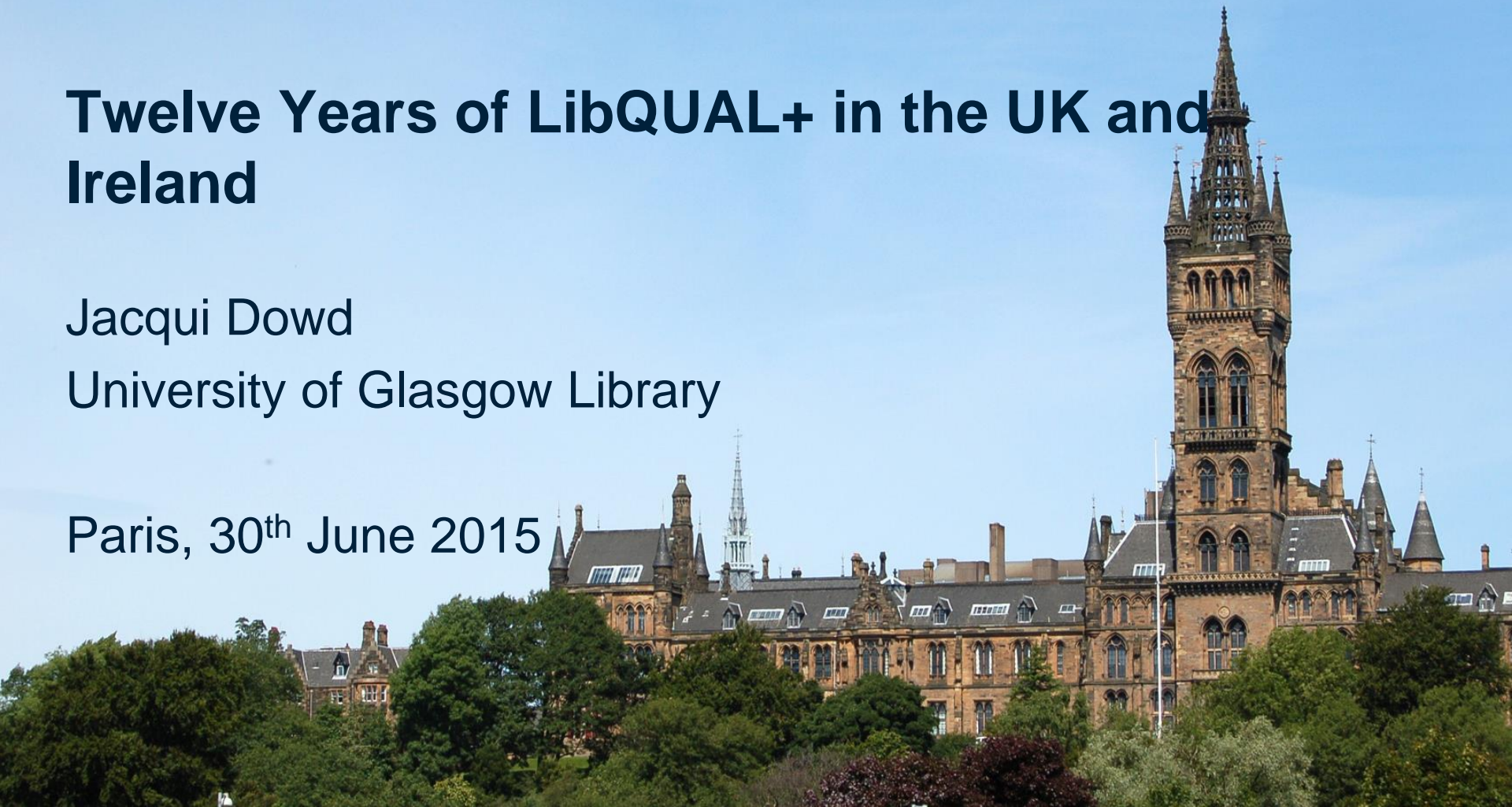


Twelve Years of LibQUAL+ in the UK and Ireland

Jacqui Dowd

University of Glasgow Library

Paris, 30th June 2015



SCONUL Consortium

The Society of National and University Libraries (SCONUL) was founded in 1950 to represent university and UK Higher Education libraries in the UK and Ireland, and national libraries.



The Consortium of National and University Libraries (CONUL) was founded in 1971 to represent university and national libraries in the both the Irish Republic Northern Ireland.
All CONAL members are also members of SCONUL.

SCONUL LibQUAL+ Consortium

2003 SCONUL pilot study using LibQUAL+ with 20 UK university libraries participating.



By June 2015,

- 77 SCONUL members have used LibQUAL+
- 221 iterations of the survey
- Data gathered from over a quarter of a million respondents

