

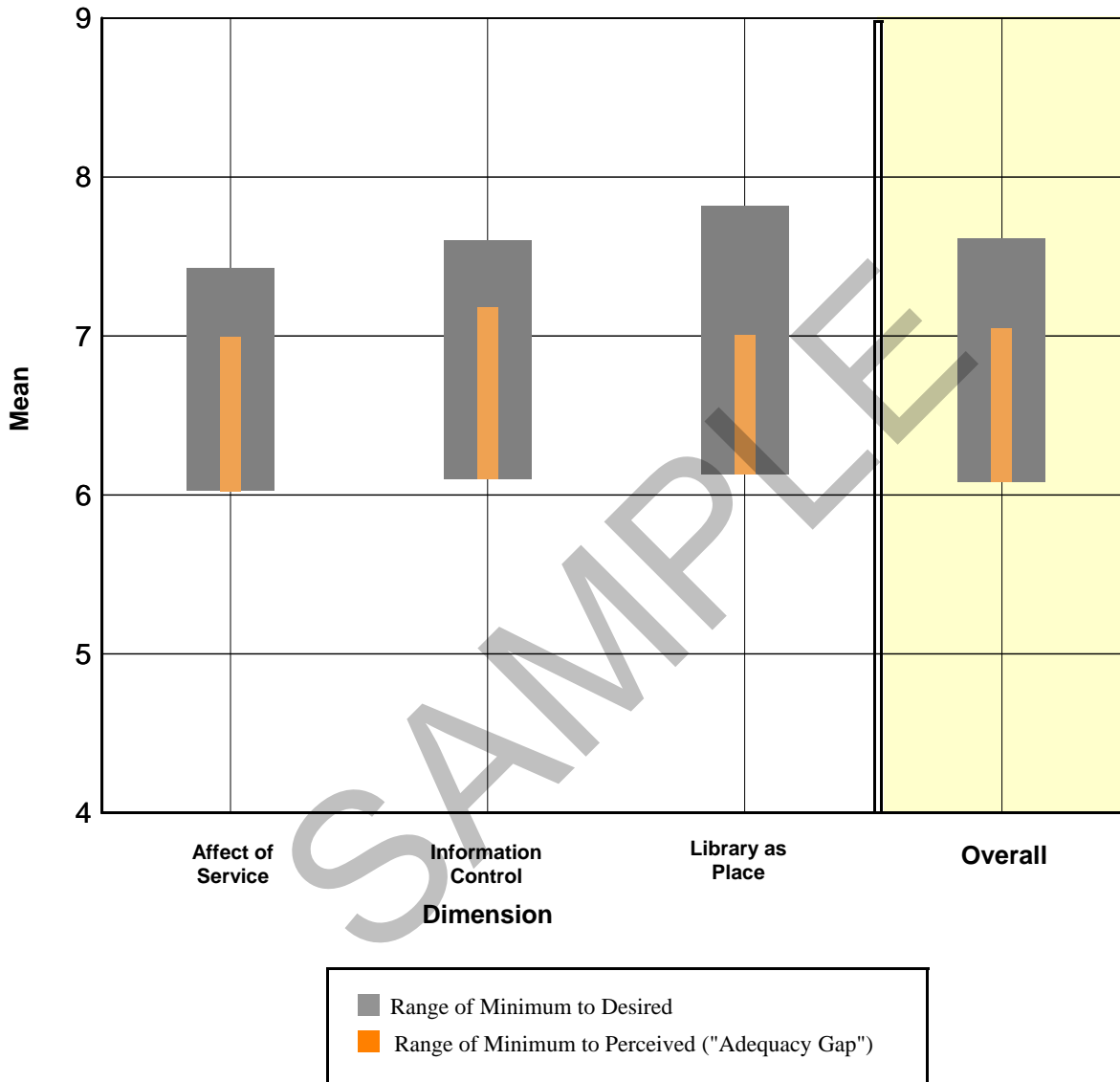
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.67	7.18	6.70	1.04	-0.47	57
AS-2	Giving users individual attention	5.42	6.94	6.28	0.87	-0.66	53
AS-3	Employees who are consistently courteous	6.48	7.81	7.41	0.93	-0.41	69
AS-4	Readiness to respond to users' questions	5.84	7.48	7.38	1.53	-0.11	64
AS-5	Employees who have the knowledge to answer user questions	6.36	7.53	6.96	0.60	-0.57	53
AS-6	Employees who deal with users in a caring fashion	6.09	7.46	6.99	0.90	-0.47	229
AS-7	Employees who understand the needs of their users	6.51	7.67	7.38	0.86	-0.29	72
AS-8	Willingness to help users	6.09	7.48	7.30	1.22	-0.17	69
AS-9	Dependability in handling users' service problems	6.22	7.55	7.16	0.95	-0.38	55
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.41	7.73	7.07	0.66	-0.66	71
IC-2	A library Web site enabling me to locate information on my own	6.48	7.81	7.41	0.93	-0.41	69
IC-3	The printed library materials I need for my work	5.42	6.94	6.28	0.87	-0.66	53
IC-4	The electronic information resources I need	5.60	7.42	7.00	1.40	-0.42	231
IC-5	Modern equipment that lets me easily access needed information	6.51	7.67	7.38	0.86	-0.29	72
IC-6	Easy-to-use access tools that allow me to find things on my own	6.14	7.71	7.20	1.06	-0.51	84
IC-7	Making information easily accessible for independent use	6.43	7.84	7.16	0.74	-0.67	61
IC-8	Print and/or electronic journal collections I require for my work	5.87	7.45	7.37	1.50	-0.08	60
Library as Place							
LP-1	Library space that inspires study and learning	6.09	7.89	6.93	0.85	-0.96	242
LP-2	Quiet space for individual activities	6.79	8.19	6.86	0.07	-1.33	58
LP-3	A comfortable and inviting location	6.44	7.83	7.48	1.04	-0.35	71
LP-4	A getaway for study, learning, or research	6.22	7.73	7.31	1.08	-0.43	49
LP-5	Community space for group learning and group study	5.87	7.45	7.37	1.50	-0.08	60
Overall:		6.08	7.61	7.05	0.97	-0.56	244

Language: English (American)
Institution Type: College or University
Consortium: None
User Group: Undergraduate

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	1.97	1.48	1.75	1.79	1.69	57
AS-2	Giving users individual attention	2.04	1.73	2.03	1.88	1.86	53
AS-3	Employees who are consistently courteous	2.00	1.57	1.58	1.73	1.51	69
AS-4	Readiness to respond to users' questions	1.75	1.56	1.62	1.67	1.27	64
AS-5	Employees who have the knowledge to answer user questions	1.99	1.40	1.64	1.72	1.47	53
AS-6	Employees who deal with users in a caring fashion	1.85	1.55	1.73	1.78	1.59	229
AS-7	Employees who understand the needs of their users	1.72	1.33	1.38	1.48	1.30	72
AS-8	Willingness to help users	1.73	1.46	1.36	1.72	1.47	69
AS-9	Dependability in handling users' service problems	1.65	1.41	1.32	1.48	1.24	55
Information Control							
IC-1	Making electronic resources accessible from my home or office	2.07	1.69	1.70	1.97	1.57	71
IC-2	A library Web site enabling me to locate information on my own	2.00	1.57	1.58	1.73	1.51	69
IC-3	The printed library materials I need for my work	2.04	1.73	2.03	1.88	1.86	53
IC-4	The electronic information resources I need	1.88	1.65	1.42	1.82	1.73	231
IC-5	Modern equipment that lets me easily access needed information	1.72	1.33	1.38	1.48	1.30	72
IC-6	Easy-to-use access tools that allow me to find things on my own	1.75	1.33	1.47	1.56	1.53	84
IC-7	Making information easily accessible for independent use	1.53	1.23	1.50	1.81	1.50	61
IC-8	Print and/or electronic journal collections I require for my work	2.12	1.69	1.68	2.14	1.98	60
Library as Place							
LP-1	Library space that inspires study and learning	1.85	1.46	1.70	2.08	1.81	242
LP-2	Quiet space for individual activities	1.69	1.08	1.81	2.30	2.01	58
LP-3	A comfortable and inviting location	1.76	1.25	1.51	1.94	1.64	71
LP-4	A getaway for study, learning, or research	1.64	1.85	1.69	1.79	1.31	49
LP-5	Community space for group learning and group study	2.12	1.69	1.68	2.14	1.98	60
Overall:		1.31	0.97	1.21	1.29	1.08	244

4.3 Core Question Dimensions Summary for Undergraduate

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	6.03	7.42	7.00	0.97	-0.43	237
Information Control	6.10	7.60	7.18	1.08	-0.43	244
Library as Place	6.13	7.82	7.00	0.87	-0.82	244
Overall	6.08	7.61	7.05	0.97	-0.56	244

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	1.60	1.34	1.53	1.47	1.26	237
Information Control	1.55	1.19	1.31	1.47	1.28	244
Library as Place	1.63	1.29	1.53	1.89	1.71	244
Overall	1.31	0.97	1.21	1.29	1.08	244

4.4 Local Question Summary for Undergraduate

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 archives, special collections	6.49	7.88	7.15	0.66	-0.73	67
Access to information resources that support patient care	6.71	8.07	7.53	0.82	-0.53	45
Access to photocopying and printing facilities	6.07	7.54	6.57	0.50	-0.96	28
Adequate hours of service	6.71	8.07	7.53	0.82	-0.53	45
Efficient interlibrary loan / document delivery	5.39	7.19	6.56	1.17	-0.64	36

This table displays the standard deviations 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 SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to archives, special collections	1.86	1.32	1.76	2.25	2.09	67
Access to information resources that support patient care	1.85	1.23	1.67	1.72	1.49	45
Access to photocopying and printing facilities	1.25	1.14	1.83	2.46	2.17	28
Adequate hours of service	1.85	1.23	1.67	1.72	1.49	45
Efficient interlibrary loan / document delivery	2.11	1.37	1.56	1.75	1.42	36

4.5 General Satisfaction Questions Summary for Undergraduate

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	1.42	124
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.42	1.36	120
How would you rate the overall quality of the service provided by the library?	7.55	1.17	244

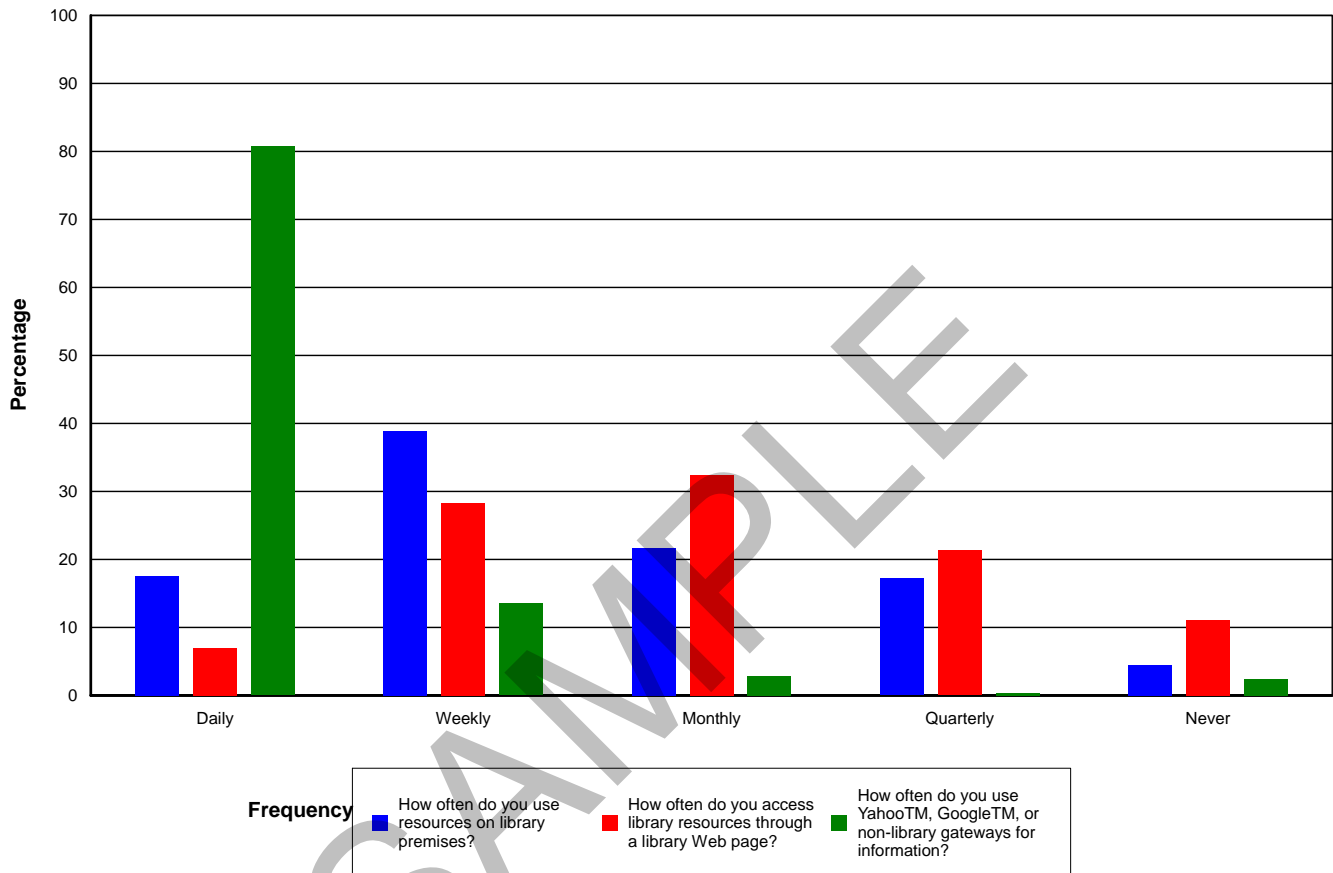
4.6 Information Literacy Outcomes Questions Summary for Undergraduate

