

The 2005 LibQUAL+™ Survey

For two weeks in April 2005, all users of the Health Sciences Library and Informatics Center (HSLIC) had the opportunity to participate in a customer satisfaction survey called LibQUAL+™. This online survey is given nationwide, and HSLIC participates in it biannually. HSLIC first participated in 2003, and we listened to you by:

- replacing all public photocopiers
- adding two new public printers
- improving remote access to electronic resources through implementing a different proxy system
- increasing electronic journal subscriptions
- reducing interlibrary loan turn-around time from 8 days to 5.8 days.

The purpose of the LibQUAL+™ survey is to use your feedback to identify areas needing improvement, and to measure HSLIC in three broad categories: Affect of Service (quality of service and personnel), Information Control (access to information), and Library as Place.

We would like to take this opportunity to explain the survey results. Of special importance to HSLIC were the comments you made. Sometimes responses to standardized survey questions cannot paint a picture as detailed as your own comments can. For ease of reading, this summary has been divided as follows. Below the synopsis of statistical results, library managers respond to topics that received multiple comments.

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Synopsis of Statistical Results

As explained in the introduction, the LibQUAL+™ survey measures three dimensions: Affect of Service, Library as Place, and Information Control. It does so by asking respondents to rate the minimum level of acceptable service for each question, the desired or ideal level of service, and lastly the perceived or actual level of service they receive as patrons. The minimum and desired scores are used to generate a "window" of acceptability for library services, called a "zone of tolerance." The location of the rating of perceived (actual) service within this zone (high, middle, or low) creates gap scores which enable libraries to assess service adequacy on survey items and dimensions and to determine gaps in service.

Results are compiled centrally at Texas A&M and distributed to participating libraries. Two scores are generated to facilitate assessment: an "Adequacy Mean" (the perceived score minus

the minimum score) and a “Superiority Mean” (the perceived score minus the desired score). For both the Adequacy Mean and the Superiority Mean, higher numbers indicate higher service quality, although the Superiority Mean is generally less than zero. As explained in the 2005 LibQUAL+™ Survey Results manual, “an *adequacy* gap score of +1.2 on an item, subscale, or total score is better than an adequacy gap score of +1.0. A *superiority* gap score of -0.5 on an item, subscale, or total score is better than a superiority gap score of -1.0” (p. 8).

The survey process and results for HSLIC are summarized below. Under the auspices of the Vice President for Health Sciences, in April HSLIC sent to all Salud e-mail account holders (~10,000) an invitation to participate. The survey received 355 responses of which 331 were scored after discarding non-logical responses (e.g. desired scores lower than minimum scores). Faculty responses accounted for 97 of the 331 scored. Adequacy Means and Superiority Means for the three dimensions are reported in Table 1.

Table 1. HSLIC Overall Mean Scores for the Three Dimensions of Library Service Quality

Dimension	Minimum	Desired	Perceived	Adequacy	Superiority
Affect of Service	6.66	8.04	7.57	0.91	-0.47
Library as Place	6.09	7.54	7.07	0.98	-0.47
Information Control	6.94	8.30	6.99	0.05	-1.32
OVERALL MEAN	6.65	8.04	7.24	0.59	-0.80

HSLIC service quality is strongest in Affect of Service and in Library as Place; it is weakest in Information Control, figures consistent with HSLIC’s 2003 scores and with the scores of peer academic health sciences libraries in 2003. (2005 scores for peer libraries are discussed below). Items in the Information Control dimension included topics such as making electronic resources accessible from home or office (Adequacy mean= -0.16); the electronic information resources needed (Adequacy mean= -0.17); and print and/or electronic journal collections required (Adequacy mean= -0.56). The Information Control area has been targeted as a high priority for improvement by HSLIC, and survey results are being used as justification for legislative funding requests.

Reinforcing the overall findings, faculty scores in the Information Control dimension were even lower than the above (Table 2).

