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## Measuring UK Libraries User Satisfaction: UKL LibQUAL+ 2024 Results

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**University of Kentucky**

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July, 2024

# Measuring UKL User Satisfaction: UKL LibQUAL+ 2024 Results

Julene L. Jones, *University of Kentucky*



Available at: <https://works.bepress.com/julene/56/>



# Measuring UKL User Satisfaction:

## UK Libraries' LibQUAL+ 2024 Results



Julene L. Jones

July 17, 2024, UK Libraries Retreat

This presentation & associated reports are saved in UKnowledge  
& on SharePoint (under Assessment / LibQUAL+)



# LibQUAL+

Survey instrument designed in 2001  
specifically for **ARL academic libraries**

UKL has run it 9 times,  
currently **every 4 years**,  
alternating with LSS

Format of 22 Core questions:

[item]

Minimum Level

Desired Level

Perceived Level



**D-M score**

# LibQUAL+ Core Dimensions



AFFECT OF SERVICE



INFORMATION CONTROL



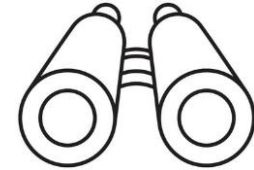
LIBRARY AS PLACE



# What we learned in LQ 2017, 2020



- Feel that employees are consistently courteous
- Love ILL!
- Appreciate support for online learning (COVID)



- Expanded electronic resources
- Individual / group study space + dedicated space for graduate & professional students
- Library website = “difficult”
- WTYL wifi = slow

# What we did based on LQ 2017, 2020



you  
said



we  
did

- Increased our electronic serials count by 97K titles & databases by 87 (FY16 to FY23)
- Individual / group study space created in WTYL, MCL + Thomas D. Clark Graduate Study (2019)
- Redesign of library website (2022) & migrated to Primo, PrimoVE
- Wifi upgraded in WTYL

