LibQUAL+ 2007

- Key: 22 Core Questions
- Radar Charts
  - Overall
  - Undergraduates
  - Graduate Students
  - Faculty
  - Staff
  - Library Staff

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16 April 2008

Core Question Key

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

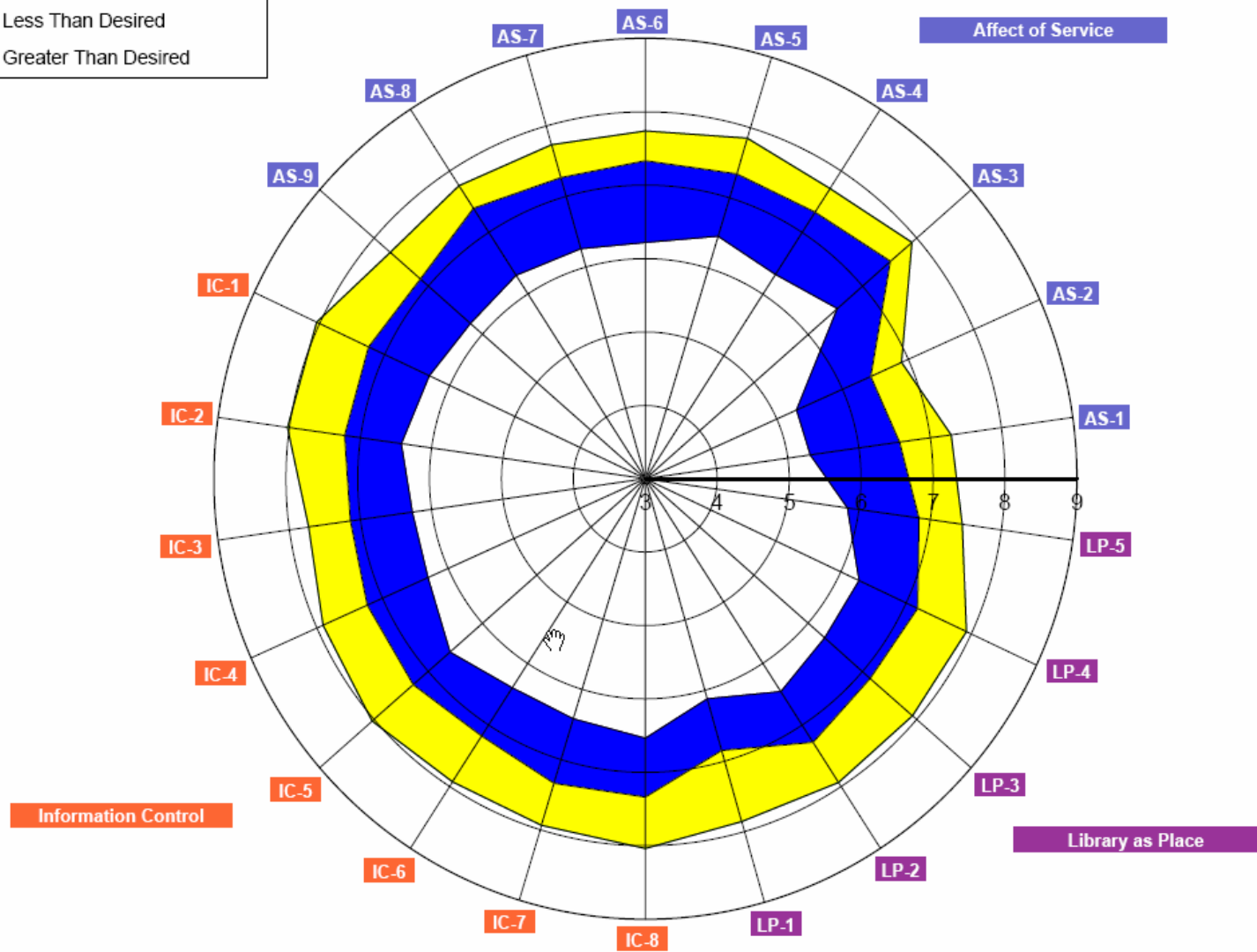