng.htm>.

If you have any further questions, please do not hesitate to contact us again by Phone: 561-297-3785, Email: lyref@fau.edu, or AOL Instant Messenger (screen name: FauReference).

Many libraries link online journals with their Library of Congress call number. We should too.

A call number is used to help a patron locate the actual item on the library shelf. We found that many patrons were confused when a call number was listed for an item only available electronically. This resulted in patrons looking for the physical copy of the journal when it was only available online.

Print materials for research psychology are quite limited. Electronic research has been made much more (and unacceptably) difficult by the removal of WebLuis access to Psychlit/Psychinfo. Please return this service.

Unfortunately, we are unable to do this. The library management system, NOTIS, that we currently use is going away as all the State University Libraries migrate to a new system. Due to this migration, all WebLUI databases will need to be accessed in another format.

The PsycINFO version created by FCLA over the years, with input from all of the State University Libraries, was an exceptional resource and we all miss it. Your suggestions for improvement of the current vendor interface or for a different vendor interface you might find more acceptable are certainly welcome. Please feel free to complete the [Electronic Materials Suggestion Form](#). Thank you for your interest in the library and its resources.

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Requesting and Acquiring Library Materials

Journal subscriptions, especially the electronic versions, in the Management of Information Technology and Systems field is lacking.

The library subscribes to several online journals/indexes/databases in this area that you would have remote access to as a student, faculty, or staff member of FAU. Such journals include the following:

Information technology and management (1385-951X)
from 01/01/2000 to present in [ABI/INFORM Global](#)
from 2000 to present in [Kluwer Journals Online](#)

Information systems management (1058-0530)
from 01/01/1995 to present in [Wilson Business Full Text](#) and [Wilson OmniFile: Full Text Mega Edition](#)

Information systems (Oxford) (0306-4379)
from 1998 to present in [ScienceDirect Elsevier Science Journals](#)

Information Systems and eBusiness Management (1617-9846)
from 08/01/2003 to present in [ABI/INFORM Global](#)

Information systems frontiers (1387-3326)
from 07/01/1999 to present in [ABI/INFORM Global](#)
from 1999 to present in [Kluwer Journals Online](#)

Information systems journal (Oxford, England) (1350-1917)
from 01/01/1999 to present in [Blackwell-Synergy](#)

Information systems research (1047-7047)

from 03/01/1999 to 01/01/2001 in [ABI/INFORM Global](#)

from 12/31/2001 to present in [ABI/INFORM Global](#)

from 03/01/1999 to 1 year ago in [Business & Company Resource Center](#), [Expanded Academic ASAP](#), [General Business File ASAP](#) and [InfoTrac OneFile](#)

from 03/01/2000 to present in [Extenza](#)

Information systems security (1065-898X)

from 07/01/1999 to present in [Wilson Business Full Text](#) and [Wilson OmniFile: Full Text Mega Edition](#)

Databases include the following:

- [ACM Digital Library \(Association for Computing Machinery\) Journals \(Full Text\)](#)
- [Applied Science and Technology Full Text](#) (some full text)
- [Computer Technology](#) (abstract only)
- [Wiley InterScience](#) (some full text)
- [Wilson Science Complete](#) (some full text)

To access these databases and journals remotely, follow these instructions:

Start with the FAU Libraries home page, <http://www.fau.edu/library>, and click on "Indexes/Databases" (if you are off-campus, you must follow the directions for [EZproxy](#) to access these indexes/databases). Go to "Databases by Subject" and then "Engineering and Technology Databases." The databases are listed alphabetically and include descriptions of topics and subscription coverage.

If there are additional journal titles that are needed, please note there is a request form for print journal subscription available on the FAU Libraries web site at <http://www.library.fau.edu/eforms/printreq.htm>, and a request form for electronic material at <http://www.library.fau.edu/eforms/elecreq.htm>. Please consider contacting the Collection Development Coordinator for your department who can assist you with submitting the request for new journals. If you do not know who this person is, ask your department chair or advisor.

You should have electronic access to the most prestigious journals such as *Cell* (and its sister journals), *Nature* (and its sister journals), *Science*, and so on.

