LibQUAL+® Survey 2007: Report to SELUC, November 2007

McMaster University Libraries (Mills, Innis, Thode, and Health Sciences) participated in the first Canada wide LibQUAL+® survey in 2007. More than 50 Canadian libraries participated in this initiative coordinated by the Canadian Association of Research Libraries. More information on the LibQUAL+® Canada project is available at

http://library.queensu.ca/webir/canlibqual/carl-libqual.htm

McMaster Libraries first participated in LibQUAL+® in 2006. Both surveys were implemented by the LibQUAL+® Working Group, chaired by Kathy Ball. LibQUAL+® is a web based survey developed by the Association of Research Libraries and has been used by hundreds of libraries since 2000 to solicit, track, and understand users’ opinions of service quality. The survey consists of 22 core questions, 5 ‘local’ questions (chosen by the Working Group), library use and demographics questions and a comments box. The survey questions address three aspects of library service: Information Control, Affect of Service, and Library as Place.

A random sample of users (faculty, undergraduate students, graduate students, staff) and all library staff were invited to participate in the survey. The survey was available for a four week period, opening on January 29th, 2007 and closing on February 25th. A total of 788 responses were received. The results notebook, prepared by ARL staff is available on the Library’s web site at

http://library.mcmaster.ca/libqual/surveyresults.htm

In terms of representativeness, undergraduates were underrepresented in the survey results and graduate students and faculty members are overrepresented. When the survey results are looked at by discipline, they are generally representative of the total population.

Areas of concern vary by user group. For undergraduate students, they are most concerned with library spaces; graduate students are concerned about library collections and space issues; faculty members are most concerned with collections.

The Working Group is currently looking at the results and comparing McMaster’s findings with other OCUL and CARL libraries. The Working Group will be holding Information sessions for staff and preparing a public web site summarizing the survey results.

Kathy Ball

Chair, LibQUAL+® Working Group