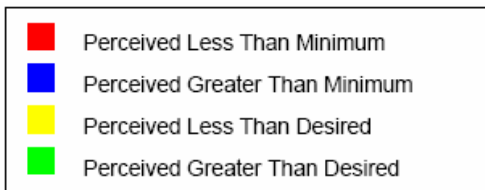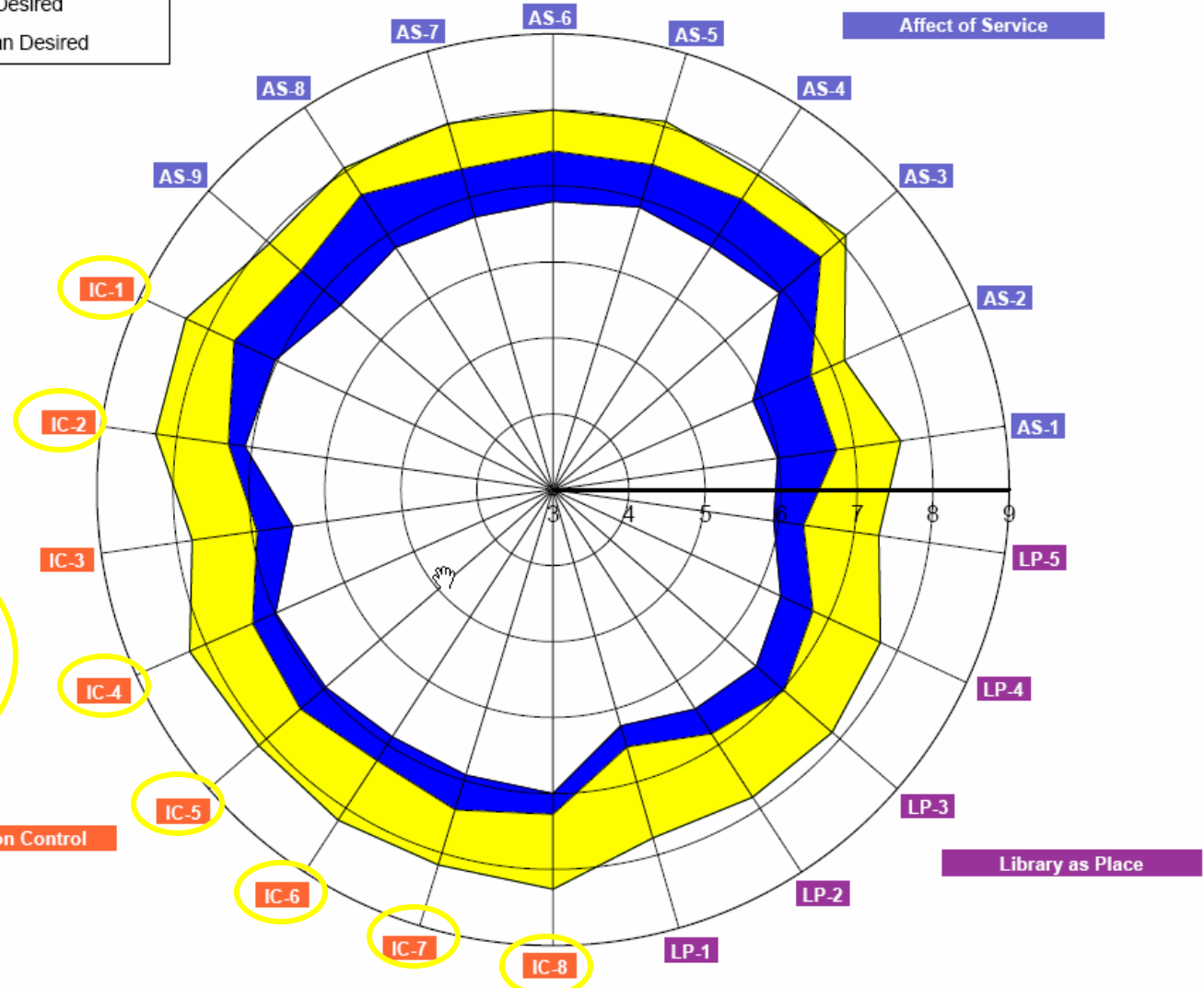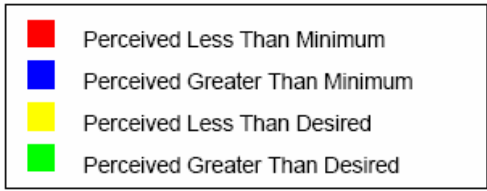|	
LP-1	Library space that inspires study and learning
LP-2	Quiet space for individual activities
LP-3	A comfortable and inviting location
LP-4	A getaway for study, learning, or research
LP-5	Community space for group learning and group study

