

<http://www.libqual.org/documents/admin/LibQUALHighlights20051.pdf>

<http://www.libqual.org/documents/admin/ExecSummary%201.3.pdf>

What is LibQUAL+™?

How will LibQUAL+<sup>™</sup> benefit your library?

How is the LibQUAL+<sup>™</sup> survey conducted?

What are the origins of the LibQUAL+<sup>™</sup> survey?

<http://www.libqual.org/Information/Tools/index.cfm>

Radar Charts

What is a radar chart?

How to read a radar chart

Means

Standard Deviation

Service Adequacy

Service Superiority

Score Scaling

Using LibQUAL+<sup>™</sup> Data

2006 Data Screening

1. Complete Data.

Common Misconception Regarding Norms.

Minimum Response Rates.

 $\mathsf{LibQUAL}\mathsf{+^{\mathsf{TM}}}\ \mathsf{Interactive}\ \mathsf{Statistics}$ 

<http://www.libqual.org/Manage/Results/index.cfm>

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Survey Data

ARL Service Quality Evaluation Academy

<http://www.libqual.org/Events/index.cfm>

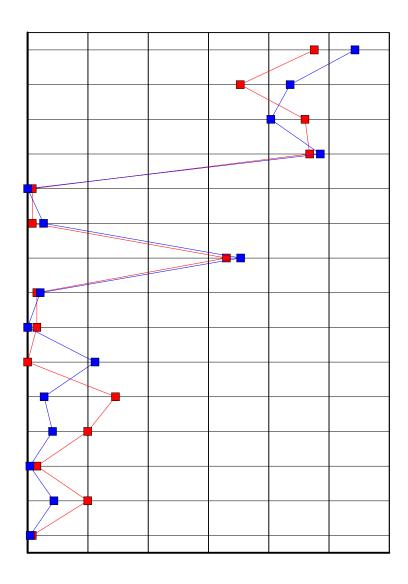
<http://www.libqual.org/> <http://www.statsqual.org/> <http://www.arl.org/stats/>

References

Discipline		Respondent n	Respondent %
Biology/Chemistry/Environ Science			
	Sub Total:		
Communications / Journalism			
	Sub Total:		
Counseling/HS/HAHR			
	Sub Total:		
Education	Sub Fotal.		
	Sub Total:		
English/Foreign Languages			
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Coporal Studios	Sub Total:		
General Studies			
	Sub Total:		

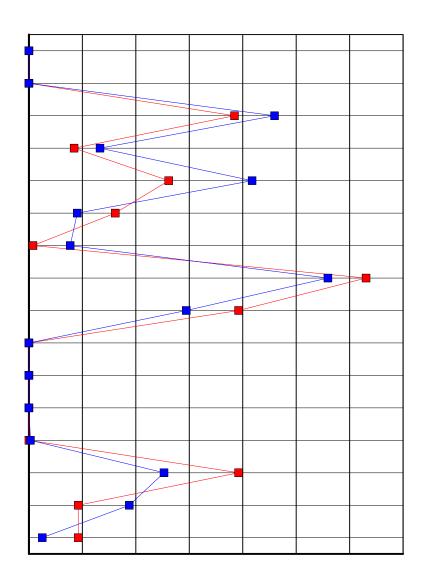
History/Political Science		
Nursing/OT/PT	Sub Total:	
	Sub Total:	
Performing & Fine Arts	Sub Fotal.	
	Sub Total:	
Philosophy/Theology/RS		
Physics/EE/Computing Science/Math	Sub Total:	
	Sub Total:	
Psychology		
School of Management	Sub Total:	
	Sub Total:	

Sociology/Criminal Justice/Gerontology	
S	Sub Total:
Undecided	
S	Sub Total:
Total:	325 100.00%



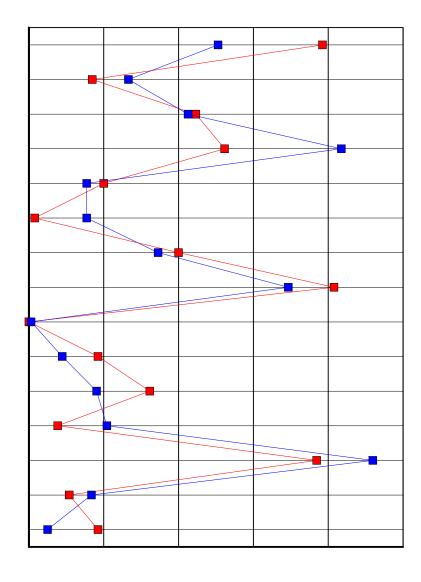


Population   Population   Respondents     User Sub-Group   %   %   %     N   %   N   %  <		_	_			
	%N - %n	Respondents	Respondents	Population	Population	Hear Sub Croup
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Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Total:	5,113	100.00%	325	100.00%	







