

University of North Texas Libraries

LibQUAL+® 2011

Priorities



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UNT Users' Highest Priorities

This table identifies aspects of library services, spaces, and collections that are most valued by UNT users. They are the items on the survey to which users assigned the highest desired scores.

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	3	2	2	2	4		2	3
Employees who understand the needs of their users	2								
Making electronic resources accessible from my home or office	3	2	1	1	1	1	5	3	1
Dependability in handling users' service problems	4								
Timely delivery of the articles and documents that I need	5	5	5	4			3		
The electronic information resources I need		1	3		3	3			
Print and/or electronic journal collections I require for my work		4	4	3	4	2			
Employees who have the knowledge to answer user questions				5					
Easy-to-use access tools that allow me to find things on my own					5	5		4	4
Quiet space for individual activities							1		
Making information easily accessible for independent use							2	5	5
Modern equipment that lets me easily access needed information							4	1	2

UNT Users' Highest Priorities – 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 library services, spaces, and collections that are most valued by UNT users. They are the items on the survey to which users assigned the highest desired scores.

Items are ranked in descending order by scores given for desired performance beginning with the highest score.

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(8.85)	3(8.54)	2(8.49)	2(8.46)	2(8.48)	4(8.38)		2(8.01)	3(8.04)
Employees who understand the needs of their users	2(8.78)								
Making electronic resources accessible from my home or office	3(8.59)	2(8.55)	1(8.55)	1(8.55)	1(8.59)	1(8.53)	5(8.02)	3(8)	1(8.07)
Dependability in handling users' service problems	4(8.52)								
Timely delivery of the articles and documents that I need	5(8.46)	5(8.39)	5(8.44)	4(8.42)			3(8.03)		
The electronic information resources I need		1(8.57)	3(8.46)		3(8.46)	3(8.41)			
Print and/or electronic journal collections I require for my work		4(8.53)	4(8.44)	3(8.42)	4(8.44)	2(8.44)			
Employees who have the knowledge to answer user questions				5(8.22)					
Easy-to-use access tools that allow me to find things on my own					5(8.35)	5(8.34)		4(7.99)	4(8.02)
Quiet space for individual activities							1(8.09)		
Making information easily accessible for independent use							2(8.06)	5(7.98)	5(7.97)
Modern equipment that lets me easily access needed information							4(8.02)	1(8.09)	2(8.06)

UNT Users' Lowest Priorities – 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 library services, spaces, and collections that are least valued by UNT users. They are the items on the survey to which users assigned the lowest desired scores.

Inclusion on this list does not mean that the items are not valued by library users. It does mean that they are valued less than the other items covered on the survey.

Items are ranked in ascending order by scores given for desired performance beginning with the lowest score.

LibQUAL+® Item	Fac 2011	Fac 2009	Fac 2007	Grad 2011	Grad 2009	Grad 2007	UG 2011	UG 2009	UG 2007
Quiet space for individual activities	1(6.19)	2(6.96)	2(6.79)						
Community space for group learning and group study	2(6.3)	1(6.43)	1(6.27)	1(6.98)	1(7.09)	1(7.07)	5(7.42)		
Library space that inspires study and learning	3(6.85)		4(7.33)	2(7.36)	5(7.7)				
A getaway for study, learning, or research	4(7.07)	4(7.08)	3(7.03)						
The printed library materials I need for my work	5(7.33)								
Teaching me how to access, evaluate, and use information		3(7.04)	5(7.39)		3(7.49)	3(7.57)	4(7.4)	2(7.32)	2(7.28)
Making me aware of library services		5(7.29)		5(7.57)	4(7.56)	4(7.61)	2(7.31)	4(7.43)	4(7.39)
Giving users individual attention				3(7.4)	2(7.42)	2(7.47)	1(6.98)	1(6.92)	1(6.95)
Employees who instill confidence in users				4(7.56)		5(7.72)	3(7.36)	3(7.35)	3(7.28)
Availability of online help when using my library's electronic resources								5(7.47)	5(7.45)

Faculty Highest Priorities

This table identifies aspects of library services, spaces, and collections that are most valued by UNT users. They are the items on the survey to which users assigned the highest desired scores.

