

LibQUAL+[®] Analytics

User Manual

Standard results and dynamic radar, thermometer, representativeness, and library use summary charts are generated in accordance with the search criteria entered into the search form for this level of Analytics. Most charts have a downloadable table, an Excel spreadsheet, and enlargement capabilities for charts/graphs.

The LibQUAL+[®] Analytics is an interactive tool that allows for dynamic creation of institution-specific tables and charts for different subgroups and across years. Data (valid cases only) from 2004–present are available for all institutions.

Presently, there are two sections:

- (a) Institution Explorer: provides a summary of all questions and dimension means for any combination of user groups and disciplines, and
- (b) Longitudinal Analysis: allows participants to perform longitudinal comparisons of their data across survey years.

These two functionalities are only the beginning of our effort to provide more customized analysis to you. Additional features and detailed documentation are in development.

Getting Started

LibQUAL+(TM) Home > Analytics

Welcome to LibQUAL+™ Analytics!

Single Institution Analysis

[Institution Explorer](#)

[Longitudinal Analysis](#)

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Analytics

On the left-hand navigation bar, choose Analytics, then select one of the analysis modules.

****NOTE:** You must be logged into the LibQUAL+® Web site to access Analytics.

Institution Explorer—Query

The Institution Explorer provides a summary of all questions and dimension means for any combination of user groups and disciplines.

LibQUAL+(TM) Home > Analytics > LibQUAL+(TM) Analytics - Institution Explorer

Analytics Home Institution Explorer Longitudinal Analysis

LibQUAL+™ Analytics - Institution Explorer

The Institution Explorer section (the basic level of the Interactive Statistics) provides the users with the ability to enter search criteria that will produce statistical data similar to the LibQUAL+™ notebooks. Users can search a survey year beginning in 2004 to 2006, by individual institution, single or multiple user group(s), and select from a number of disciplines.

Survey Year: 2007

Institution: Texas A&M University, College Station

User Groups: Undergraduate
Graduate
Faculty
Library Staff
Staff

Disciplines: Agriculture / Environmental Studies
Architecture
Business
Communications / Journalism
Education

Calculate Statistics

Use the following steps below to perform an institutional analysis:

Step 1: Select the survey year in which that the institution participated.
[Choose a single year only.]

Step 2: Select the institution you would like to explore.
[Choose a single institution only.]

Step 3: Select one or more user groups for this analysis.*
[For multiple user groups, hold down the “Ctrl” key.]

Step 4: Select one or more standard disciplines for this analysis.**
[For multiple disciplines, hold down the “Ctrl” key.]

Step 5: Click the “Calculate Statistics” button to begin the analysis.

* = At least one user group has to be selected.

** = If no disciplines are selected then the analysis will include all disciplines.

Institution Explorer—Results

A series of tables, charts, and graphs will appear, depending on the selected criteria and data available.

Selection Criteria		
Variable	Value	
Survey:	2007	
User Groups:	Faculty	
	Graduate	
	Undergraduate	
Disciplines:	Standard	Custom
	Architecture	-N/A-
	Business	-N/A-
	Communications / Journalism	-N/A-
Institution:	Texas A&M University, College Station	
Query Scope:	Summary of All Questions	
Variable	Value	

The first table reviews the selection criteria. In this example, only a few user groups and disciplines are selected. If custom disciplines were used, they will display too.

Summary Statistics

Variable	Value
Cases:	137
Minimum Mean:	6.305
Minimum SD:	1.340
Minimum Minimum:	2.950
Minimum Median:	6.409
Minimum Maximum:	9.000
Desired Mean:	7.939
Desired SD:	0.898
Desired Minimum:	5.000
Desired Median:	8.045
Desired Maximum:	9.000
Perceived Mean:	7.134
Perceived SD:	1.106
Perceived Minimum:	1.000
Perceived Median:	7.250
Perceived Maximum:	9.000
Adequacy Gap Mean:	0.830
Adequacy Gap SD:	1.438
Adequacy Gap Minimum:	-8.000
Adequacy Gap Median:	0.773
Adequacy Gap Maximum:	4.182
Superiority Gap Mean:	-0.805
Superiority Gap SD:	1.154
Superiority Gap Minimum:	-8.000
Superiority Gap Median:	-0.682
Superiority Gap Maximum:	2.412
Variable	Value

Download this Data

Summary statistics are displayed on the screen, or choose the "Download this Data" option below to open the file in Excel or save the file.

Opening LibQUAL_Interactive.csv

You have chosen to open

LibQUAL_Interactive.csv
 which is a: Microsoft Office Excel Comma Separated Values File
 from: http://www.libqual.org

What should Firefox do with this file?

Open with: Microsoft Office Excel (default)

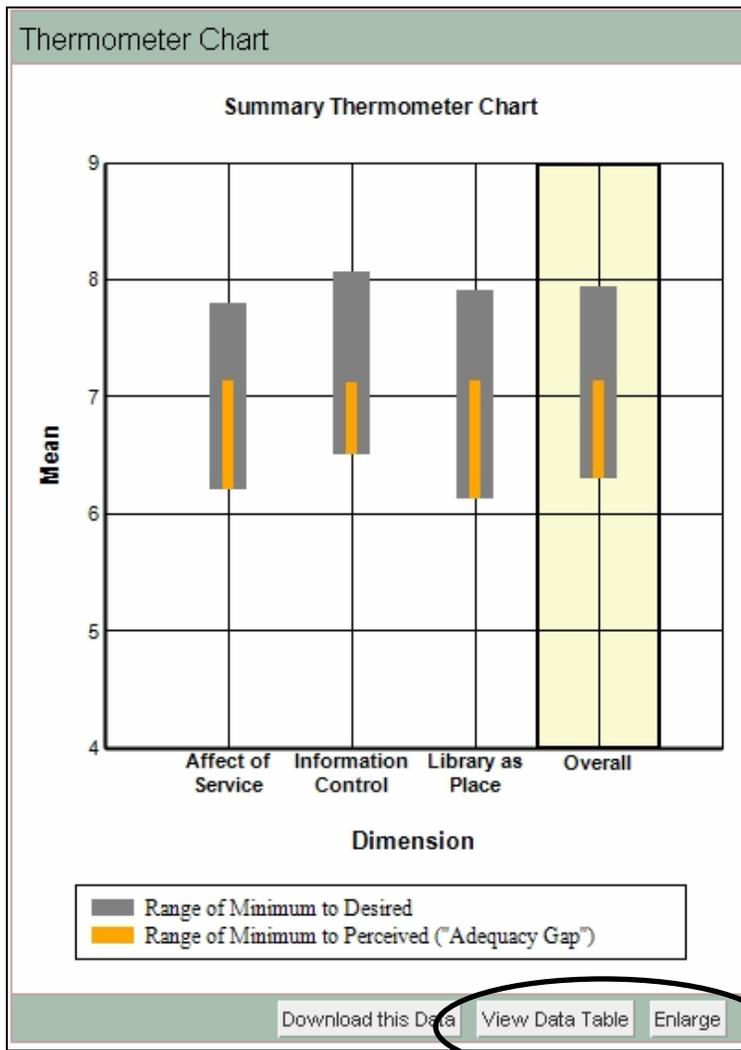
Save to Disk

Do this automatically for files like this from now on.

