

University of North Texas Libraries

LibQUAL+® 2011

Opportunities for Improvement



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Most in Need of Improvement

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Top Areas Needing Improvement to Achieve User Satisfaction - Detail

Note: In the LibQUAL survey, the 22 standard and 5 library selected items each received 3 responses: minimum, desired, and perceived. These are tabulated and mean, or average, scores for each of the three categories are established for each question by user group.

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that show the greatest gap between what users in different user groups experience and what they want.

What users experience equates to the perceived score. What users want equates to the desired score. The difference between what is desired and what is perceived is called the superiority gap. It is an indicator of the extent to which user desires are being met.

In the table, the negative numbers in parentheses mean that what is perceived falls below what is desired.

Items are ranked in ascending order by superiority gap score beginning with the lowest score.

Example: Faculty 2009 “Print and/or electronic journal collections I require for my work”

Superiority Gap = Perceived Performance - Desired Performance (-1.61 = 6.92 - 8.53)

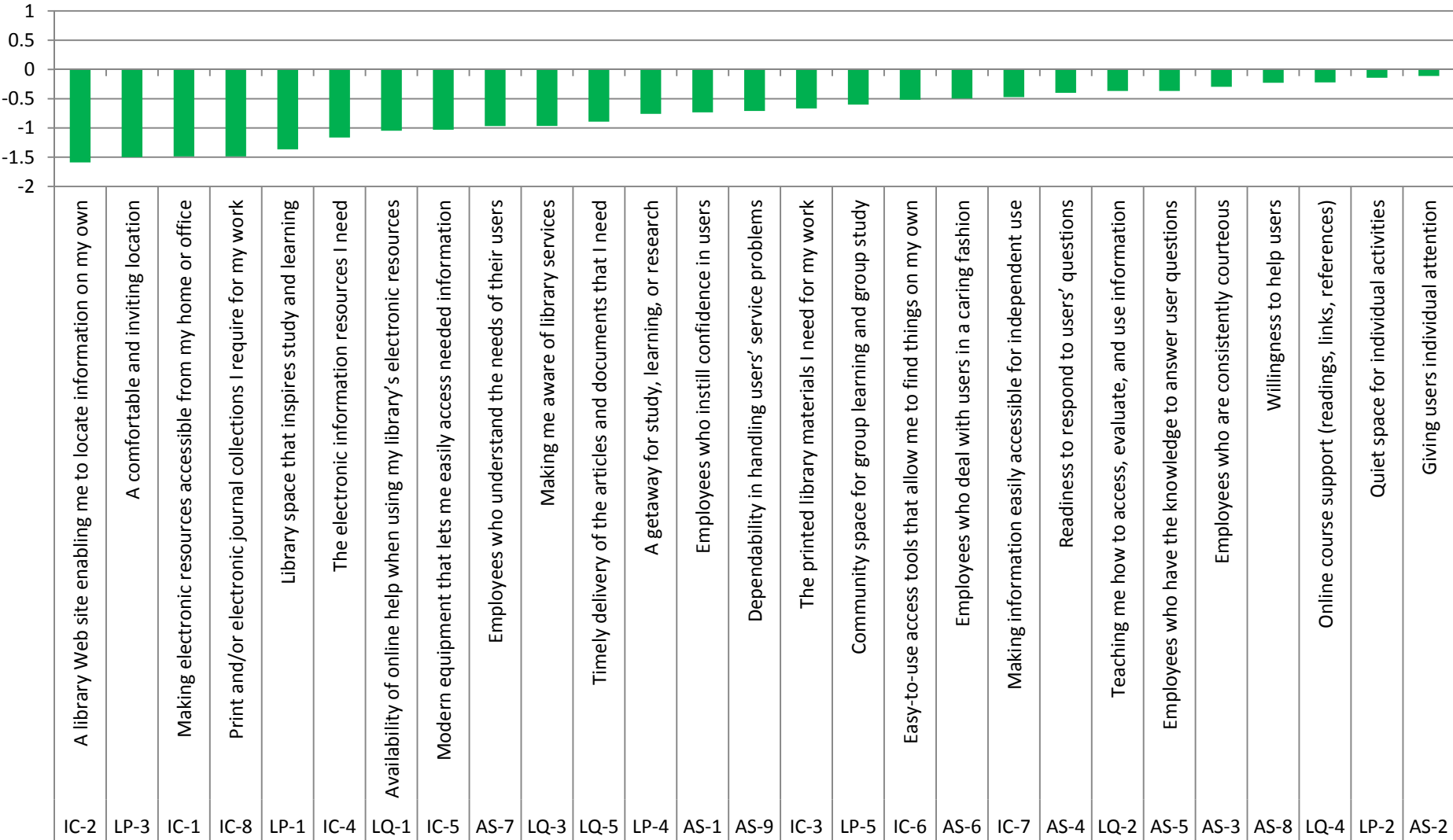
LibQUAL+® Item	Fac 2011	Fac 2009	Fac 2007	Grad 2011	Grad 2009	Grad 2007	UG 2011	UG 2009	UG 2007
A library Web site enabling me to locate information on my own	1(-1.59)	2(-1.4)	4(-1.17)	1(-1.17)	1(-1.27)			4(-0.95)	3(-1.02)
A comfortable and inviting location	2(-1.5)					1(-1.31)			4(-1)
Making electronic resources accessible from my home or office	3(-1.49)		3(-1.22)					5(-0.92)	1(-1.08)
Print and/or electronic journal collections I require for my work	4(-1.49)	1(-1.61)	1(-1.48)	3(-1.11)	2(-1.18)	2(-1.27)			
Library space that inspires study and learning	5(-1.37)	5(-1.27)				3(-1.26)	1(-0.87)	1(-1.01)	2(-1.03)
The electronic information resources I need		3(-1.37)	2(-1.35)	5(-1.03)	5(-1.06)				
Online course support (readings, links, references)		4(-1.34)					5(-0.83)		
Availability of online help when using my library’s electronic resources			5(-1.15)		4(-1.09)	5(-1.21)			
Quiet space for individual activities				2(-1.15)			2(-0.87)		
Easy-to-use access tools that allow me to find things on my own				4(-1.04)	3(-1.1)	4(-1.25)		3(-0.95)	5(-1)
A getaway for study, learning, or research							3(-0.87)		
Making information easily accessible for independent use							4(-0.84)		
Making me aware of library services								2(-0.99)	

