

Minutes University Library Committee

Date: November 3, 2005

Time: 4:00-5:00 p.m.

Location: Library Board Room

Chair: Douglass Berry, II

Members Present: Eileen Hitchingham, Dawn Odell, Mayuresh Patil, Paul Heilker, Werner Kohler, Larry Alexander, Ralph Amateis, Ross Edmonds, Edie Moussa

LibQUAL + Survey Results - Survey of Faculty, Spring 2005 (E. Hitchingham)

For five years the University Libraries have participated in a research and development project to measure perceptions of library service. LibQUAL+, an internationally used survey tool developed by the Texas A&M University Libraries in partnership with the Association of Research Libraries (ARL), gauges library users' opinions of the resources and services provided.

The goals in doing the LibQual+ survey are to enable the University Libraries to:

- Foster a culture of excellence in providing library service
- Help the library better understand user perceptions of the quality of library services
- Collect and interpret library user feedback over time
- Provide the library with comparable assessment information from peer institutions
- Respond positively to user needs and expectations
- Identify best practices in library services

LibQUAL+ gives library users a chance to tell us where services need improvement so we can respond to and better manage their expectations. By comparing our library's data with that of peer institutions and examining the practices of those libraries we can develop services that better meet our users' expectations. In Spring 2005 we conducted a LibQual+ survey for faculty.

Most of the charts included compared values for services and library as space for VT undergraduate students, graduate students, and faculty. Several charts compared VT Libraries with other ARL in areas such as funding and staff. VT Libraries fall very low in the ranking for both of these areas.

Committee members discussed ideas for recruiting support for VT Libraries in the university budget.

Other Library Surveys (E. Hitchingham)

There was discussion regarding surveys being conducted in other peer libraries and different ideas for statistics and measures. Hitchingham provided a handout with the results of University of Washington Libraries' Spring 2004 Faculty Library Use Survey as an example

<http://www.lib.washington.edu/assessment/surveys/survey2004/default.html>

New Service – Order Status Notices

E. Hitchingham demonstrated searching for items on the new library system. If an item is not available but has recently been ordered a message will display stating when the item was ordered.