



Indiana University of Pennsylvania

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This notebook contains information from the 2021 administration of the LibQUAL+ protocol and provides background information in addition to suggestions for interpreting the data.

LibQUAL+ is a tool that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The protocol is a rigorously tested web-based survey that helps libraries assess and improve library services, change organizational culture, and market the library. The survey instrument measures library users' minimum, perceived, and desired service levels of service quality across three dimensions: Affect of Service, Information Control, and Library as Place. The goals of LibQUAL+ are to:

- Foster a culture of excellence in providing library service
- Help libraries better understand user perceptions of library service quality
- Collect and interpret library user feedback systematically over time
- Provide comparable assessment information from peer institutions
- Identify best practices in library service
- Enhance library staff members' analytical skills for interpreting and acting on data

LibQUAL+ was initiated in 2000 as an experimental project for benchmarking perceptions of library service quality across 13 Association of Research Libraries member institutions under the leadership of Fred Heath and Colleen Cook, then both at Texas A&M University Libraries, and Martha Kyrillidou, former senior director of statistics and service quality programs at ARL. This effort was supported in part by a three-year grant from the U.S. Department of Education's Fund for the Improvement of Post-Secondary Education (FIPSE).

1.2 Web Access to Data

Data summaries from the 2021 iteration of the LibQUAL+ survey will be available to project participants online in the Data Repository via the LibQUAL+ survey management site:

<<http://www.libqual.org/repository>>

1.3 Interpreting Your Data

Means

The mean of a collection of numbers is their arithmetic average, computed by adding them up and dividing by their total number.

In this notebook, means are provided for users' minimum, desired, and perceived levels of service quality for each item on the

Respondents' minimum, desired, and perceived levels of service quality are plotted on each axis of your LibQUAL+ radar charts. The resulting gaps between the three levels are shaded in blue, yellow, green, and red. Generally, a radar graph shaded blue and yellow indicates that users' perceptions of service fall within the "zone of tolerance"; the distance between minimum expectations and perceptions of service quality is shaded in blue, and the distance between their desired and perceived levels of service quality is shown in yellow. When users' perceptions fall outside the "zone of tolerance," the graph will include

Selected Bibliography

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Greenwood, Judy T., Alex P. Watson, and Melissa Dennis. “Ten Years of LibQual: A Study of Qualitative and Quantitative Survey Results at the University of Mississippi 2001–2010.” *The Journal of Academic Librarianship* 37, no. 4 (2011): 312–318.

Guidry, Julie Anna. “LibQUAL+(TM) spring 2001 comments: a qualitative analysis using Atlas.ti .” *Performance Measurement and Metrics* 3, no. 2 (2002): 100–107.

Heath, F., Martha Kyrillidou. and Consuella A. Askew (Guest Eds.). “Libraries Report on Their LibQUAL+® Findings: From Data to Action.” *Journal of Library Administration* 40 (3/4) (2004).

Heath, F., Colleen C. Cook, Martha Kyrillidou, and Bruce Thompson. “ARL Index and Other Validity Correlates of LibQUAL+™ Scores.” *portal: Libraries and the Academy*, 2 (2002): 27–42.

Jones, Sherri and Kayongo, Jessica. “Identifying Student and Faculty Needs through LibQUAL+™: An Analysis of Qualitative Survey Comments.” *College & Research Libraries* 69, no. 6 (2008): 493–509.

- Thompson, B., Martha Kyrillidou, and Colleen Cook. "Equating scores on Lite and long library user survey forms: The LibQUAL+® Lite randomized control trials." *Performance Measurement & Metrics*, 10 (3) (2009): 212–219.
- Thompson, B., Martha Kyrillidou, and Colleen Cook. (2010, May). "Does using item sampling methods in library service quality assessment compromise data integrity?: A LibQUAL+® Lite study." <http://libqual.org/documents/LibQual/publications/lq_gr_1.pdf>. Paper presented at the 2nd Qualitative and Quantitative Methods in Libraries (QQML 2010) International Conference, Chania (Crete), Greece, May 27, 2010.
- Thompson, B., Martha Kyrillidou, and Colleen Cook. "Does using item sampling methods in library service quality assessment compromise data integrity or zone of tolerance interpretation?: A LibQUAL+® Lite Study." 2010 Library Assessment Conference: Building Effective, Sustainable, Practical Assessment. Baltimore MD, October 25–27, 2010. (Washington DC: Association of Research Libraries, 2011).
- Town, S., and Martha Kyrillidou. "Developing a Values Scorecard." *Performance Measurement and Metrics* 14 (1) (2013): 1–16.
- Voorbij, H.. "The use of LibQUAL+ by European research libraries," *Performance Measurement and Metrics*, Vol. 13 Iss: 3 (2012): 154–168.
- Zeithaml, Valerie, A. Parasuraman, and Leonard L. Berry. *Delivering Quality Service: Balancing Customer Perceptions and Expectations*. New York: Free Press, 1990.

1.4 Library Statistics for Indiana University of Pennsylvania

The statistical data below were provided by the participating institution in the online Representativeness* section. Definitions for these items can be found in the *ARL Statistics*: <<http://www.arl.org/stats/>>.

Note: Participating institutions were not required to complete the Representativeness section. When statistical data is missing or incomplete, it is because this data was not provided.

Total library expenditures (in U.S. \$):	\$3,845,245
Personnel - professional staff, FTE:	14
Personnel - support staff, FTE:	14
Total library materials expenditures (in U.S. \$):	1,288,854
Total salaries and wages for professional staff (in U.S. \$):	1,222,070

1.5 Contact Information for Indiana University of Pennsylvania

The person below served as the institution's primary LibQUAL+® liaison during this survey implementation.

Title:

A

1.6 Survey Protocol and Language for Indiana University of Pennsylvania

The data below indicate the number of valid surveys collected by language and long/Lite breakdowns.

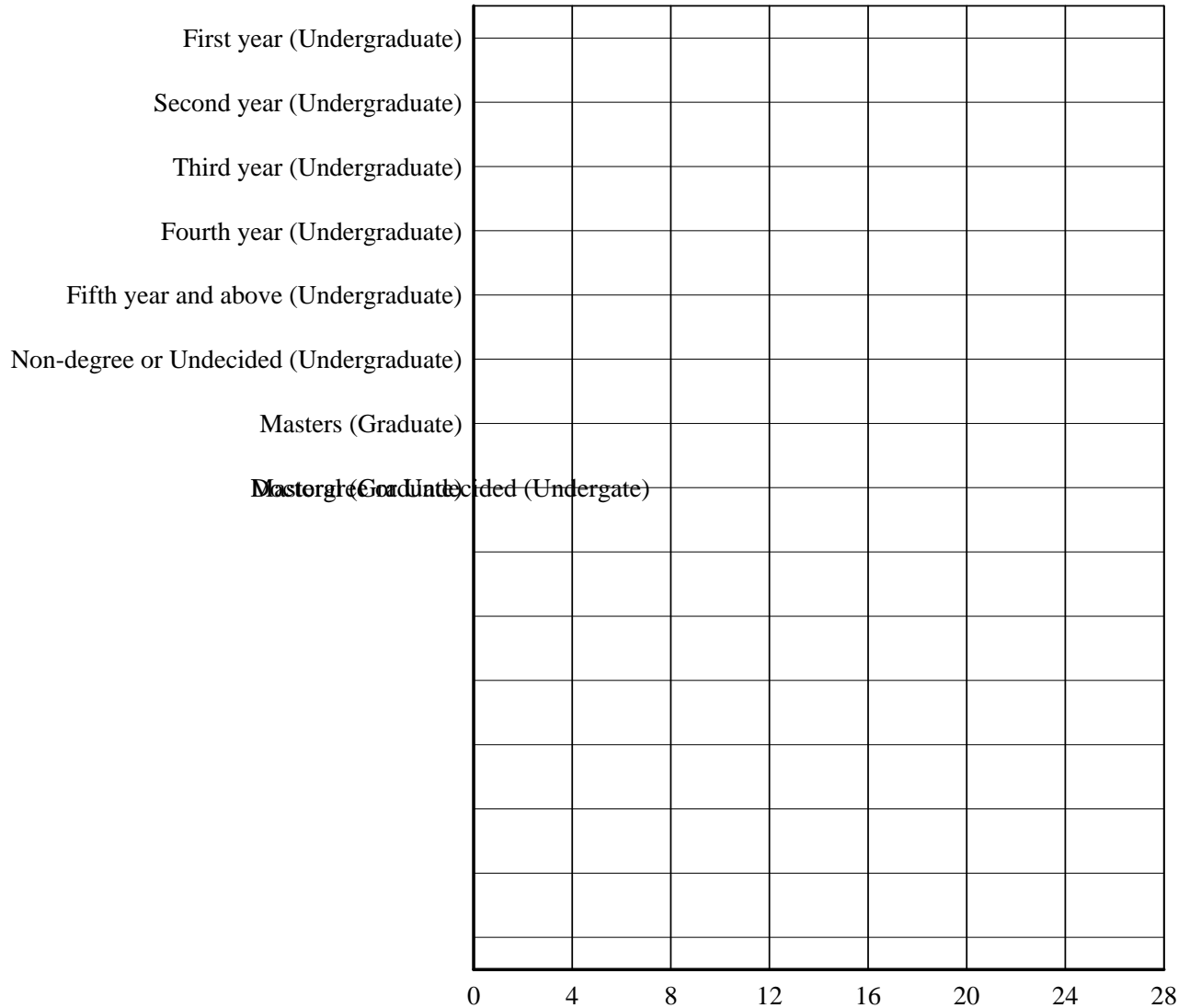
		Lite	Total <i>(by Language)</i>
English (American)	Count	354	354
	<i>% of Protocol</i>	100.00%	100.00%
	<i>% of Language</i>	100.00%	100.00%
	<i>% of Total Cases</i>	100.00	100.00
Total <i>(by Survey Protocol)</i>	Count	354	354
	<i>% of Protocol</i>	100.00%	100.00%
	<i>% of Language</i>	100.00%	100.00%
	<i>% of Total Cases</i>	100.00	100.00

2.2 Population and Respondents by User Sub-Group

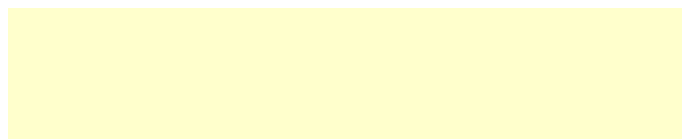
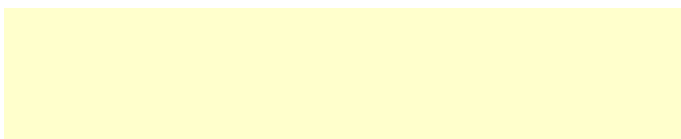
The chart and table below show a breakdown of survey respondents by sub-group (e.g. First year, Masters, Professor), based on user responses to the demographic questions at the end of the survey instrument and the demographic data provided by institutions in the online Representativeness section*.

The chart maps the percentage of respondents for each user subgroup in red. Population percentages for each user subgroup are mapped in blue. The table shows the number and percentage for each user sub-group for the general population (N) and for survey respondents (n).

**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.*

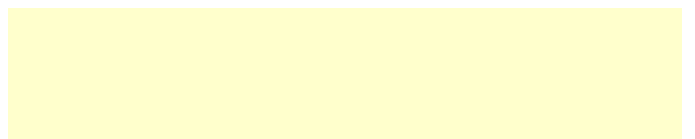
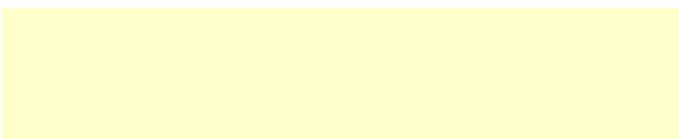


■ Population Profile by User Sub-Group



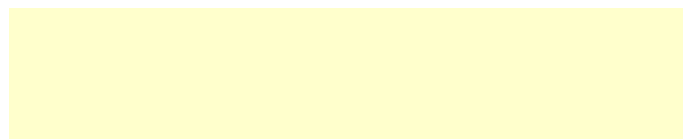
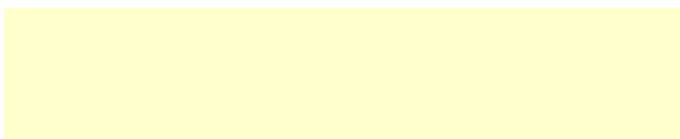
User Sub-Group	Population N	Population %	Respondents n	Respondents %	%N - %n
First year (Undergraduate)	2,370	26.31	58	16.96	9.35
Second year (Undergraduate)	1,509	16.75	60	17.54	-0.79
Third year (Undergraduate)	1,435	15.93	45	13.16	2.77
Fourth year (Undergraduate)	1,730	19.20	49	14.33	4.88
Fifth year and above (Undergraduate)	0	0.00	12	3.51	-3.51
Non-degree or Undecided (Undergraduate)	0	0.00	2	0.58	-0.58
Masters (Graduate)	1,186	13.16	41	11.99	1.18
Doctoral (Graduate)	779	8.65	35	10.23	-1.59
Non-degree or Undecided (Graduate)	0	0.00	2	0.58	-0.58
Professor (Faculty)	0	0.00	19	5.56	-5.56
Associate Professor (Faculty)	0	0.00	16	4.68	-4.68
Assistant Professor (Faculty)	0	0.00	2	0.58	-0.58
Instructor (Faculty)	0	0.00	1	0.29	-0.29
Adjunct Faculty (Faculty)	0	0.00	0	0.00	0.00
Other Academic Status (Faculty)	0	0.00	0	0.00	0.00
Total:	9,009	100.00	342	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: Keystone Library Network
User Group: All (Excluding Library Staff, Staff)

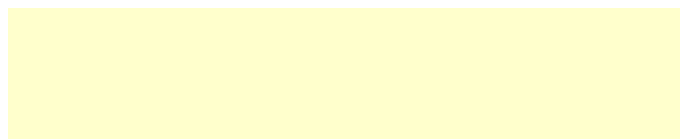
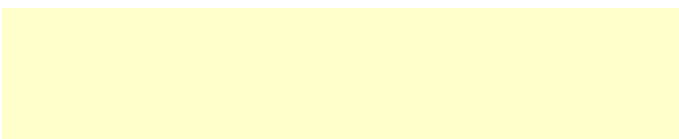


Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Academic Services	0	0.00	7	2.05	-2.05
Academy of Culinary Arts	13	0.15	4	1.17	-1.02
Accounting and Finance	0	0.00	7	2.05	-2.05
Accounting and Information Systems	183	2.09	0	0.00	2.09
Administration and Finance	0	0.00	2	0.58	-0.58
Anthropology	81	0.92	6	1.75	-0.83
Art and Design	356	4.06	16	4.68	-0.62
Asian Studies	0	0.00	0	0.00	0.00
Biology	366	4.18	18	5.26	-1.09
Business	0	0.00	10	2.92	-2.92
Business Administration	285	3.25	6	1.75	1.50
Career and Technical Person Preparation	191	2.18	0	0.00	2.18
Chemistry, Biochemistry, Physics and Engineering	147	1.68	1	0.29	1.38
Communication Disorders, Special Education and Disability Services	210	2.40	5	1.46	0.93
Communications Media	306	3.49	12	3.51	-0.02
Counseling	186	2.12	12	3.51	-1.39
Criminology and Criminal Justice	543	6.20	19	5.56	0.64
Employment Relations and Health Services Administration	85	0.97	3	0.88	0.09
English	406	4.63	30	8.77	-4.14
	0	0.00	0	0.00	0.00

Nursing and Allied Health Professions	1,049	11.97	28	8.19	3.78
Philosophy and Religious Studies	23	0.26	1	0.29	-0.03
Political Science	138	1.57	6	1.75	-0.18
Professional Studies in Education	611	6.97	29	8.48	-1.51
Psychology	509	5.81	21	6.14	-0.33
Research Institute	0	0.00	0	0.00	0.00
Safety Sciences	336	3.83	11	3.22	0.62
Sociology	168	1.92	7	2.05	-0.13
Student Affairs	0	0.00	0	0.00	0.00
Student Affairs in Higher Education	39	0.44	8	2.34	-1.89
Student Success	3	0.03	0	0.00	0.03
Theatre, Dance and Performance	45	0.51	1	0.29	0.22
	0	0.00	0	0.00	0.00



