After Assessment: Response of the University Libraries

The LibQUAL+ survey was conducted spring 2006. It helped us to evaluate library spaces, resources and customer service. The libraries received the survey analysis and organized town hall meetings to share findings and receive feedback from undergraduates, graduates, faculty and staff. Finally, on July 10, 2006 we shared survey findings and townhall discussions with library faculty and staff. Listed below are approaches that the libraries have already taken, or will take to address concerns raised in the LibQUAL + 2006 survey and townhall meetings.

Library as Place
Continue to support the 3rd floor as Quiet Floor.
Increase signage
Ensure that shelf signage is accurate
Provide more ergonomic and collaborative furnishings for public workstations
Develop the Library Commons to enable increased collaboration

Access to Resources
Better market how to access resources
Better market what resources we have and those we can make access to (ILL)
Acquire within budgetary constraints the resources that we need but do not have
Continue to cross train staff as a means of providing more seamless access to services
Continue to be represented at campus functions as a means of publicizing resources
Revise and maintain the libraries’ website.
Provide Virtual Private Network (VPN) capability to better enable remote access to non-web based library databases
Upgrade services to include access to more productivity software
Provide access to various means of electronic storage devices
Provide improved electronic access to periodical holdings
Keep computer equipment in good working order
Make laptops more accessible for library loan
Increase the number of public computer workstations
Provide increased self-help documents via online tutorials
Create a tracking system for missing and lost materials
Make processed materials available to customers faster
Use online ordering to make new materials available to the customer faster

Customer Service
Provide regular access to customer training for library personnel
Continue to monitor survey results and monthly statistics to gauge customer perception
Practice the ABC’s of Customer Service (Attitudes, Behaviors and Connections)
Be more sensitive to customer needs.