Using LibQUAL+® for Continuous Improvement at Eastern Washington University Libraries

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Year 3: Act/Adjust
- Identify activities that have met outcomes and those that haven’t
- Take appropriate action, adjusting activities, incorporating activities into on-going processes, or ending them
- Identify further opportunities for improvement from LibQUAL+® quantitative and qualitative data

The LibQual+ radar chart summarizes the faculty satisfaction results. Red areas, showing the perceived mean is below the minimum mean, indicate opportunities for improvement. Yellow “peaks,” showing areas the faculty find highly desirable, are also opportunities for improvement.

At the EWU Libraries’ Fall 2010 planning retreat, workgroups reviewed comments from the LibQUAL+® 2010 survey that had been sorted by dimension (Library as Place, Affect of Service, and Information Control). Each workgroup identified recurring themes and patterns in the comments as opportunities for improvement.

Year 1: Plan
- Identify opportunities for improvement
- Select and prioritize opportunities that align with university mission and strategic goals
- Develop biennial action plan that states activities, person(s) responsible, outcomes, and measures
- Identifies those activities that LibQUAL+® can measure

Year 2: Do
- Continue to implement action plan

EWU Libraries conducted collection assessment for priority subject areas, including social work, education, and accounting, to identify significant gaps.

We also used interlibrary loan requests for collection development, identifying subject areas (and, in some cases, specific titles) for purchase.

Year 3: Check
- Check on progress toward outcomes and evaluate effectiveness
- Give LibQUAL+® satisfaction survey and analyze results

Although the LibQual+ 2010 data show that the faculty’s perceived mean for questions IC-5 and IC-8 has not increased, the perceived mean is for the first time higher than the minimum mean (within the zone of tolerance).

Faculty comments from the LibQUAL+® 2010 survey indicate a greater awareness of the library's financial constraints on the collections budget.

The collection assessment for social work identifies gaps in the monographic collections.

References: