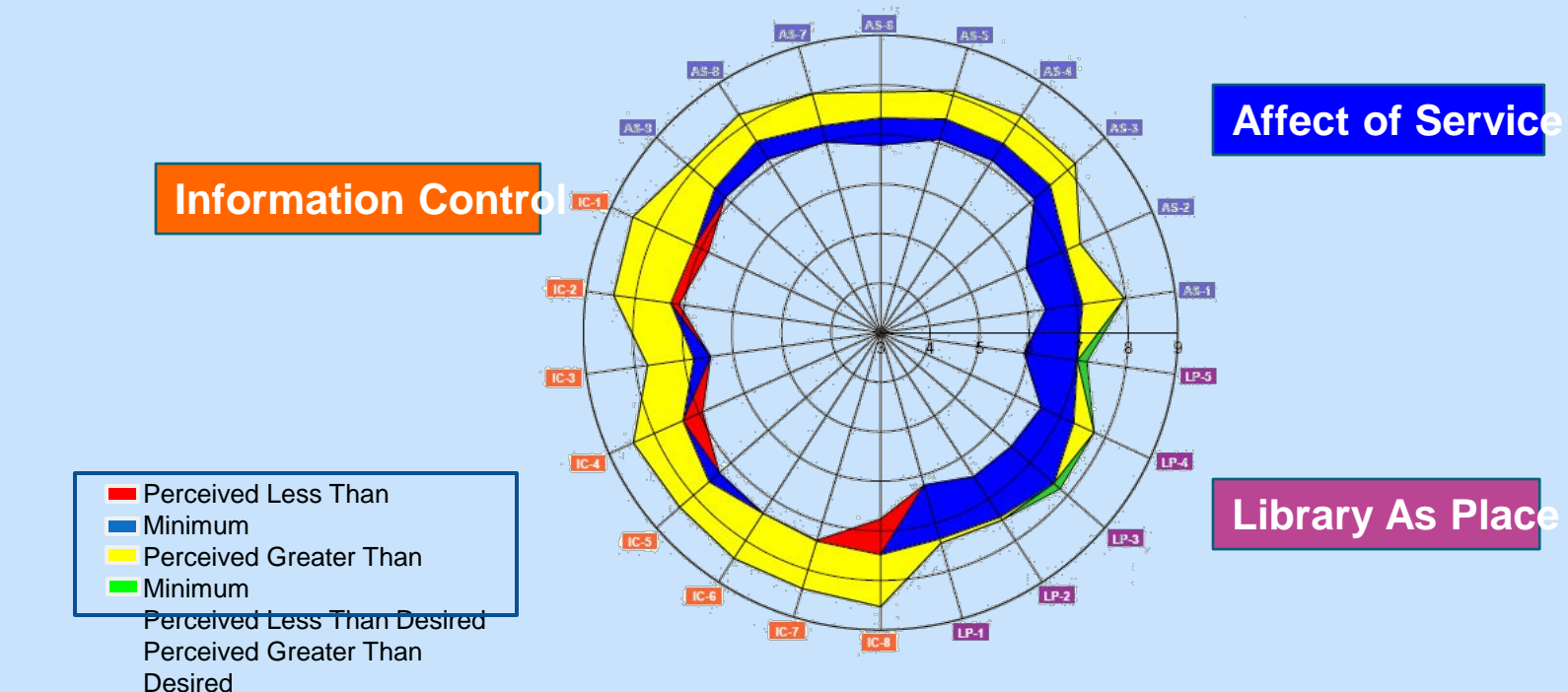


Measuring Library Service Quality

Health Sciences and Human Services Library, University of Maryland, Baltimore



LibQUAL+®

- Survey created and distributed by Association of Research Libraries (ARL)
- Measures *Affect of Service*, *Information Control*, and *Library as Place*.
- Demographics and comments are collected

2007 Implementation

- 290 libraries participated (10 AAHSL members)
- 2,400 emails sent with survey link to random sample of HS/HSL faculty, staff, and students

Ongoing Assessment

- 170 respondents completed HS/HSL survey
- Gather detailed information to address service gaps

LibQUAL+® 2007 Results

Library As Place

Library space that inspires learning
Exceeded users' expectations

"I love to study in the library. I can focus very well there."

Affect of Service

Staff have knowledge to answer questions
Met users' expectations

"The staff has been extremely helpful so far. Responses to my questions and requests have been very timely and helpful."

