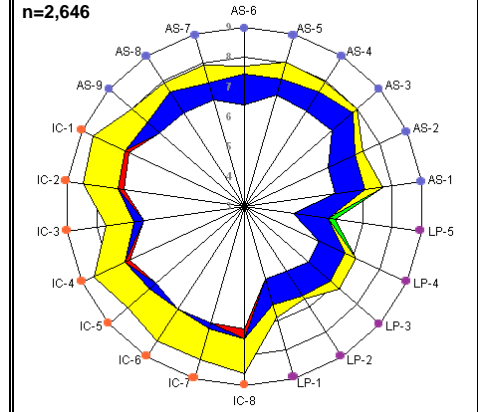
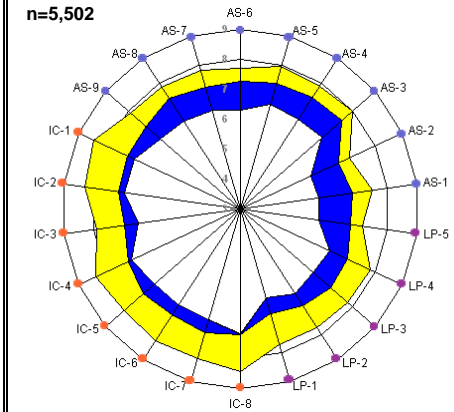
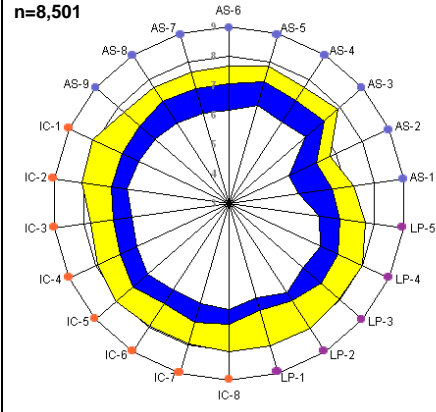




LibQUAL+® in the Sciences

Data from Respondents in the Science/Math, Engineering/Computer Science and Health Science Disciplines Gathered at 53 ARL Libraries during 2007 and 2008

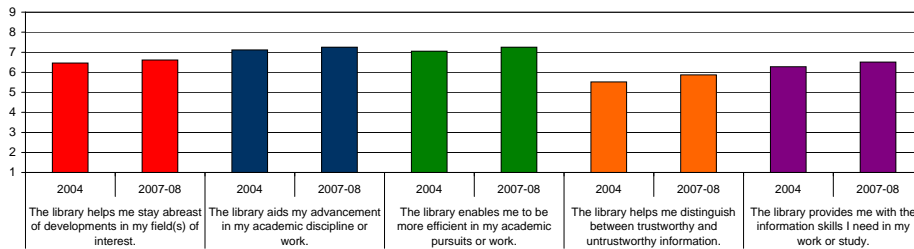
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Users were asked for their judgments on three scales for each survey question: the desired level of service they would like to receive (AvgDes), the minimum they are willing to accept (AvgMin), and the actual level of service they perceive to have been provided (AvgPer). The desired and minimum scores establish the upper and lower boundaries of a zone of tolerance within which the perceived scores should float if respondents view service as adequate. This framework allows the use of gap analysis to interpret results. If scores are within the zone of tolerance, the service adequacy gap (AdqGap) is positive because users' perceptions are higher than their minimum expectations, although lower than their desired expectations. Positive service adequacy gaps are shown in blue on the radar charts to the right. Conversely, a negative service adequacy gap occurs when perceptions fall below minimum expectations; this is represented on the radar charts in red. A positive superiority gap (SupGap) occurs when perceptions exceed desires; this is represented on the radar charts in green.



