

The University of Scranton

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The University of Scranton

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1.2 LibQUAL+®: A Project from StatsQUAL®

*reliable and reasonably complete access
users have an insatiable appetite for content. No
library can ever have sufficient information content that would come close to satisfying this appetite.*

1.3 LibQUAL+®: Defining and Promoting Library Service Quality

1.4 Web Access to Data

1.5 Explanation of Charts and Tables

1.6 A Few Words about LibQUAL+® 2012

1.7 Library Statistics for The University of Scranton

1.8 Contact Information for The University of Scranton

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Title:

Address:

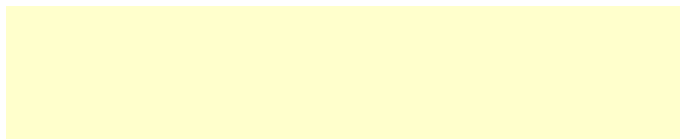
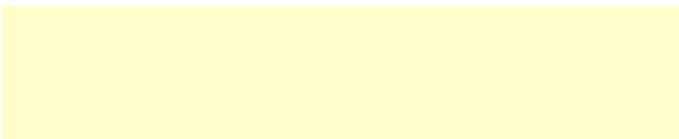
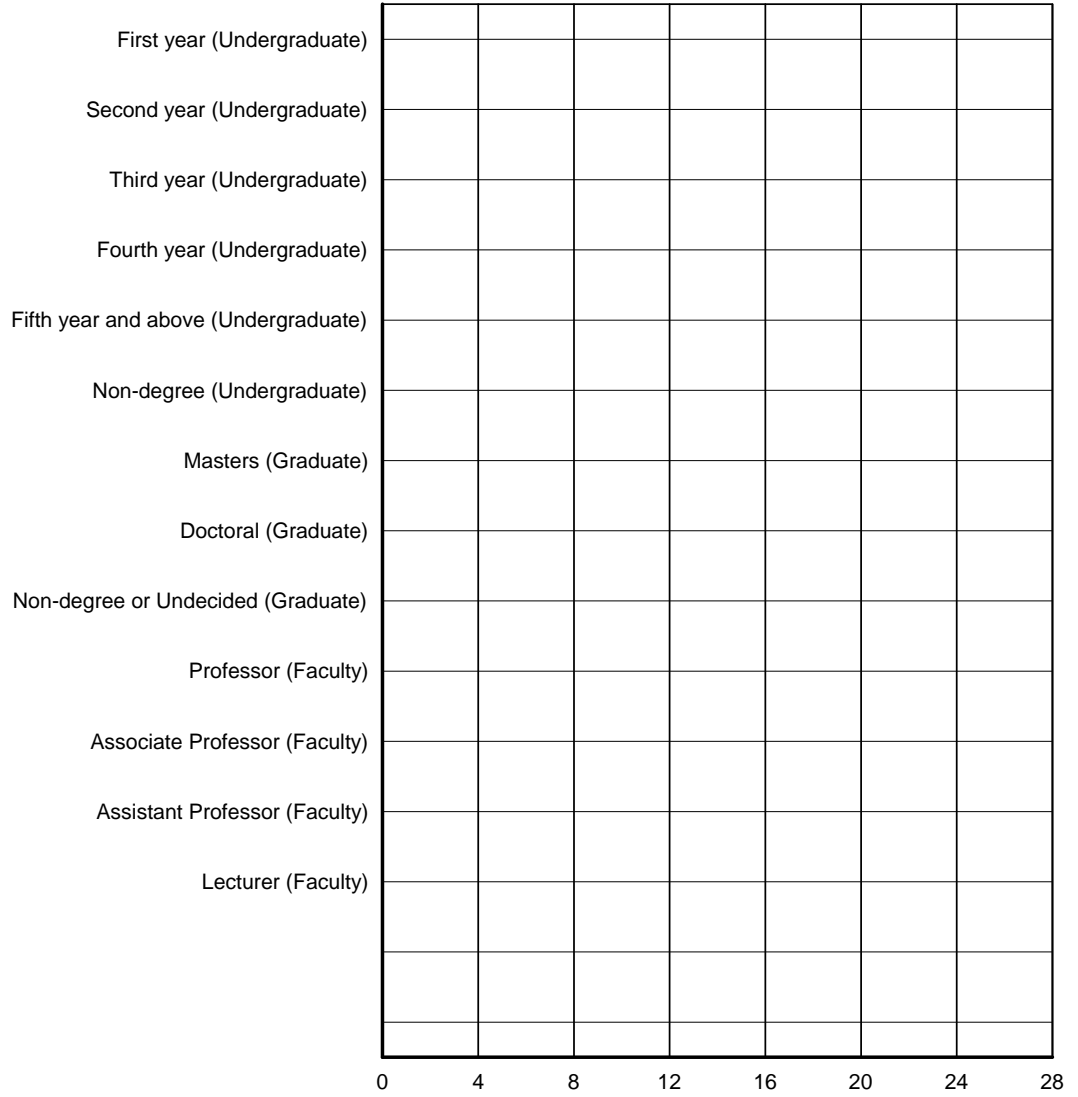
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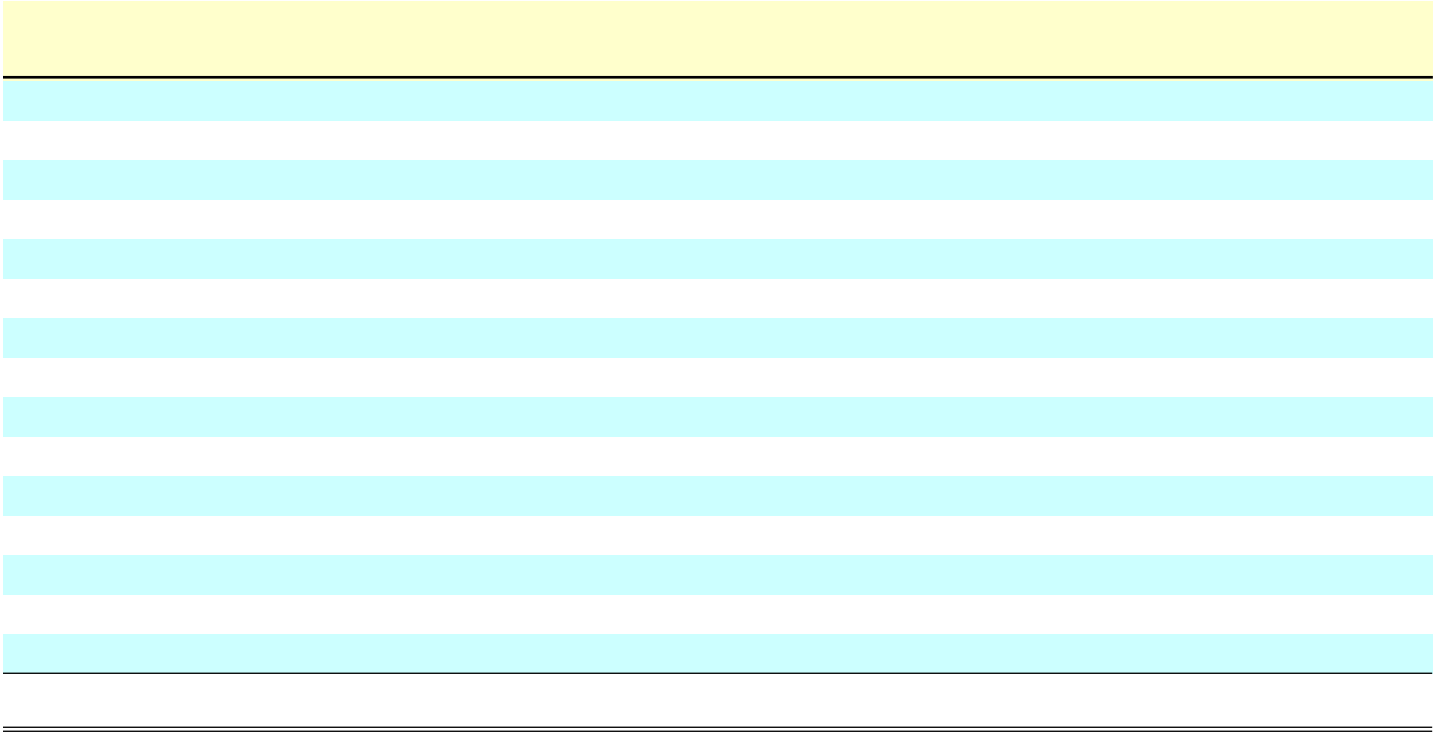
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1.9 Survey Protocol and Language for The University of Scranton