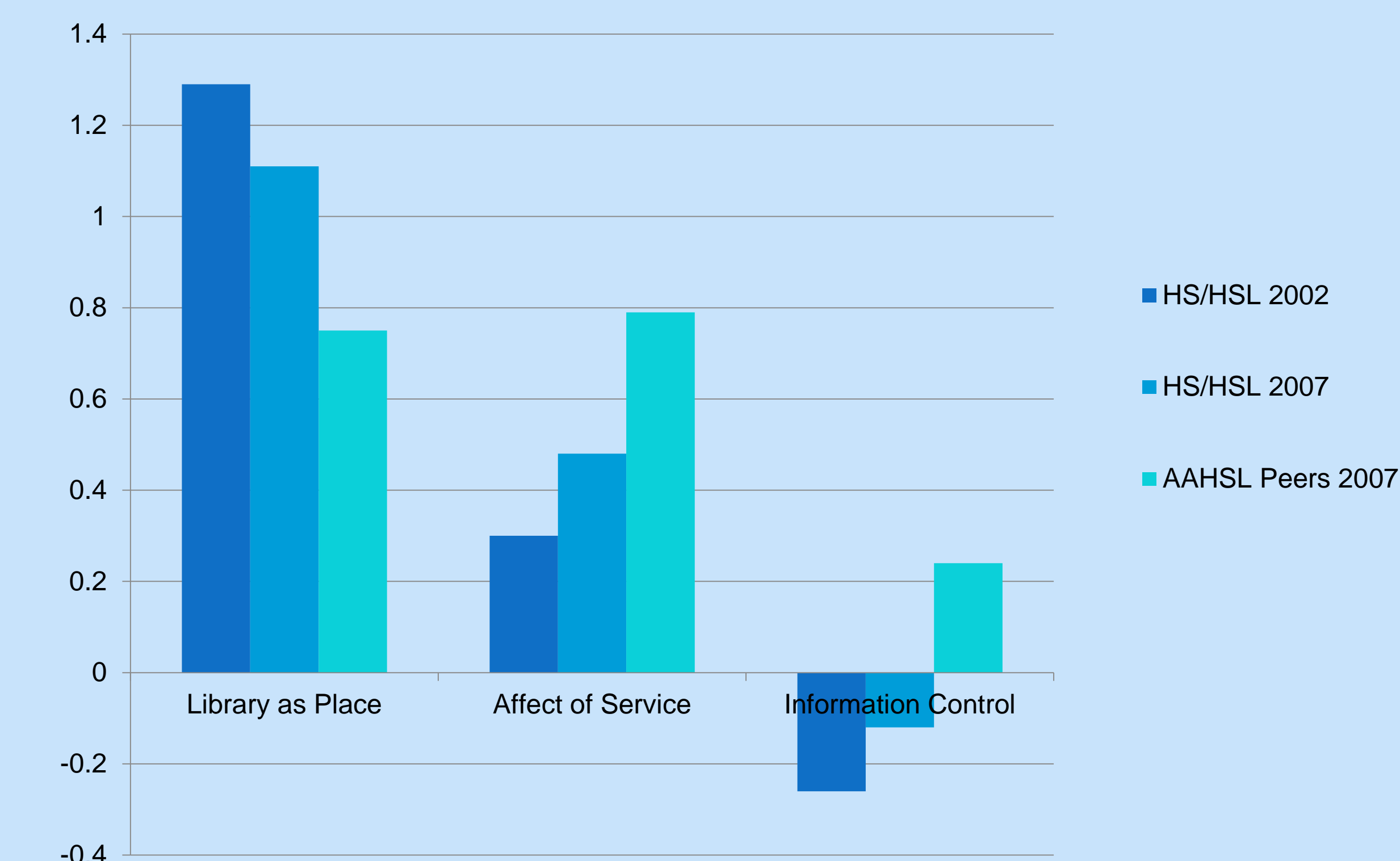
Information Control

Accessible print/electronic journals and easy-to-use library web site

Fell below users' expectations

"The biggest limitation I find is electronic journal article access."

LibQUAL+® 2002 and 2007 Comparison



Service Improvements

- Improved e-journal linking - 2009
- Completed Library renovation - 2009
- Completed major web redesign - 2008
- Overhauled two service desks - 2003