

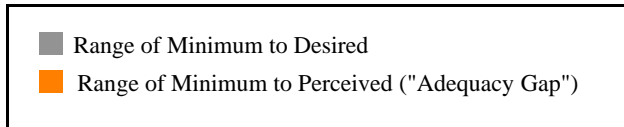
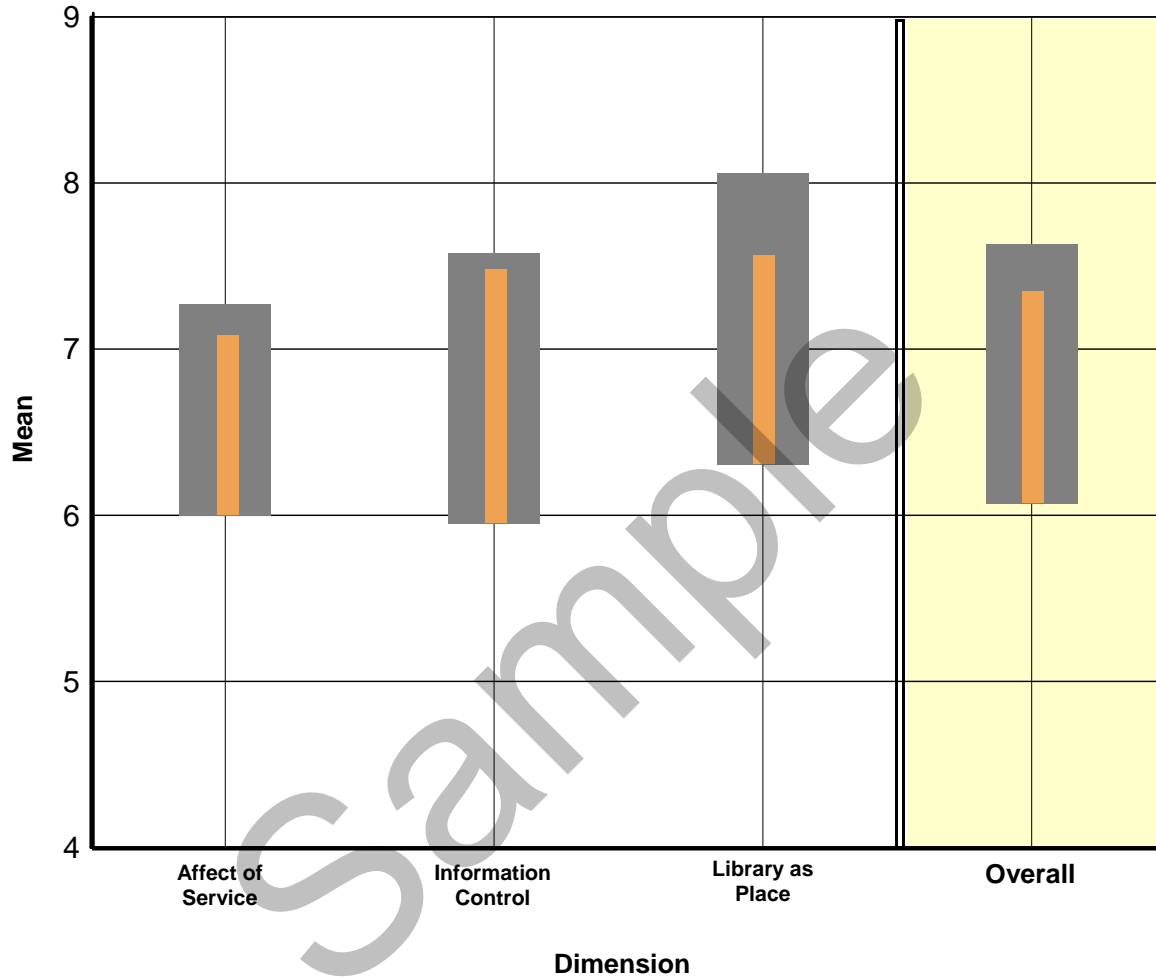
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.64	6.91	6.91	1.27	0.00	11
AS-2	Giving users individual attention	5.64	6.91	7.27	1.64	0.36	11
AS-3	Employees who are consistently courteous	5.78	7.06	7.50	1.72	0.44	18
AS-4	Readiness to respond to users' questions	5.80	7.60	7.07	1.27	-0.53	15
AS-5	Employees who have the knowledge to answer user questions	6.90	7.60	6.60	-0.30	-1.00	10
AS-6	Employees who deal with users in a caring fashion	6.19	7.33	7.21	1.02	-0.12	43
AS-7	Employees who understand the needs of their users	6.44	7.69	7.81	1.38	0.13	16
AS-8	Willingness to help users	6.06	7.31	7.50	1.44	0.19	16
AS-9	Dependability in handling users' service problems	6.27	7.64	7.45	1.18	-0.18	11
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.00	7.86	7.36	1.36	-0.50	14
IC-2	A library Web site enabling me to locate information on my own	5.78	7.06	7.50	1.72	0.44	18
IC-3	The printed library materials I need for my work	5.64	6.91	7.27	1.64	0.36	11
IC-4	The electronic information resources I need	5.35	7.35	7.26	1.91	-0.09	43
IC-5	Modern equipment that lets me easily access needed information	6.44	7.69	7.81	1.38	0.13	16
IC-6	Easy-to-use access tools that allow me to find things on my own	5.71	7.59	7.29	1.59	-0.29	17
IC-7	Making information easily accessible for independent use	7.67	7.67	7.33	-0.33	-0.33	3
IC-8	Print and/or electronic journal collections I require for my work	5.92	7.46	7.23	1.31	-0.23	13
Library as Place							
LP-1	Library space that inspires study and learning	6.33	8.14	7.61	1.29	-0.53	49
LP-2	Quiet space for individual activities	7.50	8.25	7.13	-0.38	-1.13	8
LP-3	A comfortable and inviting location	6.05	7.95	7.80	1.75	-0.15	20
LP-4	A getaway for study, learning, or research	6.60	8.40	8.10	1.50	-0.30	10
LP-5	Community space for group learning and group study	5.92	7.46	7.23	1.31	-0.23	13
Overall:		6.07	7.63	7.34	1.27	-0.29	49

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	2.16	1.76	1.38	1.35	1.18	11
AS-2	Giving users individual attention	1.86	2.12	2.20	1.80	1.57	11
AS-3	Employees who are consistently courteous	1.90	1.43	1.10	1.60	1.10	18
AS-4	Readiness to respond to users' questions	1.97	1.55	1.98	1.75	1.13	15
AS-5	Employees who have the knowledge to answer user questions	1.37	1.07	1.35	1.77	0.82	10
AS-6	Employees who deal with users in a caring fashion	1.97	1.80	1.78	1.85	1.28	43
AS-7	Employees who understand the needs of their users	2.28	1.78	1.52	1.50	1.09	16
AS-8	Willingness to help users	1.95	1.66	1.21	1.36	0.91	16
AS-9	Dependability in handling users' service problems	2.15	1.80	1.51	1.40	1.25	11
Information Control							
IC-1	Making electronic resources accessible from my home or office	2.39	1.66	1.65	2.62	2.21	14
IC-2	A library Web site enabling me to locate information on my own	1.90	1.43	1.10	1.60	1.10	18
IC-3	The printed library materials I need for my work	1.86	2.12	2.20	1.80	1.57	11
IC-4	The electronic information resources I need	1.88	1.45	1.14	1.81	1.64	43
IC-5	Modern equipment that lets me easily access needed information	2.28	1.78	1.52	1.50	1.09	16
IC-6	Easy-to-use access tools that allow me to find things on my own	1.49	1.28	1.05	1.06	1.10	17
IC-7	Making information easily accessible for independent use	2.31	1.53	2.89	0.58	1.53	3
IC-8	Print and/or electronic journal collections I require for my work	1.93	1.45	1.92	2.63	2.05	13
Library as Place							
LP-1	Library space that inspires study and learning	2.07	1.15	1.41	2.24	1.63	49
LP-2	Quiet space for individual activities	1.60	1.16	1.64	2.07	1.81	8
LP-3	A comfortable and inviting location	2.19	1.39	1.51	2.69	2.13	20
LP-4	A getaway for study, learning, or research	0.97	0.70	0.99	1.51	0.95	10
LP-5	Community space for group learning and group study	1.93	1.45	1.92	2.63	2.05	13
Overall:		1.36	0.96	1.14	1.25	0.99	49

Language: English (American)
Institution Type: College or University
Consortium: None
Group/subgroup: Undergraduate - First year

4.3 Core Question Dimensions Summary for First year

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.00	7.27	7.07	1.08	-0.20	46
Information Control	5.95	7.58	7.47	1.52	-0.11	49
Library as Place	6.31	8.06	7.55	1.24	-0.51	49
Overall	6.07	7.63	7.34	1.27	-0.29	49

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.67	1.62	1.70	1.46	0.92	46
Information Control	1.57	1.17	1.16	1.39	1.15	49
Library as Place	1.70	0.99	1.38	2.01	1.57	49
Overall	1.36	0.96	1.14	1.25	0.99	49

4.4 Local Question Summary for First year

This table shows mean scores of each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Access to information resources that support patient care	7.43	8.29	8.14	0.71	-0.14	7
Access to photocopying and printing facilities	5.00	7.67	6.67	1.67	-1.00	3
Efficient interlibrary loan / document delivery	5.67	6.67	6.83	1.17	0.17	6
Access to archives, special collections	6.30	7.80	7.65	1.35	-0.15	20
Adequate hours of service	7.43	8.29	8.14	0.71	-0.14	7

This table shows the standard deviations for each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to information resources that support patient care	2.30	1.25	1.86	1.11	0.90	7
Access to photocopying and printing facilities	1.73	1.53	1.15	2.89	1.00	3
Efficient interlibrary loan / document delivery	2.07	1.37	1.17	1.17	0.75	6
Access to archives, special collections	1.59	1.06	1.50	2.08	1.93	20
Adequate hours of service	2.30	1.25	1.86	1.11	0.90	7

4.5 General Satisfaction Questions Summary for First year

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.80	0.96	25
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.38	1.56	24
How would you rate the overall quality of the service provided by the library?	7.73	0.97	49

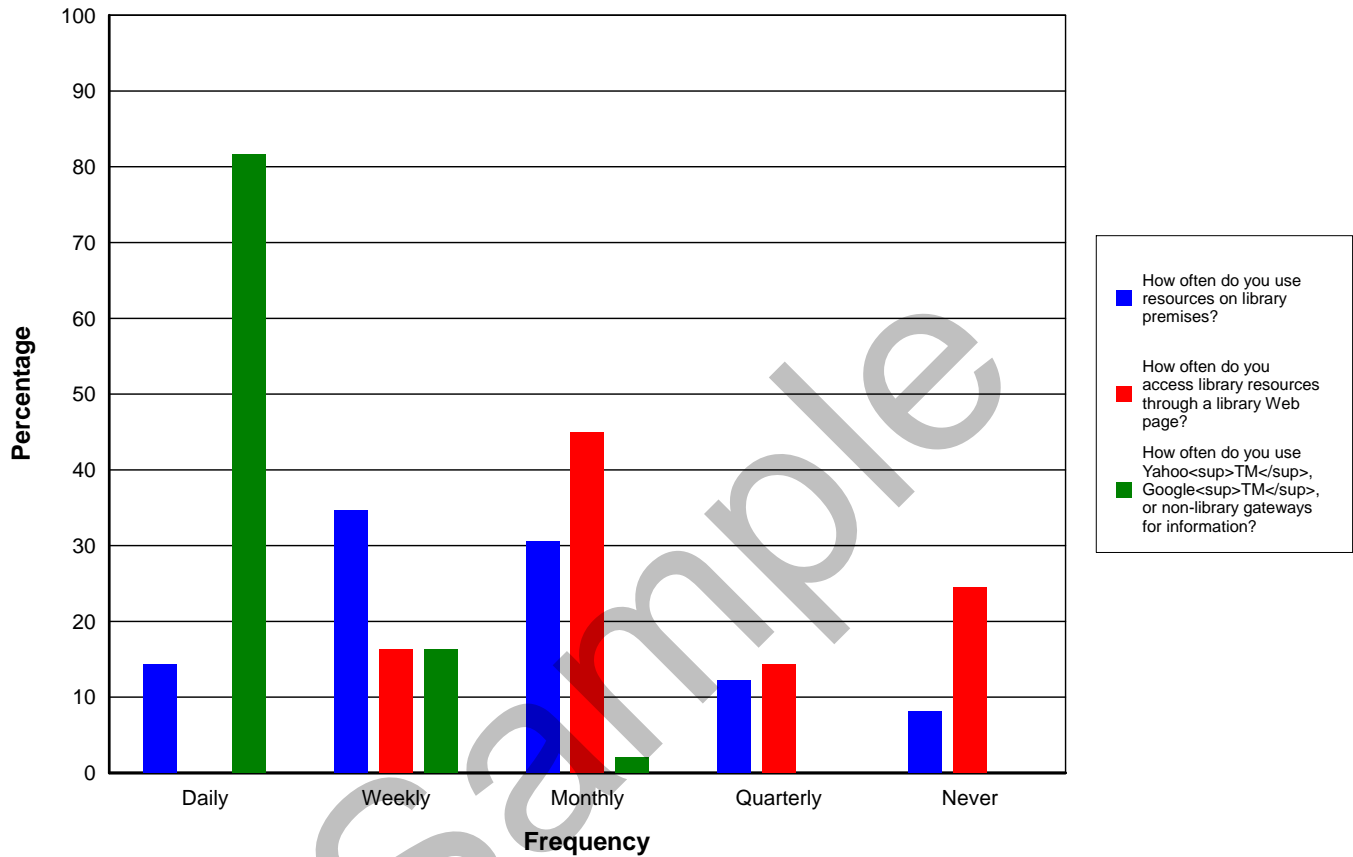
4.6 Information Literacy Outcomes Questions Summary for First year

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.76	1.71	17
The library aids my advancement in my academic discipline or work.	7.72	1.23	18
The library enables me to be more efficient in my academic pursuits or work.			0
The library helps me distinguish between trustworthy and untrustworthy information.	6.52	1.44	23
The library provides me with the information skills I need in my work or study.	6.53	1.43	19

4.7 Library Use Summary for First year

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	7 14.29%	17 34.69%	15 30.61%	6 12.24%	4 8.16%	49 100.00%
How often do you access library resources through a library Web page?	0 0.00%	8 16.33%	22 44.90%	7 14.29%	12 24.49%	49 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	40 81.63%	8 16.33%	1 2.04%	0 0.00%	0 0.00%	49 100.00%

5 Summary for Second year

5.1 Demographic Summary for Second year

5.1.1 Respondent Profiles for Second year by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions. This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories.

Discipline	Respondents n	Respondents %
Agriculture / Environmental Studies	3	7.50
Architecture	0	0.00
Business	0	0.00
Communications / Journalism	0	0.00
Education	0	0.00
Engineering / Computer Science	7	17.50
General Studies	7	17.50
Health Sciences	0	0.00
Humanities	4	10.00
Law	0	0.00
Military / Naval Science	0	0.00
Other	5	12.50
Performing & Fine Arts	6	15.00
Science / Math	1	2.50
Social Sciences / Psychology	7	17.50
Undecided	0	0.00
Total:	40	100.00

5.1.2 Population and Respondent Profiles for Second year by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions. This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library.

Discipline	Respondents n	Respondents %
Agriculture / Environmental Studies	3	7.50
Communications / Journalism	0	0.00
Engineering / Computer Science	7	17.50
General Studies	7	17.50
Health Sciences	0	0.00
Humanities	4	10.00
Military / Naval Science	0	0.00
Other	5	12.50
Performing & Fine Arts	6	15.00
Science / Math	1	2.50
Social Sciences / Psychology	7	17.50
Undecided	0	0.00
Total:	40	100.00

5.1.3 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Branch 1	30	75.00
Branch 2	10	25.00
Branch 3	0	0.00
Total:	40	100.00

5.1.4 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	40	100.00
23 - 30	0	0.00
31 - 45	0	0.00
46 - 65	0	0.00
Over 65	0	0.00
Total:	40	100.00

5.1.5 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

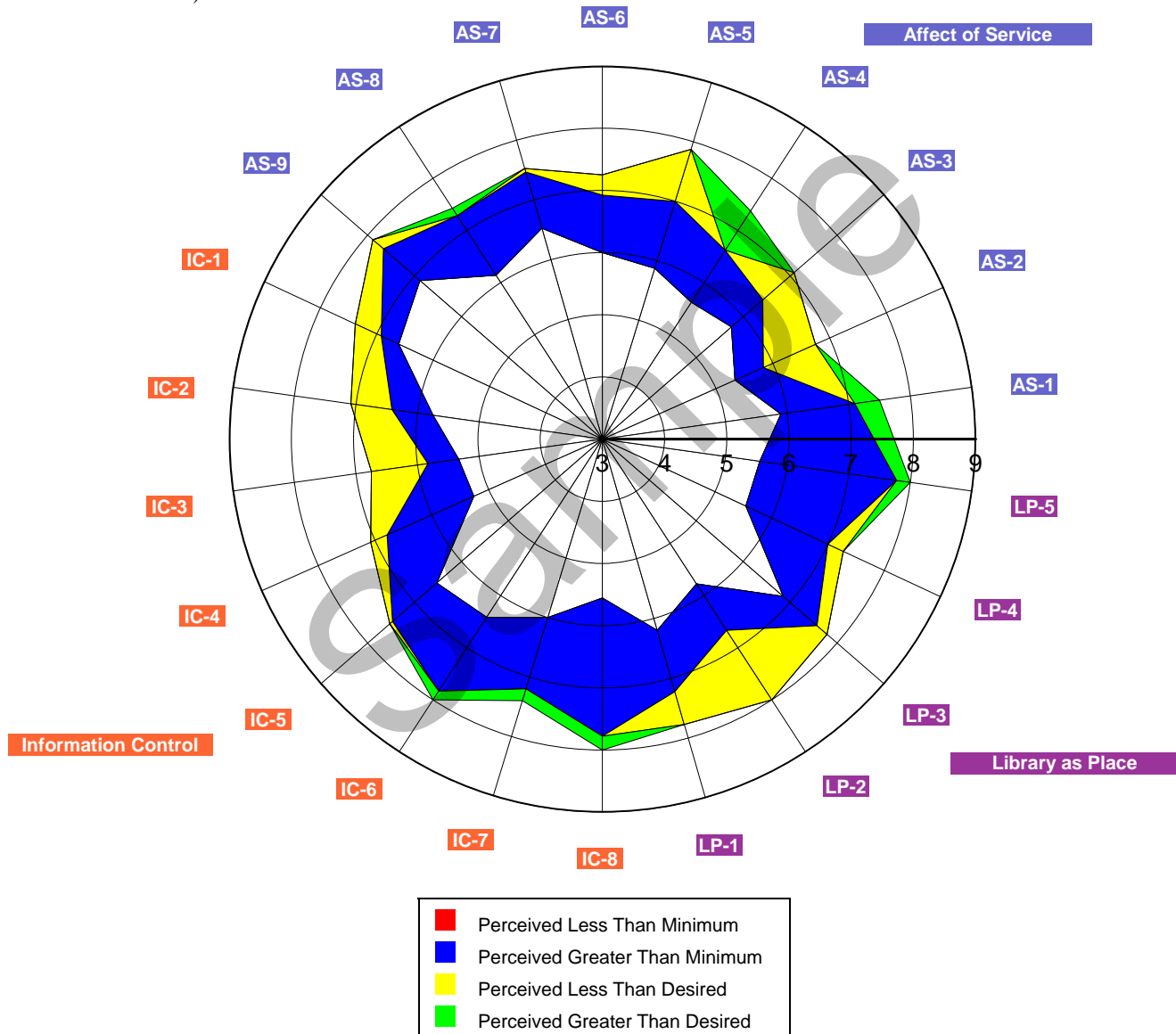
Sex:	Respondents n	Respondents %
Female	25	62.50
Male	15	37.50
Total:	40	100.00

5.2 Core Questions Summary for Second year

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)



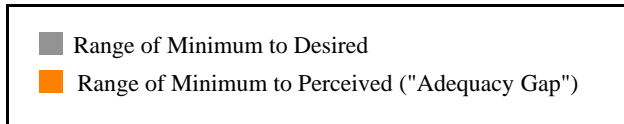
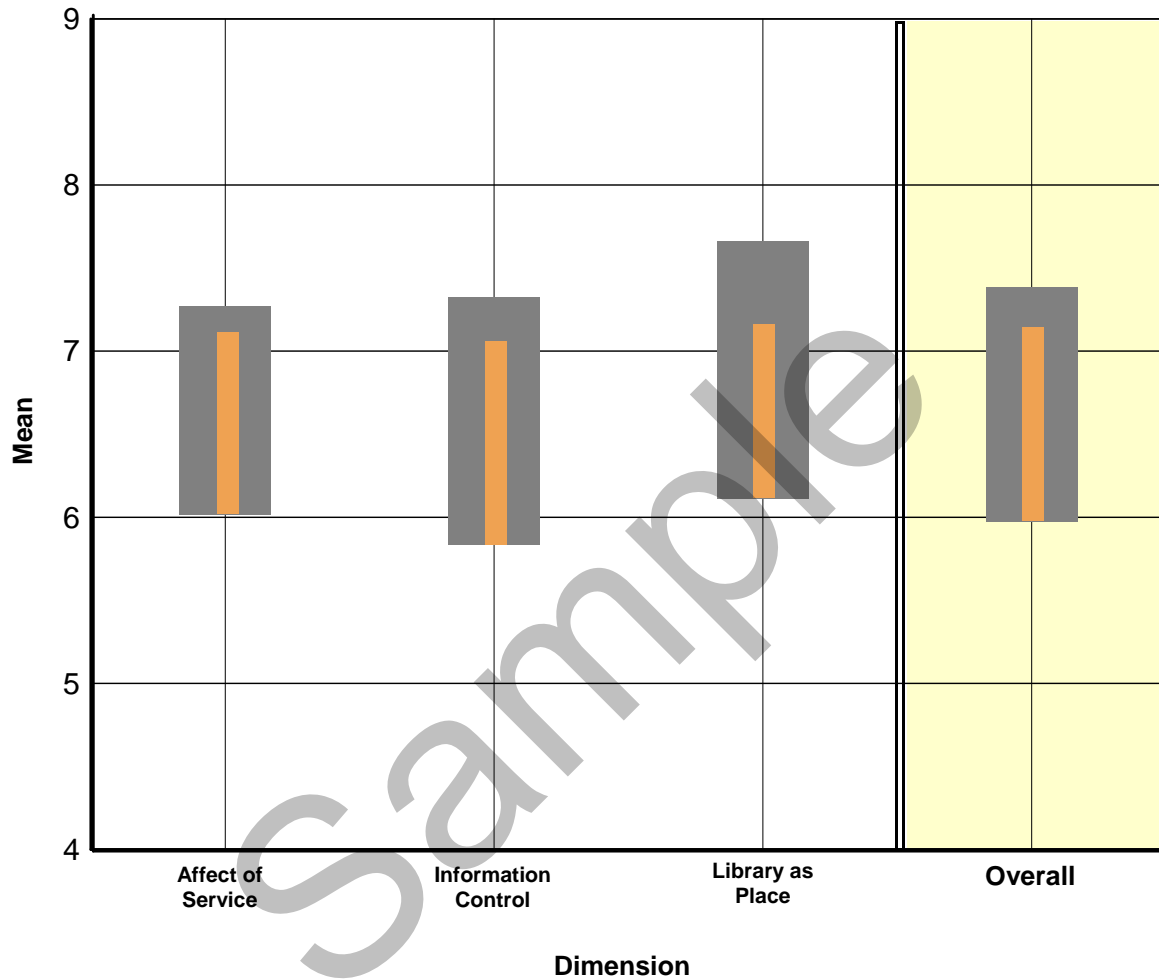
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.90	7.10	7.50	1.60	0.40	10
AS-2	Giving users individual attention	5.33	6.75	5.83	0.50	-0.92	12
AS-3	Employees who are consistently courteous	5.75	7.08	6.42	0.67	-0.67	12
AS-4	Readiness to respond to users' questions	5.63	6.63	7.38	1.75	0.75	8
AS-5	Employees who have the knowledge to answer user questions	5.88	7.88	7.00	1.13	-0.88	8
AS-6	Employees who deal with users in a caring fashion	6.00	7.25	6.93	0.93	-0.33	40
AS-7	Employees who understand the needs of their users	6.53	7.53	7.47	0.94	-0.06	17
AS-8	Willingness to help users	6.14	7.29	7.43	1.29	0.14	14
AS-9	Dependability in handling users' service problems	6.89	7.89	7.67	0.78	-0.22	9
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.62	7.38	6.92	0.31	-0.46	13
IC-2	A library Web site enabling me to locate information on my own	5.75	7.08	6.42	0.67	-0.67	12
IC-3	The printed library materials I need for my work	5.33	6.75	5.83	0.50	-0.92	12
IC-4	The electronic information resources I need	5.26	7.08	6.79	1.53	-0.29	38
IC-5	Modern equipment that lets me easily access needed information	6.53	7.53	7.47	0.94	-0.06	17
IC-6	Easy-to-use access tools that allow me to find things on my own	6.42	7.83	8.00	1.58	0.17	12
IC-7	Making information easily accessible for independent use	6.00	7.20	7.40	1.40	0.20	10
IC-8	Print and/or electronic journal collections I require for my work	5.56	7.78	8.00	2.44	0.22	9
Library as Place							
LP-1	Library space that inspires study and learning	6.20	7.78	7.23	1.03	-0.55	40
LP-2	Quiet space for individual activities	5.78	8.00	6.67	0.89	-1.33	9
LP-3	A comfortable and inviting location	6.86	7.79	7.57	0.71	-0.21	14
LP-4	A getaway for study, learning, or research	5.55	7.27	7.00	1.45	-0.27	11
LP-5	Community space for group learning and group study	5.56	7.78	8.00	2.44	0.22	9
Overall:		5.97	7.38	7.13	1.16	-0.25	40

