LibQUAL+ 2005 Session II
LSUHSC-S Executive Summary
Summer 2006
About LibQUAL+ ......................................................................................................................... 2
Summary of Results .................................................................................................................. 3
Analysis of Results by Type of User .......................................................................................... 5
    Faculty ........................................................................................................................................ 7
    Students (Undergraduates) ...................................................................................................... 9
    Graduate Students .................................................................................................................. 11
    Staff .......................................................................................................................................... 13
Local Questions ........................................................................................................................... 15
User Comments ........................................................................................................................... 16
Summary of LibQUAL+ Results and Library Responses ............................................................. 17
Appendix I. Core questions included in LIBQUAL+ ................................................................. 21
Appendix II. Local Questions included in LibQUAL+. ............................................................. 22
Appendix III. Composite AAHSL responses to LibQUAL+ core questions. ............................. 23
Appendix IV. Comments (by user group) .................................................................................. 24
Appendix V. About LibQUAL+ Radar Charts .......................................................................... 31
About LibQUAL+

LibQUAL+ is a suite of services developed by the Association of Research Libraries (ARL). Libraries use it to solicit, track, understand, and act upon users’ opinions of service quality. The program’s centerpiece is a rigorously tested web-based survey. As of Spring 2005, more than 600 libraries in the U.S. and abroad have participated in the LibQUAL+ survey, including College, University, Health Science & Medical, Law, and Public libraries.

The LibQUAL+ survey includes 22 core questions that measure three critical dimensions of library service quality:

- **Affect of Service**: Nine questions relating to interactions with library staff, e.g. “Willingness to help users”; “Employees who understand the needs of their users.”

- **Library as Place**: Five questions relating to the library’s physical setting and facilities, e.g. “Library space that inspires study and learning”; “Community space for group learning and group study.”

- **Information Control**: Eight questions relating to the availability and ease of access of needed library resources, e.g. “Print and/or electronic journal collections I require for my work”; “Making electronic resources accessible from my home or office.”

In addition to these 22 questions, consortia libraries are permitted to select up to five additional, “local” questions. The LSUHSC-S library participated in the survey with ten other members of the Association of Academic Health Sciences Libraries (AAHSL) in Session II, 2005. These eleven libraries adopted three questions for inclusion by all member libraries, permitting each library to select two additional questions of its own. The LibQUAL+ survey questions are available in Appendices I & II.

**Adequacy and Superiority Scores**

LibQUAL+ assesses the library in three service dimensions: Affect of Service, Library as Place, and Information Control. It does so by asking respondents to rate the minimum level of acceptable service for each question, the desired or ideal level of service, and the perceived or actual level of service they receive as patrons. The minimum and desired scores establish a window of acceptable service levels, or “zone of tolerance.” Two additional scores are calculated from these figures: the Adequacy score and the Superiority score. These scores summarize where the library’s perceived service levels fall relative to the zone of tolerance. For both Adequacy and Superiority scores, higher numbers represent higher service quality.
The library’s estimated total user population, based on availability of e-mail addresses, was approximately 4340. A total of 667 surveys were completed, for a response rate of 15.37%. This is necessarily only an approximation, since there are library users who do not have LSUHSC e-mail accounts; however, it is the best estimate available.

Responses on the three service dimensions—Affect of Service, Library as Place, and Information Control—are presented in Table 1. The library’s strongest service area is Affect of Service. The service dimension that scored lowest is Information Control. This dimension addresses availability and accessibility of the resources that users need. Users want additional resources, such as electronic journals, books and databases to support their research, education and service missions.

LibQUAL+ relies on “radar charts” to graphically summarize results for each service dimension. Interpretation of these charts is summarized in Appendix V. On the radar charts, questions on Affect of Service are highlighted in blue, questions on Library as Place in purple, and questions on Information Control in orange.

To place these results in context, a total of eleven academic health sciences center libraries (AAHSL) participated in LibQUAL+ Session II in 2005. Their users’ responses were averaged, creating an “AAHSL composite library” for comparison. For each service dimension, the LSUHSC-S library’s Adequacy and Superiority scores exceed those for the AAHSL composite, i.e., the users ranked the library’s three service dimension scores higher than the average.

Table 1. Overall mean scores (all user groups) for the three dimensions of library service quality for LSUHSC-S. The library’s Adequacy and Superiority scores in all three dimensions are better than those for the composite AAHSL library, indicating greater user satisfaction overall.

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Minimum</th>
<th>Desired</th>
<th>Perceived</th>
<th>Adequacy score</th>
<th>Superiority score</th>
<th>n</th>
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<tbody>
<tr>
<td>Affect of Service</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>LSUHSC-S</td>
<td>6.82</td>
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<td>7.70</td>
<td>0.88</td>
<td>-0.28</td>
<td>653</td>
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<td>7.41</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
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<td>LSUHSC-S</td>
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<td>7.18</td>
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<td>648</td>
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<td>AAHSL</td>
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<td>7.69</td>
<td>6.97</td>
<td>0.56</td>
<td>-0.72</td>
<td>4,181</td>
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<td></td>
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<tr>
<td>LSUHSC-S</td>
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<td>7.42</td>
<td>0.53</td>
<td>-0.68</td>
<td>652</td>
</tr>
<tr>
<td>AAHSL</td>
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<td>8.26</td>
<td>7.21</td>
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<td>-1.05</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LSUHSC-S</td>
<td>6.77</td>
<td>7.97</td>
<td>7.48</td>
<td>0.71</td>
<td>-0.49</td>
<td>653</td>
</tr>
<tr>
<td>AAHSL</td>
<td>6.79</td>
<td>8.03</td>
<td>7.24</td>
<td>0.45</td>
<td>-0.79</td>
<td>4,262</td>
</tr>
</tbody>
</table>
Fig. 1. Overall responses (all user groups) responses to twenty-two “core” LibQUAL+ questions for LSUHSC-S and the AAHSL composite library (averaged from eleven participating libraries).

LibQUAL radar charts are discussed in Appendix V. To summarize:

- Areas in red depict service areas perceived as less than the minimum acceptable level.
- Areas in blue depict areas perceived as greater than the minimum (but less than the desired.)
- Areas in green depict service areas perceived as greater than desired.
- Areas in yellow depict areas perceived as less than the desired and, along with red areas, are opportunities for library service improvement.

**Library as Place.** For most questions, the yellow and blue zones are of similar width, i.e., user perceptions of the library as an inviting place fell in the middle of zone of tolerance. This is similar to findings for the AAHSL composite library. For one question, LP-4, “A getaway for study, learning or research,” LSUHSC-S users ranked the library somewhat higher (as reflected in the broader blue zone.)

