

# Report of Findings: LibQual+ 2023

## Executive Summary & Key Recommendations

In March of 2023, Western Libraries distributed LibQual+, a library satisfaction survey that the Libraries have used since 2004 to understand the experiences and evolving needs of the Western community. Many major changes have taken place since the last iteration of LibQual, in 2019: a migration to a new search tool, a major renovation of the largest library branch, and a global pandemic that necessitated rapid, widespread service changes. The aim of this survey is to help us understand where things stand after so much change and identify ways we can continuously improve our services and support for the Western community.

The results of the 2023 survey were largely consistent with earlier surveys, with users indicating a high level of overall satisfaction with the collections, spaces, and services Western Libraries provides. Satisfaction with staff interactions and research help (“Affect of Service”) has consistently been the Libraries’ highest scoring area. Satisfaction with physical library spaces (“Library as Place”) was the area that saw most growth from 2019, with the Weldon Revitalization Project driving significant increases in satisfaction with the library environment. However, decreased satisfaction with quiet study space and large numbers of user comments about overall space availability suggest that this area should continue to be a focus in coming years. Finally, satisfaction with resources and access to them (“Information Control”) saw a decrease from 2019, likely driven by a combination of the Omni migration and COVID-19 service changes. Comments suggest a need to work with the other Ontario Council of University Libraries members to continue to improve the usability of the Omni academic search tool.

Overall, the results of the 2023 LibQual survey indicate that Western Libraries is continuing to meet the needs of the campus community, and significant improvement in satisfaction with physical library spaces is something to be celebrated. LibQual also highlights several new challenges as Western Libraries looks to continually improve our services: provision of study space for a growing campus community, search usability post-Omni migration, and balancing digital and print collections. While the Libraries’ strategy for addressing these growth areas will ultimately be developed by the experts in each area, this report offers the following key recommendations as a starting point for these conversations. Additional recommendations, as well as more granular findings, can be found in the report below and in the accompanying functional unit and location reports.

## Key Recommendations

- Investigate user needs and explore opportunities to grow collections in areas that commenters felt were underserved.
- Share user feedback about Omni with the larger Collaborative Futures consortium; work with Collaborative Futures partners to further explore usability issues.
- Experiment with furniture arrangements, education, and staffing models to improve quiet space availability.
- Work with Western University partners to explore opportunities to increase study space across campus; continue to advocate for funding to increase available study space in libraries.

## Introduction

Since 2004, Western Libraries has used LibQual+, a standardized library satisfaction survey developed and implemented by the Association of Research Libraries (ARL), to understand the experiences and evolving needs of the Western community. Between March 1<sup>st</sup> and 15<sup>th</sup> of 2023, Western Libraries collected responses from 2,762 Western students, faculty, and staff, the highest LibQual+ response to date. This report will summarize the quantitative and qualitative data collected in the 2023 LibQual+ survey, focusing on the three key service areas identified by ARL: Affect of Service, Information Control, and Library as Place. It will also offer recommendations, developed by the LibQual+ 2023 Analysis and Reporting Team in response to key findings.

The period between the 2019 and 2023 iterations of the survey was a time of great change for Western Libraries, which led the Libraries to deviate from the usual triennial survey schedule to allow more time for Western community members to acclimate to new spaces and services. In December 2019, Western Libraries was one of eighteen Ontario Council of University Libraries (OCUL) member libraries to implement the Omni academic search tool. This migration, part of the OCUL Collaborative Futures initiative, aims to increase resource sharing and improve access to library materials across the OCUL member libraries. In 2021, construction began on Phase I of the Weldon Revitalization Project, which updated and expanded the Learning Commons on the first two floors of The D. B. Weldon Library. Most notably, the COVID-19 pandemic closed many library spaces and necessitated significant service changes from 2020 through 2022.

The 2023 LibQual+ survey offers the opportunity to regroup after a period of so much change. How have user needs evolved over time? To what degree has Western Libraries met those changing needs? What actions can we take to improve user experiences and move [Forward Together](#)?

## Methods

The planning and implementation of the 2023 LibQual+ survey (LibQual) was led by a subset of the User Experience Group, who handled survey preparation and distribution, as well as the Communications and Marketing team, who developed promotional materials. After data collection was completed, a cross-functional team of library staff was recruited to analyze the qualitative data and develop reports based on their findings as well as the quantitative data analyzed by ARL.