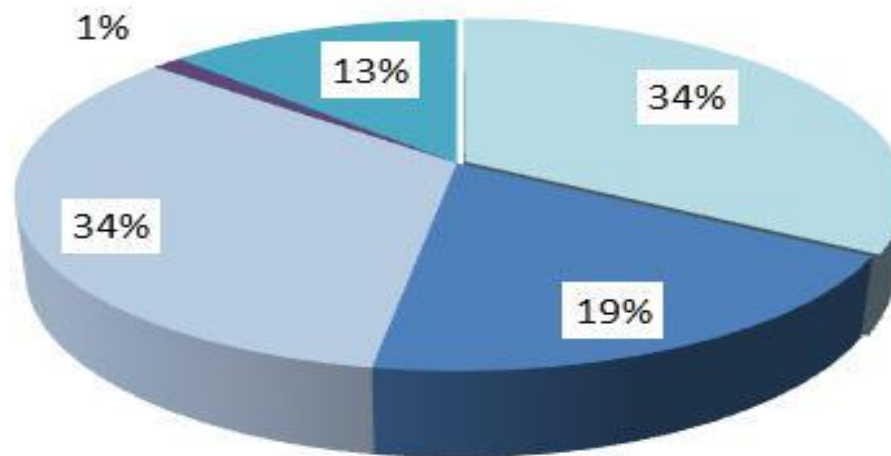


SCONUL Consortium by UK HE Library Sector



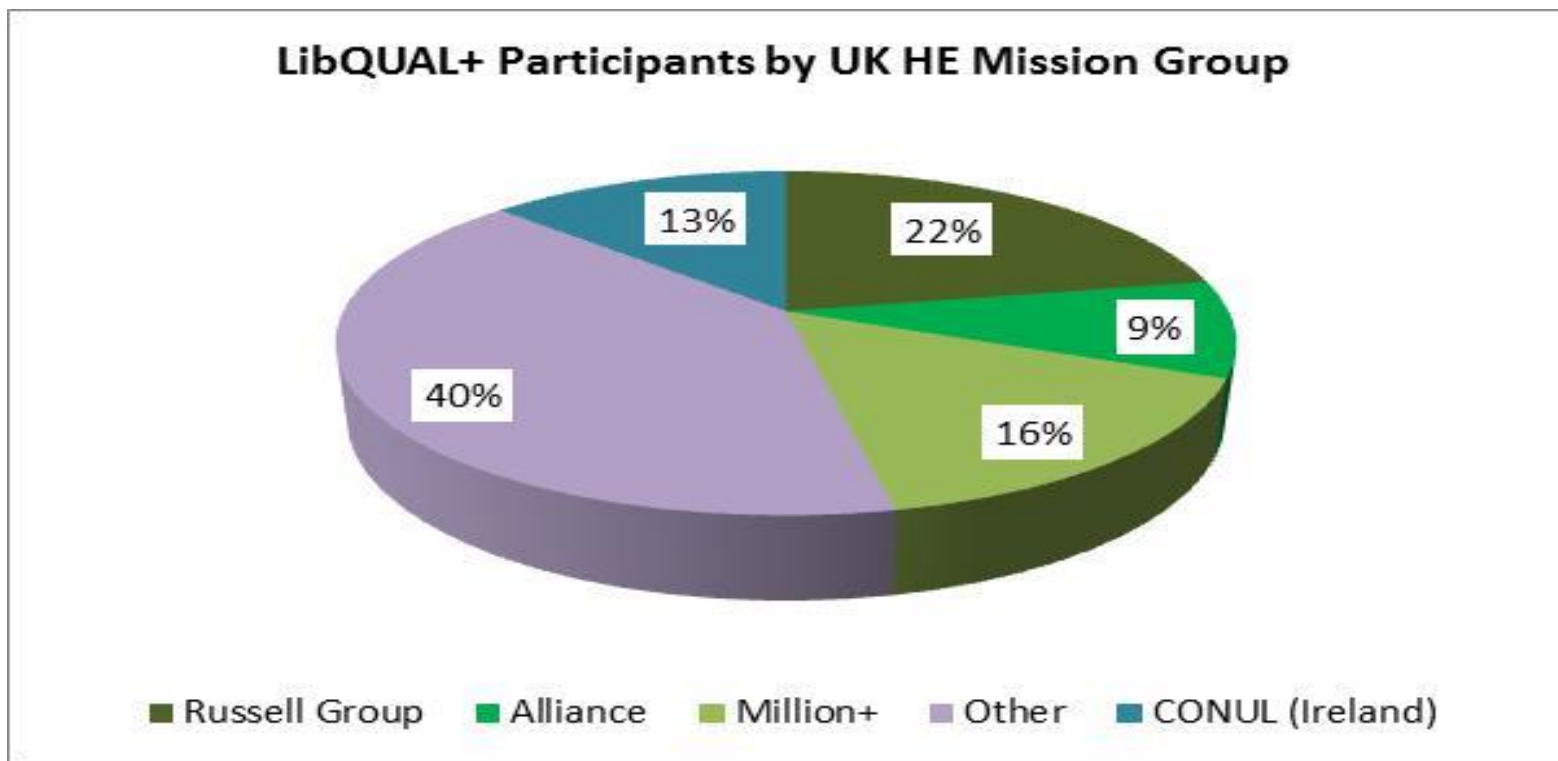
SCONUL

LibQUAL Participants by UK HE Library Sector



■ RLUK ■ Pre 1992 ■ Post 1992 ■ HE Colleges ■ CONUL (Ireland)