**Affect of Service.** The blue zone on the radar chart is broad, with a narrow yellow zone, indicating relatively high satisfaction with Affect of Service. Scores for the LSUHSC-S library in this service dimension are better than those for the AAHSL composite library.
**Information Control.** For most questions, the yellow and blue zones are of similar width, i.e., user perceptions of services fall in the middle of the zone of tolerance. Overall ("all user groups") LSUHSC-S user satisfaction did not fall below minimum acceptable levels for any question in this service dimension. However, the yellow zone became broader for two questions, indicating less satisfaction:

- IC-1 Making electronic resources accessible from my home or office
- IC-8 Print and/or electronic journal collections I require for my work

The yellow zones for the AAHSL composite library were broader than those for LSUHSC-S, indicating less satisfaction. One question (IC-8) dipped into the red (i.e., perceived service levels did not meet users’ minimum acceptable levels.)

### Analysis of Results by Type of User

Table 2 presents survey responses by type of library patron. Survey respondents were asked to categorize themselves into one of five user groups: Student (undergraduate), Graduate Student, Faculty, Staff, and Library Staff. While overall survey results indicate Affect of Service as a strength and Information Control as an area needing improvement, assessments by some groups differed markedly.

Table 2. Mean scores for the three dimensions of library service quality at LSUHSC-S, by user group

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Minimum</th>
<th>Desired</th>
<th>Perceived</th>
<th>Adequacy score</th>
<th>Superiority score</th>
<th>n</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Affect of Service</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student</td>
<td>6.54</td>
<td>7.85</td>
<td>7.78</td>
<td>1.24</td>
<td>-0.07</td>
<td>101</td>
</tr>
<tr>
<td>Graduate</td>
<td>6.63</td>
<td>8.02</td>
<td>7.78</td>
<td>1.14</td>
<td>-0.24</td>
<td>148</td>
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<td>Faculty</td>
<td>6.81</td>
<td>8.04</td>
<td>7.62</td>
<td>0.81</td>
<td>-0.42</td>
<td>134</td>
</tr>
<tr>
<td>Staff</td>
<td>7.04</td>
<td>7.98</td>
<td>7.67</td>
<td>0.63</td>
<td>-0.31</td>
<td>270</td>
</tr>
<tr>
<td><strong>Library as Place</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student</td>
<td>6.47</td>
<td>8.05</td>
<td>6.93</td>
<td>0.46</td>
<td>-1.12</td>
<td>101</td>
</tr>
<tr>
<td>Graduate</td>
<td>6.33</td>
<td>7.85</td>
<td>7.02</td>
<td>0.70</td>
<td>-0.82</td>
<td>148</td>
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<td>Faculty</td>
<td>5.90</td>
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<td>-0.26</td>
<td>131</td>
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<td>Staff</td>
<td>6.84</td>
<td>7.80</td>
<td>7.51</td>
<td>0.67</td>
<td>-0.29</td>
<td>268</td>
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<tr>
<td><strong>Information Control</strong></td>
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<td></td>
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<td></td>
<td></td>
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<tr>
<td>Student</td>
<td>6.66</td>
<td>8.00</td>
<td>7.59</td>
<td>0.93</td>
<td>-0.41</td>
<td>101</td>
</tr>
<tr>
<td>Graduate</td>
<td>6.83</td>
<td>8.27</td>
<td>7.50</td>
<td>0.66</td>
<td>-0.78</td>
<td>148</td>
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<tr>
<td>Faculty</td>
<td>6.94</td>
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<td>7.07</td>
<td>0.13</td>
<td>-1.20</td>
<td>134</td>
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<tr>
<td>Staff</td>
<td>6.97</td>
<td>7.96</td>
<td>7.48</td>
<td>0.51</td>
<td>-0.47</td>
<td>269</td>
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</tbody>
</table>
Affect of Service. The library received its highest scores in Affect of Service, especially among students and Graduate Students. Affect of Service scores from the faculty were somewhat lower, but still reflect more satisfaction than dissatisfaction.

Library as Place. Students consider Library as Place a more important area for improvement. This service dimension was not a matter of concern for faculty.

Information Control. It is clear that faculty would like the library to acquire additional resources, as reflected in the fact that the Adequacy and Superiority scores they gave for Information Control were lower than for the other service dimensions. In contrast, students are satisfied with the library’s collections and access.
Faculty

Fig. 2. **Faculty responses** to twenty-two “core” LibQUAL+ questions for LSUHSC-S and the AAHSL composite library (averaged from eleven participating libraries).

LibQUAL+ radar charts are discussed in Appendix V. To summarize:
- Areas in **red** depict service areas perceived as less than the minimum acceptable level.
- Areas in **blue** depict areas perceived as greater than the minimum (but less than the desired.)
- Areas in **green** depict service areas perceived as greater than desired.
- Areas in **yellow** depict areas perceived as less than the desired and, along with red areas, are opportunities for library service improvement.

**Library as Place**. The faculty responses show broad blue and narrow yellow zones for this dimension, indicating relative satisfaction with library services: library facilities consistently exceed minimum expectations and in some cases approach optimum levels desired by faculty.
Affect of Service. Faculty responses show broad blue and narrower yellow zones for Affect of Service, again indicating relative satisfaction with library services in this dimension.

Information Control. This is clearly the service dimension that is of greatest concern to faculty, both at LSUHSC and in AAHSL institutions generally (as reflected by the AAHSL composite scores.) LSUHSC-S faculty responses show broad yellow zones, indicating that, while service levels generally exceed minimum acceptable levels, there is still a gap between their perceived level of actual service and their optimum levels.

For two questions in the Information Service dimension, faculty felt that the library’s services did not meet their minimum expectations in two specific areas (flagged in red.)

IC-1 Making electronic resources accessible from my home or office
IC-8 Print and/or electronic journal collections I require for my work

Users at other academic health science libraries also see Information Control as the area most needing improvement. Faculty members at the composite AAHSL library indicated that services did not meet their minimum expectations in five areas (flagged in red.) Adequacy gaps for IC-1 and IC-8 were larger than those for LSUHSC-S, i.e., users at other institutions were more dissatisfied with service in these two areas.

IC-1 Making electronic resources accessible from my home or office
IC-2 A library Web site enabling me to locate information on my own
IC-4 The electronic information resources I need
IC-6 Easy-to-use access tools that allow me to find things on my own
IC-8 Print and/or electronic journal collections I require for my work
Students (Undergraduates)

Fig. 3. Student (undergraduate) responses to twenty-two “core” LibQUAL+ questions for LSUHSC-S and the AAHSL composite library (averaged from eleven participating libraries).