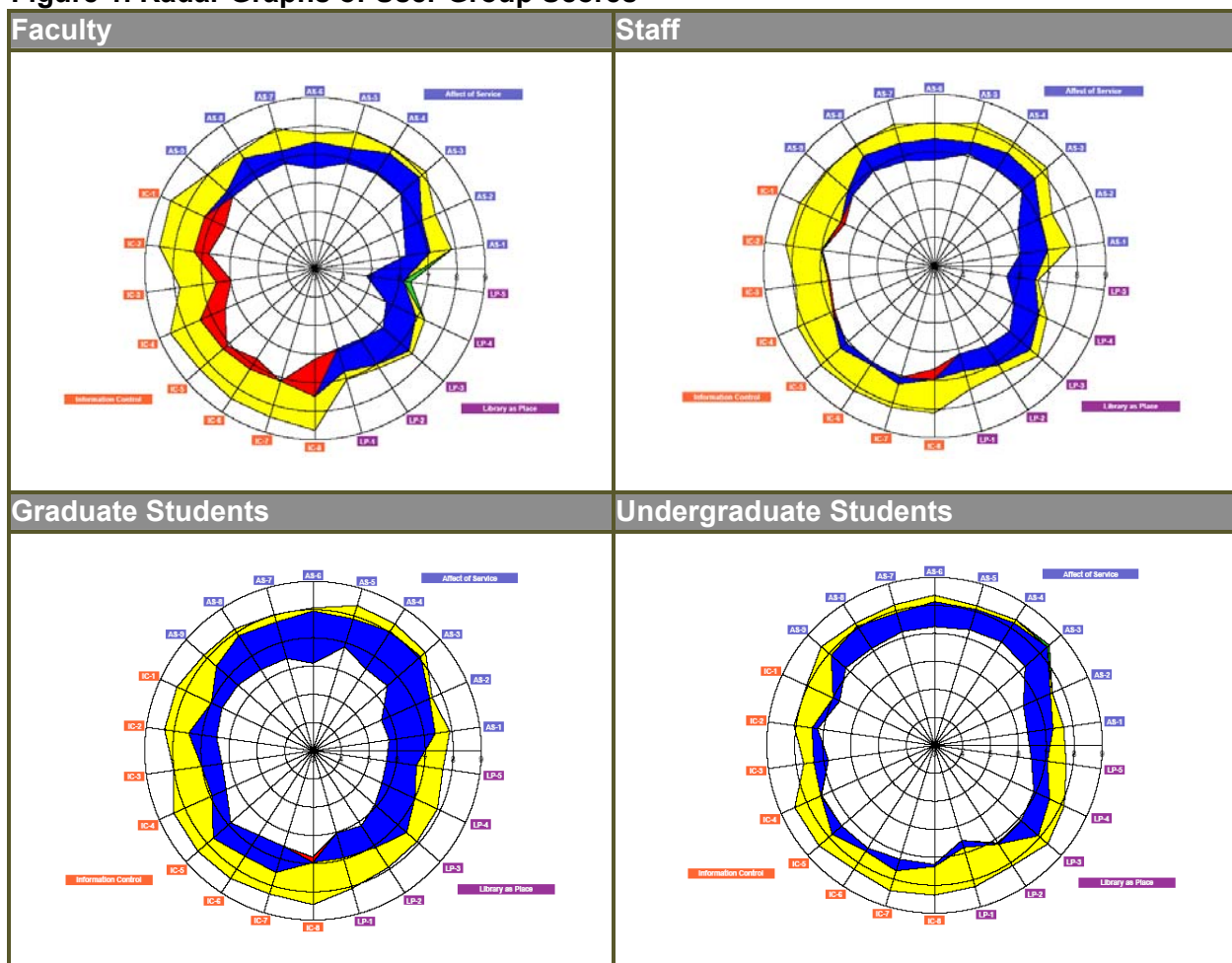
Table 2. Faculty Mean Scores for the Three Dimensions of Library Service Quality

Dimension	Minimum	Desired	Perceived	Adequacy	Superiority
Affect of Service	6.72	7.96	7.44	0.71	-0.52
Library as Place	5.86	7.12	6.98	1.12	-0.15
Information Control	7.19	8.43	6.61	-0.59	-1.82
OVERALL MEAN	6.71	7.96	7.02	0.30	-0.94

It is clear from the faculty adequacy mean of -0.59 on the Information Control dimension that the faculty rate the library’s resources as less than adequate for their work. Overall, however, users generally found all dimensions to surpass their minimum expectations.