OK Cancel

	A	B	C
1	Variable	Value	
2	Year	2007	
3	Cases	137	
4	Minimum Mean	6.305	
5	Minimum SD	1.34	
6	Minimum Minimum	2.95	
7	Minimum Median	6.409	
8	Minimum Maximum	9	
9	Desired Mean	7.939	
10	Desired SD	0.898	
11	Desired Minimum	5	
12	Desired Median	8.045	
13	Desired Maximum	9	
14	Perceived Mean	7.134	

Institution Explorer—Results (continued)

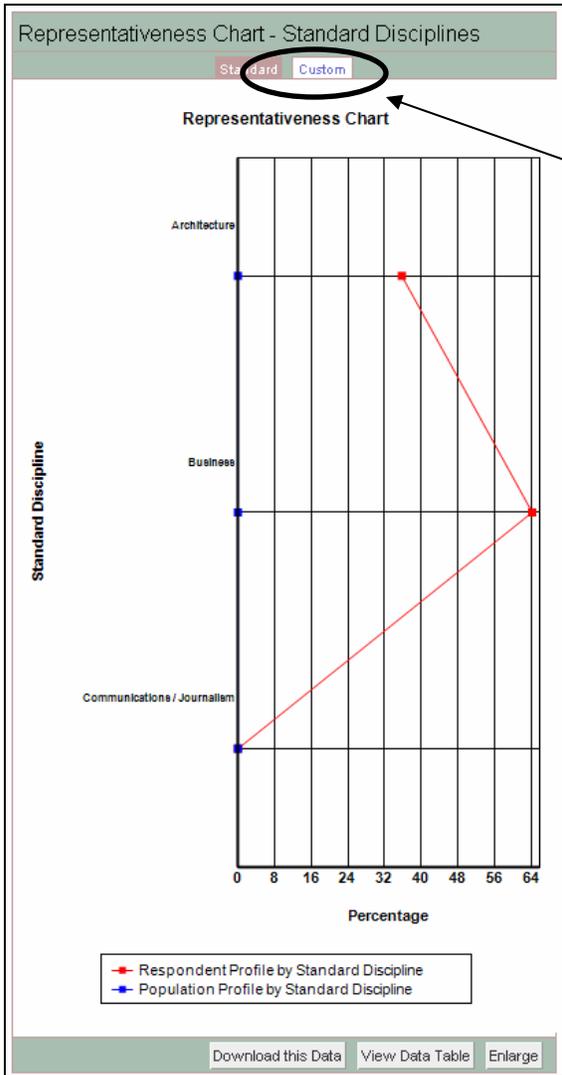


In addition to the download option, this thermometer chart also offers a data table or an enlargement of the chart—both of which open in a new window.

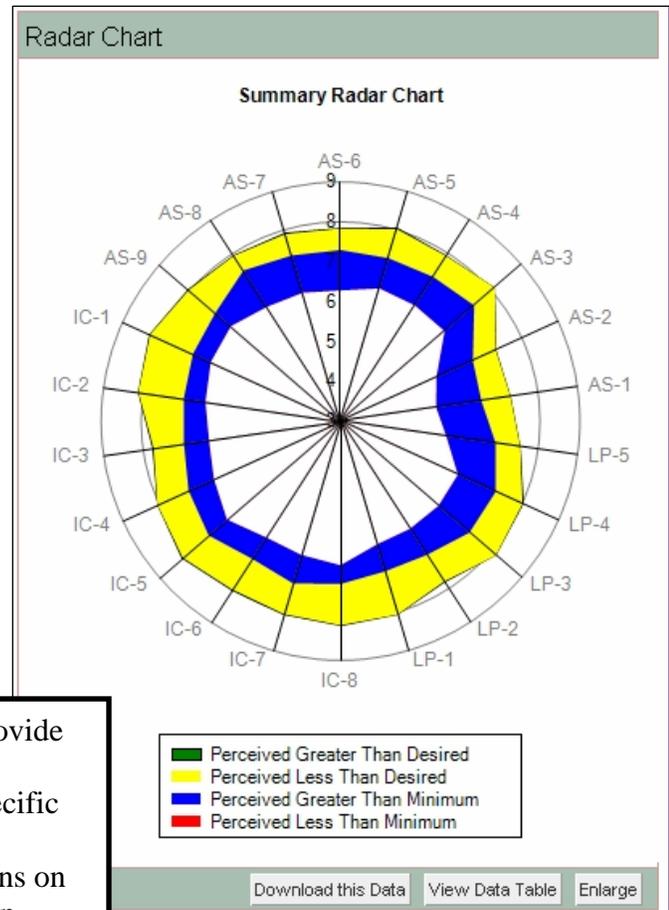
[New window]

