

What's New

Library Service Quality Survey Completed



LibQUAL+

Drexel University Libraries have finished the Association of Research

Libraries' **LibQUAL+ Spring 2003 Survey** and the initial results have been tabulated. The survey was completed by 676 Drexel University students, faculty, and staff, from April 7 through the 30th. It is an attempt to measure user perceptions and expectations of library service quality in four dimensions: Access to Information, Affect of Service, Library as Place, and Personal Control. [More..](#)

Career Services News: Salaries

This month, Career Services Library Assistant Jodi Van Meter discusses **salary issues for new graduates.** Read more to find out the bad news, and the good news. [More...](#)



New E-Resources Available at Hagerty!

Art Full Text is a bibliographic database that indexes and abstracts articles from



periodicals published throughout the world. Full-text coverage for selected periodicals is also included, as well as indexing for reproductions of works of art that appear in indexed periodicals. **CorpTech** maintains detailed information, which is updated and verified annually, on 50,000+ public and private technology companies including company name & address, ownership, annual sales and employees, multiple key executives, company description and product details in 3,000 high-tech categories. [More..](#)

Rebecca Grant is the new Clerk V in Hagerty's Technical Services Department. Business Librarian **Emily Missner** has had an article published in the most recent issue of the *Journal of Business and Finance Librarianship*. [More....](#)

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Library News is published monthly on the web by the W.W. Hagerty Library.
[Alison Lewis](#), Editor.

New Electronic Resources!



Access to Art -- Art Full Text

[Art Full Text](#) is a bibliographic database that indexes and abstracts articles from periodicals published throughout the world. Full-text coverage for selected periodicals is also included. Periodical coverage includes English-language periodicals, yearbooks, and museum bulletins, as well as periodicals published in French, Italian, German, Japanese, Spanish, Dutch, and Swedish. In addition to articles, Art Full Text indexes reproductions of works of art that appear in indexed periodicals. Indexing coverage begins 1984; abstracting coverage begins with January 1994. The abstracts range from 50 to 300 words and describe the content and scope of the source articles. Full-text coverage begins in 1997. Subject coverage includes advertising art, antiques, archaeology, architecture and architectural history, art history, computers in art, crafts, decorative arts, fashion design, folk art, graphic arts, industrial design, interior design, landscape architecture, motion pictures, museology, non-Western art, painting, photography, pottery, sculpture, television, textiles, and video. Drexel's licensing agreement provides access to the database for one concurrent user.

If you have any questions or comments about this resource, please contact [Jenifer Baldwin](#), College of Media Arts and Design Librarian, at 215.895.2772 or jb39@drexel.edu.

Cutting-Edge Companies in CorpTech

[CorpTech](#) publishes high-quality public and private business information (executive contacts and company profile information) on one of America's strongest business segments. This segment includes high-tech manufacturing, development and services:

technology companies that make, develop and provide services related to everything from lasers to computers, and from biotech products to advanced materials. CorpTech maintains detailed information, which is updated and verified annually, on 50,000+ public and private technology companies including company name & address, ownership, annual sales and employees, multiple key executives, company description and product details in 3,000 high-tech categories. Drexel's licensing agreement provides access to the database from on-Campus sites only.



If you have any questions or comments about this resource, please contact [Emily Missner](#), Business Librarian, at 215.895.6164 or edm25@drexel.edu.

Library Service Quality Survey Completed



(This is the first of three articles on LibQUAL+, the library service survey project sponsored by the Association of Research Libraries in which Drexel University Libraries participated.)

Drexel University Libraries have finished the Association of Research Libraries' LibQUAL+ Spring 2003 Survey and the initial results have been tabulated. The LibQUAL+ survey is based on gap theory and service quality measures for business developed by Professor A. Parasuraman, which were adapted for use by libraries. (For those interested, see ARL's bibliography of Parasuraman's papers focusing on customer service at : <http://www.arl.org/libqual/events/oct2000msq/papers/parsubib.html>.)