SCONUL Consortium by UK HE Mission Group

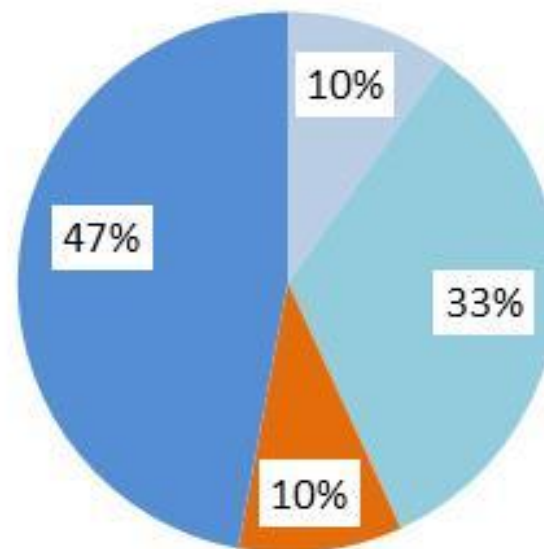


62% of SCONUL Consortium members have repeatedly used LibQUAL+

Patterns of Repeat use of LibQUAL by SCONUL Members

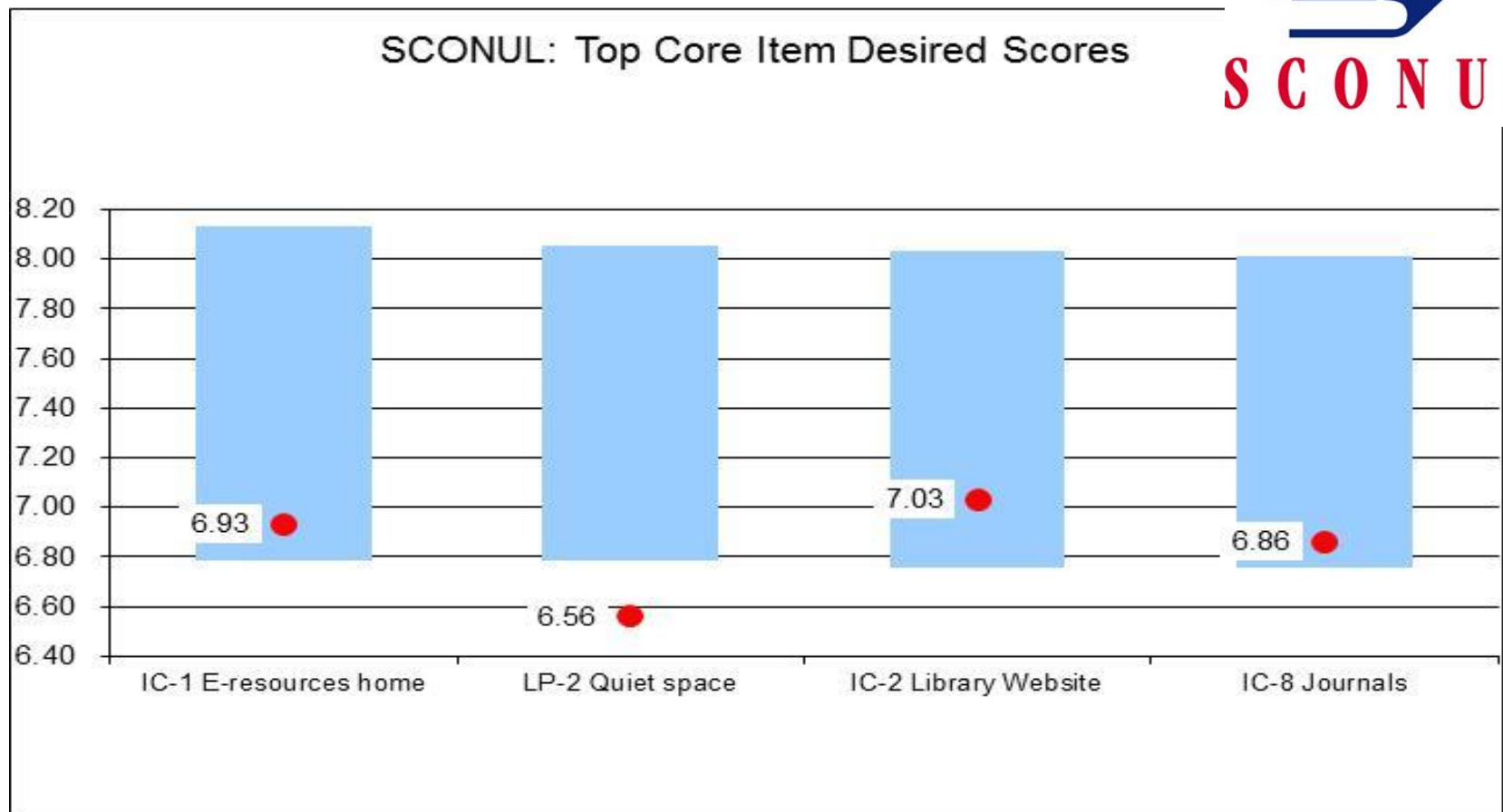


SCONUL

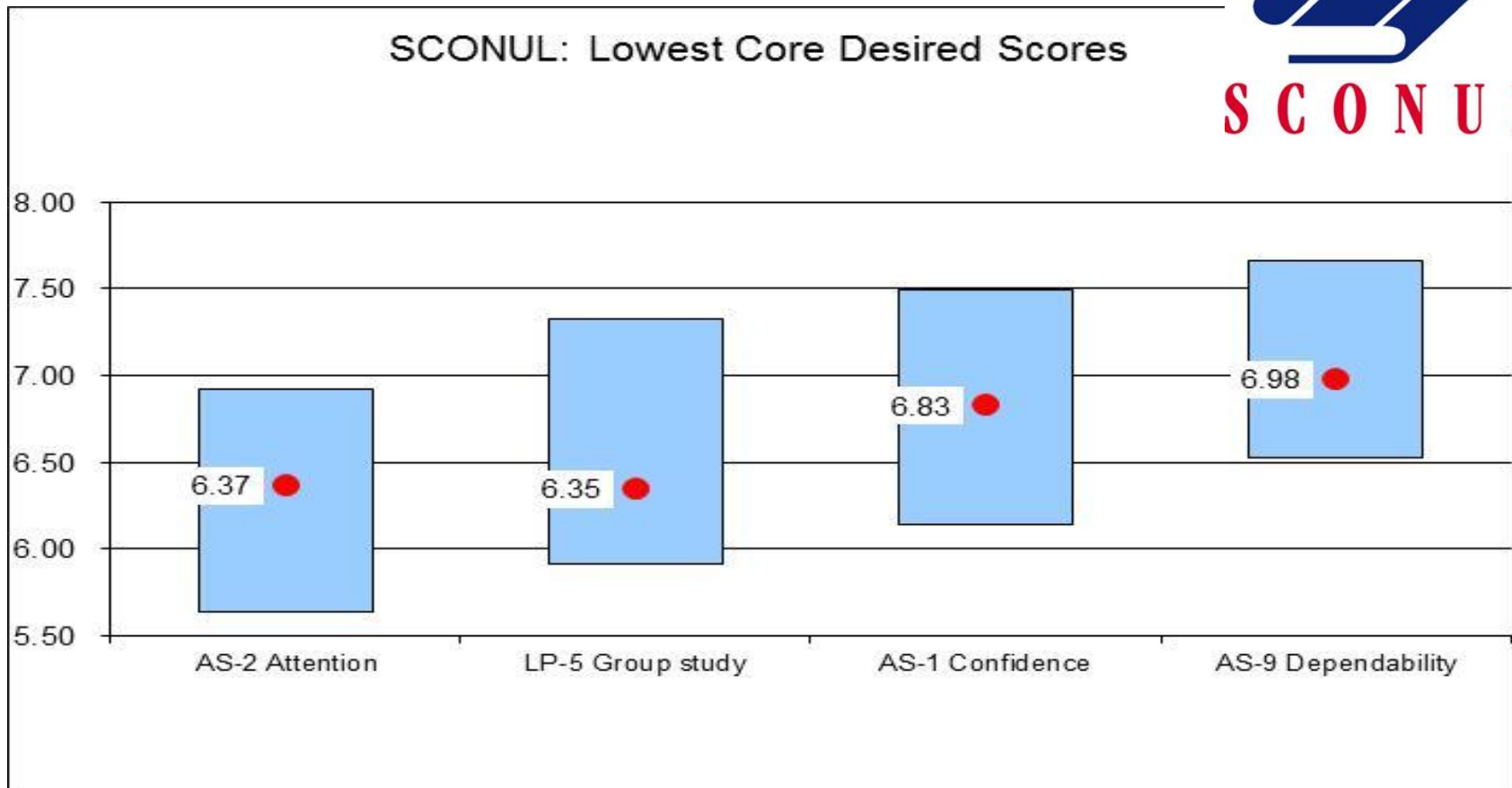


