



What is LibQUAL?

LibQUAL is a web-based survey designed to measure the quality of library services based on the perceptions of students and staff.

Why are UCT Libraries conducting LibQUAL?

The Libraries are committed to improving your library services. Better understanding your expectations will help us tailor those services to your needs.

Who will participate?

An invitation to take part in the survey will be emailed to a random sample of 8,000 undergraduates, postgraduates, academics and PASS staff.

Can you participate if you're not in the sample group?

Yes. You can ask to participate by sending an email to: libqual@uctlib.uct.ac.za.

When is LibQUAL taking place?

From 12 September to 30 September 2005.

How long is the LibQUAL Survey?

The survey has 35 questions about library services and 9 questions about you, plus a box for open-ended comments and suggestions.

It takes about 10 to 15 minutes to complete.

Is the survey anonymous?

Yes. There is no way to link your answers to your identity.

What are the questions about?

The main questions are about three aspects of library service:

1. Service attitude of staff (e.g. responsiveness, understanding, courtesy)
2. Access to information (e.g. books, journals, electronic resources)
3. Library as a place (e.g. environment, quiet study space, group study space).

How does the survey work?

For each of the main questions, you are asked to rate, on a scale where "1" represents the lowest level of service and "9" the highest:

- a. your minimum acceptable level of service;
- b. the level of service you personally desire;
- c. the level of service you believe the Libraries currently provide.

Why do the questions have three parts?

By asking about minimum, desired, and perceived service levels, LibQUAL lets us see where library services are below the minimum acceptable level; where they are better than the minimum, but less than the desired level; and even where they exceed expectations.

What do "minimum acceptable" and "desired" service levels mean? Doesn't everyone want the best possible service?

Different services are important to different people.

Think of restaurants.

One that serves lousy food, has apathetic waiters, and is dirty would probably offer the lowest level of service you could think of, or a "1" on a nine-point scale.

A "9" on the same scale might represent the kind of service offered at a five-star restaurant that serves gourmet cuisine, has a maître d', attentive waiters, wine stewards, strolling violinists and a sumptuous décor.

Your minimum acceptable and desired service levels would probably fall somewhere between these extremes—it's for you to say.

In the same way, you can decide for yourself how to rate library services based on your own needs, expectations, and experiences.

Besides better service, what's in it for you?

As an incentive to complete the LibQUAL survey, the Libraries are offering you the chance to win one of three ...

iPod minis!

More info?

www.lib.uct.ac.za/libqual

Questions/Comments?

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Busisiwe 650-3107 or William 650-3132