### Membership of the implementation group:

- Kristin Kerbavaz (User Experience Group)
- David Fiander (User Experience Group)
- Bruce Fyfe (User Experience Group)
- Carter Geidlinger (Communications and Marketing)
- Julie Kiser (Communications and Marketing)
- Miriam Leslie (User Experience Group)
- Rayanne Tipert (Communications and Marketing)

### Membership of the Analysis and Reporting Team:

- Kristin Kerbavaz (User Experience Group)
- Celina De Lancey (User Services)
- Suzy Lee (User Experience Group)
- David McCord (Content Management, Discovery and Access)
- Jennifer L. Robinson (Senior Leadership Team)
- Lea Sansom (Teaching and Learning/User Services)
- Sam Vettraino (Teaching and Learning)
- Alison Wetheral (User Services)

- Christina Zoricic (Content Management, Discovery and Access)

Because of the long history of LibQual at Western Libraries, both teams were able to replicate many of the processes and decisions made in prior years. One such decision was to continue using the Lite version of the survey, which presents each respondent with a subset of the questions rather than the entire survey in order to improve the survey respondent experience by reducing the time required to complete the survey. As in previous years, the implementation team decided not to seek Research Ethics Board (REB) review due to the quality-assurance purpose of the survey; despite not seeking formal review, the team applied best practices set out by the REB for the distribution of the survey and storage of survey data.

The team also replicated the 2019 survey promotion and distribution strategy, using a combination of email invitations, physical posters, website banners, social media, and campus newsletters. Gift cards to Amazon, The Bookstore, and campus eateries, as well as access to a private study room, were offered as incentives, with each respondent having the option of entering their email address into a draw for the prizes. While high-value technology such as Beats By Dre headphones had been offered as an incentive in past years, the decision was made to provide the more general gift cards to increase faculty and staff participation. Emails were kept separate from survey responses in accordance with best practices, and identifying information in open-ended responses was removed from the qualitative dataset by the Assessment Librarian before the dataset was shared with the Analysis and Reporting Team.

While ARL completes most of the quantitative analysis and provides a summary report, some additional quantitative analyses were completed to better compare 2023 results with previous years. The statistical significance of the differences between responses to key questions was calculated using a two sample t-test because the respondent pools for the 2019 and 2023 surveys were independent rather than paired (Xu et al., 2017).

Qualitative analysis of the open-response question was completed in two stages. The first stage was to deductively code the responses using a set codebook, which was based on the codebook used in 2019 with only small changes to reflect predicted new themes, such as the Weldon Revitalization Project. After an initial norming period in which the entire Analysis and Reporting Team coded the same comments to build shared understanding of the codes and their definitions, the rest of the deductive coding was completed in groups of three using the subjective assessment method of ensuring intercoder agreement (Guest, et al., 2012). Once all comments had been coded using the codebook, the data were segmented according to code. The themes emerging in the comments for each code were inductively analyzed by groups of two to three team members with expertise relevant to the code topic. Using the 2019 codebook as the basis of the analysis allowed the Analysis and Reporting Team to easily segment data into targeted reports for each functional unit, to guide service improvement.

## Results & Recommendations

The results below summarize key themes identified in the qualitative and quantitative data. For clarity, the results have been divided into sections based on the three areas of the LibQual survey: Affect of Service, Information Control, and Library as Place. While all qualitative data were collected in response

to the general question, “Please enter any comments about library services in the box below,” qualitative findings have been segmented into the same three categories to contextualize quantitative results. Please note that, as many comments discussed multiple topics and were assigned multiple codes, percentages given below may not add up to 100%.

More detailed summaries of comment themes, as well as more granular recommendations, can be found in the relevant functional unit reports and location reports.

### Respondent Demographics

2,762 members of the Western community responded to LibQual 2023, the highest number of responses received in Western’s history with LibQual. 66% of responses came from undergraduate students and 24% from graduate students. Faculty and staff made up 5% and 6% of respondents, respectively. All 11 Western University Faculties were represented, with the Faculties of Science (22%), Social Sciences (16%) and Health Sciences (16%) submitting the largest numbers of responses.