Dimension	Minimum Mean	Minimum SD	Desired Mean	Desired SD	Perceived Mean	Perceived SD	Adequacy Mean	Adequacy SD	Superiority Mean	Superiority SD	n
Affect of Service	6.20	1.44	7.80	1.03	7.13	1.20	0.93	1.49	-0.67	1.23	136
Information Control	6.50	1.45	8.07	0.95	7.13	1.19	0.63	1.58	-0.95	1.27	137
Library as Place	6.12	1.58	7.91	1.26	7.13	1.31	1.01	1.66	-0.77	1.42	135
Overall	6.30	1.34	7.94	0.90	7.13	1.11	0.83	1.44	-0.80	1.15	137

Institution Explorer—Results (continued)

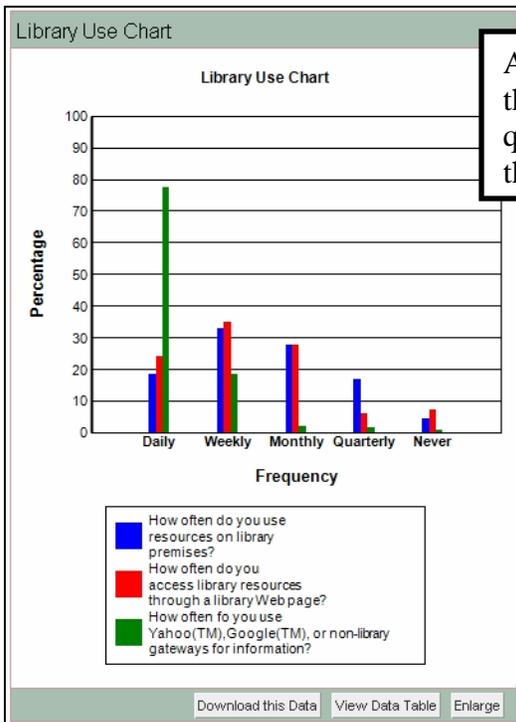


The representativeness chart defaults to the standard disciplines, but you can also display the customized ones using this tab.



These radar charts provide excellent visual representations of specific user groups' and disciplines' perceptions on a question-by-question basis, by dimension, or on the whole.

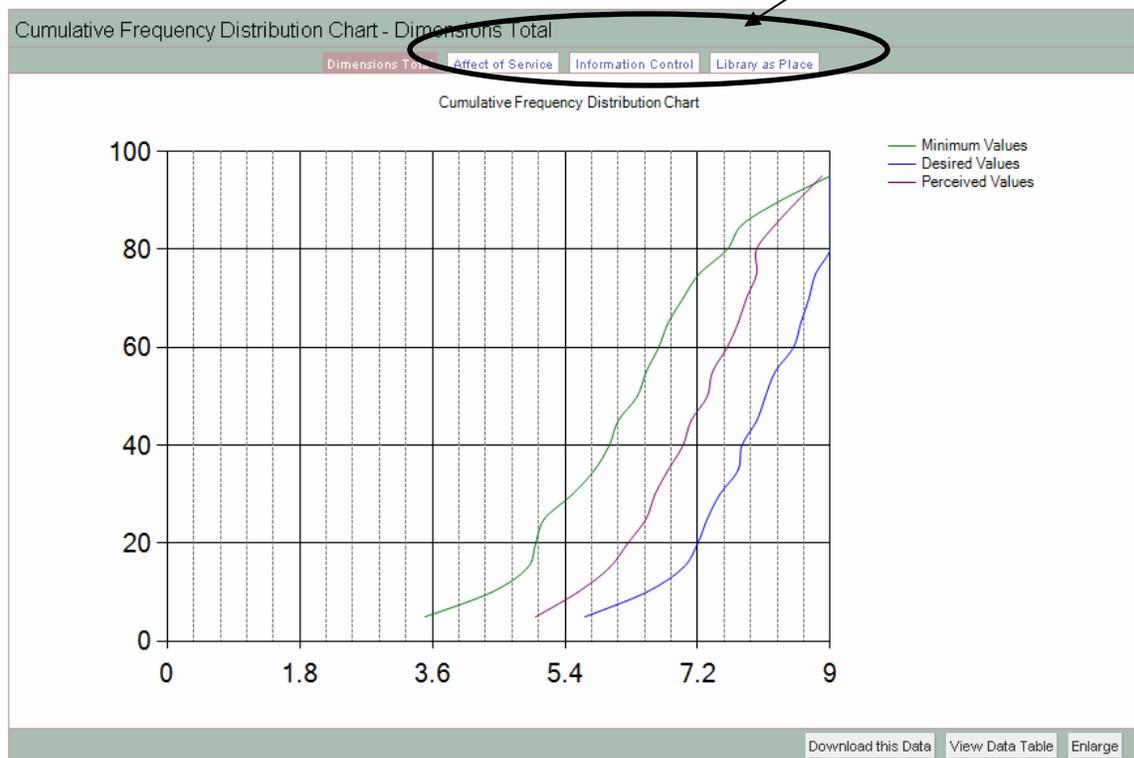
Institution Explorer—Results (continued)



