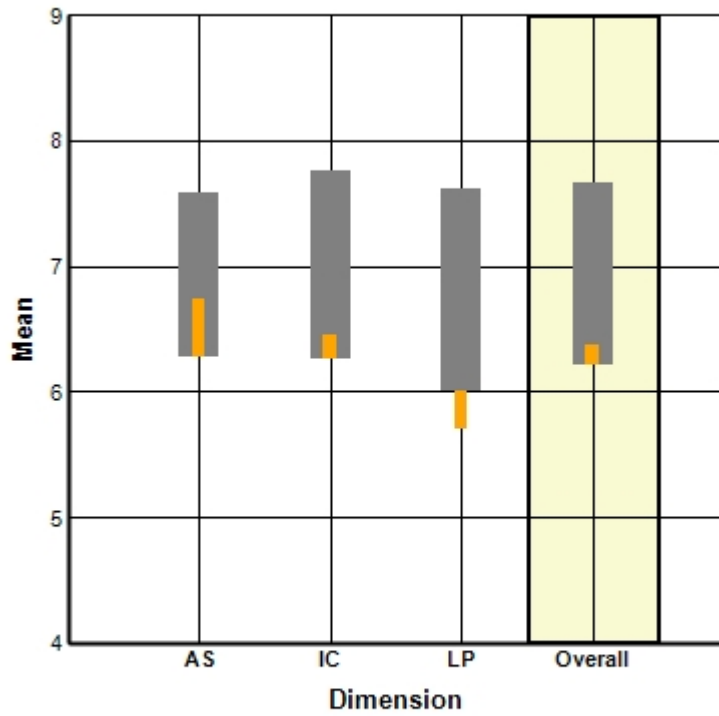


LibQual Survey Data Summary, November 2010

AS= Affect of Service; IC = Information Control; LP = Library as Place; red text = perceived service below minimum expected

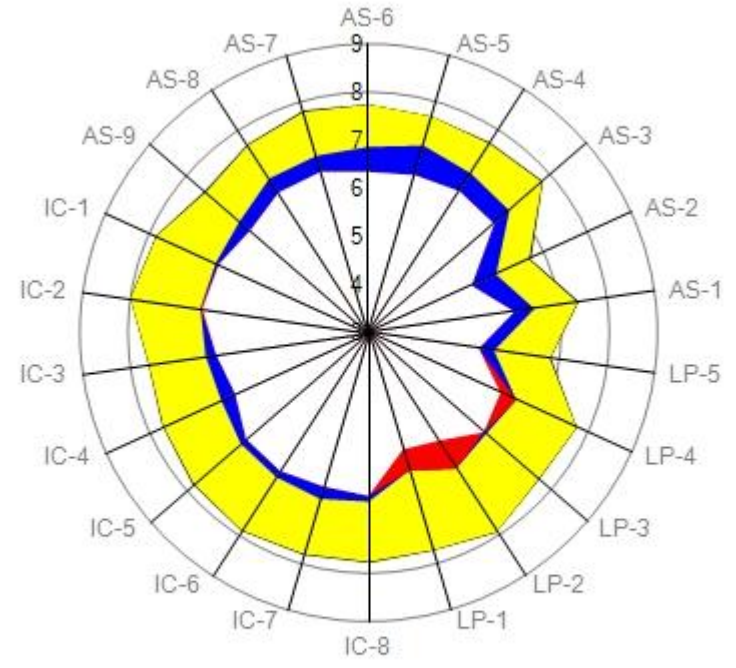
ID	Question Text	Minimum Acceptable	Desired Service	Perceived Service	Perceived Minus Min	Perceived Minus Desired	Respondents
AS-1	Employees who instill confidence in users	6.06	7.38	6.48	0.41	-0.9	687
AS-2	Giving users individual attention	5.35	6.66	5.91	0.56	-0.75	710
AS-3	Employees who are consistently courteous	6.45	7.77	6.87	0.41	-0.9	736
AS-4	Readiness to respond to users' questions	6.49	7.66	6.93	0.44	-0.74	740
AS-5	Employees who have the knowledge to answer user questions	6.41	7.68	7.05	0.64	-0.63	794
AS-6	Employees who deal with users in a caring fashion	6.34	7.74	6.86	0.52	-0.88	3031
AS-7	Employees who understand the needs of their users	6.49	7.78	6.83	0.35	-0.94	779
AS-8	Willingness to help users	6.46	7.63	6.81	0.34	-0.83	734
AS-9	Dependability in handling users' service problems	6.25	7.46	6.54	0.29	-0.91	676
IC-1	Making electronic resources accessible from my home or office	6.42	7.84	6.49	0.07	-1.35	874
IC-2	A library Web site enabling me to locate information on my own	6.53	8	6.49	-0.03	-1.51	872
IC-3	The printed library materials I need for my work	6.2	7.61	6.42	0.22	-1.19	813
IC-4	The electronic information resources I need	6.05	7.69	6.37	0.32	-1.32	3021
IC-5	Modern equipment that lets me easily access needed information	6.37	7.8	6.52	0.15	-1.29	838
IC-6	Easy-to-use access tools that allow me to find things on my own	6.41	7.88	6.56	0.16	-1.32	900
IC-7	Making information easily accessible for independent use	6.33	7.79	6.6	0.26	-1.19	842
IC-8	Print and/or electronic journal collections I require for my work	6.39	7.76	6.51	0.12	-1.25	866
LP-1	Library space that inspires study and learning	5.99	7.71	5.53	-0.47	-2.18	2937
LP-2	Quiet space for individual activities	6.36	7.92	5.67	-0.68	-2.24	734
LP-3	A comfortable and inviting location	6.16	7.66	6.22	0.06	-1.44	759
LP-4	A getaway for study, learning, or research	6.37	7.75	6.01	-0.36	-1.74	737
LP-5	Community space for group learning and group study	5.31	6.8	5.63	0.31	-1.18	665
	Service Dimension	Minimum Acceptable	Desired Service	Perceived Service	Perceived Minus Min	Perceived Minus Desired	Respondents
	Affect of Service	6.28	7.59	6.74	0.46	-0.84	3080
	Information Control	6.26	7.76	6.46	0.2	-1.3	3099
	Library as Place	6.01	7.61	5.7	-0.31	-1.91	2996
	Overall	6.22	7.66	6.38	0.16	-1.28	3104

Summary Thermometer Chart



Range of Minimum to Desired
 Range of Minimum to Perceived ("Adequacy Gap")

Summary Radar Chart



Perceived Greater Than Desired
 Perceived Less Than Desired
 Perceived Greater Than Minimum
 Perceived Less Than Minimum