

LibQUAL⁺® 2009 Subset – Nesstar Data Dictionary

Dataset: LibQUAL⁺® 2009 Subset

Abstract

What is the LibQUAL⁺® survey?

The LibQUAL⁺® survey is a web-based survey developed by the Association of Research Libraries. It measures the value of library service quality. The complete survey includes demographic questions, 22 core questions, and general satisfaction/usage questions.

LibQUAL⁺® 2009 Subset:

The current dataset is a subset of the LibQUAL⁺® 2009 survey. It includes six (6) variables representing two (2) groups of variables. These are:

Demographic variables

Variables:

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

LibQUAL⁺® general satisfaction and library use questions

Variables:

4. Satisfaction – learning, research, teaching support
5. Satisfaction – overall quality of service
6. In-person visits to the library

Levels of Measurements:

The variables in this dataset are measurable on a nominal or scale level depending on the variable.

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

Variables Descriptions

1. Academic discipline = DiscID

Variable Name: DiscID

Variable Label: Academic discipline

Description: Nominal variable

Values:

2	Forestry / Land and Food Systems
5	Architecture
6	Business
10	Education
11	Applied Sciences
13	Health Sciences
14	Humanities
16	Law
20	Other
21	Performing & Fine Arts
27	Sciences
29	Social Sciences
31	Undecided

2. Library used most often = LibUsed

Variable Name: LibUsed

Variable Label: Library used most often

Description: Nominal variable

Values:

17900	Asian Library
17901	Biomedical Branch Library, VGH
17902	David Lam Library
17903	Education Library
17904	Hamber Library
17905	Irving K. Barber Learning Centre (IKBLC)
17906	Koerner Library
17907	Law Library
17908	Music Library
17909	Okanagan Library
17910	Robson Square Library
17911	St. Paul's Hospital Library
17912	Virtual Information Services
17913	Woodward Library
17914	Xwi7xwa Library
17915	Other

3. User group = UGroupID

Variable Name: UGroupID
Variable Label: User group
Description: Nominal variable
Values:
1 Undergraduate
3 Graduate
4 Faculty

4. Satisfaction – learning, research, teaching support = SatLRT

Variable Name: SatLRT
Variable Label: Satisfaction – learning, research, teaching support
Description: Scale variable
LibQUAL question: I am satisfied with library support for my learning, research, and/or teaching needs.
Values: Scale of 1 to 9 (1 = strongly disagree ; 9 = strongly agree)

5. Satisfaction – overall quality of service = SatOverall

Variable Name: SatOverall
Variable Label: Satisfaction – overall quality of service
Description: Scale variable
LibQUAL question: How would you rate the overall quality of the service provided by the library?
Values: Scale of 1 to 9 (1 = strongly disagree ; 9 = strongly agree)

6. In-person visits to the library = UseFreq

Variable Name: UseFreq
Variable Label: In-person visits to the library
Description: Nominal variable
LibQUAL question: How often do you use resources on library premises?
Values:
1 Daily
2 Weekly
3 Monthly
4 Quarterly
5 Never