

## LQ – Library Satisfaction Survey Results

Dr. Lynne Porat Library Assessment Team Mar. 2010

Nearly 2,000 faculty members and students completed the LibQUAL+® satisfaction survey which the library conducted last May.

The LibQUAL+® survey was prepared by the Association of Research Libraries (ARL) and is part of an international survey which has been conducted by more than 1,000 academic libraries around the world. The University of Haifa library is the first Israeli library to participate in the survey and also contributed to the development of the Hebrew version.

The survey examined three dimensions of library service: the Library as a Place (LP) - the physical aspects of the library, Information Control (IC) - the collection and the library interfaces, and Affect of Service (AS) - the quality of library services.

Graphs of the some of the survey results as received by ARL:

### 1. Distribution of respondents by group: students (BA and graduate) and faculty

Undergraduate		
First year	270	14.15%
Second year	323	16.93%
Third year	363	19.03%
Fourth year	98	5.14%
Fifth year and above	8	0.42%
Non-degree	40	2.10%
<b>Sub Total:</b>	<b>1,102</b>	<b>57.76%</b>
Postgraduate		
Taught Masters degree	160	8.39%
Research Masters degree	351	18.40%
Doctoral Research degree	112	5.87%
Non-degree	9	0.47%
Undecided	8	0.42%
<b>Sub Total:</b>	<b>640</b>	<b>33.54%</b>
Academic Staff		
Lecturer	23	1.21%
Professor	29	1.52%
Other Academic Status	17	0.89%
Reader	0	0.00%
Senior / Principal Lecturer	24	1.26%
Research Staff	8	0.42%
<b>Sub Total:</b>	<b>101</b>	<b>5.29%</b>
Library Staff		
Other	2	0.10%

### 2. Age

Age:	Respondents n	Respondents %
Under 18	0	0.00%
18 - 22	217	11.55%
23 - 30	1,099	58.52%
31 - 45	372	19.81%
46 - 65	169	9.00%
Over 65	21	1.12%
<b>Total:</b>	<b>1,878</b>	<b>100.00%</b>

### 3. Gender

Sex:	Population N	Population %	Respondents n	Respondents %
Female	9,905	62.48	1,257	67.00%
Male	5,947	37.52	619	33.00%
<b>Total:</b>	<b>15,852</b>	<b>100.00%</b>	<b>1,876</b>	<b>100.00%</b>

Analysis of the survey results indicated that the University of Haifa Library is in the upper third in terms of satisfaction with existing services compared to other libraries around the world - the overall satisfaction score was 7.2 out of 9.

Respondents noted that the library helps them stay current in their research and they expressed high satisfaction with the service provided. Most of them also mentioned that library staff are very professional and have appropriate knowledge to answer their questions.

However, some users were not happy with the system of remote connection to the library's resources or the interfaces for searching for books and articles. Also, the recent cancellation of journal subscriptions and book acquisitions, due to budget cuts, has affected satisfaction with the collection.

In addition, many users were dissatisfied with the physical aspects of the library; in particular the noise and the lack of rooms for group work.

[See graphs for more information](#)

Many respondents added detailed comments in the body of the survey for example:

"Allowing entrance with bags is an excellent idea - I notice that there is now a large influx of students in the library as they don't have to waiting in line for storage lockers. Finally, a decision was made that encourages students to come to the library"

"I think we should handle the interior design of the library as follows: new furniture, more workstations - but not to crowd them, more work spaces - there's a shortage of pleasant areas for learning, and more signs for finding books on the shelves by their code - I find I often have to devote 10 minutes to locate a book so I usually order books from the catalog and collect them from the Circulation desk"

"The service is pleasant and very efficient but there is not much space for comfortable learning."

"We need to find a solution to the problem of cell phones, because the prohibition does not suit most library patrons, there should be areas on every floor where talking on cell phones is allowed and other areas where it is prohibited"

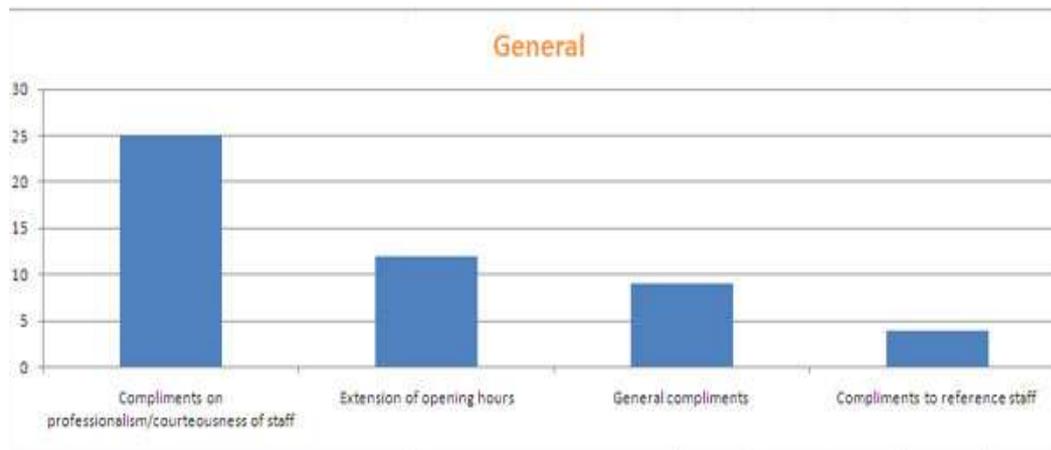
"Overall, the service is extremely courteous and the library assistants are always pleasant .. sometimes I have to wait for help, but the reference librarians always show me new ways to get the information I need so it's worth the wait"

"The library was great until a few years ago, but the steady decline in journal subscriptions, and the lack of electronic journals has brought about a decline in the quality of the library as a research library"

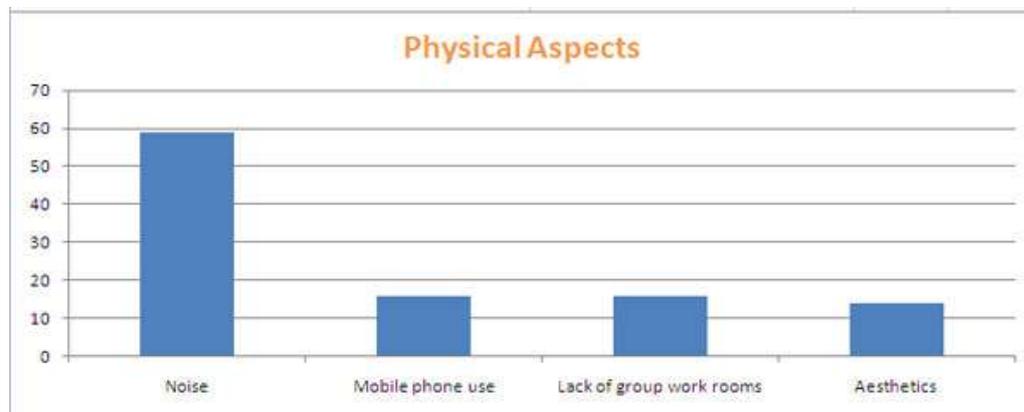
"... I want to commend the fantastic support graduate students receive for the RefWorks software"

Examples of comments by subject area:

## General



## Physical aspects



## Collection maintenance



The most frequently-mentioned comments related to the issue of noise, various physical aspects and compliments to library staff.

The results and possible actions were discussed at departmental workshops and also at the "8th International Conference on Performance Measurement in Libraries and Information Services" held in Florence last August. The library also formulated a detailed action plan to improve the various issues that were raised which will be reported in the next newsletter.