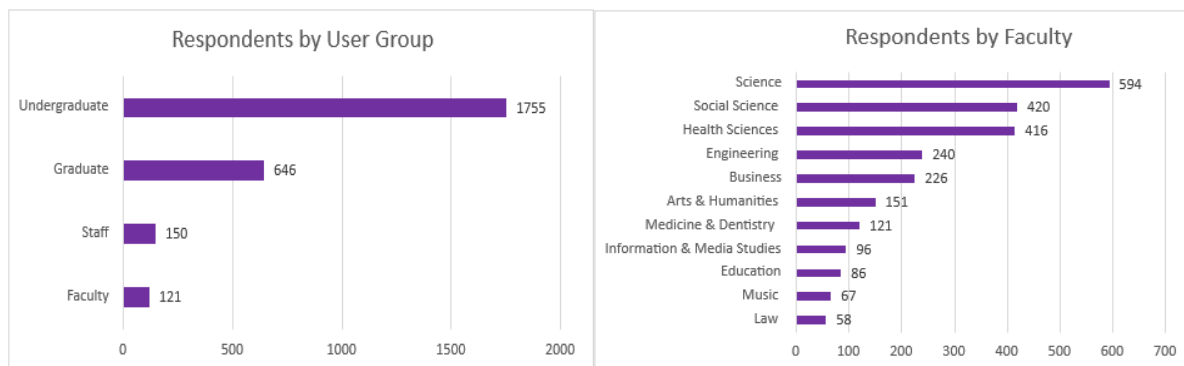


Fig 1: Number of respondents from each user group and faculty, LibQual 2023

### Affect of Service

Affect of Service has consistently been Western Libraries’ highest rated area, receiving a score of 7.09 perceived service in 2023. There was not a statistically significant difference in overall Affect of Service rating between 2019 and 2023, indicating that Western Libraries has maintained a consistent level of service in this area.

Despite the overall consistency of scoring in this area, two Affect of Service questions did see statistically significant decreases between the 2019 and 2023 surveys. “Employees who are consistently courteous” decreased from a score of 7.59 in 2019 to 7.42 in 2023, and “Employees who understand the needs of their users” decreased from 7.14 to 6.98. It should be noted, however, that these scores remain high—neither score dropped below the corresponding score for minimum service, indicating that Western Libraries is continuing to meet user needs in these areas. “Employees who are consistently courteous” remained Western Libraries’ highest rated question despite the decrease.

Question	Score
Employees who are consistently courteous	7.42
Employees who deal with users in a caring fashion	7.25
Willingness to help users	7.25

Employees who have the knowledge to answer user questions	7.23
Readiness to respond to users' questions	7.14
Employees who understand the needs of their users	6.98
Dependability in handling users' service problems	6.93
Employees who instill confidence in users	6.75
Giving users individual attention	6.41

*Table 1: Affect of Service questions and mean scores, LibQual 2023*

There were no statistically significant differences between 2019 and 2023 responses to the five Information Literacy Outcomes questions. Because the new Western Libraries curriculum was implemented beginning in the fall of 2022, it is likely too early to see the impact of the new curriculum on the Information Literacy Outcomes scores.

Question	Score
The library enables me to be more efficient in my academic pursuits or work	7.17
The library aids my advancement in my academic discipline or work	7.06
The library provides me with the information skills I need in my work or study	6.87
The library helps me distinguish between trustworthy and untrustworthy information	6.59
The library helps me stay abreast of developments in my field(s) of interest	6.39

*Table 2: Information Literacy Outcomes questions and mean scores, LibQual 2023*

### Library Staff

135 comments (~16% of all comments received) provided feedback on library staff. 70 of these (~8% of all comments) regarded the effectiveness of library staff, with the majority of commenters agreeing that the staff they had worked with had been helpful:

“The staff are excellent! They are courteous, efficient, and helpful.” (*Faculty, Science*)

“I enjoy working with my library staff contacts – I feel like you have the right people working there.” (*Staff, Other*)

11 commenters, however, felt that there was a need for additional training for front line staff, particularly on using Omni and library databases, and an additional 2 commenters reported having overall negative experiences.

43 commenters (~5% of all comments) discussed the friendliness of library staff, with 5 commenters sharing that staff had been unwelcoming or rude. The remaining 38 comments were very positive:

“The employees are always friendly and ready to answer my questions!”  
(*Undergraduate, Science*)

“The employees have always been super kind, approachable, and helpful.” (*Graduate, Arts & Humanities*)

10 commenters felt that current staffing levels were insufficient to meet campus needs, particularly in the Map and Data Centre, ARCC, and Music Library. 4 commenters also indicated that additional support for existing staff was needed, particularly in regards to pay and technology needs.