Annual Biannual Three yearly Other

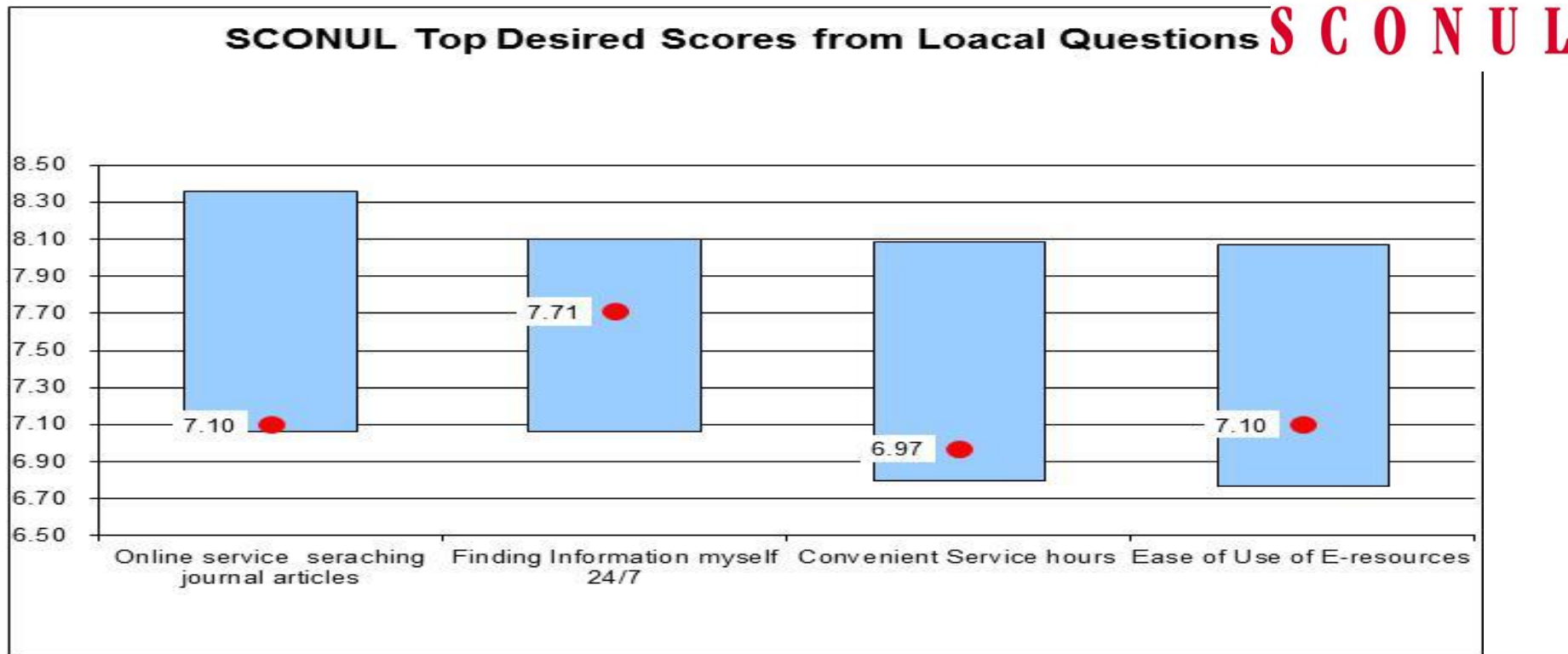
SCONUL Top 4 Core Item Desired Scores



SCONUL Lowest 4 Core Item Desired Scores



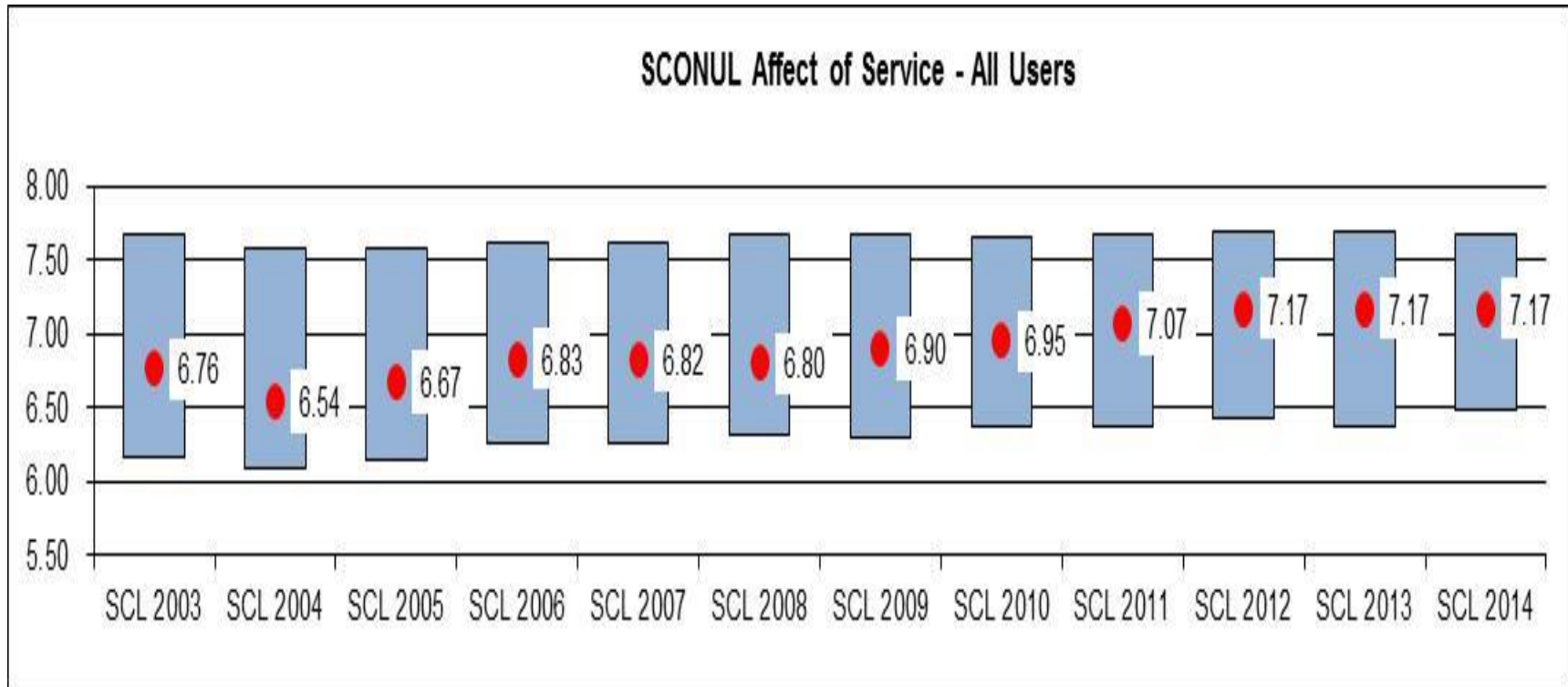
SCONUL Top 4 Desired Scores from Local Questions