Radar graphs are used as a means of depicting the data, and four radar graphs for the four primary user groups surveyed are presented in Figure 1:

Figure 1. Radar Graphs of User Group Scores



Respondents' minimum, desired, and perceived levels of service quality are plotted on each axis to reveal resulting "gaps" among the three levels. These gaps represent service adequacy or service superiority as defined by the chart colors.

- Areas in **red** depict service areas perceived as less than the minimum acceptable level.
- Areas in **blue** depict service areas perceived as greater than the minimum (but less than the desired).
- Areas in **green** depict service areas perceived as greater than desired.
- Areas in **yellow** depict areas perceived as less than the desired and, along with **red** areas, are opportunities for library service improvement.

Comparison to 2003 Results and to Other Academic Health Sciences Libraries

Despite efforts made as described above to improve the number of electronic resources and to improve access to those resources from home or office, the 2005 HSLIC scores reflect a negative trend compared to the 2003 scores. While Affect of Service and Library as Place are higher than Information Control, HSLIC scores declined on all 3 dimensions, compared to 2005. 2005 (Table 3).

Table 3. Comparison of HSLIC LibQUAL+™ Overall Adequacy Means, 2003 and 2005

Dimension	2003	2005	Difference (2003-2005)
Affect of Service	1.08	0.91	-0.17
Library as Place	1.07	0.98	-0.09
Information Control	0.46*	0.05	-0.41
OVERALL	0.80	0.59	-0.21

*Score derived from 2003 Access to Information and Personal Control dimensions.

In 2003, the mean perceived score was less than the mean desired score on two questions:

- The print and/or electronic journals I require for my work (-0.10)
- Making electronic resources accessible from my home or office (-0.15)

In 2005 the mean perceived score was less than the mean desired score on three questions: the two above and a third:

- The print and/or electronic journals I require for my work (-0.56)
- Making electronic resources accessible from my home or office (-0.16)
- The electronic information resources I need (-0.17).

In addition to HSLIC six other member libraries in the Association of Academic Health Sciences Libraries (AAHSL), conducted the survey in spring, 2005. The mean scores of all AAHSL libraries are compared to HSLIC mean scores in Table 4.

Table 4. Comparison of Overall Mean Scores for HSLIC and Other AAHSL Libraries, LibQUAL+™ 2005

Score	AASHL	HSLIC	Difference
Desired	8.05	8.04	-0.01
Perceived	7.17	7.24	+0.07
Minimum	6.76	6.65	-0.11

These scores indicate that respondents to the HSLIC survey share a similar level of expectations (Desired scores) with their counterparts nationwide, but their minimum expectations (Minimum scores) are lower than their counterparts. The HSLIC perceived score is .07 higher than the AAHSL mean, indicating that HSLIC respondents perceive HSLIC library services as somewhat better than their counterparts at other academic health centers.

Affect of Service

Over 70 comments touched on the quality of service provided and the quality of the employees who provide that service. The overwhelming majority of comments about library personnel and service were positive, using adjectives such as awesome, helpful, friendly, excellent, courteous, knowledgeable, caring, and professional. A few individuals described specific examples of library personnel going the extra mile.

- “I am astounded on a daily basis by how friendly and helpful the library staff are. From the very first day they have known my name, greet me every morning in a bright and cheery manner and assist me with whatever my needs are. They are truly extraordinary.”

- “I always feel welcome to ask questions, and I’ve had help with complicated issues including presentation preparation and literature reviews”
- “All of the personnel at HSLIC are helpful. They have always been responsive to my needs in conducting research as well as IT needs. They are a progressive, top-notch facility.”
- “Courtesy and helpful attitudes of staff; willingness to teach, quality of training seminars, network support for the individual user.”

The previous (2003) LibQUAL survey also yielded many positive comments about HSLIC service and personnel. It’s good to receive reinforcement from the 2005 survey indicating that we have remained on the right track.

A few of the respondents pointed out areas where they saw room for HSLIC personnel and services to improve. We recognize that there’s always room for improvement, and will keep those comments in mind as we develop staff training programs.