# LibQUAL+ 2024

Survey ran February 15 to March 1

Emails distributed via Circulation  
email to all active patrons in Alma





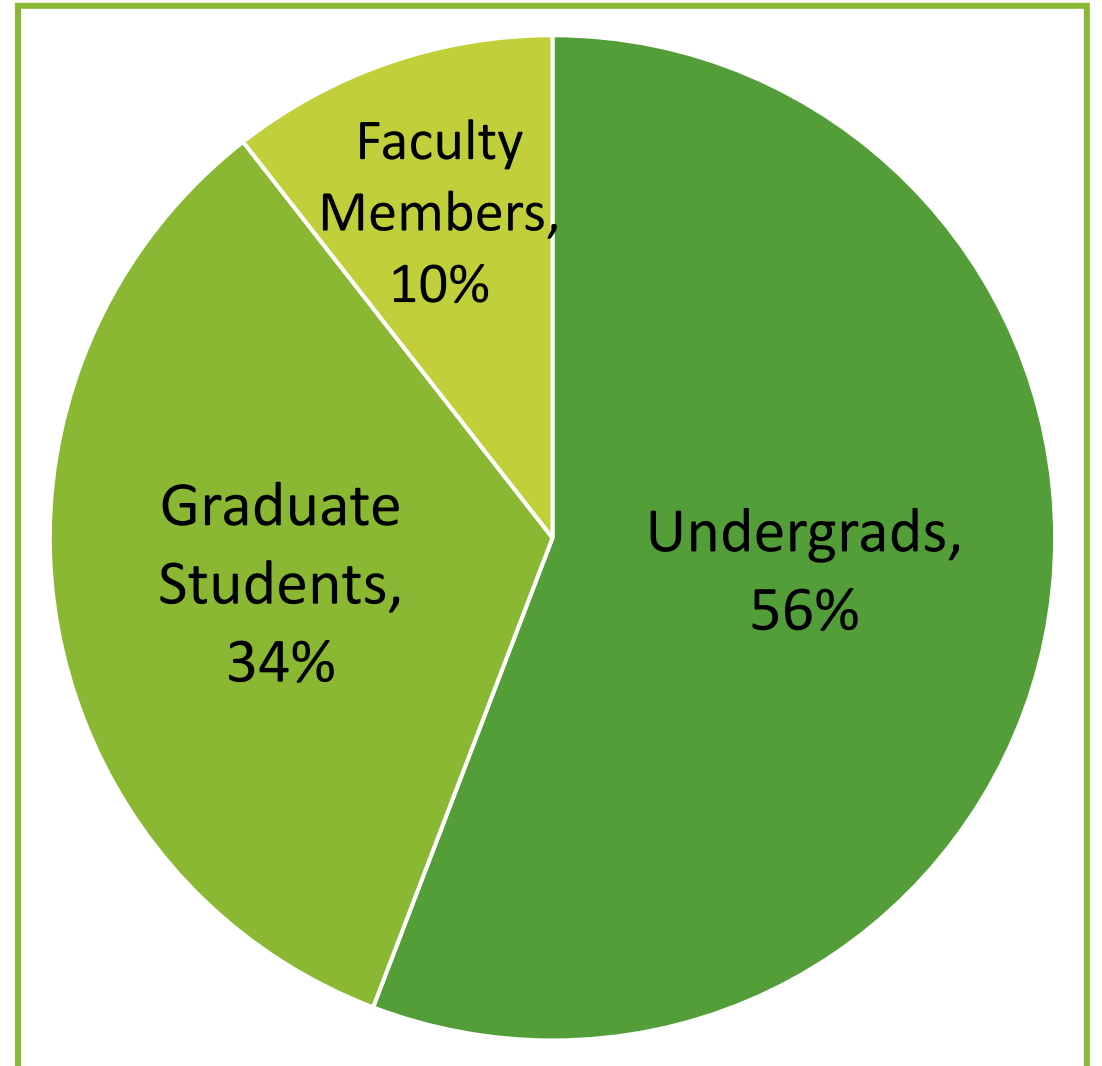
# LQ24 Participation by User Group

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1,435 completed surveys in 2 weeks

→ 3.7% response rate

30% more responses



# Celebration #1: Customer Service

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All user groups report that they are satisfied with the way they are treated at UK Libraries (GS-1)

## LQ items:

- Consistently courteous
- Willing to help
- Individualized attention
- Able to find research help

**Never disappointed** with the service at the library! [...] very helpful

I love the librarians in the **Education library**. They are always ready and willing to help.

The staff at the libraries are **always willing to go above and beyond** to provide assistance to students.

I recently completed my MS degree as a distance learning student. Being able to have full access to the library and their staff was **an invaluable resource** to me. [...] **I appreciate the library staff so much!**



## Celebration #2: Impact

- All user groups report that UKL assists them in **achieving academic success**

D-M = **106** (undergrads)

- “Making me aware of library resources and services”

D-M = **119** (grads’ 2nd highest ranked item)

# Celebration #2: Impact: Comments

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I like knowing that I am **able to be productive** when working in the library and having the resource of staff to help me if needed.

Have no complaints, truly! **Library has been such an asset** for my undergraduate and graduate studies.

The library overall is **satisfactory at worst and at best an absolute delight** which heightens my educational foundations and abilities to succeed at the university of Kentucky in and outside of the classroom in my desired major.



# Celebration #3: Spaces

Highest scores for group study spaces; comfortable and inviting spaces; that inspire study and learning

I like the **study rooms** in both the **Fine Arts** library and the **[Science and] Engineering** library

I love the **balconies** and the **new 2<sup>nd</sup> floor rooms** by the **stairs** [in WTYL]

I love the **white board spaces** on the **second floor** [of WTYL] and am **very grateful** that a new section was added

# Celebration #4: Overall Comments

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I love our libraries, and most of what I dislike about them could be solved with **better funding**.

I am **overjoyed with ILL services** when UK does not own / have access to what I need - **stellar service every time!**

I LOVE UK's libraries! The 5th floor of the William T. Young Library is **my very favorite place on campus** and my preferred study location. I am so pleased with the resources and study space [...] I'm an English major and an **ambassador for the College of A&S, and I ALWAYS brag on UK's libraries** [...to] prospective students. Thank you for all you do!

# POTENTIAL



loading...

# Opportunity #1: Items continuing from 2020

## LQ items:

“Print and / or electronic journal collections I need” D-M = 20 (grad)

“Electronic resources I need / access” D-M = 29 (fac ) / -17 & -19 (fac.)

Faculty scores  
are below ARL  
norms.

The most common issue myself and other researchers run into are **subscriptions to some journals**. We really need access to [title] due to how high impact the journal is [...] It really limits students' ability to gain base information on the current state of research by not having access...

I often find there is **limited access to journals in my field** of \_\_\_\_\_  
[“surgery” or  
“rhetoric and technical communication”  
or “economics” or  
“field of arts and humanities”]



## Opportunity #2: UKL “website” → Primo

LQ item: “A library website enabling me to locate information on my own”: D-M = 40 (grad); 5 (fac)

Faculty score is below ARL norm

The online resources should be more easily accessible. **The Library shouldn't show materials that students can't actually access.**

InfoKAT is a **terrible search function**. There are **redundant** entries; irrelevant entries appear early and extremely **relevant** entries appear late.

I **feel overwhelmed** when I try to use InfoKat and other UK Libraries search engines. I know there are user guides, but it just seems way too complex. I wish there were a **one-stop search engine** for ALL library holdings.

# Opportunity #3: New Area of Concern

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LQ item:

Making information easily accessible for independent use: D-M = 3 (fac)

Faculty score is below  
ARL norm.

It's fairly **difficult both to independently find library resources and to know exactly what resources are even available.** You have to know where to look [...]