Affect of Service

- Minimum service levels rising
- Perceived service levels rising
- Desired service levels falling



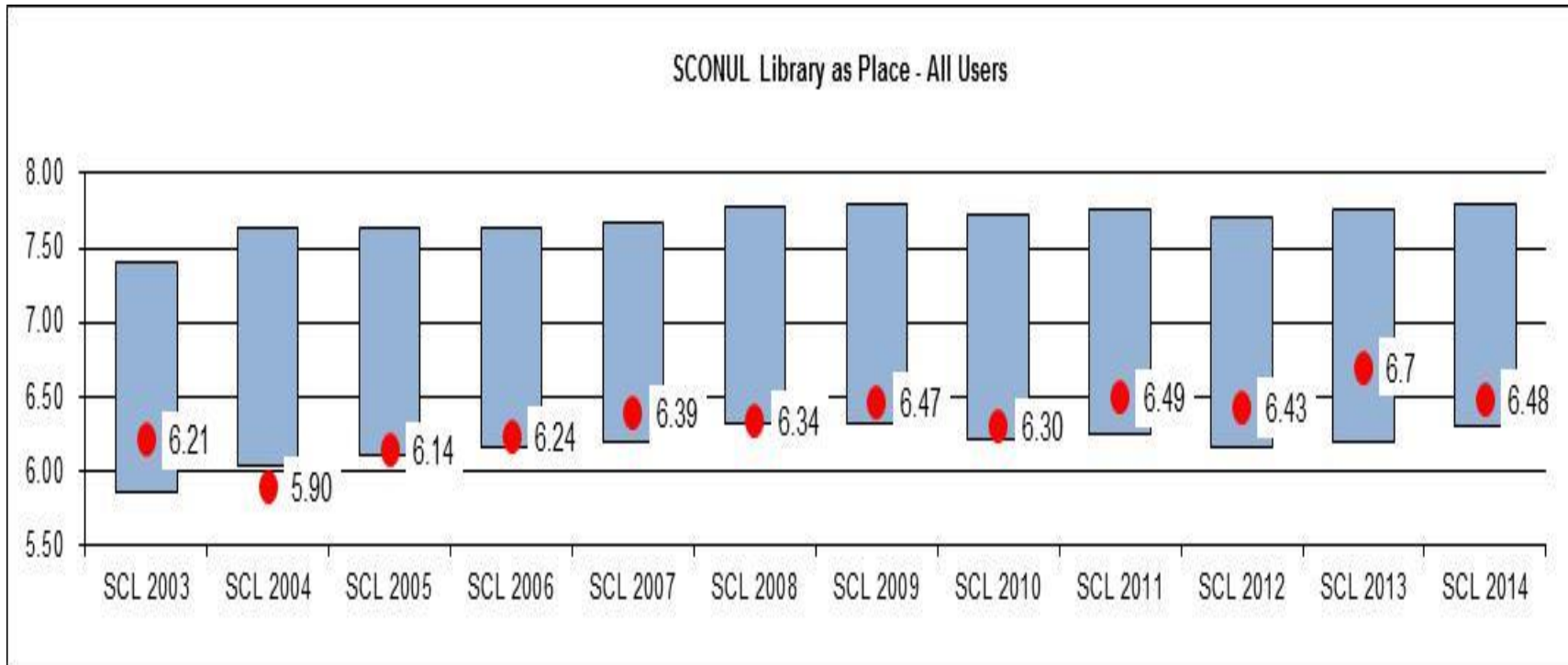


Library as Place

- Minimum service levels rising
- Perceived service levels rising
- Desired service levels rising