Discipline	Respondents n	Respondents

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ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect	of Service						





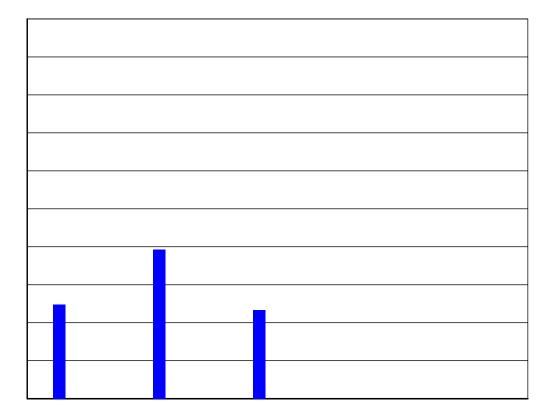
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	Overall:						

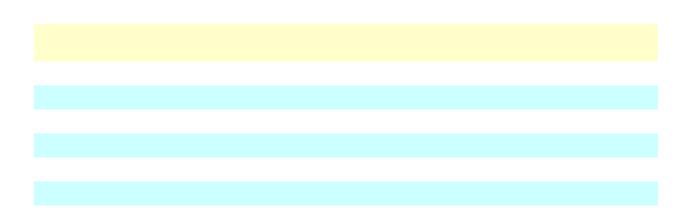
	Minimum	Desired	Perceived	Adequacy	Superiority	
Dimension	SD	SD	SD	SD	SD	n

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n

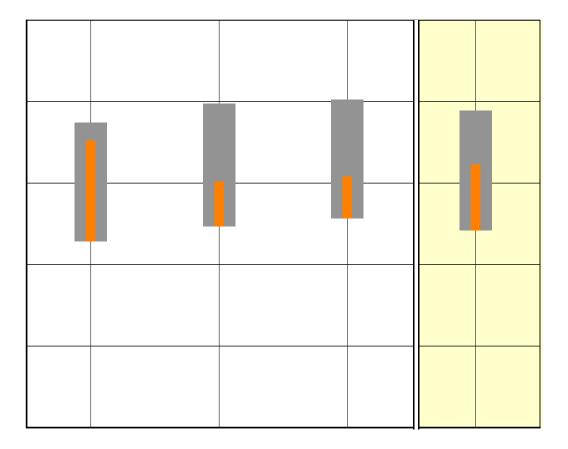
Satisfaction Question	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n







ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect	of Service						
Inform	nation Control						
Libra	ry as Place						
Over	rall:						





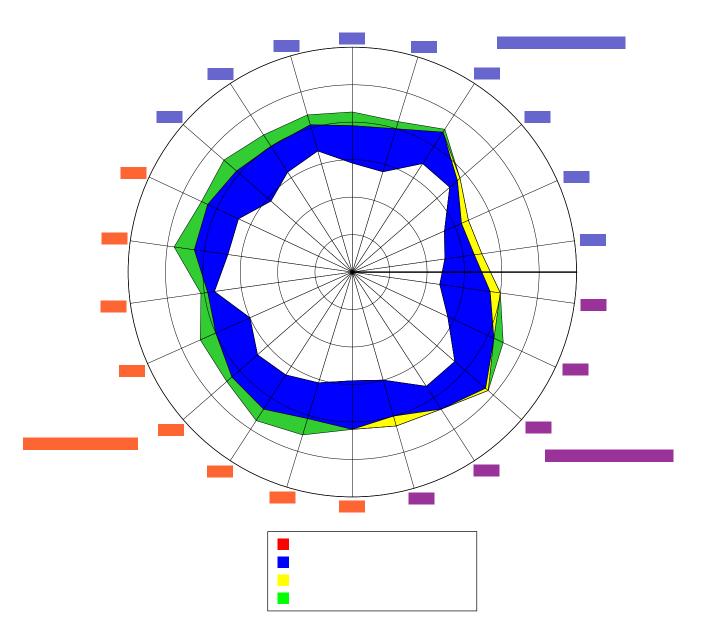


Dimension	Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Overall:						

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Overall:						

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

Satisfaction Question	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n





ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect	of Service						
Inform	nation Control						
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Libra	ry as Place						
Over	call:						

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Overall:						

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Overall:						

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	n

Information Literacy Outcomes Questions Mean SD n	Satisfaction Question	Mean	SD	n
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	Information Literacy Outcomes Questions	Mean	SD	n

