LibQUAL+ Results 2010 for Boston College Graduate Students

298 Respondents: Highest number of respondents from Humanities (21.48%), followed by Education (20.13%), Social Science/Psychology (18.79%), Business (15.10%), and Health Science (7.05%)

Top Desires (highest desired means):

- A library website enabling me to locate information on my own
- Making electronic resources available from my home or office
- Easy-to-use access tools that allow me to find things on my own
- Print and/or electronic journal collections I require for my work
- Modern equipment that lets me easily access needed information
- Making information easily accessible for independent use

Areas of Satisfaction (smallest gap between perceived and desired mean):

- Giving users individual attention
- Employees who deal with users in a caring fashion
- Employees who are consistently courteous
- Employees who instill confidence in users
- Willingness to help users
- Employees who have the knowledge to answer user questions

Areas Where Graduate Students Perceive Libraries Greatly Exceed Minimum Expectations (largest adequacy mean):

- Giving users individual attention
- Employees who deal with users in a caring fashion
- Readiness to respond to users' questions
- Employees who are consistently courteous
- Employees who instill confidence in users
- Employees who have the knowledge to answer user questions

Areas Needing Improvement (greatest gap between perceived and desired mean):

- Easy-to-use access tools that allow me to find things on my own
- Library space that inspires study and learning
- A comfortable and inviting location
- Print and/or electronic journal collections I require for my work
- Community space for group learning and group study
- A library Web site enabling me to locate information on my own

Areas Where Graduate Students Perceive the Libraries Fail to Meet their Minimum Expectations

- Easy-to-use access tools that allow me to find things on my own

General Satisfaction Questions – rated on a scale of 1-9 where 1 is strongly disagree and 9 is strongly agree:

- In general, I am satisfied with the way in which I am treated at the library. **7.88**
- In general, I am satisfied with library support for my learning, research, and/or teaching needs. **7.22**
- How would you rate the overall quality of the service provided by the library? **7.48**