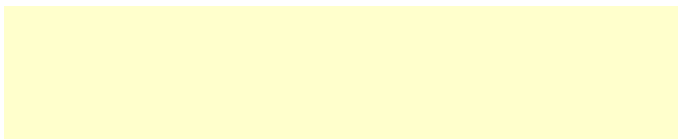
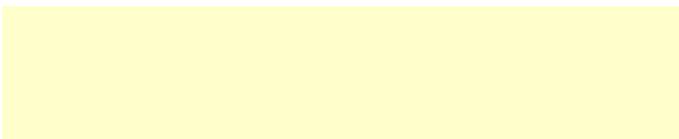
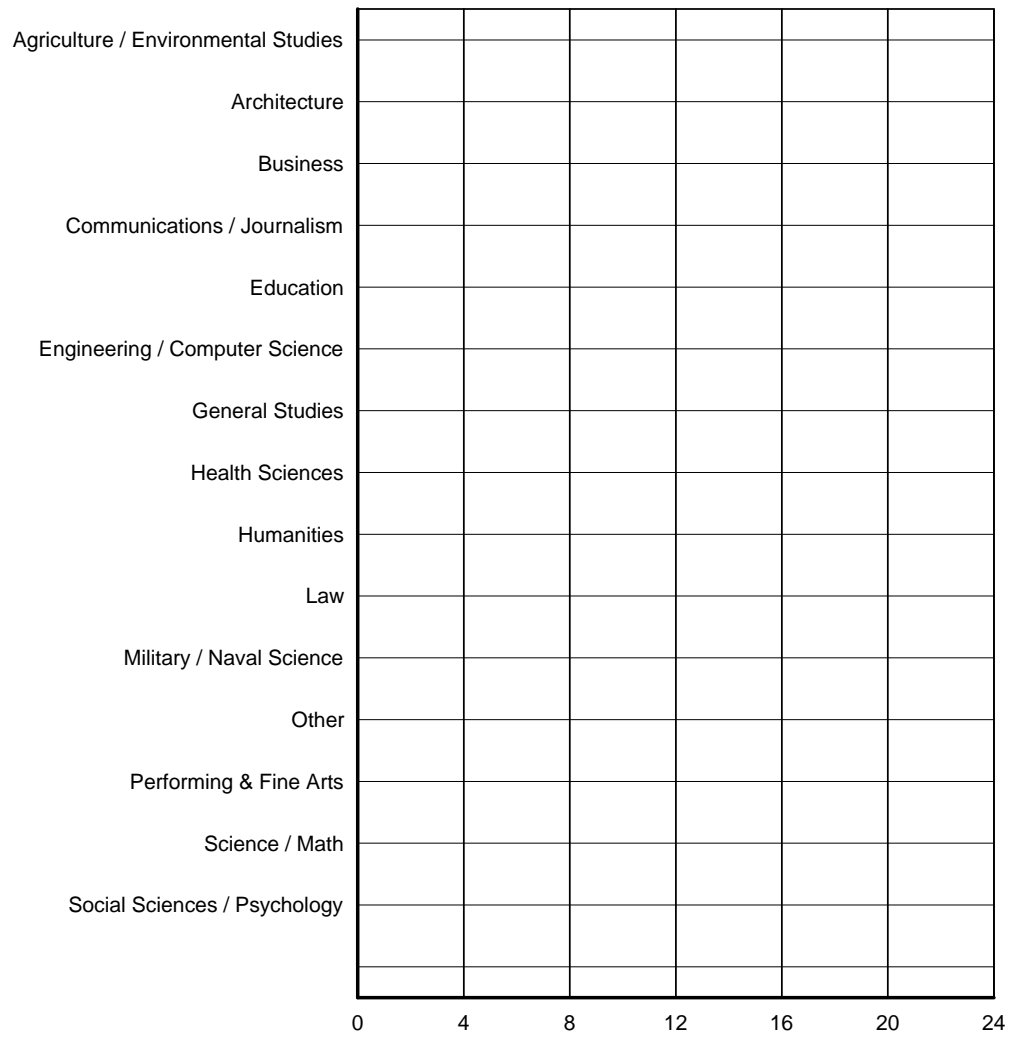
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2.2 Population and Respondents by User Sub-Group

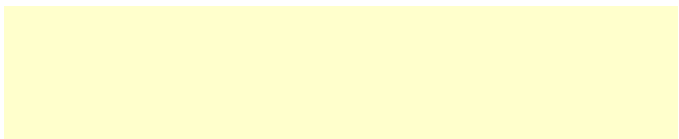
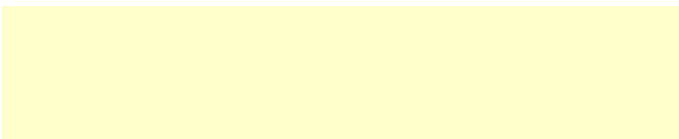
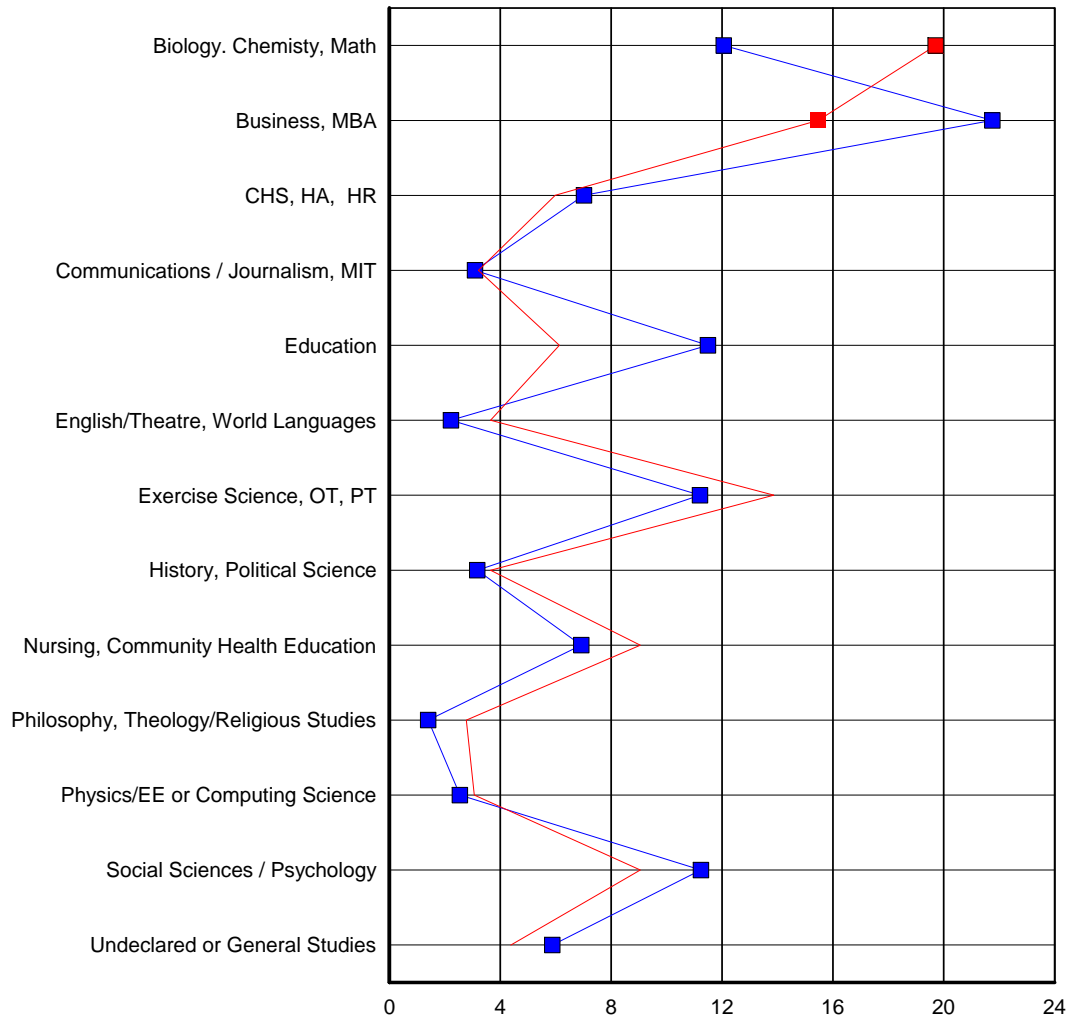


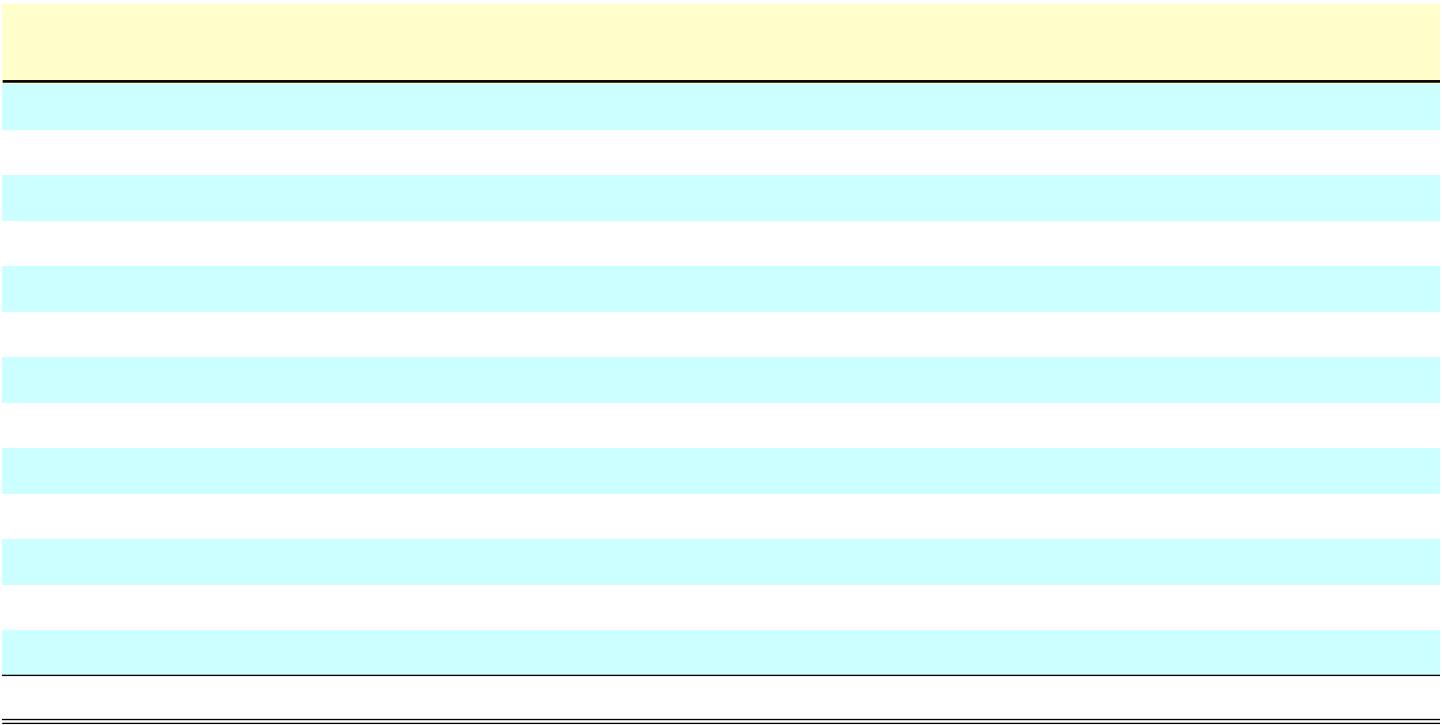


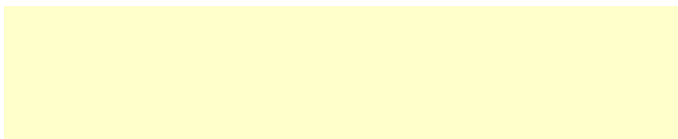
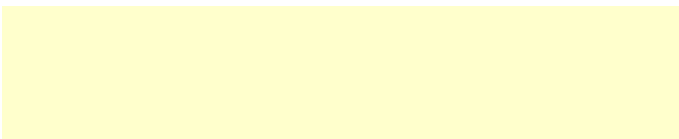
2.3 Population and Respondents by Standard Discipline



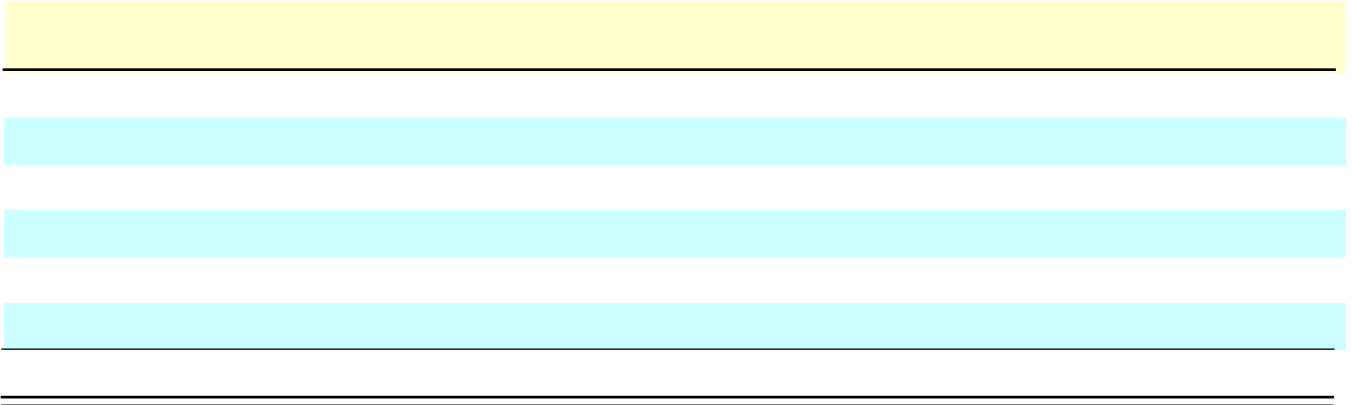
2.4 Population and Respondents by Customized Discipline



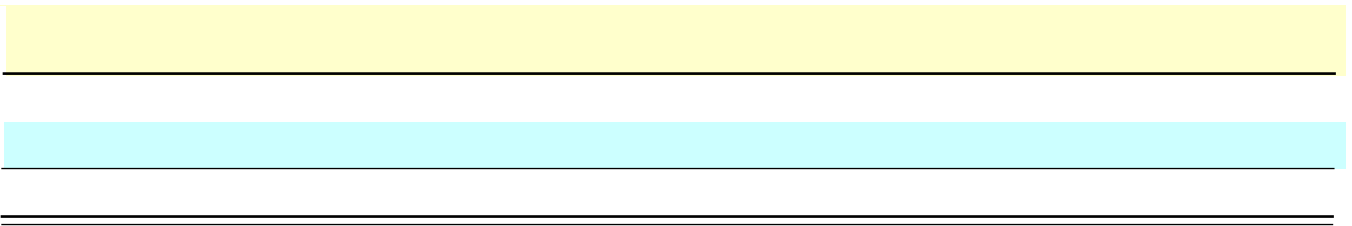




2.5 Respondent Profile by Age:

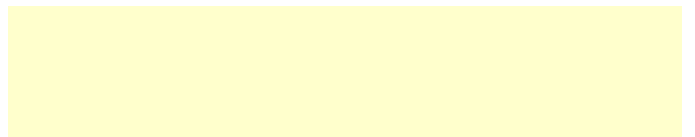
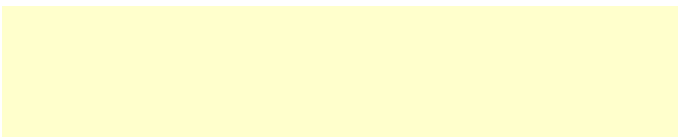


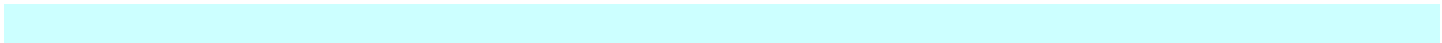
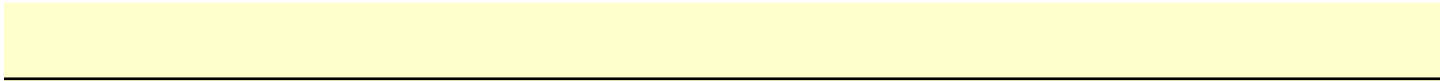
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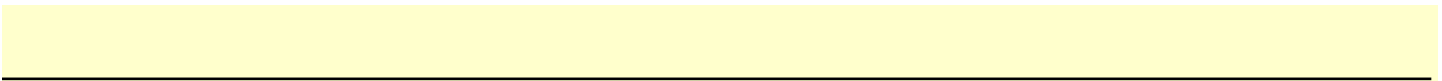
3. Survey Item Summary for The University of Scranton

3.1 Core Questions Summary

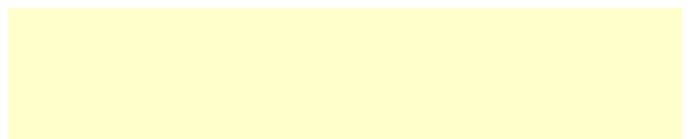
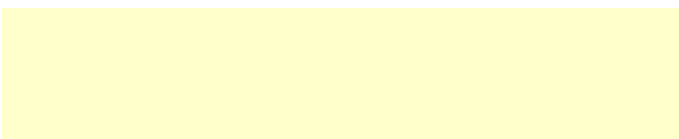




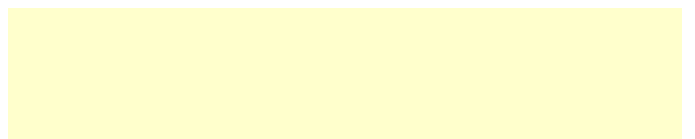
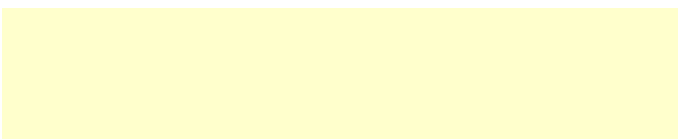
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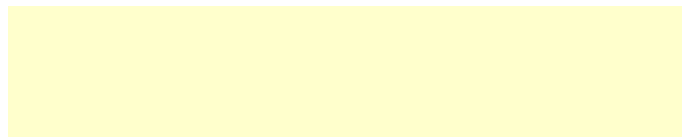
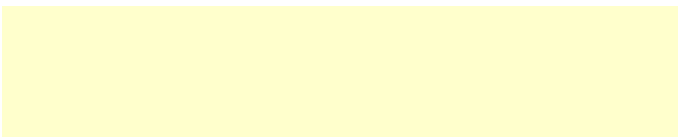
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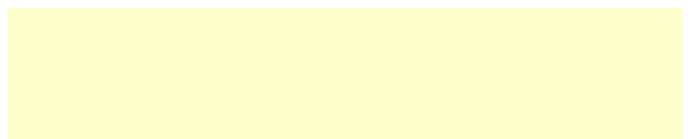
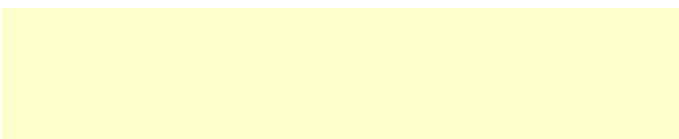