Language: English (American)
Institution Type: College or University
Consortium: None
Group/subgroup: Undergraduate - Second year

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.37	1.66	1.18	1.43	1.07	10
AS-2	Giving users individual attention	1.78	1.42	1.80	1.68	1.62	12
AS-3	Employees who are consistently courteous	2.56	2.31	2.23	2.42	1.72	12
AS-4	Readiness to respond to users' questions	1.19	1.85	1.85	1.75	1.04	8
AS-5	Employees who have the knowledge to answer user questions	2.59	1.13	2.14	2.42	2.47	8
AS-6	Employees who deal with users in a caring fashion	1.63	1.43	1.67	1.47	1.82	40
AS-7	Employees who understand the needs of their users	1.66	1.33	1.37	1.14	0.97	17
AS-8	Willingness to help users	1.35	1.27	1.40	1.73	0.95	14
AS-9	Dependability in handling users' service problems	1.45	0.78	1.00	1.20	0.67	9
Information Control							
IC-1	Making electronic resources accessible from my home or office	2.18	2.02	1.85	1.60	1.27	13
IC-2	A library Web site enabling me to locate information on my own	2.56	2.31	2.23	2.42	1.72	12
IC-3	The printed library materials I need for my work	1.78	1.42	1.80	1.68	1.62	12
IC-4	The electronic information resources I need	2.00	2.03	1.71	1.75	1.81	38
IC-5	Modern equipment that lets me easily access needed information	1.66	1.33	1.37	1.14	0.97	17
IC-6	Easy-to-use access tools that allow me to find things on my own	2.07	1.40	0.95	1.44	1.03	12
IC-7	Making information easily accessible for independent use	1.63	1.14	1.26	2.27	1.32	10
IC-8	Print and/or electronic journal collections I require for my work	2.65	1.48	1.66	2.70	2.33	9
Library as Place							
LP-1	Library space that inspires study and learning	1.88	1.53	1.33	1.73	1.45	40
LP-2	Quiet space for individual activities	2.28	1.41	1.00	2.37	1.32	9
LP-3	A comfortable and inviting location	1.61	1.12	1.16	1.68	1.37	14
LP-4	A getaway for study, learning, or research	1.81	1.85	2.05	2.38	1.10	11
LP-5	Community space for group learning and group study	2.65	1.48	1.66	2.70	2.33	9
Overall:		1.17	1.04	1.16	1.14	0.99	40

5.3 Core Question Dimensions Summary for Second year

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.02	7.27	7.10	1.08	-0.17	40
Information Control	5.83	7.33	7.05	1.22	-0.27	40
Library as Place	6.11	7.66	7.15	1.04	-0.51	40
Overall	5.97	7.38	7.13	1.16	-0.25	40

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.43	1.26	1.41	1.23	1.22	40
Information Control	1.55	1.31	1.47	1.42	1.27	40
Library as Place	1.59	1.36	1.16	1.49	1.19	40
Overall	1.17	1.04	1.16	1.14	0.99	40

5.4 Local Question Summary for Second year

This table shows mean scores of each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Access to information resources that support patient care	6.75	7.88	8.13	1.38	0.25	8
Access to photocopying and printing facilities	5.33	6.67	6.33	1.00	-0.33	3
Efficient interlibrary loan / document delivery	6.60	7.40	6.60	0.00	-0.80	5
Access to archives, special collections	6.30	7.60	7.90	1.60	0.30	10
Adequate hours of service	6.75	7.88	8.13	1.38	0.25	8

This table shows the standard deviations for each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to information resources that support patient care	2.38	1.36	1.36	1.41	0.71	8
Access to photocopying and printing facilities	1.53	0.58	1.53	3.00	1.53	3
Efficient interlibrary loan / document delivery	2.51	1.67	2.07	2.35	1.92	5
Access to archives, special collections	2.11	1.51	1.20	2.27	1.06	10
Adequate hours of service	2.38	1.36	1.36	1.41	0.71	8

5.5 General Satisfaction Questions Summary for Second year

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.41	1.28	17
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.52	1.12	23
How would you rate the overall quality of the service provided by the library?	7.60	0.98	40

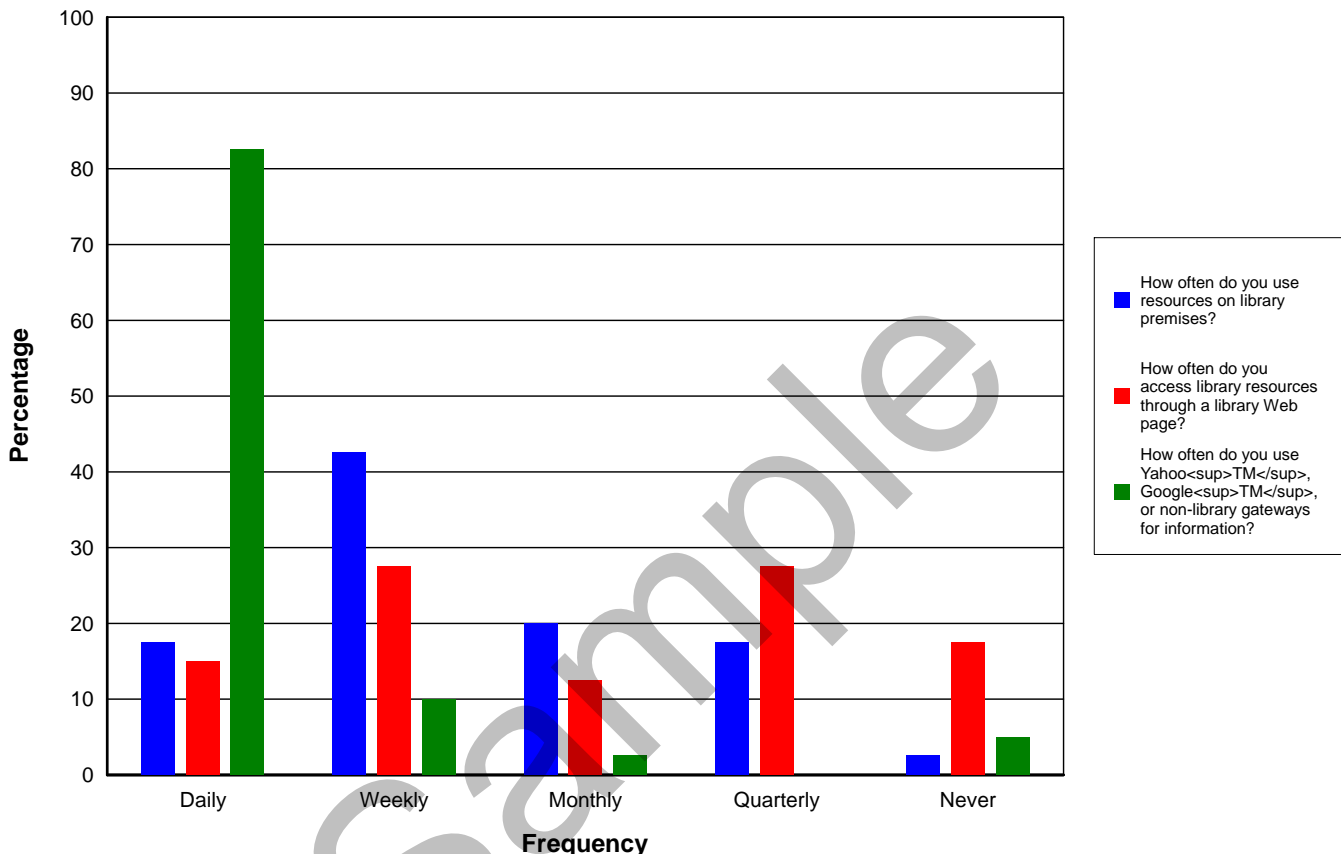
5.6 Information Literacy Outcomes Questions Summary for Second year

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	7.00	1.24	14
The library aids my advancement in my academic discipline or work.	7.40	1.24	15
The library enables me to be more efficient in my academic pursuits or work.			0
The library helps me distinguish between trustworthy and untrustworthy information.	6.95	1.57	20
The library provides me with the information skills I need in my work or study.	7.43	1.22	14

5.7 Library Use Summary for Second year

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	7 17.50%	17 42.50%	8 20.00%	7 17.50%	1 2.50%	40 100.00%
How often do you access library resources through a library Web page?	6 15.00%	11 27.50%	5 12.50%	11 27.50%	7 17.50%	40 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	33 82.50%	4 10.00%	1 2.50%	0 0.00%	2 5.00%	40 100.00%

6 Summary for Third year

6.1 Demographic Summary for Third year

6.1.1 Respondent Profiles for Third year by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions. This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories.

Discipline	Respondents n	Respondents %
Agriculture / Environmental Studies	8	10.67
Architecture	0	0.00
Business	0	0.00
Communications / Journalism	0	0.00
Education	0	0.00
Engineering / Computer Science	14	18.67
General Studies	13	17.33
Health Sciences	4	5.33
Humanities	8	10.67
Law	0	0.00
Military / Naval Science	0	0.00
Other	2	2.67
Performing & Fine Arts	9	12.00
Science / Math	6	8.00
Social Sciences / Psychology	11	14.67
Undecided	0	0.00
Total:	75	100.00

6.1.2 Population and Respondent Profiles for Third year by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions. This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library.

Discipline	Respondents n	Respondents %
Agriculture / Environmental Studies	8	10.67
Communications / Journalism	0	0.00
Engineering / Computer Science	14	18.67
General Studies	13	17.33
Health Sciences	4	5.33
Humanities	8	10.67
Military / Naval Science	0	0.00
Other	2	2.67
Performing & Fine Arts	9	12.00
Science / Math	6	8.00
Social Sciences / Psychology	11	14.67
Undecided	0	0.00
Total:	75	100.00

6.1.3 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Branch 1	44	58.67
Branch 2	29	38.67
Branch 3	2	2.67
Total:	75	100.00

6.1.4 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	65	86.67
23 - 30	8	10.67
31 - 45	2	2.67
46 - 65	0	0.00
Over 65	0	0.00
Total:	75	100.00

6.1.5 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

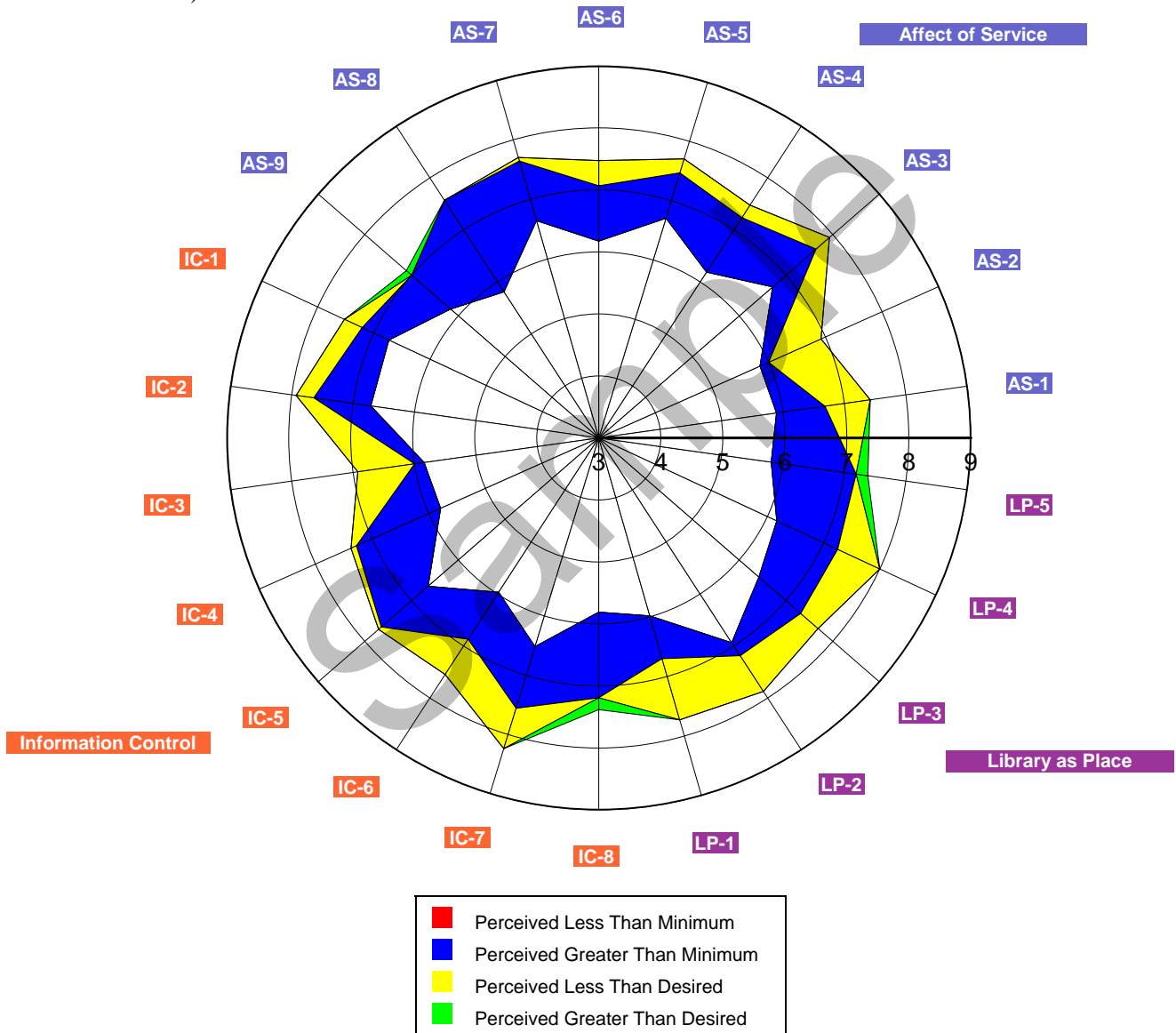
Sex:	Respondents n	Respondents %
Female	48	64.00
Male	27	36.00
Total:	75	100.00

6.2 Core Questions Summary for Third year

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)



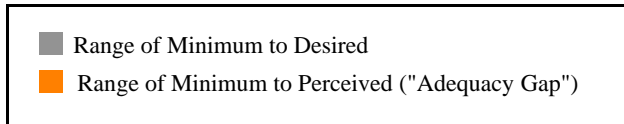
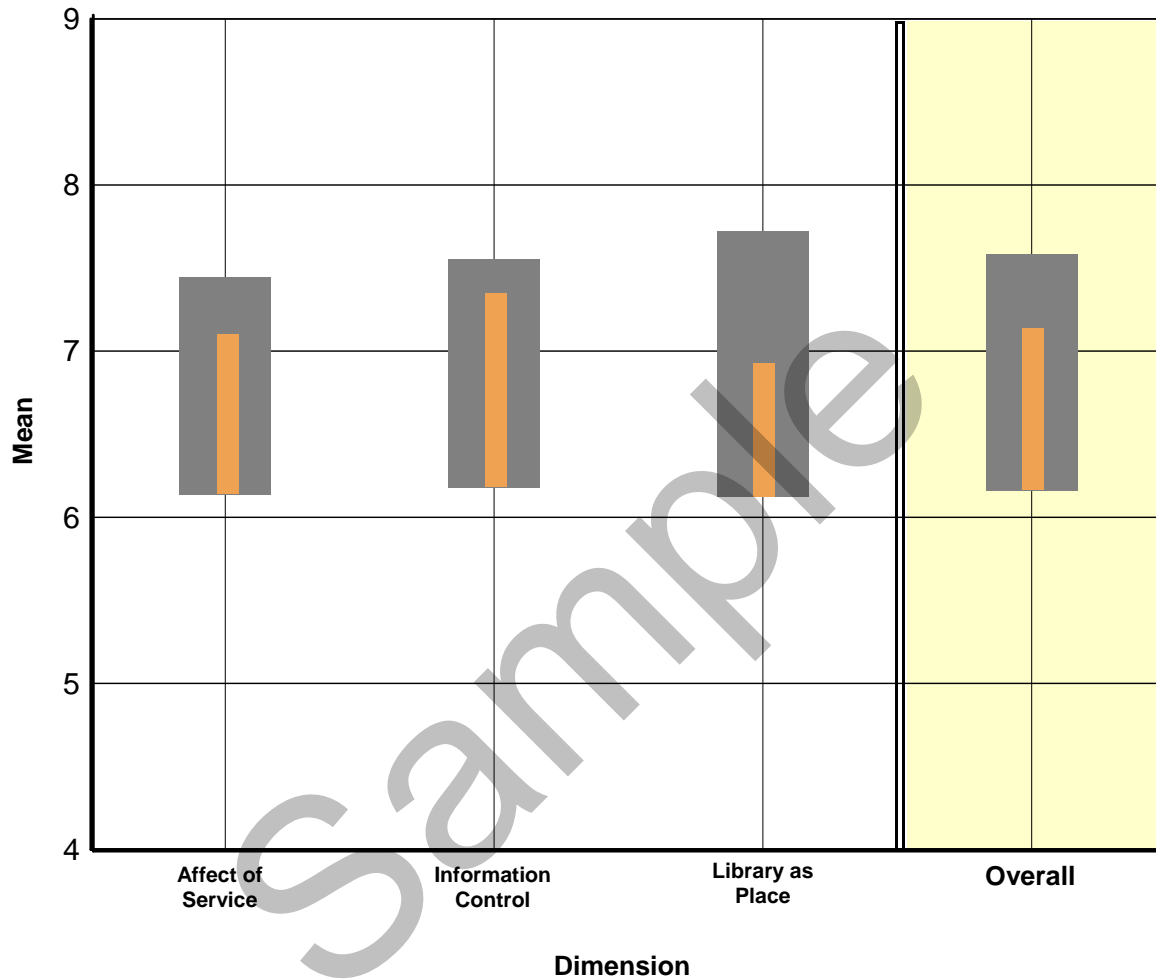
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.89	7.42	6.68	0.79	-0.74	19
AS-2	Giving users individual attention	5.85	6.92	6.00	0.15	-0.92	13
AS-3	Employees who are consistently courteous	6.71	7.93	7.64	0.93	-0.29	14
AS-4	Readiness to respond to users' questions	6.19	7.48	7.24	1.05	-0.24	21
AS-5	Employees who have the knowledge to answer user questions	6.71	7.71	7.47	0.76	-0.24	17
AS-6	Employees who deal with users in a caring fashion	6.18	7.47	7.07	0.89	-0.41	74
AS-7	Employees who understand the needs of their users	6.65	7.71	7.65	1.00	-0.06	17
AS-8	Willingness to help users	5.81	7.57	7.57	1.76	0.00	21
AS-9	Dependability in handling users' service problems	6.17	7.00	7.11	0.94	0.11	18
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.74	7.53	7.21	0.47	-0.32	19
IC-2	A library Web site enabling me to locate information on my own	6.71	7.93	7.64	0.93	-0.29	14
IC-3	The printed library materials I need for my work	5.85	6.92	6.00	0.15	-0.92	13
IC-4	The electronic information resources I need	5.79	7.38	7.28	1.49	-0.10	72
IC-5	Modern equipment that lets me easily access needed information	6.65	7.71	7.65	1.00	-0.06	17
IC-6	Easy-to-use access tools that allow me to find things on my own	5.97	7.55	6.87	0.90	-0.68	31
IC-7	Making information easily accessible for independent use	6.52	8.24	7.56	1.04	-0.68	25
IC-8	Print and/or electronic journal collections I require for my work	5.81	7.19	7.38	1.57	0.19	21
Library as Place							
LP-1	Library space that inspires study and learning	5.99	7.73	6.70	0.72	-1.03	74
LP-2	Quiet space for individual activities	6.94	7.88	7.19	0.25	-0.69	16
LP-3	A comfortable and inviting location	6.42	7.68	7.32	0.89	-0.37	19
LP-4	A getaway for study, learning, or research	6.17	8.00	7.25	1.08	-0.75	12
LP-5	Community space for group learning and group study	5.81	7.19	7.38	1.57	0.19	21
Overall:		6.16	7.59	7.12	0.96	-0.46	75

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	2.45	1.22	1.80	1.75	1.48	19
AS-2	Giving users individual attention	2.38	1.61	1.91	1.41	1.38	13
AS-3	Employees who are consistently courteous	1.94	1.33	1.45	1.14	1.27	14
AS-4	Readiness to respond to users' questions	1.89	1.83	1.70	1.83	1.41	21
AS-5	Employees who have the knowledge to answer user questions	1.31	0.99	1.33	1.15	1.25	17
AS-6	Employees who deal with users in a caring fashion	1.81	1.54	1.66	1.86	1.53	74
AS-7	Employees who understand the needs of their users	1.32	1.26	1.06	1.41	1.30	17
AS-8	Willingness to help users	1.89	1.25	1.36	1.87	1.38	21
AS-9	Dependability in handling users' service problems	1.10	1.46	1.13	1.16	1.02	18
Information Control							
IC-1	Making electronic resources accessible from my home or office	2.10	1.84	1.72	1.68	1.38	19
IC-2	A library Web site enabling me to locate information on my own	1.94	1.33	1.45	1.14	1.27	14
IC-3	The printed library materials I need for my work	2.38	1.61	1.91	1.41	1.38	13
IC-4	The electronic information resources I need	1.89	1.64	1.29	1.93	1.77	72
IC-5	Modern equipment that lets me easily access needed information	1.32	1.26	1.06	1.41	1.30	17
IC-6	Easy-to-use access tools that allow me to find things on my own	1.49	1.36	1.71	1.81	1.87	31
IC-7	Making information easily accessible for independent use	1.39	0.97	1.12	1.27	1.25	25
IC-8	Print and/or electronic journal collections I require for my work	2.40	2.14	1.75	1.86	2.16	21
Library as Place							
LP-1	Library space that inspires study and learning	1.93	1.62	1.91	2.02	1.78	74
LP-2	Quiet space for individual activities	1.57	1.20	1.91	2.65	2.30	16
LP-3	A comfortable and inviting location	1.54	1.20	1.20	1.05	1.16	19
LP-4	A getaway for study, learning, or research	1.95	2.30	1.48	1.31	1.29	12
LP-5	Community space for group learning and group study	2.40	2.14	1.75	1.86	2.16	21
Overall:		1.27	0.94	1.13	1.17	0.90	75

Language: English (American)
Institution Type: College or University
Consortium: None
Group/subgroup: Undergraduate - Third year

6.3 Core Question Dimensions Summary for Third year

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.14	7.45	7.09	0.96	-0.35	74
Information Control	6.18	7.55	7.34	1.16	-0.21	75
Library as Place	6.12	7.72	6.92	0.80	-0.80	75
Overall	6.16	7.59	7.12	0.96	-0.46	75

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.52	1.28	1.43	1.37	1.15	74
Information Control	1.49	1.19	1.17	1.25	1.22	75
Library as Place	1.68	1.43	1.60	1.88	1.85	75
Overall	1.27	0.94	1.13	1.17	0.90	75

6.4 Local Question Summary for Third year

This table shows mean scores of each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Access to information resources that support patient care	6.83	8.00	7.83	1.00	-0.17	18
Access to photocopying and printing facilities	6.50	7.75	7.25	0.75	-0.50	8
Efficient interlibrary loan / document delivery	5.29	7.36	6.64	1.36	-0.71	14
Access to archives, special collections	6.43	7.36	7.07	0.64	-0.29	14
Adequate hours of service	6.83	8.00	7.83	1.00	-0.17	18

This table shows the standard deviations for each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to information resources that support patient care	1.69	1.28	1.20	1.33	1.29	18
Access to photocopying and printing facilities	0.76	0.89	0.89	0.71	0.76	8
Efficient interlibrary loan / document delivery	2.16	1.08	1.50	1.91	1.38	14
Access to archives, special collections	2.28	1.45	1.82	2.82	2.09	14
Adequate hours of service	1.69	1.28	1.20	1.33	1.29	18

6.5 General Satisfaction Questions Summary for Third year

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.61	1.34	36
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.64	1.22	39
How would you rate the overall quality of the service provided by the library?	7.69	1.09	75

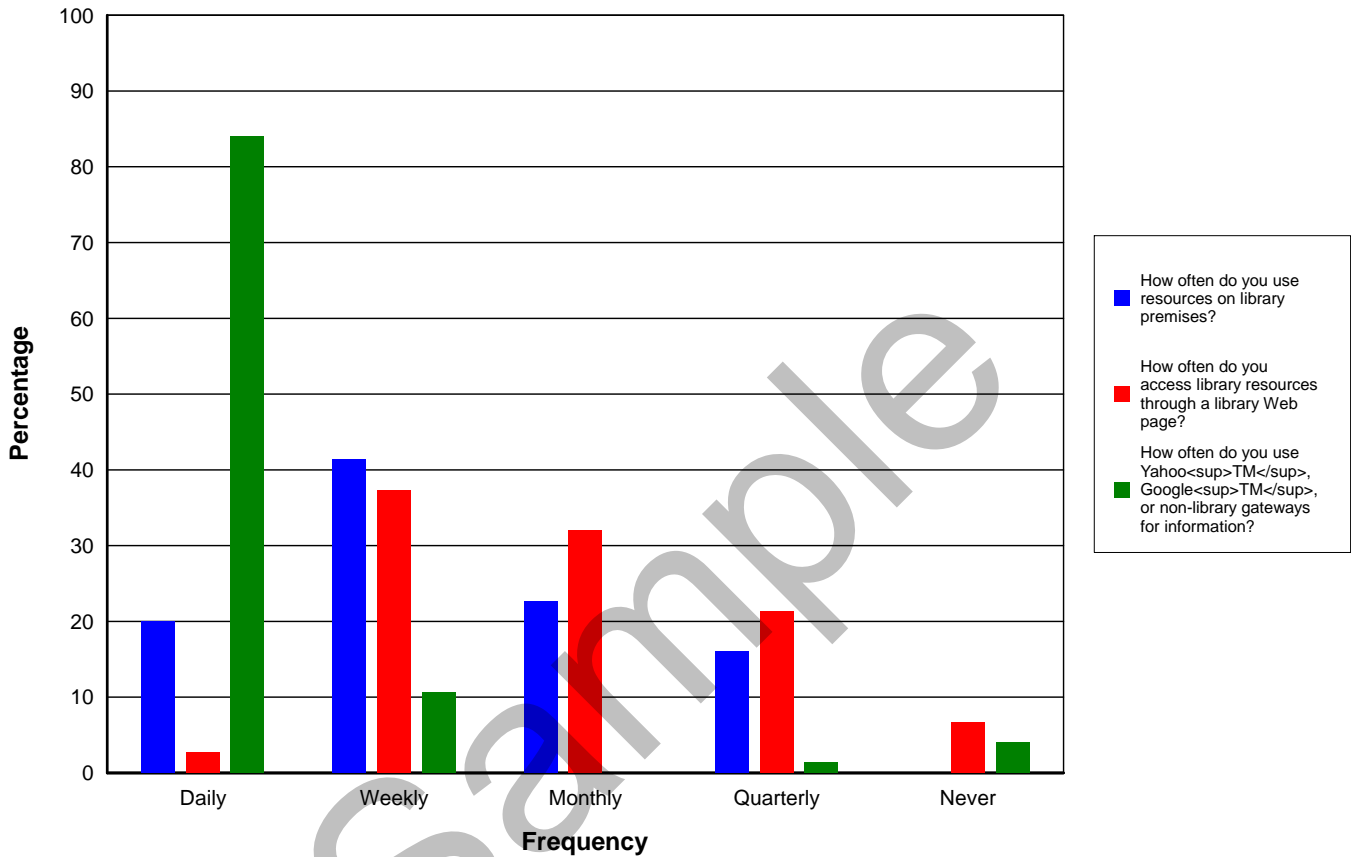
6.6 Information Literacy Outcomes Questions Summary for Third year

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	5.90	2.14	21
The library aids my advancement in my academic discipline or work.	7.40	1.59	30
The library enables me to be more efficient in my academic pursuits or work.			0
The library helps me distinguish between trustworthy and untrustworthy information.	7.05	1.90	38
The library provides me with the information skills I need in my work or study.	7.67	1.20	21

6.7 Library Use Summary for Third year

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	15 20.00%	31 41.33%	17 22.67%	12 16.00%	0 0.00%	75 100.00%
How often do you access library resources through a library Web page?	2 2.67%	28 37.33%	24 32.00%	16 21.33%	5 6.67%	75 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	63 84.00%	8 10.67%	0 0.00%	1 1.33%	3 4.00%	75 100.00%

7 Summary for Fourth year

7.1 Demographic Summary for Fourth year

7.1.1 Respondent Profiles for Fourth year by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions. This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories.

Discipline	Respondents n	Respondents %
Agriculture / Environmental Studies	6	9.09
Architecture	0	0.00
Business	0	0.00
Communications / Journalism	0	0.00
Education	0	0.00
Engineering / Computer Science	6	9.09
General Studies	9	13.64
Health Sciences	0	0.00
Humanities	14	21.21
Law	0	0.00
Military / Naval Science	0	0.00
Other	0	0.00
Performing & Fine Arts	12	18.18
Science / Math	9	13.64
Social Sciences / Psychology	10	15.15
Undecided	0	0.00
Total:	66	100.00

7.1.2 Population and Respondent Profiles for Fourth year by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions. This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library.

Discipline	Respondents n	Respondents %
Agriculture / Environmental Studies	6	9.09
Communications / Journalism	0	0.00
Engineering / Computer Science	6	9.09
General Studies	9	13.64
Health Sciences	0	0.00
Humanities	14	21.21
Military / Naval Science	0	0.00
Other	0	0.00
Performing & Fine Arts	12	18.18
Science / Math	9	13.64
Social Sciences / Psychology	10	15.15
Undecided	0	0.00
Total:	66	100.00

7.1.3 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Branch 1	52	78.79
Branch 2	12	18.18
Branch 3	2	3.03
Total:	66	100.00

7.1.4 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	56	84.85
23 - 30	8	12.12
31 - 45	2	3.03
46 - 65	0	0.00
Over 65	0	0.00
Total:	66	100.00

7.1.5 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

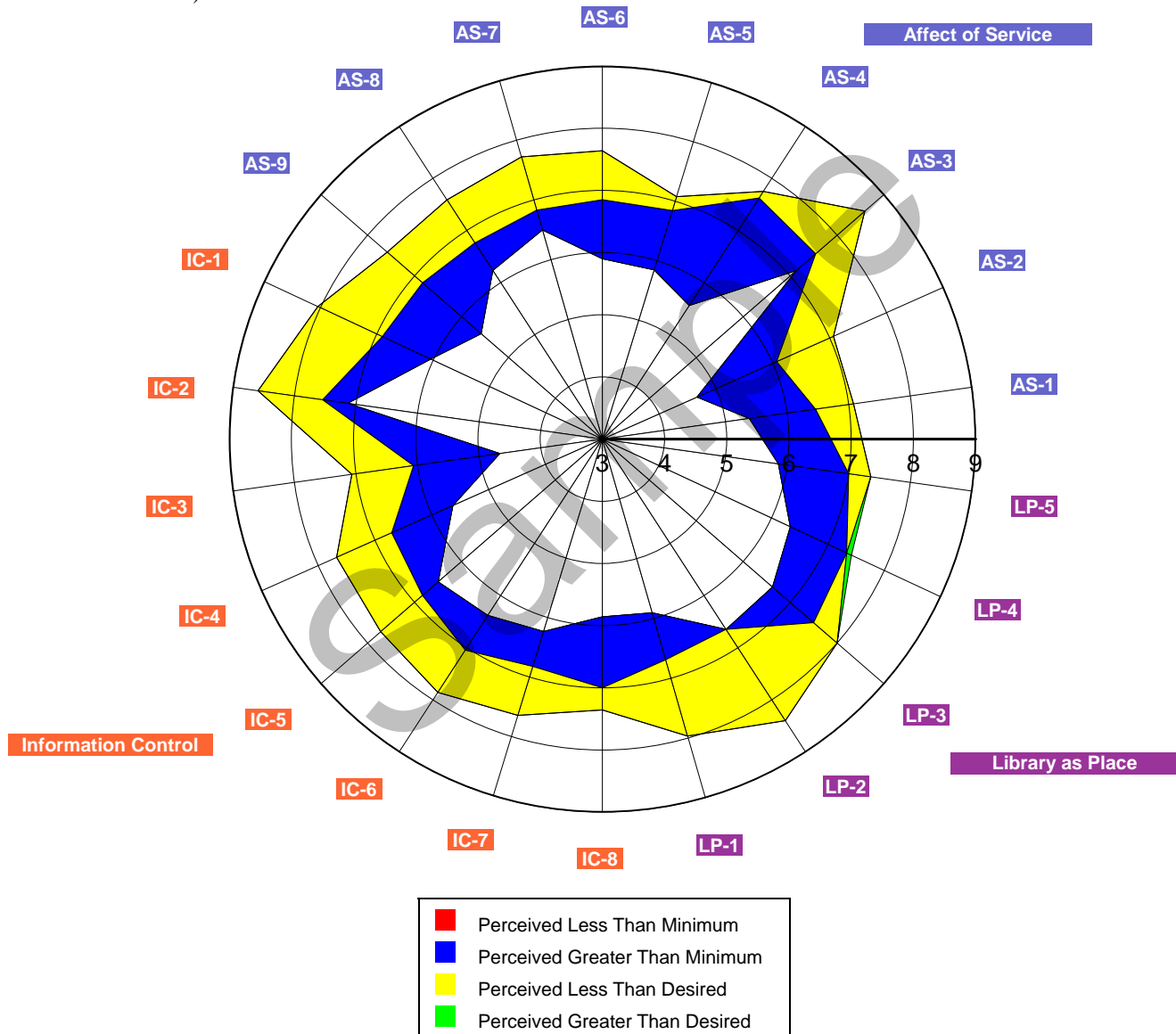
Sex:	Respondents n	Respondents %
Female	42	63.64
Male	24	36.36
Total:	66	100.00