I find a lot of the **resources online inaccessible to my students with disabilities and/or who are neurodivergent.**

...A lot of journals in my field [are] no longer subscribed to by the library. It would be great if there was some **information available about the journal subscription trend/policy** of the library

I find **the way to access articles** I need quite **cumbersome** through the current electronic set-up

# Opportunity #4: Other Suggestions

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**Hours:** I wish the libraries were **open later** (or that WT was open Saturday nights)

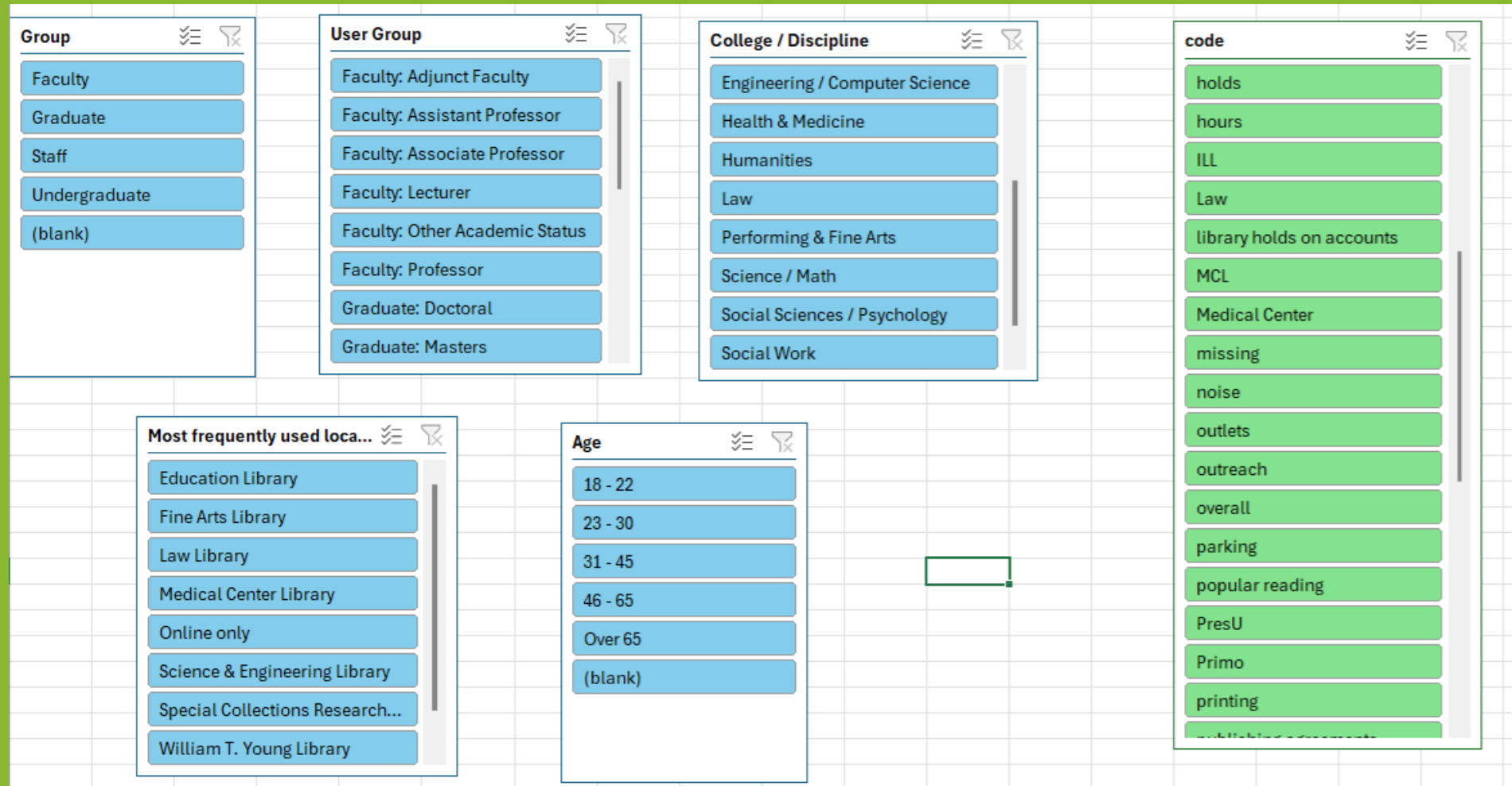
**Chairs:** It would be nice to have more **soft seating** that's in quiet spaces. All the soft seating is in group study areas.

**Facilities:** The **physical condition of [WTYL] has deteriorated** quite a bit [...] Tattered carpets, unclean bathrooms, broken water fountains, blinking or unilluminated light fixtures

**Noise:** I wish WT Young had a **dedicated SWAT team** to enforce volume levels  
&  
**Signage** is probably a better tactic instead of someone just telling people to be quiet... not effective for college students

# Comments Slicer

371 comments;  
25% of respondents included a comment



# Thank you to...

Anyone who works a  
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