LibQUAL+ Results Boston College Staff 2006

40 respondents

Top Desires (highest desired means)
- Employees who are consistently courteous.
- The Electronic Resources I need.
- Making electronic resources accessible from my home or office
- Readiness to respond to user’s questions.
- Employees who have the knowledge to answer my questions.

Areas of satisfaction (smallest gap between perceived and desired mean):
- Community space for group learning and group study.
- A comfortable and inviting location
- Employees who deal with users in a caring fashion.
- Quiet space for individual activities.
- Employees who are consistently courteous.

Principle Areas Where Staff Perceive Libraries Greatly Exceed Minimum Expectations (perceived higher than minimum or target adequacy mean)
- Employees who instill confidence in users.
- Giving users individual attention.
- Community space for group learning and group study.
- A getaway for study, learning, and research.
- Employees who are consistently courteous.

Areas needing Improvement (greatest gap between perceived and desired).
- Print and/or journal collections I require for my work.
- A library web site enabling me to locate information on my own.
- Making electronic resources accessible from my home or office.
- The electronic information resources I need.
- Library space that inspires studying and learning.

Areas where staff members perceive the libraries fail to meet their minimum expectations
- The printed library materials I need for my work.
- Making information easily accessible for independent use.
- Print and/or electronic journals I require for my work.

General Satisfaction Questions - rated on a scale of 1-9 where 1 is strongly disagree and 9 is strongly agree or 1 is extremely poor and 9 is extremely good.

In general I am satisfied with the way I am treated at the library.  Boston College Libraries 7.68  AJCU Libraries 7.73
In general, I am satisfied with library support for my learning, research, and/or teaching needs.  Boston College Libraries 7.05  AJCU Libraries 7.21
How would you rate the overall quality of the service provided by the libraries? **Boston College Libraries 7.68  AJCU Libraries 7.53**

**AJCU Questions**

**Top Desires**
- The library collection provides information resources reflecting diverse points of view
- The library program teaches me how to access, evaluate, and use information
- The library provides access to archival materials (documents, manuscripts, and photographs)

**Area where staff members perceive the library greatly exceeds minimum expectations**
The library program teaches me how to access, evaluate, and use information

**Areas needing improvement**
- The library collection provides information resources reflecting diverse points of view
- The 24 by 7 live chat service provides information assistance when and where I need it