3. Survey Item Summary for Indiana University of Pennsylvania



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	6.15	7.30	7.00	0.85	-0.30	66
AS-2	Giving users individual attention	5.68	6.86	6.57	0.89	-0.29	98
AS-3	Employees who are consistently courteous	6.52	7.79	7.31	0.79	-0.48	94
AS-4	Readiness to respond to users' questions	6.78	7.81	7.45	0.66	-0.36	74
AS-5	Employees who have the knowledge to answer user questions	6.99	7.94	7.48	0.49	-0.46	83
AS-6	Employees who deal with users in a caring fashion	6.50	7.65	7.46	0.96	-0.19	331
AS-7	Employees who understand the needs of their users	6.36	7.60	7.38	1.02	-0.22	81
AS-8	Willingness to help users	6.35	7.83	7.45	1.10	-0.38	89
AS-9	Dependability in handling users' service problems	6.30	7.38	6.93	0.63	-0.45	76
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.61	7.95	7.22	0.61	-0.73	82
IC-2	A library Web site enabling me to locate information on my own	6.57	7.72	6.97	0.41	-0.75	111
IC-3	The printed library materials I need for my work	5.79	7.23	6.60	0.81	-0.63	78
IC-4	The electronic information resources I need	6.04	7.55	6.76	0.72	-0.79	338
IC-5	Modern equipment that lets me easily access needed information	6.39	7.77	6.92	0.53	-0.85	96
IC-6	Easy-to-use access tools that allow me to find things on my own	6.68	7.82	7.34	0.67	-0.48	111
IC-7	Making information easily accessible for independent use	6.61	7.94	7.39	0.79	-0.54	94
IC-8	Print and/or electronic journal collections I require for my work	6.11	7.41	6.87	0.76	-0.54	92
Library as Place							
LP-1	Library space that inspires study and learning	6.02	7.61	7.09	1.07	-0.52	321
LP-2	Quiet space for individual activities	6.70	7.45	7.51	0.81	0.05	77
LP-3	A comfortable and inviting location	6.66	8.01	7.35	0.69	-0.66	77
LP-4	A getaway for study, learning, or research	6.37	7.66	7.28	0.91	-0.38	86
LP-5	Community space for group learning and group study	5.70	7.10	7.12	1.42	0.01	77
Overall:		6.32	7.63	7.16	0.83	-0.47	350

Language: English (American)
Institution Type: College or University
Consortium: Keystone Library Network
User Group: All (Excluding 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	2.00	1.88	1.94	1.84	1.58	66
AS-2	Giving users individual attention	2.21	2.01	2.19	2.03	1.98	98
AS-3	Employees who are consistently courteous	2.04	1.58	2.02	2.21	1.91	94
AS-4	Readiness to respond to users' questions	1.97	1.43	1.50	1.74	1.43	74
AS-5	Employees who have the knowledge to answer user questions	1.88	1.53	1.78	2.22	1.98	83
AS-6	Employees who deal with users in a caring fashion	2.08	1.72	1.71	1.98	1.60	331
AS-7	Employees who understand the needs of their users	2.15	1.77	1.81	1.71	1.55	81
AS-8	Willingness to help users	2.17	1.56	1.92	1.81	1.37	89
AS-9	Dependability in handling users' service problems	2.31	1.90	1.93	1.71	1.54	76
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.90	1.48	1.74	2.03	1.91	82
IC-2	A library Web site enabling me to locate information on my own	2.29	1.78	2.04	2.21	2.02	111
IC-3	The printed library materials I need for my work	2.57	2.23	2.21	2.71	2.73	78
IC-4	The electronic information resources I need	2.17	1.81	1.92	2.24	2.10	338
IC-5	Modern equipment that lets me easily access needed information	2.05	1.75	1.90	2.28	2.04	96
IC-6	Easy-to-use access tools that allow me to find things on my own	1.96	1.68	1.65	1.91	1.84	111
IC-7	Making information easily accessible for independent use	1.99	1.51	1.72	2.06	1.89	94
IC-8	Print and/or electronic journal collections I require for my work	2.36	2.03	2.13	2.21	2.02	92
Library as Place							
LP-1	Library space that inspires study and learning	2.23	1.86	1.94	2.31	2.19	321
LP-2	Quiet space for individual activities	2.08	1.92	1.79	2.16	1.99	77
LP-3	A comfortable and inviting location	2.01	1.53	1.92	2.23	1.69	77
LP-4	A getaway for study, learning, or research	2.00	1.77	2.02	2.33	2.26	86
LP-5	Community space for group learning and group study	2.43	2.13	1.84	2.38	2.41	77
Overall:		1.74	1.36	1.51	1.61	1.41	350

Language: English (American)

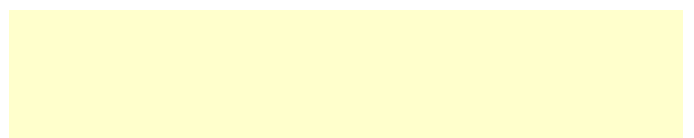
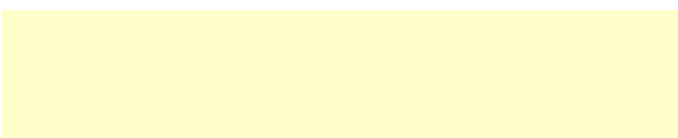
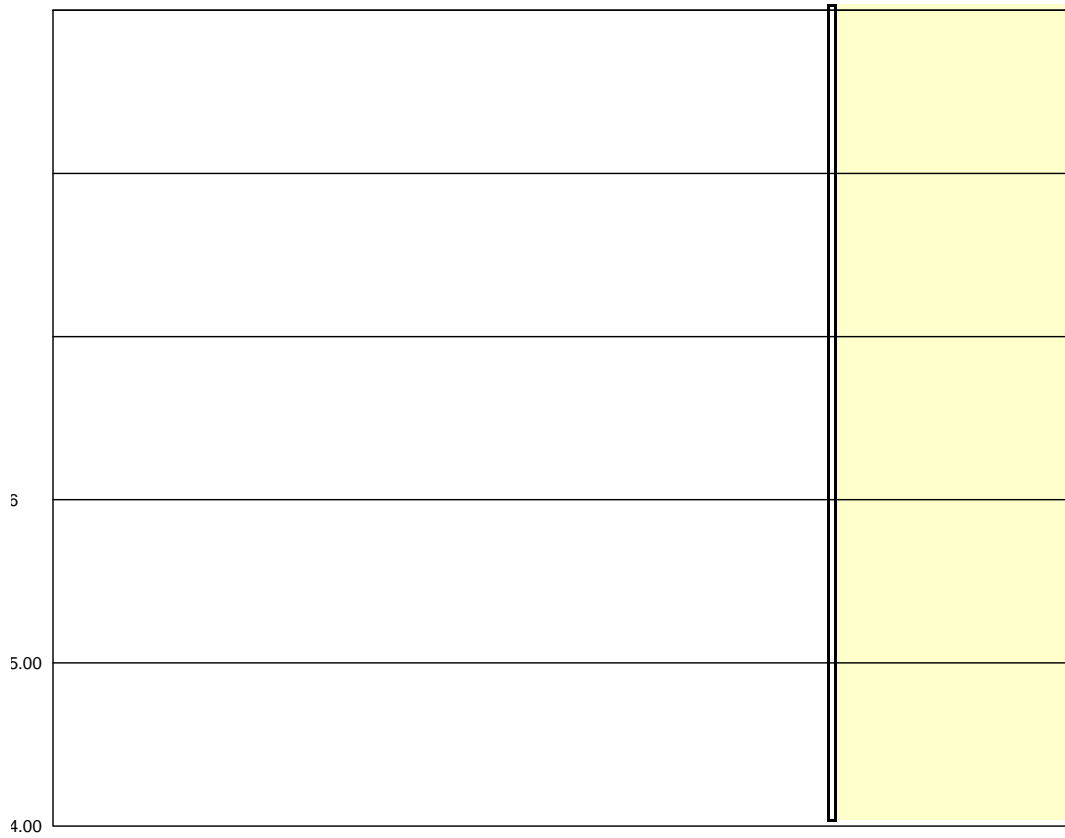
Institution Type: College or University

Consortium: Keystone Library Network

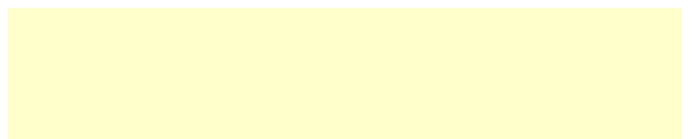
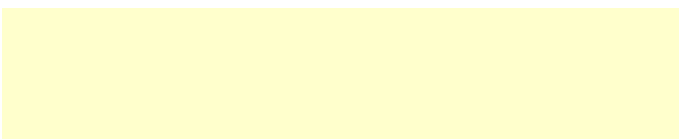
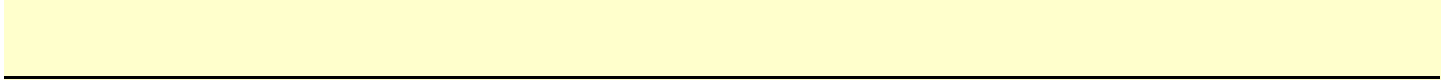
User Group: All (Excluding Library Staff)

3.2 Core Question Dimensions Summary

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+®



3.3 Local Question Summary

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.

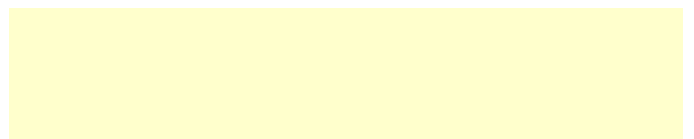
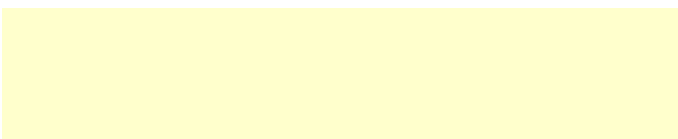
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Access to materials from other libraries (Interlibrary Loan)	6.22	7.65	6.88	0.67	-0.77	60
Availability of assistance in addressing issues of copyright and plagiarism	5.45	6.84	5.98	0.53	-0.86	51
Availability of assistance to improve my research skills	5.93	7.29	7.13	1.20	-0.16	55
Library materials available when and where I need them	6.62	7.88	7.51	0.90	-0.37	68
Reliable mix of technology to help me complete my work	6.76	7.69	7.39	0.63	-0.31	59

This table shows the standard deviations for 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 materials from other libraries (Interlibrary Loan)	2.36	1.46	1.92	2.26	1.87	60
Availability of assistance in addressing issues of copyright and plagiarism	2.22	2.22	2.20	1.50	2.00	51
Availability of assistance to improve my research skills	2.64	2.17	1.98	2.50	2.00	55
Library materials available when and where I need them	1.97	1.86	2.01	2.12	1.95	68
Reliable mix of technology to help me complete my work	1.88	1.66	1.63	2.04	1.78	59

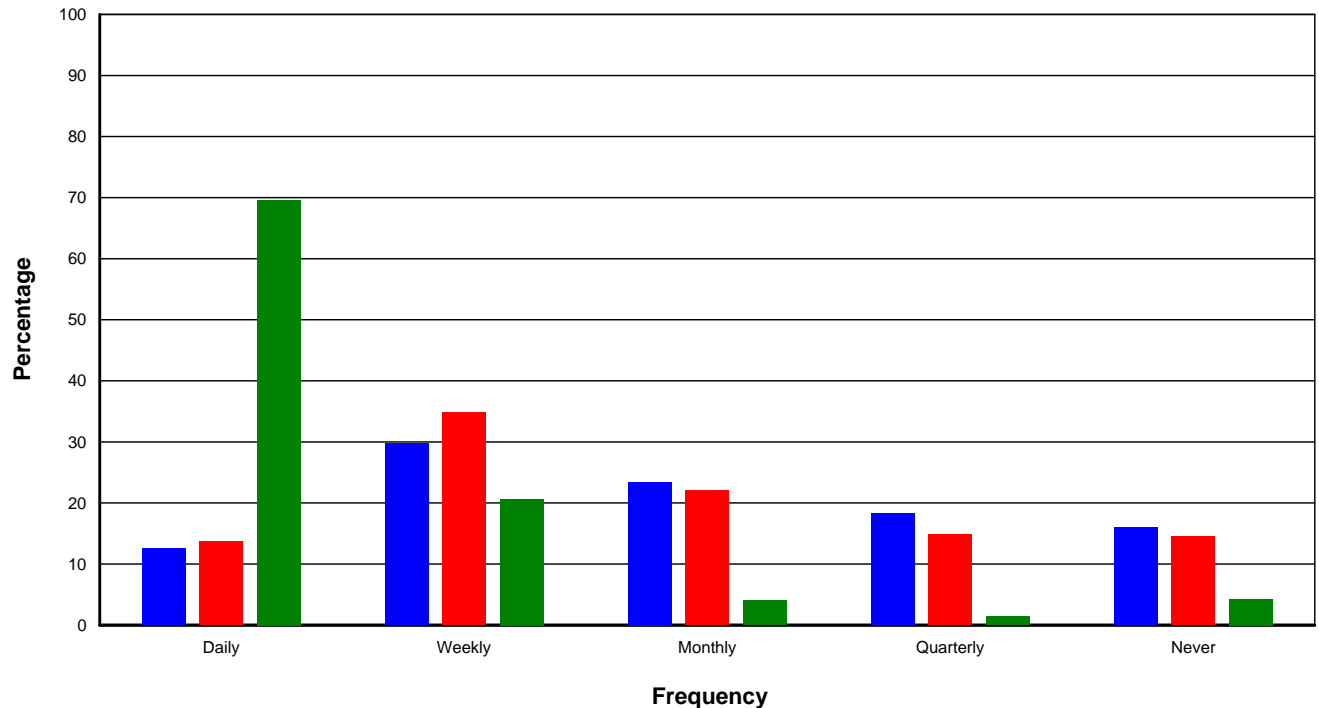
3.4 General Satisfaction Questions Summary

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



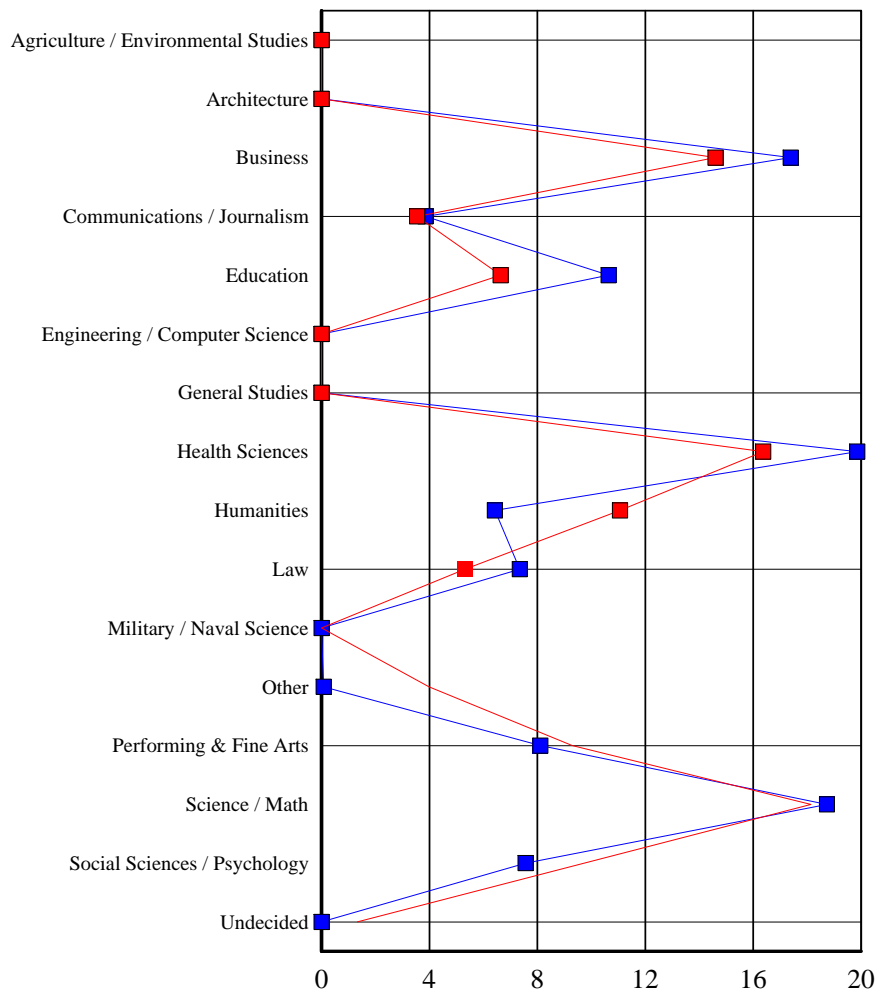
3.6 Library Use Summary

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.