Top Areas Needing Improvement to Achieve User Satisfaction – Faculty

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that show the greatest gap between what faculty users experience and what they want.

LibQUAL+® Item	Faculty 2011	Faculty 2009	Faculty 2007
A library Web site enabling me to locate information on my own	1	2	4
A comfortable and inviting location	2		
Making electronic resources accessible from my home or office	3		3
Print and/or electronic journal collections I require for my work	4	1	1
Library space that inspires study and learning	5	5	
The electronic information resources I need		3	2
Online course support (readings, links, references)		4	
Availability of online help when using my library's electronic resources			5

Gap Between What Faculty Users Desire and What They Perceive



■ Superiority Gap

Faculty Superiority Gap Data – 2011

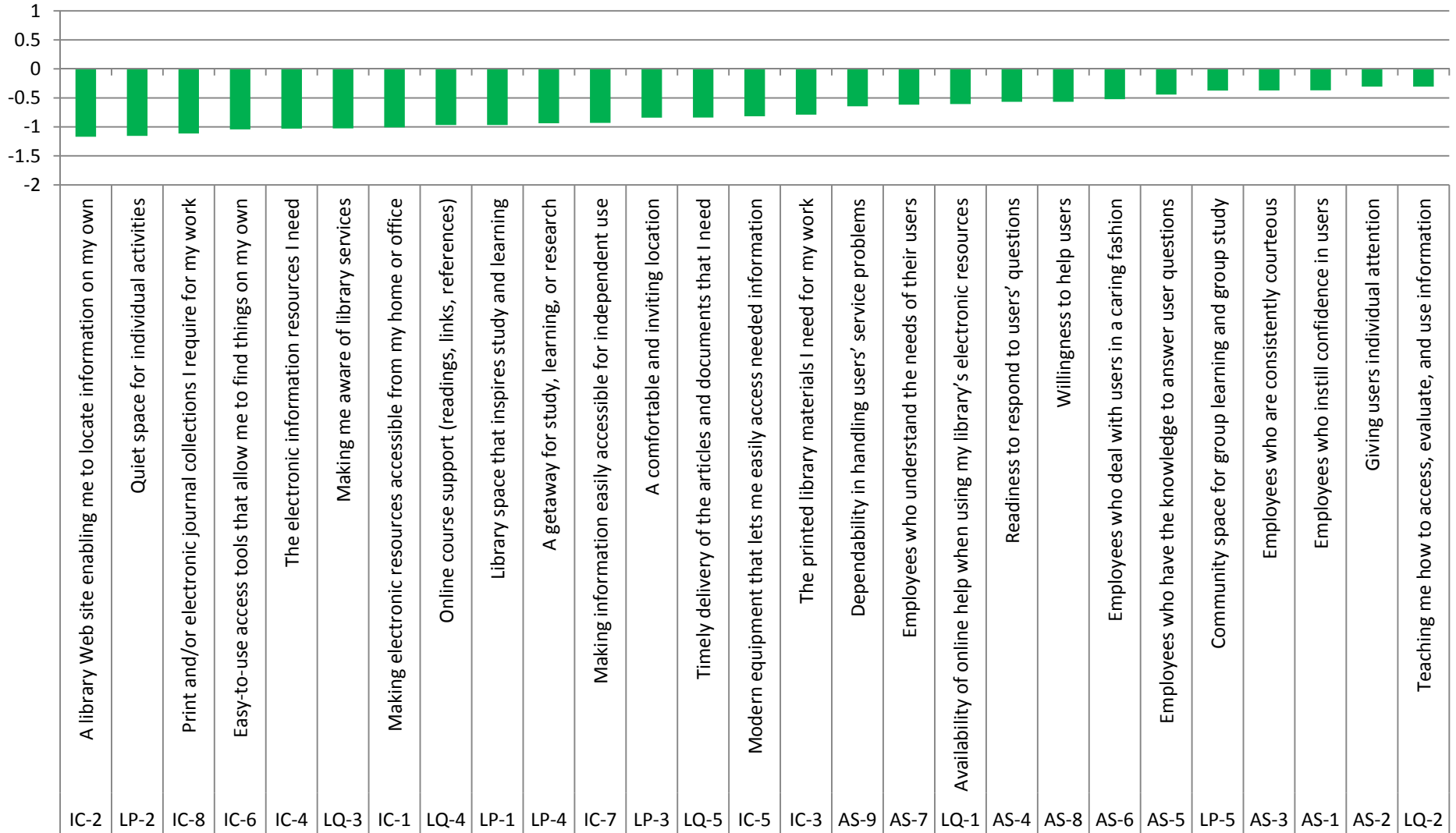
Dimension ID	Question Text	Superiority Gap 2011
IC-2	A library Web site enabling me to locate information on my own	-1.59
LP-3	A comfortable and inviting location	-1.50
IC-1	Making electronic resources accessible from my home or office	-1.49
IC-8	Print and/or electronic journal collections I require for my work	-1.49
LP-1	Library space that inspires study and learning	-1.37
IC-4	The electronic information resources I need	-1.16
LQ-1	Availability of online help when using my library's electronic resources	-1.05
IC-5	Modern equipment that lets me easily access needed information	-1.03
AS-7	Employees who understand the needs of their users	-0.97
LQ-3	Making me aware of library services	-0.97
LQ-5	Timely delivery of the articles and documents that I need	-0.89
LP-4	A getaway for study, learning, or research	-0.76
AS-1	Employees who instill confidence in users	-0.73
AS-9	Dependability in handling users' service problems	-0.71
IC-3	The printed library materials I need for my work	-0.67
LP-5	Community space for group learning and group study	-0.60
IC-6	Easy-to-use access tools that allow me to find things on my own	-0.52
AS-6	Employees who deal with users in a caring fashion	-0.50
IC-7	Making information easily accessible for independent use	-0.47
AS-4	Readiness to respond to users' questions	-0.40
LQ-2	Teaching me how to access, evaluate, and use information	-0.37
AS-5	Employees who have the knowledge to answer user questions	-0.37
AS-3	Employees who are consistently courteous	-0.30
AS-8	Willingness to help users	-0.23
LQ-4	Online course support (readings, links, references)	-0.22
LP-2	Quiet space for individual activities	-0.14
AS-2	Giving users individual attention	-0.11

