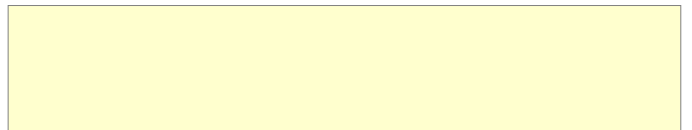


What is LibQUAL+™?



What are the origins of the LibQUAL+™ survey?

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

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

Radar Charts

What is a radar chart?

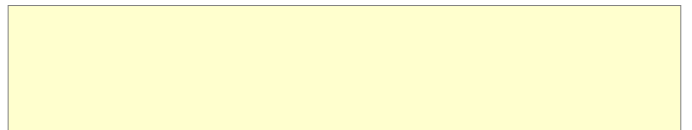
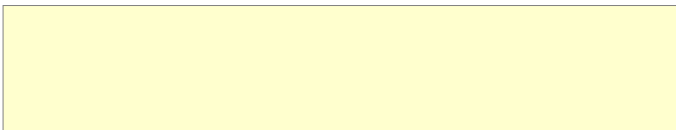
How to read a radar chart

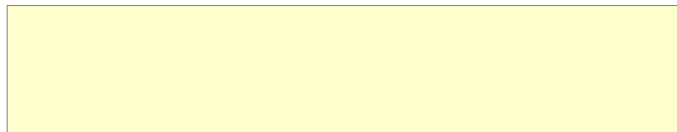
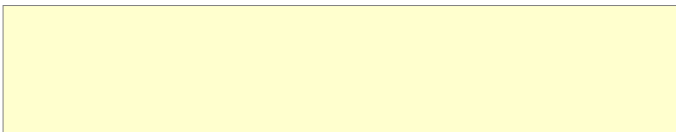
Means

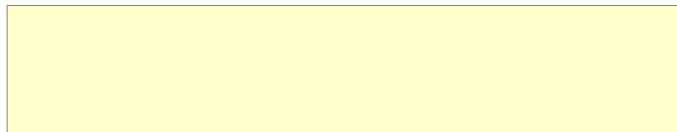
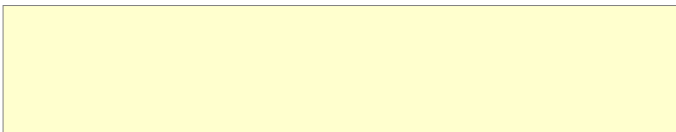
Standard Deviation

Service Adequacy

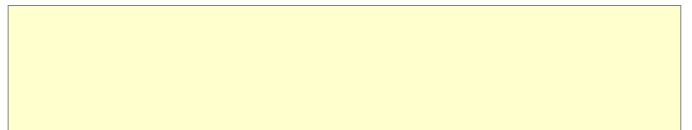
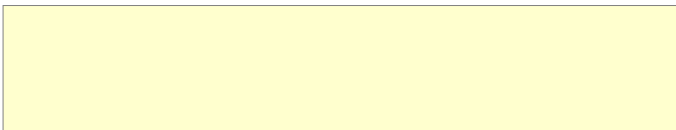
Service Superiority







1. Complete Data.



Common Misconception Regarding Norms.

LibQUAL+™ Norms Tables.

<<http://www.coe.tamu.edu/~bthompson/libq2005.htm>>

<<http://www.coe.tamu.edu/~bthompson/libq2004.htm>>

Response Rates

_____ whatever time receives the most votes

we will close at

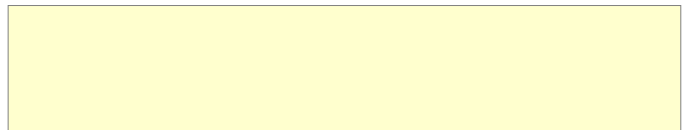
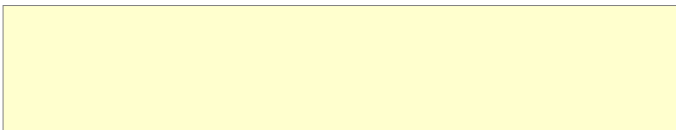
Minimum Response Rates.

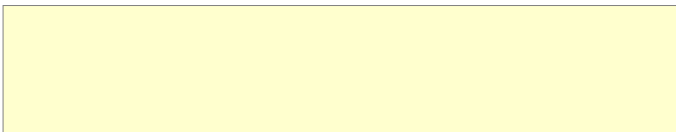
Representativeness Versus Response Rate.