Age	Respondents n	Respondents %
Total:	29	100.00%

Sex	Respondents n	Respondents %
Total:	29	100.00%



ID Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service						
Information Control						
Information Control						
Library as Place						
Overall:						

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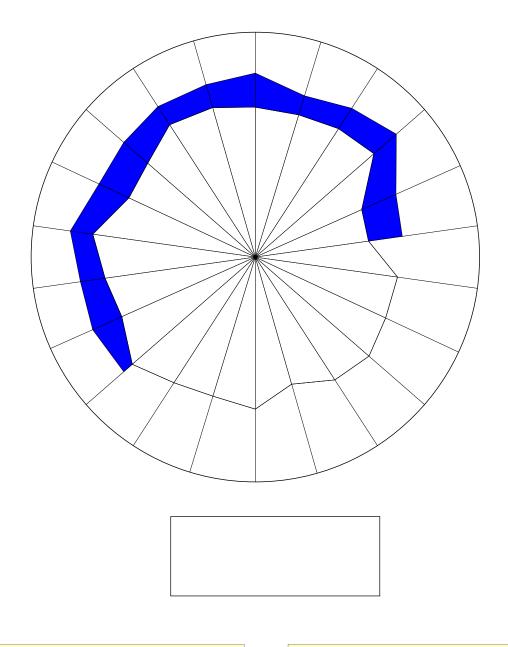
Dimension	Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Overall:						

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Overall:						

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

Age	Respondents n	Respondents %
Total:	34	100.00%

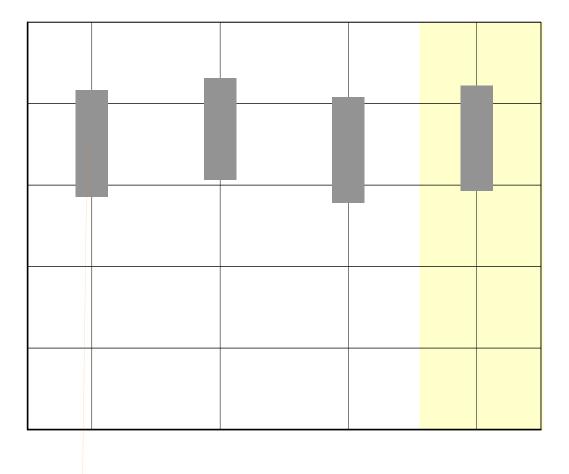
Sex	Respondents n	Respondents %
Total:	34	100.00%



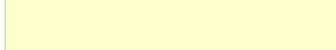


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	n

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Librar	y as Place						
Over	all:						



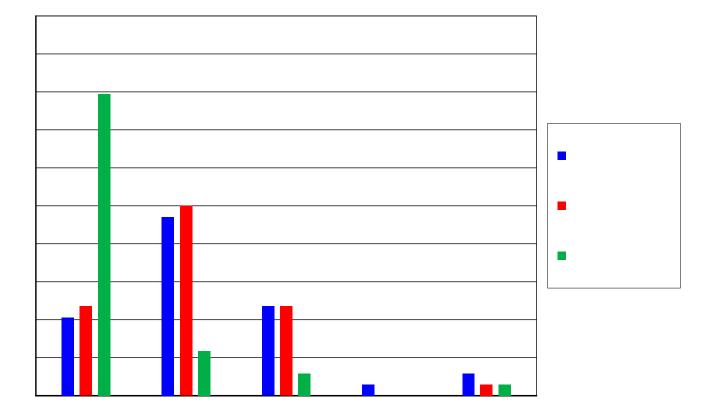




Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	SD	SD	SD	SD	SD	n

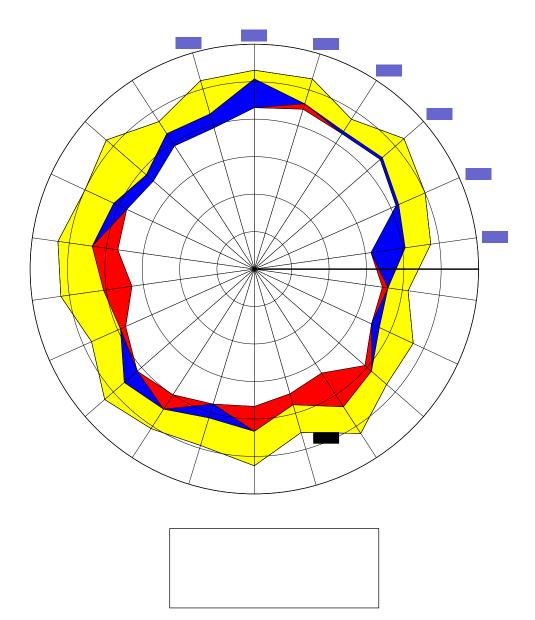
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	Information Literacy Outcomes Questions	Mean	SD	n

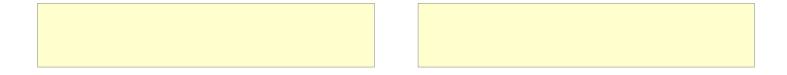


Age	Respondents n	Respondents %
Total:	13	100.00%

Sex	Respondents n	Respondents %
Total:	13	100.00%

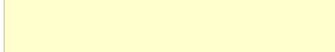






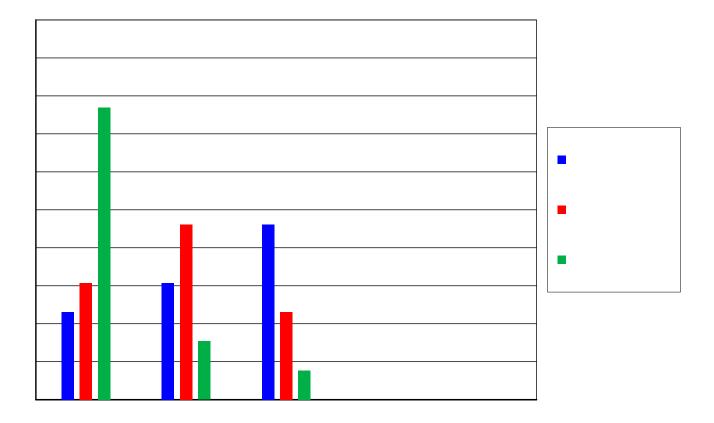
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect	of Service						





Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

Satisfaction Question	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n



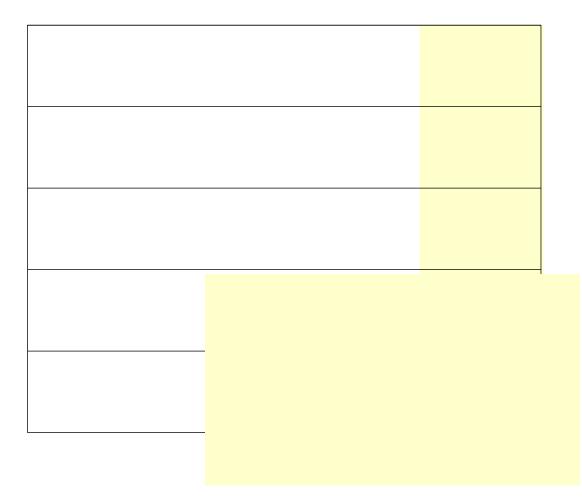
Daily Weekly Monthly Quarterly Never



Age	Respondents n	Respondents %
Total:	1	100.00%

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect	of Service						
Inform	nation Control						
Librar	y as Place						
Over	all:						

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect	of Service						
Inform	nation Control						
Librar	y as Place						
Over	all:						

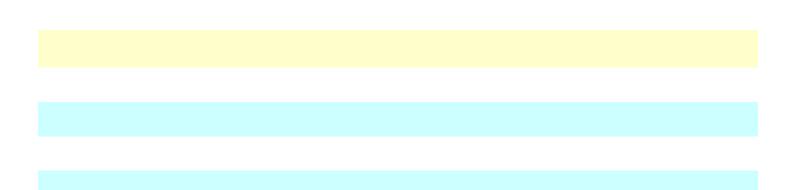






Overall:	Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Overall							
	Overall:						

Dimension SD SD SD SD SD n		Minimum	Desired	Perceived	Adequacy	Superiority	
	Dimension	SD		SD	SD	SD	n



Information Literacy Outcomes Questions Mean SD n	Satisfaction Question	Mean	SD	n
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	Information Literacy Outcomes Questions	Mean	SD	n

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Inform	nation Control						
Libra	ry as Place						
Over	call:						

ID Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service						
Information Control						
Information Control						
Library as Place						
Overall:						







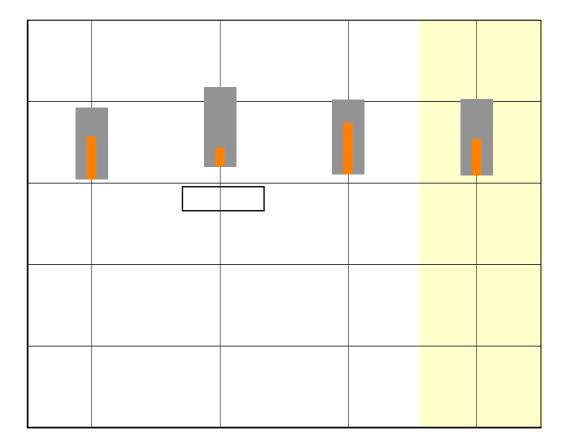
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Overall:						

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Overall:						

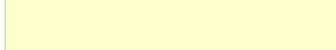
Satisfaction Question	Mean	SD	n
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ID Que	stion Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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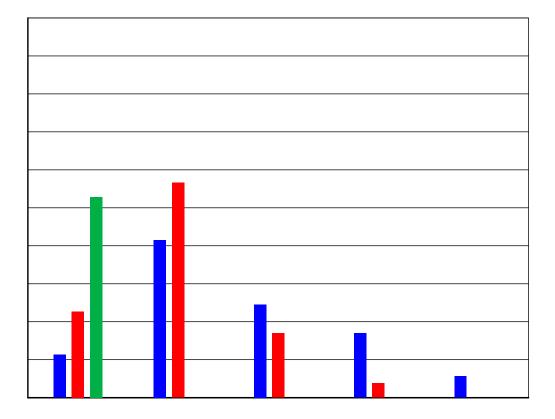




Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	SD	SD	SD	SD	SD	n

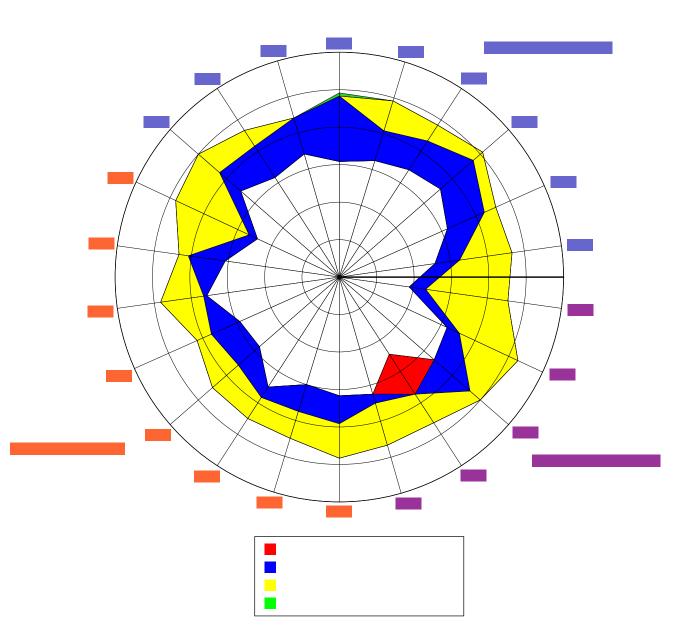
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Information Literacy Outcomes Questions   Mean   SD   n     Information Literacy Outcomes Questions   I   I   I     Information				
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Information Literacy Outcomes Questions   Mean   SD   n     Image: Amage: Amage     Amage: Amage				
	Information Literacy Outcomes Questions	Mean	SD	n



Age	Respondents n	Respondents %
Total:	12	100.00%

Sex	Respondents n	Respondents %
Total:	12	100.00%

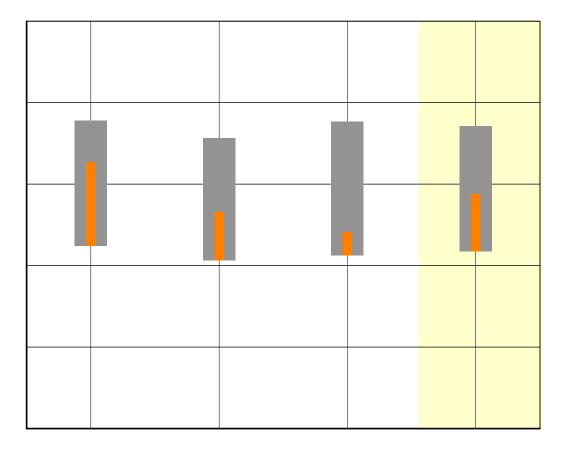




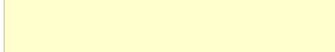


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Informa	ation Control						
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ID Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Information Control						
Library as Place						
Overall:						