Top Areas Needing Improvement to Achieve User Satisfaction – Graduate Students

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that show the greatest gap between what graduate students experience and what they want.

LibQUAL+® Item	Graduate 2011	Graduate 2009	Graduate 2007
A library Web site enabling me to locate information on my own	1	1	
Quiet space for individual activities	2		
Print and/or electronic journal collections I require for my work	3	2	2
Easy-to-use access tools that allow me to find things on my own	4	3	4
The electronic information resources I need	5	5	
Availability of online help when using my library's electronic resources		4	5
A comfortable and inviting location			1
Library space that inspires study and learning			3

Gap Between What Graduate Students Desire and What They Perceive



■ Superiority Gap

Graduate Students Superiority Gap Data – 2011

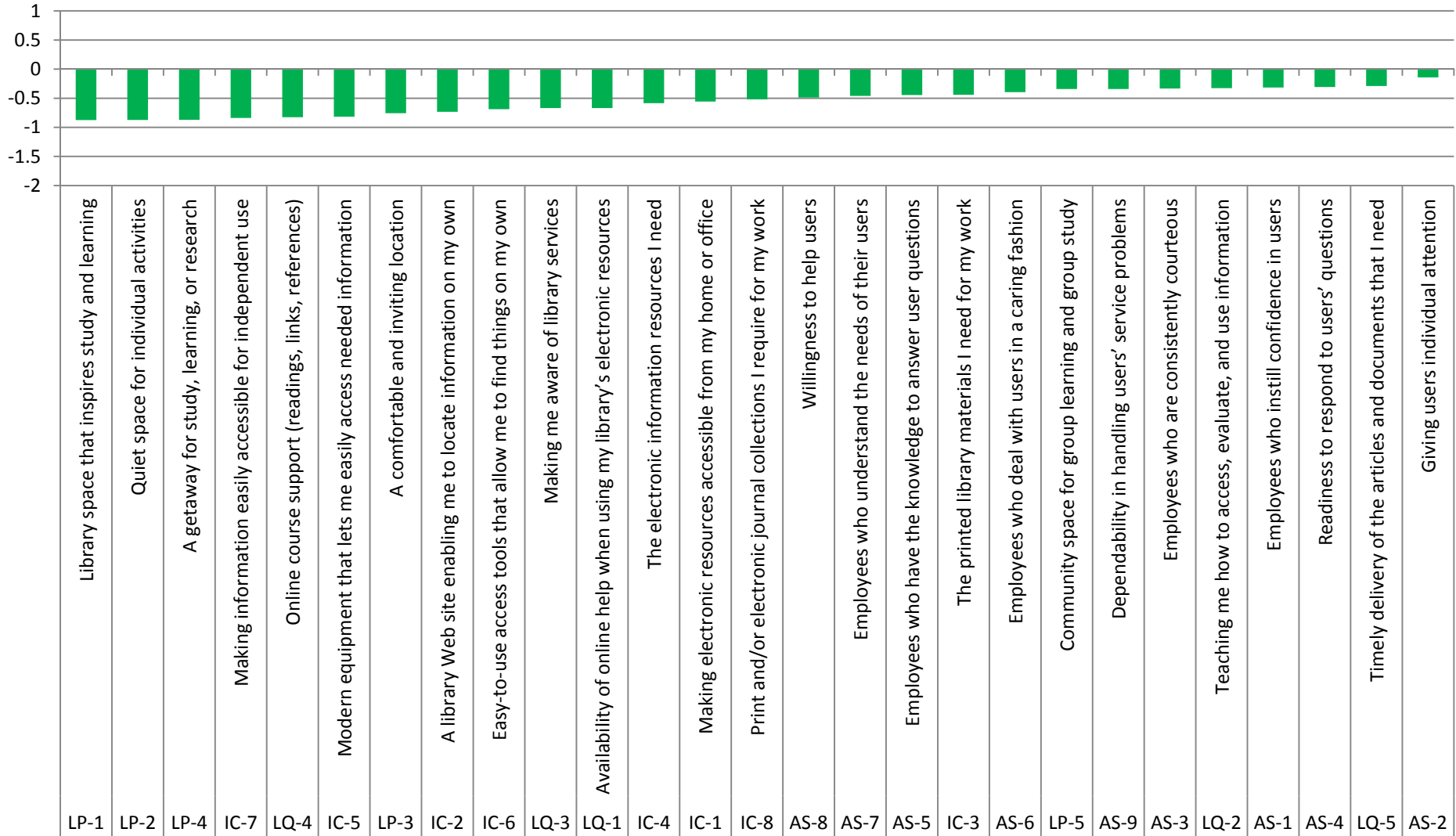
Dimension ID	Question Text	Superiority Gap 2011
IC-2	A library Web site enabling me to locate information on my own	-1.17
LP-2	Quiet space for individual activities	-1.15
IC-8	Print and/or electronic journal collections I require for my work	-1.11
IC-6	Easy-to-use access tools that allow me to find things on my own	-1.04
IC-4	The electronic information resources I need	-1.03
LQ-3	Making me aware of library services	-1.03
IC-1	Making electronic resources accessible from my home or office	-1.01
LQ-4	Online course support (readings, links, references)	-0.97
LP-1	Library space that inspires study and learning	-0.97
LP-4	A getaway for study, learning, or research	-0.94
IC-7	Making information easily accessible for independent use	-0.93
LP-3	A comfortable and inviting location	-0.84