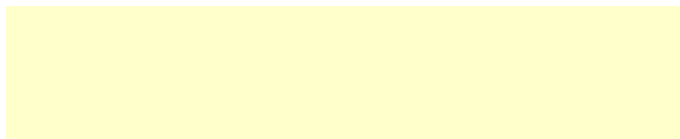
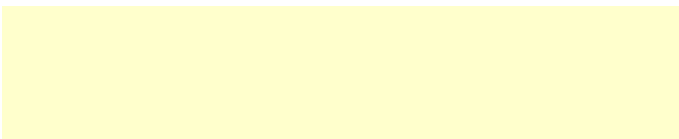


■ How often do you use resources on library premises?
■ How often do you access library resources through a library Web page?
■ How often do you use Yahoo™, Google™, or non-library gateways for information?

	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	44 12.57%	104 29.71%	82 23.43%	64 18.29%	56 16.00%	350 100.00%
How often do you access library resources through a library Web page?	48 13.71%	122 34.86%	77 22.00%	52 14.86%	51 14.57%	350 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	243 69.63%	72 20.63%	14 4.01%	5 1.43%	15 4.30%	349 100.00%



■ Respondent Profile by Discipline
■ Population Profile by Discipline



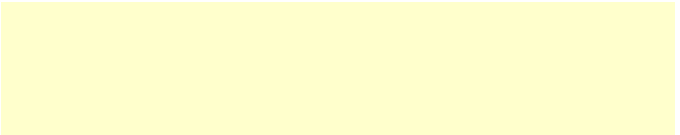
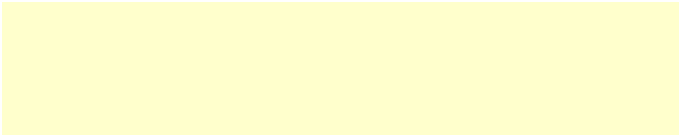
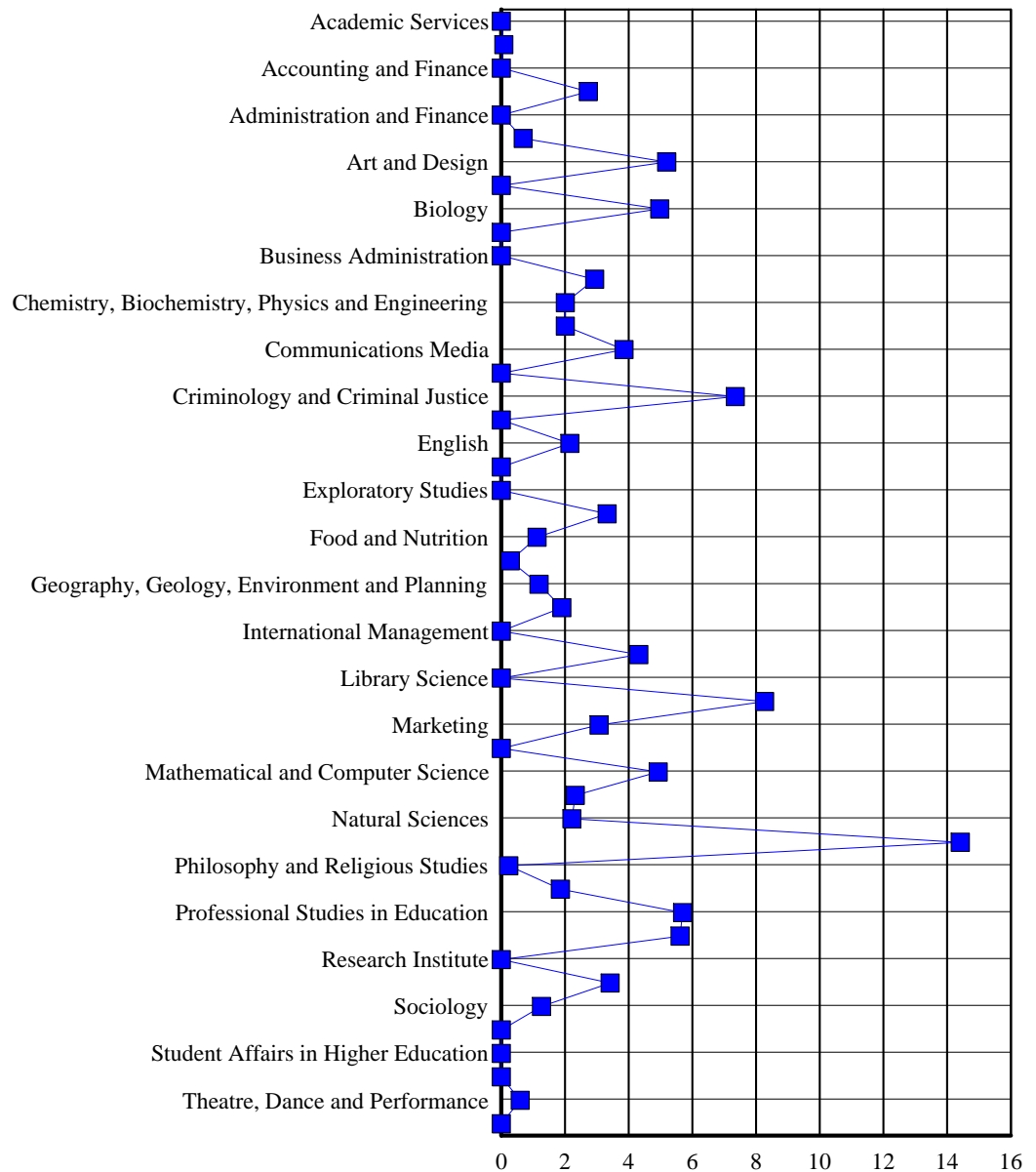
Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	0	0.00	0	0.00	0.00
Architecture	0	0.00	0	0.00	0.00
Business	1,115	17.39	33	14.60	2.79
Communications / Journalism	247	3.85	8	3.54	0.31
Education	682	10.64	15	6.64	4.00
Engineering / Computer Science	0	0.00	0	0.00	0.00
General Studies	0	0.00	0	0.00	0.00
Health Sciences	1,273	19.86	37	16.37	3.48
Humanities	412	6.43	25	11.06	-4.64
Law	471	7.35	12	5.31	2.04
Military / Naval Science	0	0.00	0	0.00	0.00
Other	5	0.08	9	3.98	-3.90
Performing & Fine Arts	520	8.11	21	9.29	-1.18
Science / Math	1,201	18.73	41	18.14	0.59
Social Sciences / Psychology	485	7.57	22	9.73	-2.17
Undecided	0	0.00	3	1.33	-1.33
Total:	6,411	100.00	226	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: Keystone Library Network
User Group: Undergraduate

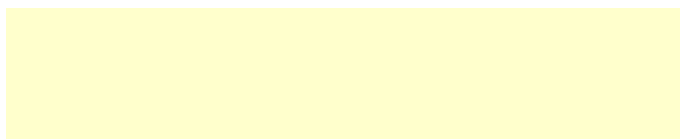
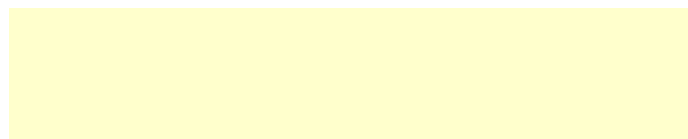
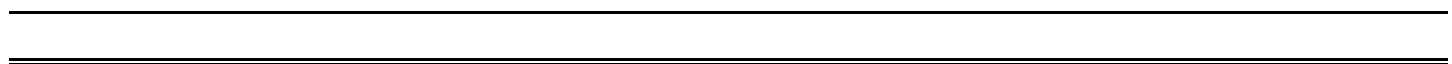
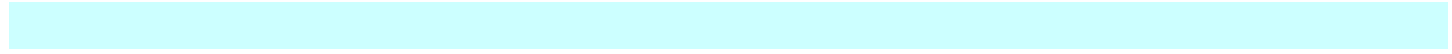
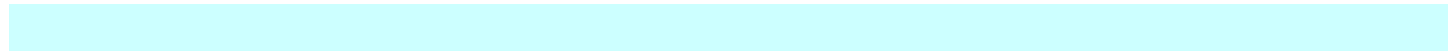
4.1.2 Population and Respondent Profiles for Undergraduate by Customized Discipline

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).



Natural Sciences	142	2.21	4	1.77	0.45
Nursing and Allied Health Professions	924	14.41	24	10.62	3.79
Philosophy and Religious Studies	15	0.23	1	0.44	-0.21
Political Science	119	1.86	6	2.65	-0.80
Professional Studies in Education	365	5.69	11	4.87	0.83
Psychology	360	5.62	15	6.64	-1.02
Research Institute	0	0.00	0	0.00	0.00
	219	3.42		3.98	-0.57



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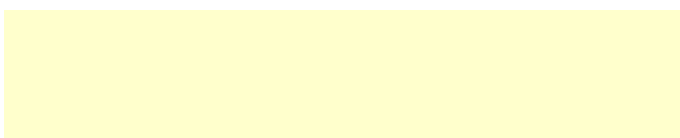
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4.2 Core Questions Summary for Undergraduate

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 art 09at(



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	1.90	2.01	1.94	1.91	1.66	42
AS-2	Giving users individual attention	2.30	2.14	2.38	2.13	1.99	60
AS-3	Employees who are consistently courteous	1.90	1.46	1.94	2.20	2.08	63
AS-4	Readiness to respond to users' questions	2.04	1.52	1.57	1.88	1.53	48
AS-5	Employees who have the knowledge to answer user questions	1.88	1.47	1.81	2.00	1.85	54
AS-6	Employees who deal with users in a caring fashion	2.10	1.80	1.78	1.98	1.68	214
AS-7	Employees who understand the needs of their users	2.11	1.73	1.78	1.72	1.70	63
AS-8	Willingness to help users	2.27	1.72	2.08	1.97	1.39	53
AS-9	Dependability in handling users' service problems	2.53	2.21	2.08	1.71	1.60	45
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.69	1.54	1.91	2.08	2.19	45
IC-2	A library Web site enabling me to locate information on my own	2.37	1.82	2.23	2.32	2.18	69
IC-3	The printed library materials I need for my work	2.52	2.19	2.16	2.59	2.72	57
IC-4	The electronic information resources I need	2.19	1.92	1.97	2.16	2.11	214
IC-5	Modern equipment that lets me easily access needed information	2.22	1.91	1.98	2.19	2.08	69
IC-6	Easy-to-use access tools that allow me to find things on my own	1.97	1.64	1.72	1.81	1.78	74
IC-7	Making information easily accessible for independent use	2.03	1.47	1.77	2.04	1.71	60
IC-8	Print and/or electronic journal collections I require for my work	2.50	2.27	2.19	2.22	2.01	53
Library as Place							
LP-1	Library space that inspires study and learning	2.14	1.52	1.82	2.09	1.86	224
LP-2	Quiet space for individual activities	1.91	1.63	1.27	1.93	1.63	51
LP-3	A comfortable and inviting location	1.94	1.61	2.09	2.32	1.73	54
LP-4	A getaway for study, learning, or research	1.83	1.23	1.91	2.10	1.92	61
LP-5	Community space for group learning and group study	2.33	1.89	1.85	2.13	1.92	57
Overall:		1.75	1.39	1.55	1.56	1.40	226

Language: English (American)

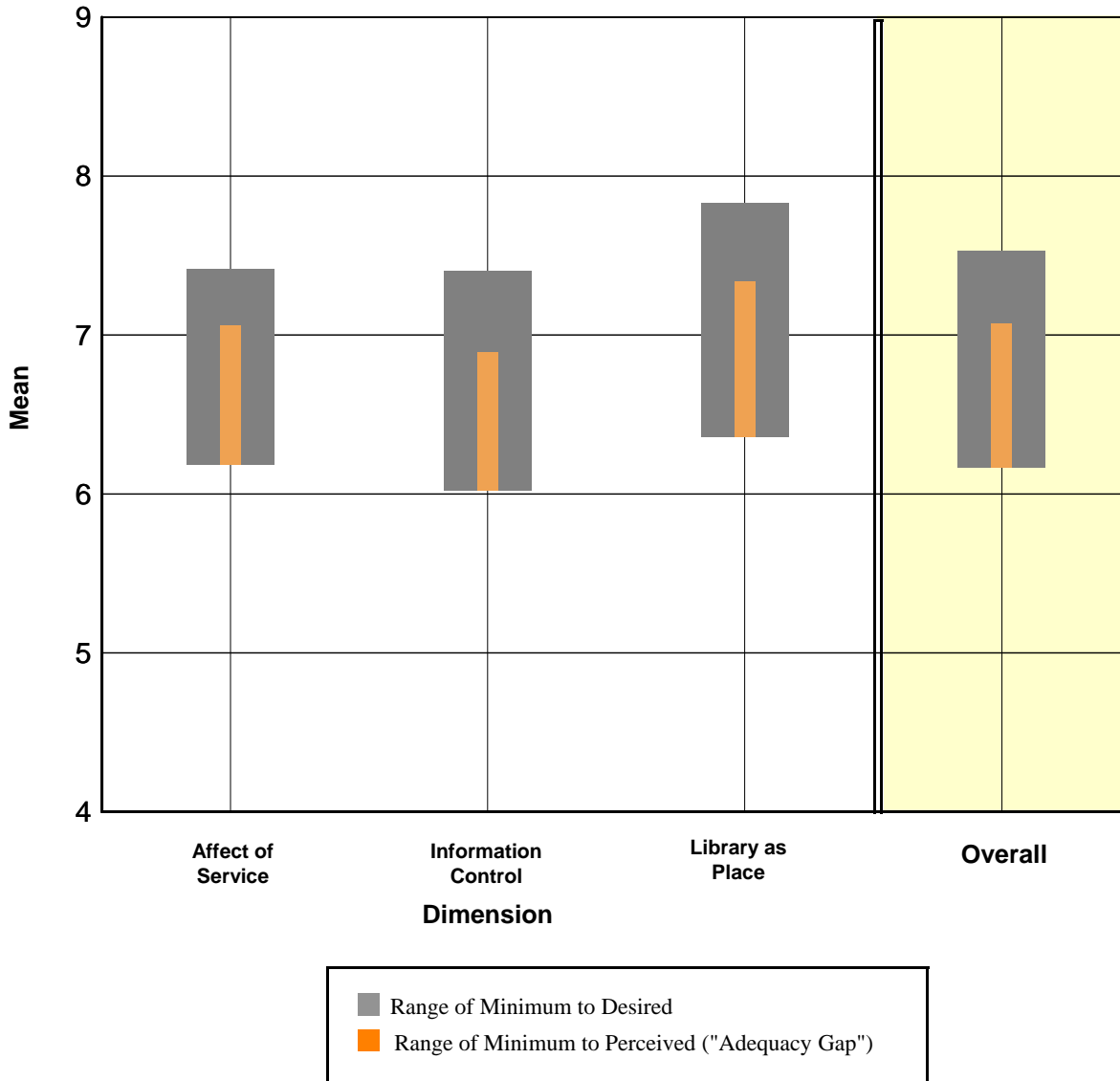
Institution Type: College or University

Consortium: Keystone Library Network

User Group: Undergraduate

4.3 Core Question Dimensions Summary for Undergraduate

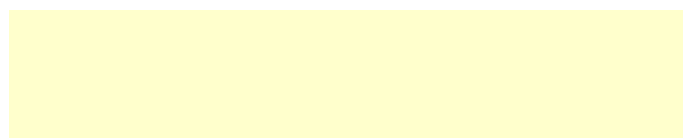
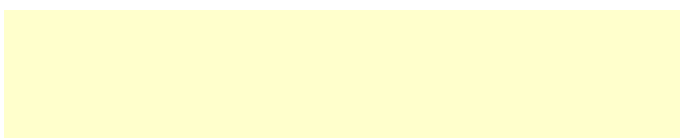
On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for 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	6.19	7.42	7.06	0.88	-0.36	222
Information Control	6.02	7.40	6.89	0.87	-0.51	225
Library as Place	6.36	7.83	7.34	0.98	-0.49	226
Overall	6.17	7.53	7.07	0.90	-0.46	226

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



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 materials from other libraries (Interlibrary Loan)	6.08	7.50	6.94	0.86	-0.56	36
Availability of assistance in addressing issues of copyright and plagiarism	5.23	6.71	5.66	0.43	-1.06	35
Availability of assistance to improve my research skills	5.33	7.14	6.94	1.61	-0.19	36
Library materials available when and where I need them	6.65	7.83	7.35	0.70	-0.48	40
Reliable mix of technology to help me complete my work	6.80	7.83	7.66	0.85	-0.17	41