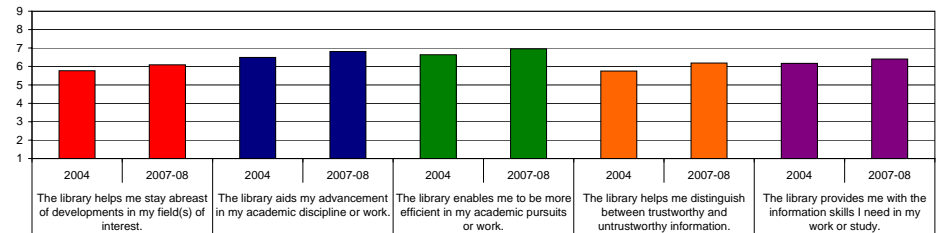
	Undergraduate					Graduate					Faculty				
	AvgMin	AvgDes	AvgPer	AdqGap	SupGap	AvgMin	AvgDes	AvgPer	AdqGap	SupGap	AvgMin	AvgDes	AvgPer	AdqGap	SupGap
AS-1	5.39	7.26	6.53	1.14	-0.73	5.68	7.48	6.81	1.13	-0.67	6.05	7.66	7.07	1.02	-0.59
AS-2	5.24	6.81	6.28	1.04	-0.53	5.60	7.04	6.64	1.04	-0.41	6.10	7.38	7.06	0.97	-0.32
AS-3	6.46	7.89	7.28	0.82	-0.61	6.62	7.98	7.49	0.87	-0.49	6.85	8.02	7.79	0.94	-0.23
AS-4	6.29	7.68	7.16	0.87	-0.52	6.57	7.90	7.43	0.86	-0.48	6.81	7.98	7.55	0.74	-0.42
AS-5	6.47	7.87	7.29	0.82	-0.58	6.64	7.98	7.38	0.74	-0.60	6.85	8.05	7.44	0.59	-0.61
AS-6	6.18	7.66	7.08	0.90	-0.58	6.29	7.70	7.25	0.96	-0.44	6.40	7.69	7.42	1.02	-0.26
AS-7	6.20	7.62	7.06	0.86	-0.56	6.44	7.83	7.22	0.78	-0.61	6.71	7.93	7.30	0.59	-0.63
AS-8	6.25	7.69	7.13	0.88	-0.56	6.49	7.86	7.40	0.91	-0.45	6.74	7.94	7.57	0.84	-0.36
AS-9	6.33	7.73	7.04	0.72	-0.69	6.56	7.90	7.21	0.65	-0.69	6.78	8.01	7.31	0.53	-0.70
IC-1	6.36	8.09	7.01	0.64	-1.08	6.93	8.44	7.21	0.28	-1.23	7.40	8.61	7.28	-0.13	-1.33
IC-2	6.49	8.02	7.04	0.56	-0.98	6.94	8.31	7.13	0.19	-1.18	7.27	8.46	7.06	-0.21	-1.40
IC-3	6.34	7.73	6.97	0.64	-0.75	6.48	7.86	6.95	0.47	-0.92	6.39	7.65	6.74	0.34	-0.91
IC-4	6.47	7.95	7.09	0.63	-0.86	7.03	8.38	7.18	0.15	-1.20	7.41	8.56	7.24	-0.18	-1.32
IC-5	6.66	8.06	7.34	0.68	-0.72	6.83	8.18	7.34	0.50	-0.84	6.93	8.15	7.20	0.27	-0.95
IC-6	6.51	7.98	7.07	0.57	-0.91	6.84	8.23	7.21	0.38	-1.02	7.10	8.37	7.10	0.00	-1.27
IC-7	6.52	7.98	7.18	0.66	-0.79	6.84	8.20	7.30	0.46	-0.90	7.08	8.33	7.27	0.20	-1.05
IC-8	6.60	8.02	7.10	0.50	-0.92	7.19	8.45	7.17	-0.02	-1.27	7.45	8.59	7.08	-0.37	-1.50
LP-1	6.33	8.04	6.77	0.44	-1.27	6.09	7.69	6.63	0.54	-1.06	5.52	6.87	6.45	0.93	-0.42
LP-2	6.63	8.07	6.95	0.32	-1.12	6.37	7.75	6.85	0.49	-0.89	5.56	6.71	6.58	1.02	-0.13
LP-3	6.35	7.98	7.15	0.80	-0.83	6.24	7.78	7.05	0.81	-0.73	5.82	7.20	6.80	0.98	-0.40
LP-4	6.45	8.01	7.11	0.66	-0.89	6.30	7.82	6.96	0.66	-0.85	5.78	7.14	6.68	0.90	-0.46
LP-5	6.10	7.68	6.81	0.71	-0.87	5.68	7.13	6.73	1.05	-0.40	4.64	5.85	6.07	1.44	0.22

Information Literacy Outcomes - These charts display the mean scores for each of the information literacy outcomes questions. 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 being "strongly agree."