Information Control: Book, Journal, and Electronic Resource Collections

Electronic Resources

Many comments related to the number of electronic journals available for use by faculty and students. Similar comments were expressed during the 2003 LibQUAL Survey. We have heard your concerns in this area and have been moving to more electronic titles each year at renewal time. Table 5 below shows how we have progressed, and what we project for January 2006:

Table 5: Electronic Journal Subscriptions

July 2002	July 2005	January 2006
393	822	1,033

For 2006 we will convert to electronic versions of nearly every journal to which we subscribe that is available in that format.

We are also addressing comments from those of you who want more electronic books and databases. In the last two years we have increased our resources by adding Board Review tools in Exam Master and full-text books from Stat!Ref, Access Medicine, and Psychiatry Online. All eBook resources are available from the HSLIC Database Web page (<http://hsc.unm.edu/library/databases.shtml>).

Our new collection development policy is in place and states that the book collection is primarily intended to support the various curricula and the needs of the students. This helps us focus our selection process as we build a more student-centered collection.

Age of Book Collection

A number of survey respondents expressed concern about the age of the book collection. For the past three years, Library faculty have been reviewing each subject area and marking

books for withdrawal. To see what the future of the book collections looks like, visit the Respiratory (Call number WF) or Cardiology (Call number WG) areas on the 4th floor. The actual withdrawal process has many steps, so it takes time to complete this large project. The books you see for sale on our book cart are materials being removed as a result of this project.

The review of the book collection will help improve the overall age of the collection by removing textbooks that are no longer current and not needed for historical research. Unfortunately, our funding to purchase new books has been flat for a number of years. Inflation has seriously eroded our buying power. In FY 01/02 we added 2,154 book titles to the collection; in FY 04/05 only 839 were added. We will use State funding from last Fall's General Obligation Bond approval to help supplement our book budget for the next two years.

Information Control: Access

Ovid vs. PubMed

Many comments addressed the elimination of the Ovid search engine for Medline, CINAHL, and other databases. Comments indicated dissatisfaction with PubMed as a replacement for Ovid for searching the MEDLINE database. The main impetus for this decision was based on user requests for access to additional journal titles. Academic medical journal subscriptions/licenses have increased 38% since 2001 (*Library Journal*, 4/15/05) and the library budget has not kept pace. The various Ovid licenses cost around \$50,000 annually, and PubMed is free. The savings from canceling Ovid licenses allowed the Library to maintain numerous journal subscriptions in the face of inflation. The Library would have had to cancel roughly 50 journals to achieve the same savings.

Another reason for switching from Ovid to PubMed for MEDLINE access is that while Ovid may be available in some medical settings, PubMed is available everywhere. It makes a great deal of sense to train future health care providers in using a research tool they know they will have access to throughout their careers. PubMed is also updated more rapidly than Ovid, so it is a more current source of medical information. A great many of the search features of Ovid are available in PubMed; in addition, PubMed is integrated into the National Center for Biotechnology Information search and retrieval system, allowing easy linking to a number of genetics and chemical databases.

Gold Rush

A few respondents confused the function of the various products HSLIC offers. Ovid was replaced with PubMed, not Gold Rush. Both Ovid and PubMed are search engines for the MEDLINE database, used to search for journal articles by topic or author. Gold Rush is used to locate electronic journals licensed by any UNM library, and replaced the homemade Full Text Finder.

Full Text

Many comments dealt with the complications of locating full text resources. Admittedly, this is an area requiring some searching dexterity involving GoldRush (to search for access to electronic journals) and the library catalogs of HSLIC and University Libraries. The HSLIC Electronic Journals web page (<http://hsc.unm.edu/library/ejournals.shtml>) describes these options. In addition, HSLIC personnel work continually to update the full-text links found in databases such as PubMed, SciSearchPlus, CINAHL, and IPA.

Remote Access

Several respondents spoke of difficulties with remote access to electronic resources from off-campus. The library Remote Access web page (<http://hsc.unm.edu/library/computing/>) provides tips and guides for connecting to electronic resources. Off-campus users do encounter difficulties if they do not use the HSLIC web page as a starting point; if instead, users go directly to a publisher's web page, it will not recognize them as being from UNM and therefore eligible for access. HSLIC personnel continue to explore better means to access the literature, such as federated searching (the ability to search across many databases at once), and improved link-checking to make sure that the full-text links we provide are accurate and that they work.