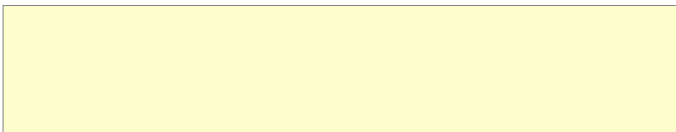
Alpha University

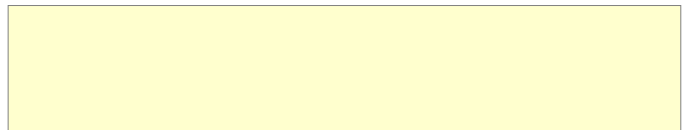
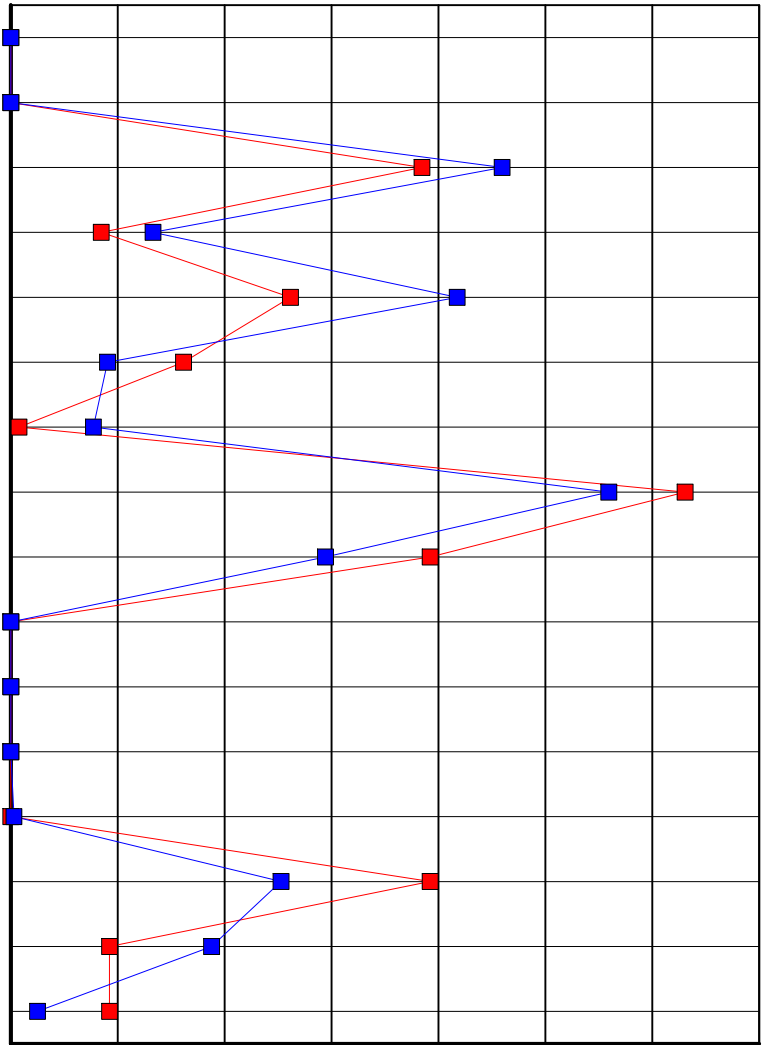
Omega University

LibQUAL+™ Interactive Statistics

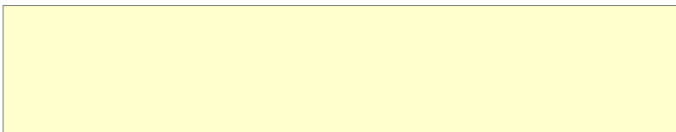


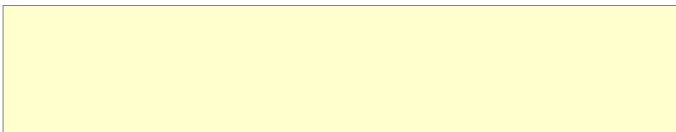




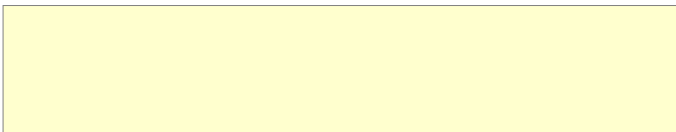


Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Total:	5,113	100.00%	325	100.00%	0.00%





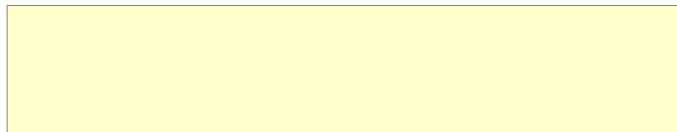
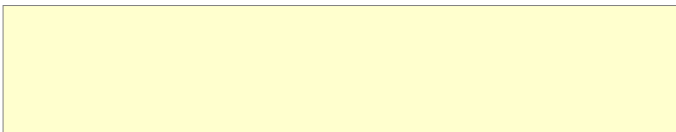
Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Total:	5,113	100.00%	325	100.00%	0.00%



Age	Respondents n	Respondents %
Total:	326	100.00%

Sex	Population N	Population %	Respondents n	Respondents %
Total:	5,105	100.00%	326	100.00%





Yellow bar

Cyan bar

Cyan bar

Cyan bar

Cyan bar

Yellow bar

Cyan bar

Cyan bar

Cyan bar

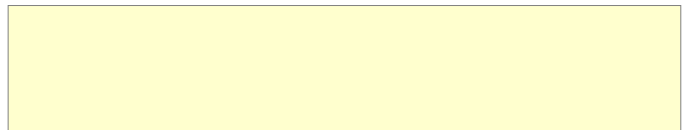
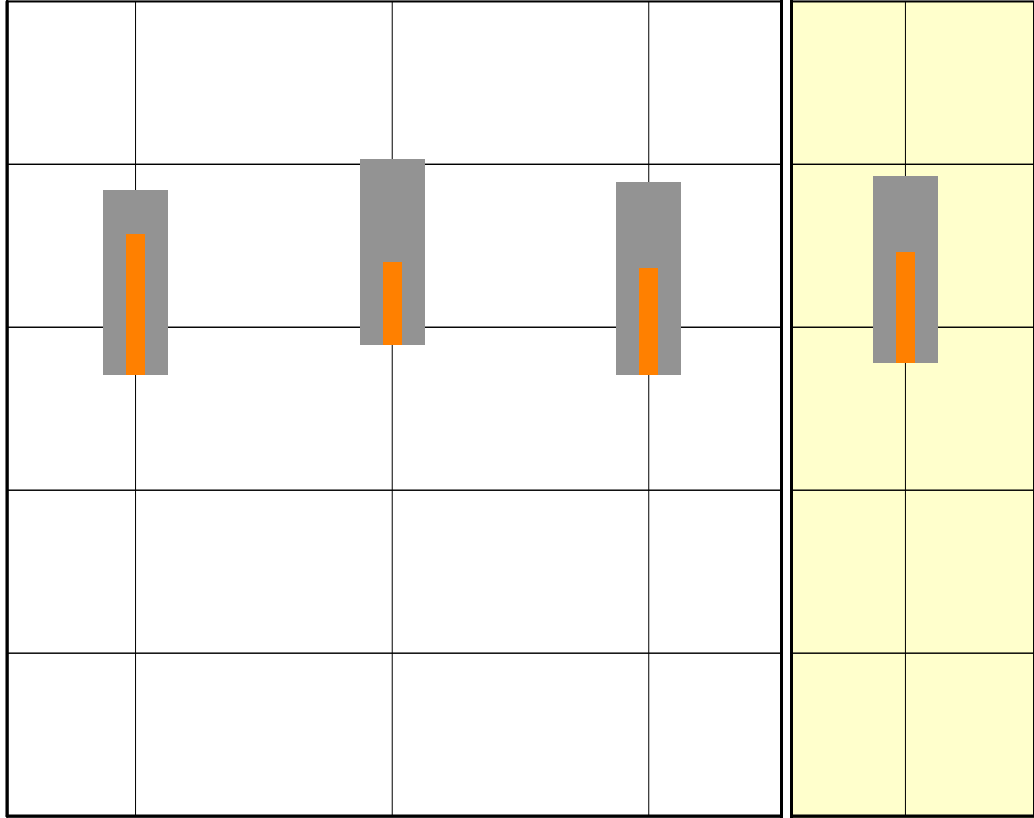
Cyan bar

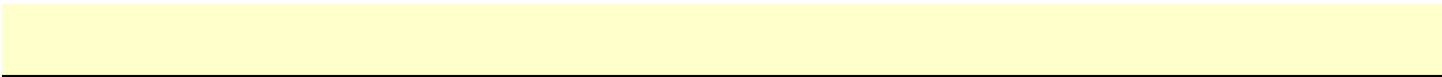
Yellow bar

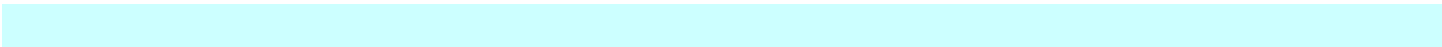
Yellow box

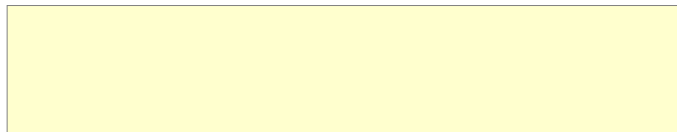
Yellow box

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









Satisfaction Question

Mean

SD

n

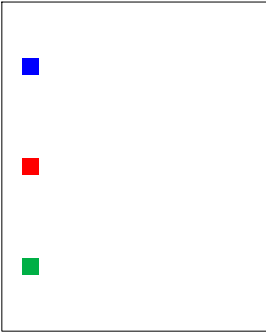
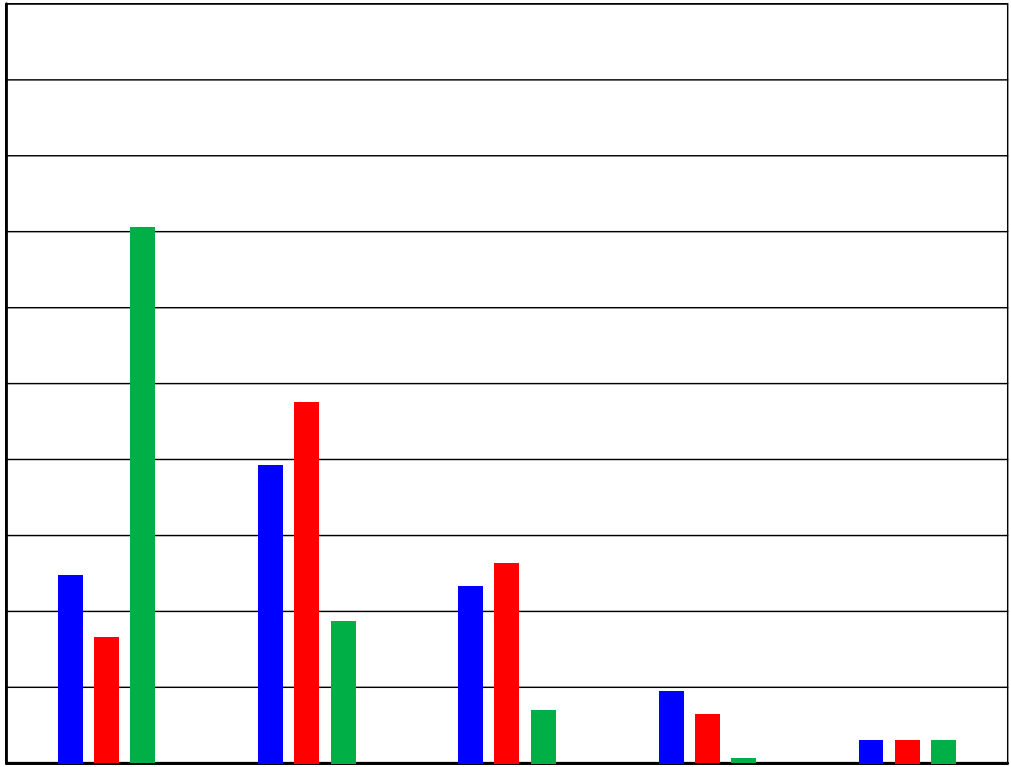
Information Literacy Outcomes Questions

