

LEEDS UNIVERSITY LIBRARY

Report on Leeds University Library LibQUAL Survey 2011

Summary

The 2011 LibQUAL survey of Leeds University Library users and staff held in November 2011 had a response rate of 15.1%. 22 standard questions are asked, relating to 3 areas: information control (provision of resources); affect of service (quality of interaction with the library and its staff); library as place (quality of environment). In addition 5 local questions (selected from a possible 30) are also asked. In addition to responding to the questions, 2128 of the 5530 respondents left a total of 3138 comments. A summary of the analysis is as follows:

- Overall satisfaction with the Library equals the score in 2008 of 7.29, but is higher than the 2009 score of 7.2. Both undergraduates and postgraduates give the library a higher satisfaction rating than in 2008 or 2009, but academics register a lower level of satisfaction than in 2008 (7.6), though higher than in 2009 (7.33).
- Library users overall register the highest expectations in the area of information control, and also the lowest level of satisfaction with current provision in this area. However, since 2008 clear improvements in the scores in this area have been seen from undergraduates and postgraduates, indicating that steps taken to improve access to key course texts have had an impact.
- In terms of library as place it is clear that for undergraduates and for postgraduates the quality of quiet study space in particular is very important. Scores again show improvements since 2008, indicating that steps taken to provide group areas and control noise in silent areas have had an impact. It is also notable that a large number of the comments provided relate to Estates issues.
- The locally asked question “adequate opening hours” drew most negative response from undergraduates, although it is not their greatest area of concern. Again scores in this area have improved since 2008, but the increased superiority gap indicates that further improvement in this area would be desirable.

Actions

In response to the survey the Library is committed to the following actions:

- Improvements to the quality of silent study space, including investigation into further methods to enforce silence. (Links to [Library strategy](#) actions D3.1 and D4.1, and also E2.4 in relation to staff managing spaces)
- Improvements to library estate in response to the volume of comments in this area, particularly from undergraduates. (Links to [Library strategy](#) actions D3.1 and D4.1)
- Review of opening hours. (to be carried out by Head of Customer Services)
- Continued measures to improve the availability of key texts to undergraduates and postgraduates. (Links to [Library strategy](#) actions A1.1 and A1.2).
- Continued investment in e-resources to support research. (Links to [Library strategy](#) action B1.1)

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