Core Questions Summary: All

(n=2,735)
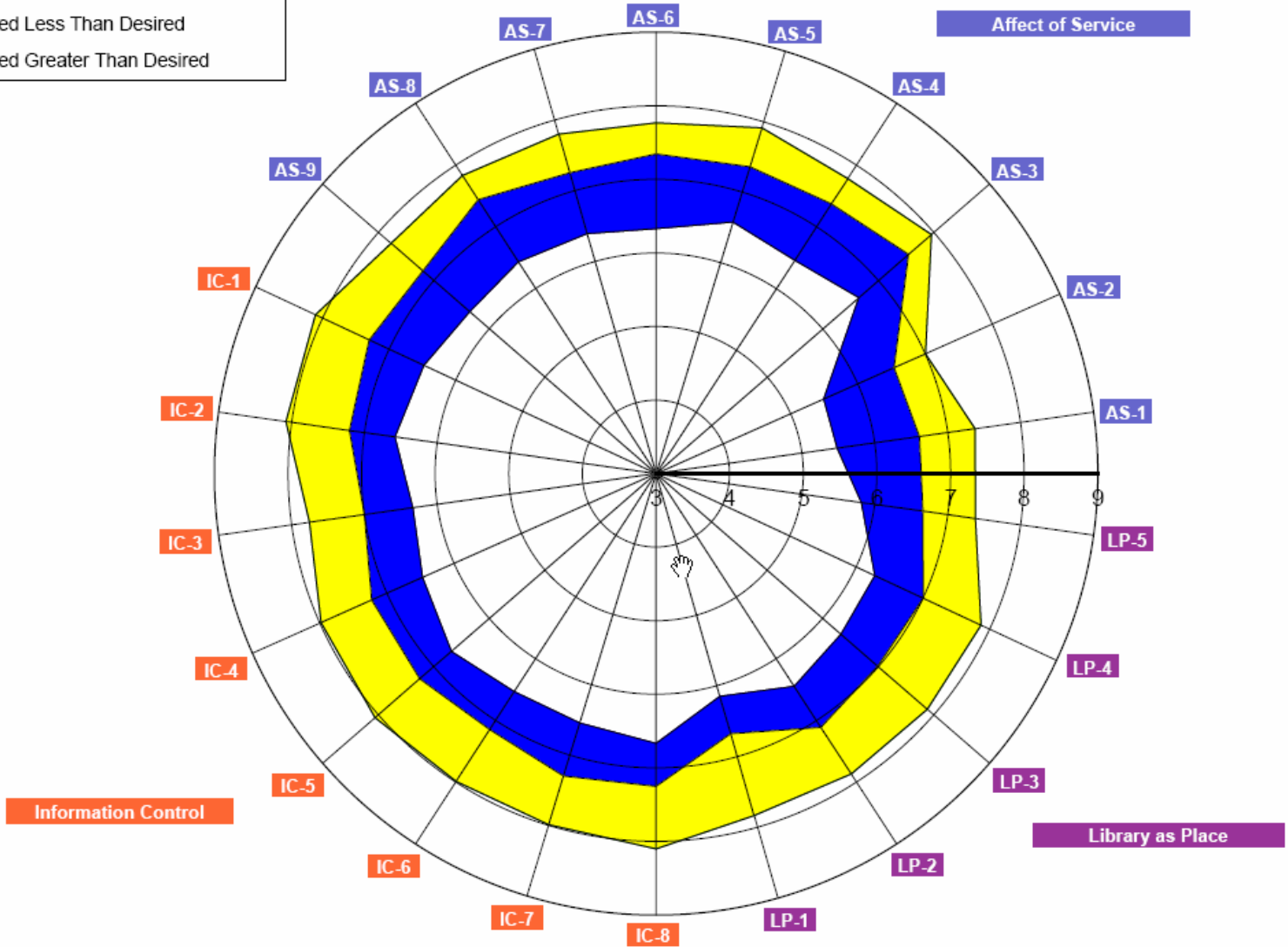
Core Questions Summary:
Undergraduates (n=2,132)

Legend:
- Perceived Less Than Minimum (red)
- Perceived Greater Than Minimum (blue)
- Perceived Less Than Desired (yellow)
- Perceived Greater Than Desired (green)

Affect of Service: AS-1, AS-2, AS-3, AS-4, AS-5, AS-6, AS-7, AS-8, AS-9

Information Control: IC-1, IC-2, IC-3, IC-4, IC-5, IC-6, IC-7, IC-8

Library as Place: LP-1, LP-2, LP-3, LP-4, LP-5

Core Questions Summary:
Graduate Students (n=283)

