

Asked / Answered / Adapted: Using LibQUAL+® as a Catalyst for Change

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ASKED

LibQUAL+® results have allowed for comparison:

- over multiple years
- across branches
- with peer institutions

LibQUAL+® data has been used:

- internally in budget allocations
- in proposals for increased funding
- to speak to student groups and library staff
- in dealing with union concerns

ANSWERED

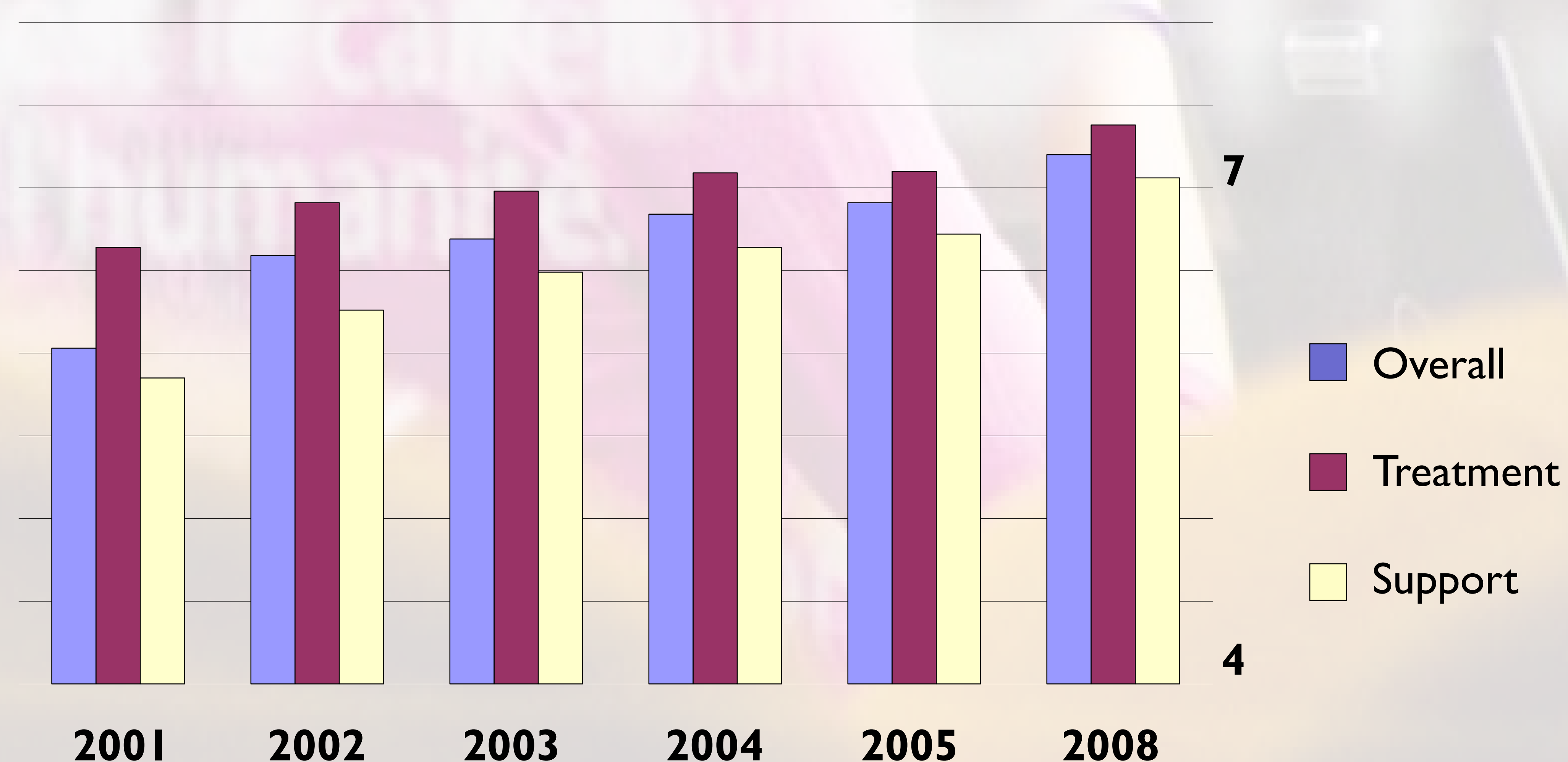
Client concerns:

- Poor facilities
- Inappropriate opening hours
- Inadequate collections
- Difficult search interfaces and website
- Inconsistent service delivery

ADAPTED

- Significant improvements to facilities
- Additional group and quiet study areas
- Opening hours extended
- Website & search interface improved
- Staff hours and service model adapted
- Liaison librarian concept introduced
- Collection Services workflows refined
- Client input form for purchasing added
- Collection fund allocation formula changed
- Textbooks and course readers acquired
- New flyers and brochures produced

General Satisfaction Questions (max = 9)



Outcomes related to LibQUAL+®

- Transformed service delivery
- Improved client satisfaction
- “A” rating in *Globe and Mail* student satisfaction survey



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