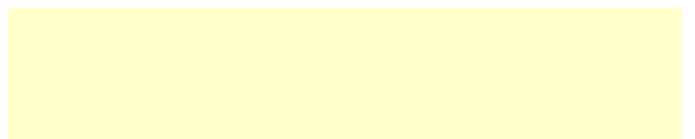
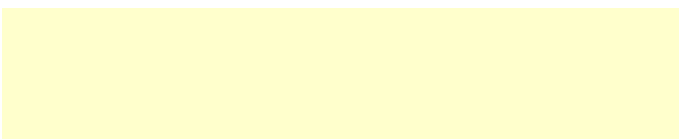
3.4 General Satisfaction Questions Summary




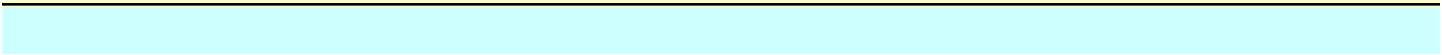
3.6 Library Use Summary




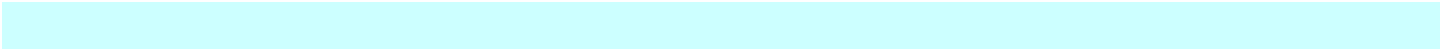


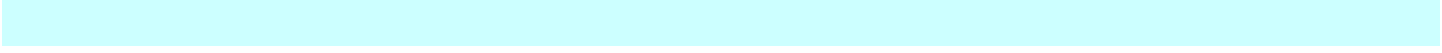


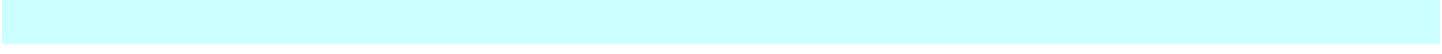


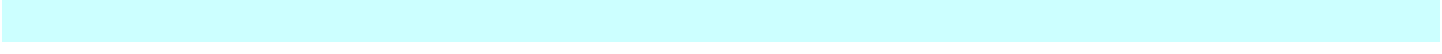


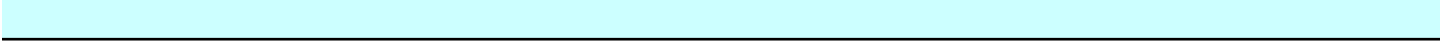


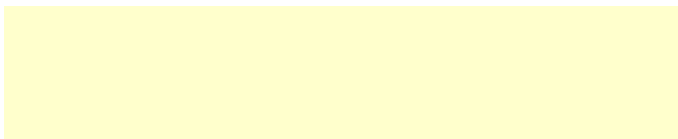
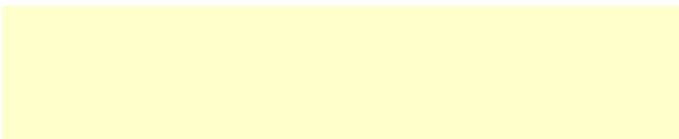




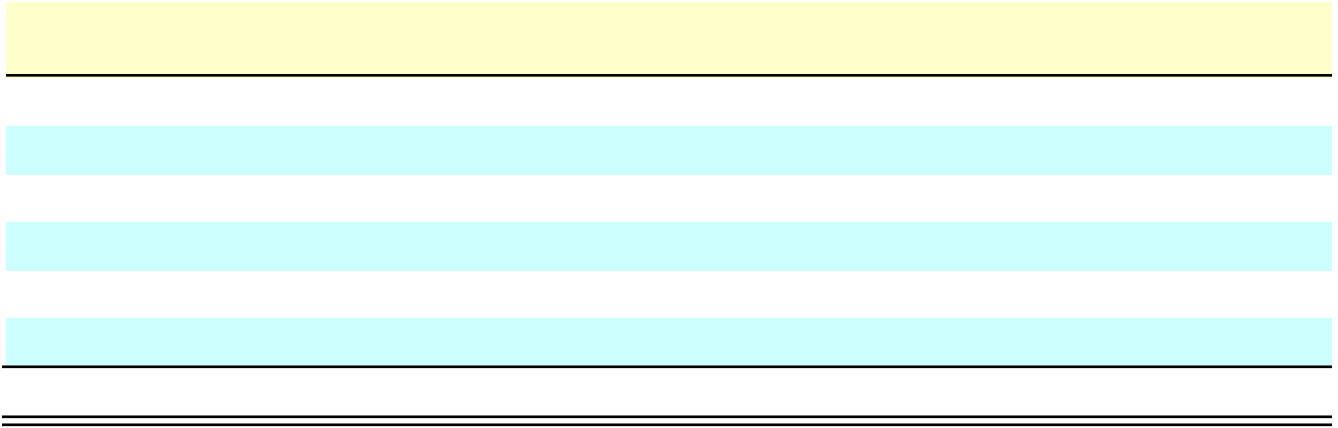




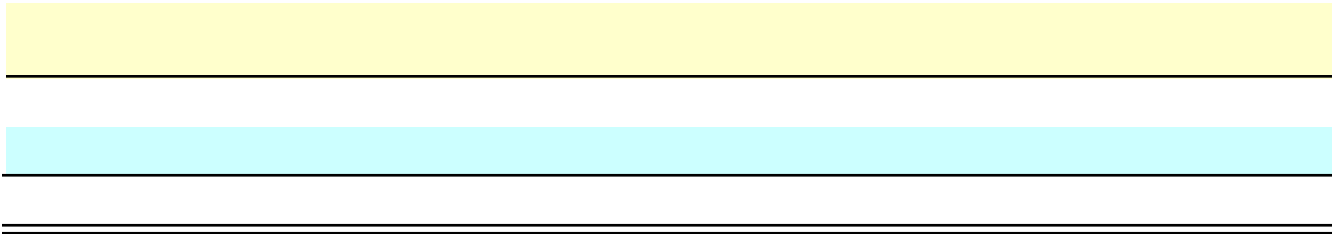


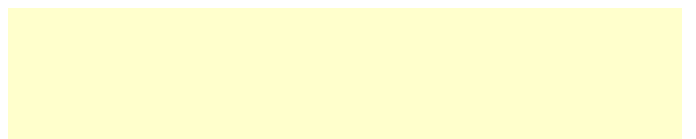
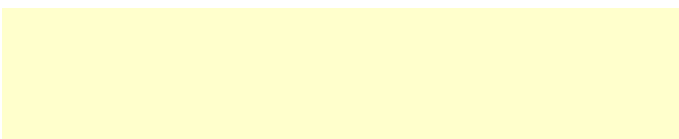


4.1.3 Respondent Profile by Age:



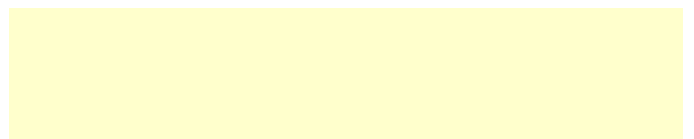
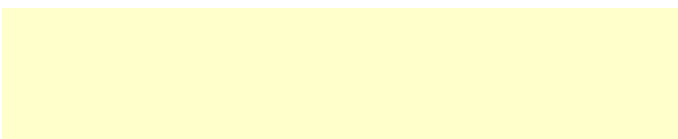
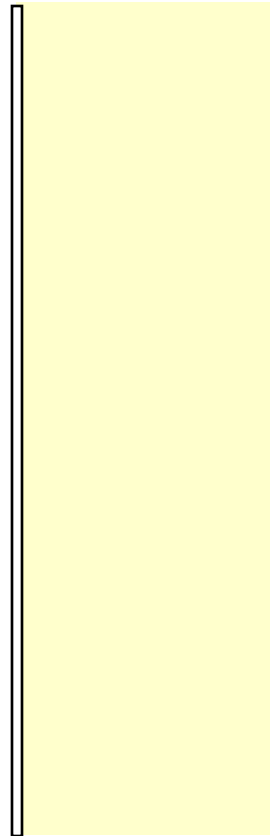
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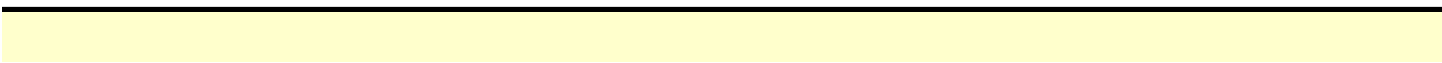
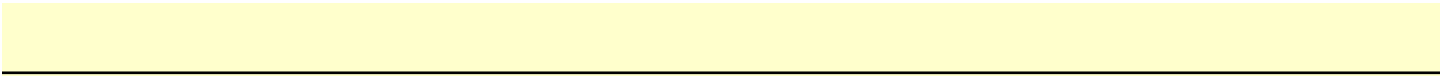