LibQUAL+® Item	Faculty 2011	Faculty 2009	Faculty 2007
A library Web site enabling me to locate information on my own	1	3	2
Employees who understand the needs of their users	2		
Making electronic resources accessible from my home or office	3	2	1
Dependability in handling users' service problems	4		
Timely delivery of the articles and documents that I need	5	5	5
The electronic information resources I need		1	3
Print and/or electronic journal collections I require for my work		4	4

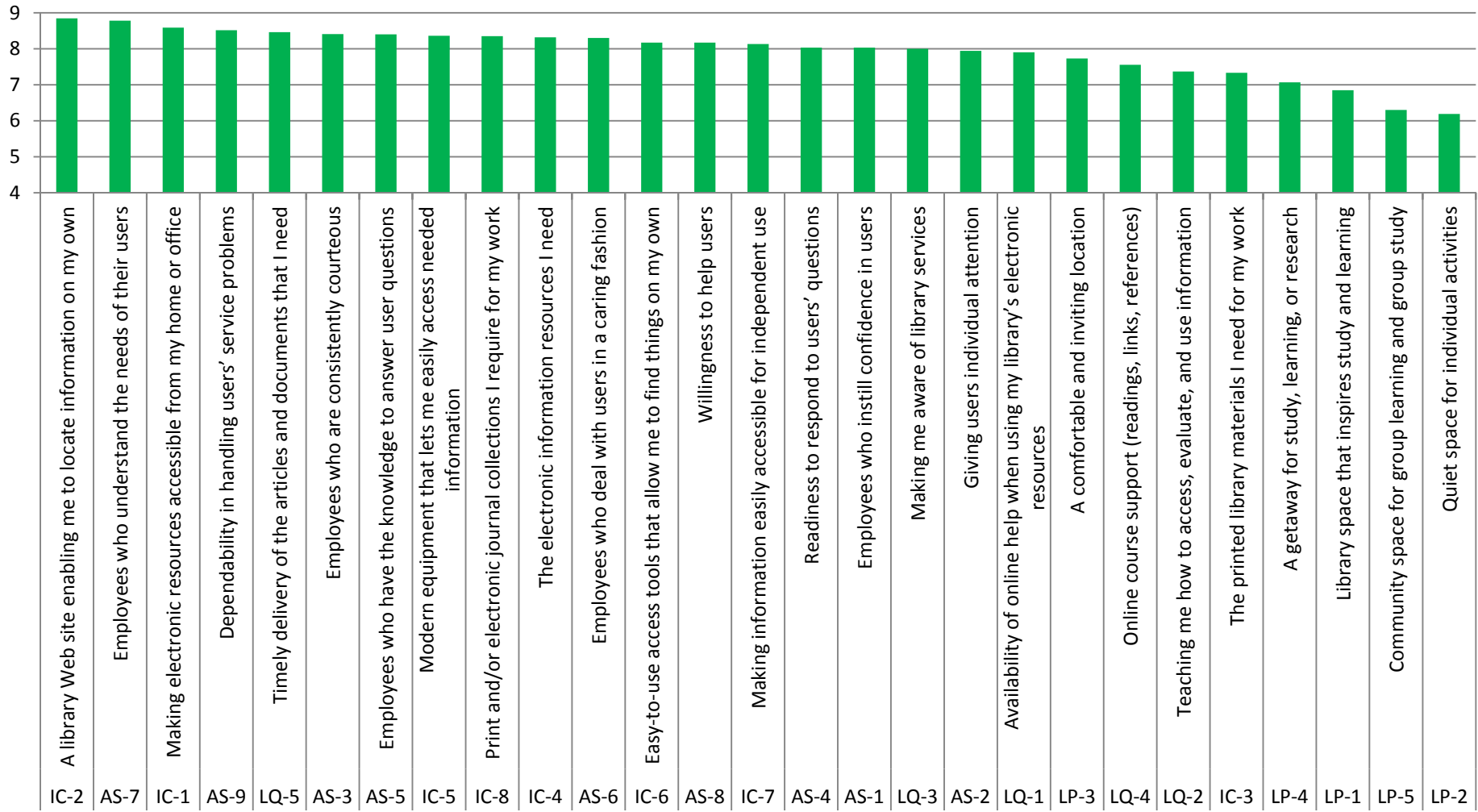
Faculty Lowest Priorities

This table identifies aspects of library services, spaces, and collections that are least valued by UNT users. They are the items on the survey to which users assigned the lowest desired scores.