Could you please add electronic access to the journal *Cell*?

Thank you for the suggestion. A subscription to the electronic version of *Cell* will be available January 2005. A subscription to the electronic version of *Science* also will be available January 2005. We do have a subscription to the electronic version of *Nature* and this title is accessible on the FAU Libraries [Electronic Journals A-Z page](#).
Nature (London) (0028-0836)
from 01/01/1997 to present in [Nature Journals Online](#)

You do not have enough access to journals in Rehabilitation Counseling. I know there are some with electronic, full text access, but several journals that I'd like to consult require hard copy subscriptions because they do not exist electronically.

The library subscribes to several online journals/indexes/databases in this area that you would have remote access to as a student, faculty, or staff member of FAU. Such journals include the following:

American rehabilitation (0362-4048) in

[Florida Atlantic University](#)

from 03/01/1989 to 09/01/2003 in [Health and Wellness Resource Center](#)

from 03/22/1989 to 09/22/2003 in [Expanded Academic ASAP](#) and [InfoTrac OneFile](#)

American journal of art therapy (0007-4764)

from 02/01/1996 to 05/01/2002

in [Education Full Text](#) and [Wilson OmniFile: Full Text Mega Edition](#)

Counseling psychologist (0011-0000)

from 01/01/1998 to 11/01/1998 in [Expanded Academic ASAP](#) and [InfoTrac OneFile](#)

from 01/01/1999 to present in [Sage Publications](#)
from 1999 to present in [Ingenta Select](#)

International journal of rehabilitation and health (1068-9591)
from 1997 to 2000 in [Kluwer Journals Online](#)

Journal of communication disorders (0021-9924)
from 1995 to present in [ScienceDirect Elsevier Science Journals](#)

Journal of counseling and development (0748-9633)
from 01/01/1988 to present in [ABI/INFORM Global](#)
from 07/01/1999 to present
in [Education Full Text](#), [Wilson OmniFile: Full Text Mega Edition](#) and [Social Sciences Full Text](#)
from 09/22/2001 to present in [Expanded Academic ASAP](#) and [InfoTrac OneFile](#)

Journal of rehabilitation (0022-4154)
from 01/01/1989 to present in [Expanded Academic ASAP](#), [Health Reference Center Academic](#), [Health and Wellness Resource Center](#) and [InfoTrac OneFile](#) from 01/01/1995 to present in [Wilson OmniFile: Full Text Mega Edition](#) and [Social Sciences Full Text](#)

Journal of counseling psychology (0022-0167)
from 1985 to present in [APA PsycArticles](#)

Rehabilitation counseling bulletin (0034-3552)
from 04/01/2000 to present in [Education Full Text](#) and [Wilson OmniFile: Full Text Mega Edition](#)
from 06/22/2000 to present in [Expanded Academic ASAP](#) and [InfoTrac OneFile](#)

Rehabilitation psychology (0090-5550)
from 1995 to present in [APA PsycArticles](#)

Databases include the following:

[ERIC](#) (Some full text)

[PsycARTICLES](#) (Full Text)

[PsycINFO](#)

[CINAHL](#) (Some full text)

[MEDLINE](#)

[InfoTrac OneFile](#) (Some full text)

[Wilson OmniFile: Full Text Mega Edition](#) (Some full text)

[Kluwer Journals Online](#) (Full Text)

[ScienceDirect Elsevier Science Journals](#) (Some full text)

To access these databases and journals remotely, follow these instructions:

Start with the FAU Libraries homepage: <http://www.fau.edu/library> and click on "Indexes/Databases" (if you are off-campus, you must follow the directions for [EZproxy](#) to access these indexes/databases). The databases are listed alphabetically and include descriptions of topics and subscription coverage.

If there are additional journal titles that are needed, please note there is a request form for print journal subscriptions available on the FAU Libraries web site at <http://www.library.fau.edu/eforms/printreq.htm>, and a request form for electronic material at <http://www.library.fau.edu/eforms/elecreq.htm>. Please consider contacting the Collection Development Coordinator for your department who can assist you with submitting the request for new journals. If you do not know who this person is, ask your department chair or advisor.