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 materials from other libraries (Interlibrary Loan)	2.17	1.44	1.85	2.39	1.96	36
Availability of assistance in addressing issues of copyright and plagiarism	2.24	2.36	2.33	1.60	2.14	35
Availability of assistance to improve my research skills	2.77	2.21	2.10	2.44	1.85	36
Library materials available when and where I need them	1.81	1.72	2.25	2.23	2.00	40
Reliable mix of technology to help me complete my work	1.89	1.41	1.32	1.64	1.32	41

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.	7.89	1.66	110
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.41	1.68	116
How would you rate the overall quality of the service provided by the library?	7.51	1.60	226

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.	6.58	2.26	72
The library aids my advancement in my academic discipline or work.	7.09	2.05	104
The library enables me to be more efficient in my academic pursuits or work.	7.51	1.82	96
The library helps me distinguish between trustworthy and untrustworthy information.	6.96	1.92	109
The library provides me with the information skills I need in my work or study.	7.54	1.55	71

Language: English (American)

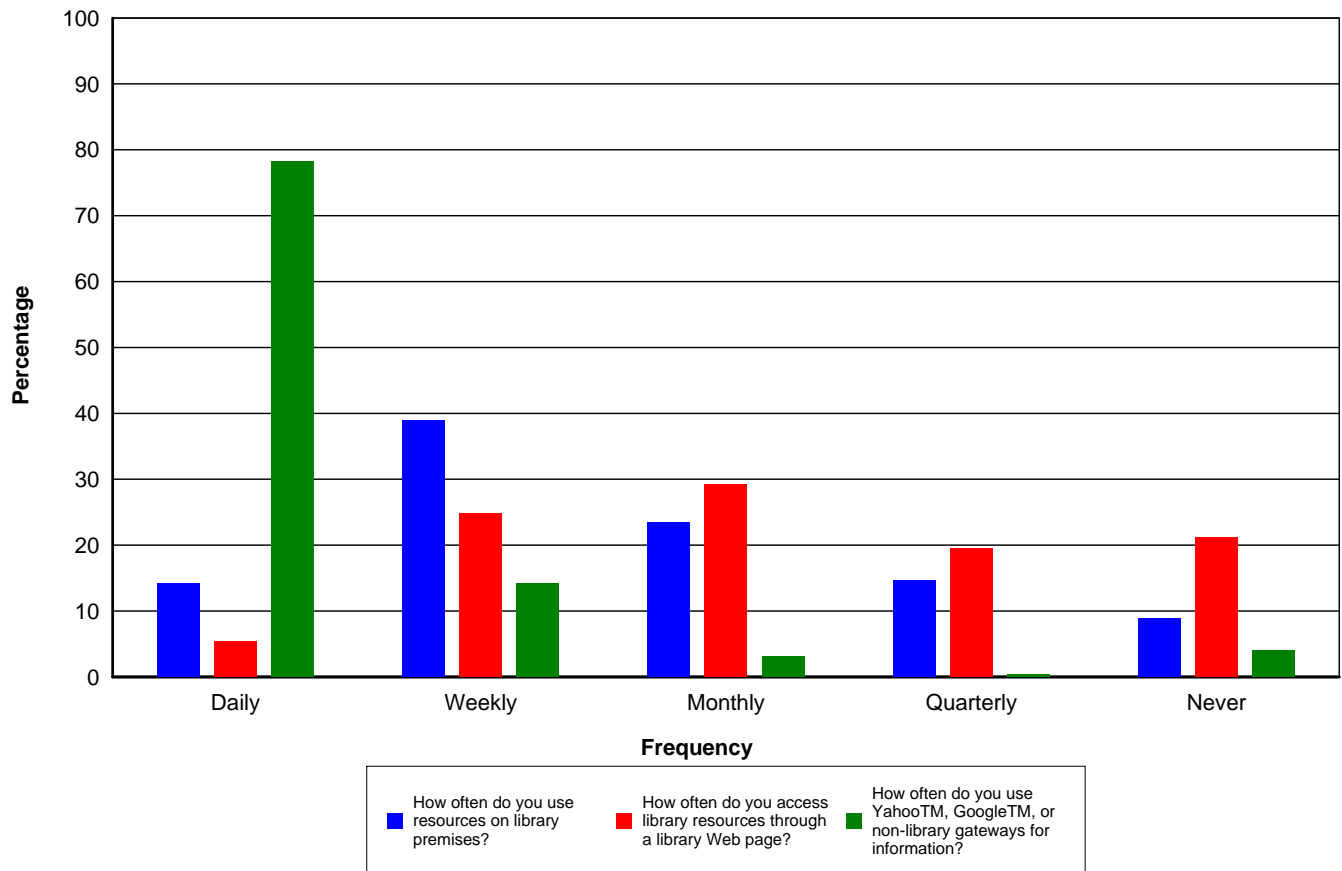
Institution Type: College or University

Consortium: Keystone Library Network

User Group: Undergraduate

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?	32 14.16%	88 38.94%	53 23.45%	33 14.60%	20 8.85%	226 100.00%
How often do you access library resources through a library Web page?	12 5.31%	56 24.78%	66 29.20%	44 19.47%	48 21.24%	226 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	176 78.22%	32 14.22%	7 3.11%	1 0.44%	9 4.00%	225 100.00%

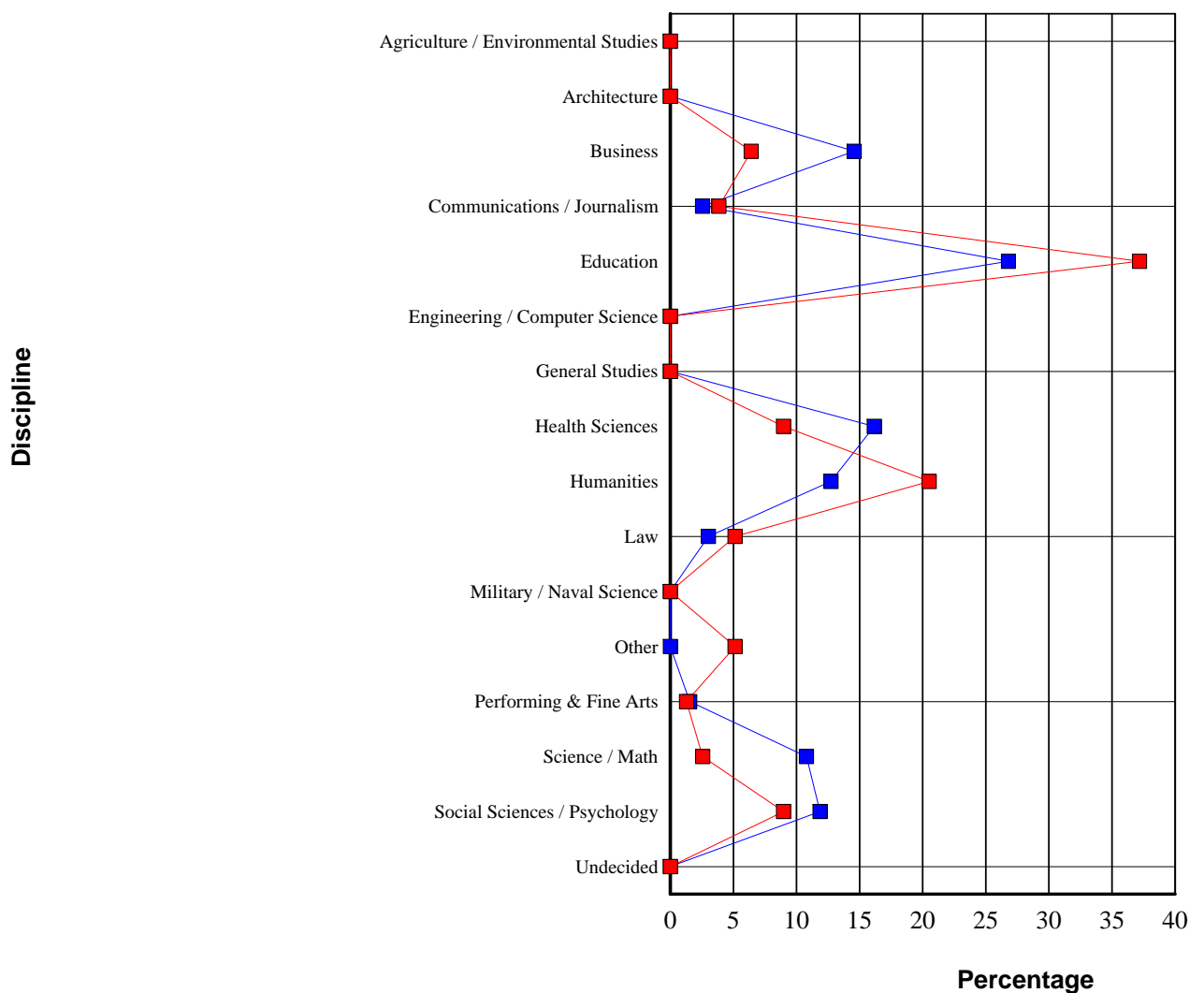
5 Graduate Summary for Indiana University of Pennsylvania

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).



■ Respondent Profile by Discipline
■ Population Profile by Discipline

Language: English (American)
 Institution Type: College or University
 Consortium: Keystone Library Network
 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).

Academic Services						
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Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Academic Services	0	0.00	3	3.85	-3.85
Academy of Culinary Arts	0	0.00	0	0.00	0.00
Accounting and Finance	0	0.00	0	0.00	0.00
Accounting and Information Systems	0	0.00	0	0.00	0.00
Administration and Finance	0	0.00	1	1.28	-1.28
Anthropology	30	1.53	1	1.28	0.25
Art and Design	9	0.46	0	0.00	0.46
Asian Studies	0	0.00	0	0.00	0.00
Biology	27	1.38	0	0.00	1.38
Business	0	0.00	1	1.28	-1.28
Business Administration	285	14.57	3	3.85	10.72
Career and Technical Person Preparation	3	0.15	0	0.00	0.15
Chemistry, Biochemistry, Physics and Engineering	0	0.00	0	0.00	0.00
Communication Disorders, Special Education and Disability Services	73	3.73	0	0.00	3.73
Communications Media	50	2.56	3	3.85	-1.29
Counseling	177	9.05	11	14.10	-5.05
Criminology and Criminal Justice	59	3.02	4	5.13	-2.11
Employment Relations and Health Services Administration	83	4.24	3	3.85	0.40
English	237	12.12	16	20.51	-8.40
Enrollment Management	0	0.00	0	0.00	0.00
Exploratory Studies	0	0.00	0	0.00	0.00
Finance and Economics	0	0.00	0	0.00	0.00
Food and Nutrition	34	1.74	1	1.28	0.46
Foreign Languages	0	0.00	0	0.00	0.00
Geography, Geology, Environment and Planning	16	0.82	1	1.28	-0.46
History	0	0.00	0	0.00	0.00
International Management	0	0.00	0	0.00	0.00
Kinesiology, Health, and Sport Science	96	4.91	0	0.00	4.91
Library Science	0	0.00	0	0.00	0.00
Management	0	0.00	1	1.28	-1.28
Marketing	0	0.00	0	0.00	0.00
Marketing and Communications	0	0.00	0	0.00	0.00
Mathematical and Computer Science	59	3.02	0	0.00	3.02
Music	21	1.07	1	1.28	-0.21

Language: English (American)
Institution Type: College or University
Consortium: Keystone Library Network
User Group: Graduate

	0	0.00	0.00	0.00
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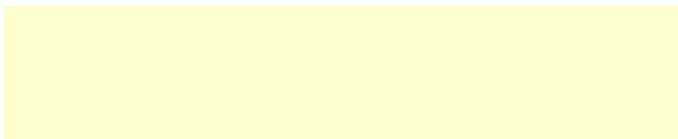
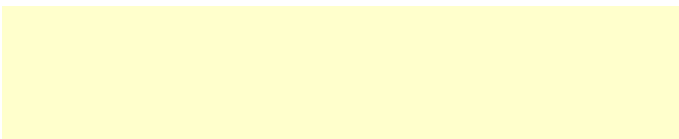
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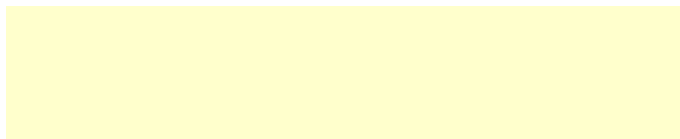
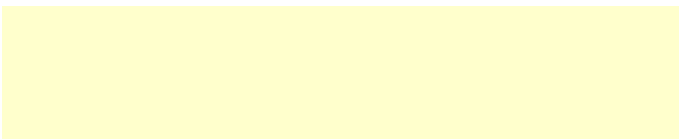
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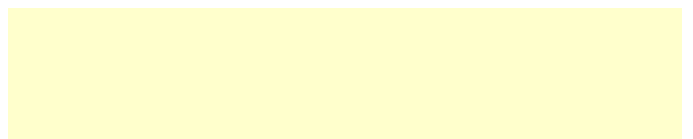
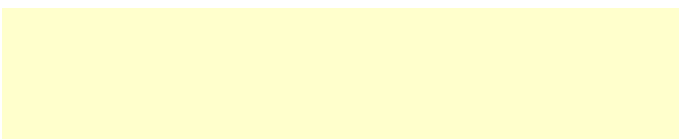
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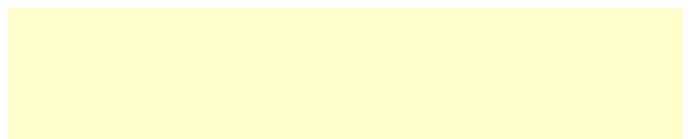
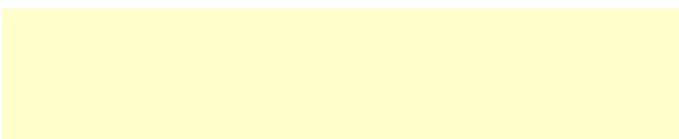
5.2 Core Questions Summary for Graduate

This radar chart shows the aggregate results



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	2.02	1.40	1.78	1.65	1.48	12
AS-2	Giving users individual attention	2.11	1.47	1.97	1.59	1.50	22
AS-3	Employees who are consistently courteous	2.61	2.06	2.47	2.57	1.79	22
AS-4	Readiness to respond to users' questions	1.64	0.97	0.86	1.41	1.14	14
AS-5	Employees who have the knowledge to answer user questions	2.08	1.90	1.99	3.08	2.73	19
AS-6	Employees who deal with users in a caring fashion	2.20	1.67	1.56	2.14	1.55	74
AS-7	Employees who understand the needs of their users	2.59	2.18	2.15	1.79	0.95	13
AS-8	Willingness to help users	1.74	1.25	1.55	1.54	1.15	22
AS-9	Dependability in handling users' service problems	1.93	1.28	1.73	1.65	1.49	21
Information Control							
IC-1	Making electronic resources accessible from my home or office	2.18	1.58	1.63	2.04	1.82	20
IC-2	A library Web site enabling me to locate information on my own	2.46	1.90	1.95	2.00	1.80	25
IC-3	The printed library materials I need for my work	2.86	2.35	2.69	3.00	2.59	15
IC-4	The electronic information resources I need	2.05	1.57	1.80	2.12	1.79	78
IC-5	Modern equipment that lets me easily access needed information	1.53	1.16	2.01	2.80	2.23	17
IC-6	Easy-to-use access tools that allow me to find things on my own	2.06	1.94	1.53	2.28	2.05	28
IC-7	Making information easily accessible for independent use	2.22	1.99	1.87	2.43	2.64	19
IC-8	Print and/or electronic journal collections I require for my work	1.93	1.16	1.92	1.81	1.74	26
Library as Place							
LP-1	Library space that inspires study and learning	2.49	2.43	2.21	2.78	2.92	62

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars

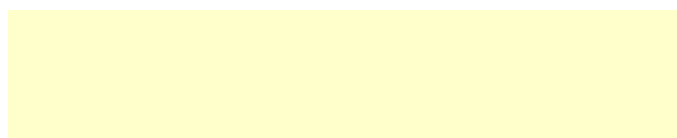
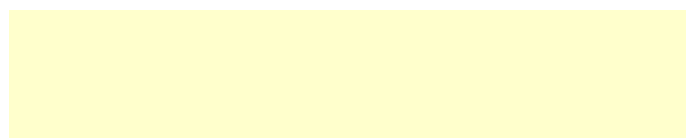


The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of 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	6.59	7.82	7.61	1.01	-0.21	78
Information Control	6.66	8.02	7.19	0.53	-0.83	78
Library as Place	5.82	7.07	6.94	1.12	-0.13	66
Overall	6.50	7.79	7.33	0.83	-0.46	78

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.

