

August 31, 2006

TO: Diane Perushek, University Librarian  
FROM: Wil Frost, Chair, LibQUAL+ Survey Committee  
SUBJECT: LibQUAL+ Survey Committee Report

Enclosed is the report of the LibQUAL+ Survey Committee summarizing the 2006 survey procedures and results. The results suggest that the Library has some work to do in meeting the perceived expectations of library users in regard to information resource discovery and access and the physical library environments. The Committee recommends:

1. The report should be widely disseminated and discussion by interested groups across campus should be encouraged. For example, library administrators might present the survey results to the Manoa Deans and Directors and to the Manoa Faculty Senate and working groups might be formed to address issues such as inadequate lighting, student study habits, and other issues raised in the survey respondents' comments. Library faculty might disseminate the results to the teaching departments and research units, and to appropriate campus committees on which they sit. The name of a contact person should be provided when disseminating the report.
2. The report should be viewed as one of several sources of information to help guide policy formation. Statistical analyses of differences between mean scores for minimum acceptable levels of service and perceived actual levels of service indicate that the differences are, in all cases, too small to warrant great concern. The Committee believes it would be informative to compare UH Manoa results against those of peer and benchmark institutions and will undertake that work during the fall semester. The report also provides information about the free-text comments provided by survey respondents. The comments are some of the most useful information to result from the survey as they provide examples of perceived problems.
3. Articles about the survey should be written for *Ka Leo* and *News@UH* by the library's communications specialist.
4. The report should be posted on the library's public web site, to be followed up with a document listing the problems identified by the survey and actions taken by the library or campus to resolve them. Note: the Committee's report and the survey results document received from ARL are already posted on the library's Intranet. Survey results will be made available to survey respondents as promised when they were invited to participate.

cc: Gregg Geary  
Paula Mochida  
Bob Schwartzwalder