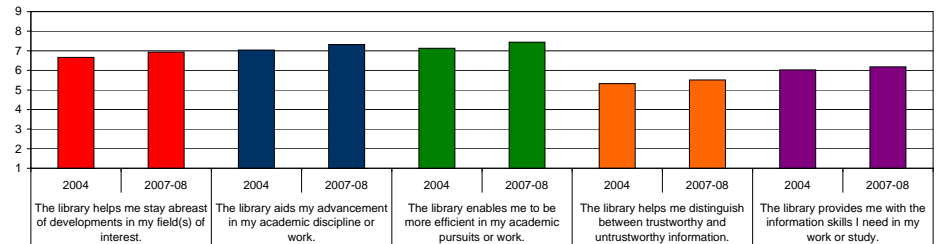
Graduate
(n = 3,375 in 2004; 5,502 in 2007-08)



Undergraduate
(n = 3,525 in 2004; 8,501 in 2007-08)

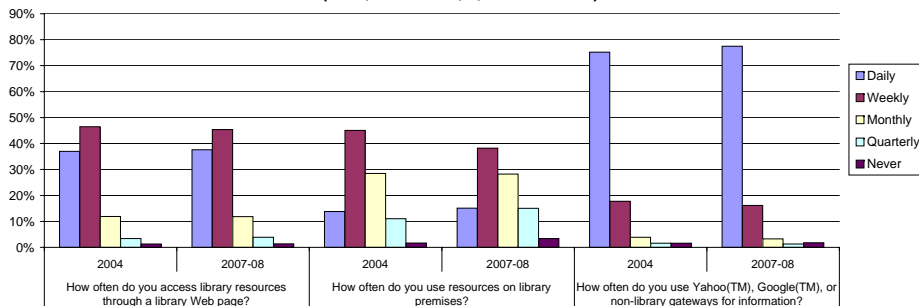


Faculty
(n = 1,840 in 2004; 2,646 in 2007-08)

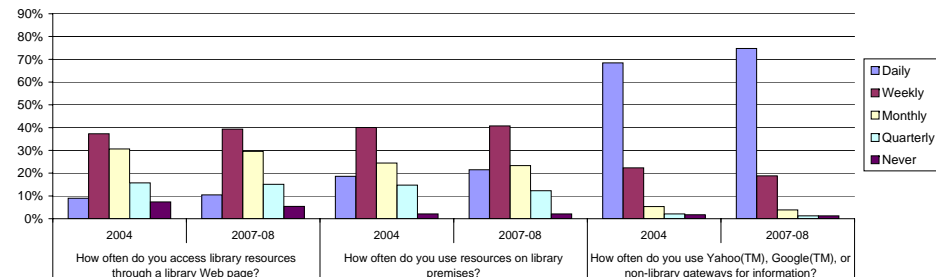


Library Use Summary - These charts display a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources : Daily, Weekly, Monthly, Quarterly, or Never.

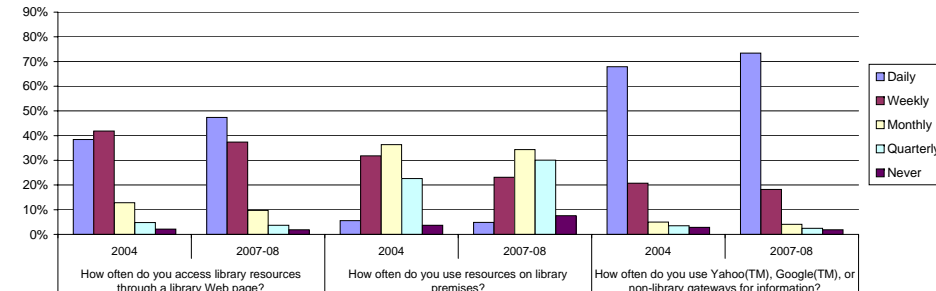
Graduate
(n = 3,375 in 2004; 5,502 in 2007-08)