	Perceived	Superiority	n



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 materials from other libraries (Interlibrary Loan)	6.06	7.69	6.56	0.50	-1.13	16
Availability of assistance in addressing issues of copyright and plagiarism	5.80	6.70	6.80	1.00	0.10	10
Availability of assistance to improve my research skills	7.31	7.69	7.23	-0.08	-0.46	13
Library materials available when and where I need them	6.56	7.72	7.61	1.06	-0.11	18
Reliable mix of technology to help me complete my work	7.00	7.73	6.91	-0.09	-0.82	11

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.

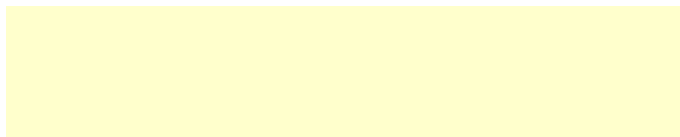
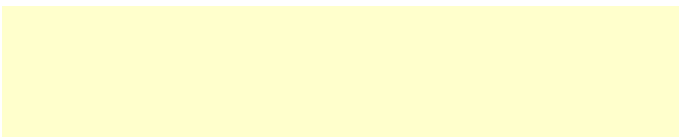
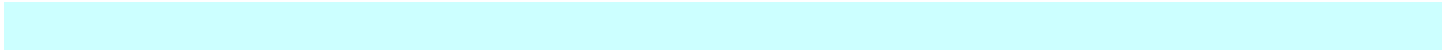
Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to materials from other libraries (Interlibrary Loan)	2.89	1.66	2.37	2.22	2.00	16
Availability of assistance in addressing issues of copyright and plagiarism	2.25	1.57	1.40	1.41	1.37	10
Availability of assistance to improve my research skills	1.44	1.60	1.96	1.89	1.45	13
Library materials available when and where I need them	2.62	2.54	1.97	2.26	2.32	18
Reliable mix of technology to help me complete my work	1.73	2.05	2.47	3.02	2.79	11

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.

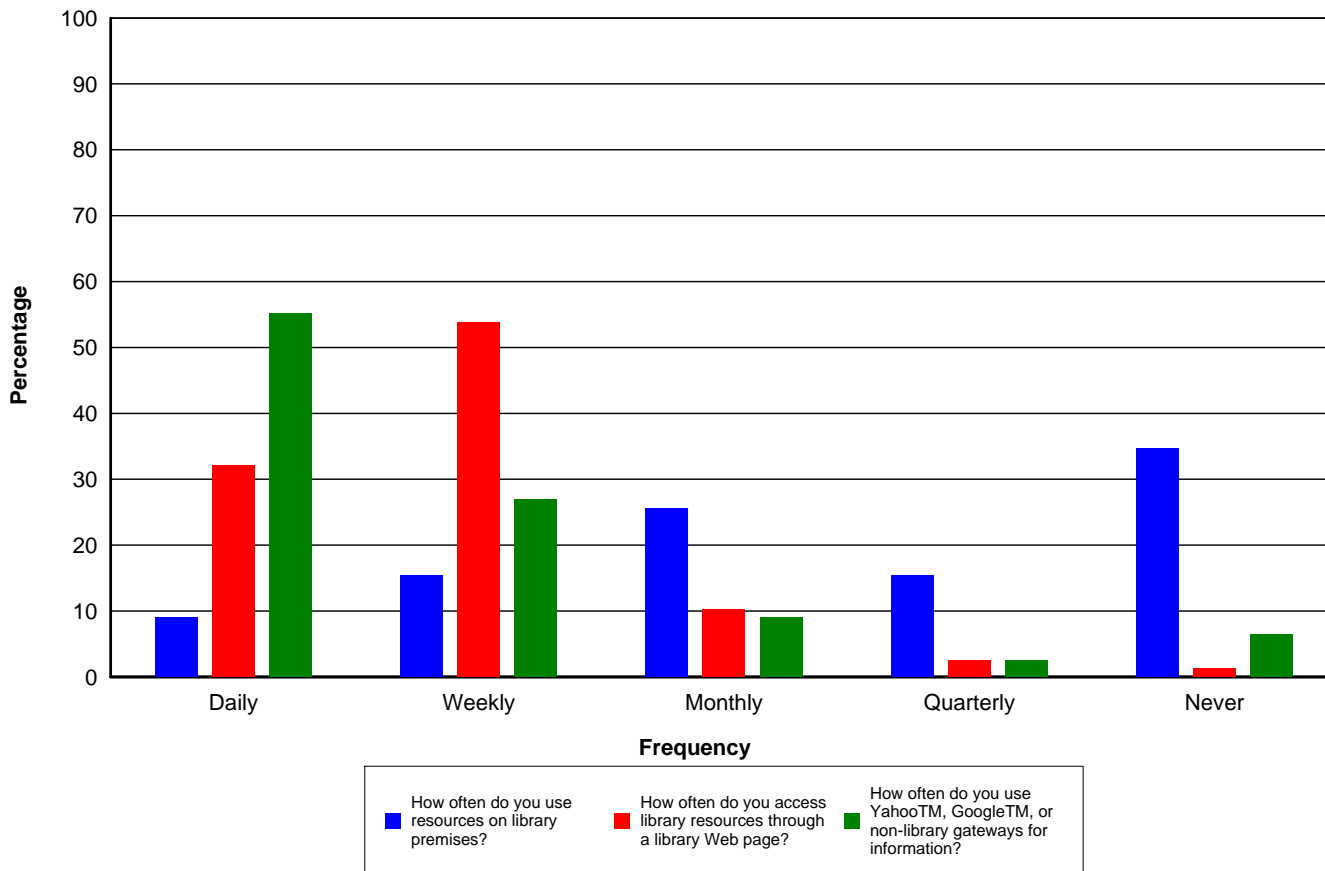
Satisfaction Question	Mean	SD	n
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In general, I am satisfied with the way in which I am treated at the library.



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?	7 8.97%	12 15.38%	20 25.64%	12 15.38%	27 34.62%	78 100.00%
How often do you access library resources through a library Web page?	25 32.05%	42 53.85%	8 10.26%	2 2.56%	1 1.28%	78 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	43 55.13%	21 26.92%	7 8.97%	2 2.56%	5 6.41%	78 100.00%

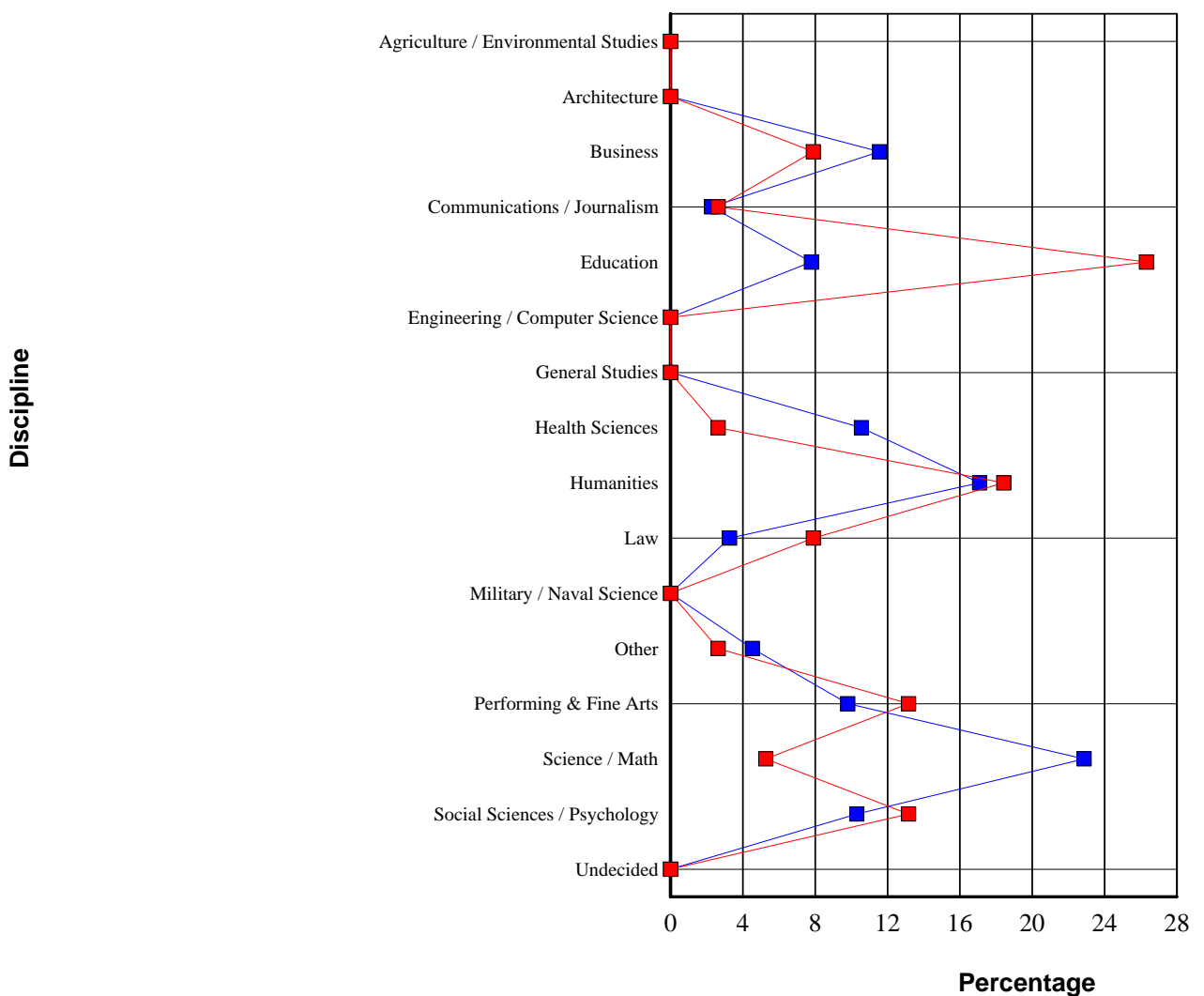
6 Faculty Summary for Indiana University of Pennsylvania

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).



- Respondent Profile by Discipline
- Population Profile by Discipline

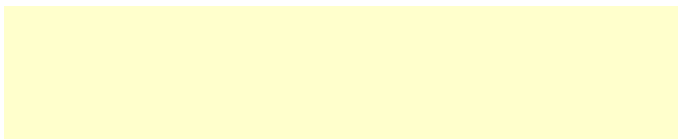
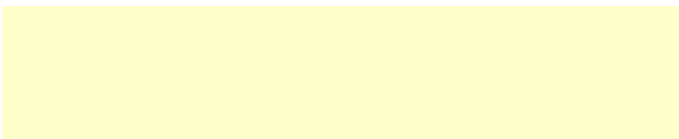
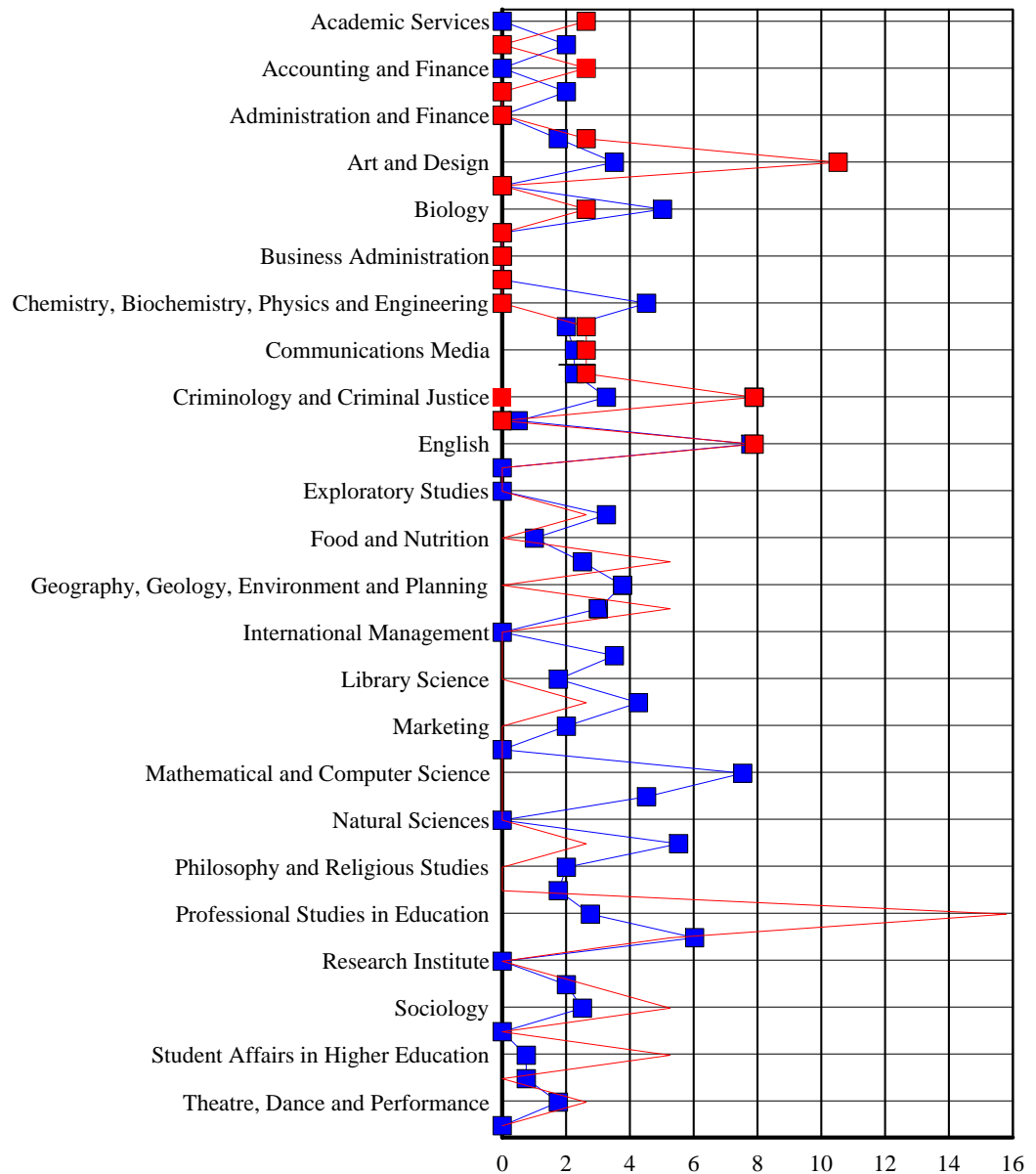
Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	0	0.00	0	0.00	0.00
Architecture	0	0.00	0	0.00	0.00
Business	46	11.56	3	7.89	3.66
Communications / Journalism	9	2.26	1	2.63	-0.37
Education	31	7.79	10	26.32	-18.53
Engineering / Computer Science	0	0.00	0	0.00	0.00
General Studies	0	0.00	0	0.00	0.00
Health Sciences	42	10.55	1	2.63	7.92
Humanities	68	17.09	7	18.42	-1.34
Law	13	3.27	3	7.89	-4.63
Military / Naval Science	0	0.00	0	0.00	0.00
Other	18	4.52	1	2.63	1.89
Performing & Fine Arts	39	9.80	5	13.16	-3.36
Science / Math	91	22.86	2	5.26	17.60
Social Sciences / Psychology	41	10.30	5	13.16	-2.86
Undecided	0	0.00	0	0.00	0.00
Total:	398	100.00	38	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: Keystone Library Network
User Group:

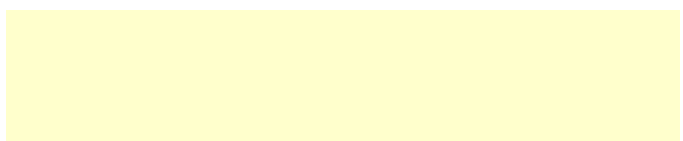
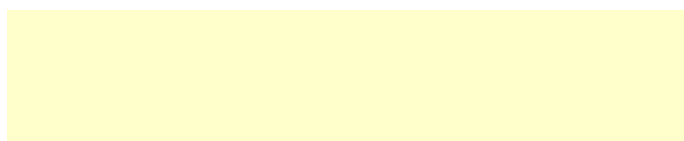
6.1.2 Population and Respondent Profiles for Faculty by Customized Discipline

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).



Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Academic Services	0	0.00	1	2.63	-2.63
Academy of Culinary Arts	8	2.01	0	0.00	2.01
Accounting and Finance	0	0.00	1	2.63	-2.63
Accounting and Information Systems	8	2.01	0	0.00	2.01
Administration and Finance	0	0.00	0	0.00	0.00
Anthropology	7	1.76	1	2.63	-0.87
Art and Design	14	3.52	4	10.53	-7.01
Asian Studies	0	0.00	0	0.00	0.00
Biology	20	5.03	1	2.63	2.39
Business	0	0.00	0	0.00	0.00
Business Administration	0	0.00	0	0.00	0.00
Career and Technical Person Preparation	0	0.00	0	0.00	0.00
Chemistry, Biochemistry, Physics and Engineering	18	4.52	0	0.00	4.52
Communication Disorders, Special Education and Disability Services	8	2.01	1	2.63	-0.62
	9	2.26		2.63	-0.37



Natural Sciences	0	0.00	0	0.00	0.00
Nursing and Allied Health Professions	22	5.53	1	2.63	2.90
Philosophy and Religious Studies	8	2.01	0	0.00	2.01
Political Science	7	1.76	0	0.00	1.76
Professional Studies in Education	11	2.76	6	15.79	-13.03
Psychology	24	6.03	2	5.26	0.77
Research Institute	0	0.00	0	0.00	0.00
Safety Sciences	8	2.01	1	2.63	-0.62
Sociology	10	2.51	2	5.26	-2.75
Student Affairs	0	0.00	0	0.00	0.00
Student Affairs in Higher Education	3	0.75	2	5.26	-4.51
Student Success	3	0.75	0	0.00	0.75
Theatre, Dance and Performance	7	1.76	1	2.63	-0.87
University Advancement	0	0.00	0	0.00	0.00
Total:	398	100.00	38	100.00	0.00

Language:

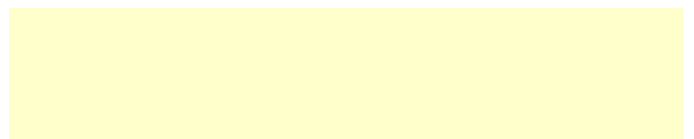
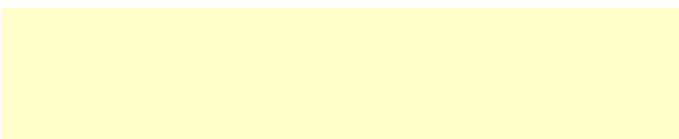
Institution Type:

Consortium:

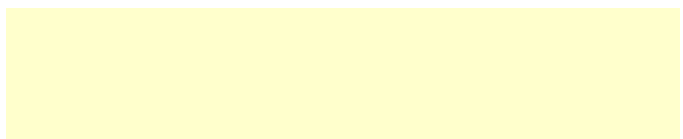
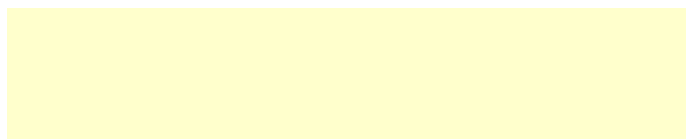
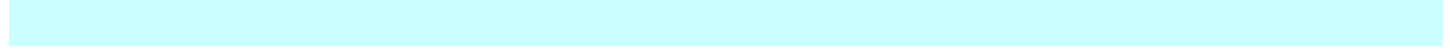
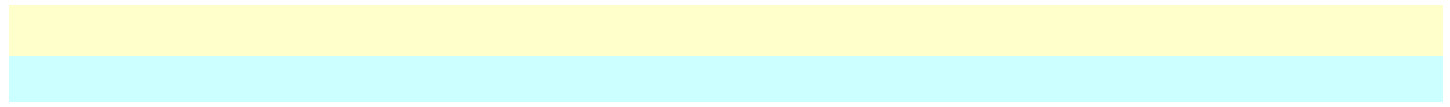
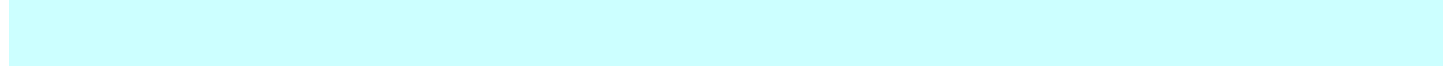
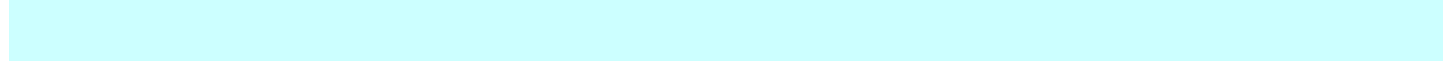
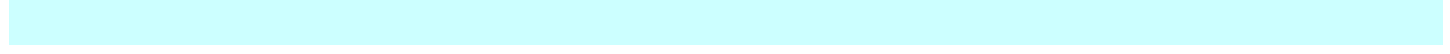
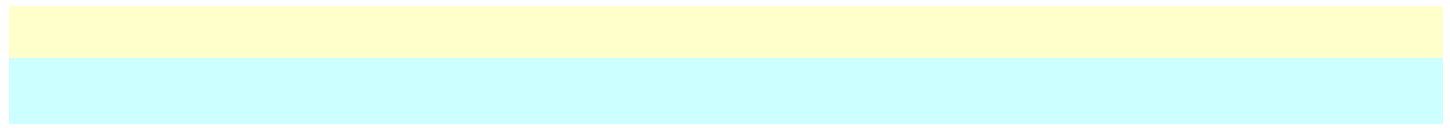
User Group:

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



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	8.00	8.63	8.13	0.13	-0.50	8
AS-2	Giving users individual attention	6.00	6.85	7.69	1.69	0.85	13
AS-3	Employees who are consistently courteous	7.57	8.57	8.71	1.14	0.14	7
AS-4	Readiness to respond to users' questions	7.90	8.30	8.00	0.10	-0.30	10
AS-5	Employees who have the know	7.11	8.44	8.00	0.89	-0.44	9



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	1.41	1.06	1.36	1.89	1.69	8
AS-2	Giving users individual attention	2.24	2.27	1.32	2.32	2.54	13
AS-3	Employees who are consistently courteous	1.40	0.79	0.76	1.46	0.38	7
AS-4	Readiness to respond to users' questions	1.79	1.49	1.49	1.60	1.25	10
AS-5	Employees who have the knowledge to answer user questions	1.54	0.53	0.71	1.54	0.73	9
AS-6	Employees who deal with users in a caring fashion	1.52	1.00	1.09	1.70	1.27	36
AS-7	Employees who understand the needs of their users	1.63	1.00	0.50	1.71	0.50	4
AS-8	Willingness to help users	1.83	1.08	0.83	1.66	1.44	14
AS-9	Dependability in handling users' service problems	1.39	0.52	0.71	1.85	0.74	8
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.26	0.65	1.03	1.43	1.14	11
IC-2	A library Web site enabling me to locate information on my own	1.69	1.26	1.20	2.24	1.77	16
IC-3	The printed library materials I need for my work	3.16	3.37	1.71	4.11	4.35	4
IC-4	The electronic information resources I need	1.92	1.08	1.78	2.69	2.38	38
IC-5	Modern equipment that lets me easily access needed information	1.86	1.41	0.98	2.14	1.13	7
IC-6	Easy-to-use access tools that allow me to find things on my own	1.32	0.71	1.54	1.01	1.42	9
IC-7	Making information easily accessible for independent use	1.23	0.45	1.16	1.36	1.27	12
IC-8	Print and/or electronic journal collections I require for my work	2.15	1.71	2.11	2.41	2.35	12
Library as Place							
LP-1	Library space that inspires study and learning	2.44	2.43	2.13	2.97	2.92	28
LP-2	Quiet space for individual activities	2.56	3.08	0.82	2.71	2.83	6
LP-3	A comfortable and inviting location	1.91	1.51	1.21	1.68	1.25	7
LP-4	A getaway for study, learning, or research	1.63	2.53	1.60	2.40	3.49	6
LP-5	Community space for group learning and group study	1.82	3.16	1.58	3.29	4.30	5
Overall:		1.36	0.96	0.95	1.56	1.29	38

Language: English (American)

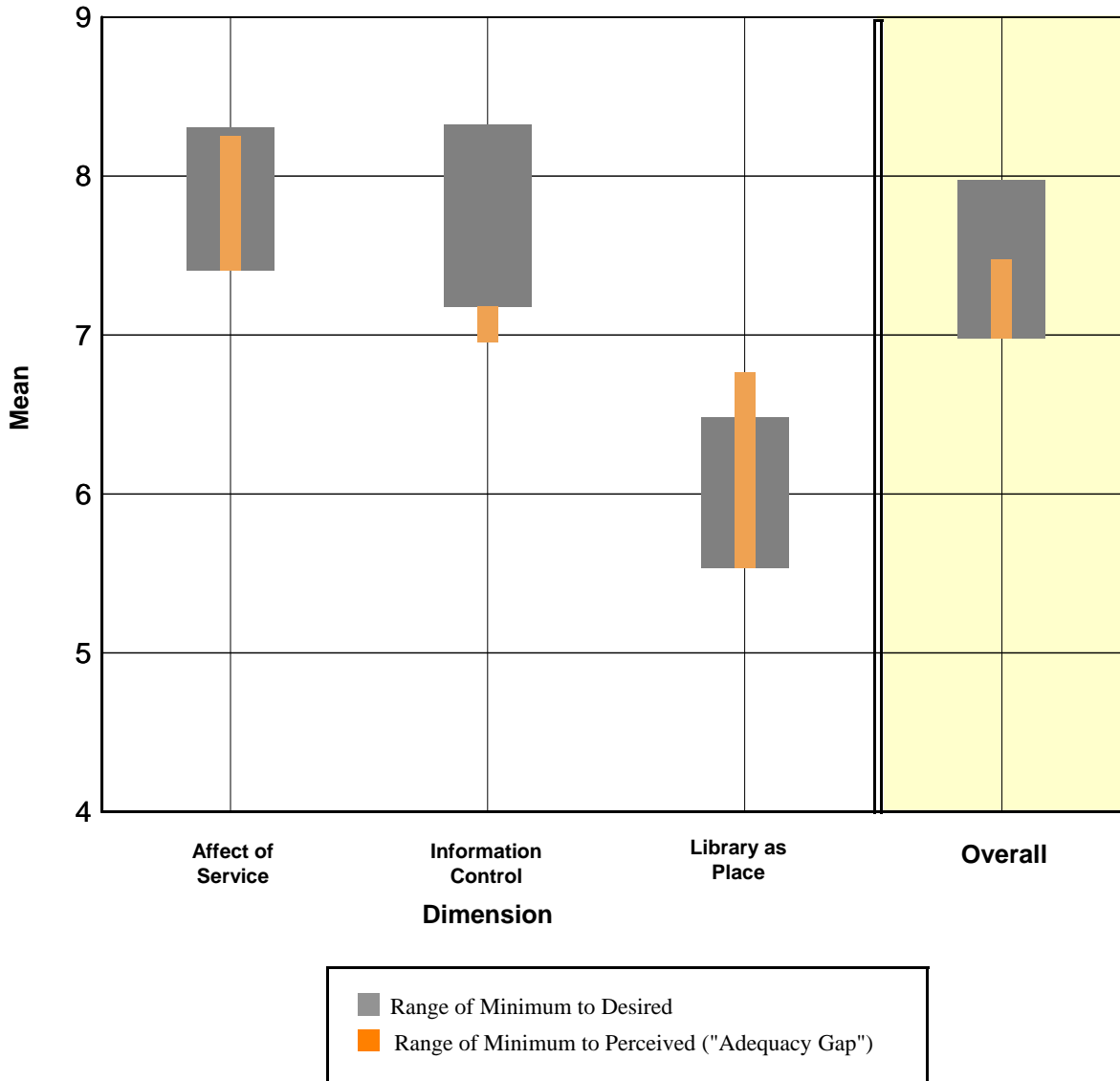
Institution Type: College or University

Consortium: Keystone Library Network

User Group: Faculty

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	7.41	8.31	8.25	0.85	-0.05	37
Information Control	7.18	8.32	6.95	-0.23	-1.37	ml6.190467 89

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 materials from other libraries (Interlibrary Loan)	8.00	9.00	7.50	-0.50	-1.50	4
Availability of assistance in addressing issues of copyright and plagiarism	6.80	8.80	7.20	0.40	-1.60	5
Availability of assistance to improve my research skills	6.50	7.33	8.00	1.50	0.67	6
Library materials available when and where I need them	6.56	8.33	8.11	1.56	-0.22	9
Reliable mix of technology to help me complete my work	6.33	7.17	6.83	0.50	-0.33	6

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 materials from other libraries (Interlibrary Loan)	2.00	0	1.29	2.08	1.29	4
Availability of assistance in addressing issues of copyright and plagiarism	1.79	0.45	1.79	1.14	1.82	5
Availability of assistance to improve my research skills	2.95	3.20	1.10	3.39	3.61	6
Library materials available when and where I need them	1.42	0.50	0.60	1.24	0.67	9
Reliable mix of technology to help me complete my work	2.34	2.40	1.47	2.66	2.58	6

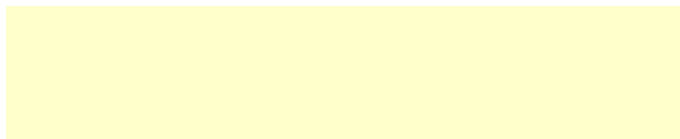
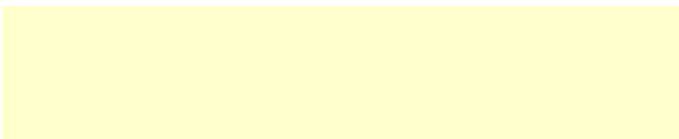
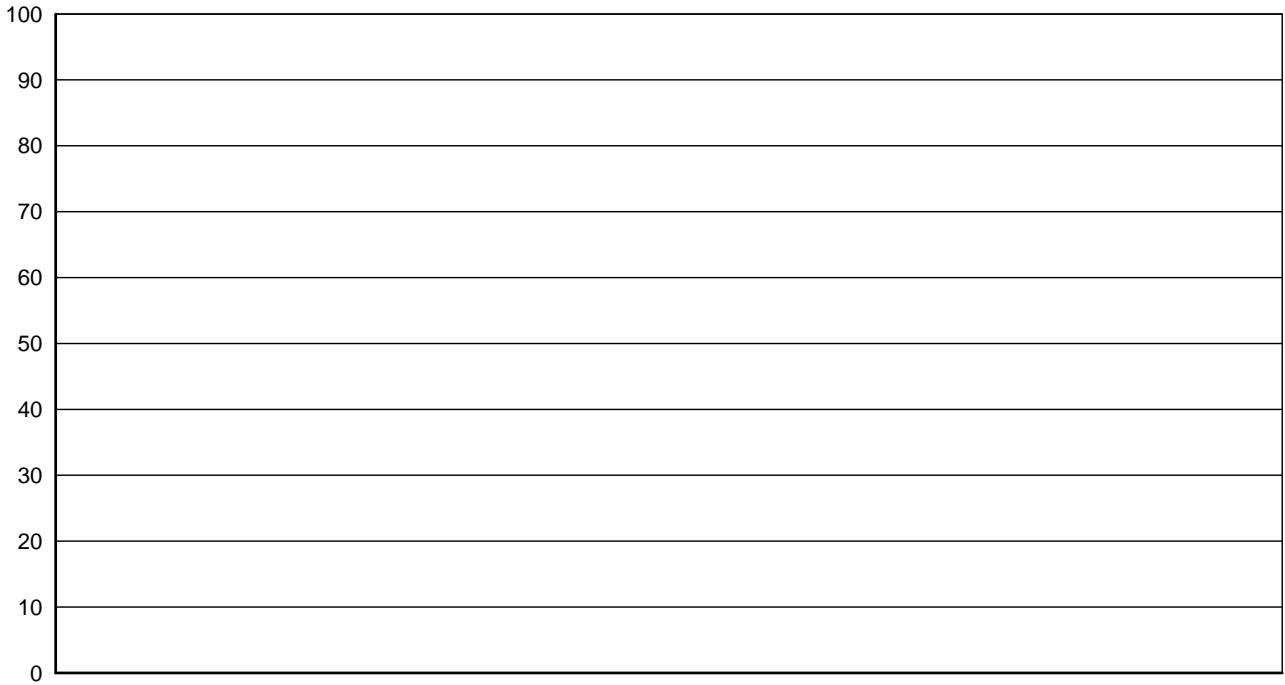
6.5 General Satisfaction Questions Summary for Faculty

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.	8.50	0.96	22
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	8.50	0.96	22

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.