The quantitative and qualitative data show a high level of satisfaction with Libraries staff; users report that they generally find staff to be both friendly and helpful. However, additional staffing and training for existing staff may be beneficial to support campus needs.

### Research and Instruction

59 comments (~7%) concerned research and instruction services. These comments were largely positive, emphasizing the value of in-depth consultations, library workshops, and online reference support, including the Ask A Librarian chat service:

“We also need more regular workshops on important topics. Librarians have GREAT knowledge that is of significant benefit, but it is not shared often enough.”  
*(Undergraduate, Science)*

14 commenters indicated a need for increased communications around reference and instruction services, particularly an increase in publicity for library workshops; specific suggestions included updating the Libraries website to better advertise events and sending regular emails to students and faculty about workshop offerings.

Overall, comments suggest that research and instruction services are valued by our users and should continue in both in-person and online formats. However, additional education and communications about what library services are available may increase engagement and satisfaction.

### Recommendations for Affect of Service

- Continue to offer research support both in person and online; explore ways to sustainably offer these services to a growing campus community.
- Continue to offer workshops on both general research topics and specific areas of interest; explore ways to sustainably increase offerings.
- Explore opportunities to publicize library research support and instruction; explore ways to make it easier to request support.

### Information Control

Information Control was the one area in which Western Libraries saw a statistically significant decrease in overall scores between 2019 and 2023. This decrease was driven by decreasing scores for three questions: “A library Web site enabling me to locate information on my own” (6.99 in 2019 to 6.84 in 2023), “The electronic information resources I need” (6.89 to 6.79), and “The printed library materials I need for my work” (6.97 to 6.72).

It is likely that these decreasing scores were driven, at least in part, by the Omni migration, which removed access to the old library catalogue and changed the user experience of searching for materials in the library collection. It is also possible that COVID-19 contributed to these changing scores, particularly restricted access to print materials to permit digital access to materials in the collection and increasing demand for electronic resources. However, overall satisfaction with offsite access (“Making electronic resources accessible from my home or office”) remains the highest rated Information Control question, with a score of 7.14.

Question	Score
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Making electronic resources accessible from my home or office	7.14
Making information easily accessible for independent use	7.04
Print and/or electronic journal collections I require for my work	6.99
Modern equipment that lets me easily access needed information	6.91
A library Web site enabling me to locate information on my own	6.84
The electronic information resources I need	6.79
Easy-to-use access tools that allow me to find things on my own	6.76
The printed library materials I need for my work	6.72

Table 3: Information Control questions and mean scores, LibQual 2023

### Library Collections

176 comments (~21%) related to Western Libraries' collections. 61 of these (~7% of all comments) specifically discussed online collections, compared to 21 (~3%) that discussed print collections. More than half of the comments about online collections were positive, and about a third of online collections comments expressed the need for more digital or online collections.

“Being a distant online learner, the availability of resources online greatly supported my learning while completing a Master 's program.” (*Graduate, Education*)

“if possible [*sic*], please expand the electronic library database as broadly as possible, which helps a lot for research.” (*Graduate, Engineering*)

Comments about print collections similarly expressed a need for more print collecting; 8 comments (~1% of all comments) expressed concerns about offsite resource storage.

“Nice retrofit, but please don't get rid of too many books, as searching for books in a physical space allows for serendipitous literature discoveries that are not easily replaced with an online system (and remote housing of books).” (*Faculty, Social Science*)

General comments that did not specify format tended to be positive in tone about the Libraries' collection as a whole, though 17 of these 56 general collections comments expressed a desire to improve the collection in various subjects, disciplines, and formats.

Overall, comments suggest that users highly value library collections and want access to materials in multiple formats. More research may be needed to clarify user needs, particularly for print materials: while the decrease in score for “The printed library materials I need for my work” may have been driven at least partially by COVID-19 restrictions, further investigation may help inform purchasing, storage, and communications about the print collection.

### Access to Resources

88 comments (~10%) focused specifically on accessing Libraries resources. 17 of these related to Omni, including usability issues and concerns that the search results, particularly for known item searches, were less accurate than they remembered from the old catalogue system.

“The website worked quite well before the ‘reform’ that happened over the last few years. There are times when I search for the full name of an article which the library has access to and the search engine does not find it.” (*Graduate, Arts & Humanities*)



“It is too hard to access online resources from home. It is easier to use Google scholar than library scholarly articles. Site is not user friendly. I can waste an hour or more to find nothing yet access and find scholarly articles within a few minutes on google.”  
(*Undergraduate, Arts & Humanities*)

7 comments specifically indicated satisfaction with Omni, and another 14 expressed general satisfaction with resource access.