Mean

SD

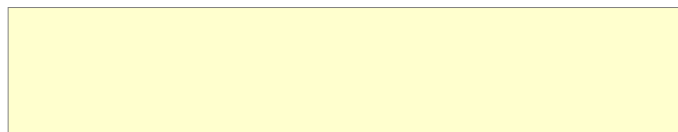
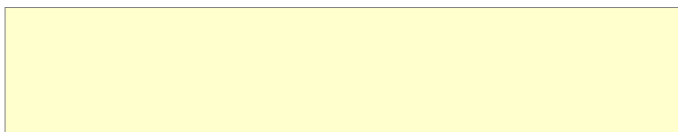
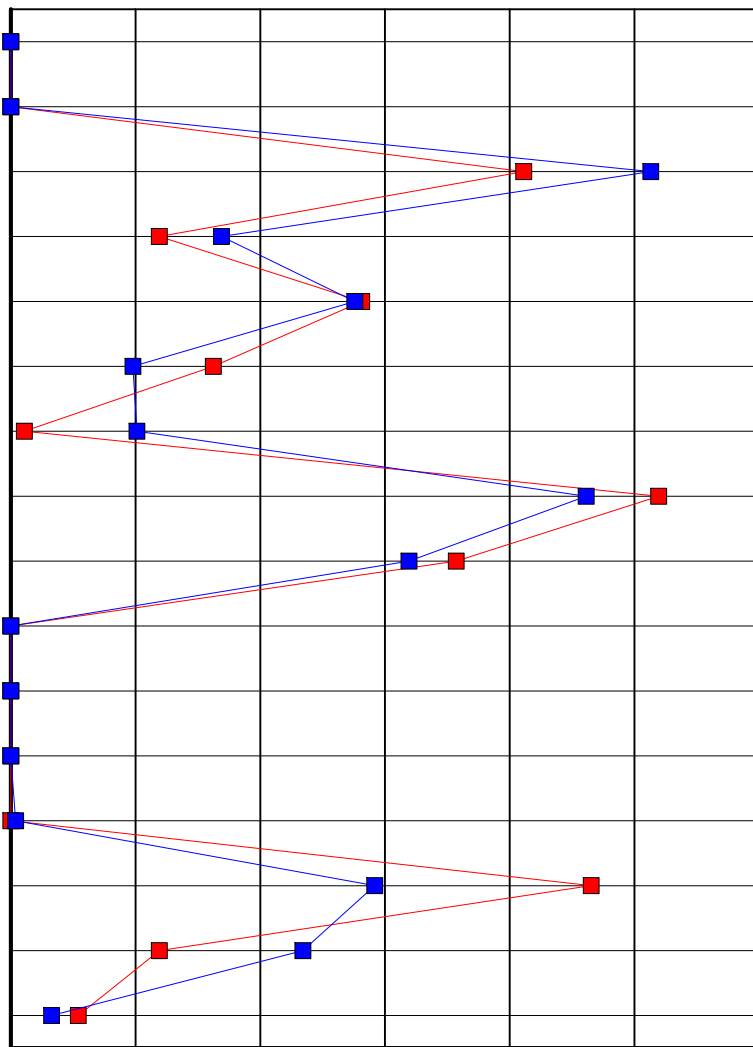
n





Daily Weekly Monthly Quarterly Never n / %





Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Total:	3,907	100.00%	231	100.00%	0.00%