7 Administration Summary for Indiana University of Pennsylvania

7.1 Demographic Summary for Administration

7.1.1 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 %
18 - 22	0	0.00
23 - 30	0	0.00
31 - 45	0	0.00
46 - 65	4	100.00
Over 65	0	0.00
Under 18	0	0.00
Total:	4	100.00

7.1.2 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
I use the online library only	1	25.00
Orendorff Music Library	0	0.00
Stapleton/Stabley Library	3	75.00
Total:	4	100.00

7.1.3 Respondent Profile by Full or part-time student?

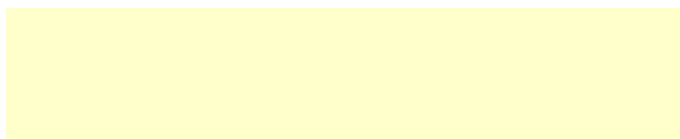
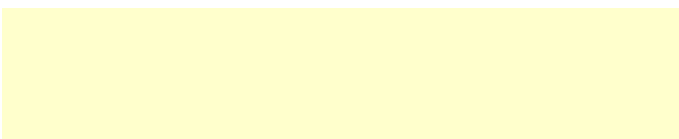
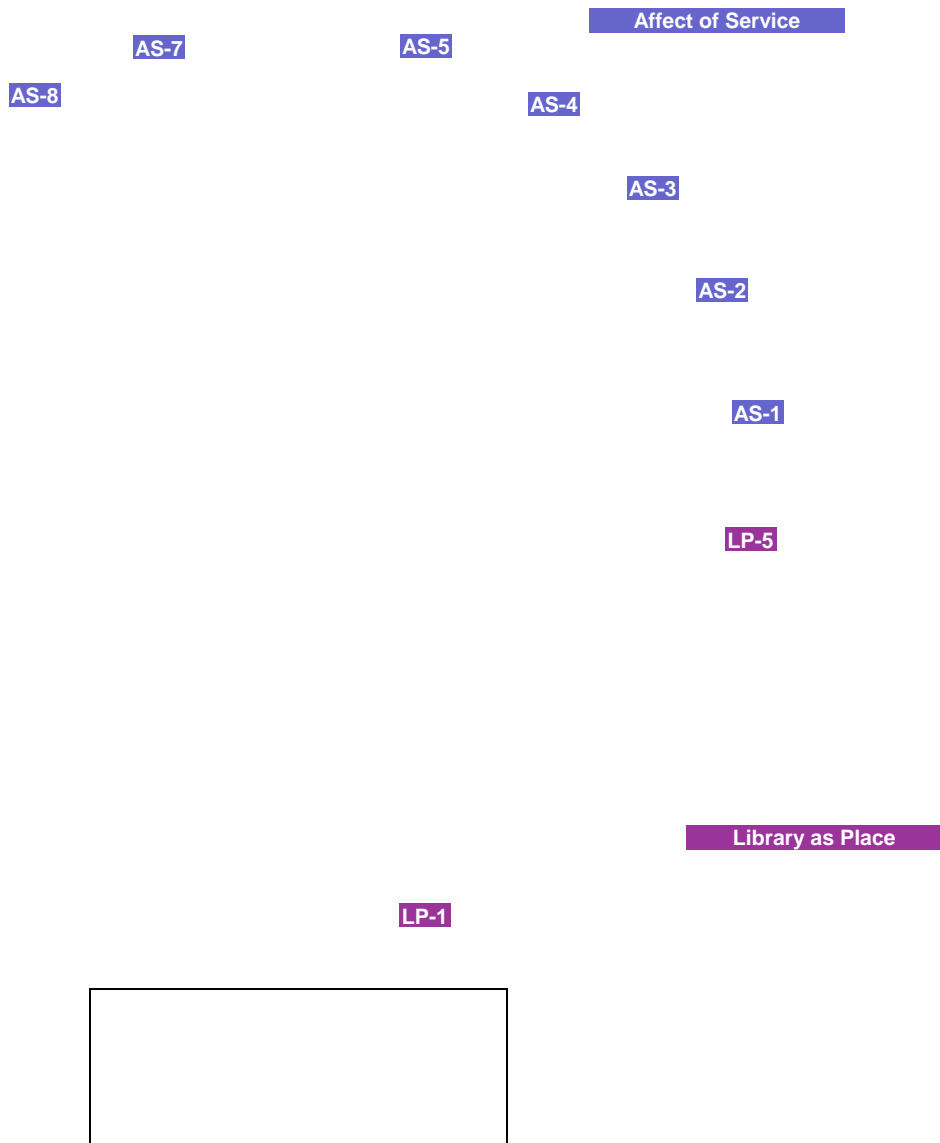
Full or part-time student?	Respondents n	Respondents %
Does not apply / NA	4	100.00
Full-time	0	0.00
Part-time	0	0.00
Total:	4	100.00

7.2 Core Questions Summary for Administration

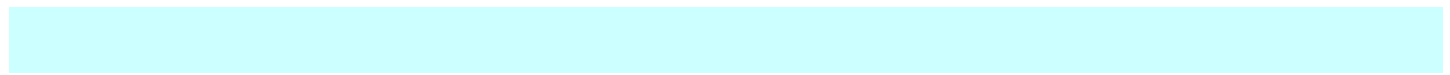
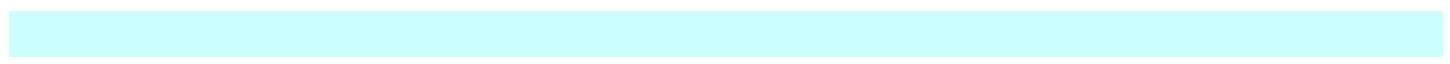
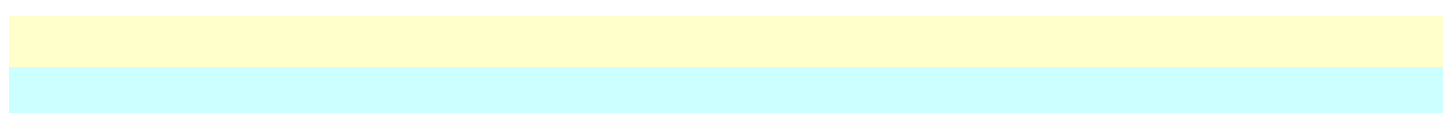
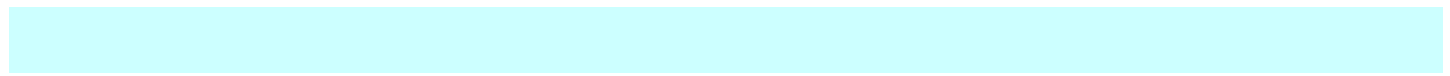
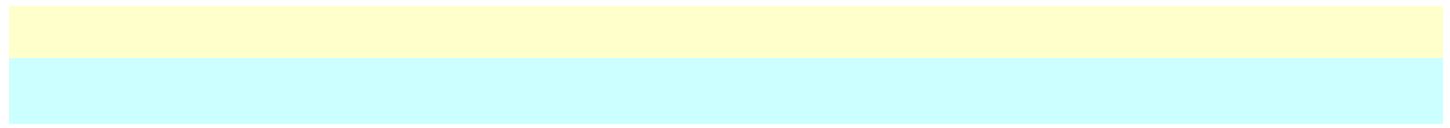
This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on 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.)



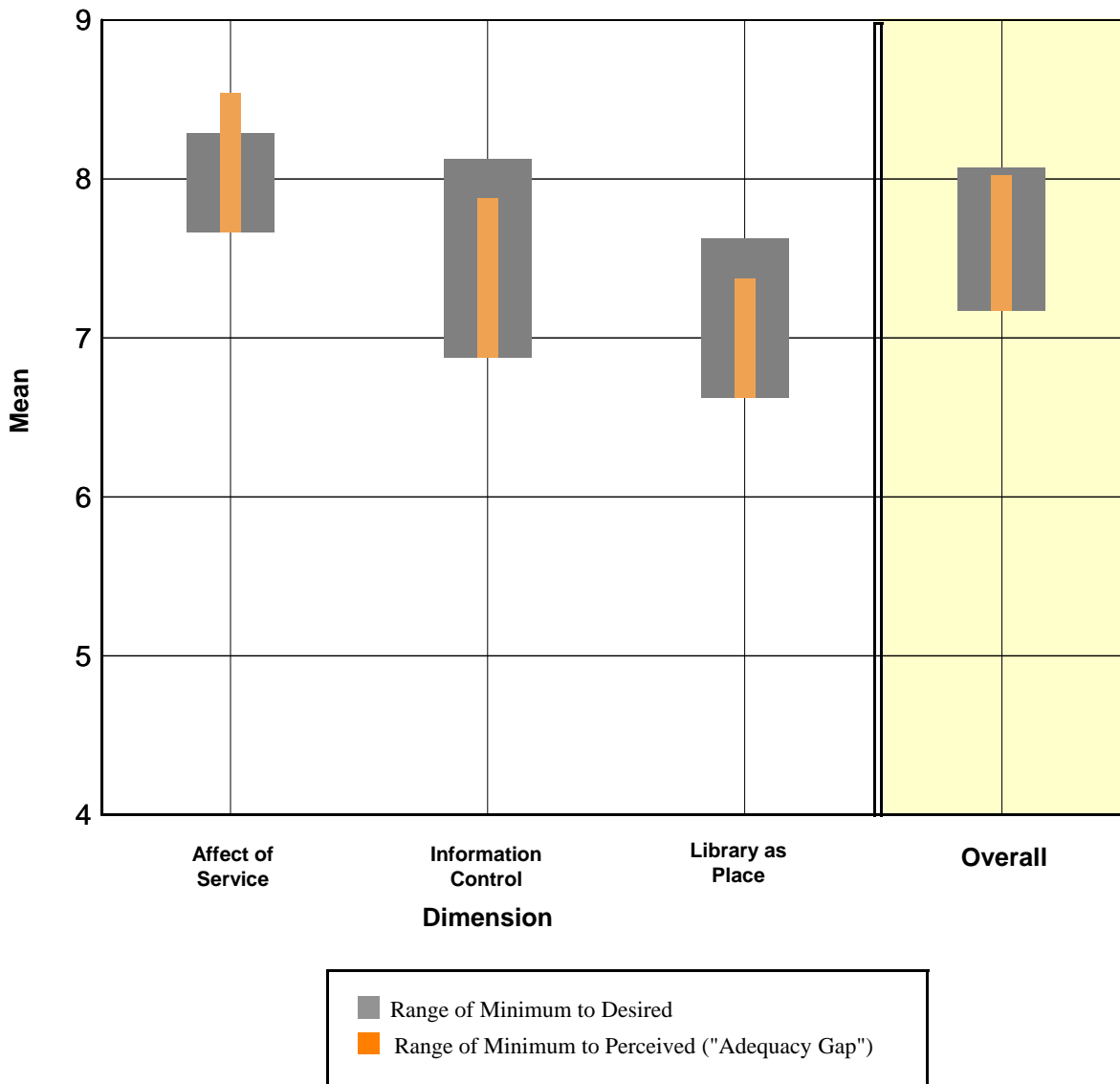
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users						0
AS-2	Giving users individual attention	9.00	9.00	9.00	0.00	0.00	1
AS-3	Employees who are consistently courteous	8.00	8.50	8.50	0.50	0.00	2
AS-4	Readiness to respond to users' questions	6.00	8.00	8.00	2.00	0.00	1
AS-5	Employees who have the knowledge to answer user questions						0
AS-6	Employees who deal with users in a caring fashion	7.50	8.25	9.00	1.50	0.75	4
AS-7	Employees who understand the needs of their users	9.00	8.00	7.00	-2.00	-1.00	1
AS-8	Willingness to help users	9.00	9.00	9.00	0.00	0.00	1
AS-9		7.00	7.00	8.00	1.00	1.00	



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						0
AS-2	Giving users individual attention						1
AS-3	Employees who are consistently courteous	1.41	0.71	0.71	2.12	1.41	2
AS-4	Readiness to respond to users' questions						1
AS-5	Employees who have the knowledge to answer user questions						0
AS-6	Employees who deal with users in a caring fashion	1.73	0.96	0	1.73	0.96	4
AS-7	Employees who understand the needs of their users						1
AS-8	Willingness to help users						1
AS-9	Dependability in handling users' service problems						1
Information Control							
IC-1	Making electronic resources accessible from my home or office						0
IC-2	A library Web site enabling me to locate information on my own	0.71	0	1.41	0.71	1.41	2
IC-3	The printed library materials I need for my work						0
IC-4	The electronic information resources I need	1.91	0.82	0.96	1.50	0.96	4
IC-5	Modern equipment that lets me easily access needed information						1
IC-6	Easy-to-use access tools that allow me to find things on my own						0
IC-7	Making information easily accessible for independent use	2.12	1.41	0.71	1.41	0.71	2
IC-8	Print and/or electronic journal collections I require for my work						0
Library as Place							
LP-1	Library space that inspires study and learning	2.06	0.82	1.26	1.73	0.96	4
LP-2	Quiet space for individual activities						1
LP-3	A comfortable and inviting location	2.12	0.71	1.41	0.71	0.71	2
LP-4	A getaway for study, learning, or research						0
LP-5	Community space for group learning and group study						0
Overall:		1.68	0.76	0.66	1.37	0.48	4

7.3 Core Question Dimensions Summary for Administration

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	7.67	8.29	8.54	0.88	0.25	4
Information Control	6.88	8.13	7.88	1.00	-0.25	4
Library as Place	6.63	7.63	7.38	0.75	-0.25	4
Overall	7.17	8.07	8.02	0.85	-0.05	4

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.

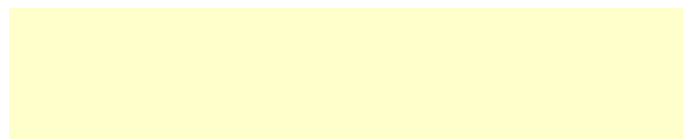
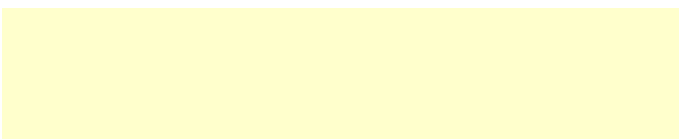
Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.56	0.70	0.42	1.65	0.74	4
Information Control	1.70	0.85	0.85	1.47	1.04	4
Library as Place	2.14	0.95	1.25	1.50	0.50	4
Overall	1.68	0.76	0.66	1.37	0.48	4

7.5 General Satisfaction Questions Summary for Administration

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.	8.00	1.41	2
In general, I am satisfied with library support			

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



8 Staff Summary for Indiana University of Pennsylvania

8.1 Demographic Summary for Staff

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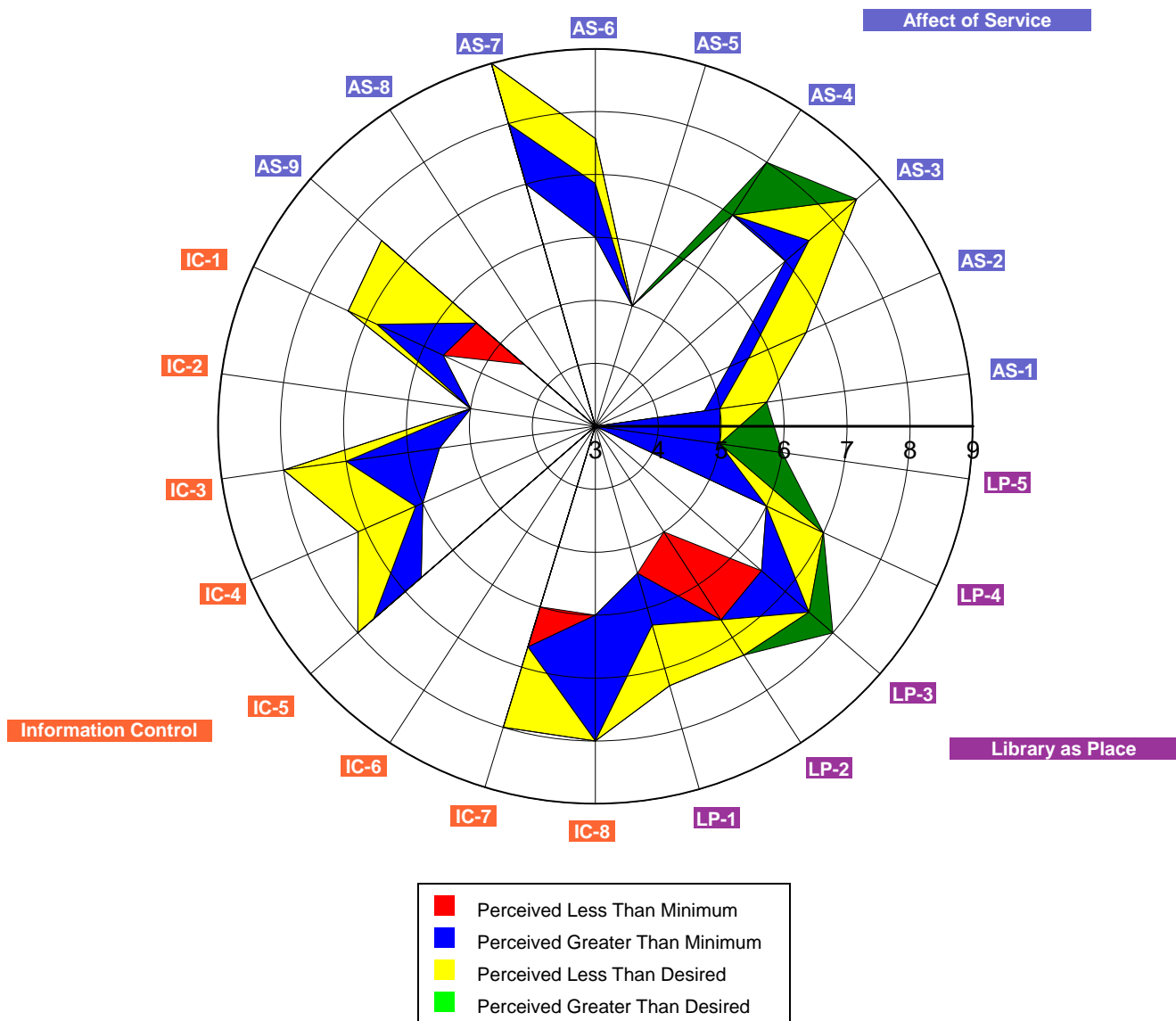
[Redacted]

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.)