Undergraduate
(n = 3,525 in 2004; 8,501 in 2007-08)



Faculty
(n = 1,840 in 2004; 2,646 in 2007-08)



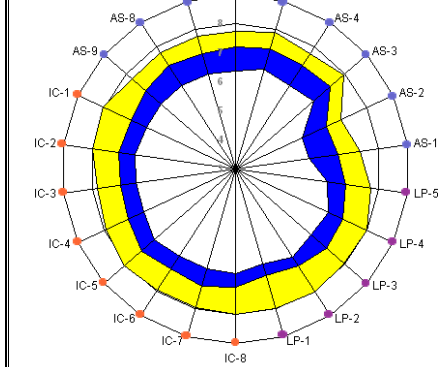


LibQUAL+® in the Sciences

Data from Respondents in the Science/Math, Engineering/Computer Science and Health Science Disciplines Gathered at 302 Libraries during 2007 and 2008

LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Users were asked for their judgments on three scales for each survey question: the desired level of service they would like to receive (AvgDes), the minimum they are willing to accept (AvgMin), and the actual level of service they perceive to have been provided (AvgPer). The desired and minimum scores establish the upper and lower boundaries of a zone of tolerance within which the perceived scores should float if respondents view service as adequate. This framework allows the use of gap analysis to interpret results. If scores are within the zone of tolerance, the service adequacy gap (AdqGap) is positive because users' perceptions are higher than their minimum expectations, although lower than their desired expectations. Positive service adequacy gaps are shown in blue on the radar charts to the right. Conversely, a negative service adequacy gap occurs when perceptions fall below minimum expectations; this is represented on the radar charts in red. A positive superiority gap (SupGap) occurs when perceptions exceed desires; this is represented on the radar charts in green.

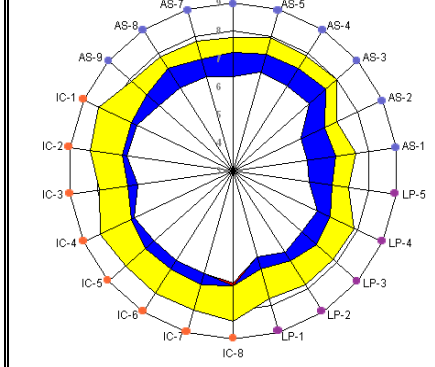
n=45,291



Undergraduate

	AvgMin	AvgDes	AvgPer	AdqGap	SupGap
AS-1	5.57	7.34	6.58	1.00	-0.77
AS-2	5.54	7.00	6.46	0.92	-0.53
AS-3	6.58	7.93	7.32	0.74	-0.61
AS-4	6.43	7.74	7.22	0.79	-0.52
AS-5	6.56	7.89	7.30	0.74	-0.58
AS-6	6.35	7.74	7.18	0.83	-0.56
AS-7	6.39	7.73	7.14	0.75	-0.60
AS-8	6.43	7.77	7.23	0.80	-0.54
AS-9	6.41	7.74	7.09	0.67	-0.65
IC-1	6.40	8.04	6.98	0.58	-1.05
IC-2	6.52	7.97	7.06	0.55	-0.91
IC-3	6.45	7.80	7.00	0.55	-0.81
IC-4	6.49	7.92	7.08	0.59	-0.84
IC-5	6.71	8.05	7.28	0.57	-0.77
IC-6	6.56	7.98	7.10	0.54	-0.87
IC-7	6.58	7.97	7.22	0.64	-0.75
IC-8	6.60	7.98	7.06	0.47	-0.92
LP-1	6.40	8.00	6.79	0.39	-1.22
LP-2	6.65	8.03	6.95	0.30	-1.08
LP-3	6.46	7.98	7.17	0.70	-0.81
LP-4	6.52	8.00	7.09	0.57	-0.91
LP-5	6.19	7.69	6.83	0.64	-0.86