“As a science student, I also use uwo's omni academic search tool extensively to write any research papers or essays.” (*Undergraduate, Science*)

19 comments (~2% of all comments) related to resource sharing services. These comments generally expressed satisfaction with the ability to borrow from many different university library collections in Ontario, but 8 commenters noted that the process of requesting materials was complex or slow.

“I really like the ability to request books online via the library website to then be sent from other universities' libraries as this has allowed me to source a number of my textbooks.” (*Graduate, Medicine*)

Comments suggest a need for additional usability testing, particularly of Omni. While Western Libraries cannot independently make changes to this shared service, the larger Collaborative Futures consortium may wish to explore usability across OCUL libraries to improve the overall user experience.

### Recommendations for Information Control

- Continue to support both print and online collections.
- Explore opportunities to expand digital collections, including scanning and digitization efforts, and other collections not available online.
- Investigate user needs and explore opportunities to grow collections in areas that commenters felt were underserved.
- Share user feedback about Omni with the larger Collaborative Futures consortium; work with Collaborative Futures partners to further explore usability issues.

### Library as Place

Library as Place was the area that saw the most change between 2019 and 2023, with the overall score increasing to a statistically significant degree. This change in scores was driven by statistically significant increases in two questions: “Library space that inspires study and learning” rose from 6.19 in 2019 to 6.45 in 2023, and “A comfortable and inviting location” rose from 6.52 to 6.71. These were the largest and second largest increases in scores across the survey and were likely driven largely by the renovation of the Weldon Learning Commons.

However, Library as Place remains Western Libraries’ lowest rated of the three areas, and the score for “Quiet space for individual activities” decreased to a statistically significant degree, from 6.72 to 6.38. This was Western Libraries’ lowest rating across the survey, and the only question for which the perceived service quality was lower than the minimum service quality—in other words, the only area where users indicated that Western Libraries was not currently meeting their needs.



Question	Score
A getaway for study learning or research	6.72
A comfortable and inviting location	6.71
Community space for group learning and group study	6.52
Library space that inspires study and learning	6.45
Quiet space for individual activities	6.38

Table 4: Library as Place questions and mean scores, LibQual 2023

## Library Facilities

578 comments (~68%) concerned Western Libraries' physical spaces, making Library As Place the area of greatest focus in user comments. This high prevalence of space-related comments is consistent with previous LibQual surveys, suggesting that, for library users, space provision continues to be an essential (and highly visible) library service.

### Study Space

209 comments (~25% of all comments received) were about work or study spaces. Most commenters felt that there was not enough space in the library; this included general comments about space availability as well as requests for specific kinds of spaces, including individual study space, collaborative study spaces, and bookable spaces. 15 comments expressed how difficult it is to find workspace during busy times such as midterm or exam season, especially spaces for individual work; this focus on individual work mirrors the concern with "Quiet space for individual activities" seen in the quantitative scores. As one student put it,

"I wish there were more study spaces or that they wouldn't be booked out so quickly. I want to book rooms out but they are always gone or the library is so full which makes me want to go elsewhere. There are too many students and not enough places to study. Please do something about it, I love libraries and can't study at home so I'm desperate to study on campus." (*Undergraduate Student, Business*)

Comments about the atmosphere of study spaces tended to be positive, stating that the study spaces were comfortable, welcoming, and inspired focus. This is a marked improvement in sentiment since the 2019 survey and can likely be attributed largely to the Weldon Revitalization project, discussed below. However, 10 comments expressed that some spaces felt oppressive and were not conducive to working; this suggests that, while great strides have been made in providing "Library space that inspires study and learning" and "A comfortable and inviting location" since the 2019 survey, there is still some room for improvement in this area.

"Library is very nice but the upper floors could maybe use some renovation, I find it's often very dark and gloomy in the upper floors." (*Undergraduate Student, Social Science*).

### Weldon Revitalization

41 comments (~5%) related specifically to the Weldon Revitalization Project. 27 (~66%) of those 41 comments expressed general satisfaction with the renovations completed in Phase 1 of the project, stating that the space looks "beautiful", "spectacular", and that they appreciate the effort put towards

improving the space. 5 more commenters expressed interest in more renovations being done to other floors in Weldon, as well as other libraries:

“I . . . appreciate the Weldon renovation, I haven’t fully had the chance to explore it all, but it’s great from what I see. I hope that Taylor Library gets a renovation like that soon because it’s the library most accessible to science students and gets a lot of use.”