LibQUAL+ radar charts are discussed in Appendix V. To summarize:

- Areas in red depict service areas perceived as less than the minimum acceptable level.
- Areas in blue depict areas perceived as greater than the minimum (but less than the desired.)
- Areas in green depict service areas perceived as greater than desired.
- Areas in yellow depict areas perceived as less than the desired and, along with red areas, are opportunities for library service improvement Library as Place. The predominance of yellow over blue in the Library as Place dimension for LSUHSC-S students indicates that respondents feel that actual service is lower than their optimum, but does exceed their minimum desired.

Affect of Service. The predominance of blue with only small yellow zones in the Affect of Service dimension signifies that respondents feel that library service consistently exceeds their minimum expectations. On three questions, students felt that library
services exceed optimum levels. These questions are highlighted in green (this is difficult to perceive on the scale at which the radar charts are reproduced above.)

AS-2  Giving users individual attention
AS-6  Employees who deal with users in a caring fashion
AS-8  Willingness to help users

**Information Control.** Student satisfaction in the Information Control dimension is relatively high, as reflected by broad blue and narrow yellow zones. One question did stand out as of greater concern to students by its broader yellow zone: IC-1, “Making electronic resources accessible from my home or office.” This represents a problem in communication rather than in availability of services. Students are not aware that remote access is available to them either through their institutional VPN or the library’s proxy server.
Graduate Students

Fig. 4. Graduate student responses to twenty-two “core” LibQUAL+ questions for LSUHSC-S and the AAHSL composite library (averaged from eleven participating libraries).

LibQUAL+ radar charts are discussed in Appendix V. To summarize:
- Areas in red depict service areas perceived as less than the minimum acceptable level.
- Areas in blue depict areas perceived as greater than the minimum (but less than the desired.)
- Areas in green depict service areas perceived as greater than desired.
- Areas in yellow depict areas perceived as less than the desired and, along with red areas, are opportunities for library service improvement.

Library as Place. Graduate student perceptions of library facilities more closely parallel those of the undergraduate students than they do those of faculty members. On most Library as Place questions, graduate students report a larger gap between their perceived levels of actual service and their optimum levels, as shown by the relatively wide yellow zone. However, graduate student satisfaction with Library as Place at LSUHSC-S is better than for the AAHSL composite library, which shows notably broader yellow zones.
**Affect of Service.** Graduate students are relatively satisfied with Affect of Service, as shown by the broad blue zones and narrower yellow bands.

**Information Control.** Graduate students see ease of access and availability of resources as less than optimum, but greater than minimum acceptable levels. They do not perceive the Information Control dimension as being as great a problem as does the faculty, nor as great as is reported by graduate students at the AAHSL composite library (i.e., the yellow zones in Information Control for LSUHSC-S graduate students are narrower than for LSUHSC-S faculty, or for the graduate students at the AAHSL composite library.)
Staff

Fig. 5. **Staff** responses to twenty-two “core” LibQUAL+ questions for LSUHSC-S and the AAHSL composite library (averaged from eleven participating libraries).

LibQUAL+ radar charts are discussed in Appendix V. To summarize:

- Areas in **red** depict service areas perceived as less than the minimum acceptable level.
- Areas in **blue** depict areas perceived as greater than the minimum (but less than the desired.)
- Areas in **green** depict service areas perceived as greater than desired.
- Areas in **yellow** depict areas perceived as less than the desired and, along with red areas, are opportunities for library service improvement.

**Library as Place.** Staff reports that the library’s physical facilities are adequate. No questions in this service dimension stand out as failing to meet minimum expectations; yellow zones for all questions are fairly narrow.
Affect of Service. Staff reports that the library’s willingness to help users and service orientation are adequate, consistently exceeding their minimum acceptable levels. Yellow zones for all questions are fairly narrow.

Information Control. While staff reports adequate ease of access and availability of resources for most questions, there is a distinctly broader yellow zone for question IC-1, “Making electronic resources accessible from my home or office.” It is likely that institutional Staff, like other user groups, are not aware of their options for off-campus access.
Local Questions

User responses to the five local questions reiterated findings from the core questions. Overall, users generally found all dimensions to surpass their minimum expectations. The notable exception was the Faculty’s perception of Information Control, which was the area of lowest satisfaction for this user group. The library’s adequacy score among for this dimension in question L-5 did not meet the Faculty’s minimum expectations.

Students rated the library high in Affect of Service, especially in user instruction. On question L-2, the library’s score exceeded user’s perception of optimum service.

<table>
<thead>
<tr>
<th>Question Text</th>
<th>Minimum Mean</th>
<th>Desired Mean</th>
<th>Perceived Mean</th>
<th>Adequacy Score</th>
<th>Superiority Score</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>L-1 Providing health information when and where I need it</td>
<td>Student 6.41</td>
<td>7.76</td>
<td>7.41</td>
<td>1.00</td>
<td>-0.35</td>
<td>100</td>
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<td>Faculty 6.72</td>
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<td>Staff 6.85</td>
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<td>0.57</td>
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<td>L-2 Employees teaching me how to access or manage information</td>
<td>Student 6.33</td>
<td>7.66</td>
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<td>-0.27</td>
<td>262</td>
</tr>
<tr>
<td>L-3 Access to information resources that support patient care</td>
<td>Student 6.95</td>
<td>8.23</td>
<td>7.82</td>
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<td>-0.41</td>
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<td>-0.40</td>
<td>222</td>
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<tr>
<td>L-4 An environment that facilitates group study and problem solving</td>
<td>Student 6.16</td>
<td>7.57</td>
<td>7.26</td>
<td>1.10</td>
<td>-0.30</td>
<td>99</td>
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<td>1.15</td>
<td>-0.41</td>
<td>143</td>
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<td>6.67</td>
<td>1.22</td>
<td>-0.07</td>
<td>105</td>
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<td>L-5 Electronic resources matching my information needs</td>
<td>Student 6.95</td>
<td>8.23</td>
<td>7.82</td>
<td>0.88</td>
<td>-0.41</td>
<td>91</td>
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<td>6.97</td>
<td>-0.14</td>
<td>-1.45</td>
<td>132</td>
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<tr>
<td></td>
<td>Staff 6.87</td>
<td>7.88</td>
<td>7.41</td>
<td>0.54</td>
<td>-0.48</td>
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User Comments

In addition to the core and local questions, LibQUAL+ permits respondents to enter comments in free text. Participating libraries often find this one of the most valuable parts of the survey. The library appreciates the many positive comments made by survey respondents. There were also comments that suggested areas for improvement. All user comments are listed in appendix IV.