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	4.75	5.75	5.00	0.25	-0.75	4
AS-2	Giving users individual attention	5.33	6.67	5.67	0.33	-1.00	3
AS-3	Employees who are consistently courteous	7.00	8.50	7.50	0.50	-1.00	2
AS-4	Readiness to respond to users' questions	7.00	7.00	8.00	1.00	1.00	2
AS-5	Employees who have the knowledge to answer user questions	5.00	5.00	5.00	0.00	0.00	1
AS-6	Employees who deal with users in a caring fashion	6.00	7.57	6.86	0.86	-0.71	7
AS-7	Employees who understand the needs of their users	7.00	9.00	8.00	1.00	-1.00	1
AS-8	Willingness to help users						0
AS-9	Dependability in handling users' service problems	5.50	7.50	4.50	-1.00	-3.00	2
Information Control							
IC-1	Making electronic resources accessible from my home or office	5.67	7.33	6.83	1.17	-0.50	6
IC-2	A library Web site enabling me to locate information on my own	5.00	5.00	5.00	0.00	0.00	1
IC-3	The printed library materials I need for my work	5.50	8.00	7.00	1.50	-1.00	2
IC-4	The electronic information resources I need	6.00	7.13	6.13	0.13	-1.00	8
IC-5	Modern equipment that lets me easily access needed information	6.67	8.00	7.67	1.00	-0.33	3
IC-6	Easy-to-use access tools that allow me to find things on my own						0
IC-7	Making information easily accessible for independent use	6.67	8.00	6.00	-0.67	-2.00	3
IC-8	Print and/or electronic journal collections I require for my work	6.00	8.00	8.00	2.00	0.00	1
Library as Place							
LP-1	Library space that inspires study and learning	5.43	7.29	6.29	0.86	-1.00	7
LP-2	Quiet space for individual activities	6.67	7.33	5.00	-1.67	-2.33	3

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	1.89	1.26	1.83	1.71	0.96	4
AS-2	Giving users individual attention	0.58	1.53	1.15	0.58	1.00	3
AS-3	Employees who are consistently courteous	0	0.71	0.71	0.71	0	2
AS-4	Readiness to respond to users' questions	0	0	1.41	1.41	1.41	2
AS-5	Employees who have the knowledge to answer user questions						1
AS-6	Employees who deal with users in a caring fashion	1.15	1.62	1.57	1.21	0.95	7
AS-7	Employees who understand the needs of their users						1
AS-8	Willingness to help users						0
AS-9	Dependability in handling users' service problems	0.71	0.71	0.71	1.41	1.41	2
Information Control							
IC-1	Making electronic resources accessible from my home or office	2.50	1.37	1.72	2.40	1.22	6
IC-2	A library Web site enabling me to locate information on my own						1
IC-3	The printed library materials I need for my work	2.12	1.41	0	2.12	1.41	2
IC-4	The electronic information resources I need	2.14	1.73	2.42	1.46	1.93	8
IC-5	Modern equipment that lets me easily access needed information	0.58	1.00	0.58	1.00	0.58	3
IC-6	Easy-to-use access tools that allow me to find things on my own						0
IC-7	Making information easily accessible for independent use	1.53	1.00	1.00	2.31	2.00	3
IC-8	Print and/or electronic journal collections I require for my work						1
Library as Place							
LP-1	Library space that inspires study and learning	0.79	1.50	1.60	1.57	1.15	7
LP-2	Quiet space for individual activities	1.53	1.53	2.00	2.08	0.58	3
LP-3	A comfortable and inviting location	3.54	2.12	1.41	2.12	0.71	2
LP-4	A getaway for study, learning, or research	1.41	2.83	1.41	0	1.41	2
LP-5	Community space for group learning and group study						1
Overall:		1.31	1.17	1.16	1.06	0.90	8

Language: English (American)

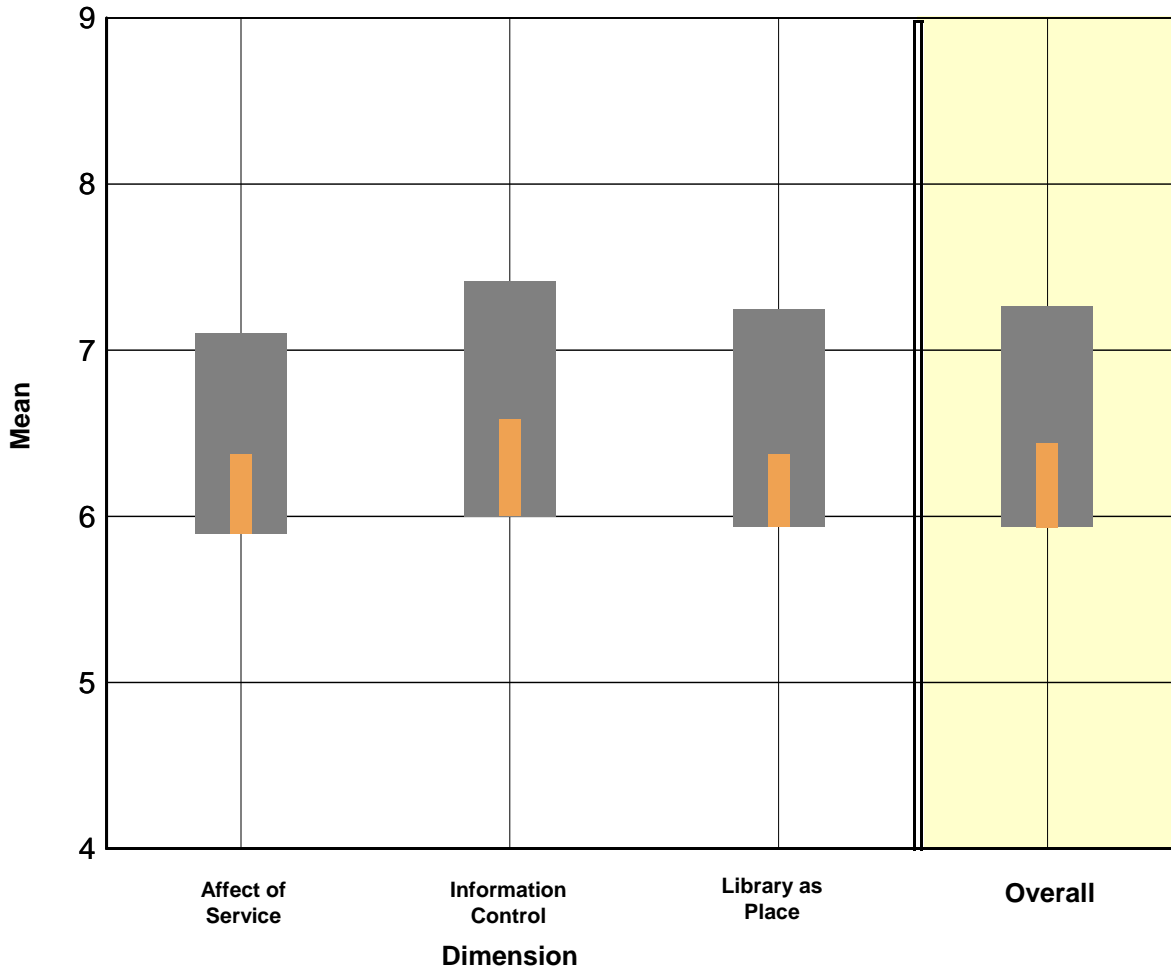
Institution Type: College or University

Consortium: Keystone Library Network

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.



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

9

8

7

Language: English (American)
 Institution Type: College or University
 Consortium: Keystone Library Network
 User Group: Staff

Language: English (American)
 Institution Type: College or University
 Consortium: Keystone Library Network
 Staff

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	5.90	7.10	6.37	0.48	-0.73	8
Information Control	6.00	7.42	6.58	0.58	-0.83	8
Library as Place	5.94	7.25	6.38	0.44	-0.88	8
Overall	5.93	7.26	6.44	0.51	-0.82	8

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	1.17	1.16	1.51	0.81	0.98	8
Information Control	1.64	1.35	1.32	1.21	1.18	8
Library as Place	1.66	1.46	1.75	1.80	1.27	8
Overall	1.31	1.17	1.16	1.06	0.90	8

Language: English (American)

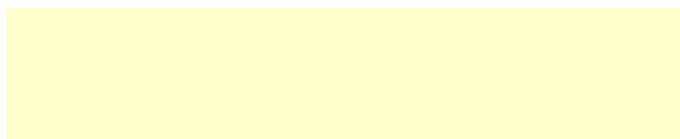
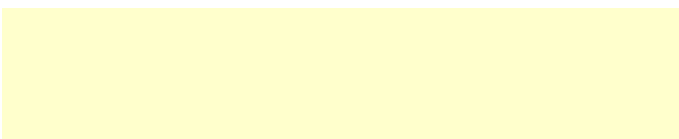
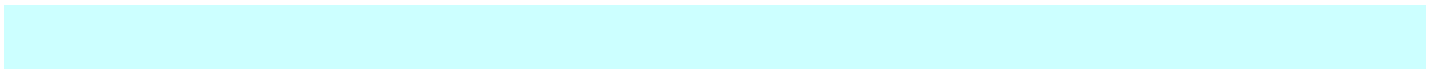
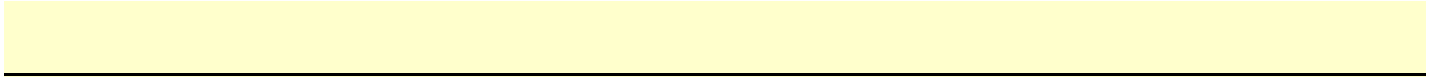
Institution Type: College or University

Consortium: Keystone Library Network

User Group: Staff

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



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.	8.00	1.00	3
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.40	1.52	5
How would you rate the overall quality of the service provided by the library?	7.75	1.28	8

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.	9.00		1
The library aids my advancement in my academic discipline or work.	8.25	0.50	4
The library enables me to be more efficient in my academic pursuits or work.	7.33	2.08	3
The library helps me distinguish between trustworthy and untrustworthy information.	7.00	1.83	4
The library provides me with the information skills I need in my work or study.	6.50	1.29	4

Language: English (American)

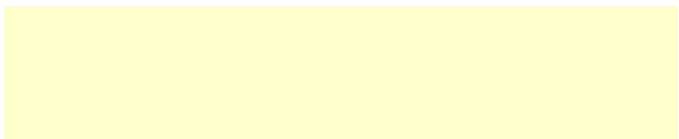
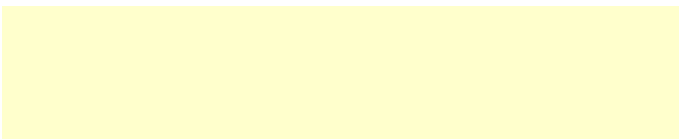
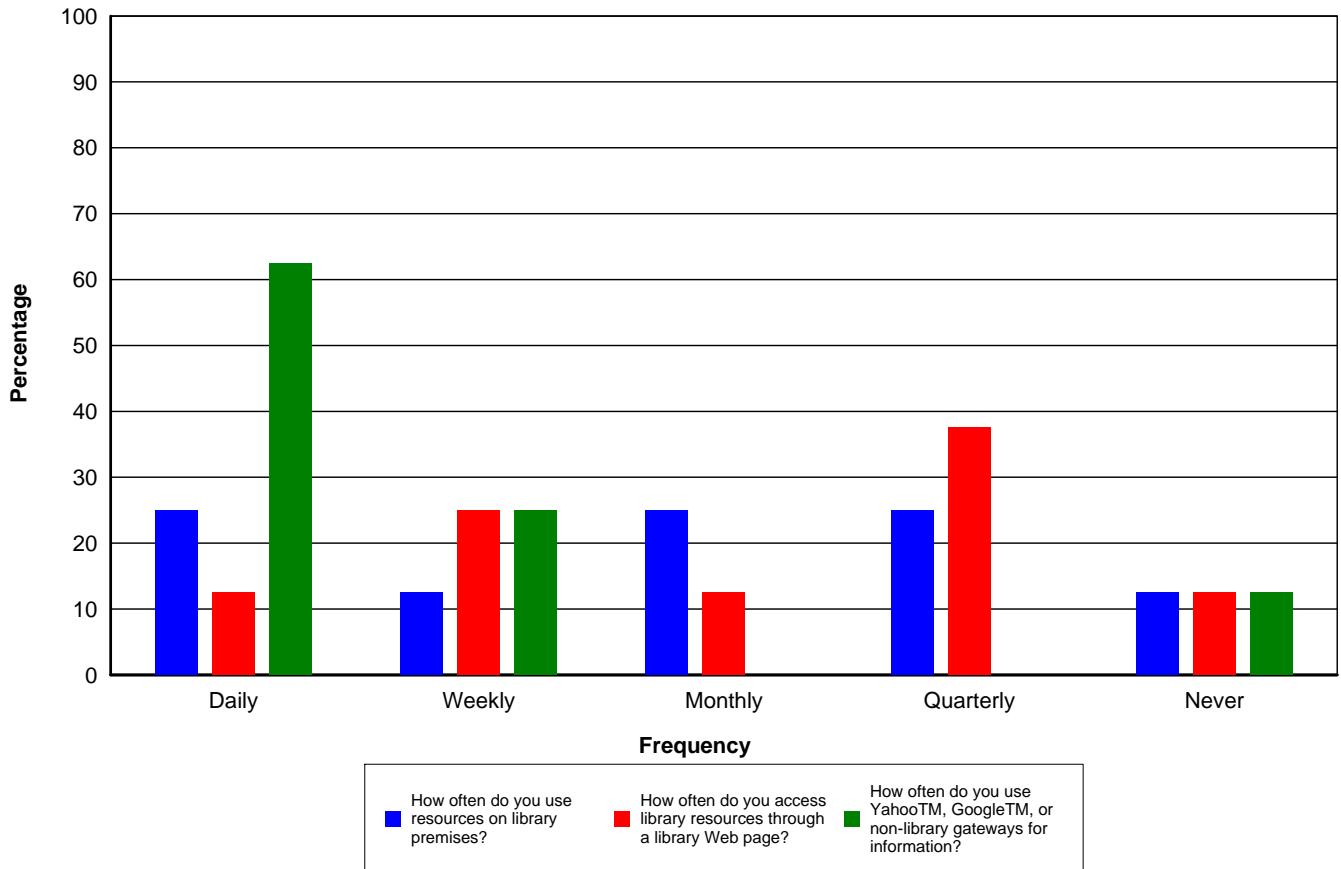
Institution Type: College or University

Consortium: Keystone Library Network

User Group: Staff

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.



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

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

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