SCONUL



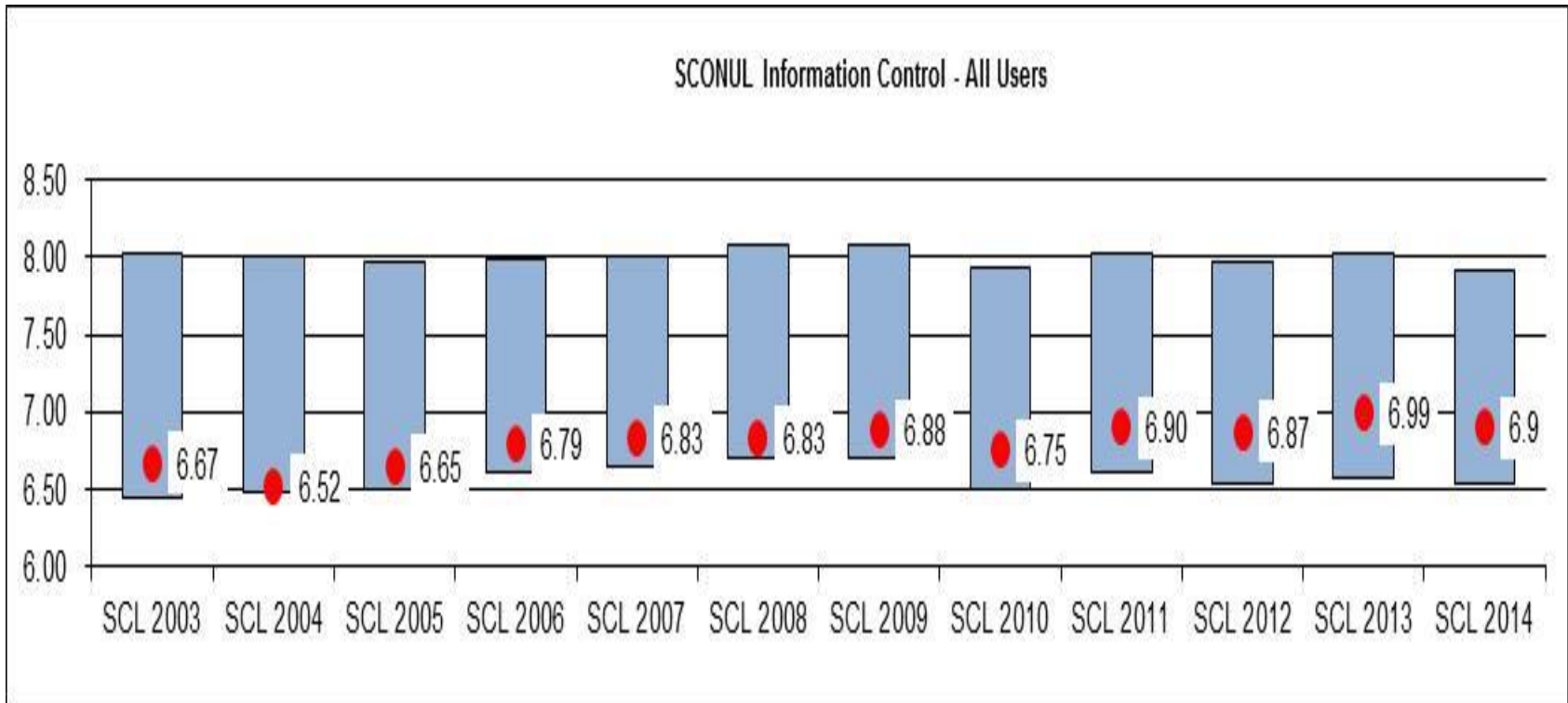


Information Control - Highest Desired



SCONUL

- Minimum service levels peaked in 2008-2009,
- Perceived service levels rising
- Desired service levels peaked 2008-2009

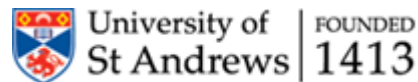


Action Taken by SCONUL Consortium



Additional Funding to improve Information Resources and Access

- Increase in Electronic Journal Collections
- Increase in E-Book Collections
- Procurement of Resource Discovery Tools
- Procurement of Reading List Management Systems
- Redesign of Library Website – Including recruiting staff with a technology background



FOUNDED
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UNIVERSITY OF
BIRMINGHAM



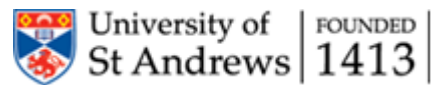
University of the
West of England

Action Taken by SCONUL Consortium



Improvements to the Physical Library Building and Environment

- New Library built
- Refurbishment of existing space to create flexible and social study places, and increasing the number of study places
- Creation of study areas specifically designed for, and restricted to postgraduate taught students
- Separate study rooms for researchers
- Replacement of old heating systems and installation of air conditioning systems

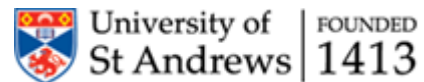


Action Taken by SCONUL Consortium



Improvement to Services and Facilities

- Updating and improving the performance of computing facilities
- Introduction of 'Quick Search' workstations (maximum 20 minute log-in)
- Improved photocopying and printing facilities
- Introduction of, or enhancement, of zoning to improve noise control