Summary of Comments.

Affect of Service
Sixty-two user comments addressed the “Affect of Service” dimension. The overwhelming majority of these comments were positive. Library staff was repeatedly described as “courteous,” “helpful,” and “approachable.” One respondent commented “Absolutely the BEST STAFF I have ever worked with.” Another remarked, “The library and its personnel [sic] comprise one of the best run aspects of the LSUHSCS. The personnel [sic] are very courteous and helpful in finding ANYTHING that you need.”

Four users commented on episodes in which they felt that staff members had been inattentive or unapproachable. The library recognizes that there is always room for improvement, and will review its staff training procedures.

Library as Place
Fifty-one user comments addressed the “Library as Place” dimension. Thirteen users commented approvingly on changes made during the last year, singling out the fresh flowers in public areas and the candy dish at the circulation desk. However, there were many more comments on problems that need to be addressed. The foremost among these appears to be a need for more individual study space. Fifteen users made comments to this effect, most often specifying a desire for more small study rooms. Two users said that the study carrels located in public areas are not optimal for individual study, as they do not permit the user to “spread out,” and suggested that tables would be preferable. Another request for improvement in the study rooms was for additional dry-erase boards.

Nine respondents complained about temperature control in the library, especially on the second floor. Six respondents commented on noise levels, most often in the study rooms. Eight respondents noted that the library was aesthetically uninviting.

While most groups identified Information Control as having the greatest need for improvement, students were satisfied with the library’s resources. For this group, Library as Place was the issue of greatest concern.

Information Control
Sixty-eight comments touched on Information Control issues. The most common observation was on the need for additional journal subscriptions, a concern expressed by thirty-two respondents.
Eight respondents commented on the library’s book collection, noting that the age of the collection greatly limits its usefulness. There were relatively few comments on the library’s computing infrastructure. One user requested that wireless access on the second floor be made more reliable. Two users objected to the fees charged for printing in the computer labs, and suggested some form of institutional subsidy for student printing.

Several users commented on a need for services which were already available. The library will need to find better ways to communicate its services to its users. Examples of this gap in communication:

- “I would like to have easy access to the electronic materials from any web portal including my home ISP. I would like to be able to apply for interlibrary loan electronically.” Remote access to nearly all the library’s resources is available through either the institutional VPN or the library’s proxy server. Electronic Interlibrary Loan requests have been available through ILLiad since November 2004.
- “Would like to be able to get to Ovid or PubMed off-site.” These two databases have always been available off-site to LSUHSC-S patrons. Some features, such as links to full text, may require access through the institutional VPN or the library’s proxy server.
- “We need access to at least one Evidence Based Data Base for providing patient care.” The library offers both the Cochrane Library on Evidence-Based Medicine and InfoPOEMS/InfoRetriever.

Most groups saw Information Control as the principal area in which library services needed improvement. This was especially true for Faculty members. The only exception was the student group, which was satisfied with library services on Information Control (Fig. 3) but saw Library as Place as the principal area needing improvement.

### Summary of LibQUAL+ Results and Library Responses

- **Information Control is the number one concern of faculty. Other user groups, including graduate students and staff, also see this as a problem.**

Access to electronic journals and easy access from off-campus locations appear to be the two most important issues. One surprising finding that emerged repeatedly is that users are not aware of their options for remote access. Many users also commented on the lack of new books in the circulating collection.

Maintaining an adequate collection in an era of ever-rising journal prices and stagnant budgets is a problem facing all libraries, and is reflected in their LibQUAL+ results. Although it is unlikely that the library will receive substantial increases in its materials budget in the foreseeable future, the library is addressing adequacy of the collection and ease of access as follows:
1) **Moving from Print to Electronic.** The library has been aggressively converting print journals to electronic format for several years. In 2000, the library had 639 electronic subscriptions and 382 print. Electronic subscriptions constituted 63% of the total available on the LSUHSC-S campus. In 2004/05, print subscriptions decreased to 137 while electronic subscriptions rose to 2201, or 94% of the total.

2) **Age of Book Collection.** A number of respondents expressed concern about the age of book collection. For the past year, we have been reviewing the book collection, marking some volumes for withdrawal. Money was set aside in the last fiscal year for purchase of new monographs. In addition, the library has recently purchased several electronic book collections, which are available to LSUHSC-S users through an e-books list and through the library’s online catalog.

3) **Current Protocols.** In 2005, the library licensed access to the online version of most of Wiley’s *Current Protocols* series. This was in response to an observation by several faculty members that these detailed procedural guidebooks were invaluable to researchers in the basic sciences.

4) **Joint ScienceDirect License.** The library continues to participate in group and consortial purchases of electronic resources in order to maximize its buying power. Most recently, the library joined with the library of LSUHSC-New Orleans to negotiate a joint license for Elsevier’s ScienceDirect platform. By doing so, this campus gained access to 109 e-journals previously either unavailable, or available only in print. The campus also gained backfile access for 59 e-journals. Previously, only the last 12 months of full text from these journals had been available. This directly addresses a comment made by one survey respondent member regarding the 12-month access limitation on some Elsevier journals.

5) **Journal Citation Reports Online.** Late in 2005, the library licensed the online version of ISI’s *Journal Citation Reports*. This resource, previously available to LSUHSC-S users only within the library on microfiche, has been requested by users several times over the last year. Coverage now includes 1990 to present.

6) **Improved Interlibrary Loan.** To streamline its interlibrary loan service, the library introduced the online ILLiad system in 2004. This permits users to request interlibrary loans by filling out an online form, allows the library to more easily track progress in filling requests, and permits delivery of most requests electronically to the requestor’s computer. Library staffing has been adjusted, dedicating additional manpower to interlibrary loan processing. Several LibQUAL+ respondents commented on the improved interlibrary loan service.

7) **Remote Access Issues.** Both responses to the core questions and comments by survey participants indicate that many are either not aware of the options available for access to library resources from off-campus, or find the process cumbersome. The library has an off-campus access FAQ on its website, linked from the Library Services section of its homepage, at [http://lib.sh.lsuhsc.edu/proxy.html](http://lib.sh.lsuhsc.edu/proxy.html). This webpage describes how to obtain off-campus access either through the institution’s VPN, maintained by computer services, or through the library’s proxy server. A link to an online application form for a proxy server account is included. However, it appears that many users are unaware of this FAQ. The library will need to explore ways to make its patrons aware of their options for off-campus access to its resources. It will also need to investigate whether there are any feasible alternative remote access methods that would simplify access.
To place the library’s Information Control scores in context, it should be noted that the library scored higher in Information Control than the composite AAHSL library. Dissatisfaction with library resources, as judged by the number and magnitude of negative Adequacy gaps (the “red zones” on a LibQUAL+ radar chart), is significantly greater among faculty using the “average” academic health sciences library than in the LSUHSC-S library (Fig. 2).