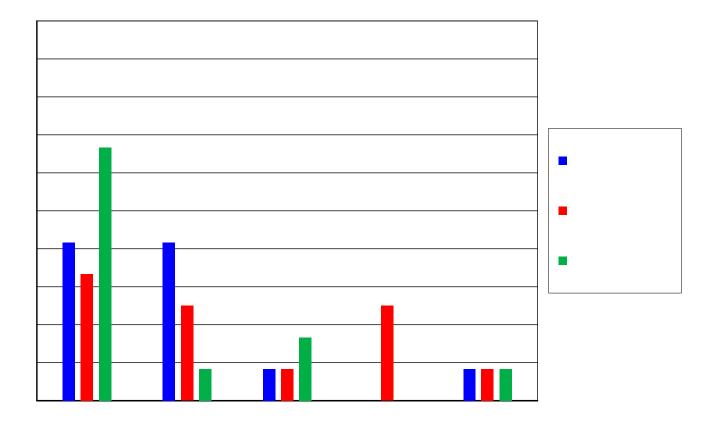




Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

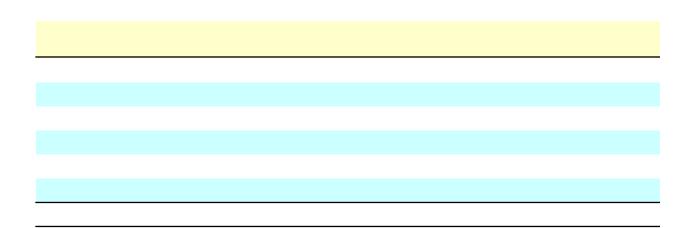
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Question Text	SD	SD	SD	SD	SD	n

Satisfaction Question	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n



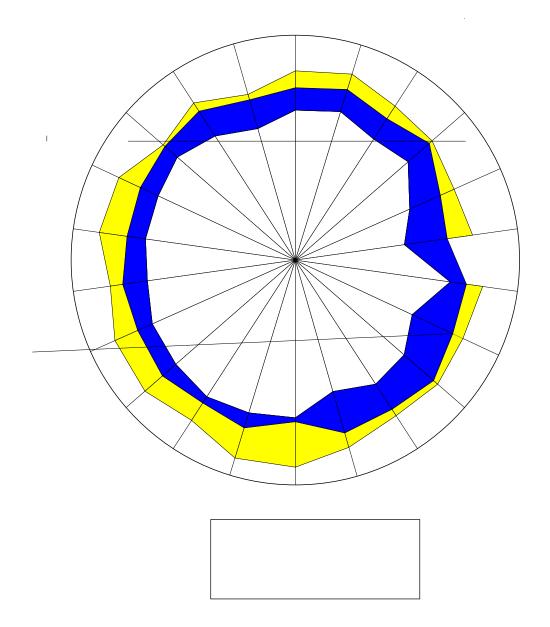
Daily	Weekly	Monthly	Quarterly	Never	n / %
					12
					100.00%
					12
					100.00%
					12
					100.00%







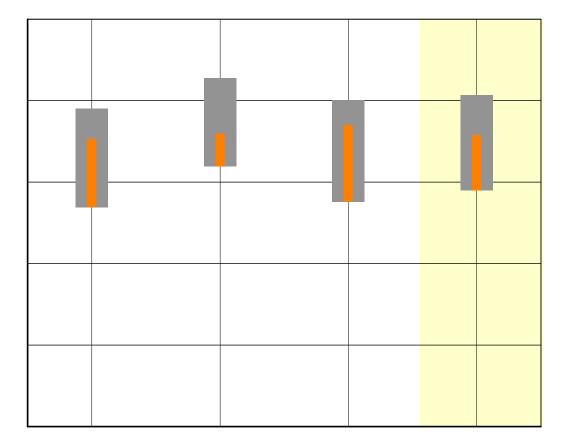






ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect	of Service						
Inforn	nation Control						
Librar	ry as Place						
Over	rall:						

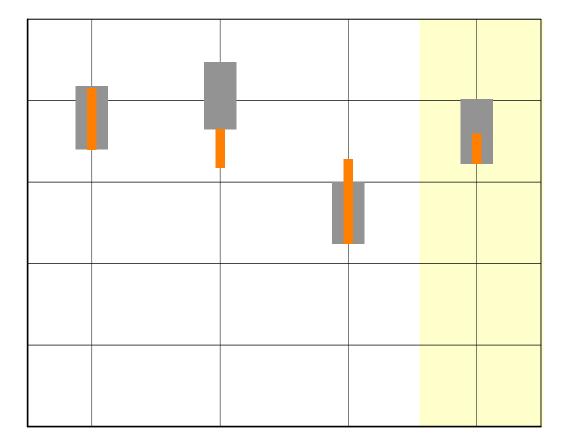
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Information Literacy Outcomes Questions Mean SD n	Satisfaction Question	Mean	SD	n
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	Information Literacy Outcomes Questions	Mean	SD	n