7.2 Core Questions Summary for Fourth year

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.38	7.08	6.46	1.08	-0.62	13
AS-2	Giving users individual attention	4.67	7.07	6.07	1.40	-1.00	15
AS-3	Employees who are consistently courteous	7.14	8.59	7.55	0.41	-1.05	22
AS-4	Readiness to respond to users' questions	5.56	7.75	7.63	2.06	-0.13	16
AS-5	Employees who have the knowledge to answer user questions	5.85	7.08	6.85	1.00	-0.23	13
AS-6	Employees who deal with users in a caring fashion	5.90	7.64	6.85	0.95	-0.79	61
AS-7	Employees who understand the needs of their users	6.50	7.72	6.83	0.33	-0.89	18
AS-8	Willingness to help users	6.24	7.59	6.76	0.53	-0.82	17
AS-9	Dependability in handling users' service problems	5.58	7.58	6.83	1.25	-0.75	12
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.05	8.05	6.90	0.86	-1.14	21
IC-2	A library Web site enabling me to locate information on my own	7.14	8.59	7.55	0.41	-1.05	22
IC-3	The printed library materials I need for my work	4.67	7.07	6.07	1.40	-1.00	15
IC-4	The electronic information resources I need	5.63	7.68	6.71	1.08	-0.97	65
IC-5	Modern equipment that lets me easily access needed information	6.50	7.72	6.83	0.33	-0.89	18
IC-6	Easy-to-use access tools that allow me to find things on my own	6.38	7.86	7.05	0.67	-0.81	21
IC-7	Making information easily accessible for independent use	6.24	7.65	6.82	0.59	-0.82	17
IC-8	Print and/or electronic journal collections I require for my work	5.86	7.36	7.00	1.14	-0.36	14
Library as Place							
LP-1	Library space that inspires study and learning	5.91	7.97	6.69	0.78	-1.28	65
LP-2	Quiet space for individual activities	6.65	8.40	6.65	0.00	-1.75	20
LP-3	A comfortable and inviting location	6.63	8.00	7.50	0.88	-0.50	16
LP-4	A getaway for study, learning, or research	6.33	7.33	7.42	1.08	0.08	12
LP-5	Community space for group learning and group study	5.86	7.36	7.00	1.14	-0.36	14
Overall:		5.95	7.71	6.82	0.87	-0.89	66

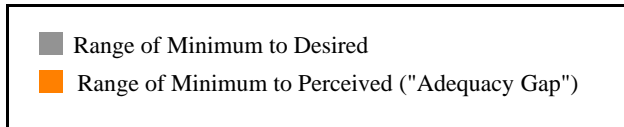
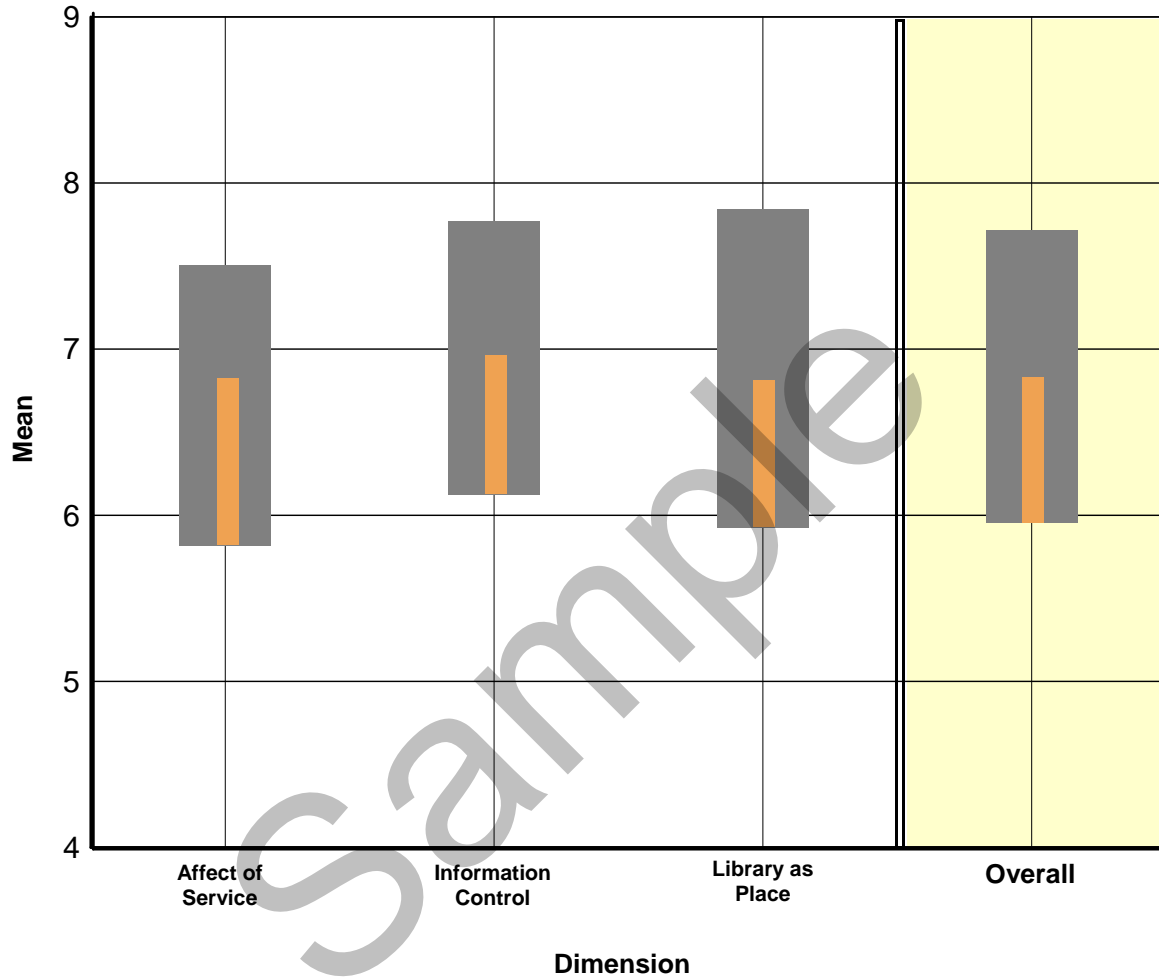
Language: English (American)
Institution Type: College or University
Consortium: None
Group/subgroup: Undergraduate - Fourth year

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.80	1.55	1.56	2.02	1.89	13
AS-2	Giving users individual attention	1.99	1.91	2.12	2.29	2.51	15
AS-3	Employees who are consistently courteous	1.52	0.91	1.53	1.50	1.65	22
AS-4	Readiness to respond to users' questions	1.71	1.13	1.15	1.34	1.31	16
AS-5	Employees who have the knowledge to answer user questions	2.76	1.89	2.03	1.87	1.48	13
AS-6	Employees who deal with users in a caring fashion	2.01	1.49	1.72	1.76	1.63	61
AS-7	Employees who understand the needs of their users	1.82	1.18	1.50	1.75	1.64	18
AS-8	Willingness to help users	1.60	1.73	1.44	1.42	2.04	17
AS-9	Dependability in handling users' service problems	1.83	1.38	1.47	1.91	1.22	12
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.80	1.40	1.37	1.85	1.35	21
IC-2	A library Web site enabling me to locate information on my own	1.52	0.91	1.53	1.50	1.65	22
IC-3	The printed library materials I need for my work	1.99	1.91	2.12	2.29	2.51	15
IC-4	The electronic information resources I need	1.77	1.57	1.48	1.65	1.55	65
IC-5	Modern equipment that lets me easily access needed information	1.82	1.18	1.50	1.75	1.64	18
IC-6	Easy-to-use access tools that allow me to find things on my own	2.09	1.39	1.56	1.56	1.54	21
IC-7	Making information easily accessible for independent use	1.48	1.37	1.38	1.54	1.24	17
IC-8	Print and/or electronic journal collections I require for my work	1.66	1.45	1.30	1.51	1.34	14
Library as Place							
LP-1	Library space that inspires study and learning	1.57	1.39	1.52	2.12	2.03	65
LP-2	Quiet space for individual activities	1.42	0.82	1.84	2.29	1.89	20
LP-3	A comfortable and inviting location	1.67	1.15	1.32	1.41	1.59	16
LP-4	A getaway for study, learning, or research	1.56	2.19	1.83	1.78	1.44	12
LP-5	Community space for group learning and group study	1.66	1.45	1.30	1.51	1.34	14
Overall:		1.40	0.98	1.23	1.35	1.21	66

Language: English (American)
Institution Type: College or University
Consortium: None
Group/subgroup: Undergraduate - Fourth year

7.3 Core Question Dimensions Summary for Fourth year

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	5.82	7.51	6.82	1.00	-0.69	64
Information Control	6.12	7.77	6.95	0.83	-0.82	66
Library as Place	5.92	7.84	6.80	0.88	-1.04	66
Overall	5.95	7.71	6.82	0.87	-0.89	66

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.80	1.26	1.53	1.64	1.47	64
Information Control	1.58	1.17	1.27	1.37	1.16	66
Library as Place	1.56	1.27	1.41	1.95	1.81	66
Overall	1.40	0.98	1.23	1.35	1.21	66

7.4 Local Question Summary for Fourth year

This table shows mean scores of each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Access to information resources that support patient care	6.00	8.44	6.78	0.78	-1.67	9
Access to photocopying and printing facilities	5.82	7.55	6.27	0.45	-1.27	11
Efficient interlibrary loan / document delivery	4.70	7.20	6.10	1.40	-1.10	10
Access to archives, special collections	6.75	8.30	6.55	-0.20	-1.75	20
Adequate hours of service	6.00	8.44	6.78	0.78	-1.67	9

This table shows the standard deviations for each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to information resources that support patient care	1.22	0.73	1.56	1.92	1.50	9
Access to photocopying and printing facilities	0.98	1.29	2.33	2.70	2.87	11
Efficient interlibrary loan / document delivery	2.00	1.75	1.73	1.58	1.45	10
Access to archives, special collections	1.80	1.34	1.73	1.64	1.86	20
Adequate hours of service	1.22	0.73	1.56	1.92	1.50	9

7.5 General Satisfaction Questions Summary for Fourth year

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.55	1.50	38
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	6.96	1.55	28
How would you rate the overall quality of the service provided by the library?	7.27	1.25	66

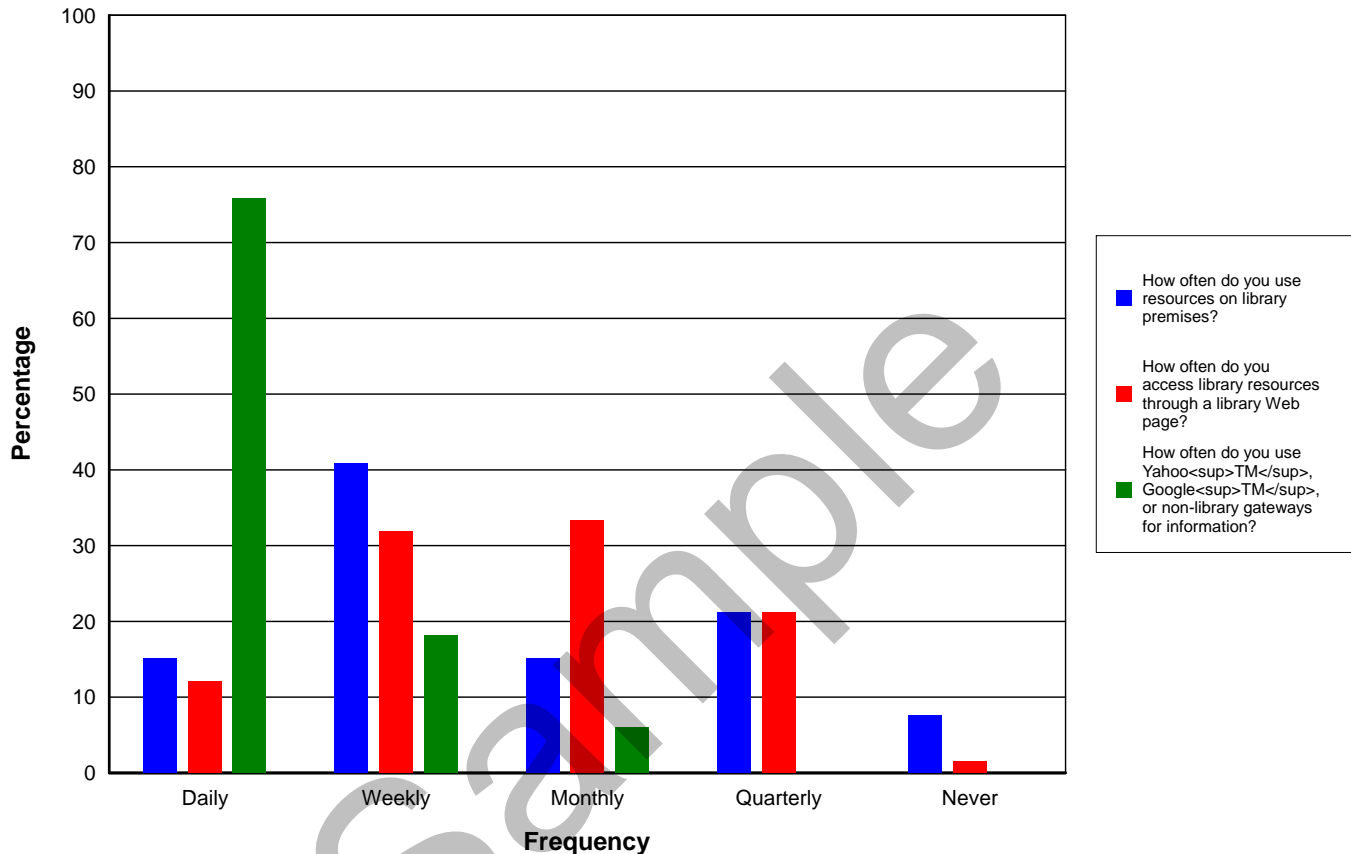
7.6 Information Literacy Outcomes Questions Summary for Fourth year