- **Library as Place is a concern for some users.** For students, Library as Place was the area with the greatest need for improvement. Graduate students agreed that this service dimension was an area of concern for them as well. Specific problems that emerged included lack of sufficient individual study space, noise levels (especially in the study rooms), and temperature control. Respondents also felt that the physical facility could be made more inviting. On the plus side, the library’s efforts to make the public areas more pleasant (e.g. art exhibits, comfortable seating areas, flowers, allowing food and drink in the library) were noted with approval by several respondents.

The library is addressing these issues as follows:

1. **Space Planning Consultation.** In April 2004, the library was visited by Logan Ludwig Ph.D., a nationally-recognized expert in library planning and renovation, to consult on how to best utilize the library’s space. Many of the changes implemented in the past year were initially suggested by Dr. Ludwig.

2. **Formation of the Library Space Planning Working Group.** In 2005, the library formed a Space Planning Working Group to address issues relating to Library as Place, and to study and implement the suggestions made in Dr. Ludwig’s report.

3. **Individual Study Space.** The library lost two of its individual study rooms in 2000, when the small group teaching rooms were created. It is not immediately clear whether creating additional study rooms is feasible, but the space planning working group will consider the matter. One user’s suggestion that some study carrels might be replaced with tables to create more user-friendly individual study space is also worth investigating.

4. **Noise Levels in Study Rooms.** This is a difficult problem, for which there is not a clear or easy solution at this time. We will investigate various alternatives for noise control in the coming year.

5. **Repurposing Existing Space in Library Public Areas.** Noting that many printed indexes and abstracts are no longer used due to online alternatives, the library removed most from its collection. This permitted creation of a comfortable seating area on the first floor.

6. **Repainting and Repairs.** During 2005, the interior of the library was repainted. Broken ceiling tiles and wall molding throughout the library were replaced.

7. **Improved Wireless Access.** Students had noted that wireless access to the network had been “spotty” in some areas, particularly on the 1st and 2nd floors. The library contacted Computer Services, which manages wireless access in the library, and asked that they investigate. This led to replacement of a failed access point on the second floor, greatly improving connectivity there. It also led to a plan for additional wireless access points on all floors, to more adequately cover all study areas.

8. **Additional Electrical Outlets.** The library installed additional electrical outlets in the individual study areas on all three floors.
9. **Improved Temperature Control.** Library staff is well aware that temperature control in the library has been uneven. Heating Ventilation and Air Conditioning (HVAC) problems are, in fact, one of the most common subjects of complaint in libraries, and unfortunately tend to be difficult to correct (*Shill & Tonner. Creating a better place: physical improvements in academic libraries, 1995 – 2002. College & Research Libraries 64(6):431-466, Nov 2003.*) However, in 2005, the library’s discussions with Physical Plant resulted in discovery that the temperature for the steam heat system that services the library was set far too low. With this problem corrected, temperature in the public areas in the library is now better controlled and more comfortable.

10. **History of Medicine Room.** The History of Medicine Room was remodeled using donor funding. The remodeled room, which will continue to house the History of Medicine collection, will also be used as a conference room.

- **Affect of Service scores are relatively high.**
  The library’s efforts to improve library staff interactions with patrons are showing benefits. Still, there are suggestions in the survey that this might be further improved. A small number of negative comments suggest a need for continued staff training.
<table>
<thead>
<tr>
<th>ID</th>
<th>Question Text</th>
<th>Minimum Mean</th>
<th>Desired Mean</th>
<th>Perceived Mean</th>
<th>Adequacy Mean</th>
<th>Superiority Mean</th>
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<td>A getaway for study, learning or research</td>
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<td>The electronic information resources I need</td>
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<td>1.45</td>
<td>1.77</td>
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<td>IC-5</td>
<td>Modern equipment that lets me easily access needed information</td>
<td>1.60</td>
<td>1.10</td>
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<td>1.64</td>
<td>1.34</td>
<td>640</td>
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<td>IC-6</td>
<td>Easy-to-use access tools that allow me to find things on my own</td>
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<td>IC-7</td>
<td>Making information easily accessible for independent use</td>
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<td>IC-8</td>
<td>Print and/or electronic journal collections I require for my work</td>
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<td><strong>Overall</strong></td>
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## Appendix II. Local Questions included in LibQUAL+.

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<td>L-1 Providing health information when and where I need it</td>
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<td>7.92</td>
<td>7.30</td>
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<td>L-2 Employees teaching me how to access or manage information</td>
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<td>7.58</td>
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<td>-0.56</td>
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### Appendix III. Composite AAHSL responses to LibQUAL+ core questions.

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<th>Question Text</th>
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<th>Desired Mean</th>
<th>Perceived Mean</th>
<th>Adequacy Mean</th>
<th>Superiority Mean</th>
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<td>Giving users individual attention</td>
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<td>Readiness to respond to users’ questions</td>
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<td>LP-1</td>
<td>Library space that inspires study and learning</td>
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<td>0.09</td>
<td>-1.06</td>
<td>996</td>
</tr>
<tr>
<td>IC-6</td>
<td>Easy-to-use access tools that allow me to find things on my own</td>
<td>7.15</td>
<td>8.36</td>
<td>7.12</td>
<td><strong>-0.03</strong></td>
<td><strong>-1.24</strong></td>
<td>1,002</td>
</tr>
<tr>
<td>IC-7</td>
<td>Making information easily accessible for independent use</td>
<td>7.15</td>
<td>8.33</td>
<td>7.30</td>
<td>0.15</td>
<td>-1.03</td>
<td>991</td>
</tr>
<tr>
<td>IC-8</td>
<td>Print and/or electronic journal collections I require for my work</td>
<td>7.51</td>
<td>8.56</td>
<td>6.83</td>
<td><strong>-0.69</strong></td>
<td><strong>-1.74</strong></td>
<td>1,003</td>
</tr>
<tr>
<td></td>
<td>Overall</td>
<td>6.79</td>
<td>7.96</td>
<td>7.18</td>
<td>0.39</td>
<td>-0.79</td>
<td>1,025</td>
</tr>
</tbody>
</table>

Appendix III. Composite AAHSL responses to LibQUAL+ core questions.
Appendix IV. Comments (by user group)

**Faculty**

Journal and book availability is poor. Most of the regular staff tries very hard to help. Weekend staff is not at the same level. Rather uninterested...