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.	6.29	1.88	79
The library aids my advancement in my academic discipline or work.	7.26	1.52	97
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.	6.74	1.75	118
The library provides me with the information skills I need in my work or study.	7.19	1.39	80

4.7 Library Use Summary for Undergraduate

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?	43 17.62%	95 38.93%	53 21.72%	42 17.21%	11 4.51%	244 100.00%
How often do you access library resources through a library Web page?	17 6.97%	69 28.28%	79 32.38%	52 21.31%	27 11.07%	244 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	197 80.74%	33 13.52%	7 2.87%	1 0.41%	6 2.46%	244 100.00%

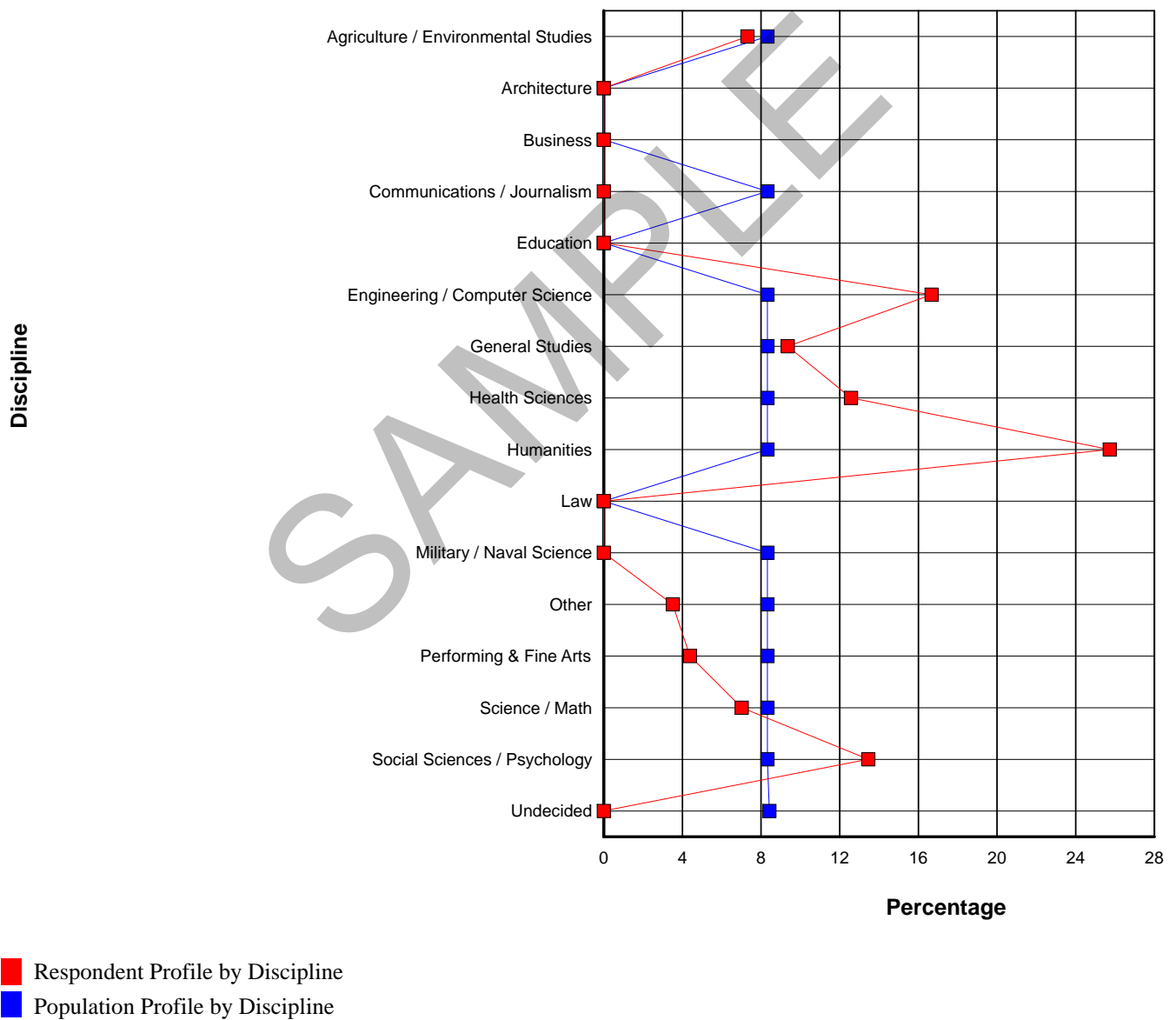
5 Graduate Summary for Association of Research Libraries

5.1 Demographic Summary for Graduate

5.1.1 Population and Respondent Profiles for Graduate by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



Language: English (American)
 Institution Type: College or University
 Consortium: None
 User Group: Graduate

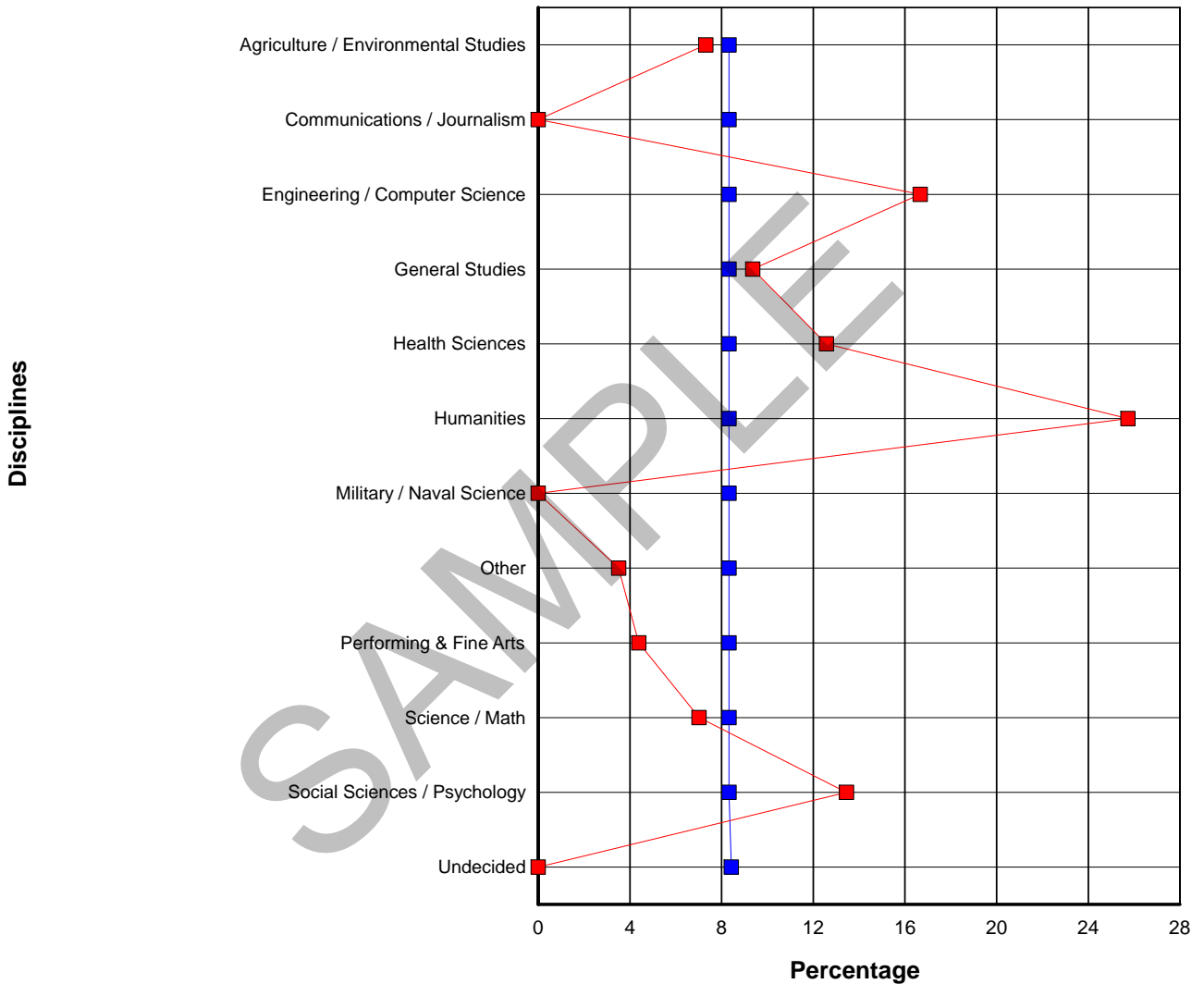
Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	333	8.33	25	7.31	1.02
Architecture	0	0.00	0	0.00	0.00
Business	0	0.00	0	0.00	0.00
Communications / Journalism	333	8.33	0	0.00	8.33
Education	0	0.00	0	0.00	0.00
Engineering / Computer Science	333	8.33	57	16.67	-8.34
General Studies	333	8.33	32	9.36	-1.03
Health Sciences	333	8.33	43	12.57	-4.25
Humanities	333	8.33	88	25.73	-17.41
Law	0	0.00	0	0.00	0.00
Military / Naval Science	333	8.33	0	0.00	8.33
Other	333	8.33	12	3.51	4.82
Performing & Fine Arts	333	8.33	15	4.39	3.94
Science / Math	333	8.33	24	7.02	1.31
Social Sciences / Psychology	333	8.33	46	13.45	-5.13
Undecided	337	8.43	0	0.00	8.43
Total:	4,000	100.00	342	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: None
User Group: Graduate

5.1.2 Population and Respondent Profiles for Graduate by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American)
 Institution Type: College or University
 Consortium: None
 User Group: Graduate

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	333	8.33	25	7.31	1.02
Communications / Journalism	333	8.33	0	0.00	8.33
Engineering / Computer Science	333	8.33	57	16.67	-8.34
General Studies	333	8.33	32	9.36	-1.03
Health Sciences	333	8.33	43	12.57	-4.25
Humanities	333	8.33	88	25.73	-17.41
Military / Naval Science	333	8.33	0	0.00	8.33
Other	333	8.33	12	3.51	4.82
Performing & Fine Arts	333	8.33	15	4.39	3.94
Science / Math	333	8.33	24	7.02	1.31
Social Sciences / Psychology	333	8.33	46	13.45	-5.13
Undecided	337	8.43	0	0.00	8.43
Total:	4,000	100.00	342	100.00	0.00

SAMPLE

Language: English (American)
Institution Type: College or University
Consortium: None
User Group: Graduate

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	208	60.82
Branch 2	80	23.39
Branch 3	54	15.79
Total:	342	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	23	6.73
23 - 30	231	67.54
31 - 45	76	22.22
46 - 65	10	2.92
Over 65	2	0.58
Total:	342	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.

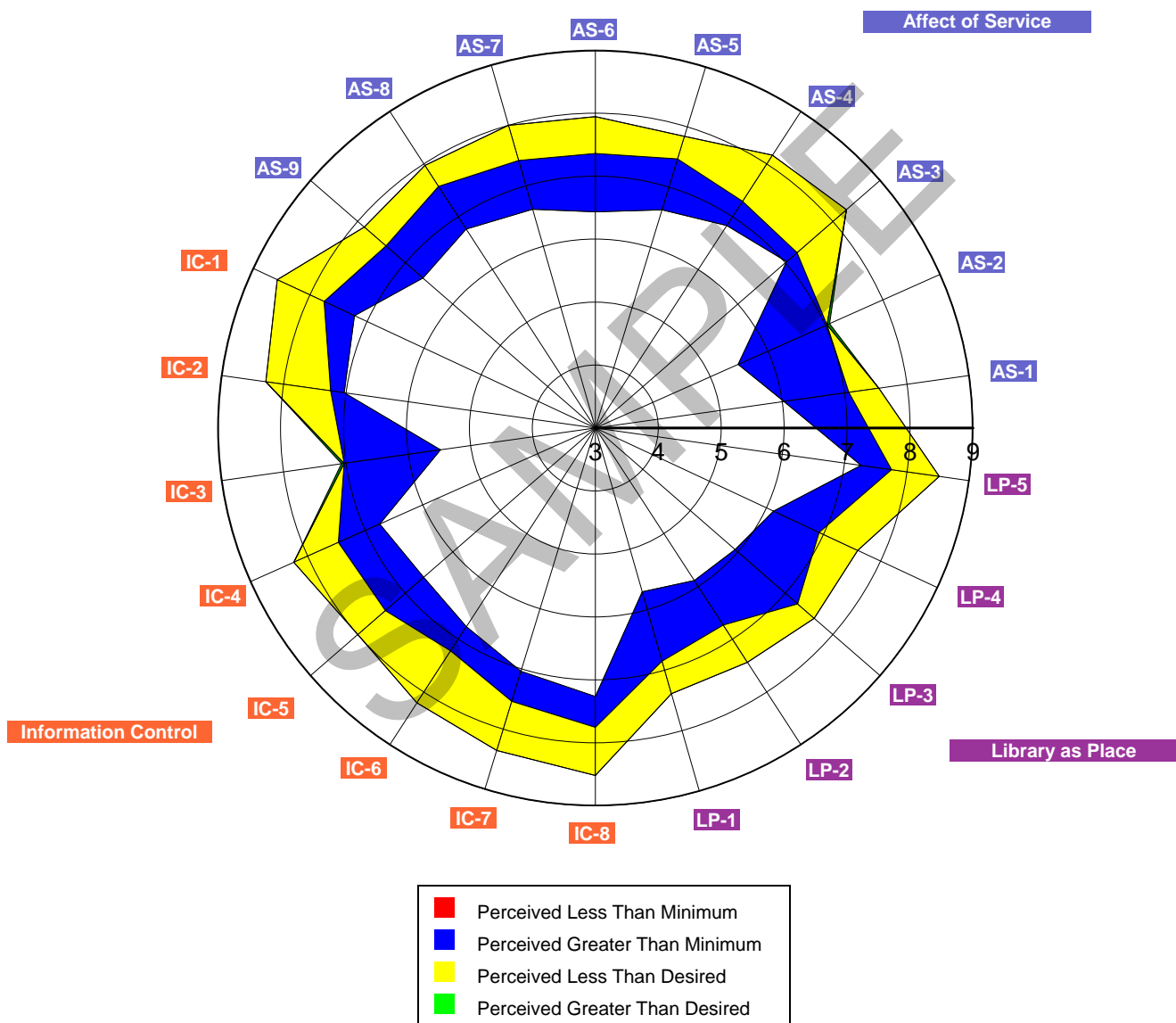
Sex:	Population N	Population %	Respondents n	Respondents %
Female	2,000	50.00	191	55.85
Male	2,000	50.00	151	44.15
Total:	4,000	100.00	342	100.00