The library would do well to hire acquisitions librarians who are better informed about what books and journals are worth acquiring; as library representative for my department, I've found the acquisitions people remarkably ignorant about scholarly publishing.

Collection decisions are made by Collection Development Librarians in concert with faculty input. The purchase of material is done by Acquisitions Librarians. Orders for library materials are placed through a variety of vendors. If there is a particular publication you would like the Libraries to acquire, please use the [request form for print materials](#) or the [request form for electronic materials](#).

Can you order *People* magazine?

We subscribe to the electronic version of *People* magazine. Please go to the FAU Libraries Electronic Collection web page and search the electronic journals for *People*. Full text is available from the following sources:

People (Chicago, 1974) (0093-7673)

from 01/01/1995 to present in [Biography Resource Center](#)

from 01/02/1984 to present in [Expanded Academic ASAP](#)

from 01/10/1983 to present in [InfoTrac OneFile](#)

from 11/01/2002 to present in [Wilson OmniFile: Full Text Mega Edition](#) and [Readers' Guide Full Text Mega Edition](#)

from 2 years ago to present in [LexisNexis Academic](#)

Most of the books in my area of interest need to be updated. Frequently I look for a particular book and only find an old version of it. Also, the Internet service for journals is limited to a very short range of years.

The Collection Development Coordinator for your department would be happy to discuss how you can submit orders for books and electronic journals in your field. If you do not know who this person is, ask your department chair or advisor. Additionally, you can request books or journals from the following FAU Libraries web pages:

Request form for print materials: <http://www.library.fau.edu/eforms/printreq.htm>

Request form for electronic materials: <http://www.library.fau.edu/eforms/elecreq.htm>.

The library's holdings in my discipline are slim at best. Because of this, I do not expect my students to use the FAU library and I have altered my curriculum.

Your comment greatly concerns us. Please consider contacting the Collection Development Coordinator for your department. If you do not know who this person is, ask your department chair or advisor. The Libraries are very interested in filling any collection gaps in order to support the University curriculum. Additionally, you may request books or journals from the following FAU Libraries web pages:

Request form for print materials: <http://www.library.fau.edu/eforms/printreq.htm>

Request form for electronic materials: <http://www.library.fau.edu/eforms/elecreq.htm>.

I have repeatedly requested subscriptions to print journals to support our doctoral program and nothing has happened. It is very tough to administer a doctoral program without the journals for students in their fields.

The print journal you are interested in may actually be available electronically. Please feel free to browse our electronic journals at <http://hx8vv5bf7j.search.serialssolutions.com/>. You may also want to consult with the Collection Development Coordinator for your department. If you do not know who this person is, ask your department chair or advisor. In addition, the Print Materials Suggestion Form is available at <http://www.library.fau.edu/eforms/printreq.htm>.

It is annoying that the library has access to a database showing the table of contents of new books, yet the faculty input to the approval process relies on the titles alone.

Please contact the Collection Development Coordinator for your department who will show you how to search Collection Manager which is an online database developed by our approval plan vendor that provides access to the tables of contents pages for new books.

(Back to [Qualitative Comments](#).)

USING LIBQUAL+ RESULTS FOR IMPROVEMENT

The FAU Libraries are actively using the results of the LibQUAL+ survey for ongoing improvements:

- Library departments, such as Access Services, have requested reports of information for improvement in

those department-related areas.

- For a 2003-2004 library self-study, quantitative and qualitative data regarding building environments were analyzed and put into a report for the Libraries Facilities Committee as a guide for improving library environments.
- For a 2004-2005 library self-study, quantitative and qualitative data regarding library instruction services will be analyzed to help improve information literacy competencies across the curriculum.
- For a planned 2005-2006 library self-study, faculty responses will be compared with results from another survey conducted by Dr. Salvatore Lepore on faculty's thoughts regarding library services to better understand the library needs of FAU faculty.

The FAU Libraries also will use the LibQUAL+ data as benchmarks, and in the future we may participate in LibQUAL+ again to see if our improvements have met with increased satisfaction.

[FAU Home Page](#) | [FAU Libraries Home Page](#) | [FAU Libraries Electronic Collection](#) | [FAU Libraries Catalog](#)

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