Thanks for having a survey with an age range to select above mine. I believe the library has made very good strides toward a mix of print and electronic services. In general, our library has an excellent group of helpful staff.

Very helpful with their limited resources of personal and accessibility to journals

Assistance from staff is excellent. Library does have a relative limited journal selection.

Great people. Would like to be able to get to Ovid or PubMed off-site.

The staff is extremely helpful, and the on-line access is general very good. The only downside is lack of access to some journals. However I realize we cannot get every single journal on-line and the library has become much more efficient at getting papers from journals elsewhere-your improvements are much appreciated.

The service on a person to person basis is very good, but frequently articles have to be ordered as we cannot gain web access or paper copy.

The library staff is excellent, but more funding would improve the number of monographs and other resources they are able to purchase.

The staff and services provided are excellent. It would be nice to have the library remodeled.

Good job! Always helpful. like the flowers and candy

Not enough books, journals. Space

Absolutely the BEST STAFF I have ever worked with----

Women at front desk seem to talk too much. Too many employees as most use is electronic.

Teach the Library staff how to pronounce the word LIBRARY; it is not LIE-BERRY

In general, very helpful and courteous staff.

Kerri Christopher is a very efficient, excellent reference librarian and she makes it pleasurable to use and interact with the library services.

They always offer help and seem to be available.

More access to electronic journals - especially longer than the 1 year access for many journals.

ILIAD is great and I love the electronic access to ILL papers - but I still find myself asking colleagues at other universities to send me papers I can't get here and need right away.

A totally virtual library with access to all the published journal articles I need would be my ideal library.

More electronic journal subscriptions would be useful.

I think we need more recent books in medicine and technology as well as contribution of additional so that they are available on line.

Needs to have more Interlibrary loans available readily and at low cost

Not enough journals probably due to financial resources.

Considering the seemingly short funding for the library, they operate exceedingly well.

More journals on nutrition, cytokines, metabolism and chromatography should be subscribed.

The electronic references should be expanded also to include vet. Literature as this is useful in research.

The library is too heavy on staff and too light on journal subscriptions.

I am new here, and have been very pleasantly surprised by the availability of e-journals, and the helpfulness of library staff. I wish the e-journal archive went back further, but overall I'm very pleased thus far.

need for more electronic journals

Could use more online journal access and an increased selection of biostatistical and epidemiology journals, e.g. statistics in medicine, controlled clinical trials.

I wish I can reach UPTODATE from home

VPN!!!

1. More access to electronic journals.
2. Easy access to journals at home.
The electronic interlibrary loan process is MUCH improved.
I badly need the AJNR to be updated
love to have access from home to the databases via a fast hook-up
I would like expansion of electronic services with the addition of more journal titles.
Data base collections continue to improve; some gaps exist with availability of necessary journals.
What I would really like is to have access to all of the library's journals electronically. Since some of the journal collection has become electronic, I find that I rarely use the library and only for the journals to which the library does not have electronic subscriptions. Using the e-journals saves a fantastic amount of time. The most urgent need for the faculty will always be expanding access to journals.
I would like to have easy access to the electronic materials from any web portal including my home ISP. I would like to be able to apply for interlibrary loan electronically.
You guys do a good job.

Little direct contact with library
They have done a great job!
I don't really utilize the library. I guess if I did I could evaluate with more validity. Most of what I use is UpToDate Online
I have overall been happy with the actual level of efficiency that has been at the best since I have been here in 3 years
I am new in staff development and training, and I have taken a PowerPoint course offered by Dawn. It was helpful
The library keeps getting better. I applaud your hard work and your achievements, as well as the leadership. The library group keeps close tabs on the needs of their users (witness this survey) and it shows Services are O.K.
Would like to have individual tutoring available on request for use of information data bases and related software programs, e.g. Word, Access, Excel. Best learning experience occurs when a particular problem needs a solution.
The library has improved tremendously since Marianne Comegys took charge. Before it was essentially useless to me; now I am impressed with what they manage with the resources they have to work with.
I like the Library searches for IM morning report. I hope to use the library more in the future
I have been quite impressed with the library and with the service it has provided me. It has been one of the strong points of my time at this medical school.
This is a terribly complicated survey. It would be interesting to know if anyone can even understand it. And how can you tell that only so many library personnel have responded if the survey is not linked to the data above?

None

Student (Undergraduate)
I am very pleased with the information and resources available and the staff is very courteous. This library is run very well and I congratulate Mrs. Comegys for such a wonderful result from her efforts.
Sometimes things can get pretty noisy with people on cell phones or having loud discussions outside of the study rooms. Also, it stays unbelievably cold in the library to the point of it becoming uncomfortable. The staff that works in the library are very friendly and helpful.
Candy and flowers are a big plus! It makes going to the library a little less tedious. Those small gestures reflect the understanding/caring nature of the library staff.
The library has great resources, but is very uninviting and it an awful study environment. It's drab and boring and makes me want to fall asleep!
Not enough rooms for quiet study. Some restriction in online research. Overall, very satisfied with the facilities and the staff.
The library offers many different opportunities for studying. Since I am a first year med school student, many of the articles and online information are very easily accessible. I like the fact that there are many places for individuals to study, but there is also space for groups to meet. The group meeting rooms allow you to meet with a group of people without disturbing those around you. All in all, our library is an environment that is very conducive for studying, researching, and accessing information. The staff is very knowledgeable and always
willing to help you along if you get stuck, but they are not overbearing and over your shoulder every second. The artwork, flowers, and candy are great additions to the atmosphere. It does make the library more inviting. Most of the study rooms are too cold though and make it hard to study. Also, the cubicle study desks on the ground floor do not provide sufficient space to spread out books and notes and laptops. More open tables might be better. Staff is always very friendly and helpful. Thank you!

The staff has always been friendly and helpful. I don't ask for help very often but they have been knowledgeable. I would like more areas that invite individual studying.

Our library is great. Library personnel are very courteous.

Not a good relaxing spot for study though... it needs some windows. But other than that it's great.

Staff is very helpful and always friendly.

I don't use the library much, but I'm usually treated well when do go.

The library needs to get the wireless working on the 2nd floor.

I think the students should get at least a certain allotment of printed pages per semester rather than having to pay each time. I think its poor form that we have to pay to turn in assignments. Giving an allotment will still keep frivolous users from wasting paper.

I really appreciate having access to so many on-line journals and medical literature search options. I use them daily.

We need more QUIET rooms.

I really like the candy at the front desk. It makes my whole day better. I wish that there was more candy available more often.

Walls between study rooms need to be insulated!!! You can always hear the person's next door conversation. It is bothersome and not very private. More study rooms are needed!