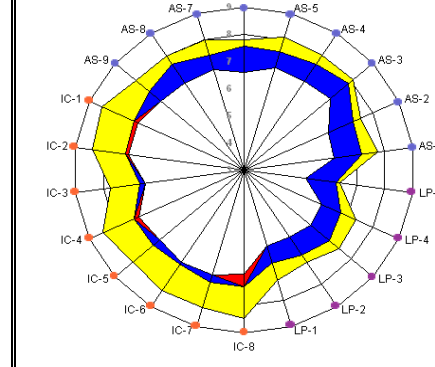
n=13,328



Graduate

	AvgMin	AvgDes	AvgPer	AdqGap	SupGap
AS-1	5.75	7.49	6.76	1.01	-0.73
AS-2	5.73	7.16	6.68	0.95	-0.48
AS-3	6.66	8.00	7.47	0.81	-0.53
AS-4	6.58	7.91	7.37	0.78	-0.54
AS-5	6.66	7.98	7.34	0.68	-0.64
AS-6	6.38	7.75	7.25	0.87	-0.50
AS-7	6.49	7.84	7.17	0.68	-0.67
AS-8	6.53	7.87	7.35	0.82	-0.52
AS-9	6.57	7.89	7.16	0.59	-0.73
IC-1	6.88	8.40	7.09	0.22	-1.31
IC-2	6.89	8.26	7.07	0.18	-1.19
IC-3	6.50	7.90	6.87	0.37	-1.03
IC-4	6.96	8.33	7.05	0.09	-1.28
IC-5	6.81	8.15	7.24	0.43	-0.91
IC-6	6.80	8.19	7.15	0.35	-1.04
IC-7	6.80	8.16	7.24	0.44	-0.93
IC-8	7.08	8.37	6.99	-0.09	-1.38
LP-1	6.22	7.78	6.62	0.40	-1.17
LP-2	6.47	7.85	6.83	0.35	-1.02
LP-3	6.31	7.82	7.00	0.69	-0.82
LP-4	6.37	7.86	6.89	0.52	-0.97
LP-5	5.81	7.25	6.63	0.82	-0.62

n=8,222



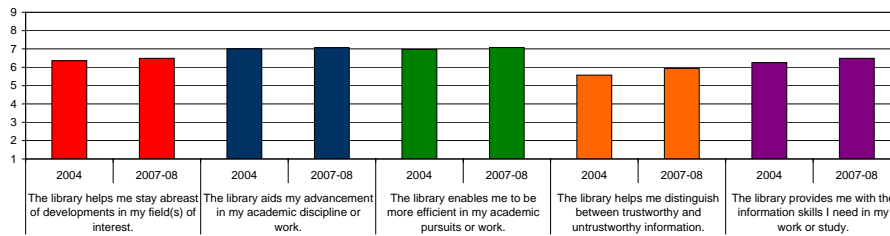
Faculty

	AvgMin	AvgDes	AvgPer	AdqGap	SupGap
AS-1	6.19	7.74	7.17	0.98	-0.57
AS-2	6.28	7.53	7.22	0.94	-0.31
AS-3	7.01	8.11	7.88	0.87	-0.23
AS-4	6.90	8.04	7.66	0.76	-0.38
AS-5	6.94	8.09	7.55	0.61	-0.54
AS-6	6.60	7.81	7.56	0.95	-0.25
AS-7	6.82	7.99	7.40	0.58	-0.59
AS-8	6.85	8.01	7.68	0.83	-0.33
AS-9	6.85	8.02	7.41	0.55	-0.61
IC-1	7.26	8.50	7.13	-0.13	-1.37
IC-2	7.20	8.40	7.09	-0.12	-1.31
IC-3	6.48	7.73	6.70	0.22	-1.03
IC-4	7.26	8.46	7.08	-0.18	-1.38
IC-5	6.95	8.15	7.22	0.27	-0.93
IC-6	7.08	8.31	7.13	0.05	-1.18
IC-7	7.04	8.25	7.29	0.25	-0.96
IC-8	7.29	8.47	6.83	-0.46	-1.64
LP-1	5.91	7.22	6.57	0.66	-0.65
LP-2	5.94	7.08	6.73	0.80	-0.34
LP-3	6.09	7.42	6.96	0.87	-0.46
LP-4	6.00	7.32	6.72	0.72	-0.60
LP-5	5.21	6.41	6.27	1.06	-0.14