Some comments touched on specific resources – such as requesting that HSLIC license the *Nature* journals for remote access. In fact, *Nature* and its spin-offs have been licensed for remote access for quite some time. Other comments requested that the library license UpToDate for remote access. UpToDate is an excellent resource, but upgrading to a remote access license would roughly double the \$29,000 annual license fee and require cancellation of other resources.

Assistive Technology

Other topics were mentioned by one or two respondents, such as the need for better assistive technology in HSLIC. We recognize that we have made some progress, but we need to do more; library personnel will investigate and address this issue.

PowerChart

One comment questioned why HSLIC does not figure out a way to work around HIPAA regulations and provide access to PowerChart (patient medical records). For privacy reasons, patient records cannot be displayed or printed on public equipment and we are reluctant to dedicate one of our scarce individual study rooms to this purpose; nonetheless, we will continue to investigate methods for secure access.

Interlibrary Loan

Two respondents asked why HSLIC charges for interlibrary loans rather than subsidizing them. We do subsidize roughly two-thirds of the cost of each Interlibrary Loan request, but we do ask for a “co-pay.” HSLIC aims to provide for the greater good by subscribing to as

many journals as possible, in particular those journals for which there is the greatest demand. We do consider the demand for a title as shown by repeated interlibrary loan requests, and use budget funds to subscribe to that title if possible.

Information Control: Training and Education

Staying Current on Library/Informatics Skills

Several LibQual respondents expressed their need to keep up with the fast-changing information environment. One respondent wrote “Library science is advancing so quickly I feel woefully behind.” Another wrote in a similar vein that “I am always trying to find new ways to obtain information.” HSLIC offers training modules as part of the HSC curricula. These sessions regularly cover the effective evaluation of information on websites, database searching, and finding the most relevant high-quality information.

HSLIC also offers short classes on a regularly scheduled basis and upon request. These classes are listed under “Library Classes” on the HSLIC homepage. One satisfied respondent wrote “Wonderful people, fabulous classes—I take everything you offer.” In addition, please do not hesitate to contact us to explore new course or instructional offerings since we are eager to supplement our existing opportunities. Users always can seek individualized assistance anytime during HSLIC open hours at the Information Desk.

Another respondent wrote: “I am at an offsite clinic, and would love to have an in-service at my place of work showing me how to get the most out of the library....I think that many at our clinic would love an in-service.” Fortunately, we do offer special classes, either on-campus or off-campus. Please call 272-2311 to arrange such classes.

PubMed Training

Approximately 20 LibQual respondents this year mentioned their finding PubMed more difficult to search than the previously available Ovid interface. We have trained hundreds of users on PubMed. Participants can experience the many advantages of PubMed, such as the ability to link to full-text journals and to employ sophisticated search features, during our PubMed Classes. Nearly all class participants to date report a high satisfaction level with their learning in the PubMed classes.

We have trained students on PubMed primarily through student courses, but we can arrange special classes at mutually-convenient times or during scheduled classes listed under “Library Classes” on the HSLIC homepage. Please ask at the Information Desk for individual assistance from the reference librarian on duty if participating in a class will not meet your specific or immediate needs.

Full Text Journal Access Training

About 10 LibQual respondents expressed frustration with accessing full-text journal articles, particularly via the Gold Rush interface. We view this as a training need. HSLIC

faculty members have been addressing full-text searching through several types of educational opportunities. First, from the HSLIC homepage via the "Library Classes" link users can find the listing for the course "Finding Full Text Articles Online." Second, many full-text searching skills are taught as part of our ongoing education programs through various HSC curricula. Third, users in need of individual attention can contact Information Desk staff whenever HSLIC is open. Fourth, we are developing online modules, including one on full-text access, for point of need instruction. Finally, the HSLIC Electronic Journals page has a help sheet that can be referenced to learn about accessing full-text resources: <http://hsc.unm.edu/library/ejournals.shtml>.