More dry erase boards in study rooms!!

Dry Erase boards are needed in the study rooms

The study rooms in the library should be better insulated so students are unable to hear others in the adjacent room and vice versa.

I love the library and what the librarians/resources offer us, but the aesthetics of the library are very unpleasant! The colors are horrible, hardly any windows, it's very small. The conditions to study are not very warm and comfortable. The 2nd floor is always freezing and the basement is a hot box. It just needs to be more warm and inviting for long study hours instead of a jail cell feeling. It needs more character.

The fresh flowers are a nice touch to a cold atmosphere.

The library is not well-suited for individual studying. There are a number of private rooms; however, they are not sound proof and I am greatly disturbed when I'm studying in them. The library seems more suited for groups studying.

The study rooms in the library are nice, but they are FREEZING!!! If they were a little warmer it would really help!

my only comment is that there is not enough study space in the library

I have seen many improvements in the library since I started school here over 3 years ago. Fresh flowers, art work, more furniture make the library a little bit more inviting when you walk in. Also, the candy bowl is a nice treat. It is nice to be able to openly eat/drink in the library. The new computer lab accommodates more students, but is lacking printing services. Why can't medical students get a copy card each semester, possibly with about $20 on it for their studies? Why can't students access Up to Date from their home, when we are on the VPN? Is there an efficient and cost-effective way this can be done?

The library staff has always been courteous and helpful when I need it.

It would be helpful to have more rooms available for group study.

I like the library, but wish that there were more rooms to study in (more tables, not cubicles). The website is excellent and the online journals etc. are easy to access.

I am a Junior PA student. As of now I have not needed the computer research nor book research asked about in this survey. My use of the library has been strictly for copier use and for the individual study rooms. The study rooms seem to be full most of the time. I must add that I am ecstatic that we are able to drink coffee and have a snack in the library. Thanks!

I really appreciate the study treats that the library offers. It makes me want to stay and study. Thank you. Thank you for your continued help and support. Keep up the good work!

I often find users who are obviously not students surfing the web on topics such as video games, etc.
Occasionally you can find these users when the library is quite packed. Had good experiences with the campus library. Thank you, keep up the good work. The skills courses for evidence based medicine and how to find articles necessary for our practices needs to be revamped. I think it needs to be taught differently than just looking at subjects, etc. Also, they need to demonstrate more of improper articles and why. We are all generally confused with these ideas.

**Graduate Students**
The library and its personnel comprise one of the best run aspects of the LSUHSCS. The personnel are very courteous and helpful in finding ANYTHING that you need. It would be nice to be able to access more of the e-information from home as many of us have additional assignments to do after being in the hospital all day (and thus do not wish to stay any longer than absolutely necessary), but I realize that this may be cost prohibitive. Thanks for all that you do for us.

The staff is consistently friendly and helpful! Thank you! The e-journals and accessing materials from home though the library website is hard for me; it seems like what I need is not available.

Library could definitely be more inviting. More journal subscriptions would be nice as well or easier means of accessing many journals online.

The library staff is very nice and I also enjoy the flowers and sweets they provide.

Needs to open earlier on Sundays. Appreciate the flowers and the candy.

I love our library. The staff is amazing and has always been very helpful.

very good staff

Library services over here are extremely good. When I initially came here, the staff was extremely helpful in making me feel comfortable and providing extra care in learning the tools required for me to become adapted to the library system. I frequently go to the library where I can not only have personal but group discussions without any problems. All in all, it is an extremely efficient library and the people in it are extremely dependable.

I am very please with the library services at LSU. I appreciate the staff and resources available. Staff is very friendly and knowledgeable.

Great staff, very helpful!

Great service!

very good Employees, easily accessible.

I believe that the staff is very eager to assist the patrons and very helpful!

I think the library staff is very helpful and wonderful to work with. They are always willing to help with presentations and making them better!

Staff assistance was very helpful and knowledge.

Service is good and helps to find stuffs like articles easily.

The library does an excellent job with the inter-library loan program.

We need to expand the selection of electronic journals.

printing things should be for free; when it changed, we just went somewhere else or used copy codes

One of the major problems that I have run into is that the library no longer receives current editions of the journals that I need (Speech-Language Pathology).

I'm most interested in electronic access to journals

We need to have access more on-line journals. There should be more new editions textbooks available.

More private study rooms would be a plus. However, the rooms the library does currently have are available for the most part.

Uninviting environment is my biggest issue.

LOVE THE FLOWERS

The library is often too cold for studying.

I would like to request the library personnel that many times I find that it is very cold to sit in the library and read. You may kindly think of providing comfortable reading environment.

The services are great, wish they were more private study rooms and printer station. But it is very useful and efficient. Thanks

I feel that the computer services and the website are very user friendly and need no improvement. However, I feel that the library is not a very comfortable place to study, mostly because the furniture is old and uncomfortable and it seems dark.

My biggest complaint about the library is that some students and doctors make TOO MUCH NOISE in the
library. Even when they are in the study rooms, they speak loudly and their voices carry into the other study rooms. Some doctors and students talk loudly to their friends or on their cell phones in the open areas of the library. This is extremely distracting while I am trying to study.

Also, many of the study rooms are too cold. only request would be more private study rooms
The library is pretty cold at times which makes it an uncomfortable environment to study in. Other than that, I am very impressed with the library at LSUHSC Shreveport.
I really appreciate the recent efforts to bring art and plants into the library. However, I think the library should have better lighting and more individual study rooms.
I think the library needs to expand its size, especially more study areas.
Clean the men's urinal on the 2nd floor more often. I appreciate the candy, and individual study rooms
I like the candy at the front desk I do not like the coating of urine on the floor in the men's second floor urinal. Would like to see a warmer environment created. It is dull & somewhat unpleasant. The overall appearance of the library could be updated.
I do not use the library very much. I like the wireless access

Excellent

You all do a great job, Thanks!
The library is a great tool that I have utilized to assist in my medical education.
Would be helpful if you can provide more assistance for physicians who are involved in research or journal reviews.

Great

y'all're great.

I should be able to use a print code for the printer not only for the copiers

Great service!

Staff

Very approachable staff. Would be nice to have more journals in print format. Otherwise it is overall excellent.
To all the library Staff and Employees:

You guys are doing a great Job! Everyone is very helpful, and I always feel comfortable asking for help. Your proxy service is wonderful and I feel blessed to be able to access almost any literature from my home. Again, thanks and keep up the good work...you are a portal for our learning and continued education.