A visual representation of the “library use” questions are included in the results.

The Cumulative Frequency Distribution Chart plots the range of an institution’s minimum, desired, and perceived values, and allows for a percentile comparison. (Y Axis = percentile; X axis = values.)

The chart defaults to combined values of all dimensions, but use the tabs to retrieve dimension-specific data.



Longitudinal Analysis—Query

The Longitudinal Analysis allows participants to perform longitudinal comparisons of their data across survey years.

LibQUAL+(TM) Home > Analytics > LibQUAL+(TM) Analytics - Longitudinal Analysis

Analytics Home Institution Explorer Longitudinal Analysis

LibQUAL+™ Analytics - Longitudinal Analysis

The Longitudinal Analysis section provides the users with the ability to enter search criteria that will produce statistical data across multiple survey years for a given institution.

Institution: Texas A&M University, College Station

Participated Survey Year: 2007, 2006, 2005, 2004

User Groups: Undergraduate, Graduate, Faculty, Library Staff, Staff

Disciplines: Agriculture / Environmental Studies, Architecture, Business, Communications / Journalism, Education

Calculate Statistics

Use the following steps below to perform a longitudinal analysis:

Step 1: Select the institution for this analysis.

Step 2: Hold down the “Ctrl” key while you select at least 2 of the survey years displayed for that institution. NOTE: If only 1 survey year displays, you will not be able to perform the analysis. After selecting the years, the other fields will appear.

Step 3: Select one or more user groups for this analysis.*
[For multiple user groups, hold down the “Ctrl” key.]

Step 4: Select one or more standard disciplines for this analysis.**
[For multiple disciplines, hold down the “Ctrl” key.]

Step 5: Click the “Calculate Statistics” button to begin the analysis.

* = At least one user group has to be selected.

** = If no disciplines are selected then the analysis will include all disciplines.

Longitudinal Analysis—Results

Selection Criteria			
Variable	Value		
Surveys:	2004		
	2005		
	2006		
	2007		
User Groups:	Faculty		
	Graduate		
	Undergraduate		
Disciplines:	Standard	Custom	
	Architecture	Architecture	Architecture
			Architecture
			-N/A-
	Business	-N/A-	Business
			Business
			Business
	Communications / Journalism	-N/A-	Geosciences
			-N/A-
			-N/A-
			-N/A-
	Institution:	Texas A&M University, College Station	
	Query Scope:	Summary of All Questions	
Variable	Value		