Core Questions Summary:
Faculty (n=229)
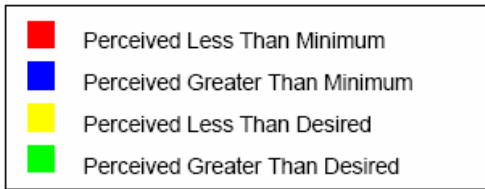
Legend:
- **Perceived Less Than Minimum** (red)
- **Perceived Greater Than Minimum** (blue)
- **Perceived Less Than Desired** (yellow)
- **Perceived Greater Than Desired** (green)

HIGH Desired
HIGH Minimum
LOW Perceived

HIGH Desired
HIGH Minimum
VERY LOW Perceived

Affect of Service: AS-1, AS-2, AS-3, AS-4, AS-5, AS-6, AS-7, AS-8, AS-9

Information Control: IC-1, IC-2, IC-3, IC-4, IC-5, IC-6, IC-7, IC-8

Library as Place: LP-1, LP-2, LP-3, LP-4, LP-5
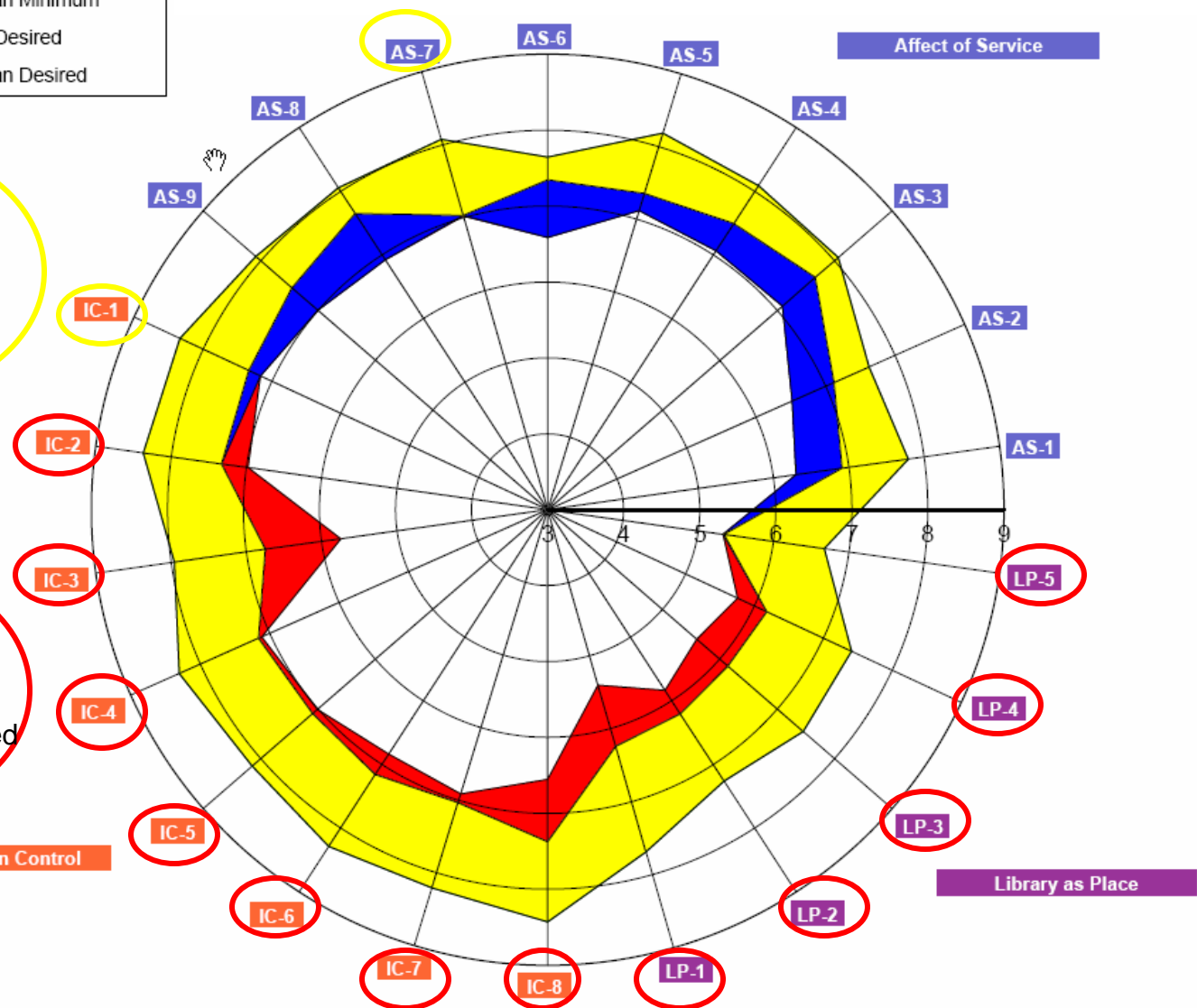
Core Questions Summary:
Staff (n=91)