LQ-5	Timely delivery of the articles and documents that I need	-0.84
IC-5	Modern equipment that lets me easily access needed information	-0.82
IC-3	The printed library materials I need for my work	-0.79
AS-9	Dependability in handling users' service problems	-0.64
AS-7	Employees who understand the needs of their users	-0.62
LQ-1	Availability of online help when using my library's electronic resources	-0.61
AS-4	Readiness to respond to users' questions	-0.57
AS-8	Willingness to help users	-0.57
AS-6	Employees who deal with users in a caring fashion	-0.52
AS-5	Employees who have the knowledge to answer user questions	-0.44
LP-5	Community space for group learning and group study	-0.38
AS-3	Employees who are consistently courteous	-0.37
AS-1	Employees who instill confidence in users	-0.37
AS-2	Giving users individual attention	-0.31
LQ-2	Teaching me how to access, evaluate, and use information	-0.31

Top Areas Needing Improvement to Achieve User Satisfaction – Undergraduate Students

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that show the greatest gap between what undergraduates experience and what they want.

LibQUAL+® Item	Undergrad 2011	Undergrad 2009	Undergrad 2007
Library space that inspires study and learning	1	1	2
Quiet space for individual activities	2		
A getaway for study, learning, or research	3		
Making information easily accessible for independent use	4		
Online course support (readings, links, references)	5		
Making me aware of library services		2	
Easy-to-use access tools that allow me to find things on my own		3	5
A library Web site enabling me to locate information on my own		4	3
Making electronic resources accessible from my home or office		5	1
A comfortable and inviting location			4