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	5.78	1.86	23
The library aids my advancement in my academic discipline or work.	6.76	1.72	29
The library enables me to be more efficient in my academic pursuits or work.			0
The library helps me distinguish between trustworthy and untrustworthy information.	6.34	1.65	29
The library provides me with the information skills I need in my work or study.	7.28	1.34	25

7.7 Library Use Summary for Fourth year

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	10 15.15%	27 40.91%	10 15.15%	14 21.21%	5 7.58%	66 100.00%
How often do you access library resources through a library Web page?	8 12.12%	21 31.82%	22 33.33%	14 21.21%	1 1.52%	66 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	50 75.76%	12 18.18%	4 6.06%	0 0.00%	0 0.00%	66 100.00%

8 Summary for Fifth year and above

8.1 Demographic Summary for Fifth year and above

8.1.1 Respondent Profiles for Fifth year and above by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions. This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories.

Discipline	Respondents n	Respondents %
Agriculture / Environmental Studies	1	9.09
Architecture	0	0.00
Business	0	0.00
Communications / Journalism	0	0.00
Education	0	0.00
Engineering / Computer Science	1	9.09
General Studies	0	0.00
Health Sciences	0	0.00
Humanities	3	27.27
Law	0	0.00
Military / Naval Science	0	0.00
Other	0	0.00
Performing & Fine Arts	3	27.27
Science / Math	2	18.18
Social Sciences / Psychology	1	9.09
Undecided	0	0.00
Total:	11	100.00

8.1.2 Population and Respondent Profiles for Fifth year and above by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions. This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library.

Discipline	Respondents n	Respondents %
Agriculture / Environmental Studies	1	9.09
Communications / Journalism	0	0.00
Engineering / Computer Science	1	9.09
General Studies	0	0.00
Health Sciences	0	0.00
Humanities	3	27.27
Military / Naval Science	0	0.00
Other	0	0.00
Performing & Fine Arts	3	27.27
Science / Math	2	18.18
Social Sciences / Psychology	1	9.09
Undecided	0	0.00
Total:	11	100.00

8.1.3 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Branch 1	8	72.73
Branch 2	3	27.27
Branch 3	0	0.00
Total:	11	100.00

8.1.4 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	4	36.36
23 - 30	7	63.64
31 - 45	0	0.00
46 - 65	0	0.00
Over 65	0	0.00
Total:	11	100.00

8.1.5 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

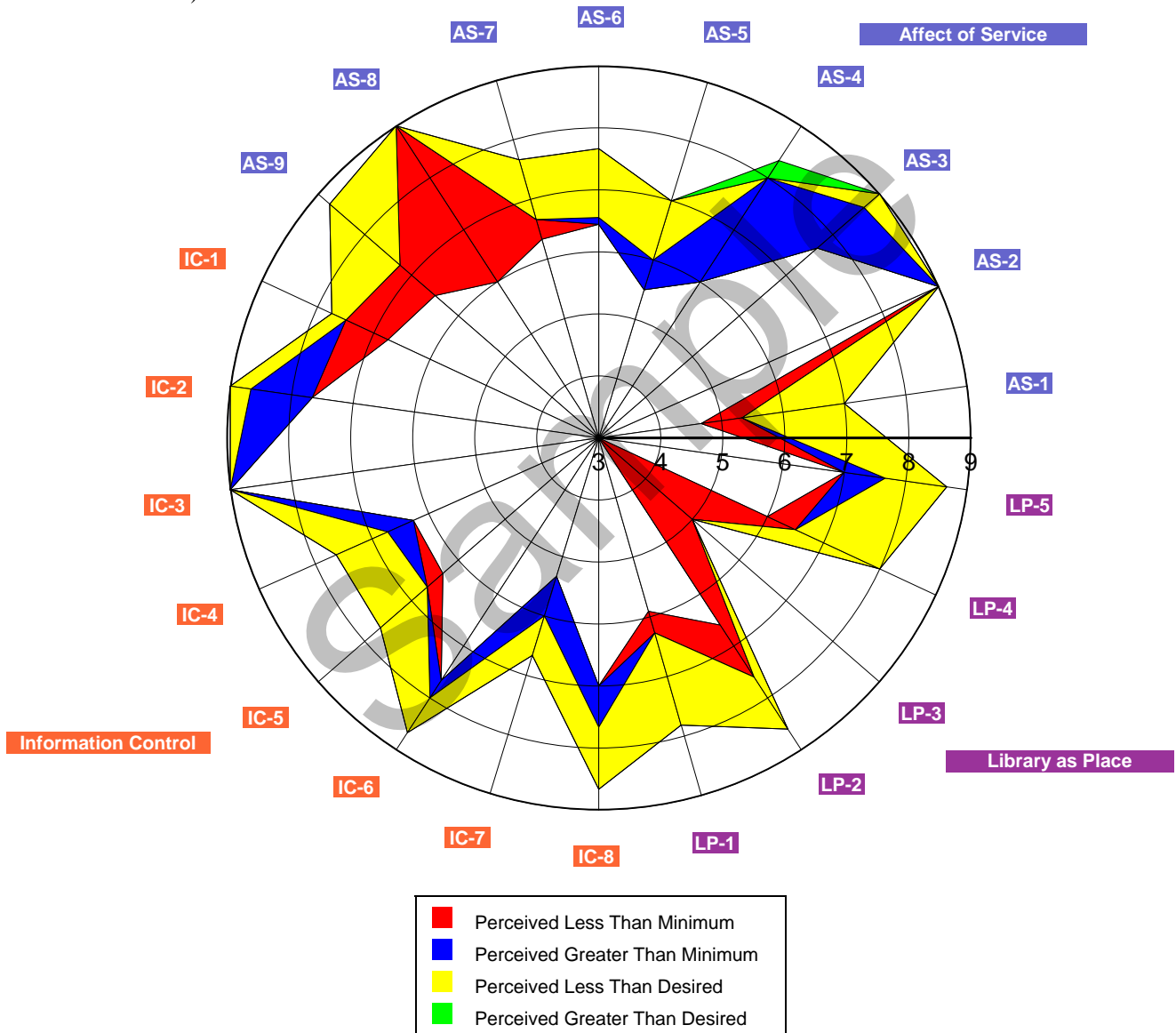
Sex:	Respondents n	Respondents %
Female	5	45.45
Male	6	54.55
Total:	11	100.00

8.2 Core Questions Summary for Fifth year and above

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)



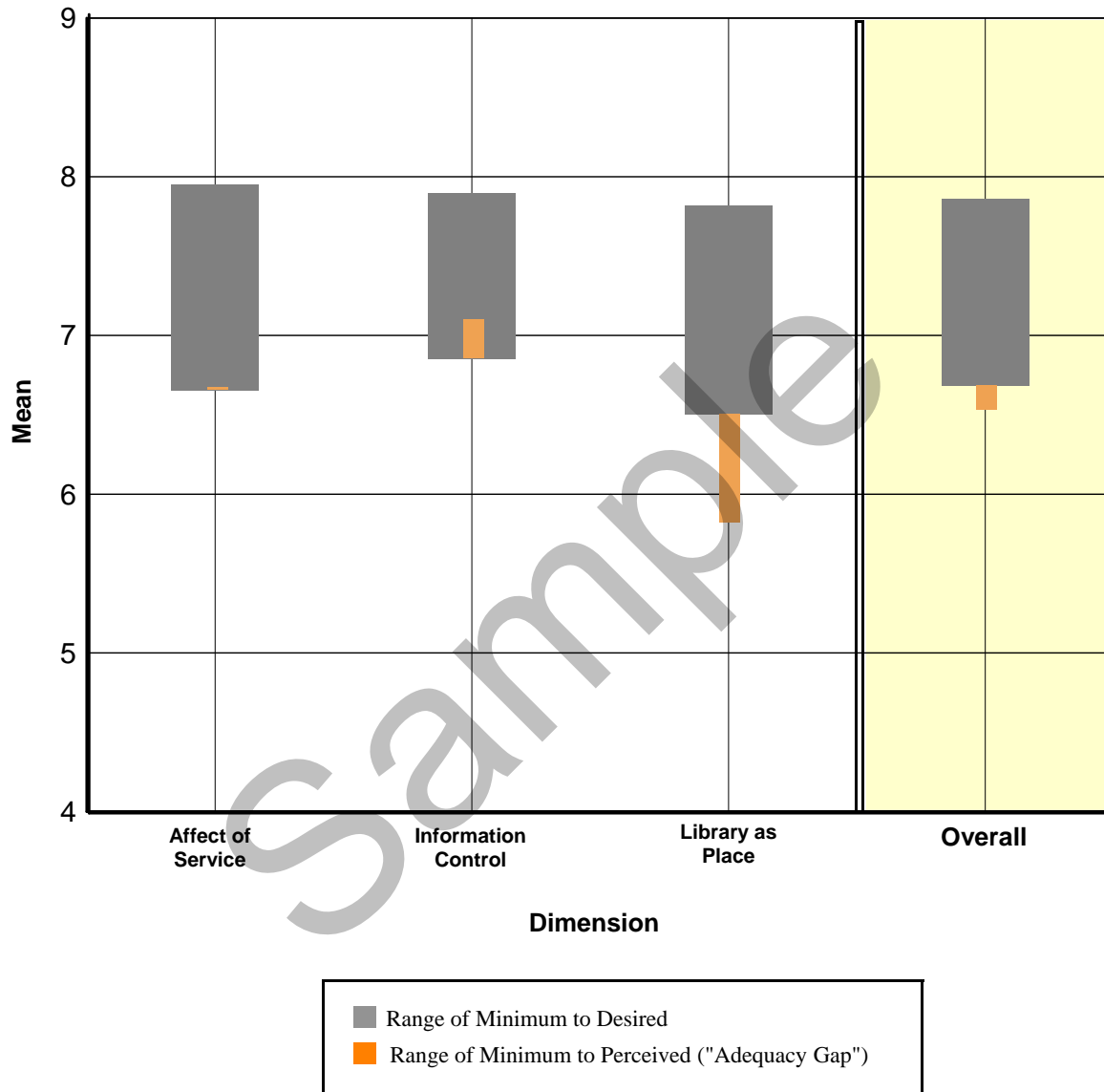
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.33	7.00	4.67	-0.67	-2.33	3
AS-2	Giving users individual attention	9.00	9.00	9.00	0.00	0.00	1
AS-3	Employees who are consistently courteous	7.67	9.00	8.67	1.00	-0.33	3
AS-4	Readiness to respond to users' questions	6.00	8.00	8.33	2.33	0.33	3
AS-5	Employees who have the knowledge to answer user questions	5.50	7.00	6.00	0.50	-1.00	4
AS-6	Employees who deal with users in a caring fashion	6.44	7.67	6.56	0.11	-1.11	9
AS-7	Employees who understand the needs of their users	6.67	7.67	6.33	-0.33	-1.33	3
AS-8	Willingness to help users	9.00	9.00	6.00	-3.00	-3.00	1
AS-9	Dependability in handling users' service problems	7.25	8.75	6.50	-0.75	-2.25	4
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.50	7.75	6.75	-0.75	-1.00	4
IC-2	A library Web site enabling me to locate information on my own	7.67	9.00	8.67	1.00	-0.33	3
IC-3	The printed library materials I need for my work	9.00	9.00	9.00	0.00	0.00	1
IC-4	The electronic information resources I need	6.27	7.64	6.73	0.45	-0.91	11
IC-5	Modern equipment that lets me easily access needed information	6.67	7.67	6.33	-0.33	-1.33	3
IC-6	Easy-to-use access tools that allow me to find things on my own	7.67	8.67	8.00	0.33	-0.67	3
IC-7	Making information easily accessible for independent use	5.33	6.67	6.00	0.67	-0.67	3
IC-8	Print and/or electronic journal collections I require for my work	7.00	8.67	7.67	0.67	-1.00	3
Library as Place							
LP-1	Library space that inspires study and learning	6.27	7.82	5.91	-0.36	-1.91	11
LP-2	Quiet space for individual activities	7.60	8.60	6.60	-1.00	-2.00	5
LP-3	A comfortable and inviting location	5.00	5.00	1.00	-4.00	-4.00	1
LP-4	A getaway for study, learning, or research	6.50	8.00	6.00	-0.50	-2.00	2
LP-5	Community space for group learning and group study	7.00	8.67	7.67	0.67	-1.00	3
Overall:		6.68	7.86	6.53	-0.15	-1.33	11