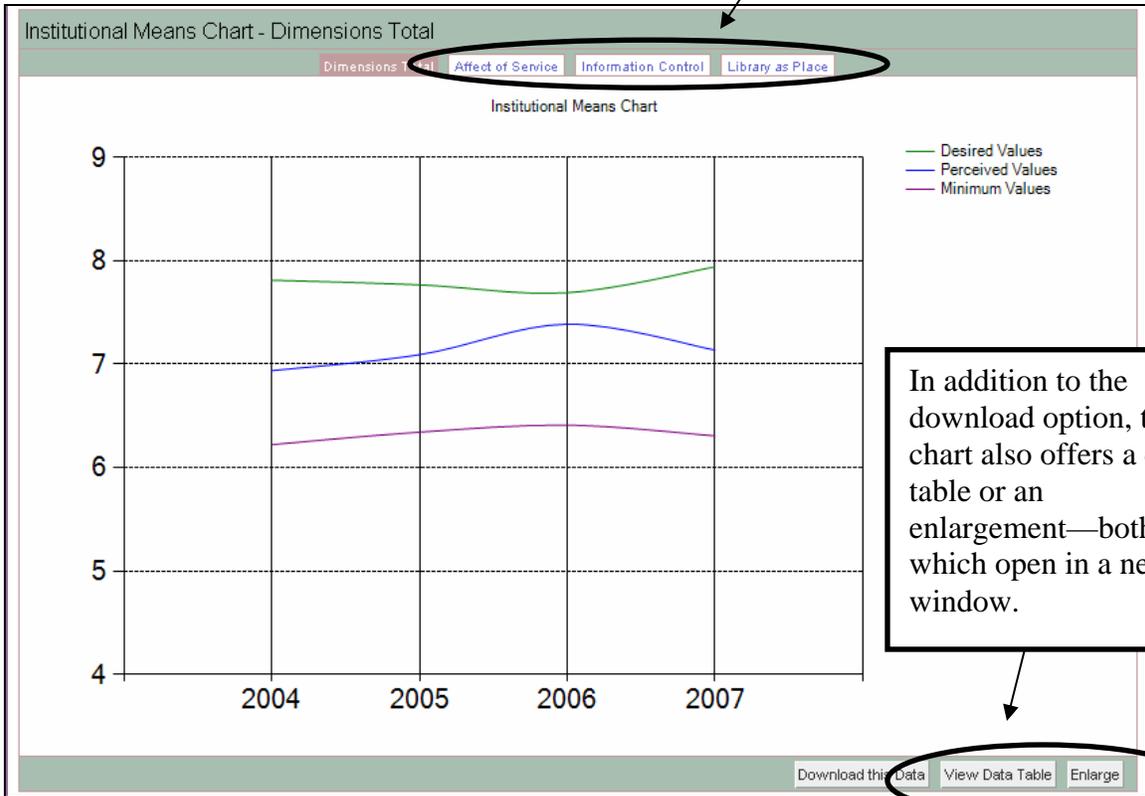
Summary Statistics				
Variable	Value			
	2004	2005	2006	2007
Cases:	107	108	43	137
Minimum Mean:	6.220	6.341	6.409	6.305
Minimum SD:	1.384	1.434	1.579	1.340
Minimum Minimum:	3.000	2.773	2.474	2.950
Minimum Median:	6.182	6.523	6.786	6.409
Minimum Maximum:	9.000	9.000	9.000	9.000
Desired Mean:	7.810	7.765	7.689	7.939
Desired SD:	0.931	1.022	0.995	0.898
Desired Minimum:	5.000	4.909	5.455	5.000
Desired Median:	7.909	8.000	8.000	8.045
Desired Maximum:	9.000	9.000	9.000	9.000
Perceived Mean:	6.935	7.089	7.385	7.134
Perceived SD:	1.359	1.088	0.983	1.106
Perceived Minimum:	1.500	3.444	5.105	1.000
Perceived Median:	7.095	7.196	7.333	7.250
Perceived Maximum:	9.000	8.818	9.000	9.000
Adequacy Gap Mean:	0.715	0.749	0.976	0.830
Adequacy Gap SD:	1.612	1.249	1.142	1.438
Adequacy Gap Minimum:	-7.136	-2.000	-2.318	-8.000
Adequacy Gap Median:	0.864	0.551	0.864	0.773
Adequacy Gap Maximum:	4.455	5.563	3.591	4.182
Superiority Gap Mean:	-0.875	-0.675	-0.304	-0.805
Superiority Gap SD:	1.419	1.089	0.860	1.154
Superiority Gap Minimum:	-7.136	-4.182	-2.500	-8.000
Superiority Gap Median:	-0.591	-0.631	-0.136	-0.682
Superiority Gap Maximum:	2.409	2.563	1.591	2.412
Variable	Value			
Download this Data				

