
Appendix B

The LibQUAL+™ template as used by the Glasgow University Library

LibQUAL+™ questionnaire is published by kind permission of Glasgow University Library.

Glasgow University Library

Welcome!

We are committed to improving your library services. Better understanding your expectations will help us tailor those services to your needs.

We are conducting this survey to measure library service quality and identify best practices through the Association of Research Libraries' LibQUAL+™ program.

Please answer all items. The survey will take about **10 minutes** to complete. Thank you for your participation!

Information supplied on this form will be processed in the United States. Data protection legislation requires us to make clear that supplying information on the form is entirely voluntary.

Please rate the following statements (1 is lowest, 9 is highest) by indicating:

Minimum – the number that represents the *minimum* level of service that you would find acceptable.

Desired – the number that represents the level of service that you *personally want*.

Perceived – the number that represents the level of service that *you believe* our library currently provides.

For each item, you must EITHER rate the item in all three columns OR identify the item as ‘N/A’ (not applicable). Selecting ‘N/A’ will override all other answers for that item.

When it comes to...	My minimum service level is		My desired service level is		Perceived service performance is		N/A
	Low	High	Low	High	Low	High	
1 Library staff who instill confidence in users	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
2 Making electronic resources accessible from my home or office	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
3 Library space that inspires study and learning	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
4 Giving users individual attention	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
5 A library website enabling me to locate information on my own	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
6 Teaching me how to access, evaluate, and use information	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
7 Library staff who are consistently courteous	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A

When it comes to...	My minimum service level is		My desired service level is		Perceived service performance is														
	Low	High	Low	High	Low	High													
8 The printed library materials I need for my work	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
9 Quiet space for individual work	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
10 Readiness to respond to users' enquiries	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
11 The electronic information resources I need	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
12 Access to photocopying and printing facilities	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
13 Library staff who have the knowledge to answer user questions	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
14 Availability of subject specialist assistance	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A
15 A comfortable and inviting location	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	N/A

When it comes to...	My minimum service level is		My desired service level is		Perceived service performance is		N/A
	Low	High	Low	High	Low	High	
16 Library staff who deal with users in a caring fashion	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
17 Modern equipment that lets me easily access needed information	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
18 Ability to navigate library web pages easily	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
19 Library staff who understand the needs of their users	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
20 Easy-to-use access tools that allow me to find things on my own	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
21 A haven for study, learning, or research	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
22 Willingness to help users	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A

When it comes to...	My minimum service level is		My desired service level is		Perceived service performance is		
	Low	High	Low	High	Low	High	
23 Making information easily accessible for independent use	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
24 Print and/or electronic journal collections I require for my work	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
25 Space for group learning and group study	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
26 Timely document delivery/interlibrary loan	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A
27 Dependability in handling users' service problems	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	1 2 3 4 5 6 7 8 9	N/A

Please indicate the degree to which you agree with the following statements:		
28	The library helps me stay abreast of developments in my field(s) of interest.	1 2 3 4 5 6 7 8 9 <i>Strongly Disagree Strongly Agree</i>
29	The library aids my advancement in my academic discipline.	1 2 3 4 5 6 7 8 9 <i>Strongly Disagree Strongly Agree</i>
30	The library enables me to be more efficient in my academic pursuits.	1 2 3 4 5 6 7 8 9 <i>Strongly Disagree Strongly Agree</i>
31	The library helps me distinguish between trustworthy and untrustworthy information.	1 2 3 4 5 6 7 8 9 <i>Strongly Disagree Strongly Agree</i>
32	The library provides me with the information skills I need in my work or study.	1 2 3 4 5 6 7 8 9 <i>Strongly Disagree Strongly Agree</i>
33	In general, I am satisfied with the way in which I am treated at the library.	1 2 3 4 5 6 7 8 9 <i>Strongly Disagree Strongly Agree</i>
34	In general, I am satisfied with library support for my learning, research, and/or teaching needs.	1 2 3 4 5 6 7 8 9 <i>Strongly Disagree Strongly Agree</i>
35	How would you rate the overall quality of the service provided by the library?	1 2 3 4 5 6 7 8 9 <i>Extremely Poor Extremely Good</i>

Please indicate your library usage patterns:		
36	How often do you use resources within the library?	– Daily – Weekly – Monthly – Quarterly – Never
37	How often do you access library resources through a library web page?	– Daily – Weekly – Monthly – Quarterly – Never
38	How often do you use Yahoo(TM), Google(TM), or non-library gateways for information?	– Daily – Weekly – Monthly – Quarterly – Never

Please answer a few questions about yourself:		
39	The library that you use most often:	<ul style="list-style-type: none"> - Main Library - Adam Smith Library - Chemistry Branch Library - James Herriot Library - James Ireland Memorial Library - Reading Room
40	Age:	<ul style="list-style-type: none"> - Under 18 - 18-22 - 23-30 - 31-45 - 46-65 - Over 65
41	Sex:	<ul style="list-style-type: none"> - Male - Female
42	Full or part-time student?	<ul style="list-style-type: none"> - Full-time - Part-time - Does not apply/NA

43. Discipline:

- Accountancy & Finance
- Arts & Humanities
- Biomedical & Life Sciences
- Business & Management Studies
- Computing Sciences
- Dentistry
- Divinity
- Education
- Engineering
- Information & Mathematical Sciences
- Law & Financial Studies
- Medicine
- Nursing Studies
- Physical Sciences
- Psychology

- Science Undergraduate
- Social Sciences
- Sports Sciences
- Statistics
- Veterinary Medicine

44. Position:

(Select the ONE option that best describes you.)

Undergraduate:

- First year
- Second year
- Third year
- Fourth year
- Fifth year and above
- Non-degree

Postgraduate:

- Taught Masters degree
- Research Masters degree
- Doctoral Research degree
- Non-degree
- Undecided

Academic staff:

- Professor
- Reader
- Senior/Principal Lecturer
- Lecturer
- Research Staff
- Other Academic Status

Library staff:

- Senior Management
- Department Head/Team Leader
- Professional Staff
- Support Staff
- Other

Staff:

- Administrative or Academic Related Staff
- Other staff positions

45. Please enter any comments about library services in the box below:

46. Enter your e-mail address in the box below if you would like to enter an optional drawing for a prize. Your e-mail address will be kept confidential and will not be linked to your survey responses. (Not required)

Thank you for participating in this library service quality survey!