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## PCOM LibQUAL+® 2012 Survey Adequacies, Inadequacies, and Proposed Actions

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The following table shows Adequacy Gap Scores by campus and program. Proposed actions to address inadequacies and strengthen adequacies follow. The accompanying document, *Minimum, Desired and Perceived Overall Scores for all PA, GA and Health Sciences Participants With Summary Results Posted Prior to August 2012*, shows PCOM scores in the context of other 2012 LibQUAL+® participants' scores.

### Adequacy Gap Scores

While the radar charts provide striking graphical representations of user responses to individual questions, the adequacy gap scores are useful for creating numerical tables of dimensions by campus and program.

“The service adequacy gap score is calculated by subtracting the minimum score from the perceived score on any given question, for each user. In general, service adequacy is an indicator of the extent to which the Library meets the minimum expectations of users. A negative service adequacy gap score indicates that users' perceived level of service quality is below their minimum level of service quality and is printed in red. A positive service adequacy gap score indicates that users' perceived level of service quality exceeds their desired level of service quality and is printed in green.”

Program	N	Overall Adequacy	Affect of Service	Information Control	Library as Place
All Users	950	0.47	0.80	0.46	0.01
PA Campus	736	0.53	0.88	0.49	0.08
GA Campus	214	0.27	0.51	0.33	-0.24
Biomedical Sciences	87	0.57	0.86	0.74	-0.15
Forensic Medicine	14	0.57	0.02	0.93	0.86
Osteopathic Medicine	563	0.38	0.78	0.37	-0.21
Pharmacy	59	0.36	0.35	0.27	0.36
Physician Assistant Studies	68	0.67	1.11	0.89	-0.08
Psychology	112	0.58	0.90	0.24	0.68

The Library received positive Overall Adequacy Scores from both campuses and all programs. Physician Assistant Studies had the highest overall score of 0.67 and rated services as exceeding desired quality (1.11). Overall adequacy was rated higher than 0.50 by the PA Campus, Biomedical Sciences, Forensic Medicine, Physician Assistant Studies and Psychology. Service adequacy was rated highly with a score of 0.80.

**Library as Place** was the single dimension that received negative scores. Plans to address deficiencies in space have been formulated and are described below. Overall scores for the **GA Campus** and the **Osteopathic Medicine** and **Pharmacy** programs were positive but lower than for other programs. Proposed actions for improving adequacy evaluations by those users follow. The **Forensic Medicine** program had a strong overall adequacy score of 0.57 but a low Service score of 0.02. The **Psychology** program had a strong overall adequacy score of 0.58 but a weaker Information Control score of 0.24. Plans to improve those ratings are described.

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## **Library as Place**

Space is clearly a problem. The Biomedical Sciences, Osteopathic Medicine, and Physician Assistant Studies programs rated space as inadequate as did GA Campus users. Overall evaluation of Library as Place squeaked by with an adequacy gap of 0.01 due to high rating by faculty who see an attractive space but do not compete for study space. Students in all programs rated space as failing to meet minimum expectations.

PA Campus Space: Inadequacy ratings were expected. Proposed Actions:

- Collection/stack areas will be repurposed to student space. The 2013 capital budget includes funding for the project. Prior to the beginning of the fall 2013 term, book stacks will be removed to create study space (both carrels and small/large study tables).
- Library technical staff offices will be consolidated on the 2<sup>nd</sup> floor to free 1<sup>st</sup> floor office space for a group study space.
- PA Campus students registered dissatisfaction with library hours. The Circulation Desk/ Reserve Collection area will be secured so that study space may be accessible to users whenever Evans Hall is open. Swipe card access will be activated when library staff is not present.

GA Campus Space: Inadequacy ratings for Library as Place were not anticipated as the Information Commons had been renovated in the summer of 2011 and study space expanded from 3,246 to 5,732 square feet (76% increase). Eighty-two study seats were added at that time. Students' comments were reviewed for space-related comments. While students in three programs expressed dissatisfaction with space, certain comments were specific to the GA campus. The most frequent complaint was poor lighting, described as "dim," "dark," and "yellow." Climate control ranked second on the list of complaints—specifically that the space is too cold. The heating/cooling system was also criticized as being noisy and disruptive. Concerns were shared with the Director of Plant Operations who committed to addressing them. Proposed Actions:

- Lighting will be increased by adding fixtures to the existing track system. Readings will be taken to assure that lighting standards are exceeded.
- Air flow will be adjusted to alleviate cold spots. The heating/cooling system will be assessed and adjusted for noise control.

**GA Campus:** The overall adequacy rating of 0.27 reflects the strongly negative space rating of -0.24 and the relatively low ratings from Pharmacy. Proposed actions will be described under Pharmacy.