Age	Respondents n	Respondents %
Total:	5	100.00%

ID Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service						
Information Control						
Information Control						
Library as Place						
Overall:						

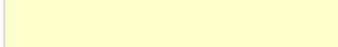






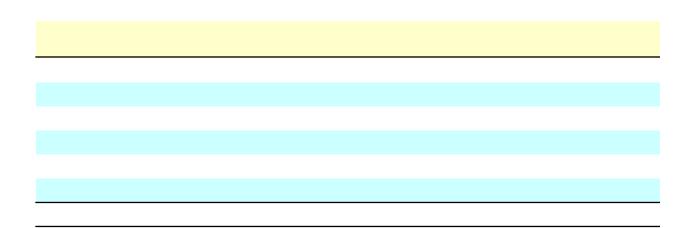


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n



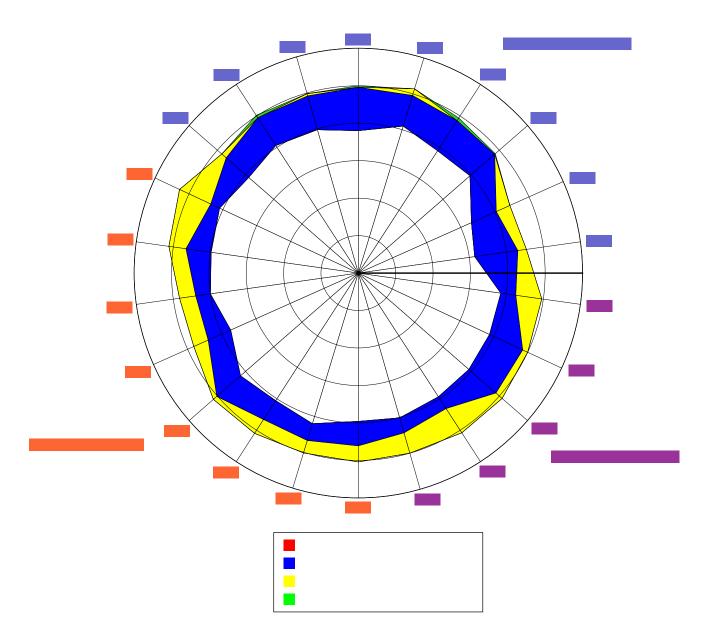
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

Satisfaction Question	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n





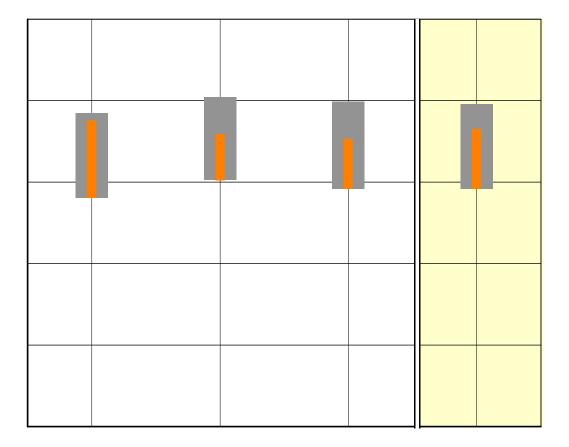






ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect	of Service						
Inform	nation Control						
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ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect	of Service						



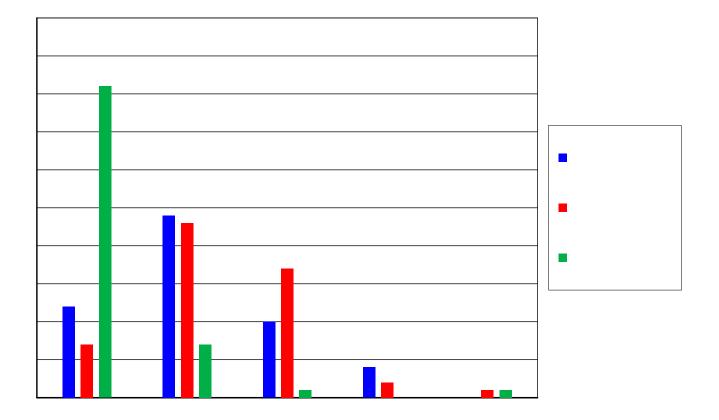


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	SD	SD	SD	SD	SD	n

Information Literacy Outcomes Questions Mean SD n	Satisfaction Question	Mean	SD	n
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	Information Literacy Outcomes Questions	Mean	SD	n