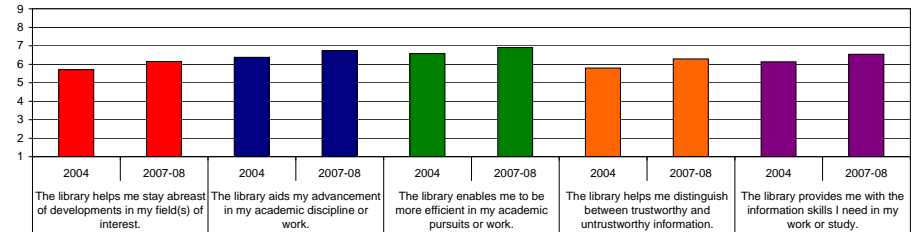
	AvgMin	AvgDes	AvgPer	AdqGap	SupGap	AvgMin	AvgDes	AvgPer	AdqGap	SupGap	AvgMin	AvgDes	AvgPer	AdqGap	SupGap
AS-1	5.57	7.34	6.58	1.00	-0.77	5.75	7.49	6.76	1.01	-0.73	6.19	7.74	7.17	0.98	-0.57
AS-2	5.54	7.00	6.46	0.92	-0.53	5.73	7.16	6.68	0.95	-0.48	6.28	7.53	7.22	0.94	-0.31
AS-3	6.58	7.93	7.32	0.74	-0.61	6.66	8.00	7.47	0.81	-0.53	7.01	8.11	7.88	0.87	-0.23
AS-4	6.43	7.74	7.22	0.79	-0.52	6.58	7.91	7.37	0.78	-0.54	6.90	8.04	7.66	0.76	-0.38
AS-5	6.56	7.89	7.30	0.74	-0.58	6.66	7.98	7.34	0.68	-0.64	6.94	8.09	7.55	0.61	-0.54
AS-6	6.35	7.74	7.18	0.83	-0.56	6.38	7.75	7.25	0.87	-0.50	6.60	7.81	7.56	0.95	-0.25
AS-7	6.39	7.73	7.14	0.75	-0.60	6.49	7.84	7.17	0.68	-0.67	6.82	7.99	7.40	0.58	-0.59
AS-8	6.43	7.77	7.23	0.80	-0.54	6.53	7.87	7.35	0.82	-0.52	6.85	8.01	7.68	0.83	-0.33
AS-9	6.41	7.74	7.09	0.67	-0.65	6.57	7.89	7.16	0.59	-0.73	6.85	8.02	7.41	0.55	-0.61
IC-1	6.40	8.04	6.98	0.58	-1.05	6.88	8.40	7.09	0.22	-1.31	7.26	8.50	7.13	-0.13	-1.37
IC-2	6.52	7.97	7.06	0.55	-0.91	6.89	8.26	7.07	0.18	-1.19	7.20	8.40	7.09	-0.12	-1.31
IC-3	6.45	7.80	7.00	0.55	-0.81	6.50	7.90	6.87	0.37	-1.03	6.48	7.73	6.70	0.22	-1.03
IC-4	6.49	7.92	7.08	0.59	-0.84	6.96	8.33	7.05	0.09	-1.28	7.26	8.46	7.08	-0.18	-1.38
IC-5	6.71	8.05	7.28	0.57	-0.77	6.81	8.15	7.24	0.43	-0.91	6.95	8.15	7.22	0.27	-0.93
IC-6	6.56	7.98	7.10	0.54	-0.87	6.80	8.19	7.15	0.35	-1.04	7.08	8.31	7.13	0.05	-1.18
IC-7	6.58	7.97	7.22	0.64	-0.75	6.80	8.16	7.24	0.44	-0.93	7.04	8.25	7.29	0.25	-0.96
IC-8	6.60	7.98	7.06	0.47	-0.92	7.08	8.37	6.99	-0.09	-1.38	7.29	8.47	6.83	-0.46	-1.64
LP-1	6.40	8.00	6.79	0.39	-1.22	6.22	7.78	6.62	0.40	-1.17	5.91	7.22	6.57	0.66	-0.65
LP-2	6.65	8.03	6.95	0.30	-1.08	6.47	7.85	6.83	0.35	-1.02	5.94	7.08	6.73	0.80	-0.34
LP-3	6.46	7.98	7.17	0.70	-0.81	6.31	7.82	7.00	0.69	-0.82	6.09	7.42	6.96	0.87	-0.46
LP-4	6.52	8.00	7.09	0.57	-0.91	6.37	7.86	6.89	0.52	-0.97	6.00	7.32	6.72	0.72	-0.60
LP-5	6.19	7.69	6.83	0.64	-0.86	5.81	7.25	6.63	0.82	-0.62	5.21	6.41	6.27	1.06	-0.14