Choice of Resources

Several responses suggested that users might be confused about which is the best resources to meet their information need. The "Library IQ (Information Quickly)" course offers a helpful overview of available resources. See HSLIC's Library Classes web page at <http://hsc.unm.edu/library/education/classes.cfm> for more information.

Online Help

In addition to the classes HSLIC offers, we suggest users take advantage of the online help available in PubMed and in other databases, and to use the help guides written by library personnel. These resources can be accessed at: <http://hsc.unm.edu/library/education/helpsheets/>.

Information Control: Information Technology

Wireless

One respondent commented on weak wireless service for laptops in HSLIC. We will be adding two additional WAPs (Wireless Access Points) for the library during the fall 2005 semester. This will give us a total of four WAPs, which will greatly increase the strength of the wireless signal in the building. Users also should realize that their individual laptop model may affect the quality of its connection to wireless networks.

Electronic Classrooms

One respondent stated that we need more than one computer learning classroom. We actually have three classrooms, plus one more in development. This will give us two conventional classroom and two mobile classrooms. We have a classroom in HSLIC room 226 with 13 computers and a classroom in Med2 with 22 computers. We also created the C.O.W (Classroom on Wheels), a cart with laptops, a projector, and its own Wireless Access Point that can be wheeled to another location to set up a class. We currently have one C.O.W. with 16 laptops and are creating a smaller C.O.W. with eight laptops. See <http://hsc.unm.edu/library/education/> for calendars and scheduling contacts for all classrooms.

Public Scanner

One respondent asked for an updated scanner and better scanning software in the public computing area. The scanning station was recently rebuilt and added to the network; this enables the patron to send and receive documents via e-mail, and to use their UNM network accounts. The PC has Adobe Photoshop, HP Desk Scan, a zip and floppy drive, plus a CD burner

GroupWise Web Access

Two respondents commented on the difficulty of using GroupWise through an Internet browser from home. GroupWise version 7 is scheduled to be released in late 2005. The tests of GroupWise version 7 show it to be an improvement over version 6 for web access. The Help Desk publishes several web pages with tips and help guides that help you more easily connect to GroupWise through the web.

Help Desk

Several respondents commented on the Technology Help Desk's effective communication and ability to solve technical problems. Although the comments were mostly positive, there was concern about our ability to handle issues in a timely manner.

Some respondents commented on staffing levels. A January 2003 study performed by The Kentah Group Inc. indicated that industry standard practices for help desk support are one technician for every two hundred sixty devices (1:260). (Devices include desktops, printers, handhelds, etc). The HSC helpdesk has a ratio of one technician for every five hundred fifty devices (1:550). Some of our technicians are based at the Help Desk in HSLIC for walk-in and phone questions. Other technicians work across the HSC campus. We do understand that there are not enough technicians to handle all of the users and devices at HSC.

Given our current staffing situation we have deployed a "self help" approach to technical support. We have established a web page at <http://hsc.unm.edu/library/usersupport> with real time information about what is going on in terms of issues or common problems. From this web page, users can install standard software, apply patches and fixes, and get information, without the assistance of a technician. We are also promoting HEAT Self Service, an on-line application at <https://hscssl.unm.edu/heat/hss/login.html> where users can submit service requests directly to a technician. We will continue our efforts to look for other means to manage the efficiency and timeliness of our service.

Library as Place

We appreciate your positive comments about the new copiers, the usefulness of the Med2 teaching lab, the convenience and comfort of being able to bring your beverages into the library, the view, and the bird decals on the 3rd floor windows. We want to create a pleasant, safe

environment for your studies. We have responded to other comments regarding Library as Place below. Please continue to let us know your thoughts.

Cell Phones and Noise

The largest number of complaints related to noise, particularly noisy use of cell phones. This is a question the HSLIC staff wrestles with. In a health sciences center, where people need to be available by cell phones and pagers for patient care, we don't think it's advisable to ban their use. We encourage use of silent mode or single-ring to minimize distractions. We also encourage users to step outside or into the telephone stations on the 3rd and 4th floors to conduct their conversations. Unfortunately, many users step into the stairwell, which serves as a sound tunnel to broadcast the conversation throughout the quiet areas of the library. Generally there is more noise on the 2nd (Plaza) level of the library; we regard the 3rd and 4th floors as quiet study areas.

