LibQual+® Triads Pilot

@ Arizona State University
Results Overview
Faculty
Graduate
Undergraduate

How data are informing decision-making
Spring 2012
Undergraduates: 54,411 - 80.6%
Graduate Students: 13,085 - 19.4%
Faculty 2865 (2011)
<table>
<thead>
<tr>
<th>User Group</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduates</td>
<td>483</td>
</tr>
<tr>
<td>Graduate Students</td>
<td>185</td>
</tr>
<tr>
<td>Faculty</td>
<td>323</td>
</tr>
</tbody>
</table>
The Traids Survey

Service Quality Triad # 15 of 20

At which one of the following 3 things is your library doing BEST ("1st")?
At which one of the following 3 things is your library doing WORST (3rd)?
And at which one of the following 3 things is your library doing NEITHER BEST NOR WORST ("2nd")?

Please note that your choices are stored (and cannot be changed) once you leave a given web page.

21.

<table>
<thead>
<tr>
<th>Best</th>
<th>Worst</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ 1st</td>
<td>☐ 2nd</td>
</tr>
<tr>
<td>☐ 1st</td>
<td>☐ 2nd</td>
</tr>
<tr>
<td>☐ 1st</td>
<td>☐ 2nd</td>
</tr>
</tbody>
</table>

- A library Web site enabling me to locate information on my own
- Print and/or electronic journal collections I require for my work
- Employees who have the knowledge to answer user questions

AND
Summary questions
Comments section
Legend

A = The electronic information resources I need
B = Employee who deals with users in a caring fashion
C = Library space that inspires study and learning
D = Making electronic resources accessible from my home or office
E = A library Web site enabling me to locate information on my own
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n = 323

Faculty
Analysis of Comments (n=402; codes=639)

LibQual Triad - Frequency of Top Categories
n=408

- Thank you
- link resolver problems
- Collection - satisfaction
- furniture needs
- study space - quiet - issues
- printing issues
- uses online only
- website - unfriendly
- collection - online - satisfaction
- librarians
- Collection - online - needs
- staff - concerns
- Collection - needs
- survey - dissatisfaction
- library - satisfaction
- staff - satisfaction
Quantitative Summary
top & bottom 2 issues

E-resources I need  UG, G
Caring Employees  UG, G, F
Inspiring Space   UG, G, F
Resources from Home/Office  UG, G
Web Site         UG, G
Print/E Journals  F
KEY ISSUES

1. Link Resolver

2. Customer Service @ Desks
TRIADS IN ACTION

Strategic Planning Implementation Team
Cabinet
Department Heads
User Services Council
Web Services Advisory Board
Will ARL create a version that can be used for online only users?
How will BEST/WORST be phrased in future?
Is faculty data about space meaningful?
Will customer service training improve how UGs & Gs feel about treatment in library?
Can we influence improvements in the link-resolver?
Lisa Kammerlocher
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