Thanks to everyone who took the Spring 2011 LibQUAL+® survey! We had an overwhelming response (over 5,200 valid surveys and 1,800 comments). Kennesaw State University’s Sturgis Library had the largest number of valid LibQUAL+® survey responses of any school in the U.S. ... EVER!

This shows our students’ school spirit, campus involvement, and commitment to help improve library services and the future of KSU.

Visit our website for a more detailed look at the survey results and a sample of your comments: www.kennesaw.edu/library/surveyresults
LibQUAL+® is a rigorously tested Web-based survey that helps libraries assess and improve library services. Since its start in 1999 more than 1,000 libraries in 17 countries have participated in LibQUAL collecting responses from over 1,000,000 library users.

The 22 core survey items measure user perceptions of service quality in three dimensions: Affect of Service, Information Control, and Library as Place. For each item, users indicate their minimum service level, desired service level, and perceived service performance. The survey contains additional items that address information literacy outcomes, library use, and general satisfaction. An open-ended comments box provides a wealth of information for qualitative analysis.*

How Do You Rate the Library?

Positive Results:

- The Sturgis Library rated highest in the area Affect of Service. Our rating was 7.24 out of 9. The average rating for other schools in this area was 7.30.
- The library received the highest score on the statement “Employees who are consistently courteous” — 7.48 out of 9.
- In general our users are satisfied with the way they are treated at the Sturgis Library. The general satisfaction rating was 7.60 out of 9.

Negative Results:

- The Sturgis Library rated lowest in Library As Place. Our rating was 6.59. The average rating for other schools in this area was 6.77 out of 9.
- The library received the lowest score on the statement “Visually appealing facilities” — 6.12 out of 9.
- The library received the second lowest score, 6.34 on the statement “Space for students to study and work in groups.”

Perceived mean shows how our users rated our library on a scale of 1-9.

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Minimum Mean</th>
<th>Desired Mean</th>
<th>Perceived Mean</th>
<th>Adequacy Mean</th>
<th>Superiority Mean</th>
<th>n</th>
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</thead>
<tbody>
<tr>
<td>Affect of Service</td>
<td>6.66</td>
<td>7.88</td>
<td>7.24</td>
<td>0.38</td>
<td>-0.64</td>
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<td>Information Control</td>
<td>6.51</td>
<td>7.69</td>
<td>7.07</td>
<td>0.56</td>
<td>-0.83</td>
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<tr>
<td>Library as Place</td>
<td>6.39</td>
<td>7.77</td>
<td>6.99</td>
<td>0.30</td>
<td>-1.18</td>
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<tr>
<td>Overall</td>
<td>6.51</td>
<td>7.85</td>
<td>6.98</td>
<td>0.47</td>
<td>-0.87</td>
<td>3,254</td>
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</table>

*from http://www.libqual.org/about/about_lq/general_info

“What I come in the library I am reminded of a line from an old song, ‘It’s dark as a dungeon way down in the mine.’ That’s about how appealing the library is as a place.” - Undergraduate Student

“The library has several shining stars on the staff who are everything you would want - helpful, courteous, conscientious and knowledgeable, with a love for books and learning…” - University Staff Member

“When I come in the library I am reminded of a line from an old song, ‘It’s dark as a dungeon way down in the mine.’ That’s about how appealing the library is as a place.” - Undergraduate Student
How Do We Compare With Other Libraries?

Sturgis Library at Kennesaw State

Green: very good
Blue: good
Yellow: not great
Red: bad

“KSU can find funds for a football team but cannot find funds to make the university a leader in research. With a growing student body and national attention; we need to focus on our materials.”
- Graduate Student

We compared our results with other universities of similar size and with comparable student populations in Michigan, Illinois, Virginia, and Texas.

Although KSU’s Sturgis Library had the most survey responses of all of the universities, we had the lowest overall quality rating of all schools (6.98). The highest response a library received in our peer group was 7.46.

We also had the lowest gap in quality between the minimum service users will accept and the service we provide. Our score was .47. Other libraries scored much closer to the maximum level of service desired and had scores such as .91 and .73.
**MORE COMMENTS FROM THE SURVEY:**

- “As for the building, welcome to the 1970s! If you like to time travel to the past it is fine. If you actually want quiet, open, well-lighted space conducive to research and study, f--o--r--e--g--o--r--e--t about it.” ~ Undergraduate Student

- “The library’s collections, services, and environment are deteriorating and do not support the rapid growth of the KSU educational mission. How can KSU hope to advance in its research goals without vital library collections and services?” ~ Graduate Student

- “I could not survive without the library. It really is extremely essential to my education. Thank you.” ~ Undergraduate Student

- “The library’s holdings in literature (both in English and in foreign languages) and in the humanities in general are very weak. If it were not for GIL and ILL, I literally could not do my research at the KSU library.” ~ Faculty Member
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Visit our website for a more detailed look at the survey results and a sample of your comments:
www.kennesaw.edu/library/surveyresults