

LibQUAL 2005

Library Survey Results Gear to Actions...

California Polytechnic State University was one of the 255 libraries involved in LibQUAL+ 2005, a web based survey conducted during spring 2005 to measure user perceptions and expectation of library service quality across North America, United Kingdom, Ireland, Australia, and Sweden.

710 Participants at California Polytechnic State University responded to the questionnaire with 307 of the respondents providing additional written comments. Of 710: 404 undergraduates – 130 graduates – 176 faculty responded to the survey.

Survey findings:

The Cal Poly undergraduates rated Library higher on the “Affect of Service” followed by “Information Control” but lower in the “Library as Place” dimension. They repeatedly asked for,

- More group study areas and a comfortable/inviting location
- Better tables and chairs
- Designated quiet study areas
- Access to appropriate electronic resources with better navigation
- More textbooks for reserve and foreign newspapers
- Longer hours during pre-finals and finals.

The Cal Poly graduate students had concerns with the “Information Control” dimension and the physical layout. Their requests included,

- More electronic journals with easy off-campus access
- The engineering grads want more access to ACM and IEEE journals and medical/biomedical engineering journals
- More group study and quiet areas.

Cal Poly faculty respondents rated us poorly in the “Information Control” dimension. Faculty members want,

- More journals (print and full-text electronic), more books (especially those from university presses), and more videos (particularly educational videos produced by Nova or PBS)
- Convenient photocopy facility.

Actions:

After analysis of the survey ratings and written comments from our users, the library has begun to evaluate the results and has taken the following actions:

- **Affect of Service (User interaction with library staff)**
 - Library is open longer hours during pre-finals (since Spring 2005, library closes on Friday and Saturday at 8pm)
- **Library as Place (Physical environment of the library)**

- Old furniture in the Reading Room on the 1st floor has been replaced (Winter break 2005)
- **Information Control (User ability to find & access print and electronic resources)**
 - [Nature](#) and [Science](#) e-journals have been added to the Digital Library Collections (Access via [PolyCat](#)), thanks to College of Science and Math for their financial contribution from student fees
 - Converting print and microform journal collections into electronic format
 - [ISI Web of Knowledge databases](#) including Science Citation Index, Social Science Citation index, BIOSOS, Zoological record, and Food, Science & technology abstracts were added during 2005 (Learn more and access this database, [click here](#))
 - Library Web Pages are being redesigned (Will be available Fall of 2006)
 - Additional databases added include [IEEE/IEE Electronic library](#), [Marine Oceanographic and Freshwater abstracts](#), and [SAE \(Society of Automotive Engineers\) Standards & Publications database](#).
 - [American Institute of Physics Backfiles & Electronic Journals](#)
 - [BioMed Central](#) (Access over 140 open access journals covering all areas of biology and medicine)
 - CINAHL Plus Full Text (3,000+ Nursing & Health related titles)
 - [Earthquake Engineering Abstracts](#)
 - [PsycARTICLES](#) (online access to over 50 journals available since September 2005)
 - Gale Literature Resource Center
 - JSTOR Arts and Science II
 - Oxford Journals Online
 - [RILM Abstracts of Music Literature](#)
 - [Scientific American Online Archive](#)
 - SpringerLink
 - Also converted over 100 journal subscriptions to online. To access, please conduct a journal title search using [PolyCat](#)

To see the full report, go to <http://www.lib.calpoly.edu/departments/assessment/> .

Further Research and More Information:

Ongoing analysis is being conducted on the data generated by the survey and received via feedback to refine and target additional goals and actions for the library. Library will continue to market new services and resources via [library web site](#) and also provide updates under above header, “**Actions.**”

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