



University Library

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

## University of Illinois at Urbana-Champaign

### 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!

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)	Employees 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	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	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	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	N/A
5)	A library Web site 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	N/A
6)	Availability of online help when using my library's electronic resources	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)	Employees 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	N/A
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	1	2 3 4 5 6 7 8 9	N/A
9)	Quiet space for individual activities	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
10)	Readiness to respond to users' questions	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
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	1	2 3 4 5 6 7 8 9	N/A
12)	Online course support (readings, links, references)	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
13)	Employees 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	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	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	1	2 3 4 5 6 7 8 9	N/A
16)	Employees 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	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	N/A
18)	Convenient service hours	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)	Employees 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	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	N/A
21)	A getaway 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	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	N/A
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	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	N/A
25)	Community 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	N/A
26)	Access to archives, special collections	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	N/A

**Please indicate the degree to which you agree with the following statements:**

<b>28)</b> 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</i>						<i>Strongly Agree</i>		
<b>29)</b> The library aids my advancement in my academic discipline or work.	1	2	3	4	5	6	7	8	9
	<i>Strongly Disagree</i>						<i>Strongly Agree</i>		
<b>30)</b> The library enables me to be more efficient in my academic pursuits or work.	1	2	3	4	5	6	7	8	9
	<i>Strongly Disagree</i>						<i>Strongly Agree</i>		
<b>31)</b> The library helps me distinguish between trustworthy and untrustworthy information.	1	2	3	4	5	6	7	8	9
	<i>Strongly Disagree</i>						<i>Strongly Agree</i>		
<b>32)</b> 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</i>						<i>Strongly Agree</i>		
<b>33)</b> 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</i>						<i>Strongly Agree</i>		
<b>34)</b> 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</i>						<i>Strongly Agree</i>		
<b>35)</b> 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</i>						<i>Extremely Good</i>		

**Please indicate your library usage patterns:**

<b>36)</b> How often do you use resources on library premises?	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Never
<b>37)</b> How often do you access library resources through a library Web page?	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Never
<b>38)</b> How often do you use Yahoo(TM), Google(TM), or non-library gateways for information?	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Never

**Please answer a few questions about yourself:**

<p><b>39)</b> The library that you use most often:</p>	<ul style="list-style-type: none"><li><input type="checkbox"/> ACES</li><li><input type="checkbox"/> Africana / Afro-Americana</li><li><input type="checkbox"/> Applied Health Sciences</li><li><input type="checkbox"/> Architecture &amp; Art</li><li><input type="checkbox"/> Asian</li><li><input type="checkbox"/> Biology</li><li><input type="checkbox"/> Business &amp; Economics</li><li><input type="checkbox"/> Center for Children's Books</li><li><input type="checkbox"/> Chemistry</li><li><input type="checkbox"/> Classics</li><li><input type="checkbox"/> Communications</li><li><input type="checkbox"/> Education &amp; Social Science</li><li><input type="checkbox"/> Engineering / Grainger</li><li><input type="checkbox"/> English</li><li><input type="checkbox"/> Geological Survey</li><li><input type="checkbox"/> Geology</li><li><input type="checkbox"/> Government Documents</li><li><input type="checkbox"/> History, Philosophy and Newspaper</li><li><input type="checkbox"/> Illinois Fire Service Institute</li><li><input type="checkbox"/> Illinois History and Lincoln Collections</li><li><input type="checkbox"/> Information Desk</li><li><input type="checkbox"/> Interlibrary Loan and Document Delivery</li><li><input type="checkbox"/> Latin American &amp; Caribbean</li><li><input type="checkbox"/> Law</li><li><input type="checkbox"/> Library &amp; Information Science</li><li><input type="checkbox"/> Main Stacks / Circulation</li><li><input type="checkbox"/> Map &amp; Geography</li><li><input type="checkbox"/> Mathematics</li><li><input type="checkbox"/> Modern Languages &amp; Linguistics</li><li><input type="checkbox"/> Music</li><li><input type="checkbox"/> Natural History Survey</li><li><input type="checkbox"/> Physics / Astronomy</li><li><input type="checkbox"/> Rare Book &amp; Manuscript</li><li><input type="checkbox"/> Reference</li><li><input type="checkbox"/> Slavic and East European</li><li><input type="checkbox"/> Sousa Archives &amp; Center for American Music</li><li><input type="checkbox"/> Undergraduate</li><li><input type="checkbox"/> University Archives</li><li><input type="checkbox"/> University High School</li><li><input type="checkbox"/> Veterinary Medicine</li></ul>
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<b>40) Age:</b>	<input type="checkbox"/> Under 18 <input type="checkbox"/> 18 - 22 <input type="checkbox"/> 23 - 30 <input type="checkbox"/> 31 - 45 <input type="checkbox"/> 46 - 65 <input type="checkbox"/> Over 65
<b>41) Sex:</b>	<input type="checkbox"/> Male <input type="checkbox"/> Female

- 42) Discipline:** \_\_\_ Administrative / Campus Unit  
\_\_\_ Agriculture / Environmental Studies  
\_\_\_ Architecture  
\_\_\_ Business  
\_\_\_ Chemical / Physical / Mathematical Sciences  
\_\_\_ Communications / Journalism  
\_\_\_ Education  
\_\_\_ Engineering / Computer Science  
\_\_\_ Humanities  
\_\_\_ Labor and Industrial Relations  
\_\_\_ Languages / Linguistics  
\_\_\_ Law  
\_\_\_ Library and Information Science  
\_\_\_ Life / Health Sciences  
\_\_\_ Other  
\_\_\_ Performing / Fine Arts  
\_\_\_ Social Sciences  
\_\_\_ Undecided / General Studies  
\_\_\_ University High School  
\_\_\_ Veterinary Science

**43) Position:**  
(Select the ONE option that best describes you.)

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

- Graduate:  Masters  
 Doctoral  
 Non-degree or Undecided

- Faculty:  Adjunct Faculty  
 Assistant Professor  
 Associate Professor  
 Lecturer  
 Professor  
 Other Academic Status

- Library Staff:  Administrator  
 Manager, Head of Unit  
 Public Services  
 Systems  
 Technical Services  
 Other

- Staff:  Research Staff  
 Other staff positions



**44)** Please enter any comments about library services in the box below:

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**45)** 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)

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**Thank you for participating in this library service quality survey!**