Inclusion on this list does not mean that the items are not valued by library users. It does mean that they are valued less than the other items covered on the survey.

LibQUAL+® Item	Faculty 2011	Faculty 2009	Faculty 2007
Quiet space for individual activities	1	2	2
Community space for group learning and group study	2	1	1
Library space that inspires study and learning	3		4
A getaway for study, learning, or research	4	4	3
The printed library materials I need for my work	5		
Teaching me how to access, evaluate, and use information		3	5
Making me aware of library services		5	

Faculty Priorities from Highest to Lowest - 2011



■ Desired

Faculty Priority Data – 2011

Dimension ID	Question Text	Desired 2011
IC-2	A library Web site enabling me to locate information on my own	8.85
AS-7	Employees who understand the needs of their users	8.78
IC-1	Making electronic resources accessible from my home or office	8.59
AS-9	Dependability in handling users' service problems	8.52
LQ-5	Timely delivery of the articles and documents that I need	8.46
AS-3	Employees who are consistently courteous	8.41
AS-5	Employees who have the knowledge to answer user questions	8.40
IC-5	Modern equipment that lets me easily access needed information	8.36
IC-8	Print and/or electronic journal collections I require for my work	8.35
IC-4	The electronic information resources I need	8.32
AS-6	Employees who deal with users in a caring fashion	8.30
IC-6	Easy-to-use access tools that allow me to find things on my own	8.17
AS-8	Willingness to help users	8.17
IC-7	Making information easily accessible for independent use	8.13
AS-4	Readiness to respond to users' questions	8.03
AS-1	Employees who instill confidence in users	8.03
LQ-3	Making me aware of library services	8.00
AS-2	Giving users individual attention	7.94
LQ-1	Availability of online help when using my library's electronic resources	7.90
LP-3	A comfortable and inviting location	7.73
LQ-4	Online course support (readings, links, references)	7.56
LQ-2	Teaching me how to access, evaluate, and use information	7.37
IC-3	The printed library materials I need for my work	7.33
LP-4	A getaway for study, learning, or research	7.07
LP-1	Library space that inspires study and learning	6.85
LP-5	Community space for group learning and group study	6.30
LP-2	Quiet space for individual activities	6.19

Graduate Students Highest Priorities

This table identifies aspects of library services, spaces, and collections that are most valued by UNT users. They are the items on the survey to which users assigned the highest desired scores.

LibQUAL+® Item	Graduate 2011	Graduate 2009	Graduate 2007
Making electronic resources accessible from my home or office	1	1	1
A library Web site enabling me to locate information on my own	2	2	4
Print and/or electronic journal collections I require for my work	3	4	2
Timely delivery of the articles and documents that I need	4		
Employees who have the knowledge to answer user questions	5		
The electronic information resources I need		3	3
Easy-to-use access tools that allow me to find things on my own		5	5

