



TEXAS A&M UNIVERSITY[®] LIBRARIES

“What gets measured gets managed.”

Amos Lakos and Shelley Phipps

LibQUAL+™ 2006: Measuring Service to Achieve Excellence

The Texas A&M University Libraries recognizes that the needs of our students, faculty and community must be met by providing a substantial collection of materials and delivering effective service.

“Everything is great.”

We are moving from good to great. During the past decade we have added over 1 million volumes to our libraries. Nationally the average growth rate for academic libraries over this 10 year period has been 24%. During those 10 years, the University Libraries has grown 45% with a 10% increase alone in the 2003-2004 cycle.

While the increase in our collections has been remarkable, TAMU Libraries' recent participation in LibQUAL+™ reinforces our efforts and provides valuable feedback from students and faculty in assessing library services.

LibQUAL+™ is an international program which measures *user responses* to the services offered by libraries. It addresses the library as place, information control, the affect of services, and related factors.

For the past three years (2003 - 2005), TAMU Libraries' ratings have exceeded both national and peer institutions in service quality, access to information, and efforts to create a positive learning environment.

“I find the library to be quite enjoyable and an extremely valuable resource. Keep up the good work.”

Comments from the recently completed 2006 survey indicate both a critical eye at the services we provide and a positive response to these efforts. TAMU Libraries is on the right track—we are identifying areas of improvement, providing services germane to user needs, and creating an environment that is meeting the high expectations of our Aggie community.

“Thank you for your assistance in our continuing education.”

See back page for a list of services

Or visit our website: <http://library.tamu.edu>

"LibQUAL+™ is a powerful total market survey . . . with the ultimate goal of improving library service quality."

Colleen Cook, Fred Heath and Bruce Thompson

Library as Place



"The environment provided for studying is excellent."

"The Annex is a good place for group study with rooms to check out."

"The library is a place for me to access all of the resources I need."

"I mainly use the Annex and love the media services."

"I feel it is really a nice place for me to study."

"Great environment & overall attitude!"

"I really appreciate the 24 hours that WCL is open."

"I think the library is a good source of information ... I am pleased with the library facilities."

"I am very pleased with the services provided by the Library."

"Longer hours open on the weekend for some libraries would be beneficial."

"The library is a good place for me especially when I need to concentrate and get things done with studies and research"

"The library is too noisy."

"I really enjoy studying at Evans because it stays quiet and I get a lot done there and the staff is really helpful."



"Medical Sciences Library is very helpful to the life sciences student."

"Outlets for personal computers in study areas will allow for students to work on their lap tops in the library. This could bring more people to the library."

"Temperature control in study rooms would be nice."



"Interlibrary loan is awesome."

"The staff at the main desk are very kind and helpful. Keep up the good work!"

"TAMU libraries have improved and really help me get things done efficiently since I can access almost all of what I need from my office or from home."

Access to Information

"AskNow is a great new service that I enjoy."

"This is an incredible library! It's well stocked with relevant books and journals. Moreover, the electronic accessibility is great. Finally, I've used the eDocs feature many times and it's been an extremely important tool for me. Thanks for providing a great service!"

"I've been greatly impressed with the use of SFX and TAMU-Full Text options that have become available over the last few years." journals/resources."

"The My Portal library service is invaluable. Without it, I would spend countless hours looking up papers that I can easily get with a few clicks on your website."

"deliverEdocs is also a great new resource available to students."

"The web page is improved. There is still a lot of tedious clicking to get to exactly the database I need."



"I love eDocs. I usually try to mention this to hiring candidates with whom I meet, because it is a great service that is extremely helpful to researchers and is quite a bit above the level of service provided by libraries at other universities."

"I am an avid user of the Electronic Reserve System and depend on it for my teaching. I use the electronic access to numerous journals on an almost daily basis."

"I am not sure that students

are really aware of the many library services available to them."

"Access to electronic versions of journals, SciFinder Scholar and eDocs are indispensable for my scholarly activities."

"The eDocs effort that sends us pdf copies of material we could not find online is the greatest boon to productivity (apart from the computer itself) I have seen in my 30 years of professional work."

"The Library has made great strides in electronic resources. Good job!"

User Perceptions About Services

"The overall service of the Library System is very good."

"The libraries are so helpful and everyone is really nice and helps if you need it."

"Please have an eMail reminder service the day before a book is due."

"I appreciate the helpful comments and aid that I receive when I have a problem or when I am looking for something that I cannot find."

"This is my second semester at A&M. I'm learning more about the help I can receive through the librarians visiting the classes. Thanks."

Texas A&M University Libraries 2005 Statistics	
Volumes Held	3,437,376
Total Current Serials	56,903
Cartographic Materials	223,947
Video & Film	26,336
Audio	17,752
Number of Electronic Journals	51,696
Number of Electronic Books	345,280

"Great service, always can find someone who knows what to do to meet my needs."

"Extremely helpful and knowledgeable online help - first time I've ever used online support that has actually been useful - the staff here really know what they're doing."

"I would like to see monographs re-shelved more quickly than they are currently."

"The library staff has done a very good job keeping up-to-date in a very rapidly changing environment."

"The map room provides outstanding service."

Contact Information

"The library web page is extremely useful when I need access [to] articles for a paper."

"The library is great, especially the Deliver eDocs service. I have never been disappointed when I use the Library."

"This is an excellent library. Your ILL-eDocs is superior to the other two universities (Big Ten and Intermountain West) that I have attended."

"Great improvement in recent years. New electronic search engine is a real asset. Electronic Reserves is excellent and helpful."

"I am not sure if the library has a signup for updates, but that would be a nice feature. Half the time, I am not aware of what new things are available through the library."

"I really enjoy everything about the nature of the libraries. I believe that you are doing a great job overall."

"The main thing that influences me is the comprehensiveness of the library's periodicals/journals collection."

Libraries—Reference Desks

Cushing	845-1950
Medical Sciences Library (MSL)	845-7428
Policy Sciences & Economics Library (PSEL)	862-3544
Sterling C. Evans Library	845-3826
West Campus Library (WCL)	845-2111

Circulation

Cushing	845-1951
MSL**	845-7428
PSEL	862-3544
Evans Library**	845-3731
WCL**	862-1983

Course Reserves

Evans Library	862-6310
WCL	862-1984
MSL	845-7428

Interlibrary Loan

Evans Library/PSEL/WCL	845-5641
MSL	845-7428

Multimedia Viewing

845-2316

Study Spaces

Library Annex	845-3122
MSL	845-7428

Notebook Computers Check Out

Evans Library	845-3731
MSL	845-7428
PSEL	862-3544
WCL	862-1983

Tours, Classes and Orientation

862-1060

****Offering extended hours**

"The current library personnel are outstanding."

"The eDoc delivery system is great and absolutely essential! I am also very pleased with the eCourse reserves. Makes my life and students' lives much easier."

"Especially thanks for electronic access and delivery of journal articles and conference proceedings. It has really been very helpful and makes me much more efficient in accessing information."

"I am very pleased with service that the TAMU Library provides. We are competitive as a result of good people doing a good job for the whole team (faculty, staff and students)"

"The library staff and services that are offered are phenomenal. The librarians, assistants and student workers have all been friendly and helpful. I really appreciate all that you do for me and contribute to my education. Thanks."

A complete list of Building and Service Desk hours is available online at

<http://library.tamu.edu/hours>

For a comprehensive and up-to-date list of services

Visit our website:

<http://library.tamu.edu>