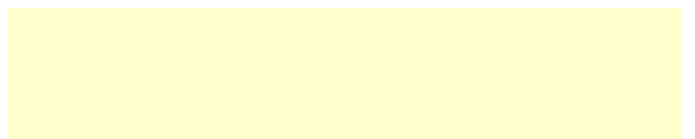
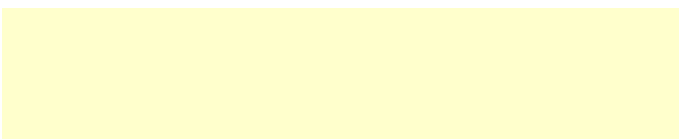
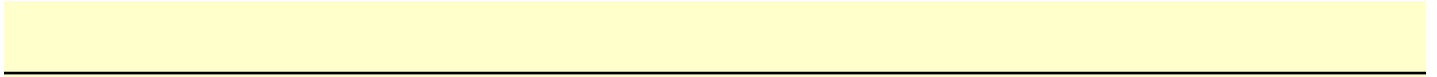
4.3 Core Question Dimensions Summary for Undergraduate

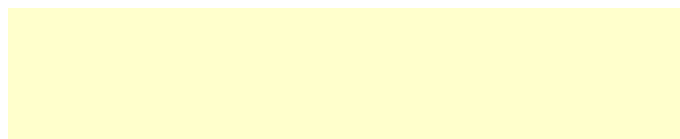
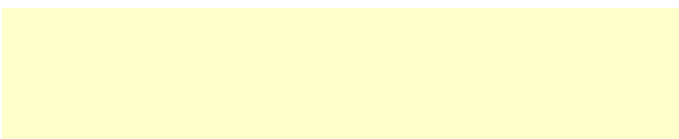
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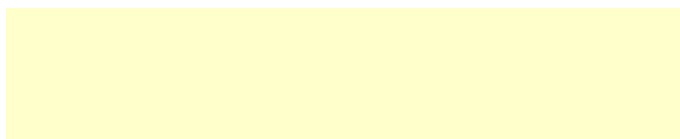
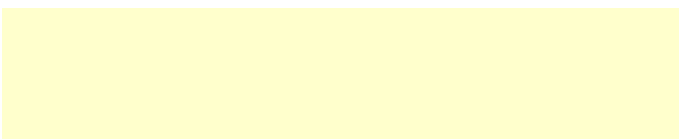
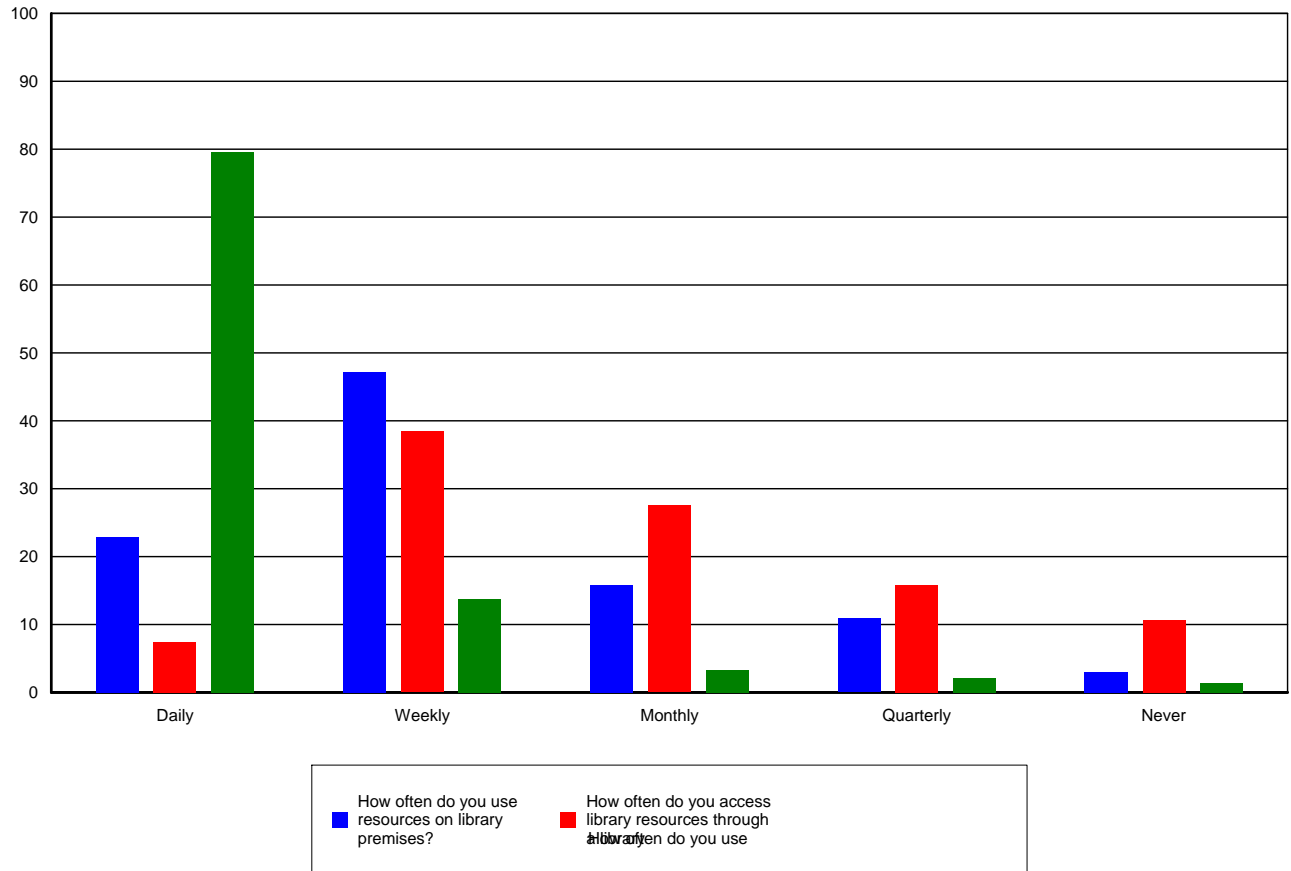


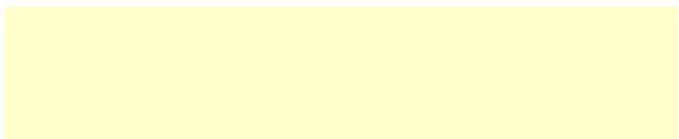
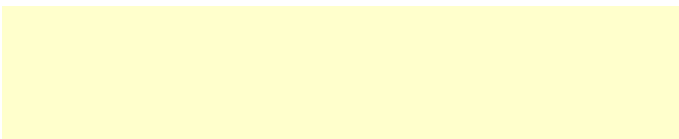
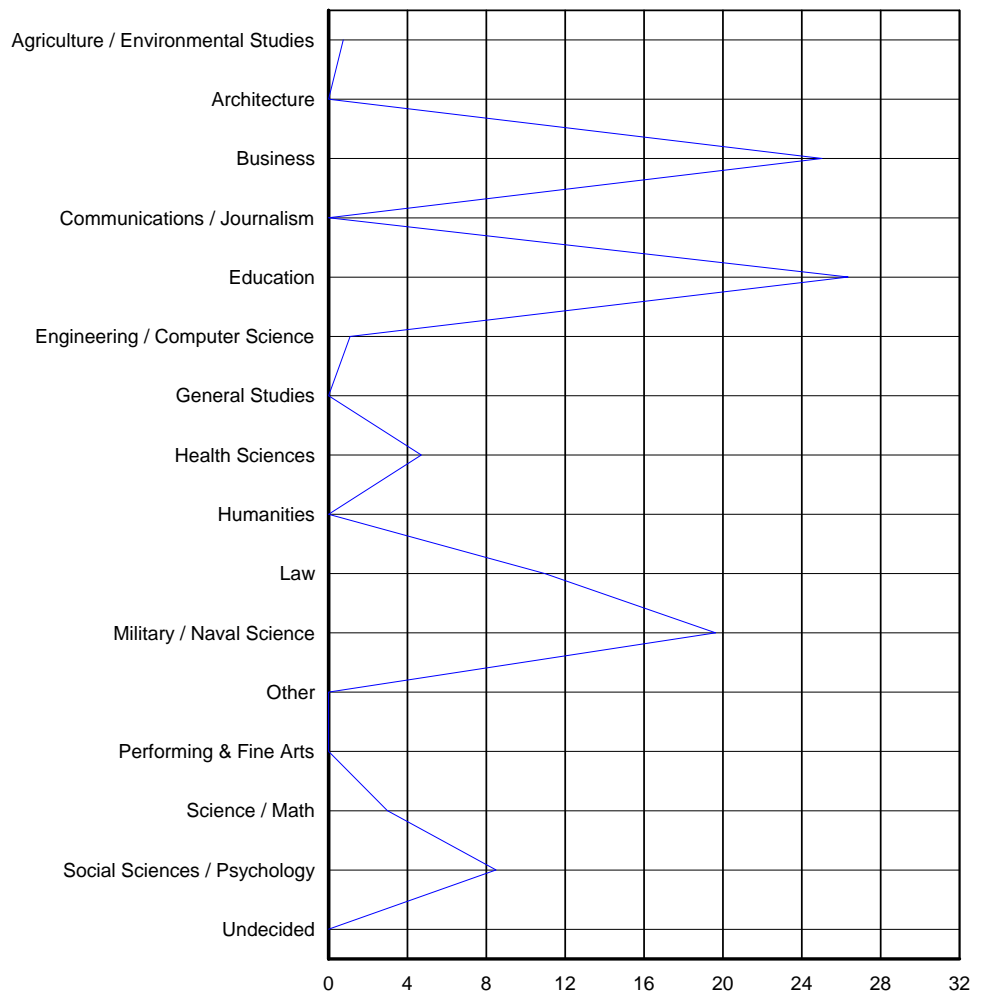
4.4 Local Question Summary for Undergraduate



