**Doing LibQUAL+ at the Worst Possible Time**

**How Changes in the University and Library Affected Results**

**Duquesne University**

Urban Catholic University • Founded in 1878 • 9,000+ FTE • Pittsburgh • Gumberg Library serves all 10 schools

**LibQUAL+ Lite Survey**

- 1,413 completed survey
- Survey every 3 years 2006, 2009, 2012
- 1st time lite — 100% lite
- Convenience sample

**What We Expected**

Due to changes in the library, we expected survey results to reflect negative opinions about those changes.

**Core Questions**

Immediately preceding LibQUAL+ and university mandated:

- Building access restricted; ID required
- Website updated
- Budget cut by 5% mid-year

**Comments**

Comparison of adequacy gap means for questions affected by changes

**Number of Comments**

Comparison of adequacy gap means for questions affected by changes

**Adequacy Gap Means for Affected Questions**

- IC-2
- IC-3
- IC-4
- IC-8
- LP-1
- LP-3

**Adequacy Gap Means**

- IC
- LP
- Overall

**What We Learned**

- Building access—low superiority gap
- Website—worst adequacy gap in 2012
- Budget issues clearly reflected in comments for first time
- Computers and printers—highest number of negative comments

Despite howls about building access, the security question received the highest minimum and desired means.

Reactions to changes weren’t as scary as anticipated...

**Implications**

- Don’t get scared by a few vocal comments.
- Focus on the big picture through assessment.
- Screams about change decrease over time.
- Don’t let fear of user reaction overshadow sound decision-making!