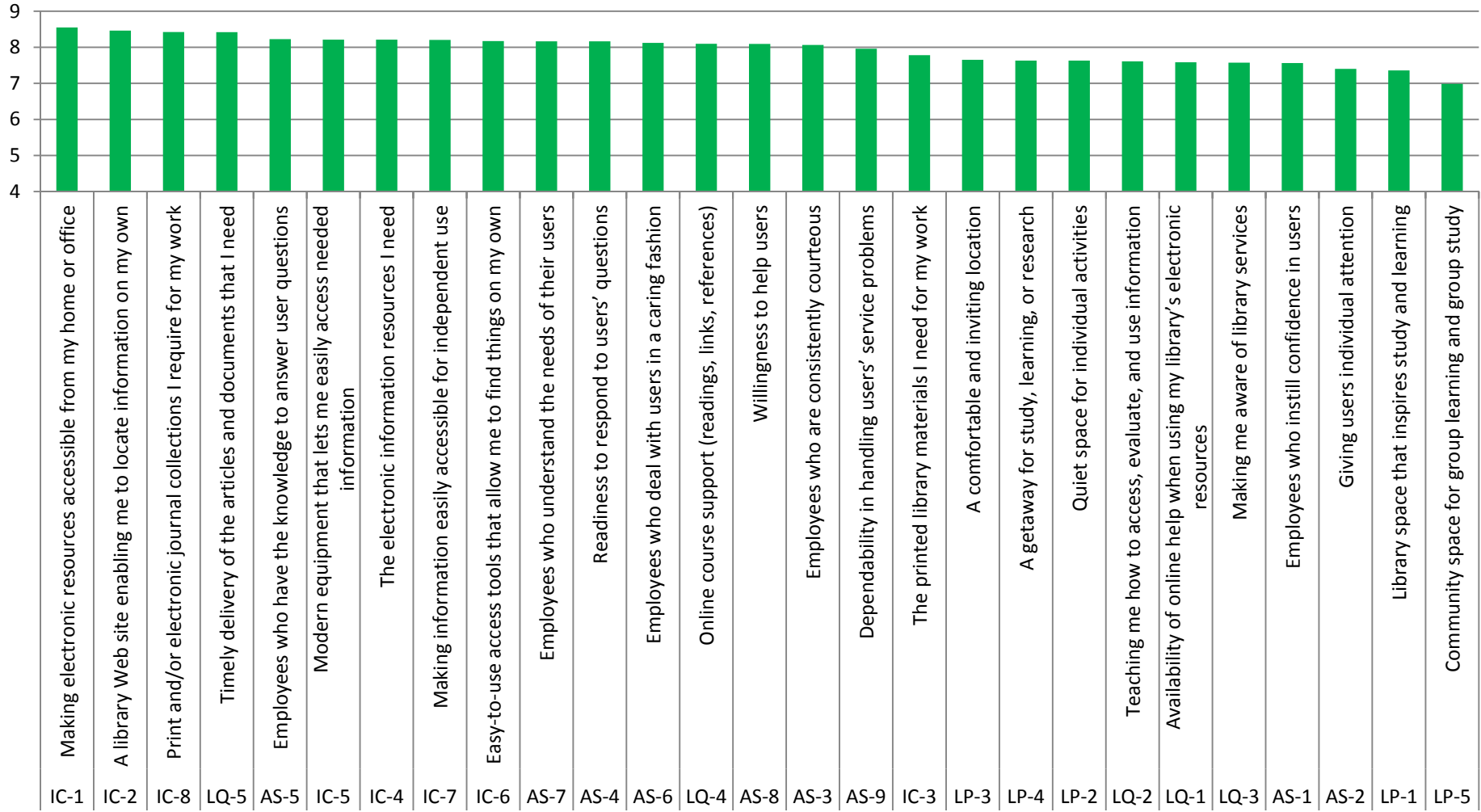
Graduate Students Lowest Priorities

This table identifies aspects of library services, spaces, and collections that are least valued by UNT users. They are the items on the survey to which users assigned the lowest desired scores.

Inclusion on this list does not mean that the items are not valued by library users. It does mean that they are valued less than the other items covered on the survey.

LibQUAL+® Item	Graduate 2011	Graduate 2009	Graduate 2007
Community space for group learning and group study	1	1	1
Library space that inspires study and learning	2	5	
Giving users individual attention	3	2	2
Employees who instill confidence in users	4		5
Making me aware of library services	5	4	4
Teaching me how to access, evaluate, and use information		3	3