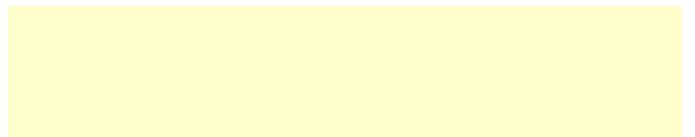
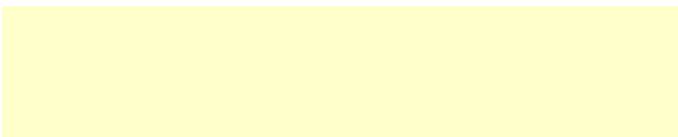
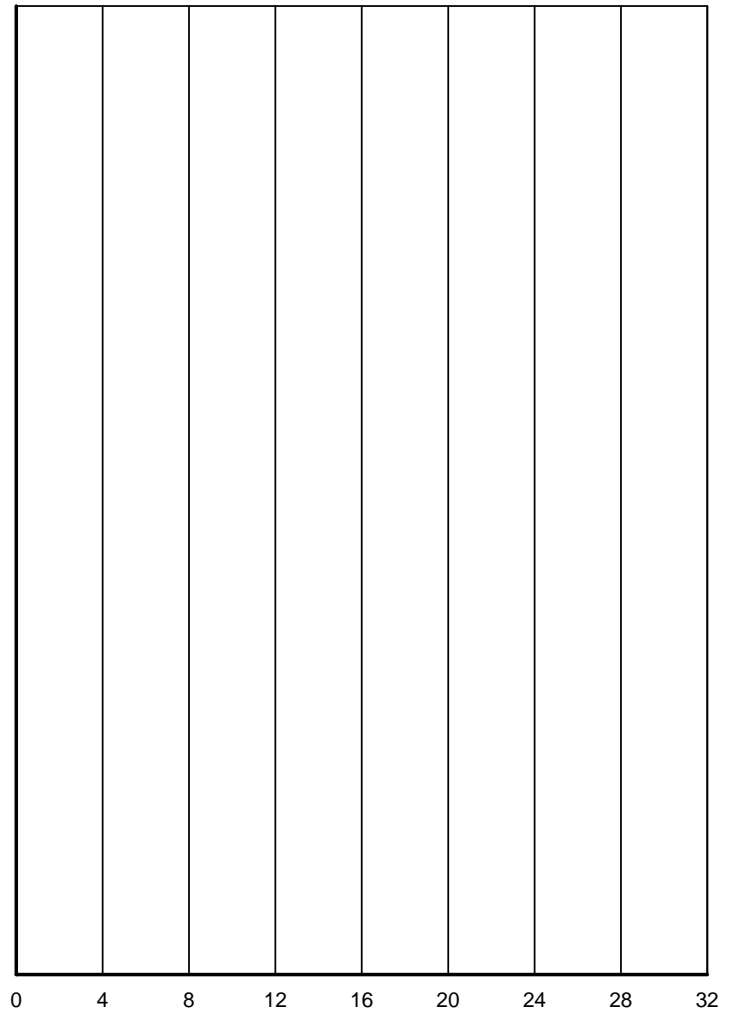



4.7 Library Use Summary for Undergraduate

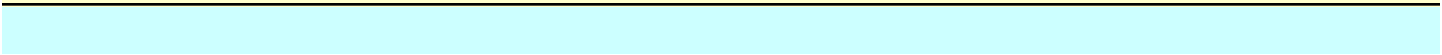





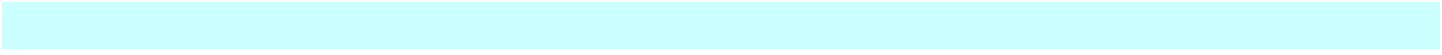
5.1.2 Population and Respondent Profiles for Graduate by Customized Discipline

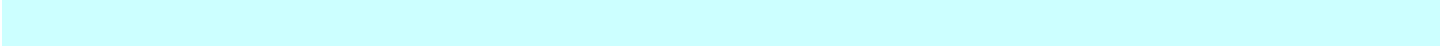


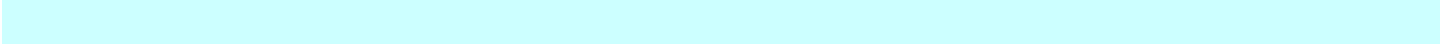


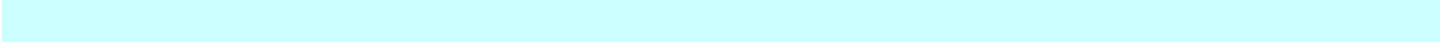


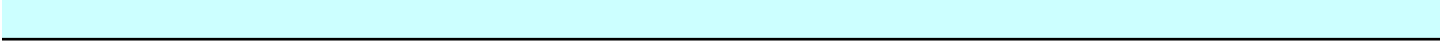


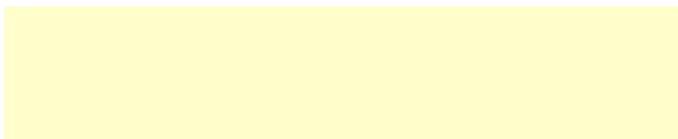
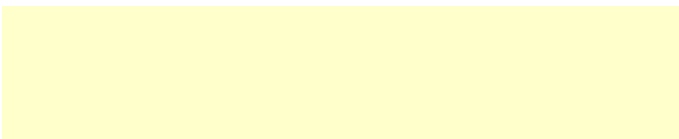




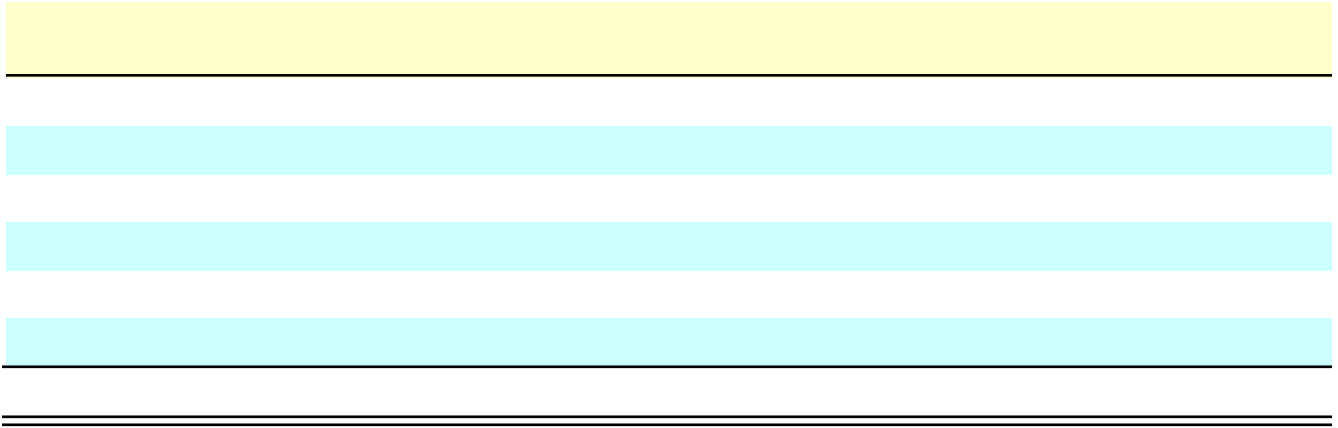




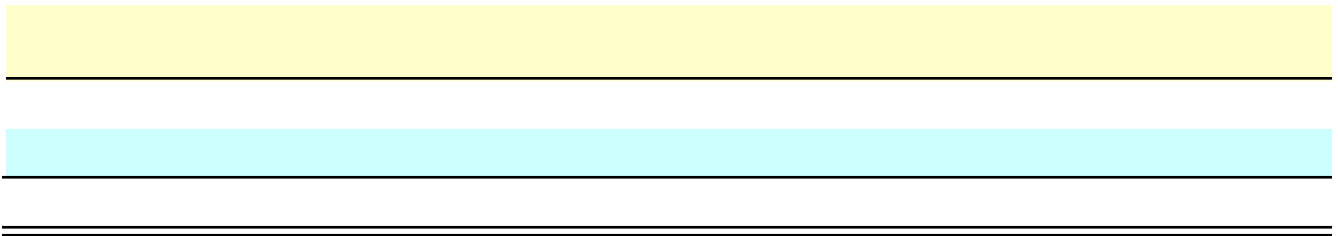




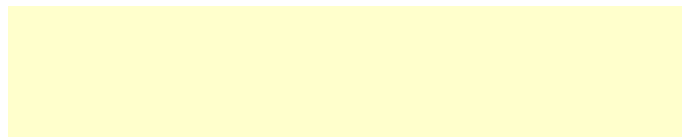
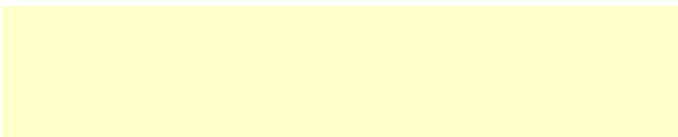
5.1.3 Respondent Profile by Age:

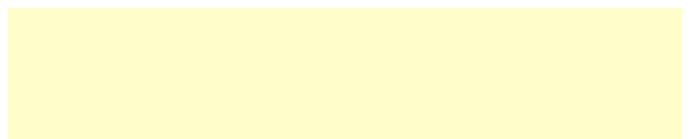
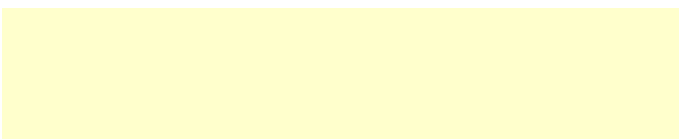


5.1.4 Respondent Profile by Sex:

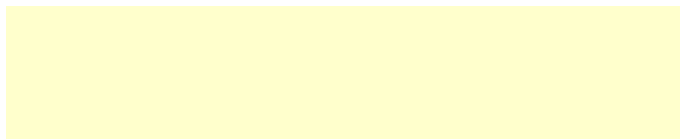
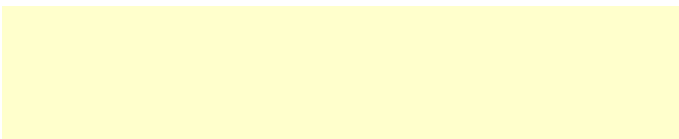


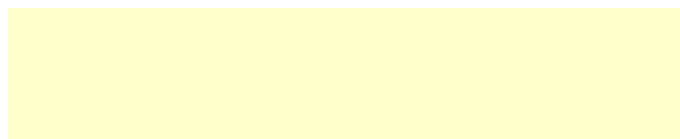
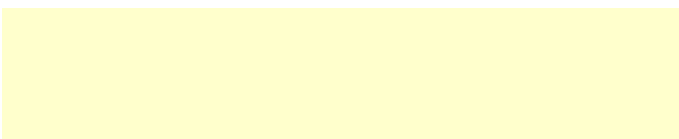
5.2 Core Questions Summary for Graduate



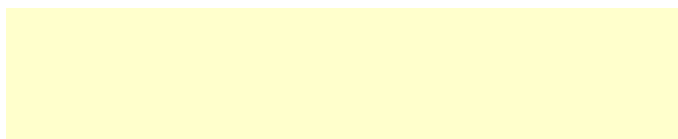
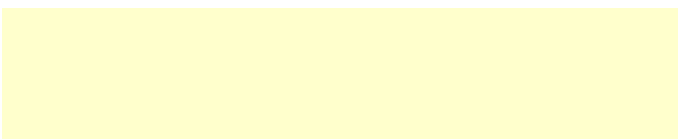
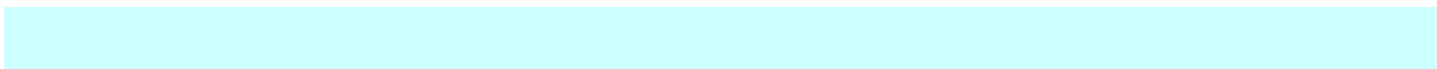
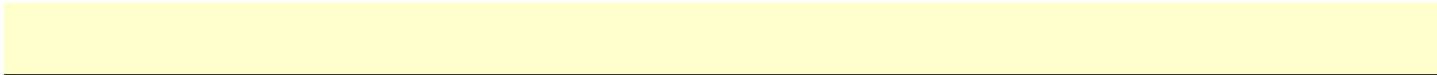
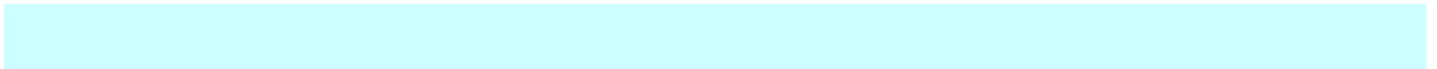
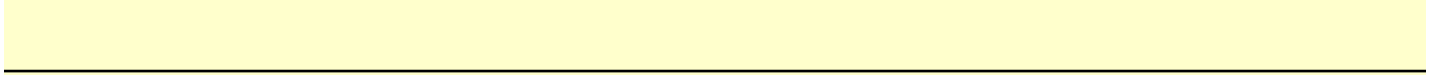


5.3 Core Question Dimensions Summary for Graduate

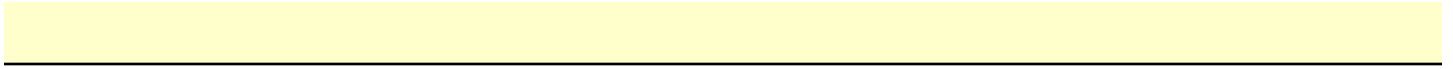




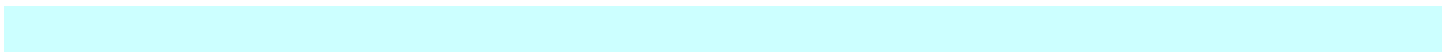
5.4 Local Question Summary for Graduate



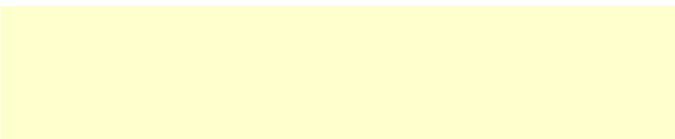
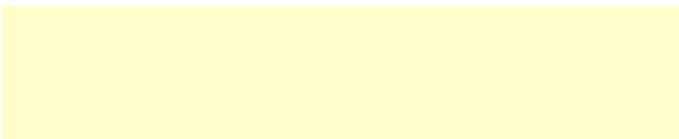
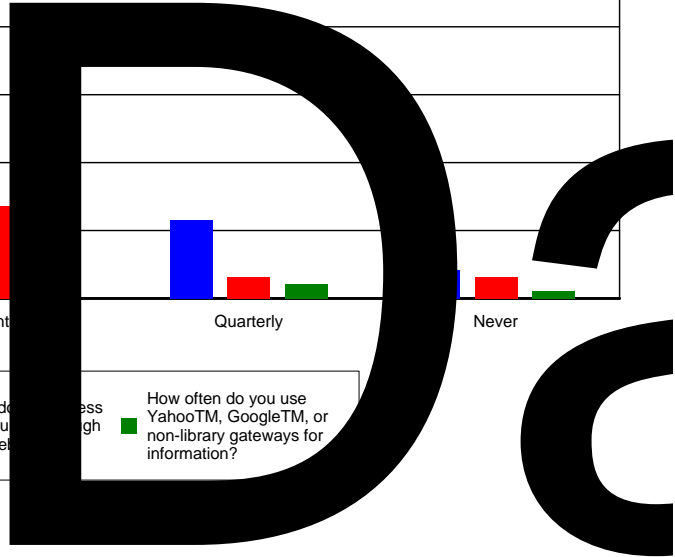
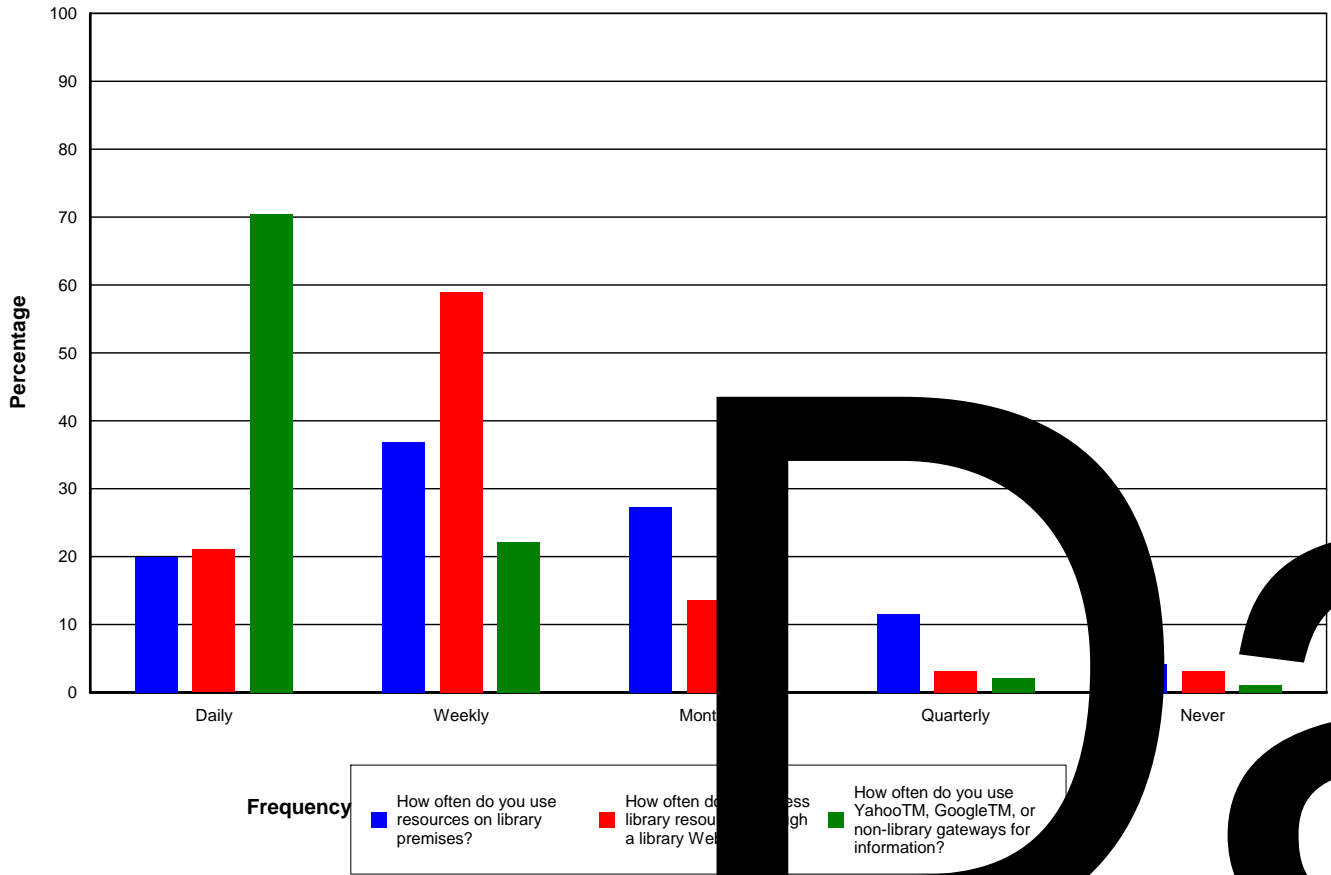
5.5 General Satisfaction Questions Summary for Graduate