Gap Between What Undergraduate Students Desire and What They Perceive



■ Superiority Gap

Undergraduate Students Superiority Gap Data – 2011

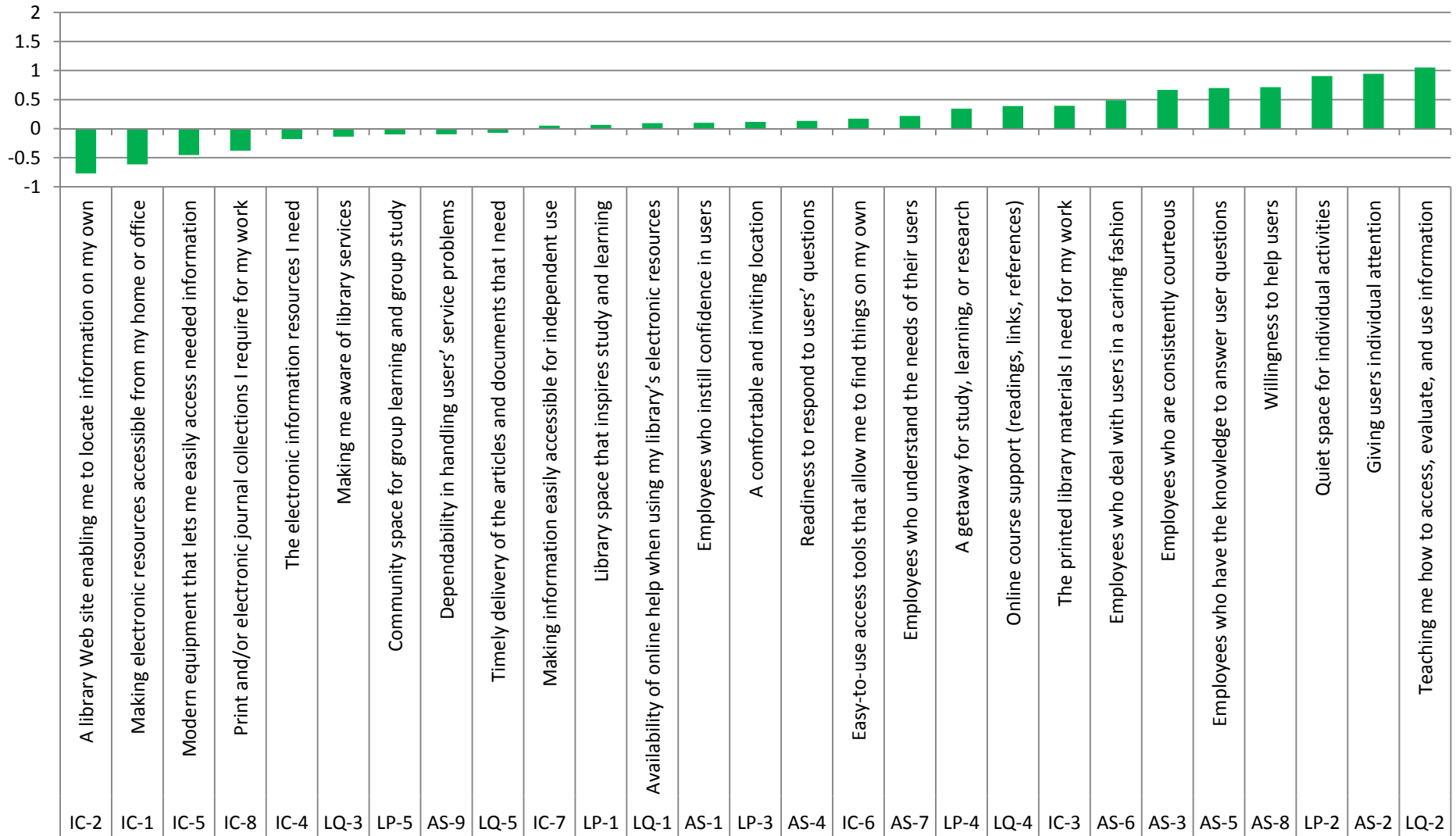
Dimension ID	Question Text	Superiority Gap 2011
LP-1	Library space that inspires study and learning	-0.87
LP-2	Quiet space for individual activities	-0.87
LP-4	A getaway for study, learning, or research	-0.87
IC-7	Making information easily accessible for independent use	-0.84
LQ-4	Online course support (readings, links, references)	-0.83
IC-5	Modern equipment that lets me easily access needed information	-0.82
LP-3	A comfortable and inviting location	-0.76
IC-2	A library Web site enabling me to locate information on my own	-0.73
IC-6	Easy-to-use access tools that allow me to find things on my own	-0.69
LQ-3	Making me aware of library services	-0.67
LQ-1	Availability of online help when using my library's electronic resources	-0.67
IC-4	The electronic information resources I need	-0.58
IC-1	Making electronic resources accessible from my home or office	-0.56
IC-8	Print and/or electronic journal collections I require for my work	-0.52
AS-8	Willingness to help users	-0.49
AS-7	Employees who understand the needs of their users	-0.46
AS-5	Employees who have the knowledge to answer user questions	-0.45
IC-3	The printed library materials I need for my work	-0.44
AS-6	Employees who deal with users in a caring fashion	-0.39
LP-5	Community space for group learning and group study	-0.34
AS-9	Dependability in handling users' service problems	-0.34
AS-3	Employees who are consistently courteous	-0.33
LQ-2	Teaching me how to access, evaluate, and use information	-0.33
AS-1	Employees who instill confidence in users	-0.32
AS-4	Readiness to respond to users' questions	-0.31
LQ-5	Timely delivery of the articles and documents that I need	-0.29
AS-2	Giving users individual attention	-0.14

Areas Where UNT Libraries Does not Meet or Barely Meets Minimum Needs – Faculty

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that fall below user minimum requirements in perceived performance or that exceed minimum requirements by the smallest margins.

LibQUAL+® Item	Faculty 2011	Faculty 2009	Faculty 2007
A library Web site enabling me to locate information on my own	1	3	4
Making electronic resources accessible from my home or office	2	5	3
Modern equipment that lets me easily access needed information	3		
Print and/or electronic journal collections I require for my work	4	1	1
The electronic information resources I need	5	4	2
Online course support (readings, links, references)		2	
Easy-to-use access tools that allow me to find things on my own			5

Gap Between Faculty Users Minimum Requirements and What They Perceive



■ Adequacy Gap

Faculty Adequacy Gap Data – 2011

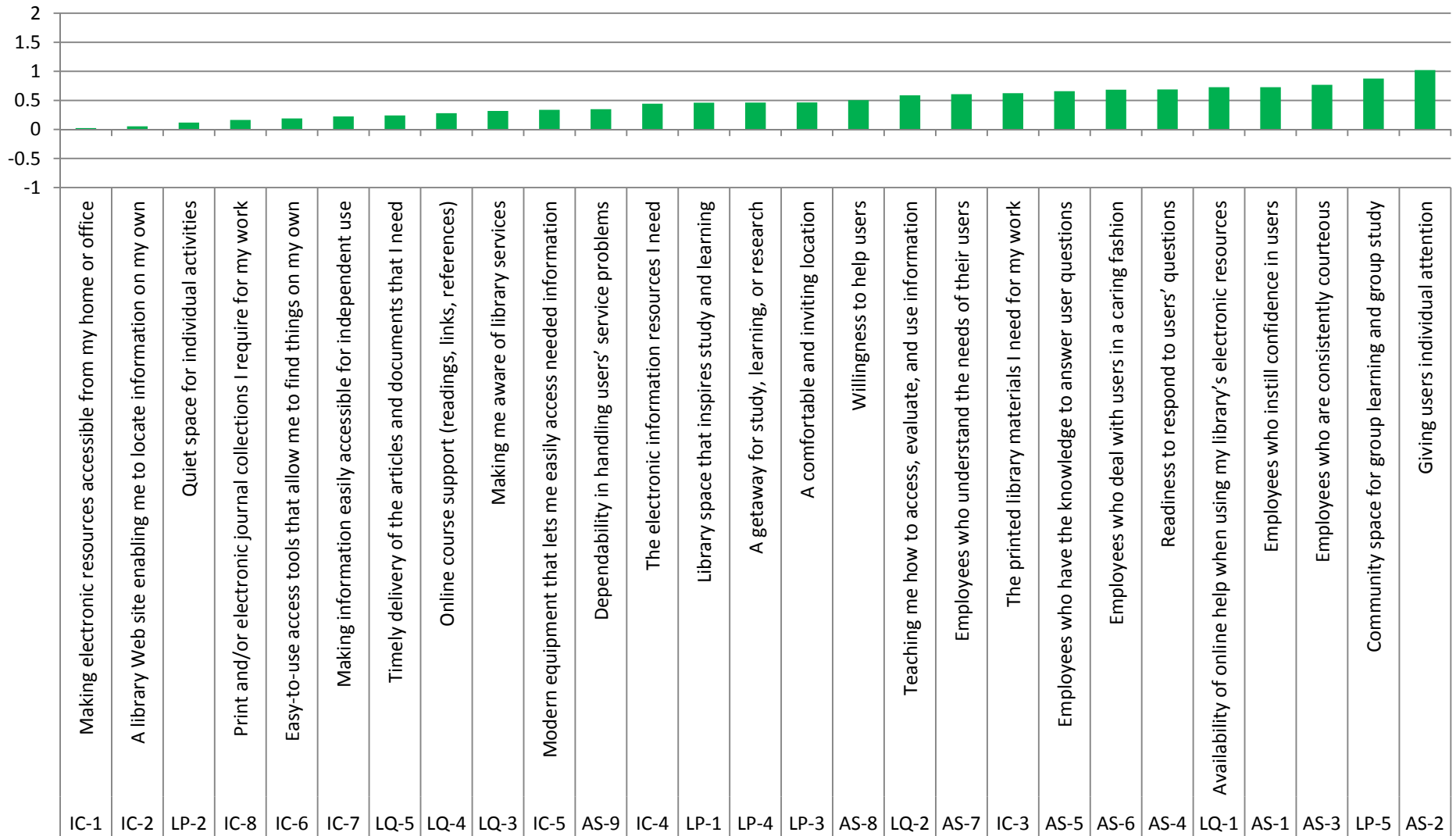
Dimension ID	Question Text	Adequacy Gap 2011
IC-2	A library Web site enabling me to locate information on my own	-0.77
IC-1	Making electronic resources accessible from my home or office	-0.62
IC-5	Modern equipment that lets me easily access needed information	-0.45
IC-8	Print and/or electronic journal collections I require for my work	-0.38
IC-4	The electronic information resources I need	-0.18
LQ-3	Making me aware of library services	-0.14
LP-5	Community space for group learning and group study	-0.10
AS-9	Dependability in handling users' service problems	-0.10
LQ-5	Timely delivery of the articles and documents that I need	-0.07
IC-7	Making information easily accessible for independent use	0.05
LP-1	Library space that inspires study and learning	0.06
LQ-1	Availability of online help when using my library's electronic resources	0.10
AS-1	Employees who instill confidence in users	0.10
LP-3	A comfortable and inviting location	0.12
AS-4	Readiness to respond to users' questions	0.13
IC-6	Easy-to-use access tools that allow me to find things on my own	0.17
AS-7	Employees who understand the needs of their users	0.22
LP-4	A getaway for study, learning, or research	0.34
LQ-4	Online course support (readings, links, references)	0.39
IC-3	The printed library materials I need for my work	0.39
AS-6	Employees who deal with users in a caring fashion	0.49
AS-3	Employees who are consistently courteous	0.67
AS-5	Employees who have the knowledge to answer user questions	0.70
AS-8	Willingness to help users	0.71
LP-2	Quiet space for individual activities	0.90
AS-2	Giving users individual attention	0.94
LQ-2	Teaching me how to access, evaluate, and use information	1.05