Information Literacy Outcomes - These charts display the mean scores for each of the information literacy outcomes questions. 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 being "strongly agree."

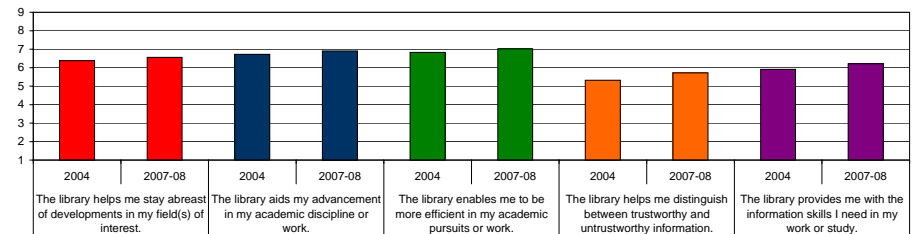
Graduate
(n = 5,861 in 2004; 13,328 in 2007-08)



Undergraduate
(n = 11,203 in 2004; 45,291 in 2007-08)

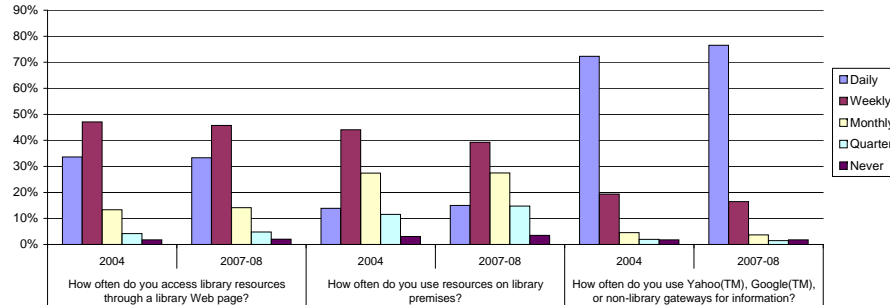


Faculty
(n = 3,702 in 2004; 8,222 in 2007-08)

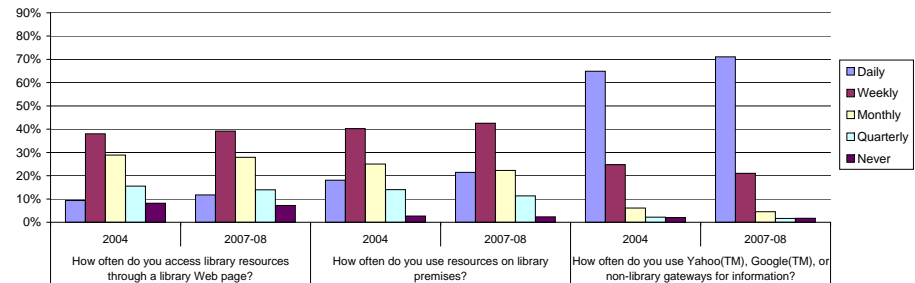


Library Use Summary - These charts display a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources : Daily, Weekly, Monthly, Quarterly, or Never.

Graduate
(n = 5,861 in 2004; 13,328 in 2007-08)



Undergraduate
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Faculty
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