As with Institution Explorer, these tables (1) review the selection criteria and (2) display summary statistics for selected years. You can choose the “Download this Data” option below to open the file in Excel or save the file.

Longitudinal Analysis—Results (continued)

The Institutional Means Chart plots the minimum, desired, and perceived values across selected years.

The chart defaults to combined values of all dimensions, but use the tabs to retrieve dimension-specific data.



In addition to the download option, this chart also offers a data table or an enlargement—both of which open in a new window.

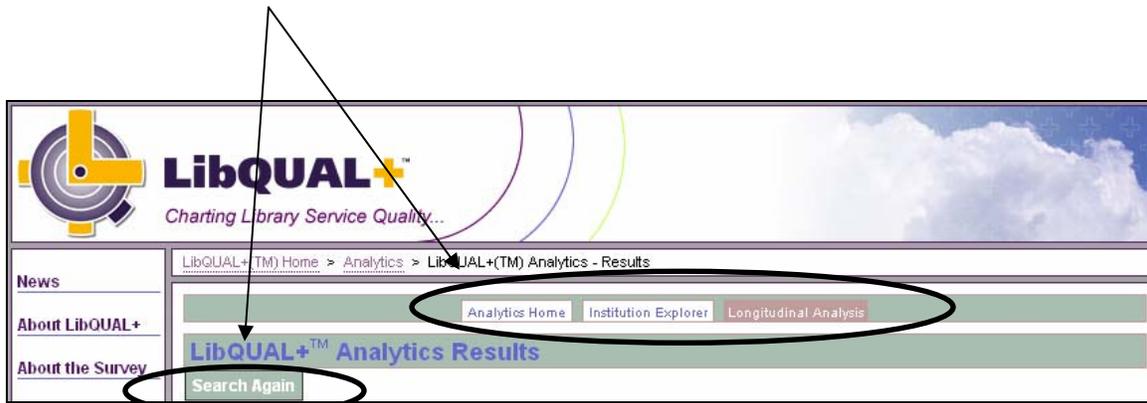
[New window]

	Survey Years															
	2004				2005				2006				2007			
	Affect of Service	Information Control	Library as Place	Overall	Affect of Service	Information Control	Library as Place	Overall	Affect of Service	Information Control	Library as Place	Overall	Affect of Service	Information Control	Library as Place	Overall
Desired	7.712	7.992	7.582	7.810	7.634	7.995	7.583	7.765	7.468	7.851	7.780	7.889	7.799	8.072	7.907	7.939
Perceived	6.850	6.956	7.042	6.935	7.032	7.104	7.179	7.089	7.310	7.335	7.551	7.385	7.130	7.125	7.135	7.134
Minimum	6.117	6.437	5.931	6.220	6.229	6.580	6.113	6.341	6.187	6.561	6.541	6.409	6.197	6.499	6.121	6.305

Additional Information

Navigation

The top navigation provides tabs for the user to move between different modules within Analytics. The “Search Again” button allows the user to go back to the criteria selection screen to perform another search.



Troubleshooting

- Certain charts will not display in instances where there are insufficient data points. An error message will alert the user.
- If an Excel table displays no data, close out of the browser window and try your search again. If the problem persists, please contact libqual@arl.org.