

LibQUAL Survey Report
18 January 2011
Joe Toth, Director of Library Services

In October and November of 2010 the Ocean County College Library surveyed the OCC community to find out how well we are meeting campus needs. We used LibQUAL (<http://libqual.org/>), a national survey instrument that measures gaps between the level of service you expect and the level of service you think we offer in three areas:

1. *Affect of Service*: how well library staff serves you
2. *Collections and Access*: how effectively our collection, catalog, website, and interlibrary services give you access to the information you need
3. *Library as Place*: how well our physical facilities meet your needs for space and technology

The survey also included space for comments on any subject. Altogether, 373 students, faculty, and staff responded to the survey and 209 provided written comments. Thank you for your support!

Your Insights and Our Responses

In general, students and faculty praised library staff for being helpful and caring and believe the library effectively meets most of their needs. We appreciate the words of support. There are, however, three “problems” the library must address:

1. Noise

You told us the library is too noisy much of the time, especially on the second floor, and that conversations in study rooms and at tables often disturb students trying to work. Therefore, beginning in Spring term we will designate the entire second floor as “quiet space”. We will put up signs; establish new conditions of use for study rooms that include keeping down noise; walk the area regularly; respond to noise complaints quickly; rearrange furniture, including installing carrels and removing tables; and entertain further suggestions on how to ensure quiet.

2. Library Website

You said that it’s often difficult to find information through the library homepage, so we’ve revised pages on our website to make locating resources easier. Take a look and tell us what you think, as the site is a work in progress. [<http://www.ocean.edu/library/welcome.html>]

3. Computers in the Library

You noted emphatically that there aren’t enough computers in the library. We hear you, but admit that purchasing additional computers in these economic times is a challenge. We’ll try but will make no guarantees. What we can do is to enforce the rule that gives students performing academic work preference over those using computers for recreation.

The entire survey report and comments will be released later in Spring term, after we’ve finished analyzing results.