Practical Lessons Drawn From Ten Years of Library Service Quality in a Research Library

17th Hellenic Conference of Greek Academic Libraries
Colleen Cook
Texas A&M University
ARL introduces New Measures Initiative
TAMU begins SERVQUAL study

TAMU begins 3 year LibQUAL+® Pilot Program
160 institutions participate
78,000 responses
1st annual ALA LibQUAL+® Fair Share
1st International Workshop

Survey standardized:
22 questions & a box
Survey languages now include European French, Dutch & Swedish

In-Kind Grant Program begins
1,000 Institutions Now available in Chinese (Traditional)

In-Kind Grant Program begins
LibQUAL+® Analytics

13 institutions participate in survey
300 Institutions
125,000 responses
Survey offered in French

Survey offered in French
Survey languages now include European French, Dutch & Swedish

1st annual ALA LibQUAL+® Fair Share

160 institutions participate
78,000 responses

ARL introduces New Measures Initiative
TAMU begins SERVQUAL study
• Land, Sea and Space Grant University
• 48,000 Students, Fall 2008
• 2,600 Instructional Faculty
• One of the two major, public flagship universities in Texas, USA
• Historical strengths in Engineering, Science & Health
• ARL Member, ranked 26th overall, 2nd in electronic serial
• Annual budget of $34 Million
• 4 million volumes
AFFECT OF SERVICE

AS-1 Employees who instill confidence in users
AFFECT OF SERVICE

AS-4 Readiness to respond to users’ questions
AFFECT OF SERVICE

AS-7 Employees who understand the needs of their users
<table>
<thead>
<tr>
<th>Rank</th>
<th>Institution</th>
<th>Hours Open during a Week</th>
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IC-1 Making electronic resources accessible from my home or office
INFORMATION CONTROL

IC-3 The printed library materials I need for my work
INFORMATION CONTROL

Liberal Arts Faculty

Science & Engineering Faculty

FACULTY

2001  2002  2003  2004  2005  2006  2007  2008

IC-7 Making information easily accessible for independent use
INFORMATION CONTROL

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IC-8 Print and/or electronic journal collections I require for my work
Collections of Distinction

Veterinary Parasitology
Entomology
Colonial Mexico
Revolutionary Mexico
African American Experience in Texas
Science Fiction Research Collection
Cervantes
John Donne
Walt Whitman
French History & Literature
Printing Arts
Selected modern political papers
including Senator Phil Gramm Papers
Materials Expenditures

Facts: % change between 1997 and 2007
- Monographs: 160% Increase
- Electronic Serials: 888% Increase
- Print Serials: 26% Decrease

Electronic Serials $7 million
Monographs $5 million
Print Serials $3 million
LIBRARY AS PLACE

FACULTY

Science & Engineering Faculty
Liberal Arts Faculty
Science & Engineering Faculty

LP-2 Quiet space for individual activities
Library Space: Competing Needs

- **Medical Sciences Library**
  - 136,000 Users
  - 18% Increase over past 2 years
  - Less than 1 year growth

- **Sterling C. Evans Library Stacks**
  - At capacity

- **West Campus Library**
  - 797,000 Users
  - 27% Increase over past 2 years
  - At capacity

- **Cushing Stacks**
  - 3 years growth

- **Policy Sciences & Economics Library**
  - At capacity, returning materials to Evans Library

- **Library Annex**
  - 323,000 Users
  - 35% Increase over past 2 years
Public Computer Workstations
Study Alcoves
Booths
Soft Seating

Information Commons
Joint Storage for Flagship Systems or state-wide universities at Riverside Campus, College Station TX

Print Storage Solutions

Joint UT-TAMU storage at the Pickle Research Campus, Austin TX
Electronic Storage Solutions: Texas Digital Libraries Collaboration

4.2007 Texas Digital Libraries Statistics

43 Unique Collections

220,874 Items within the Collections

311,611 Queries to the TDL Databases

www.tdl.org
Thank you!

Contact Information:

Colleen Cook  
Dean  
Texas A&M University Libraries  
5000 TAMU  
College Station, TX 77843-5000  
Telephone: 979-845-8111  
Fax: 979-845-6238  
eMail: ccook@tamu.edu