Condition of Public Computers

We received a couple of comments that the keyboards and chairs in the Public Computing Area need cleaning. We have a standard maintenance routine followed by our student employees to clean the keyboards regularly. If you notice that your keyboard appears unnecessarily dirty, please ask at the Information Desk to speak to an Operations Manager to have the problem addressed. We will look into having the chairs cleaned.

Public Computing

There were several comments about the need for additional public computing. We realize that our public computing area is the only place on the Health Sciences campus where students have open access to computers and that it is crowded, especially at critical times in the semester. There are space limitations which prevent adding more machines. However, we are fortunate that the wireless system in the building allows additional users to connect using their own laptops. To date, we have tried to avoid a regulated system of public computer use (i.e. reservations and time limitations on workstation usage). Our current open system allows users to work as long as they like; a reservation system would offer time-limited usage for more users as well as assuring availability at a predetermined time convenient for the user. We try to maintain a balance between open access and reliable access. We would be interested in hearing your preferences.

Printing/Copying

Several of you commented favorably on the new copiers, and we're glad you noticed! Others wished for a "return to free printing." We received these comments with some amusement and amazement because printing was never free. Until last September, there was an honor system, and printing cost \$.10 per page, the same rate it costs now. HSLIC has to ensure sufficient revenue from operations to cover costs, and under the honor system, we were losing money. (Only 19% of printouts were paid for). The new swipe-card system allows us to cover costs associated with printing and copying with a single card useable at the University Libraries.

Group Study Rooms

Once again, you told us that you need more group study rooms. We are discussing how and where we might add some—by moving older materials to remote storage and removing shelving to gain space, or by modifying one or more of the individual-study carrel areas. Your pleas have been heard, but design and implementation of a plan will require some time and budgeting.

Tables on 3rd Floor

One commenter wished for more tables in the open area on the 3rd floor. We'd like to hear from more of you on this topic. We can purchase additional tables, but our belief is that more tables will serve to increase the noise level in the quiet areas because groups will tend to study there and will converse. We try to provide a variety of study environments and to keep a balance between quiet and group study.

Temperature

At least one respondent commented on the heat in the group study rooms. We agree that the rooms are too hot and will work with our facilities manager and physical plant employees to attempt to rectify the problem.

Hours

Several of you mentioned your desire for longer hours, particularly remaining open after 11:00 p.m.; remaining open later on Fridays and Saturdays, when we close at 6:00; and at least extending late hours during exam periods. Patron counts taken during evening hours and exam weeks do not indicate a critical mass requiring extended hours. We also need to balance the issue of extended hours with financial and scheduling constraints.

A Message from the Deputy Director

The LibQUAL™ Implementation Team and HSLIC employees appreciate the time you took to complete the LibQUAL™ survey. We know it requires some perseverance to make it all the way through the survey! We also appreciate the comments you gave us, both positive and those areas where you'd like us to improve. Your comments told us that you're hearing and understanding our budget constraints as well as exciting new developments in such areas as scholarly communications. And we're glad the staff still receives high marks. Some representative comments follow:

- "All of the people I have dealt with in my 5 years at the UNM HSC library have been great."
- "I feel that the professional staff of the library are knowledgeable, helpful, and caring people."

- “I think the best asset of the health sciences library is the friendly, helpful staff. I always feel welcome to ask questions, and I’ve had help with complicated issues including presentation preparation and literature reviews.”
- “I recognize the cost of electronic subscriptions is very high and that the University must be selective, but if it comes to how to spend dollars, access to full text articles is a priority to me.”
- “My main frustration is not being able to get full text articles on many of the subjects I search.”
- “Thanks for all you do to help streamline access to the vast quantities of information that abound every day.”
- “The only thing I have ever found lacking is the availability of group study areas.”
- “The thing I find amazing and that I love is that it is OK to bring drinks in with you. That makes a world of difference.”
- “The HSC library is GREAT! ...My ONLY complaint...it closes at 11 pm!”

We will work on the issues identified in the 2005 survey. Look for LibQUAL™ again in 2007, when we plan to again seek your input on library services.

Janis Teal
Deputy Director, Library Services

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