Legend:
- **Perceived Less Than Minimum** (red)
- **Perceived Greater Than Minimum** (blue)
- **Perceived Less Than Desired** (yellow)
- **Perceived Greater Than Desired** (green)

HIGH Desired
HIGH Minimum
LOW Perceived

HIGH Desired
HIGH Minimum
VERY LOW Perceived

Affect of Service

Information Control

Library as Place
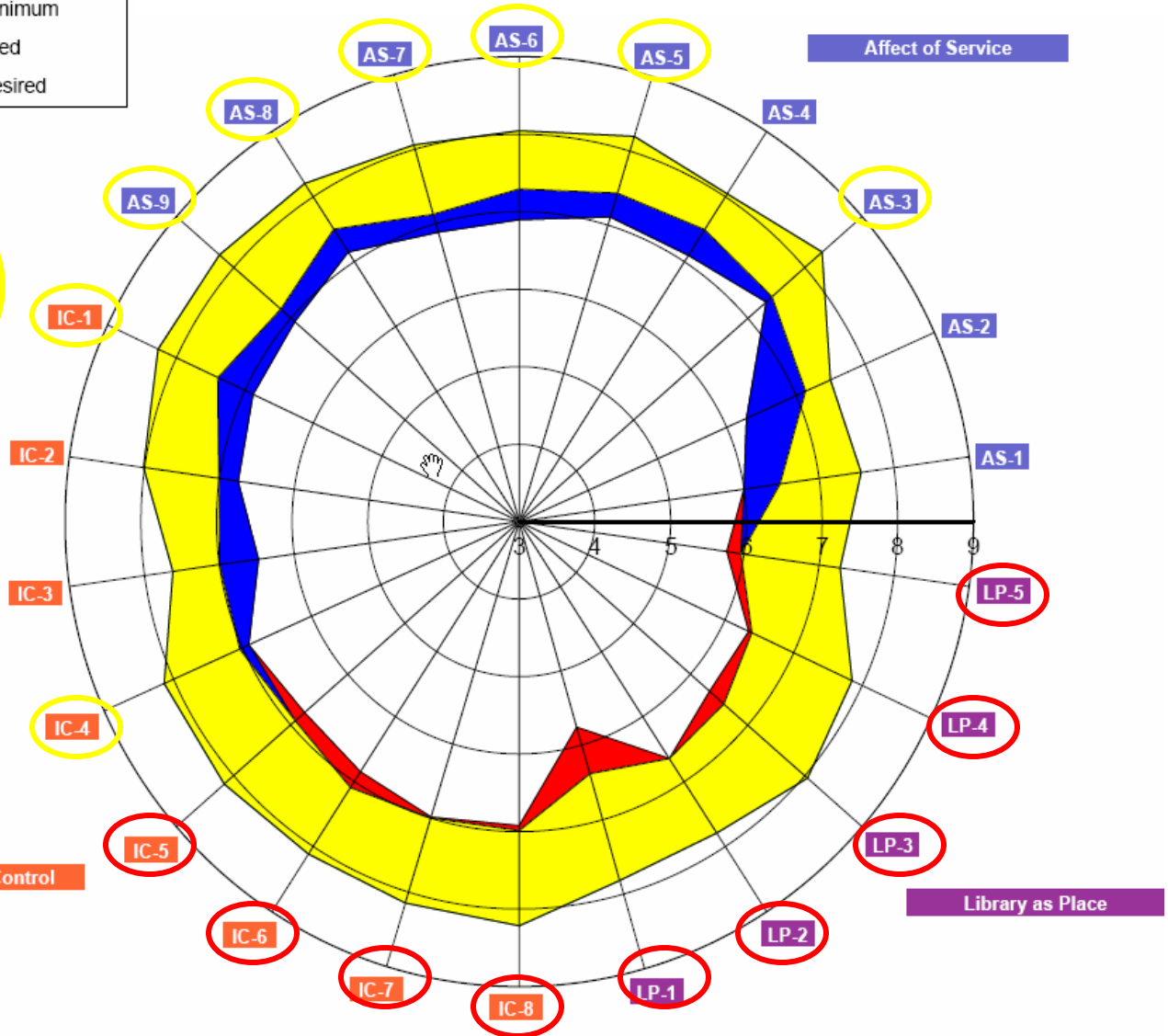
Core Questions Summary:
Library Staff (n=17)