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?
2001 2003 2005 2009 2013 2017 2020
approximately every four years

1,108 responses 336 comments
REPRESENTATIVE SAMPLE

2020 RESULTS
In all areas, UK Libraries meets or exceeds expectations for graduate and undergraduate students.

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

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.”

FROM A FACULTY MEMBER:
“The assistance I’ve received has been absolutely essential to performing research and bringing in money through grants.”

PROFESSIONAL SERVICE
RESEARCH SUPPORT
INDIVIDUAL ATTENTION

OPPORTUNITIES FOR IMPROVEMENT

WEBSITE
REMOTE ACCESS
TECHNOLOGY

IMPROVEMENTS UNDERWAY

INSTRUCTION FOR GRADUATE STUDENTS
JOURNAL SUBSCRIPTIONS

FROM A FACULTY MEMBER:
“I often find that we don’t have subscriptions to journals that I consider essential to my research.”