5.2 Core Questions Summary for Graduate

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	6.03	7.55	7.07	1.04	-0.48	73
AS-2	Giving users individual attention	5.49	7.03	7.07	1.59	0.04	68
AS-3	Employees who are consistently courteous	7.03	8.29	7.25	0.22	-1.04	105
AS-4	Readiness to respond to users' questions	6.83	8.17	7.29	0.46	-0.87	78
AS-5	Employees who have the knowledge to answer user questions	6.63	7.84	7.47	0.84	-0.38	96
AS-6	Employees who deal with users in a caring fashion	6.43	7.95	7.36	0.93	-0.58	332
AS-7	Employees who understand the needs of their users	6.61	8.00	7.42	0.81	-0.58	88
AS-8	Willingness to help users	6.77	7.97	7.58	0.81	-0.40	73
AS-9	Dependability in handling users' service problems	6.63	7.86	7.41	0.78	-0.46	81
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.22	8.57	7.76	0.53	-0.82	94
IC-2	A library Web site enabling me to locate information on my own	7.03	8.29	7.25	0.22	-1.04	105
IC-3	The printed library materials I need for my work	5.49	7.03	7.07	1.59	0.04	68
IC-4	The electronic information resources I need	6.75	8.24	7.47	0.72	-0.77	337
IC-5	Modern equipment that lets me easily access needed information	6.61	8.00	7.42	0.81	-0.58	88
IC-6	Easy-to-use access tools that allow me to find things on my own	6.76	8.20	7.22	0.46	-0.98	118
IC-7	Making information easily accessible for independent use	7.04	8.36	7.54	0.50	-0.82	76
IC-8	Print and/or electronic journal collections I require for my work	7.26	8.52	7.75	0.49	-0.76	106
Library as Place							
LP-1	Library space that inspires study and learning	5.71	7.39	6.85	1.15	-0.54	324
LP-2	Quiet space for individual activities	5.89	7.44	6.73	0.85	-0.70	71
LP-3	A comfortable and inviting location	5.94	7.61	7.26	1.31	-0.35	89
LP-4	A getaway for study, learning, or research	6.13	7.60	6.93	0.80	-0.68	80
LP-5	Community space for group learning and group study	7.26	8.52	7.75	0.49	-0.76	106
Overall:		6.45	7.88	7.24	0.79	-0.64	342

Language: English (American)

Institution Type: College or University

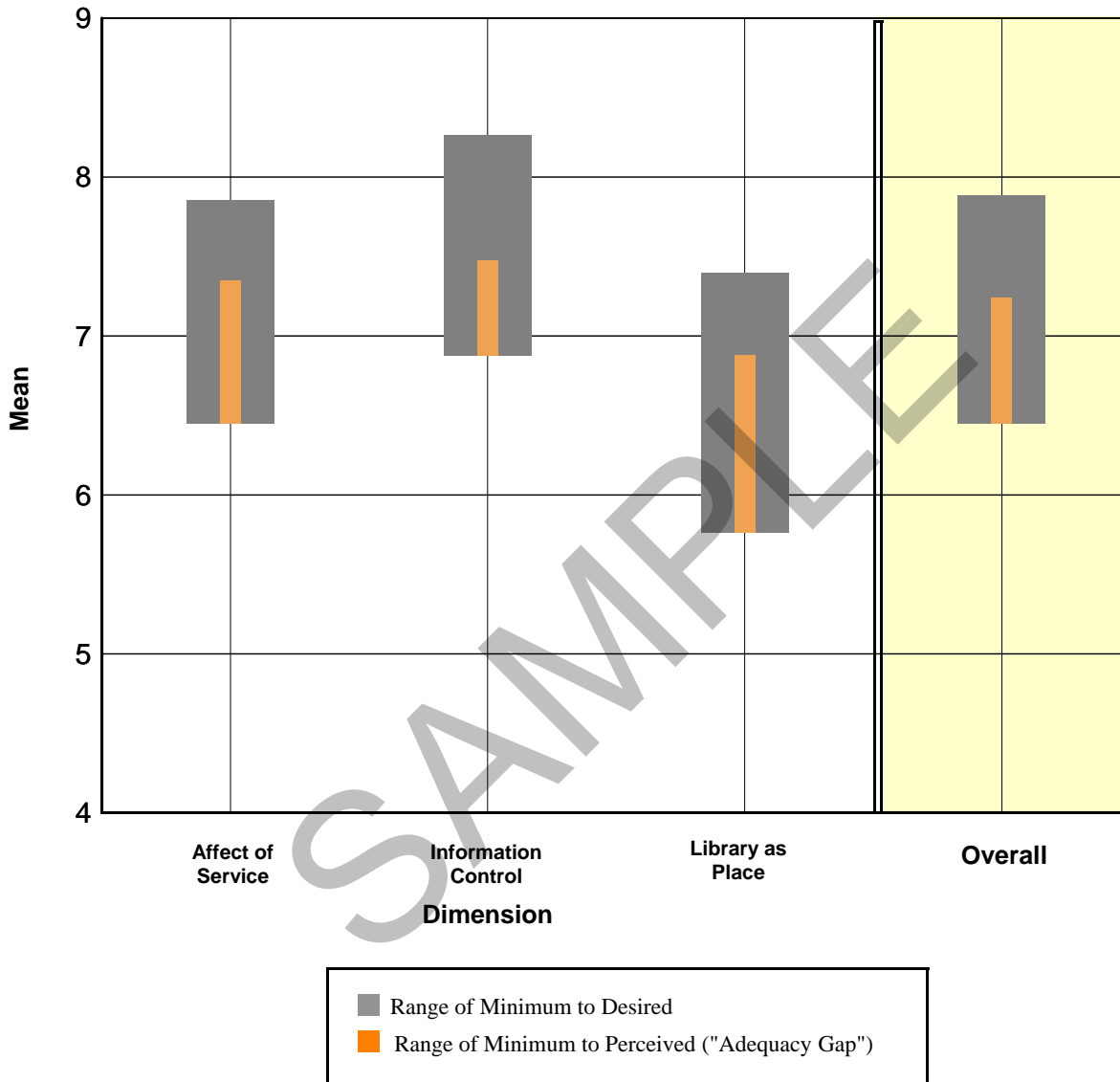
Consortium: None

User Group: Graduate

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	2.15	1.68	1.65	1.74	1.57	73
AS-2	Giving users individual attention	2.13	1.74	1.53	1.78	1.21	68
AS-3	Employees who are consistently courteous	1.50	1.17	1.60	1.84	1.67	105
AS-4	Readiness to respond to users' questions	1.56	1.25	1.47	1.70	1.35	78
AS-5	Employees who have the knowledge to answer user questions	1.78	1.42	1.34	1.74	1.50	96
AS-6	Employees who deal with users in a caring fashion	1.71	1.29	1.47	1.72	1.48	332
AS-7	Employees who understand the needs of their users	1.68	1.17	1.14	1.88	1.43	88
AS-8	Willingness to help users	1.60	1.41	1.25	1.39	1.08	73
AS-9	Dependability in handling users' service problems	1.74	1.41	1.48	1.70	1.52	81
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.62	0.84	1.22	1.90	1.40	94
IC-2	A library Web site enabling me to locate information on my own	1.50	1.17	1.60	1.84	1.67	105
IC-3	The printed library materials I need for my work	2.13	1.74	1.53	1.78	1.21	68
IC-4	The electronic information resources I need	1.68	1.19	1.21	1.66	1.29	337
IC-5	Modern equipment that lets me easily access needed information	1.68	1.17	1.14	1.88	1.43	88
IC-6	Easy-to-use access tools that allow me to find things on my own	1.60	1.30	1.51	1.92	1.68	118
IC-7	Making information easily accessible for independent use	1.49	0.93	1.28	1.54	1.23	76
IC-8	Print and/or electronic journal collections I require for my work	1.39	0.95	1.22	1.57	1.27	106
Library as Place							
LP-1	Library space that inspires study and learning	2.04	1.83	1.68	2.39	2.32	324
LP-2	Quiet space for individual activities	2.07	1.83	1.85	2.64	2.44	71
LP-3	A comfortable and inviting location	1.85	1.48	1.68	2.18	2.11	89
LP-4	A getaway for study, learning, or research	2.17	1.69	1.54	2.16	1.83	80
LP-5	Community space for group learning and group study	1.39	0.95	1.22	1.57	1.27	106
Overall:		1.35	0.93	1.03	1.33	1.04	342

5.3 Core Question Dimensions Summary for Graduate

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	6.45	7.86	7.35	0.90	-0.51	337
Information Control	6.87	8.26	7.47	0.60	-0.79	342
Library as Place	5.76	7.40	6.88	1.12	-0.52	329
Overall	6.45	7.88	7.24	0.79	-0.64	342

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	1.58	1.22	1.27	1.45	1.22	337
Information Control	1.38	0.90	1.09	1.44	1.12	342
Library as Place	1.94	1.65	1.54	2.19	2.04	329
Overall	1.35	0.93	1.03	1.33	1.04	342

5.4 Local Question Summary for Graduate

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 archives, special collections	6.77	7.77	6.97	0.20	-0.80	60
Access to information resources that support patient care	6.75	8.33	7.35	0.60	-0.98	63
Access to photocopying and printing facilities	6.09	7.66	7.11	1.01	-0.55	74
Adequate hours of service	6.75	8.33	7.35	0.60	-0.98	63
Efficient interlibrary loan / document delivery	6.24	7.02	6.60	0.36	-0.42	45

This table displays the standard deviations 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 SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to archives, special collections	1.77	1.59	1.58	1.54	1.79	60
Access to information resources that support patient care	1.63	0.97	1.55	2.09	1.80	63
Access to photocopying and printing facilities	1.82	1.77	1.38	1.86	1.76	74
Adequate hours of service	1.63	0.97	1.55	2.09	1.80	63
Efficient interlibrary loan / document delivery	2.39	2.19	1.91	2.19	1.80	45

5.5 General Satisfaction Questions Summary for Graduate

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.	7.73	1.26	161
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.62	1.37	181
How would you rate the overall quality of the service provided by the library?	7.63	1.15	342

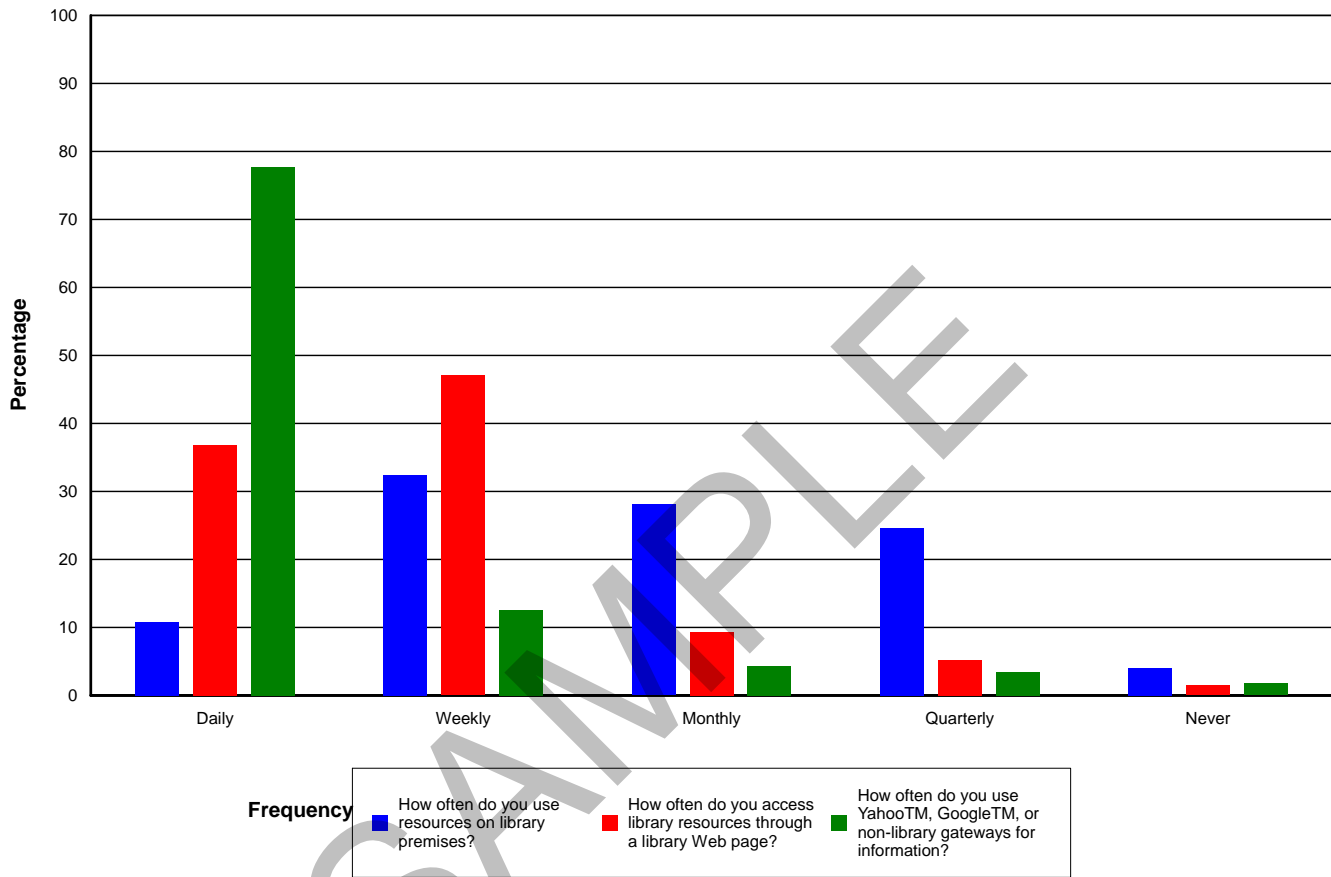
5.6 Information Literacy Outcomes Questions Summary for Graduate