Graduate Priorities from Highest to Lowest - 2011



■ Desired

Graduate Students Priority Data – 2011

Dimension ID	Question Text	Desired 2011
IC-1	Making electronic resources accessible from my home or office	8.55
IC-2	A library Web site enabling me to locate information on my own	8.46
IC-8	Print and/or electronic journal collections I require for my work	8.42
LQ-5	Timely delivery of the articles and documents that I need	8.42
AS-5	Employees who have the knowledge to answer user questions	8.22
IC-5	Modern equipment that lets me easily access needed information	8.21
IC-4	The electronic information resources I need	8.21
IC-7	Making information easily accessible for independent use	8.20
IC-6	Easy-to-use access tools that allow me to find things on my own	8.17
AS-7	Employees who understand the needs of their users	8.16
AS-4	Readiness to respond to users' questions	8.16
AS-6	Employees who deal with users in a caring fashion	8.12
LQ-4	Online course support (readings, links, references)	8.10
AS-8	Willingness to help users	8.09
AS-3	Employees who are consistently courteous	8.06
AS-9	Dependability in handling users' service problems	7.96
IC-3	The printed library materials I need for my work	7.78
LP-3	A comfortable and inviting location	7.65
LP-4	A getaway for study, learning, or research	7.63
LP-2	Quiet space for individual activities	7.63
LQ-2	Teaching me how to access, evaluate, and use information	7.61
LQ-1	Availability of online help when using my library's electronic resources	7.59
LQ-3	Making me aware of library services	7.57
AS-1	Employees who instill confidence in users	7.56
AS-2	Giving users individual attention	7.40
LP-1	Library space that inspires study and learning	7.36
LP-5	Community space for group learning and group study	6.98

Undergraduate Students Highest Priorities

This table identifies aspects of library services, spaces, and collections that are most valued by UNT users. They are the items on the survey to which users assigned the highest desired scores.

LibQUAL+® Item	Undergrad 2011	Undergrad 2009	Undergrad 2007
Quiet space for individual activities	1		
Making information easily accessible for independent use	2	5	5
Timely delivery of the articles and documents that I need	3		
Modern equipment that lets me easily access needed information	4	1	2
Making electronic resources accessible from my home or office	5	3	1
A library Web site enabling me to locate information on my own		2	3
Easy-to-use access tools that allow me to find things on my own		4	4

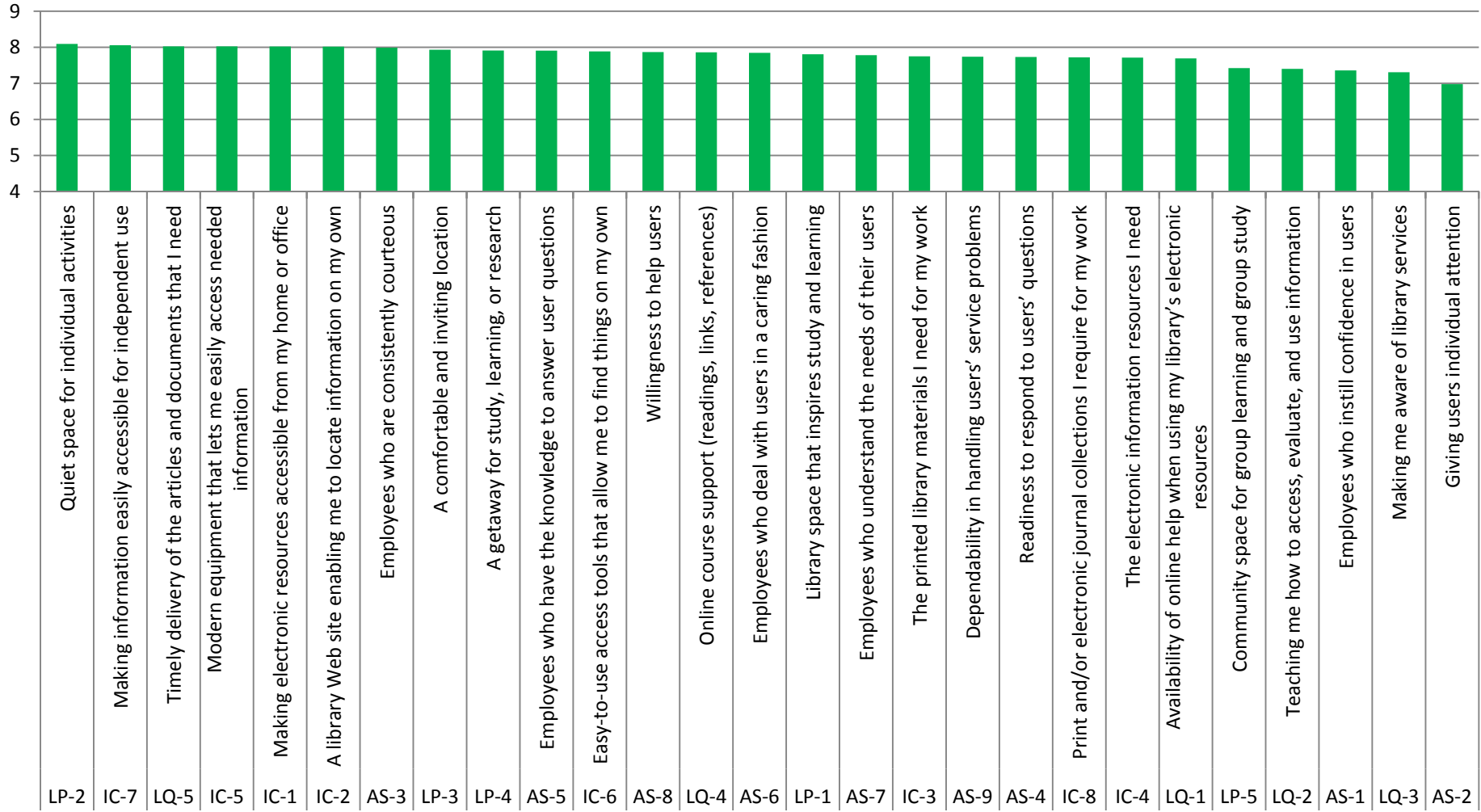
Undergraduate Students Lowest Priorities