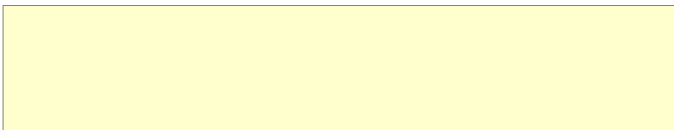


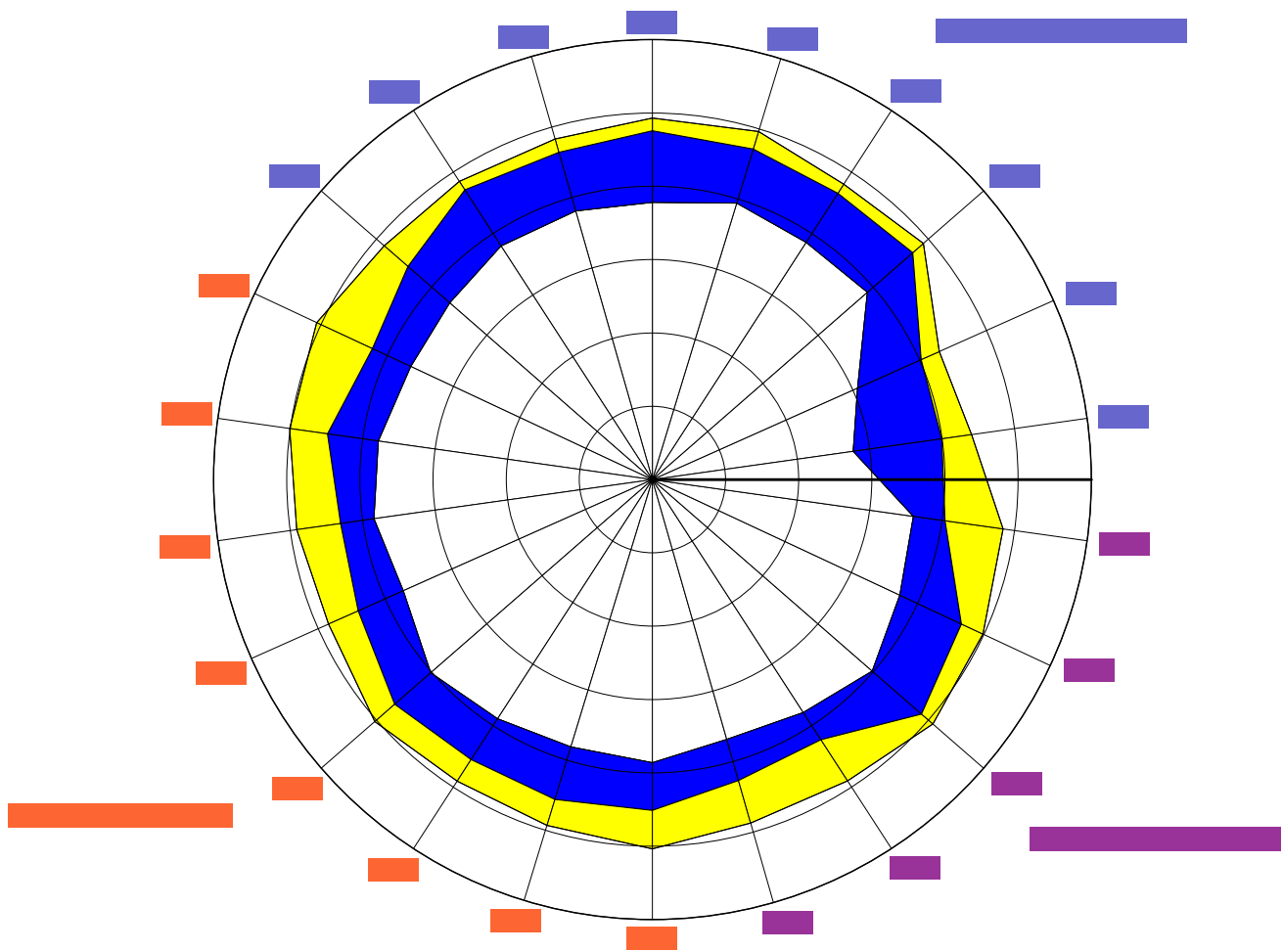
Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Total:	3,907	100.00%	231	100.00%	0.00%



Age	Respondents n	Respondents %
Total:	231	100.00%

Sex	Population N	Population %	Respondents n	Respondents %
Total:	4,084	100.00%	231	100.00%





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

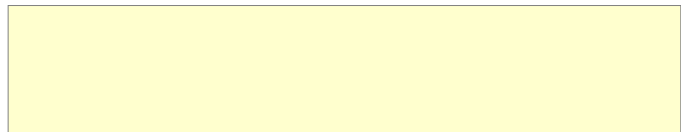
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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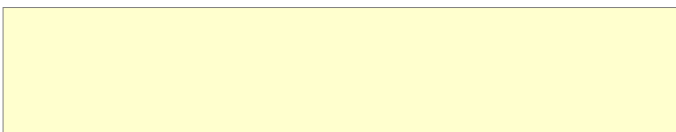
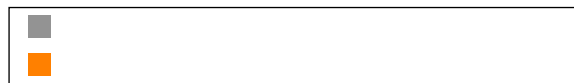
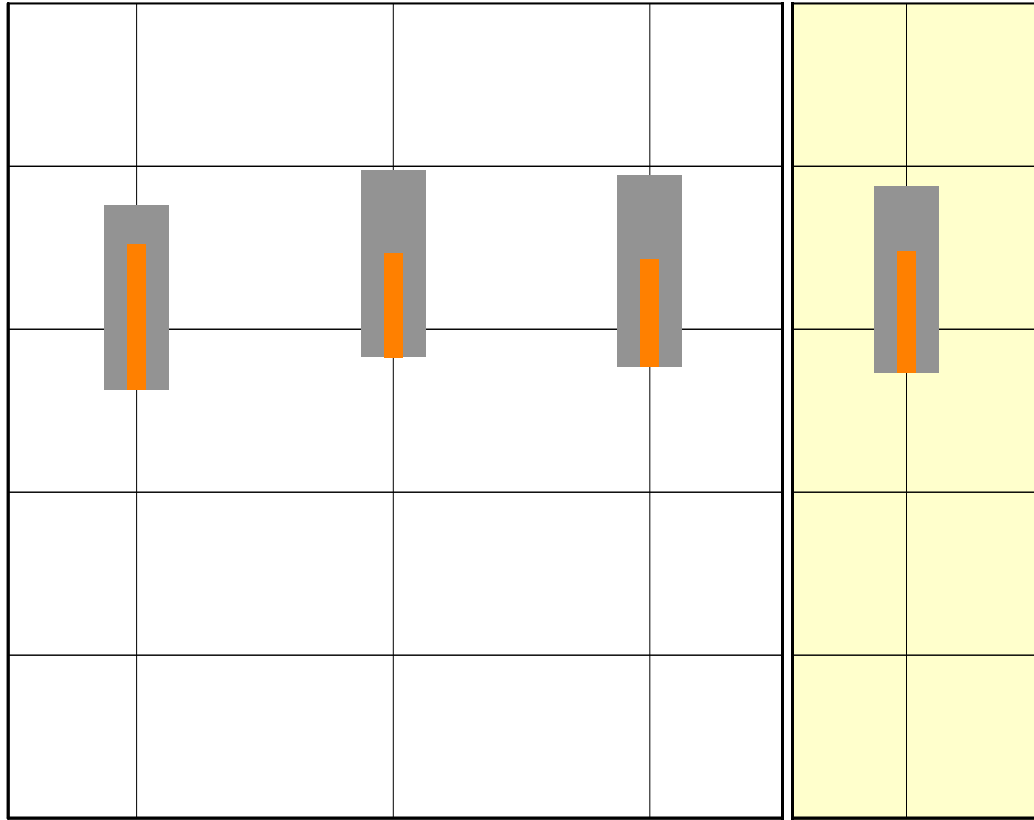
Affect of Service