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.	6.55	2.02	108
The library aids my advancement in my academic discipline or work.	7.77	1.38	149
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.	6.49	1.64	148
The library provides me with the information skills I need in my work or study.	7.08	1.48	125

5.7 Library Use Summary for Graduate

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?	37 10.82%	111 32.46%	96 28.07%	84 24.56%	14 4.09%	342 100.00%
How often do you access library resources through a library Web page?	126 36.84%	161 47.08%	32 9.36%	18 5.26%	5 1.46%	342 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	266 77.78%	43 12.57%	15 4.39%	12 3.51%	6 1.75%	342 100.00%

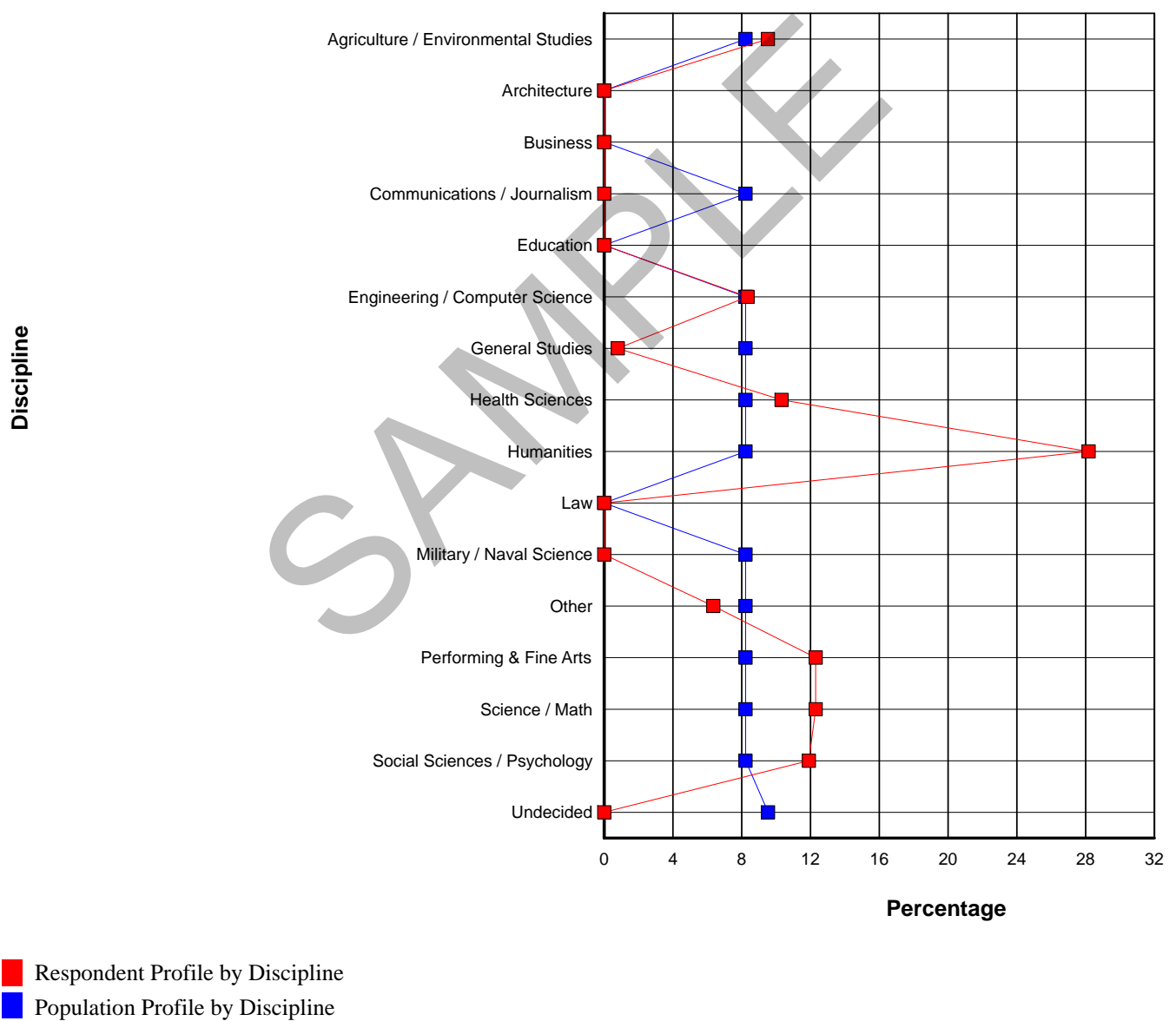
6 Faculty Summary for Association of Research Libraries

6.1 Demographic Summary for Faculty

6.1.1 Population and Respondent Profiles for Faculty by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



Language: English (American)
 Institution Type: College or University
 Consortium: None
 User Group: Faculty

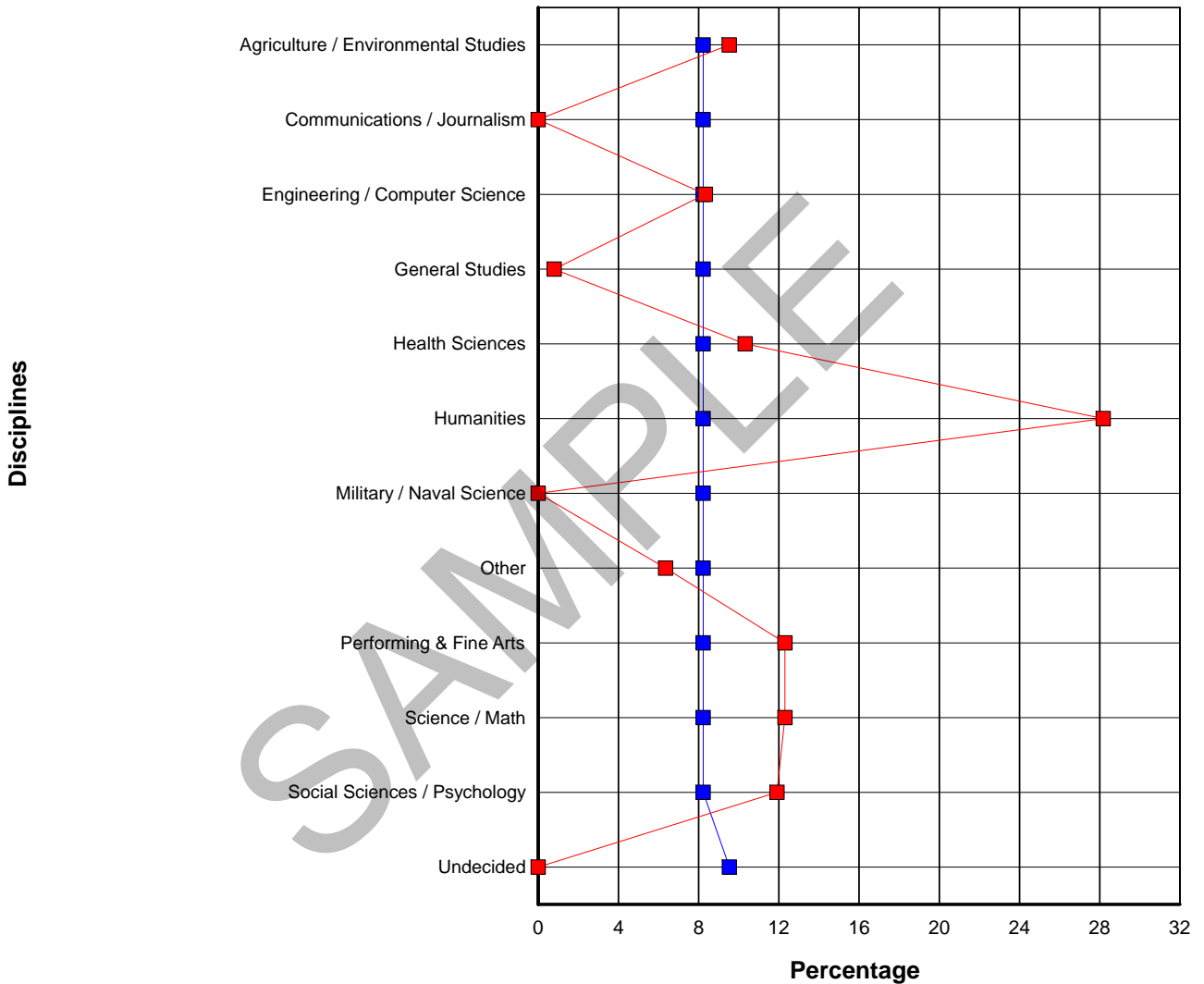
Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	44	8.22	24	9.52	-1.30
Architecture	0	0.00	0	0.00	0.00
Business	0	0.00	0	0.00	0.00
Communications / Journalism	44	8.22	0	0.00	8.22
Education	0	0.00	0	0.00	0.00
Engineering / Computer Science	44	8.22	21	8.33	-0.11
General Studies	44	8.22	2	0.79	7.43
Health Sciences	44	8.22	26	10.32	-2.09
Humanities	44	8.22	71	28.17	-19.95
Law	0	0.00	0	0.00	0.00
Military / Naval Science	44	8.22	0	0.00	8.22
Other	44	8.22	16	6.35	1.88
Performing & Fine Arts	44	8.22	31	12.30	-4.08
Science / Math	44	8.22	31	12.30	-4.08
Social Sciences / Psychology	44	8.22	30	11.90	-3.68
Undecided	51	9.53	0	0.00	9.53
Total:	535	100.00	252	100.00	0.00

Language: English (American)
 Institution Type: College or University
 Consortium: None
 User Group: Faculty

6.1.2 Population and Respondent Profiles for Faculty by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American)
 Institution Type: College or University
 Consortium: None
 User Group: Faculty

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	44	8.22	24	9.52	-1.30
Communications / Journalism	44	8.22	0	0.00	8.22
Engineering / Computer Science	44	8.22	21	8.33	-0.11
General Studies	44	8.22	2	0.79	7.43
Health Sciences	44	8.22	26	10.32	-2.09
Humanities	44	8.22	71	28.17	-19.95
Military / Naval Science	44	8.22	0	0.00	8.22
Other	44	8.22	16	6.35	1.88
Performing & Fine Arts	44	8.22	31	12.30	-4.08
Science / Math	44	8.22	31	12.30	-4.08
Social Sciences / Psychology	44	8.22	30	11.90	-3.68
Undecided	51	9.53	0	0.00	9.53
Total:	535	100.00	252	100.00	0.00

Language: English (American)

Institution Type: College or University

Consortium: None

User Group: Faculty

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	144	57.83
Branch 2	58	23.29
Branch 3	47	18.88
Total:	249	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	0	0.00
23 - 30	18	7.14
31 - 45	91	36.11
46 - 65	129	51.19
Over 65	14	5.56
Total:	252	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.