This table identifies aspects of library services, spaces, and collections that are least valued by UNT users. They are the items on the survey to which users assigned the lowest desired scores.

Inclusion on this list does not mean that the items are not valued by library users. It does mean that they are valued less than the other items covered on the survey.

LibQUAL+® Item	Undergrad 2011	Undergrad 2009	Undergrad 2007
Giving users individual attention	1	1	1
Making me aware of library services	2	4	4
Employees who instill confidence in users	3	3	3
Teaching me how to access, evaluate, and use information	4	2	2
Community space for group learning and group study	5		
Availability of online help when using my library's electronic resources		5	5

Undergraduate Priorities from Highest to Lowest - 2011



■ Desired

Undergraduate Students Priority Data – 2011

Dimension ID	Question Text	Desired 2011
LP-2	Quiet space for individual activities	8.09
IC-7	Making information easily accessible for independent use	8.06
LQ-5	Timely delivery of the articles and documents that I need	8.03
IC-5	Modern equipment that lets me easily access needed information	8.02
IC-1	Making electronic resources accessible from my home or office	8.02
IC-2	A library Web site enabling me to locate information on my own	8.02
AS-3	Employees who are consistently courteous	7.99
LP-3	A comfortable and inviting location	7.93
LP-4	A getaway for study, learning, or research	7.91
AS-5	Employees who have the knowledge to answer user questions	7.91
IC-6	Easy-to-use access tools that allow me to find things on my own	7.89
AS-8	Willingness to help users	7.87
LQ-4	Online course support (readings, links, references)	7.86
AS-6	Employees who deal with users in a caring fashion	7.85
LP-1	Library space that inspires study and learning	7.81
AS-7	Employees who understand the needs of their users	7.78
IC-3	The printed library materials I need for my work	7.75
AS-9	Dependability in handling users' service problems	7.74
AS-4	Readiness to respond to users' questions	7.73
IC-8	Print and/or electronic journal collections I require for my work	7.72
IC-4	The electronic information resources I need	7.71
LQ-1	Availability of online help when using my library's electronic resources	7.69
LP-5	Community space for group learning and group study	7.42
LQ-2	Teaching me how to access, evaluate, and use information	7.40
AS-1	Employees who instill confidence in users	7.36
LQ-3	Making me aware of library services	7.31
AS-2	Giving users individual attention	6.98