*(Undergraduate, Science)*

The remaining 14 commenters were dissatisfied with the renovation process or its results, particularly the disruption and noise caused by construction.

Overall, comments suggest that users were satisfied with the results of the Phase 1 renovations. The statistically significant increases in scores for “Library space that inspires study and learning” and “A comfortable and inviting location” suggest that the Weldon Revitalization Project has met many of the user needs identified in previous LibQual surveys. However, comments about disruptions, as well as concerns about quiet study spaces, discussed below, should be taken into consideration as the next stages of the renovation are planned.

### *Noise*

94 comments (~11%) concerned noise levels in library spaces. Over one third of comments spoke of a general need for libraries to continue to offer and maintain quiet study spaces, often citing that designated quiet study spaces are often loud, with people not adhering to learning zone requirements. Respondents also mentioned that silent or quiet study spaces are hard to find both in the libraries and on campus. 23 comments (~24% of noise comments) requested that library staff be deployed to enforce quiet rules.

“There is not enough student space on campus. It is extremely hard to find a quiety [*sic*] place to study which does not help my academic success.” *(Undergraduate, Science)*

Weldon, particularly the fifth floor study space, was the most frequent location specified in comments about noise concerns. While the majority of noise comments concerned quiet spaces, 5 commenters did express a need for conversation-friendly spaces.

Overall, comments suggest a need for additional, or enforced, quiet study spaces. This is supported by the statistically significant decrease in score for “Quiet space for individual activities”. Because this is the one area in which quantitative data indicate that the Libraries are not currently meeting user needs, the provision of quiet spaces should be a priority area of focus for Western Libraries in the coming year.

### *Recommendations for Library as Place*

- Undertake additional user research to understand noise patterns across library spaces; experiment with furniture affordances, education, and staffing models to improve quiet space availability
- Undertake additional user research to identify how existing spaces are being used; explore opportunities to change furniture arrangements, etc. to maximize usable space
- Work with Western University partners to explore opportunities to increase study space on campus; continue to advocate for funding to renovate Libraries’ spaces and increase available study space
- Undertake additional user research to support wayfinding and signage updates

## Local Questions

The five local questions were selected to reflect emergent priorities that were not otherwise reflected in the core LibQual questions. Only one of the five was a repeated question from the 2019 survey, “The library as a community hub on campus,” which was selected to investigate the impact of the Weldon Revitalization. The difference between 2019 and 2023 scores for this question (6.48 and 6.59, respectively) was not statistically significant. However, it should be noted that Western Libraries continues to exceed minimum service scores in this area, and the difference between minimum and perceived service scores was one of the highest across the survey; in other words, Western Libraries continues to meet user expectations in this area.

The other local questions likewise exceeded minimum scores, indicating that Western Libraries is on track in these areas. “Collections services and resources that encourage diversity and inclusion” exceeded its minimum score substantially, much like “The library as a community hub on campus.” “A user-friendly online library catalog for books and articles,” however, received a perceived service quality score that was closer to minimum than average across all survey scores. This suggests that the user experience of Omni should be an area of continued focus in coming years, a theme that is explored in greater depth in the Information Control section above.

Question	Score
Collections services and resources that encourage diversity and inclusion	7.04
A user-friendly online library catalog for books and articles	6.94
Feeling like I belong in the library	6.93
The library assists me in achieving academic success	6.92
The library as a community hub on campus	6.59

*Table 5: Local questions and mean scores, LibQual 2023*

## General Satisfaction Questions

General satisfaction with Western Libraries services has remained remarkably consistent; the average score for the three general satisfaction questions was 7.3 out of a possible 9 points (83%) in 2023, 2019, and 2016.

Question	Score
In general, I am satisfied with the way in which I am treated at the library	7.54
How would you rate the overall quality of the service provided by the library?	7.29
In general, I am satisfied with library support for my learning research and/or teaching needs	7.11

*Table 6: General Satisfaction questions and mean scores, LibQual 2023*

19% of respondent comments also indicated general satisfaction with Western Libraries, making general satisfaction the second most frequently occurring theme in the 2023 survey. Western Libraries should continue to celebrate these successes, even as we look for ways to implement user feedback in other areas.