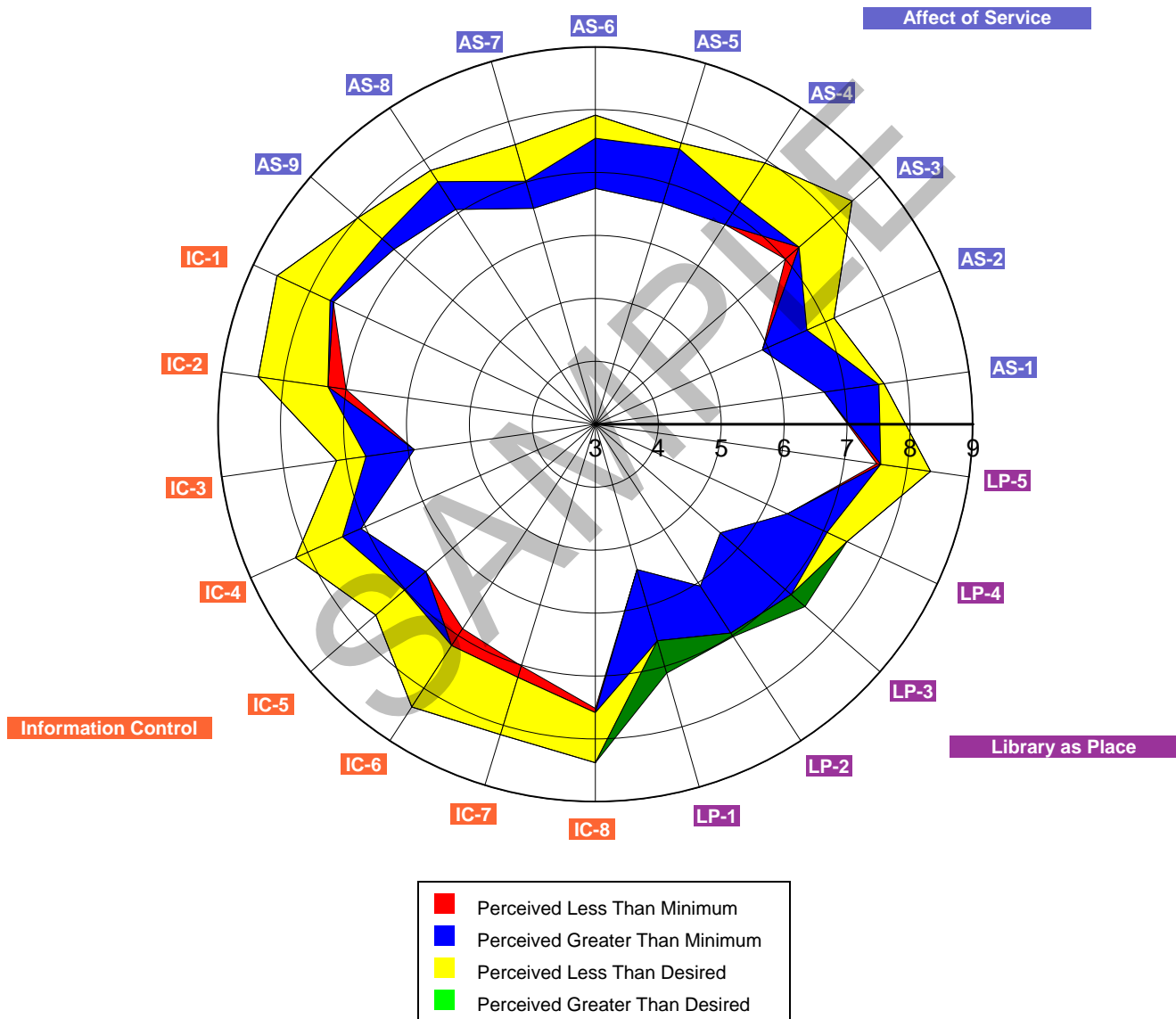
Sex:	Population N	Population %	Respondents n	Respondents %
Female	268	50.09	95	37.70
Male	267	49.91	157	62.30
Total:	535	100.00	252	100.00

6.2 Core Questions Summary for Faculty

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.)



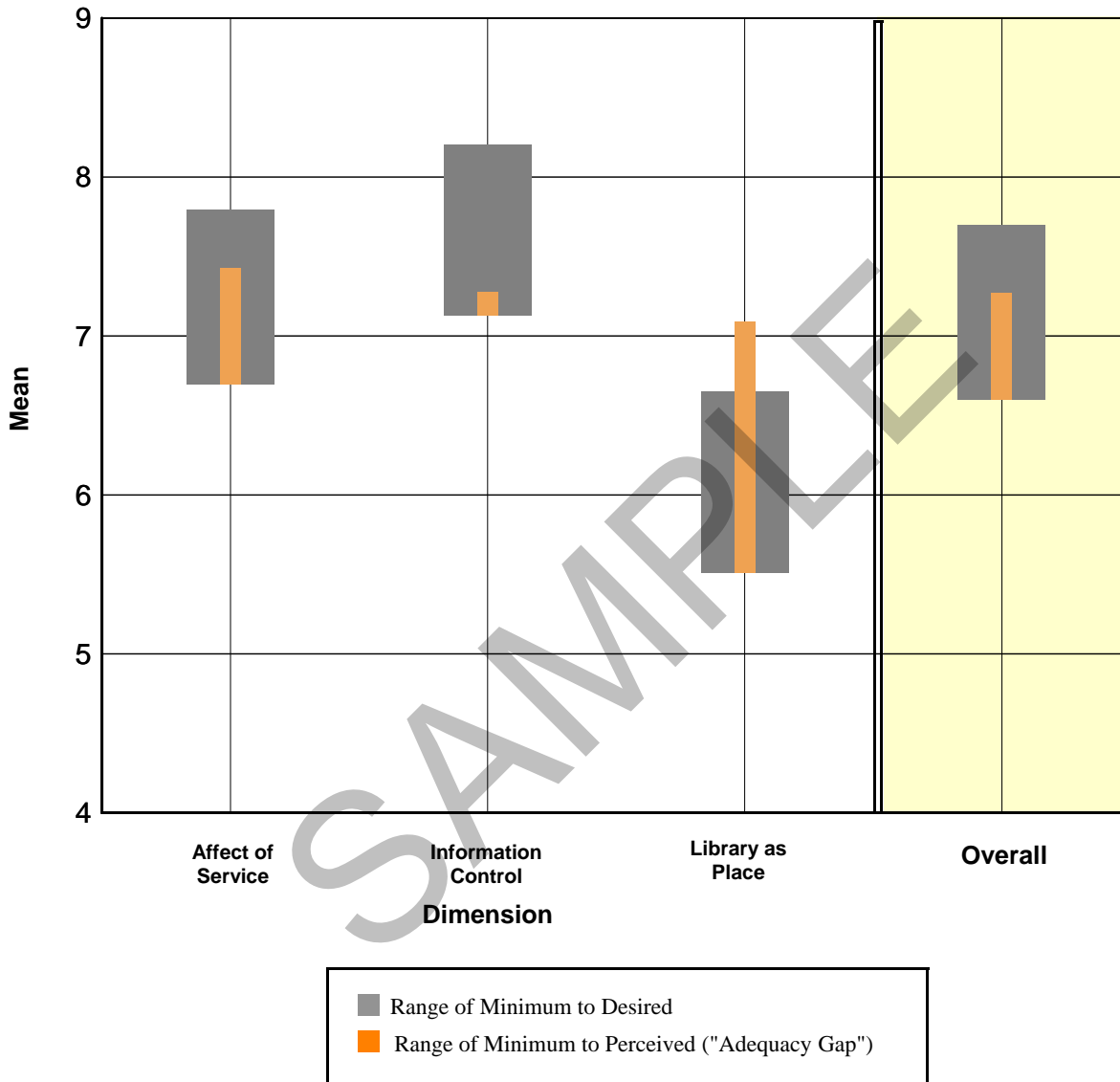
Language: English (American)
 Institution Type: College or University
 Consortium: None
 User Group: Faculty

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	6.67	7.63	7.55	0.88	-0.08	49
AS-2	Giving users individual attention	5.91	7.15	6.68	0.77	-0.47	53
AS-3	Employees who are consistently courteous	7.29	8.41	7.00	-0.29	-1.41	86
AS-4	Readiness to respond to users' questions	6.78	7.95	7.22	0.43	-0.73	60
AS-5	Employees who have the knowledge to answer user questions	6.67	7.67	7.57	0.90	-0.10	61
AS-6	Employees who deal with users in a caring fashion	6.75	7.91	7.54	0.79	-0.37	239
AS-7	Employees who understand the needs of their users	6.57	7.62	7.02	0.45	-0.60	58
AS-8	Willingness to help users	7.07	7.81	7.60	0.53	-0.21	57
AS-9	Dependability in handling users' service problems	7.24	8.00	7.49	0.25	-0.51	59
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.59	8.58	7.65	0.06	-0.93	86
IC-2	A library Web site enabling me to locate information on my own	7.29	8.41	7.00	-0.29	-1.41	86
IC-3	The printed library materials I need for my work	5.91	7.15	6.68	0.77	-0.47	53
IC-4	The electronic information resources I need	7.08	8.21	7.40	0.32	-0.82	249
IC-5	Modern equipment that lets me easily access needed information	6.57	7.62	7.02	0.45	-0.60	58
IC-6	Easy-to-use access tools that allow me to find things on my own	7.19	8.35	6.87	-0.32	-1.48	62
IC-7	Making information easily accessible for independent use	7.21	8.16	7.02	-0.19	-1.14	58
IC-8	Print and/or electronic journal collections I require for my work	7.58	8.38	7.51	-0.07	-0.86	74
Library as Place							
LP-1	Library space that inspires study and learning	5.40	6.58	7.11	1.71	0.54	211
LP-2	Quiet space for individual activities	6.07	6.96	7.02	0.96	0.07	45
LP-3	A comfortable and inviting location	5.63	7.12	7.42	1.78	0.29	65
LP-4	A getaway for study, learning, or research	6.37	7.41	7.07	0.70	-0.35	46
LP-5	Community space for group learning and group study	7.58	8.38	7.51	-0.07	-0.86	74
Overall:		6.60	7.70	7.27	0.67	-0.42	252

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	2.07	1.62	1.47	1.94	1.48	49
AS-2	Giving users individual attention	2.19	1.85	1.80	2.24	1.98	53
AS-3	Employees who are consistently courteous	1.44	0.95	1.50	1.90	1.59	86
AS-4	Readiness to respond to users' questions	1.84	1.29	1.63	2.22	1.73	60
AS-5	Employees who have the knowledge to answer user questions	1.81	1.72	1.42	1.95	2.03	61
AS-6	Employees who deal with users in a caring fashion	1.79	1.45	1.47	2.00	1.72	239
AS-7	Employees who understand the needs of their users	1.72	1.54	1.56	2.04	2.12	58
AS-8	Willingness to help users	1.46	1.42	1.35	1.69	1.69	57
AS-9	Dependability in handling users' service problems	1.51	1.33	1.39	1.79	1.39	59
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.50	0.83	1.43	1.91	1.57	86
IC-2	A library Web site enabling me to locate information on my own	1.44	0.95	1.50	1.90	1.59	86
IC-3	The printed library materials I need for my work	2.19	1.85	1.80	2.24	1.98	53
IC-4	The electronic information resources I need	1.77	1.34	1.43	2.04	1.73	249
IC-5	Modern equipment that lets me easily access needed information	1.72	1.54	1.56	2.04	2.12	58
IC-6	Easy-to-use access tools that allow me to find things on my own	1.33	0.91	1.58	2.02	1.71	62
IC-7	Making information easily accessible for independent use	1.42	1.24	1.50	1.84	1.76	58
IC-8	Print and/or electronic journal collections I require for my work	1.54	1.25	1.48	2.04	1.74	74
Library as Place							
LP-1	Library space that inspires study and learning	2.31	2.39	1.73	2.60	2.55	211
LP-2	Quiet space for individual activities	2.55	2.52	1.99	3.20	3.30	45
LP-3	A comfortable and inviting location	1.89	1.81	1.61	2.01	1.97	65
LP-4	A getaway for study, learning, or research	2.06	1.90	1.58	1.92	1.89	46
LP-5	Community space for group learning and group study	1.54	1.25	1.48	2.04	1.74	74
Overall:		1.35	1.07	1.17	1.60	1.39	252

6.3 Core Question Dimensions Summary for Faculty

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	6.70	7.80	7.43	0.73	-0.37	248
Information Control	7.13	8.20	7.28	0.15	-0.93	251
Library as Place	5.51	6.65	7.09	1.58	0.44	222
Overall	6.60	7.70	7.27	0.67	-0.42	252

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	1.64	1.32	1.39	1.82	1.56	248
Information Control	1.37	1.00	1.29	1.78	1.53	251
Library as Place	2.07	2.06	1.55	2.36	2.32	222
Overall	1.35	1.07	1.17	1.60	1.39	252

6.4 Local Question Summary for Faculty

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 archives, special collections	6.81	7.50	6.60	-0.21	-0.90	48
Access to information resources that support patient care	6.75	7.89	8.09	1.34	0.20	44
Access to photocopying and printing facilities	6.19	7.19	7.11	0.93	-0.07	27
Adequate hours of service	6.75	7.89	8.09	1.34	0.20	44
Efficient interlibrary loan / document delivery	5.98	7.13	6.85	0.88	-0.28	40

This table displays the standard deviations 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 SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to archives, special collections	2.34	2.18	1.80	2.24	2.15	48
Access to information resources that support patient care	1.71	1.42	1.07	1.45	0.98	44
Access to photocopying and printing facilities	2.48	2.25	1.74	2.73	2.53	27
Adequate hours of service	1.71	1.42	1.07	1.45	0.98	44
Efficient interlibrary loan / document delivery	2.27	1.99	2.11	2.38	2.18	40

6.5 General Satisfaction Questions Summary for Faculty

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.	7.95	1.13	125
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.57	1.46	127
How would you rate the overall quality of the service provided by the library?	7.73	1.20	252