The LibQUAL+ survey is an attempt to measure user perceptions and expectations of library service quality in four dimensions: Access to Information, Affect of Service, Library as Place, and Personal Control. Patrons were asked for their judgments on three scales for each of 25 survey questions: a desired level of service that they wished to receive, a minimum level that they would accept, and the actual level of service they perceive they are receiving. This framework allows for gap analysis to interpret the results. A *zone of tolerance* is established between the minimum level accepted and the desired level. The difference between the minimum and perceived levels is considered the *service adequacy gap*. When perceptions fall below the minimum there is a negative service adequacy gap;; when they fall above there is a positive superiority gap.

Statistical expertise was provided by Dr. Bruce Thompson at the University of Texas (see his site: <http://www.coe.tamu.edu/~bthompson/>).

The survey was completed by 676 Drexel University students, faculty, and staff, from April 7 through the 30th. A random sample of students (n=3,000) and all faculty and staff from both University City and Health Sciences campuses were sent questionnaires through email that used a web-based survey instrument. The results of the surveys were then gathered and analyzed at Texas A & M University.

The average time to take the survey was 14:18 minutes; the median time was 9:03. Eight participants chosen at random were the lucky winners of \$25.00 Barnes and Noble gift cards.

The respondents consisted of:

Undergraduates	149
Graduates	222
Faculty	216
Staff	71
Library Staff	18

Users from all four of Drexel's libraries were polled. The breakdown of responses by library was:

Hagerty Library	361
Hahnemann Library	176
Moore Library	37
Queen Lane Library	83

[N.B. Not all respondents answered this question.]

This project is an attempt to establish national norms for libraries. This is the fourth year the survey has been conducted and over 300 libraries have participated. (For a complete list of participants see: <http://www.libqual.org/Information/Participants/index.cfm>).

In addition to providing numerical scores, respondents were given an opportunity to voice their opinions. Comments were disaggregated from the names of the respondents and are available to be seen at:

<http://www.library.drexel.edu/Libqual/libqual2003comments.html>. As with past library user surveys, the comments are often more useful in outlining areas that need improvement than the numerical data.

The greater need for books and the noise levels in the library top the list of comments and echo former library use surveys, so they are therefore not unfamiliar to the Library's administration.

As can be expected, survey comments reflect dissatisfaction more often than satisfaction, but the negative comments outnumber the positive ones by only a 2-to-1 ratio.

(The Health Sciences Libraries comments are available on their website at: <http://med.library.drexel.edu/survey/libqual03comments.htm>).

Part Two of this article will cover the analysis of Drexel University Libraries data; Part Three will look at the national norms. In the meantime, all of the information about the LibQUAL+ survey is available at: <http://www.library.drexel.edu/Libqual/>.

For more information about the LibQUAL+ survey, contact Ken Garson, Head of Access Services at garson@drexel.edu or 215.895.2774.

Staff News



Rebecca Grant is the new Clerk V in Hagerty's Technical Services Department. She will be performing serials and cataloging work, as well as working with thesis/dissertation binding. Becky previously worked at Drexel's Health Sciences Libraries, serving at Hahnemann for 22 years. She holds an Associate Degree in Computer Sciences from Burlington County College and has also studied at Rutgers Camden. In her spare time, Becky enjoys reading and traveling.

Welcome, Becky!

Emily Missner, Business Librarian, has recently had an article published in the *Journal of Business and Finance Librarianship*. Emily co-authored the article "Operations Management/Operations Research Web Sites" with Leslie J. Reynolds of Vanderbilt University's Walker Management Library. The article appears in *Journal of Business and Finance Librarianship*, Vol. 8, nos. 3 & 4, pages 253-264.

Congratulations, Emily!