Daily

Weekly

Age	Respondents n	Respondents %
Total:	7	100.00%

Sex	Respondents n	Respondents %
Total:	7	100.00%



ID Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service						
Information Control						
Information Control						
Library as Place						
Overall:						

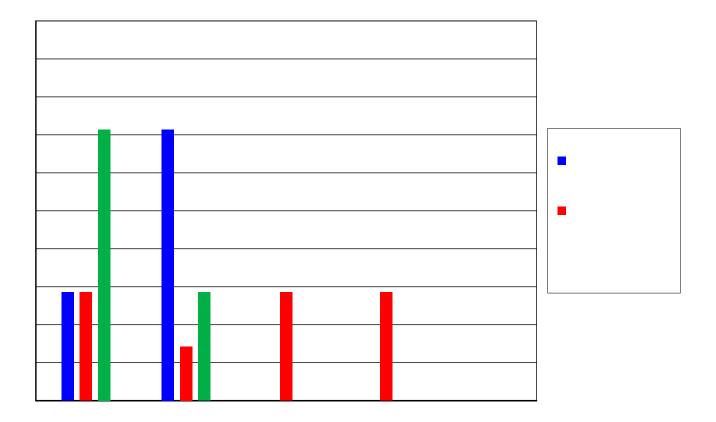
Dimension	Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Overall:						

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Overall:						

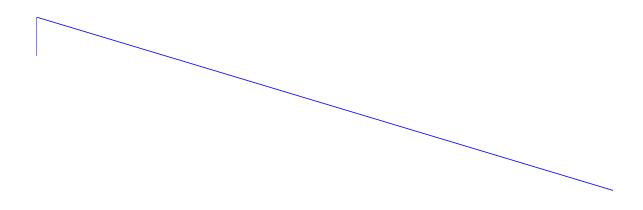
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	SD	SD	SD	SD	SD	n

Satisfaction Question	Mean	SD	n



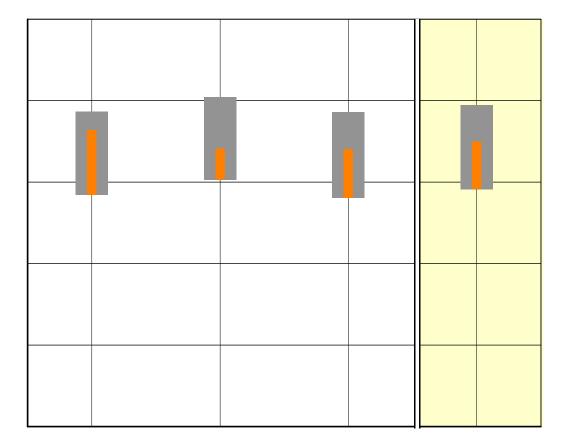
Age	Respondents n	Respondents %





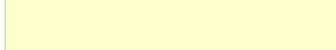


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect	of Service						
Inform	nation Control						
Librar	y as Place						
Over	all:						





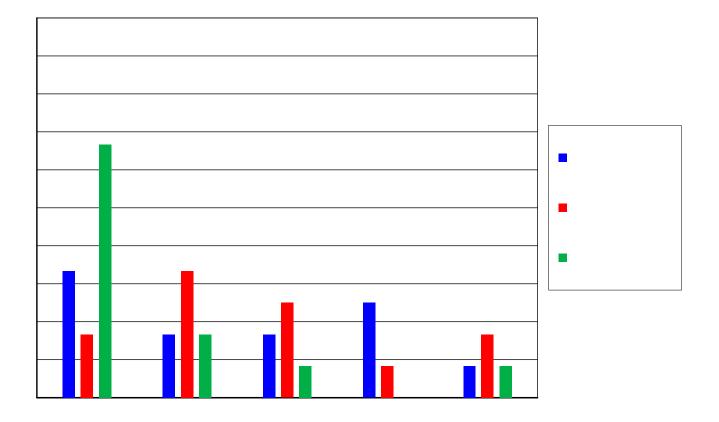




Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	SD	SD	SD	SD	SD	n

Satisfaction Question	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n



Daily	Weekly	Monthly	Quarterly	Never	n / %
					12
					100.00%
					12
					100.00%
					12
					100.00%

LibQUAL+<sup>™</sup> 2000 Dimensions

LibQUAL+<sup>™</sup> 2001 Dimensions

LibQUAL+<sup>™</sup> 2002 and 2003 Dimensions

# LibQUAL+<sup>™</sup> 2004 - 2006 Dimensions

Affect of Service

Information Control