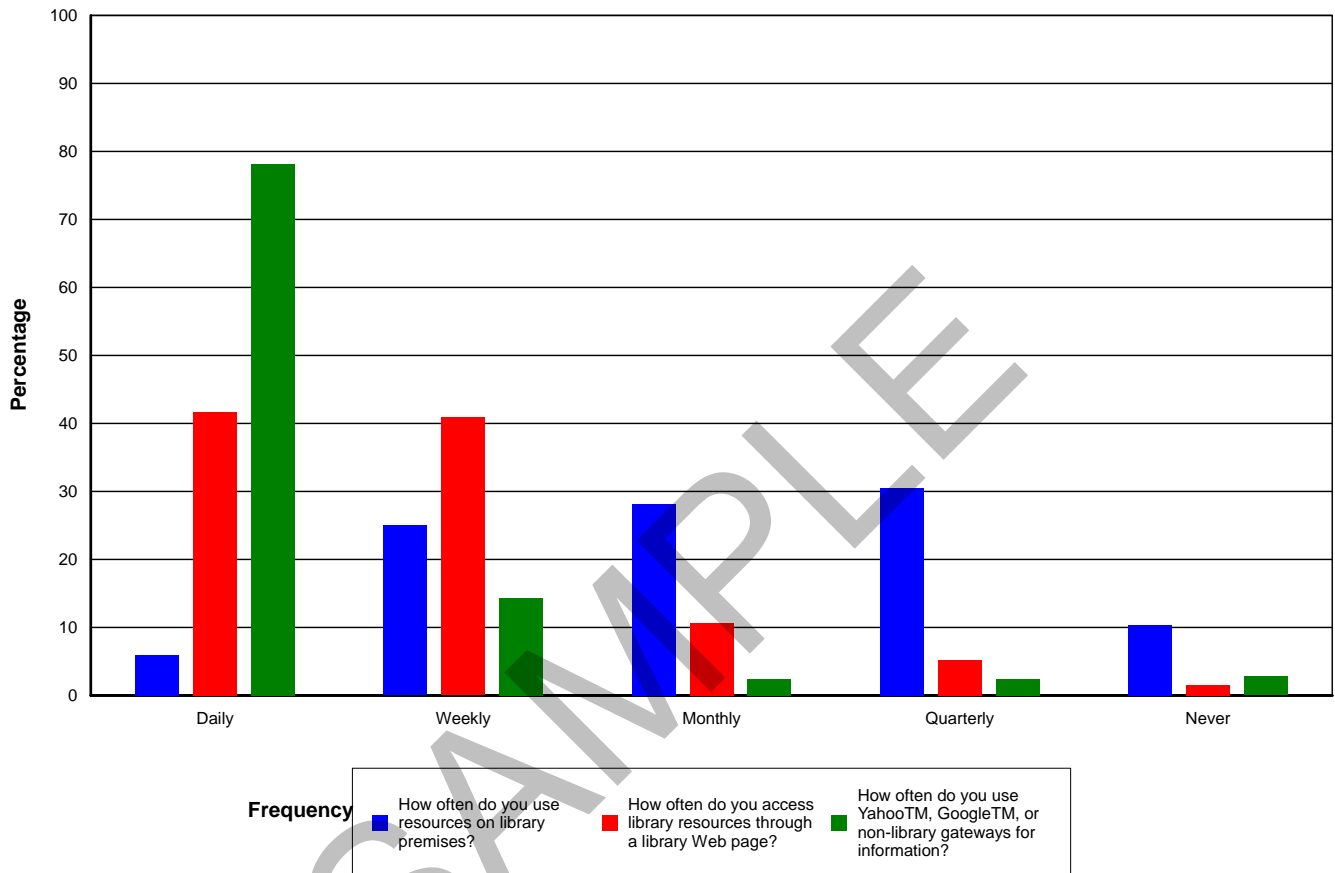
6.6 Information Literacy Outcomes Questions Summary for Faculty

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.	6.74	2.02	84
The library aids my advancement in my academic discipline or work.	7.90	1.44	100
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.	5.83	2.04	107
The library provides me with the information skills I need in my work or study.	7.10	1.74	88

6.7 Library Use Summary for Faculty

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 5.95%	63 25.00%	71 28.17%	77 30.56%	26 10.32%	252 100.00%
How often do you access library resources through a library Web page?	105 41.67%	103 40.87%	27 10.71%	13 5.16%	4 1.59%	252 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	197 78.17%	36 14.29%	6 2.38%	6 2.38%	7 2.78%	252 100.00%

7 Library Staff Summary for Association of Research Libraries

7.1 Demographic Summary for Library Staff

7.1.1 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	28	77.78
Branch 2	7	19.44
Branch 3	1	2.78
Total:	36	100.00

7.1.2 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	1	2.78
23 - 30	10	27.78
31 - 45	11	30.56
46 - 65	13	36.11
Over 65	1	2.78
Total:	36	100.00

7.1.3 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.

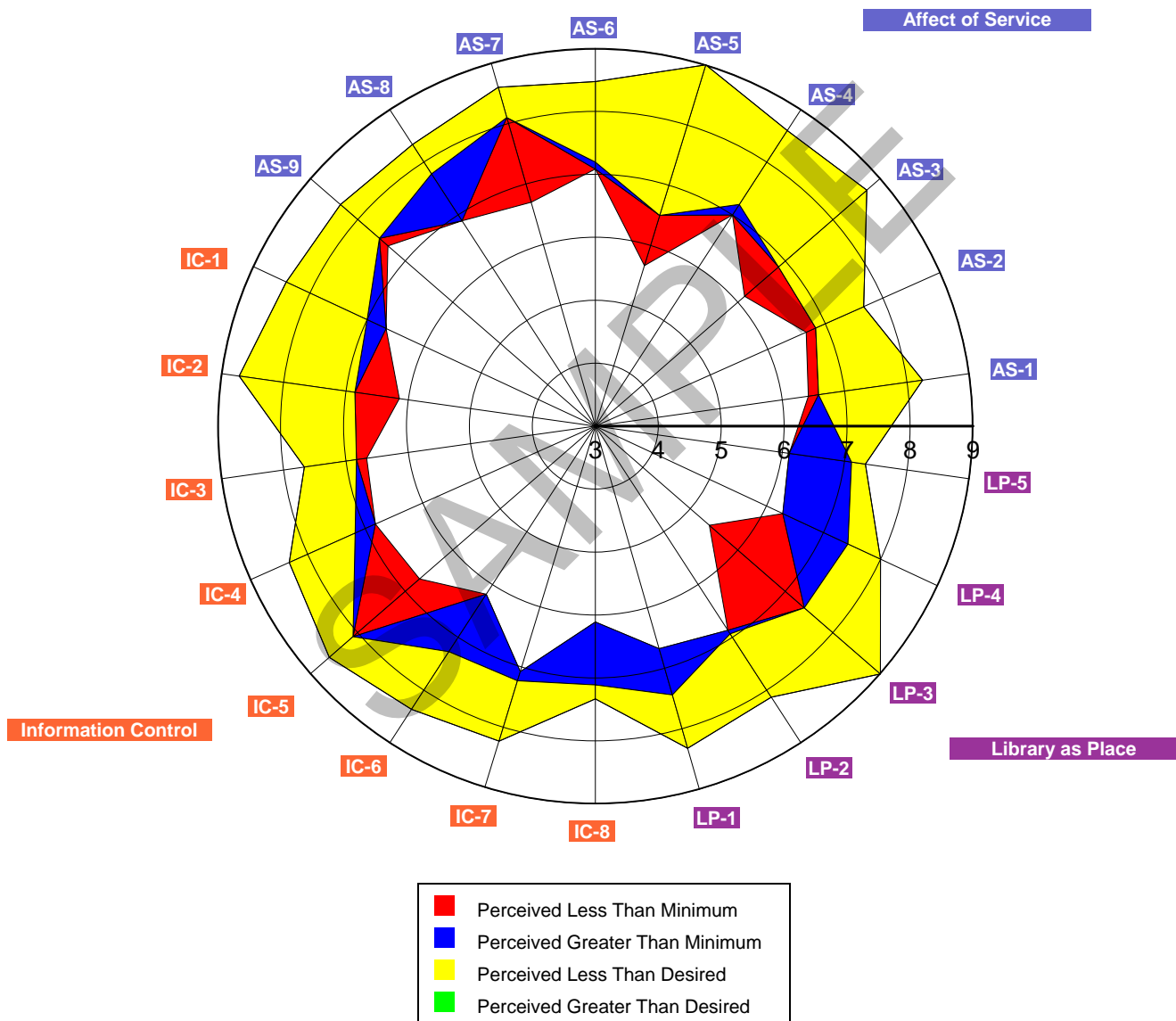
Sex:	Respondents n	Respondents %
Female	23	63.89
Male	13	36.11
Total:	36	100.00

7.2 Core Questions Summary for Library Staff

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	6.58	8.25	6.42	-0.17	-1.83	12
AS-2	Giving users individual attention	6.83	7.67	6.67	-0.17	-1.00	6
AS-3	Employees who are consistently courteous	6.86	8.71	6.14	-0.71	-2.57	7
AS-4	Readiness to respond to users' questions	7.00	8.60	7.20	0.20	-1.40	5
AS-5	Employees who have the knowledge to answer user questions	6.50	9.00	5.67	-0.83	-3.33	6
AS-6	Employees who deal with users in a caring fashion	7.08	8.47	7.19	0.11	-1.28	36
AS-7	Employees who understand the needs of their users	8.10	8.60	6.70	-1.40	-1.90	10
AS-8	Willingness to help users	6.89	8.33	7.78	0.89	-0.56	9
AS-9	Dependability in handling users' service problems	7.55	8.36	7.36	-0.18	-1.00	11
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.67	8.42	7.00	0.33	-1.42	12
IC-2	A library Web site enabling me to locate information on my own	6.86	8.71	6.14	-0.71	-2.57	7
IC-3	The printed library materials I need for my work	6.83	7.67	6.67	-0.17	-1.00	6
IC-4	The electronic information resources I need	6.82	8.32	7.18	0.35	-1.15	34
IC-5	Modern equipment that lets me easily access needed information	8.10	8.60	6.70	-1.40	-1.90	10
IC-6	Easy-to-use access tools that allow me to find things on my own	6.18	8.36	7.27	1.09	-1.09	11
IC-7	Making information easily accessible for independent use	7.08	8.23	7.23	0.15	-1.00	13
IC-8	Print and/or electronic journal collections I require for my work	6.11	7.33	7.11	1.00	-0.22	9
Library as Place							
LP-1	Library space that inspires study and learning	6.68	8.32	7.44	0.76	-0.88	34
LP-2	Quiet space for individual activities	6.87	8.13	6.93	0.07	-1.20	15
LP-3	A comfortable and inviting location	7.40	9.00	5.40	-2.00	-3.60	5
LP-4	A getaway for study, learning, or research	6.29	8.00	7.43	1.14	-0.57	7
LP-5	Community space for group learning and group study	6.11	7.33	7.11	1.00	-0.22	9
Overall:		6.83	8.24	6.98	0.15	-1.25	36

Language: English (American)