Excellent service, superb collection of materials
Overall I am very satisfied with the library. People are very helpful and materials are easily accessible. My only complaint is in the evening when non LSU people (kids) are accessing the net, and causing problems for those that are studying.
I've only had a couple of opportunities to use the Library here, but I was always treated with courtesy and respect and was always given very good help.

I would think that an area for group study, as well as a separate one for individual study would be ideal. Those doing group projects need a place to discuss their work, while those working alone need a quiet place to work.

Most of my answers to the "perceived service" do not have actual experience to support them, but each question had to be answered for the survey to be completed.

The library staff is always helpful and prompt in collecting requested information. The only concern I have, is the limitation on available space (study) needed to accommodate all the users. Sometime, we must wait for someone to return the keys to a study room. Students will go to class and leave their personal belonging in the study room for hours.
The library is very intimidating. Some staff do not talk to you. They stay in the room behind the desk.
THE library & the people are very helpful.
The library staff is very courteous, patient, and helpful.
I usually only attend Continuing Education courses in one of the rooms in the library. The only other times I use their facility is computer access in the lab. I do feel that they are well informed and very well staffed with very
helpful employees. Computer courses which I have taken in the past through the Medical Library have been very helpful. The staff is very helpful when users give them the opportunity to be so.

I think the library staff is very efficient and very informed. I have occasionally heard students say that they are reticent to ask questions of one certain library staff person who answers them in a way that makes them feel as though they are idiots. He has made me feel this way in the past also. Another library staff person has told me that he is highly regarded in the department, so evidently the people in charge aren't aware that this is going on. Other than this one individual, I feel that the library staff is extremely helpful, far beyond most of the department staff in this institution.

Please continue to be helpful to staff, students and others who may encounter problems and need help from library employees.

Library employees are exceptionally helpful and the most courteous people in one department. I appreciated them for it.

Overall the library does a competent job in assisting us in our studies. The staff is very knowledgeable and friendly when I need assistance. The e-info or web access system could use a little stream lining and user friendly menus to take out some of the frustration in dealing with computer based info systems. Other than that kudu's and keep up the good work.

I am in the Clinical Trials Office and we use the media room over there for webcasts from time to time. It would be very helpful to have a projector, a screen, and extension cords available in the library so that users won't have to carry a lot of stuff across the facility.

I've always gotten a friendly and courteous greeting from the library staff. The employees are always SO helpful!!

Do not use the library very often, but when I do, everyone is more than happy to assist me! Your services are greatly appreciated!

The couple of times I've been in the library the support from your staff was excellent. Keep up the great work. I rarely use the library, but when I do they are very helpful.

THE LIBRARY PERSONNEL ARE ALWAYS FRIENDLY AND HELPFUL.

sometimes the staff acts as though they do not want to be bothered...especially at the desk

The library needs to have more current journals, also the medical books required for board exams need to be updated.

I have enjoyed the increase in E-journal subscriptions. They are a fantastic way to save time. I also LOVE the ILLiad system for inter-library loan articles. That has been a huge improvement for this year! Keep up the good work!

The library needs to support the technical information needs of the Physical Plant, so the Physical Plant may be more capable of providing knowledgeable, reliable, campus wide service and support.

Would like more information on Medical Dosimetry, Radiation Oncology Physics and Radiation Oncology material

I do most of the library research for our department faculty and overall I find the LSUHSC-S library is well organized and provides as much state-of-the-art resources that their budget allows.

Need more journals.

The need to expand e-journals exists

Library is excellent with regards to electronic data, and journals. Assistance with literature searches is great.

Library's medical book section does lack in newer books and the non medical books section is small and has room for improvement.

I would like to see health programs for the non scientist. Although I am married to one, it would be in the best interests of many employees to keep abreast of health information via monthly programs dealing with breast cancer, diabetes, heart disease, etc. that address concerns in laymen terms. I think we need more outreach to the employees.

Ejournals are very helpful but some of the ones that I need sometimes are not in the list.

We need access to at least one Evidence Based Data Base for providing patient care.

I appreciate having the library on our hospital grounds, but especially appreciate the ability to obtain most of the information I need from remote access.

The Library is primarily a very reliable resource for this institution. Things I need for Faculty and Fellows for various duties are always provided.
I repeatedly ran into problems with journals, the subscriptions in the library aren't the best selection. I have never been able to find much current material. Even some of the online journals the library doesn't have a subscription to so I can't access. I have never been able to access the website from home.

I generally get science journal articles online, so for me, the library's online catalogues are the most important resource.

I find it cumbersome to locate current journals due to way they are arranged. Some of the books are very old and will rarely be used. It is unlikely books before 1990 will be needed by any user. Please consider placing them in archive or getting rid of them. Overall, our library is very good. Thanks to the staff for all the assistance. E journals and Iliad are great resources. Thanks again.

Nice staff, nice environment, but a little cold, I especially like your study rooms.

Would like to see more available study rooms with internet access for laptops

I really enjoy the paintings too.

Have proven very helpful with teleconferences and the use of multi-media. Rooms have always been prepared in advance. Two thumbs up! Good job.

Question 41 needs another choice. I am not affiliated with any of the choices provided, but had to pick one.

I believe you are doing an excellent job in the library with all the people coming and going to use your resources.

I'm sorry; I have never used the library here in the hospital.

Keep up the good work.

Excellent resource

I appreciate that there is a library at this location.

It has been a while since I have been in the library

Please keep up the wonderful job that you are doing and please don't change a thing.

Overall - I have no problem with the services the library offers.

Overall I like our Library and the state of the art equipment that we have. I like the environment that the library presents.

Overall I think the library is doing a great job.

keep up the good work

In a past position I have greatly appreciated the library’s services.
Appendix V. About LibQUAL+ Radar Charts

Users’ perceptions of actual service levels usually fall between their minimum desired and maximum expected levels. The gap between minimum and perceived is coded in blue. The gap between perceived and maximum is coded in yellow. Occasionally, users report perceived service levels as either below their desired minimum or above their idea of maximum. Perceived levels below the minimum desired are highlighted in red. Perceived levels that exceed the maximum are highlighted in green.

To summarize,

- A **green zone** indicates superior service quality. Any green zones will appear at the outer edge of the colored bands.
- **Blue is better than yellow.** A broad blue band with a narrow yellow band indicates that perceived service levels are closer to the maximum than to the minimum. In contrast, a broad yellow band with a narrow blue band indicates that perceived service levels are closer to the minimum desired than to the maximum, and represent a potential opportunity to improve service levels.
- A **red zone** indicates a problem area, where perceived service levels do not meet users’ minimum expectations. Red zones will appear at the inner edge of the colored bands.

Green highlighting indicates maximal user satisfaction. Red highlighting indicates perceived service levels less than the minimum desired.