**Osteopathic Medicine:** The overall adequacy rating of 0.38 reflects the negative space rating of -0.21 and the information control rating of 0.37. Weak scores in information control were related to "library Web site enabling me to locate information on my own" and "Modern equipment that lets me easily access needed information." Comments focused on the need for access to UpToDate, a clinical information tool available in many hospitals, and reliable wireless printing. Service was highly rated at 0.78. Proposed Actions:

- Library staff will streamline and simplify the website, recognizing that as the site has grown it has become increasingly difficult to navigate
- Comments on problems with wireless printing will be forwarded to MIS to evaluate and resolve.
- UpToDate was identified as a critical information resource in comments related to Information Control. The library successfully negotiated a contract for on-campus and remote access to UpToDate in May 2012. Use will be monitored.

**Pharmacy:** The service rating of 0.36 reflects weak scores for "Employees who have the knowledge to answer user questions" (-0.55), and "Employees who understand the needs of their users" (0.00). The information control rating of 0.27 reflects weak scores for "Making electronic resources accessible from

my home or office” (-0.25), “Modern equipment that lets me easily access needed information” (-0.22), and “Print and/or electronic journal collections I require for my work” (-0.36). Proposed Actions:

- Staff will address a perceived lack of competency from users in our newest program. Although rated highly for courtesy, attentiveness, and caring, staff members were seen as lacking knowledge. The Education and Reference Librarian will lead the initiative to enhance staff knowledge of pharmacy resources by identifying relevant webinars, tutorials and other educational activities for staff.
- The Education and Reference Librarian will be the Liaison Librarian for Pharmacy.
- The Liaison Librarian will enhance her own knowledge by participating in pharmacy professional organizations and library special interest groups. She recently joined the AACP Basic Resources Advisory Committee and the Core Journals Advisory Committee.
- The Liaison Librarian will initiate contact with all new faculty members to become familiar with their research interests and needs.
- The Liaison Librarian will attend relevant faculty meetings to be aware of program activities, raise library visibility, and solicit suggestions for acquisitions to insure that Pharmacy faculty and students have the information resources they require.
- The Liaison Librarian will initiate outreach efforts targeted to pharmacy students. Outreach will include class orientations, email resource alerts, and promotion of electronic reference services.
- The [Pharmacy](#) subject guide will be evaluated and modified as required to enhance its relevance to the curriculum.
- Staff will investigate why pharmacy users report access problems. Are there network, firewall, or technical issues that impact access from home or office? Those issues will be referred to MIS for resolution. Is there lack of communication or training about accessing from off-campus? Library orientations will emphasize that information.

**Forensic Medicine:** The positive overall rating of 0.57 reflects great satisfaction with Information Control (0.97 – the highest rating of any dimension by any program) and space (0.86). Forensic medicine program participants, however, expressed minimal satisfaction with service (0.02). Forensic Medicine students spend little time on campus, so outreach will be required to make them aware of services and support that library staff can provide. Proposed Actions:

- The library will designate Liaison Librarians scheduled to work both weekdays and weekends for the Forensic Medicine program. Liaison librarians will introduce and reintroduce themselves to students at the beginning of each term.
- Liaison Librarians will initiate outreach efforts targeted to forensic medicine students. Outreach will include class orientations, email resource alerts, and promotion of electronic reference services.
- Liaison Librarians will discuss scheduling and scope of library sessions with faculty to insure their effectiveness.
- Liaison Librarians will collaborate with faculty to tailor resource alerts to the course of study.
- The [Forensic Medicine](#) subject guide will be evaluated and modified as required to enhance its relevance to the curriculum.

**Psychology:** The positive overall rating of 0.58 reflects great satisfaction with service (0.90 – the highest rating for service by any program) and space (0.68). There is room for improvement in the Information Control rating of 0.24. Student commented that the web site is difficult to navigate. Because students in the psychology programs use a wide range of resources, they need strong information management skills to navigate and search resources effectively. Several students suggested that RefWorks tutorials be included in the first term.

- Library staff will streamline and simplify the website, recognizing that as the site has grown it has become increasingly difficult to navigate.

- The library will designate Liaison Librarians scheduled to work both weekdays and weekends for the Psychology program. Liaison librarians will introduce and reintroduce themselves to students at the beginning of each term.
- Liaison Librarians will discuss scheduling and scope of library sessions with faculty to insure their effectiveness.
- The Liaison Librarian will collaborate with faculty to tailor resource alerts to the course of study.
- The [Psychology](#) subject guide will be evaluated and modified as required to enhance its relevance to the curriculum.

**To follow-up on all proposed actions, the library will distribute an informal survey prior to the end of the 2013 academic year to request feedback on changes made in response to LibQUAL+®. Library staff members recognize that quality management is an ongoing process of evaluation, feedback and adjustment.**

s/Library/LibQual2012/ PCOM 2012 LibQUAL+®  
Survey – Adequacies, Inadequacies & Proposed  
Actions.doc