Institution Type: College or University

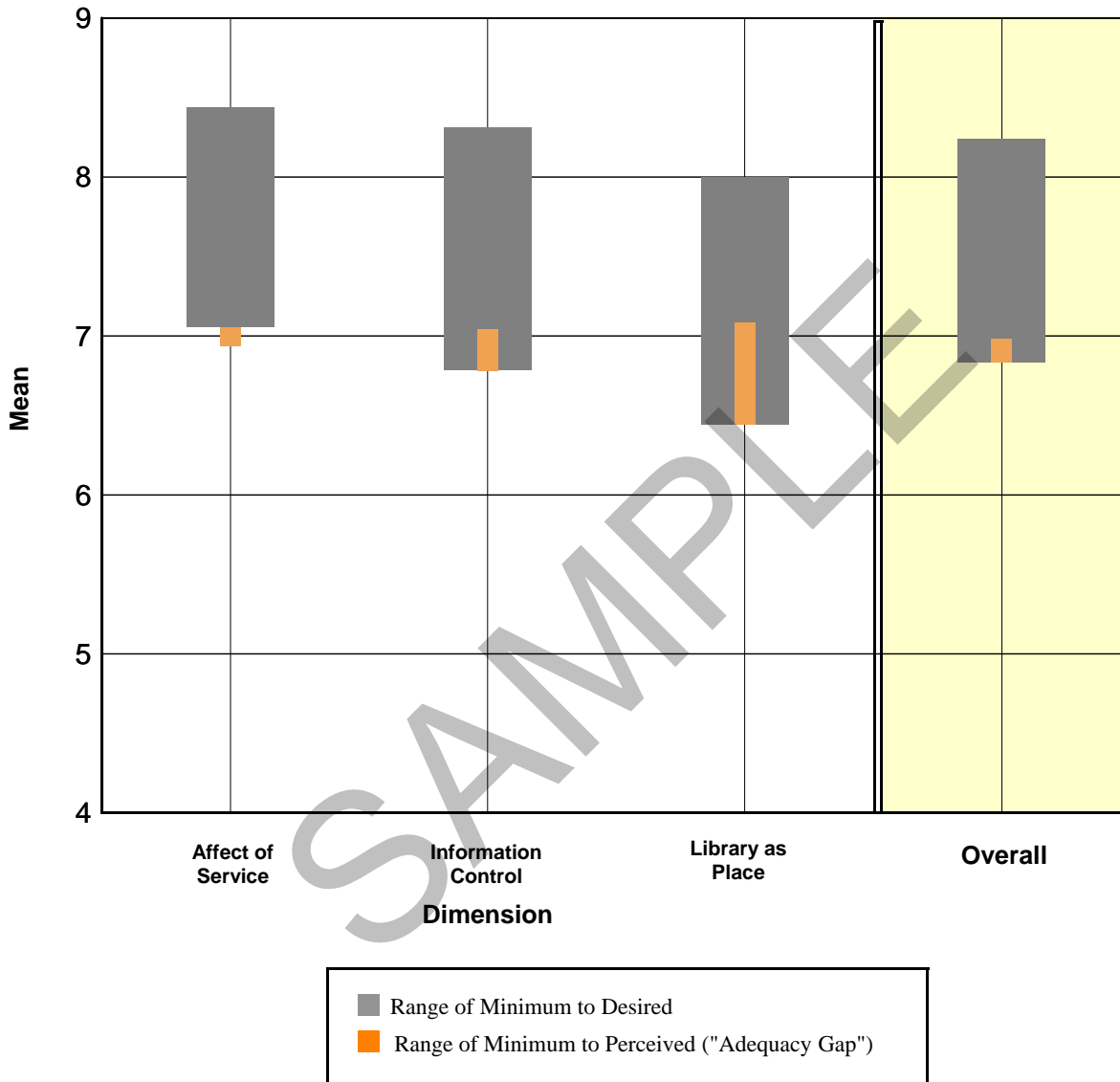
Consortium: None

User Group: Library Staff

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	1.73	1.29	2.07	2.82	2.08	12
AS-2	Giving users individual attention	1.60	1.51	1.86	2.04	2.00	6
AS-3	Employees who are consistently courteous	1.95	0.49	2.27	1.50	2.30	7
AS-4	Readiness to respond to users' questions	1.58	0.55	2.39	1.48	2.61	5
AS-5	Employees who have the knowledge to answer user questions	2.17	0	1.75	2.79	1.75	6
AS-6	Employees who deal with users in a caring fashion	1.59	0.74	1.26	2.01	1.43	36
AS-7	Employees who understand the needs of their users	0.99	0.70	1.89	2.41	2.18	10
AS-8	Willingness to help users	1.96	1.12	1.48	2.71	1.74	9
AS-9	Dependability in handling users' service problems	1.04	0.81	1.03	1.25	1.41	11
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.92	1.00	0.95	2.39	1.68	12
IC-2	A library Web site enabling me to locate information on my own	1.95	0.49	2.27	1.50	2.30	7
IC-3	The printed library materials I need for my work	1.60	1.51	1.86	2.04	2.00	6
IC-4	The electronic information resources I need	1.60	1.01	1.49	2.28	1.76	34
IC-5	Modern equipment that lets me easily access needed information	0.99	0.70	1.89	2.41	2.18	10
IC-6	Easy-to-use access tools that allow me to find things on my own	2.68	0.92	2.00	3.33	2.34	11
IC-7	Making information easily accessible for independent use	0.86	1.17	1.17	0.90	1.58	13
IC-8	Print and/or electronic journal collections I require for my work	2.80	1.87	2.20	3.91	2.82	9
Library as Place							
LP-1	Library space that inspires study and learning	1.93	1.47	1.19	2.03	1.89	34
LP-2	Quiet space for individual activities	2.13	1.13	1.98	2.31	1.82	15
LP-3	A comfortable and inviting location	1.82	0	2.88	4.06	2.88	5
LP-4	A getaway for study, learning, or research	2.14	1.00	0.98	1.21	1.13	7
LP-5	Community space for group learning and group study	2.80	1.87	2.20	3.91	2.82	9
Overall:		1.44	0.78	1.28	1.95	1.52	36

7.3 Core Question Dimensions Summary for Library Staff

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	7.06	8.44	6.94	-0.12	-1.50	36
Information Control	6.78	8.31	7.04	0.26	-1.27	36
Library as Place	6.44	8.00	7.09	0.64	-0.91	35
Overall	6.83	8.24	6.98	0.15	-1.25	36

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	1.38	0.75	1.38	1.98	1.54	36
Information Control	1.82	0.84	1.46	2.46	1.72	36
Library as Place	2.04	1.49	1.36	2.20	1.88	35
Overall	1.44	0.78	1.28	1.95	1.52	36

7.4 Local Question Summary for Library Staff

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 archives, special collections	8.50	9.00	9.00	0.50	0	2
Access to information resources that support patient care	6.50	8.13	8.00	1.50	-0.13	8
Access to photocopying and printing facilities	7.43	8.29	6.86	-0.57	-1.43	7
Adequate hours of service	6.50	8.13	8.00	1.50	-0.13	8
Efficient interlibrary loan / document delivery	6.80	7.90	5.30	-1.50	-2.60	10

This table displays the standard deviations 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 SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to archives, special collections	0.71	0	0	0.71	0	2
Access to information resources that support patient care	1.31	1.46	1.20	1.31	1.89	8
Access to photocopying and printing facilities	2.15	0.95	2.19	3.78	2.70	7
Adequate hours of service	1.31	1.46	1.20	1.31	1.89	8
Efficient interlibrary loan / document delivery	2.10	1.91	2.45	2.51	2.95	10

7.5 General Satisfaction Questions Summary for Library Staff

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.	6.88	2.00	17
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.37	1.64	19
How would you rate the overall quality of the service provided by the library?	7.36	1.61	36

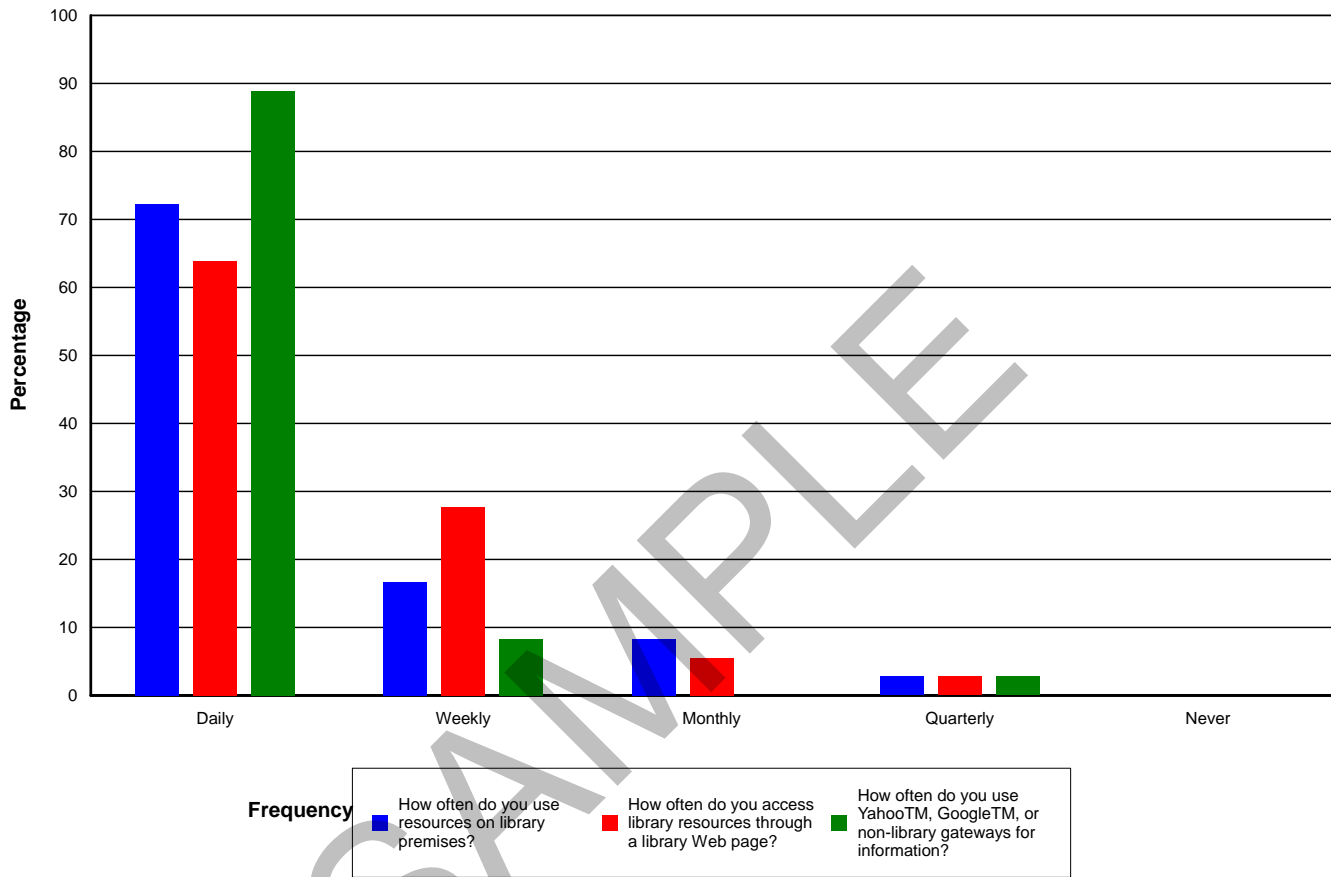
7.6 Information Literacy Outcomes Questions Summary for Library Staff

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.	6.08	2.64	12
The library aids my advancement in my academic discipline or work.	6.95	2.31	20
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.	6.05	2.27	19
The library provides me with the information skills I need in my work or study.	7.29	2.06	7

7.7 Library Use Summary for Library Staff

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?	26 72.22%	6 16.67%	3 8.33%	1 2.78%	0 0 %	36 100.00%
How often do you access library resources through a library Web page?	23 63.89%	10 27.78%	2 5.56%	1 2.78%	0 0 %	36 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	32 88.89%	3 8.33%	0 0 %	1 2.78%	0 0 %	36 100.00%

8 Staff Summary for Association of Research Libraries

8.1 Demographic Summary for Staff

8.1.1 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	37	68.52
Branch 2	11	20.37
Branch 3	6	11.11
Total:	54	100.00

8.1.2 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	0	0.00
23 - 30	15	26.79
31 - 45	29	51.79
46 - 65	12	21.43
Over 65	0	0.00
Total:	56	100.00

8.1.3 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	26	46.43
Male	30	53.57
Total:	56	100.00

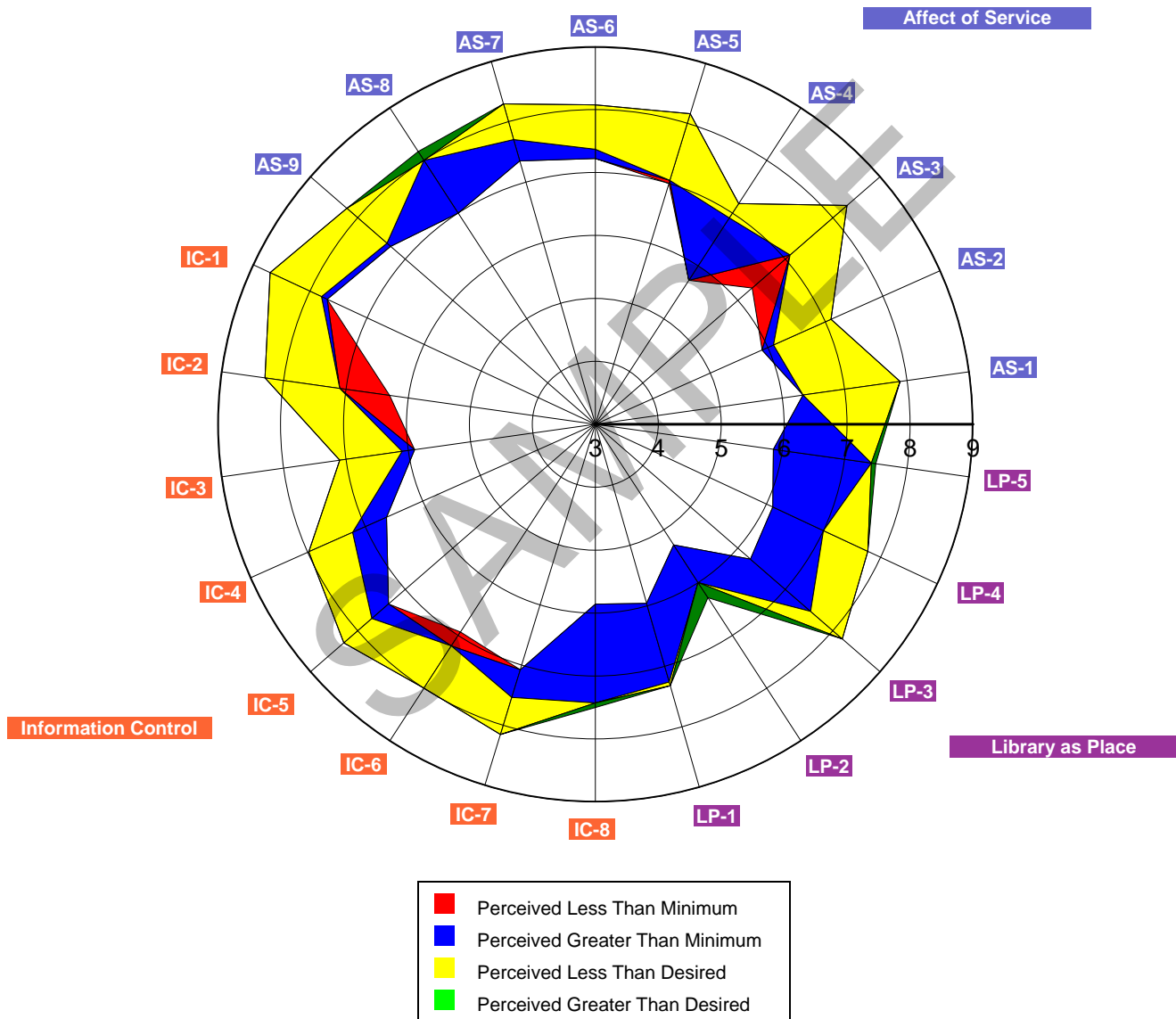
Language: English (American)
 Institution Type: College or University
 Consortium: None
 User Group: Staff

8.2 Core Questions Summary for Staff

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.)



