



# Measuring LIBRARY USER SATISFACTION



## LIBQUAL+

WHAT?

LibQUAL+ determines academic library user satisfaction in the areas of service, collections and spaces.

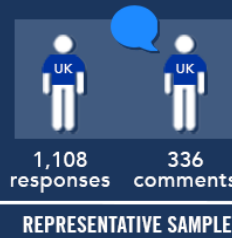
HOW?

Metrics are collected through an online survey.

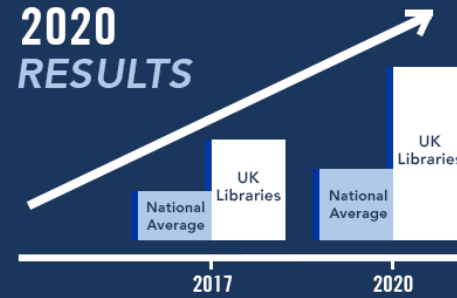
WHEN?



WHO?



## 2020 RESULTS



- ★ across the board improvement over time
- ★ overall scores significantly higher than the national average

In all areas, UK Libraries meets or exceeds expectations for graduate and undergraduate students.



## AREAS OF EXCELLENCE

FROM A STUDENT:



"All library staff that I have interacted with (mainly William T. Young Library or Medical Center Library) have been very helpful and friendly."

PROFESSIONAL SERVICE

FROM A FACULTY MEMBER:

A+

"The assistance I've received has been absolutely essential to performing research and bringing in money through grants."

RESEARCH SUPPORT



INDIVIDUAL ATTENTION

## OPPORTUNITIES FOR IMPROVEMENT

WEBSITE



TECHNOLOGY

REMOTE ACCESS



✓ IMPROVEMENTS UNDERWAY



INSTRUCTION FOR GRADUATE STUDENTS

FROM A FACULTY MEMBER:

"I often find that we don't have subscriptions to journals that I consider essential to my research."



JOURNAL SUBSCRIPTIONS