

LibQual Survey Data Summary, 2012 v 2010

Scores for Perceived Service

AS= Affect of Service; IC = Information Control; LP = Library as Place

| ID | Question Text | 2010 | 2012 | Change |
|--------------------------|---|------|------|--------|
| AS-1 | Employees who instil confidence in users | 6.48 | 6.60 | 0.12 |
| AS-2 | Giving users individual attention | 5.91 | 6.11 | 0.20 |
| AS-3 | Employees who are consistently courteous | 6.87 | 6.99 | 0.12 |
| AS-4 | Readiness to respond to users' questions | 6.93 | 7.00 | 0.07 |
| AS-5 | Employees who have the knowledge to answer user questions | 7.05 | 7.21 | 0.16 |
| AS-6 | Employees who deal with users in a caring fashion | 6.86 | 6.97 | 0.11 |
| AS-7 | Employees who understand the needs of their users | 6.83 | 6.92 | 0.09 |
| AS-8 | Willingness to help users | 6.81 | 6.95 | 0.14 |
| AS-9 | Dependability in handling users' service problems | 6.54 | 6.78 | 0.24 |
| IC-1 | Making electronic resources accessible from my home or office | 6.49 | 6.48 | 0.01 |
| IC-2 | A library Web site enabling me to locate information on my own | 6.49 | 6.80 | 0.31 |
| IC-3 | The printed library materials I need for my work | 6.42 | 6.66 | 0.24 |
| IC-4 | The electronic information resources I need | 6.37 | 6.52 | 0.15 |
| IC-5 | Modern equipment that lets me easily access needed information | 6.52 | 6.67 | 0.15 |
| IC-6 | Easy-to-use access tools that allow me to find things on my own | 6.56 | 6.60 | 0.04 |
| IC-7 | Making information easily accessible for independent use | 6.6 | 6.71 | 0.11 |
| IC-8 | Print and/or electronic journal collections I require for my work | 6.51 | 6.65 | 0.14 |
| LP-1 | Library space that inspires study and learning | 5.53 | 5.76 | 0.23 |
| LP-2 | Quiet space for individual activities | 5.67 | 5.97 | 0.30 |
| LP-3 | A comfortable and inviting location | 6.22 | 6.31 | 0.09 |
| LP-4 | A haven for study, learning, or research | 6.01 | 6.14 | 0.13 |
| LP-5 | Community space for group learning and group study | 5.63 | 5.75 | 0.12 |
| Service Dimension | | | | |
| | Affect of Service | 6.74 | 6.87 | 0.13 |
| | Information Control | 6.46 | 6.60 | 0.14 |
| | Library as Place | 5.7 | 5.91 | 0.21 |
| | Overall | 6.38 | 6.52 | 0.14 |

Availability of subject specialist assistance: Perceived up from 6.00 to 6.22: **0.22**

Helpfulness in dealing with users' IT problems: down from 6.38 to 6.26: **0.12**

Provision of information skills training: up from 6.94 to 6.96: **0.02**

Ready access to computers / Internet / software: up from 5.56 to 6.11: **0.59**

The main texts and readings I need for my work: up from 6.50 to 6.63: **0.13**

In general, I am satisfied with the way in which I am treated at the library: Mean up from 7.04 to 7.17: **0.13**

In general, I am satisfied with library support for my learning, research, and/or teaching needs: up from 6.64 to 6.81: **0.17**

How would you rate the overall quality of the service provided by the library?: up from 6.83 to 6.96: **0.13**

The library helps me stay abreast of developments in my field(s) of interest: Mean up from 5.97 to 5.98: **0.01**

The library aids my advancement in my academic discipline or work: up from 6.90 to 7.01: **0.11**

The library enables me to be more efficient in my academic pursuits or work: up from 6.72 to 6.83: **0.11**

The library helps me distinguish between trustworthy and untrustworthy information: up from 6.06 to 6.33: **0.27**

The library provides me with the information skills I need in my work or study: up from 6.56 to 6.72: **0.16**