Table 1: (Sorted by Negative Comments)

Variables	N=	Negative
JOURNALS	19	18
NOISE	18	17
BOOKS	17	17
SURVEY	15	14
STAFF	53	13
FACILITIES (Gen.)	20	10
E-RESOURCES	22	10
COMPUTERS	10	10
ILL	11	9
HOURS	10	9
WEBSITE	11	7
RESOURCES	9	6
RESERVES	5	5
TEXTBOOKS	3	3
FOOD	3	3
COPIERS	3	3
SYSTEM	3	2
PRINTERS	2	2
GROUP STUDY ROOMS	3	2
ADMINISTRATION	4	2
EQUIPMENT	1	1
CATALOG	1	1
ACCESS	2	1
SERVICES	3	0
TOTAL	248	165

Table 2: (Sorted by Positive Comments)

Variables	N=	Positive
STAFF	53	40
E-RESOURCES	22	12
FACILITIES (Gen.)	20	10
WEBSITE	11	4
RESOURCES	9	3
SERVICES	3	3
ILL	11	2
ADMINISTRATION	4	2
JOURNALS	19	1
NOISE	18	1
SURVEY	15	1
HOURS	10	1
SYSTEM	3	1
GROUP STUDY ROOMS	3	1
ACCESS	2	1
BOOKS	17	0
COMPUTERS	10	0
RESERVES	5	0
TEXTBOOKS	3	0
FOOD	3	0
COPIERS	3	0
PRINTERS	2	0
EQUIPMENT	1	0
CATALOG	1	0
TOTAL	248	83

As in former surveys, the libraries' staff figures prominently as one of its assets. The large number of electronic journals and databases also remains a strong positive factor in service provision. Oddly, Hagerty received as many compliments as criticisms on the library facility in general this year. In the past, Hagerty Library has taken a pounding by patrons on this factor. The state of our bathrooms once made *The Triangle* in a humorous and trenchant cartoon!

Career Services News: Salaries

How Much Money Will I Make?

An interesting article was recently published on CNN Money's website called "[Most Lucrative College Degrees.](#)" Everyone seems acutely aware of our not-so-booming economy, but what will it mean for you when you graduate? We have good news and bad news. First, remember that people with college degrees generally earn higher salaries, so be glad that you are here! In addition, unemployment levels for college graduates are significantly lower than unemployment levels for those with lower levels of education (<http://www.bls.gov/news.release/empsit.t04.htm>).



The bad news is that some average starting salaries are being cut. Take a look at the list below from CNN Money to see what you can expect, according to your major:

WHAT'S THE DEGREE WORTH?	AVG. STARTING SALARY	CHANGE FROM YR. BEFORE
Chemical Engineering	\$52,169	+1.8%
Electrical Engineering	\$50,566	+0.4%
Computer Science	\$46,536	-7.6%
Math/Statistics***	\$41,543	-6.2%
Management Information Systems	\$41,543	-5%
Accounting	\$41,360	+2.6%
Economics/finance	\$40,764	+1.8%
Civil Engineering	\$41,067	+0.5%
Information Sciences	\$39,800	-3.9%
Nursing***	\$37,803	+3.3%
Business	\$36,515	+3.7%
History***	\$30,395	+0.7%
Biology***	\$29,554	-1.0%
Liberal arts	\$29,543	+3.1%
Political Science***	\$28,546	-12.6%
English***	\$28,438	-8.3%
Psychology***	\$26,738	-10.7%

*** OFFER AS OF FALL 2002
OTHER SALARY DATA AS OF SPRING 2003
SOURCE: NATIONAL ASSOCIATION OF COLLEGES

(Source: http://money.cnn.com/2003/05/07/pf/saving/q_jobless_grads/)

What Can I Do to Increase My Employability and Salary?

- Take advantage of your co-op experiences to gain as many skills as you can!
- Study hard.
- Come browse the Career Services Room (Room #130, Hagerty Library).
- Make an appointment with Jodi Van Meter, the Career Services Library Assistant, to discuss job search strategies.
- Start your job search early and give it your best effort!!

The Career Services Collection is located in Room 130, on the first floor of Hagerty Library. For more information, contact [Jodi Van Meter](#), Career Services Library Assistant, at 215.895.6843 or jodivanmeter@drexel.edu.