A. Background Information

What is the LibQUAL+® survey?

The LibQUAL+® survey is a web-based survey developed by the Association of Research Libraries. It measures library service quality.

The complete survey includes demographic questions, 22 core questions, and general satisfaction/usage questions. It measures user perceptions of service quality in the following areas:

- Customer service (Affect of Service)
- Library collections and access to print and electronic resources (Information Control)
- Library spaces (Library as Place)

LibQUAL+® survey at UBC

The UBC Library participated in the LibQUAL+® survey in 2007 and 2009. In both years, respondents rated satisfaction with the overall quality of library services at 80% and 82% respectively. However, in both surveys, respondents expressed concerns about access to library resources from home or office; the difficulty in using the Library website; and the need for quiet or group space for learning and studying.

Our focus on Library as Place for both 2007 and 2009 allows us to understand the story of users’ perceptions of space, before and after the opening of the Irving K. Barber Learning Centre (IKBLC) South Wing.

The following charts show results for survey questions related to access and findability of library resources, as well as quiet or group spaces for learning and studying.
B. List of Charts

Access and Findability

Chart 1: Access from Home or Office
All Respondents by Academic Discipline

Chart 2: Library Website
All Respondents by Academic Discipline

Library as Place

Chart 3: Library – Quiet Space for Individual Activities
Undergraduate Students by Library

Chart 4: Library – Quiet Space for Individual Activities
Graduate Students by Library

Chart 5: Library – Group Space for Learning and Studying
Undergraduate Students by Library

Chart 6: Library – Group Space for Learning and Studying
Graduate Students by Library

Chart 7: Library – Quiet Space for Individual Activities
All Respondents by Library and Survey Year 2007 and 2009

Chart 8: Library – Group Space for Learning and Studying
All Respondents by Library and Survey Year 2007 and 2009

C. Reading the Charts

The charts include seven (7) variables. These are:

Demographic variables:
1. Academic discipline
2. Library used most often
3. User group

LibQUAL+® questions:
4. Access from home or office
5. Library website
6. Library as quiet space
7. Library as group space
Measurement:

These variables are measured on a nominal or scale basis.

- **Nominal variable** has values that are not numeric, i.e., defined by categories, such as academic discipline, library name, etc.
- **Scale variable** has numeric values that are measured on an interval scale.

For scale variables, respondents rated the level of library services on a scale of 1-9 as follows:

- **Minimum** – minimum level of service that I would find acceptable
- **Desired** – the level of service that I personally want
- **Perceived** – the level of service that I believe our library currently provides

D. Summary of Findings

Charts 1-2: Access and Findability

In general, respondents expressed concerns about the following:

- remote access from home and office to the library’s resources
- ease of finding information on the library’s website.

In particular, respondents in the Social Sciences, Health Sciences, and Performing & Fine Arts disciplines rated access below their minimum expectations. Ease of finding information on the library’s website was a concern for the respondents in the Humanities disciplines as well.

The Library will follow up on these concerns to determine the reasons.

Charts 3-8: Library as Place (Quiet Spaces and Group Spaces):

Both undergraduate students and graduate students expressed the need for more quiet spaces. Undergraduates expressed needs for both quiet and group spaces, while graduate students are generally satisfied with group spaces.

After the Irving K. Barber Learning Centre opened in 2008, use of this library increased. In the 2009 survey, respondents’ minimum acceptable and desired ratings for quiet space increased over 2007. Their expectations for group space also increased, but they were generally satisfied with the level of group space provided.
E. Descriptions of Variables

1. Academic Discipline
   Variable: Academic discipline
   Description: Nominal variable
   Categories:
   - Applied Sciences
   - Architecture
   - Business
   - Education
   - Forestry / Land and Food Systems
   - Health Sciences
   - Humanities
   - Law
   - Performing & Fine Arts
   - Sciences
   - Social Sciences
   - Other
   - Undecided

2. Library Used Most Often
   Variable: Library used most often
   Description: Nominal variable
   Categories:
   - Asian Library
   - Biomedical Branch Library (BMB)
   - David Lam Library
   - Education Library
   - Hamber Library
   - Irving K. Barber Learning Centre (IKBLC)
   - Koerner Library
   - Law Library
   - Music Library
   - Okanagan Library
   - Robson Square Library
   - St. Paul’s Hospital Library
   - Virtual Information Services
   - Woodward Library
   - Xwi7xwa Library
   - Other
3. **User Group**
   - Variable: User group
   - Description: Nominal variable
   - Categories:
     - Undergraduate
     - Graduate
     - Faculty
   - Note: “All Respondents” includes undergraduate students, graduate students, and faculty members.

4. **Access from Home or Office**
   - Variable: Making electronic resources accessible from home or office
   - Description: Scale variable
   - Measures minimum, desired, and perceived service performance level
   - Values: Scale of 1 to 9 (1 = strongly disagree; 9 = strongly agree)

5. **Library Website**
   - Variable: A library website enabling me to locate information on my own.
   - Description: Scale variable
   - Measures minimum, desired, and perceived service performance level
   - Values: Scale of 1 to 9 (1 = strongly disagree; 9 = strongly agree)

6. **Library as Quiet Space**
   - Variable: Quiet space for individual activities
   - Description: Scale variable
   - Measures minimum, desired, and perceived service performance level
   - Values: Scale of 1 to 9 (1 = strongly disagree; 9 = strongly agree)

7. **Library as Group Space**
   - Variable: Community space for group learning and group study
   - Description: Scale variable
   - Measures minimum, desired, and perceived service performance level
   - Values: Scale of 1 to 9 (1 = strongly disagree; 9 = strongly agree)