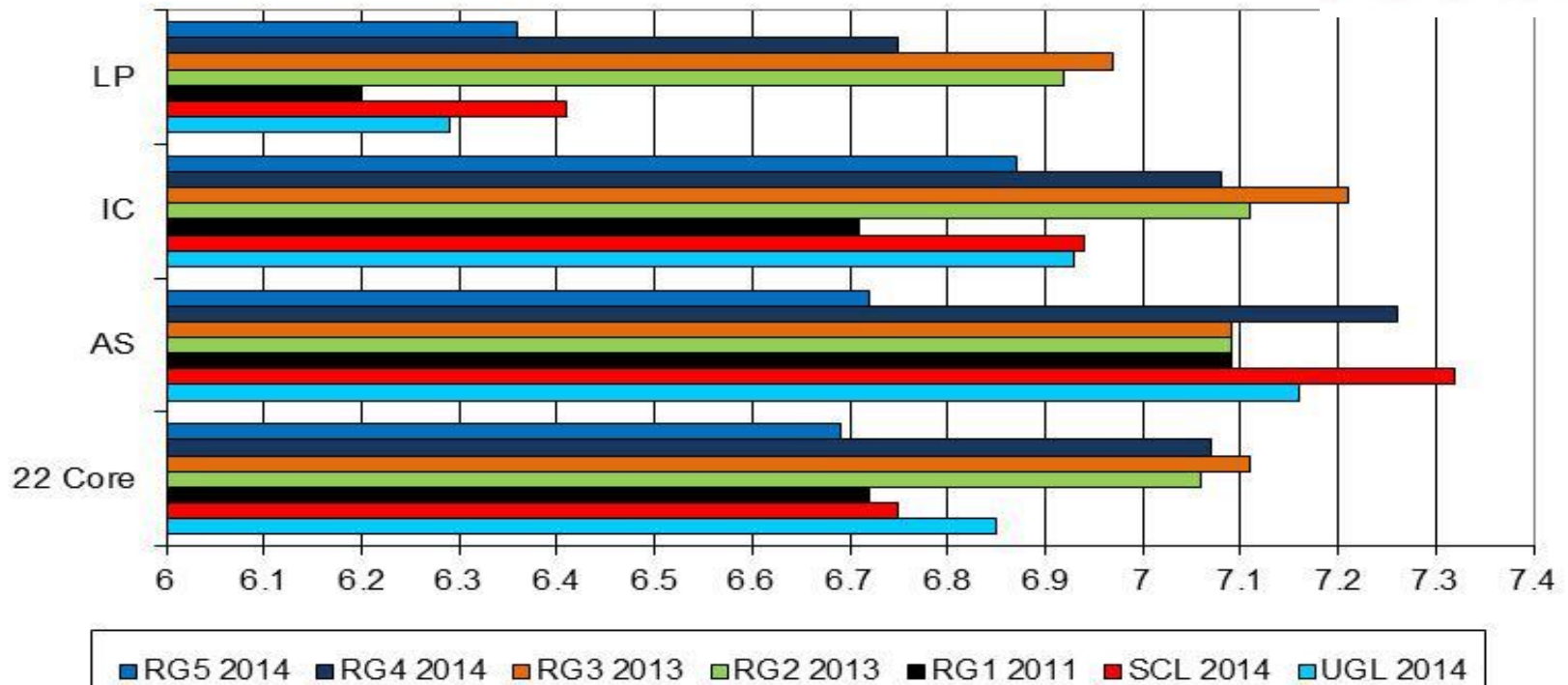


Benchmarking within the Consortium



SCONUL

Perceived Scores Glasgow & Russell Group Libraries

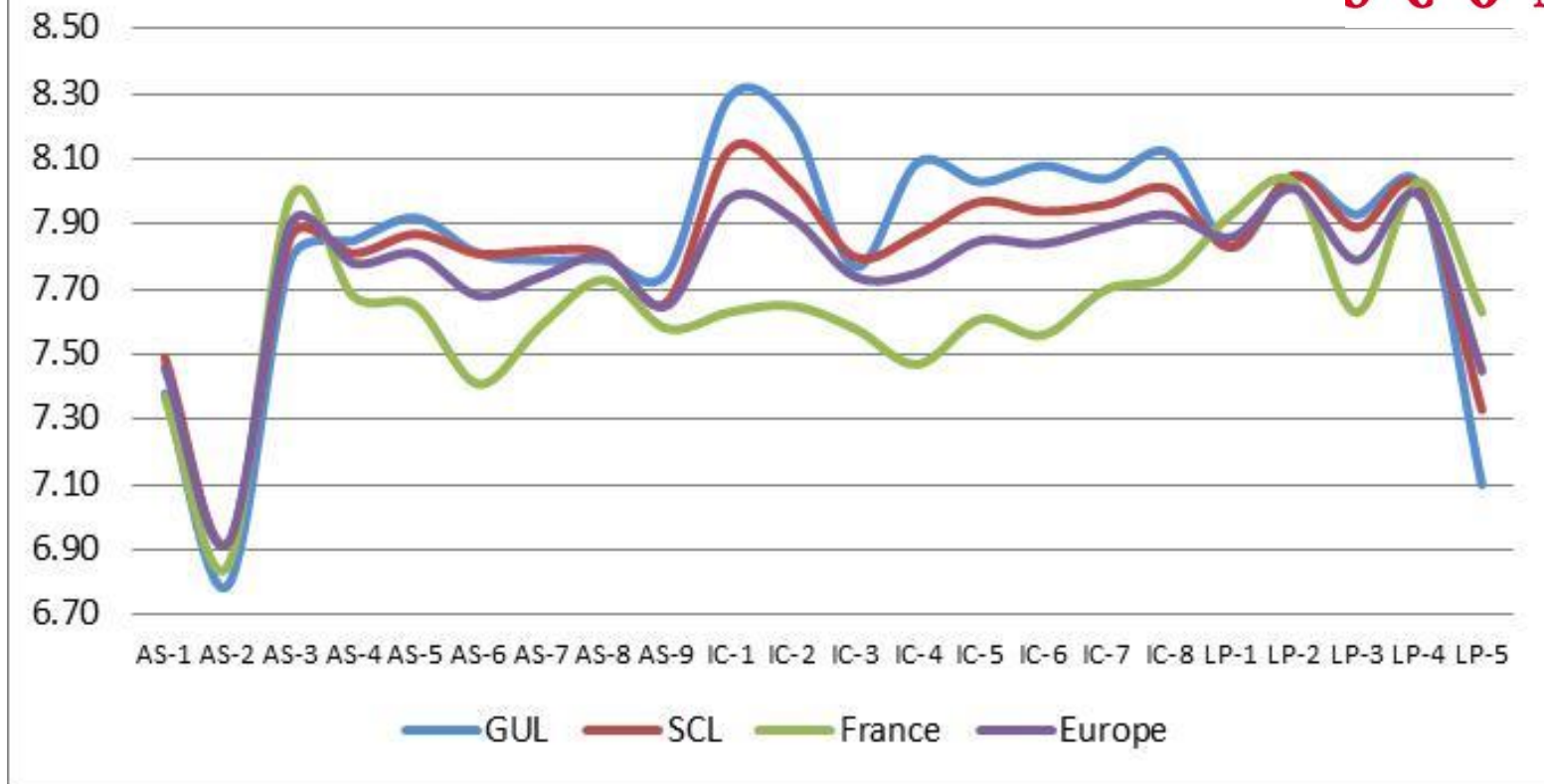


Benchmarking Internationally



SCONUL

International Benchmarking 2014 Desired Item Scores



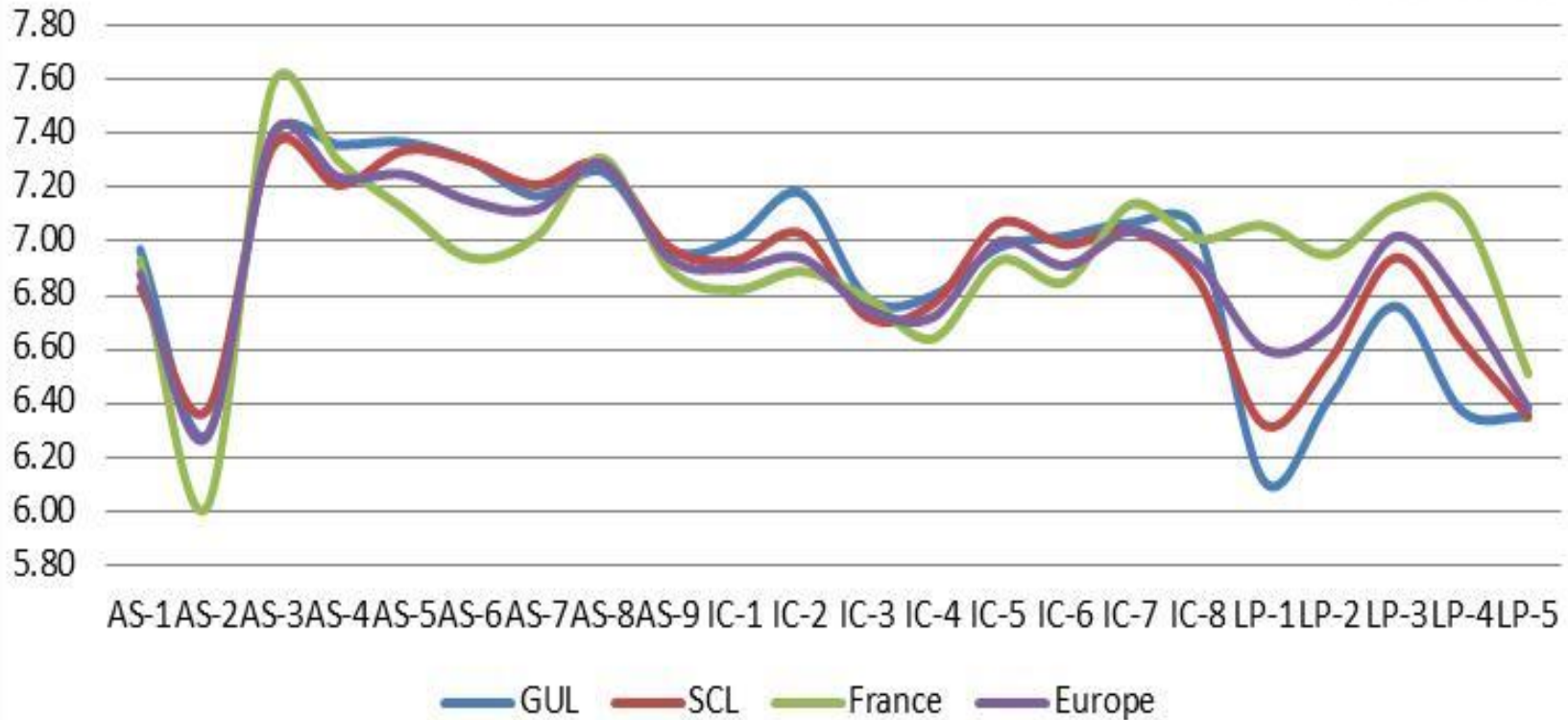


Benchmarking Internationally



SCONUL

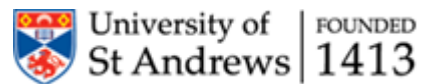
International Benchmarking 2014 Perceived Scores



Acknowledgements

All SCONUL LibQUAL+ Consortium Members,
especially:

Selina Killick, Stephen Town, Dorothy Vuong, Karen Ready
and John McColl.



ARL LibQUAL+ - who brought us LibQUAL+



Thank you for listening!

Jacqui Dowd

Jacqui.Dowd@Glasgow.ac.uk

