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# A Survey of Student, Staff, and Faculty Perceptions of Thirteen Pennsylvania State Owned Libraries using the LibQUAL+™ Protocol

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STUDENT HAS RESTRICTED ACCESS TO FULL TEXT OF THE DISSERTATION.

ONLY COVER PAGES AND ABSTRACT ARE AVAILABLE AT THIS TIME

A SURVEY OF STUDENT, STAFF, AND FACULTY PERCEPTIONS OF THIRTEEN  
PENNSYLVANIA STATE OWNED LIBRARIES USING THE LIBQUAL+™ PROTOCOL

A Dissertation

Submitted to the School of Graduate Studies and Research

in Partial Fulfillment of the

Requirements for the Degree of

Doctor of Education

Basil D. Martin II

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December 2011

Indiana University of Pennsylvania  
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We hereby approve the dissertation of

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The purpose of this study was to explore user satisfaction of library services at 13 academic libraries in Pennsylvania. Using a mixed-methods approach, the researcher studied the results of a 27 question web-based survey known as LibQUAL+™ in this investigation. The survey contained three sub categories: Affect of Service, Information Control, and Library as Place. Participants included faculty, staff, and students from 13 Pennsylvania colleges, and responses were analyzed by gender, age, academic status, and academic major. The study also examined whether service quality scores of the three sub categories from the LibQUAL+™ instrument were related to total allocated library budget. An analysis of respondent comments was also conducted in order to see if the qualitatively analyzed survey comments and the quantitative LibQUAL+™ Scores were similar.

All groups had positive LibQUAL+™ sub category scores. Library allocated budget seems to have little, or no effect on the three LibQUAL+™ sub category scores. Respondents' comments seem to support the results of the quantitative data analysis. However, the respondent comments should be viewed as a separate data source and show the most promise for details about any user dissatisfaction. Implications for future research and recommendations for future practice are included in the study.

Further research on a larger more representative sample and replicating some aspects of this study on an individual question level rather than by sub category is recommended.