Areas Where UNT Libraries Does not Meet or Barely Meets Minimum Needs – Graduate Students

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that fall below user minimum requirements in perceived performance or that exceed minimum requirements by the smallest margins.

LibQUAL+® Item	Graduate 2011	Graduate 2009	Graduate 2007
Making electronic resources accessible from my home or office	1		
A library Web site enabling me to locate information on my own	2	2	3
Quiet space for individual activities	3	4	
Print and/or electronic journal collections I require for my work	4	1	1
Easy-to-use access tools that allow me to find things on my own	5	3	2
The electronic information resources I need		5	4
A comfortable and inviting location			5

Gap Between Graduate Students Minimum Requirements and What They Perceive



■ Adequacy Gap

Graduate Students Adequacy Gap Data – 2011

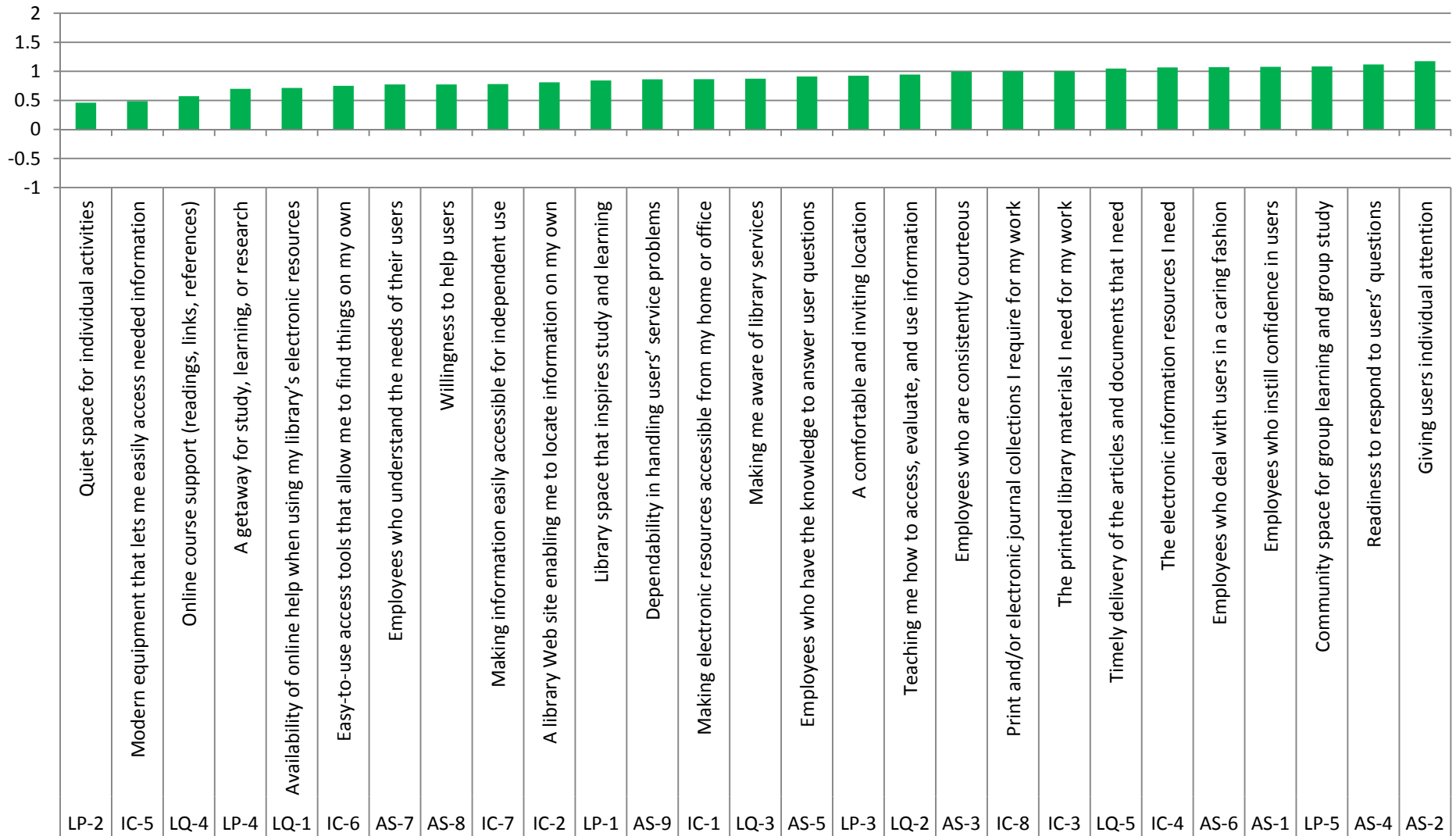
Dimension ID	Question Text	Adequacy Gap 2011
IC-1	Making electronic resources accessible from my home or office	0.02
IC-2	A library Web site enabling me to locate information on my own	0.05
LP-2	Quiet space for individual activities	0.12
IC-8	Print and/or electronic journal collections I require for my work	0.16
IC-6	Easy-to-use access tools that allow me to find things on my own	0.19
IC-7	Making information easily accessible for independent use	0.22
LQ-5	Timely delivery of the articles and documents that I need	0.24
LQ-4	Online course support (readings, links, references)	0.28
LQ-3	Making me aware of library services	0.32
IC-5	Modern equipment that lets me easily access needed information	0.34
AS-9	Dependability in handling users' service problems	0.35
IC-4	The electronic information resources I need	0.44
LP-1	Library space that inspires study and learning	0.46
LP-4	A getaway for study, learning, or research	0.46
LP-3	A comfortable and inviting location	0.46
AS-8	Willingness to help users	0.50
LQ-2	Teaching me how to access, evaluate, and use information	0.59
AS-7	Employees who understand the needs of their users	0.61
IC-3	The printed library materials I need for my work	0.62
AS-5	Employees who have the knowledge to answer user questions	0.66
AS-6	Employees who deal with users in a caring fashion	0.68
AS-4	Readiness to respond to users' questions	0.69
LQ-1	Availability of online help when using my library's electronic resources	0.73
AS-1	Employees who instill confidence in users	0.73
AS-3	Employees who are consistently courteous	0.77
LP-5	Community space for group learning and group study	0.88
AS-2	Giving users individual attention	1.02