Information Control

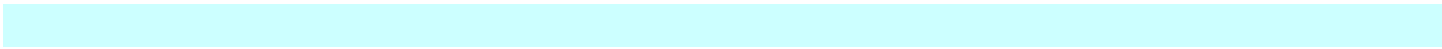
Library as Place

Overall:





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

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

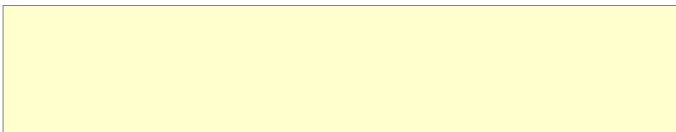


Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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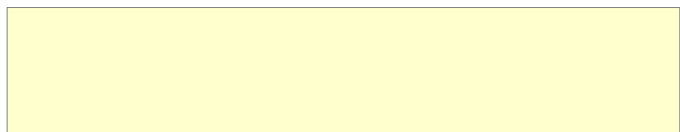
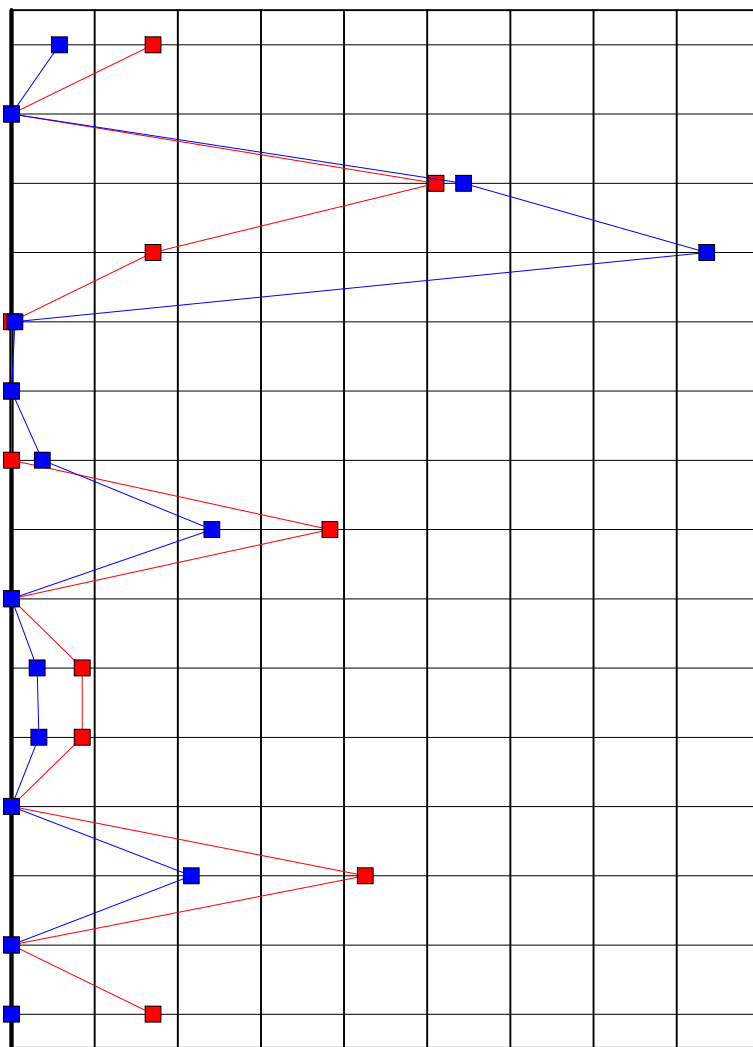
Satisfaction Question	Mean	SD	n
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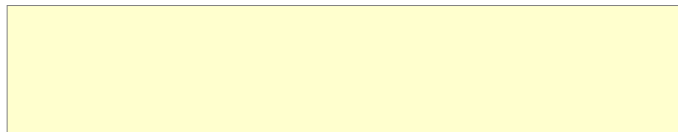
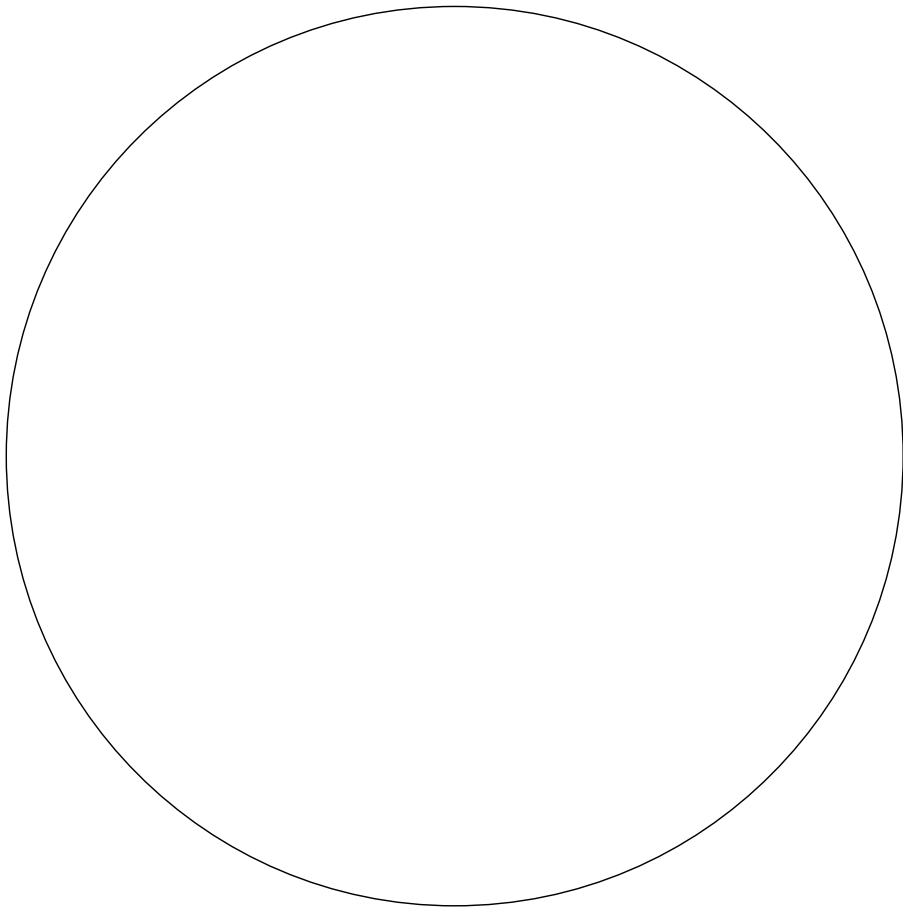


Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Total:	971	100.00%	47	100.00%	0.00%





	Respondents n	Respondents %



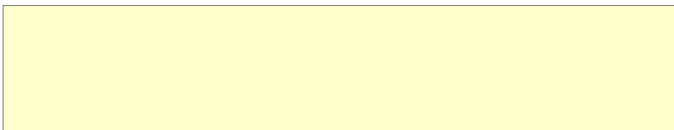
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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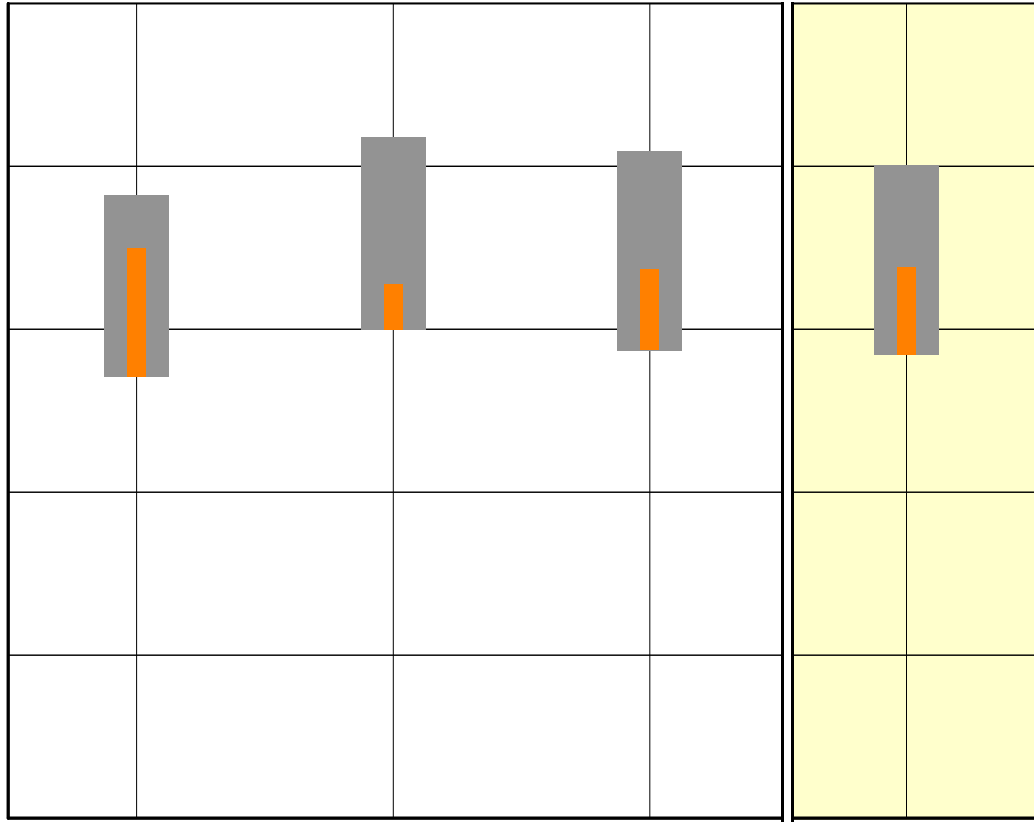
Affect of Service

Information Control

Library as Place

Overall:



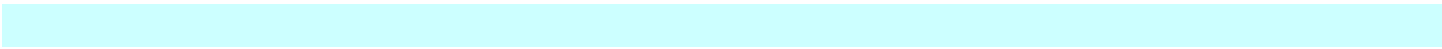


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Overall:

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



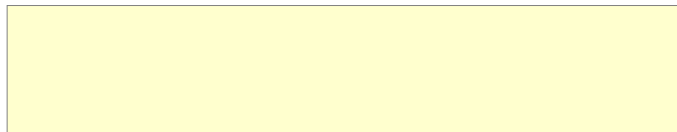
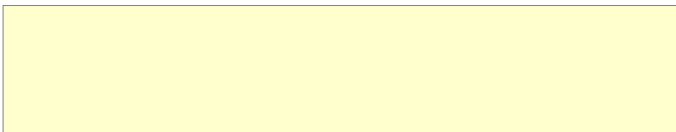
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Satisfaction Question	Mean	SD	n
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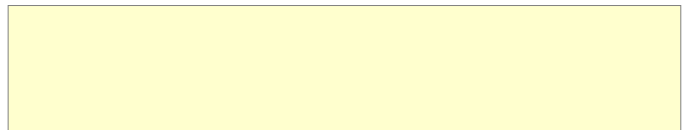
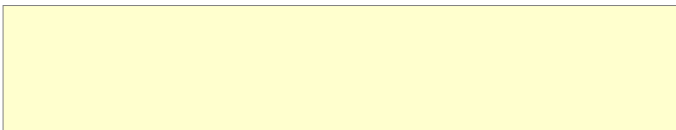
Information Literacy Outcomes Questions	Mean	SD	n
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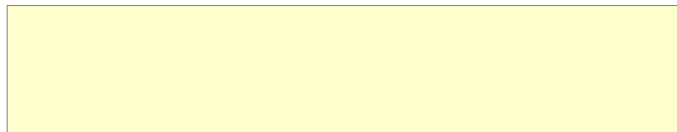
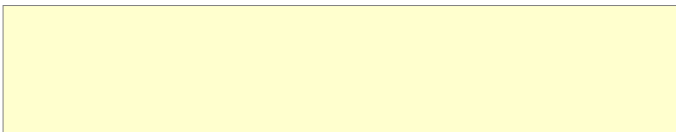




Age	Respondents n	Respondents %
Total:	48	100.00%

Sex	Population N	Population %	Respondents n	Respondents %
Total:	259	100.00%	48	100.00%





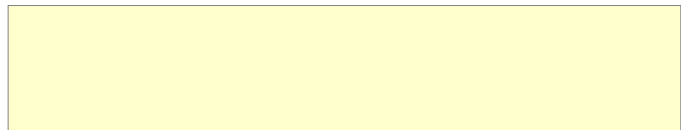
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Affect of Service

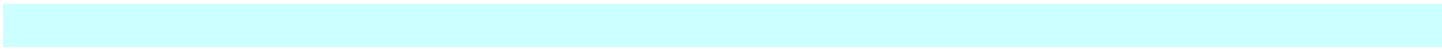
Information Control

Library as Place

Overall:

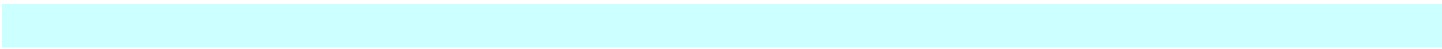


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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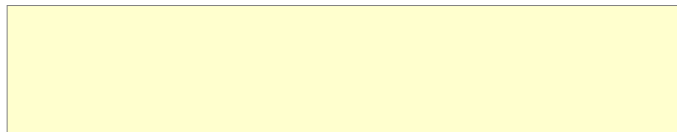
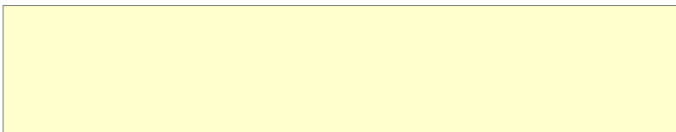
Overall:

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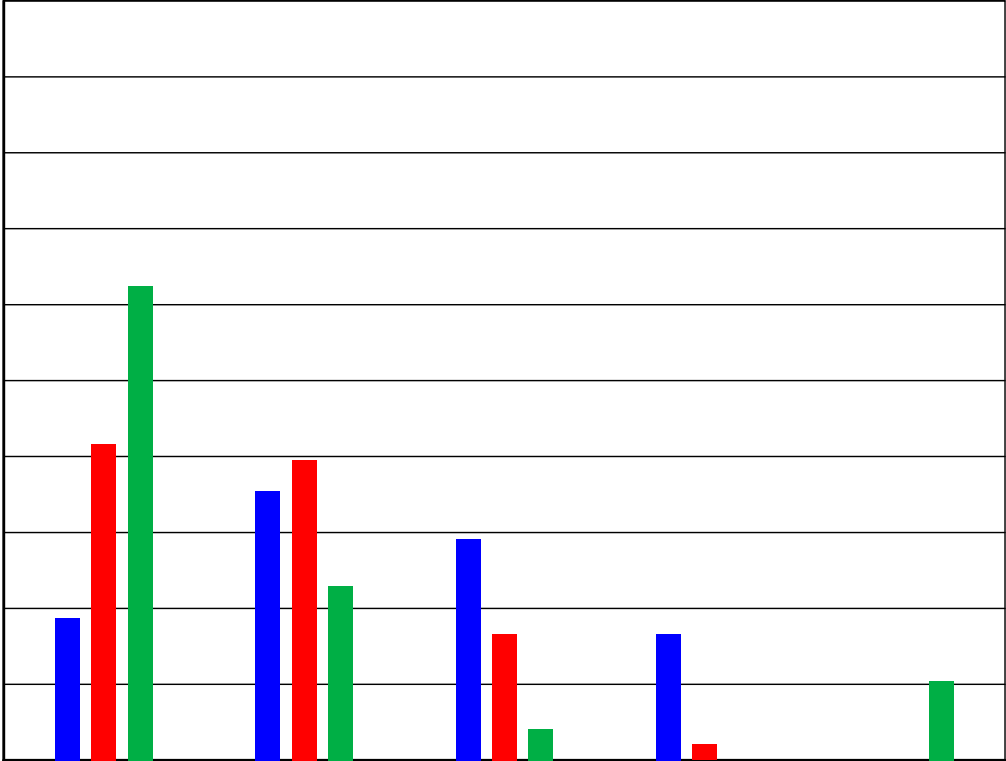
Overall:





Satisfaction Question	Mean	SD	n
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Information Literacy Outcomes Questions	Mean	SD	n
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Daily Weekly Monthly Quarterly



