1. Pretend the survey results below were generated at your library. Pick one of the user groups (or try to satisfy all three). Decide on three steps you will take to meet this user group’s needs based on the research you have gathered.

|  |  |  |
| --- | --- | --- |
| **LibQUAL+TM Survey: Comparison of Most Important Services Based on Number of Written Comments vs. “Desired” Score Ratings (Ranked from most to least comments/user group)** | | |
| **User Group** | **Most Important Services (Based on Desired Ratings) –** quantitative data | **Most Important Services (Based on Number of Written Comments) –** qualitative data |
| Undergraduates | Making electronic resources available from home or office | Adequate hours of service |
| Modern equipment that lets me easily access needed information | Willingness to help users |
| Adequate hours of service | Printed Library Materials I need for my work |
| A library web site enabling me to locate information on my own | A comfortable and inviting location |
| Print and/or electronic journal collections I require for my work | Print and/or electronic journal collections I require for my work |
| Graduate Students | Print and/or electronic journal collections I require for my work | Print and/or electronic journals I require for my work |
| A library web site enabling me to locate information on my own | Printed Library materials I need for my work |
| The electronic resources I need | Willingness to help users |
| Making electronic resources available from home or office | Making information easily accessible for independent use |
| Easy to use access tools that allow me to find things on my own | Timely document delivery/interlibrary loan |
| Faculty | Print and/or electronic journal collections I require for my work | Print and/or electronic journal collections I require for my work |
| A library web site enabling me to locate information on my own | Printed Library Materials I need for my work |
| Timely document delivery/interlibrary loan | Timely document delivery/interlibrary loan |
| The electronic resources I need | Willingness to help users |
| Easy to use access tools that allow me to find things on my own | The electronic resources I need |

From: Jones, S., and J. Kayongo. 2008. Identifying Student and Faculty Needs through LibQUAL+™: An Analysis of Qualitative Survey Comments. College & Research Libraries. 69(6): 493-509.

Round 1 - Three Actionable Items

1.

2.

3.

1. Again, pretend the survey results were generated at your library. Pick one of the user groups (or try to satisfy all three). Decide on three steps you will take to meet this user group’s needs based on the research you have gathered, but this time use the analysis model assigned to you to guide your decision-making.

Round 2 – Three Actionable Items

1.

2.

3.