Areas Where UNT Libraries Does not Meet or Barely Meets Minimum Needs – Undergraduate Students

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that fall below user minimum requirements in perceived performance or that exceed minimum requirements by the smallest margins.

LibQUAL+® Item	Undergrad 2011	Undergrad 2009	Undergrad 2007
Quiet space for individual activities	1		
Modern equipment that lets me easily access needed information	2	4	4
Online course support (readings, links, references)	3		
A getaway for study, learning, or research	4		
Availability of online help when using my library's electronic resources	5		
Easy-to-use access tools that allow me to find things on my own		1	1
A library Web site enabling me to locate information on my own		2	2
Making me aware of library services		3	
Print and/or electronic journal collections I require for my work		5	
The printed library materials I need for my work			3
Making electronic resources accessible from my home or office			5

Gap Between Undergraduate Students Minimum Requirements and What They Perceive



■ Adequacy Gap

Undergraduate Students Adequacy Gap Data – 2011

Dimension ID	Question Text	Adequacy Gap 2011
LP-2	Quiet space for individual activities	0.46
IC-5	Modern equipment that lets me easily access needed information	0.49
LQ-4	Online course support (readings, links, references)	0.57
LP-4	A getaway for study, learning, or research	0.70
LQ-1	Availability of online help when using my library's electronic resources	0.71
IC-6	Easy-to-use access tools that allow me to find things on my own	0.75
AS-7	Employees who understand the needs of their users	0.77
AS-8	Willingness to help users	0.78
IC-7	Making information easily accessible for independent use	0.78
IC-2	A library Web site enabling me to locate information on my own	0.81
LP-1	Library space that inspires study and learning	0.84
AS-9	Dependability in handling users' service problems	0.86
IC-1	Making electronic resources accessible from my home or office	0.87
LQ-3	Making me aware of library services	0.87
AS-5	Employees who have the knowledge to answer user questions	0.91
LP-3	A comfortable and inviting location	0.93
LQ-2	Teaching me how to access, evaluate, and use information	0.94
AS-3	Employees who are consistently courteous	1.00
IC-8	Print and/or electronic journal collections I require for my work	1.00
IC-3	The printed library materials I need for my work	1.00
LQ-5	Timely delivery of the articles and documents that I need	1.05
IC-4	The electronic information resources I need	1.07
AS-6	Employees who deal with users in a caring fashion	1.07
AS-1	Employees who instill confidence in users	1.08
LP-5	Community space for group learning and group study	1.08
AS-4	Readiness to respond to users' questions	1.12
AS-2	Giving users individual attention	1.17