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	0.58	2.00	4.04	3.51	3.79	3
AS-2	Giving users individual attention						1
AS-3	Employees who are consistently courteous	2.31	0.00	0.58	2.65	0.58	3
AS-4	Readiness to respond to users' questions	2.00	1.00	1.15	1.15	0.58	3
AS-5	Employees who have the knowledge to answer user questions	1.00	2.31	1.15	1.00	1.15	4
AS-6	Employees who deal with users in a caring fashion	1.81	1.73	2.55	2.52	1.96	9
AS-7	Employees who understand the needs of their users	0.58	0.58	0.58	0.58	0.58	3
AS-8	Willingness to help users						1
AS-9	Dependability in handling users' service problems	1.71	0.50	1.91	1.50	1.71	4
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.91	1.89	3.30	2.22	1.83	4
IC-2	A library Web site enabling me to locate information on my own	2.31	0.00	0.58	2.65	0.58	3
IC-3	The printed library materials I need for my work						1
IC-4	The electronic information resources I need	2.00	1.50	1.74	1.97	1.87	11
IC-5	Modern equipment that lets me easily access needed information	0.58	0.58	0.58	0.58	0.58	3
IC-6	Easy-to-use access tools that allow me to find things on my own	1.53	0.58	1.00	0.58	1.15	3
IC-7	Making information easily accessible for independent use	0.58	1.53	1.00	0.58	1.15	3
IC-8	Print and/or electronic journal collections I require for my work	2.00	0.58	2.31	3.06	2.65	3
Library as Place							
LP-1	Library space that inspires study and learning	1.79	1.83	2.66	2.54	2.26	11
LP-2	Quiet space for individual activities	1.67	0.89	3.05	1.41	2.92	5
LP-3	A comfortable and inviting location						1
LP-4	A getaway for study, learning, or research	2.12	0.00	2.83	0.71	2.83	2
LP-5	Community space for group learning and group study	2.00	0.58	2.31	3.06	2.65	3
Overall:		1.30	1.09	1.76	1.44	1.10	11

Language: English (American)
Institution Type: College or University
Consortium: None
Group/subgroup: Undergraduate - Fifth year and above

8.3 Core Question Dimensions Summary for Fifth year and above

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.65	7.95	6.67	0.02	-1.28	10
Information Control	6.85	7.89	7.09	0.24	-0.80	11
Library as Place	6.50	7.82	5.82	-0.68	-2.00	11
Overall	6.68	7.86	6.53	-0.15	-1.33	11

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.33	1.36	2.12	1.92	1.65	10
Information Control	1.51	0.94	1.57	1.55	1.00	11
Library as Place	1.63	1.49	2.65	2.03	1.97	11
Overall	1.30	1.09	1.76	1.44	1.10	11

8.4 Local Question Summary for Fifth year and above

This table shows mean scores of each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Access to information resources that support patient care	5.00	6.50	5.50	0.50	-1.00	2
Access to photocopying and printing facilities	7.67	7.67	6.00	-1.67	-1.67	3
Efficient interlibrary loan / document delivery	6.00	7.00	8.00	2.00	1.00	1
Access to archives, special collections	7.00	9.00	5.67	-1.33	-3.33	3
Adequate hours of service	5.00	6.50	5.50	0.50	-1.00	2

This table shows the standard deviations for each of the local questions added by the individual library or consortium, where n is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to information resources that support patient care	0.00	2.12	3.54	3.54	1.41	2
Access to photocopying and printing facilities	1.15	1.53	3.00	4.04	3.79	3
Efficient interlibrary loan / document delivery						1
Access to archives, special collections	2.00	0.00	3.51	1.53	3.51	3
Adequate hours of service	0.00	2.12	3.54	3.54	1.41	2

8.5 General Satisfaction Questions Summary for Fifth year and above

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	6.86	2.73	7
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	8.25	0.96	4
How would you rate the overall quality of the service provided by the library?	7.36	2.01	11

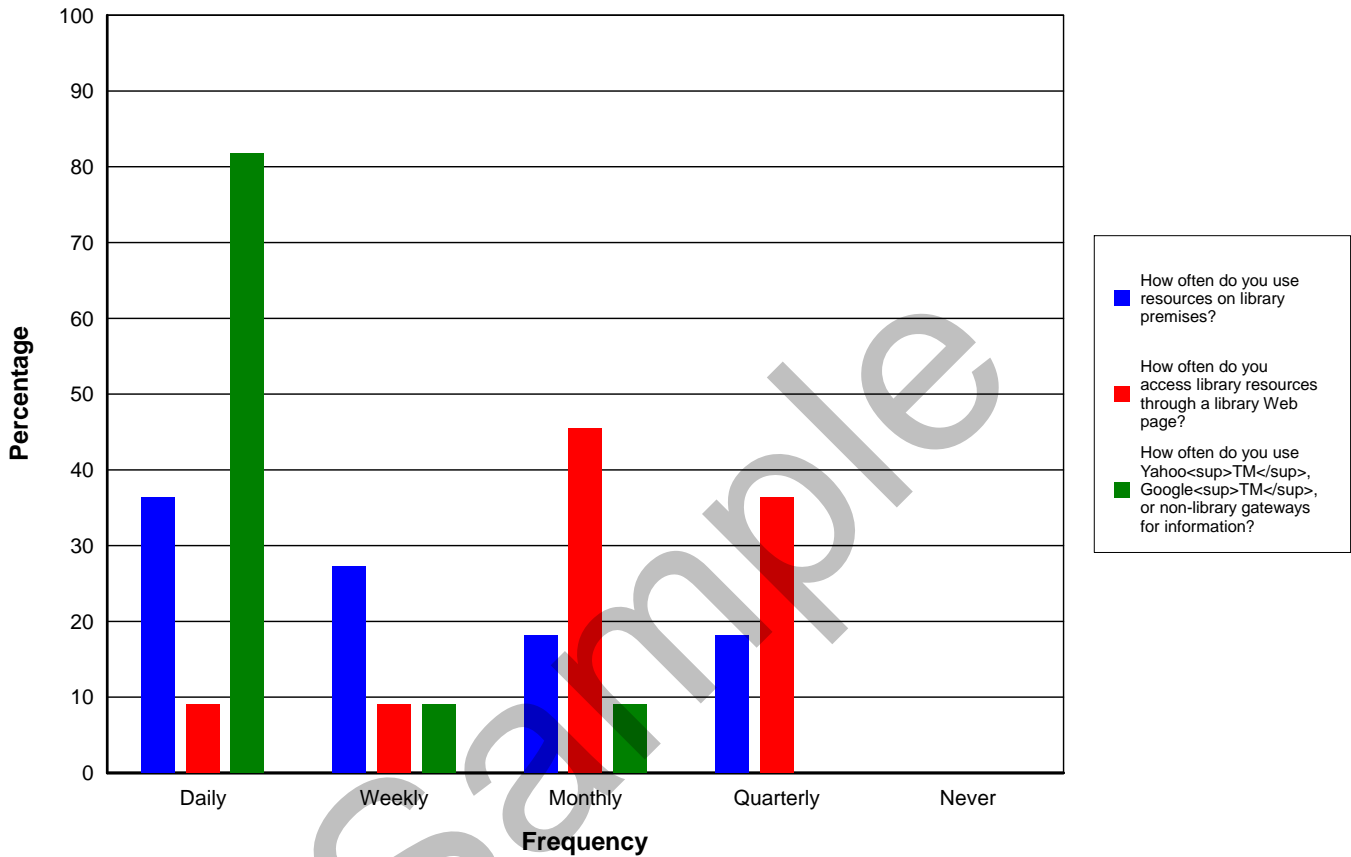
8.6 Information Literacy Outcomes Questions Summary for Fifth year and above

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.75	2.63	4
The library aids my advancement in my academic discipline or work.	7.25	1.26	4
The library enables me to be more efficient in my academic pursuits or work.			0
The library helps me distinguish between trustworthy and untrustworthy information.	7.33	1.86	6
The library provides me with the information skills I need in my work or study.			0

8.7 Library Use Summary for Fifth year and above

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	4 36.36%	3 27.27%	2 18.18%	2 18.18%	0 0.00%	11 100.00%
How often do you access library resources through a library Web page?	1 9.09%	1 9.09%	5 45.45%	4 36.36%	0 0.00%	11 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	9 81.82%	1 9.09%	1 9.09%	0 0.00%	0 0.00%	11 100.00%

Appendix A: LibQUAL+® Dimensions

LibQUAL+® measures dimensions of perceived library quality--that is, each survey question is part of a broader category (a dimension), and scores within those categories are analyzed in order to derive more general information about library users' perceptions of service. These dimensions were first based on the original SERVQUAL survey instrument (the framework for the LibQUAL+® survey tool; for more information on the origins of LibQUAL+®, go to <http://www.libqual.org/Publications/>). The LibQUAL+® survey dimensions have evolved with each iteration, becoming more refined and focused for application to the library context. Dimensions for each iteration of the LibQUAL+® survey are outlined below.

LibQUAL+® 2000 Dimensions

The 2000 iteration of the LibQUAL+® survey, which had 41 questions, measured eight separate dimensions:

- Assurance (the knowledge and courtesy of employees, and their ability to convey trust and confidence)
- Empathy (caring, individual attention)
- Library as Place (library as a sanctuary/haven or site for learning and contemplation)
- Reliability (ability to perform the promised service dependably and accurately)
- Responsiveness (willingness to help customers and provide prompt service)
- Tangibles (appearance of physical facilities, equipment, personnel and communications materials)
- Instructions/Custom Items
- Self-Reliance

LibQUAL+® 2001 Dimensions

After careful analysis of the results from the 2000 survey, the dimensions were further refined to re-ground the SERVQUAL items in the library context. Four sub-dimensions resulted for the 2001 iteration:

- Service Affect (nine items, such as “willingness to help users”)
- Library as Place (five items, such as “a haven for quiet and solitude”)
- Personal Control (six items, such as “website enabling me to locate information on my own”), and
- Information Access (five items, such as “comprehensive print collections” and “convenient business hours”)

LibQUAL+® 2002 and 2003 Dimensions

For the 2002 iteration of the LibQUAL+® survey, the dimensions were once again refined based on analysis of the previous year's results. While the four dimensions were retained, their titles were changed slightly to more clearly represent the questions and data. The same four dimensions were also used on the 2003 survey:

- Access to Information
- Affect of Service
- Library as Place
- Personal Control

LibQUAL+® 2004 - Present Dimensions

After the 2003 survey was completed, factor and reliability analyses on the resulting data revealed that two of the

dimensions measured by the survey-Access to Information and Personal Control-had collapsed into one. The following three dimensions have been measured since then: Affect of Service, Information Control, and Library as Place. In addition, three core items were eliminated from the 2003 version of the survey, leaving 22 core items on the final survey instrument.

The list below displays the dimensions used to present the results in the 2011 notebooks, along with the questions that relate to each dimension. (*Note: The questions below are those used in the College and University implementation of the survey, American English version.*)

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

Sample

Sample

Sample



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