“I have always had a good experience with the library services.” (*Undergraduate Student*)

“It’s a great service. I am fully satisfied with the premises and the services provided by the library.” (*Graduate Student*)

“Services are generally very good. You provide an essential service.” (*Faculty*)

## Conclusion & Next Steps

The 2023 LibQual results paint a largely positive picture: members of the campus community rate Western Libraries’ services highly and report that they are generally satisfied with the collections, spaces, and support they receive. They also shine a light on opportunities to improve our services and meet our users’ evolving needs, particularly regarding noise levels, study space, and access to collections.

This report, and the accompanying more granular reports for individual library locations and functional units, will be used as a starting point for this work; however, additional user research may be needed to identify specific needs and develop solutions. The User Experience Group is available to support any teams who would like to undertake a user research project.

## References

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## Appendix A: LibQual 2023 Questions

### Core Questions

#### Affect of Service

AS-1 Employees who instill confidence in users

AS-2 Giving users individual attention

AS-3 Employees who are consistently courteous

AS-4 Readiness to respond to users' questions

AS-5 Employees who have the knowledge to answer user questions

AS-6 Employees who deal with users in a caring fashion

AS-7 Employees who understand the needs of their users

AS-8 Willingness to help users

AS-9 Dependability in handling users' service problems

#### Information Control

IC-1 Making electronic resources accessible from my home or office

IC-2 A library Web site enabling me to locate information on my own

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

IC-4 The electronic information resources I need

IC-5 Modern equipment that lets me easily access needed information

IC-6 Easy-to-use access tools that allow me to find things on my own

IC-7 Making information easily accessible for independent use

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

#### Library as Place

LP-1 Library space that inspires study and learning

LP-2 Quiet space for individual activities

LP-3 A comfortable and inviting location

LP-4 A getaway for study, learning, or research

LP-5 Community space for group learning and group study

### Local Questions

A user-friendly online library catalog for books and articles

Collections services and resources that encourage diversity and inclusion

Feeling like I belong in the library

The library as a community hub on campus

The library assists me in achieving academic success

### General Satisfaction Questions

In general, I am satisfied with the way in which I am treated at the library

In general, I am satisfied with library support for my learning research and/or teaching needs

How would you rate the overall quality of the service provided by the library?

### Information Literacy Questions

The library helps me stay abreast of developments in my field(s) of interest

The library aids my advancement in my academic discipline or work

The library enables me to be more efficient in my academic pursuits or work

The library helps me distinguish between trustworthy and untrustworthy information

The library provides me with the information skills I need in my work or study

## Appendix B: Frequency of Codes in LibQual 2023 Comments

<b>Code</b>	<b>Number of Comments</b>	<b>Percentage of Total</b>
LibQual	15	2%
Satisfaction	179	21%
COVID-19	4	0%
Equity, Diversity, and Inclusion	6	1%
Equity, Diversity, and Inclusion - Accessibility	10	1%
Website	20	2%
Access	88	10%
Collections	56	7%
Collections - print	24	3%
Collections - online	61	7%
Collections - remote storage	8	1%
Collections - lendable technology	4	0%
Collections - special & archives	4	0%
Collections - resource sharing	19	2%
<i>All Collections Categories</i>	<i>176</i>	<i>21%</i>
Services	32	4%
Staff	10	1%
Staff - shout out	6	1%
Staff - friendliness	49	6%
Staff - effectiveness	70	8%
<i>All Staff Categories</i>	<i>135</i>	<i>16%</i>
Research/Instruction	32	4%
Research - online help	8	1%
Research - in-person help	5	1%
Research - classes, workshops, sessions	14	2%
<i>All Research/Instruction Categories</i>	<i>59</i>	<i>7%</i>
Facilities	28	3%
Facilities - Weldon renovation	41	5%
Facilities - work/study space	209	25%
Facilities - noise	94	11%
Facilities - computers/technology	36	4%
Facilities - decor	50	6%
Facilities - temperature	11	1%
Facilities - hours	35	4%
Facilities - food	21	2%
Facilities - cleanliness	18	2%
Facilities - outlets	34	4%



Facilities - security	1	0%
<i>All Facilities Categories</i>	<i>578</i>	<i>68%</i>
Events	3	0%
Communications	20	2%
Western Libraries - organization	33	4%
Affiliate College and University Libraries and FIMS Graduate Resource Library	18	2%
Partners	12	1%