Language: English (American)
 Institution Type: College or University
 Consortium: None
 User Group: Staff

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	6.33	7.89	6.33	0.00	-1.56	9
AS-2	Giving users individual attention	5.90	7.10	6.10	0.20	-1.00	10
AS-3	Employees who are consistently courteous	7.10	8.30	6.30	-0.80	-2.00	20
AS-4	Readiness to respond to users' questions	5.73	7.18	6.91	1.18	-0.27	11
AS-5	Employees who have the knowledge to answer user questions	7.05	8.16	7.00	-0.05	-1.16	19
AS-6	Employees who deal with users in a caring fashion	7.22	8.07	7.37	0.15	-0.70	54
AS-7	Employees who understand the needs of their users	7.35	8.29	7.71	0.35	-0.59	17
AS-8	Willingness to help users	7.00	8.00	8.17	1.17	0.17	12
AS-9	Dependability in handling users' service problems	7.31	8.23	7.38	0.08	-0.85	13
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.70	8.70	7.80	0.10	-0.90	20
IC-2	A library Web site enabling me to locate information on my own	7.10	8.30	6.30	-0.80	-2.00	20
IC-3	The printed library materials I need for my work	5.90	7.10	6.10	0.20	-1.00	10
IC-4	The electronic information resources I need	6.63	7.98	7.22	0.59	-0.76	54
IC-5	Modern equipment that lets me easily access needed information	7.35	8.29	7.71	0.35	-0.59	17
IC-6	Easy-to-use access tools that allow me to find things on my own	7.20	8.00	6.93	-0.27	-1.07	15
IC-7	Making information easily accessible for independent use	7.08	8.15	7.54	0.46	-0.62	13
IC-8	Print and/or electronic journal collections I require for my work	5.86	7.43	7.50	1.64	0.07	14
Library as Place							
LP-1	Library space that inspires study and learning	5.96	7.32	7.26	1.30	-0.06	50
LP-2	Quiet space for individual activities	5.29	6.00	6.29	1.00	0.29	7
LP-3	A comfortable and inviting location	6.27	8.20	7.53	1.27	-0.67	15
LP-4	A getaway for study, learning, or research	6.11	7.78	7.00	0.89	-0.78	18
LP-5	Community space for group learning and group study	5.86	7.43	7.50	1.64	0.07	14
Overall:		6.67	7.87	7.20	0.53	-0.67	56

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	1.58	1.36	1.22	1.32	1.33	9
AS-2	Giving users individual attention	2.18	1.79	2.08	2.35	1.76	10
AS-3	Employees who are consistently courteous	1.68	1.03	1.78	2.31	1.86	20
AS-4	Readiness to respond to users' questions	2.10	1.66	1.38	2.09	2.20	11
AS-5	Employees who have the knowledge to answer user questions	1.65	1.26	2.05	2.72	2.41	19
AS-6	Employees who deal with users in a caring fashion	1.55	1.45	1.72	1.81	1.71	54
AS-7	Employees who understand the needs of their users	1.37	0.92	1.36	1.93	1.66	17
AS-8	Willingness to help users	2.04	1.95	0.94	1.40	1.34	12
AS-9	Dependability in handling users' service problems	1.49	0.83	1.71	1.93	1.91	13
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.45	0.80	1.51	1.48	1.29	20
IC-2	A library Web site enabling me to locate information on my own	1.68	1.03	1.78	2.31	1.86	20
IC-3	The printed library materials I need for my work	2.18	1.79	2.08	2.35	1.76	10
IC-4	The electronic information resources I need	1.83	1.60	1.27	2.16	1.87	54
IC-5	Modern equipment that lets me easily access needed information	1.37	0.92	1.36	1.93	1.66	17
IC-6	Easy-to-use access tools that allow me to find things on my own	1.52	1.07	1.62	2.15	1.22	15
IC-7	Making information easily accessible for independent use	1.38	0.90	1.51	1.56	1.33	13
IC-8	Print and/or electronic journal collections I require for my work	2.60	1.79	1.34	2.13	1.90	14
Library as Place							
LP-1	Library space that inspires study and learning	2.18	2.04	1.85	2.88	2.61	50
LP-2	Quiet space for individual activities	2.06	2.52	2.43	3.79	4.27	7
LP-3	A comfortable and inviting location	1.67	0.94	1.41	2.19	1.72	15
LP-4	A getaway for study, learning, or research	1.75	1.73	2.22	2.83	2.86	18
LP-5	Community space for group learning and group study	2.60	1.79	1.34	2.13	1.90	14
Overall:		1.20	1.05	1.10	1.51	1.35	56

Language: English (American)

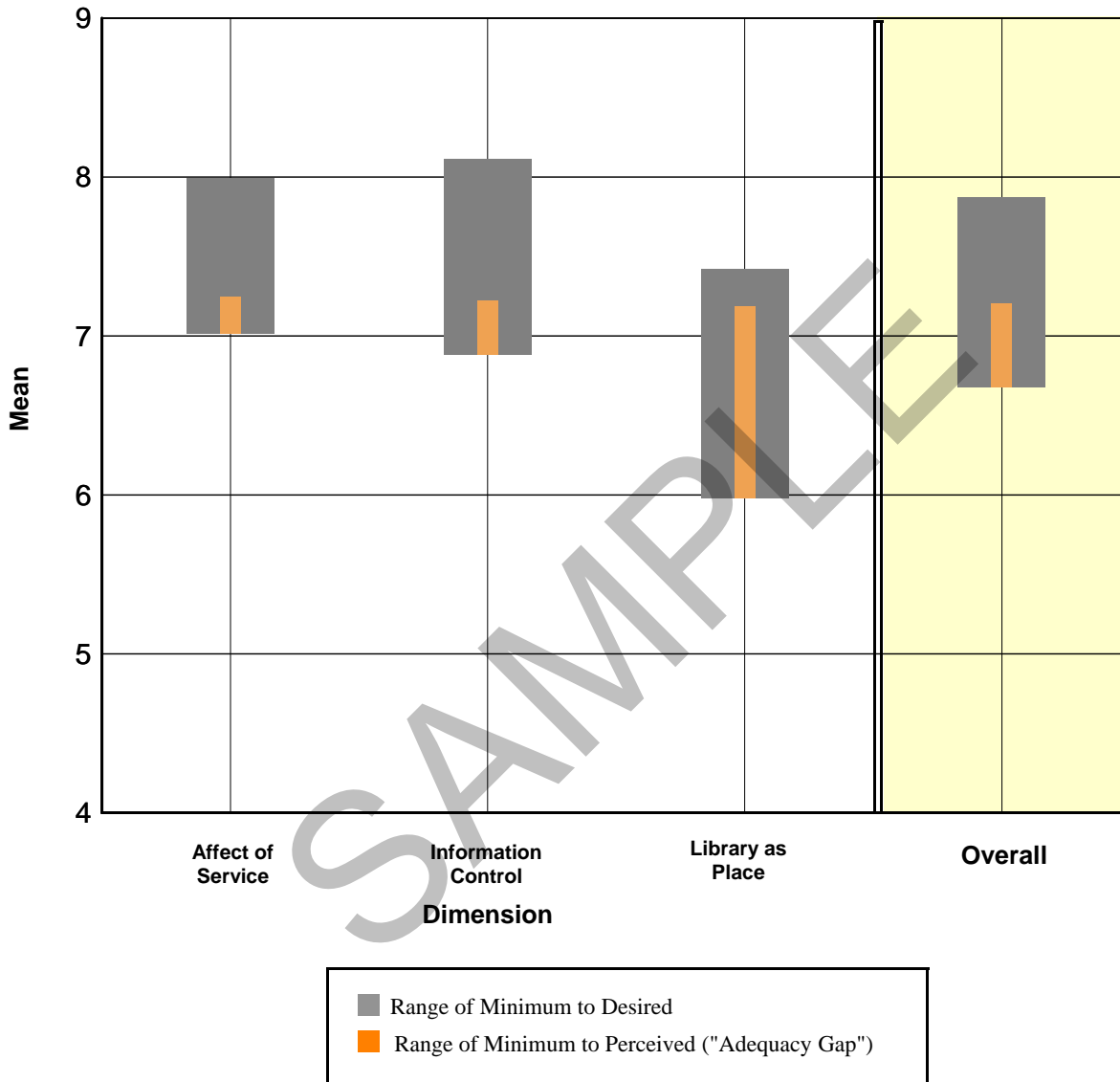
Institution Type: College or University

Consortium: None

User Group: Staff

8.3 Core Question Dimensions Summary for Staff

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	7.02	7.99	7.25	0.23	-0.75	54
Information Control	6.88	8.12	7.22	0.34	-0.89	55
Library as Place	5.98	7.42	7.19	1.21	-0.24	53
Overall	6.67	7.87	7.20	0.53	-0.67	56

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	1.51	1.30	1.52	1.70	1.52	54
Information Control	1.49	1.03	1.24	1.67	1.37	55
Library as Place	1.92	1.87	1.85	2.51	2.39	53
Overall	1.20	1.05	1.10	1.51	1.35	56

8.4 Local Question Summary for Staff

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 archives, special collections	8.20	9.00	7.40	-0.80	-1.60	5
Access to information resources that support patient care	6.67	7.67	7.53	0.87	-0.13	15
Access to photocopying and printing facilities	5.13	6.75	6.50	1.38	-0.25	8
Adequate hours of service	6.67	7.67	7.53	0.87	-0.13	15
Efficient interlibrary loan / document delivery	6.88	8.00	7.63	0.75	-0.38	8

This table displays the standard deviations 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 SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to archives, special collections	1.30	0	1.82	2.77	1.82	5
Access to information resources that support patient care	1.11	1.63	1.41	1.92	2.29	15
Access to photocopying and printing facilities	2.47	2.38	2.20	1.30	2.12	8
Adequate hours of service	1.11	1.63	1.41	1.92	2.29	15
Efficient interlibrary loan / document delivery	0.83	0.93	0.92	1.04	0.52	8

8.5 General Satisfaction Questions Summary for Staff

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.	7.52	1.48	29
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.37	1.24	27
How would you rate the overall quality of the service provided by the library?	7.43	1.20	56

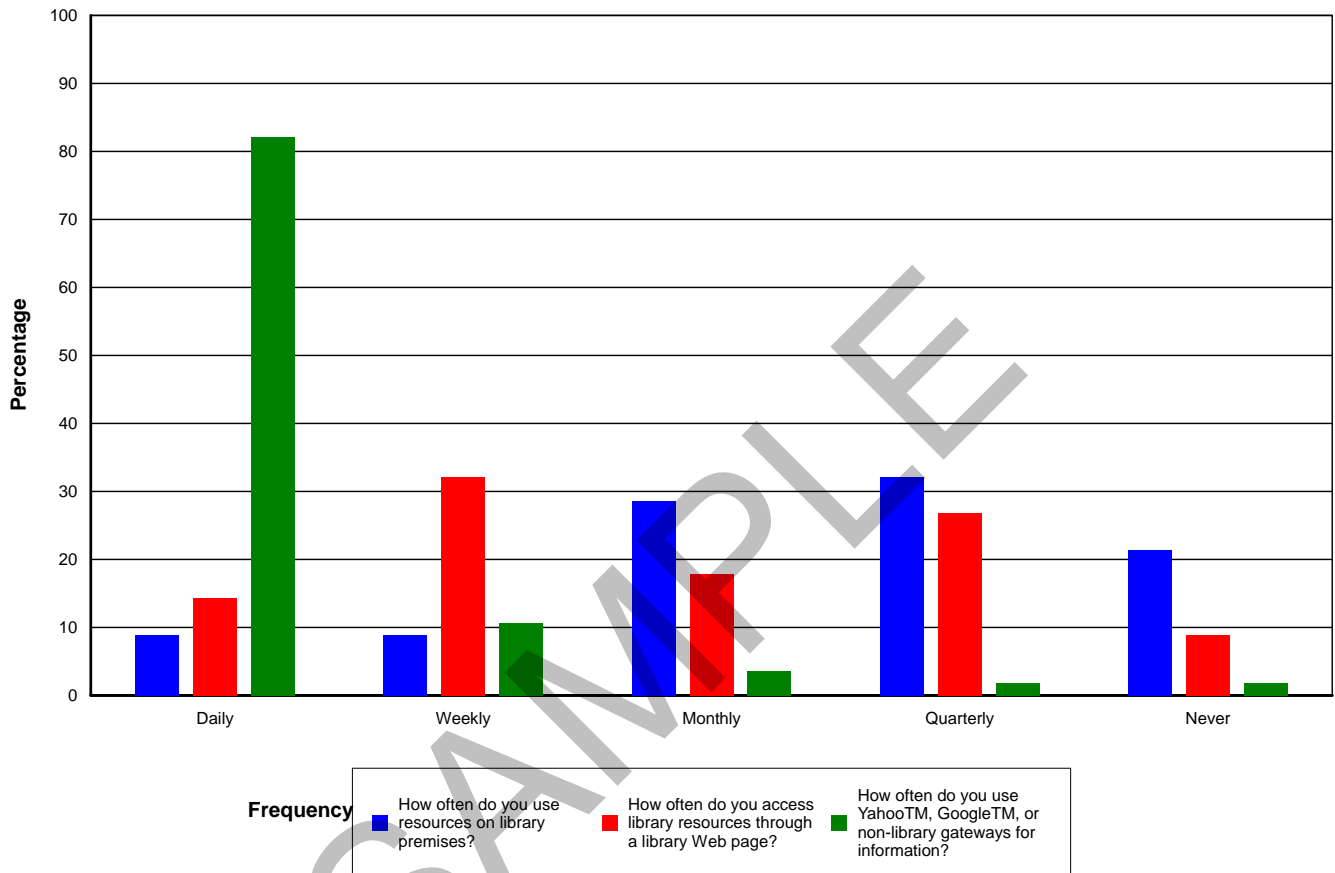
8.6 Information Literacy Outcomes Questions Summary for Staff

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.	6.47	1.91	17
The library aids my advancement in my academic discipline or work.	7.27	1.78	22
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.	6.21	1.32	28
The library provides me with the information skills I need in my work or study.	6.88	1.48	24

8.7 Library Use Summary for Staff

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?	5 8.93%	5 8.93%	16 28.57%	18 32.14%	12 21.43%	56 100.00%
How often do you access library resources through a library Web page?	8 14.29%	18 32.14%	10 17.86%	15 26.79%	5 8.93%	56 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	46 82.14%	6 10.71%	2 3.57%	1 1.79%	1 1.79%	56 100.00%

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 2012 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

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