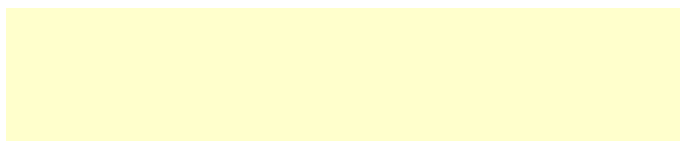
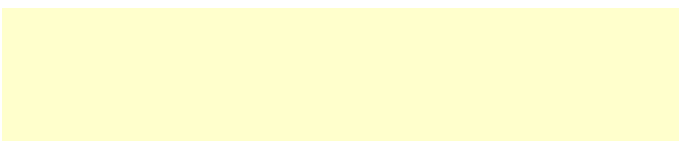
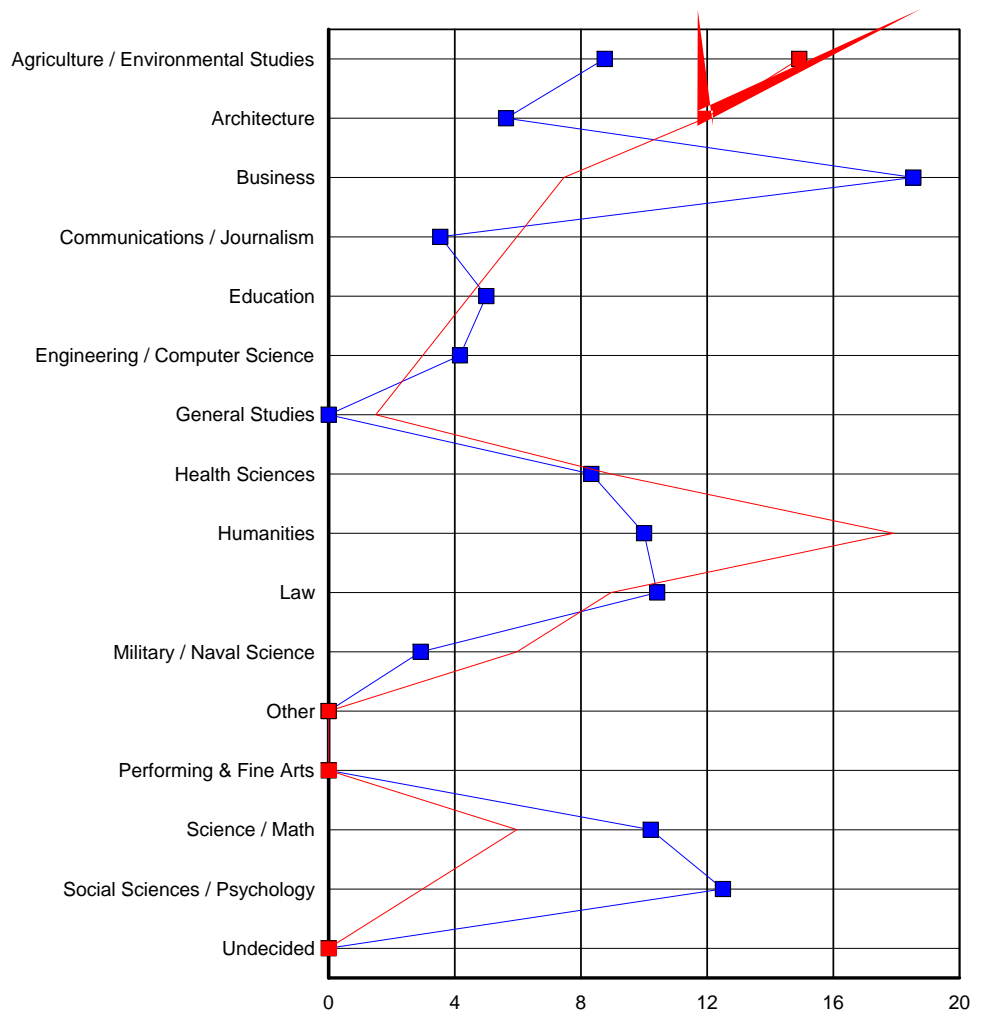


5.6 Information Literacy Outcomes Questions Summary for Graduate

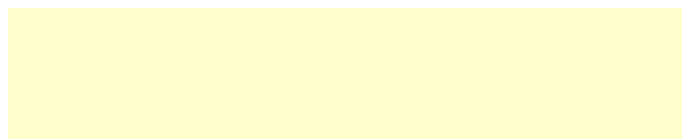
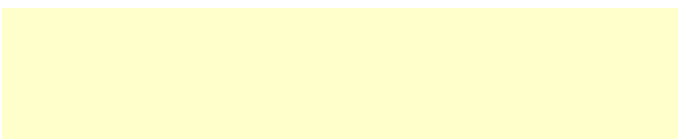


5.7 Library Use Summary for Graduate

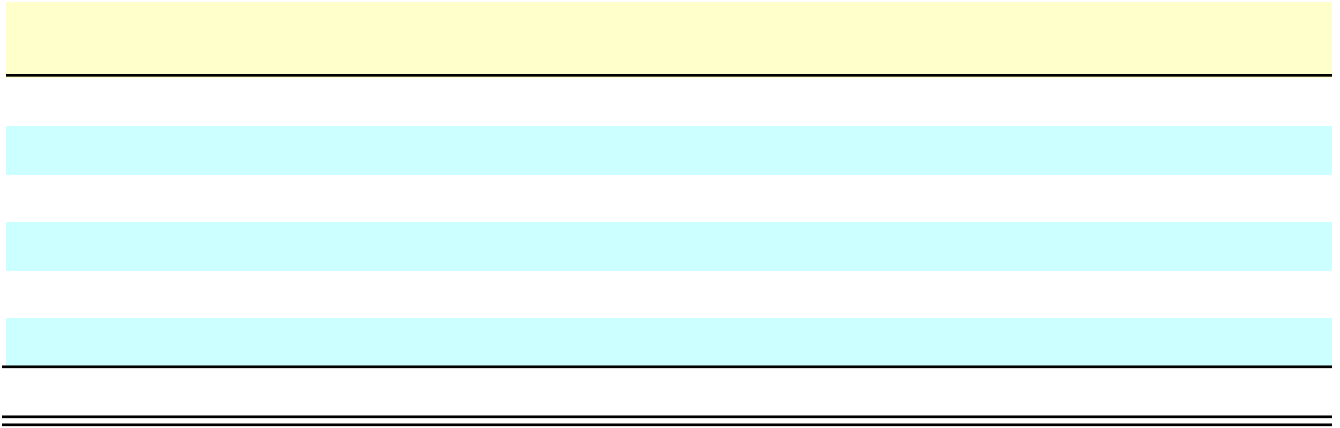




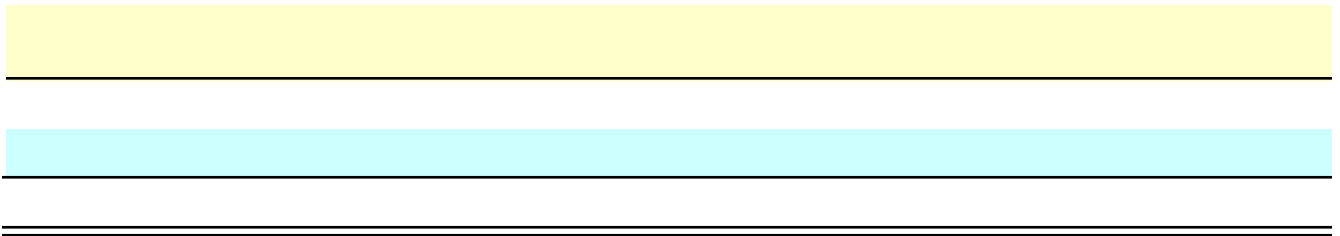
6.1.2 Population and Respondent Profiles for Faculty by Customized Discipline



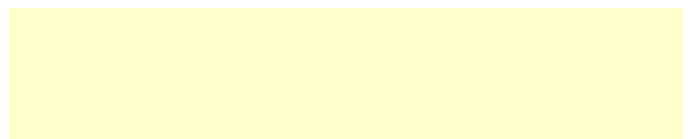
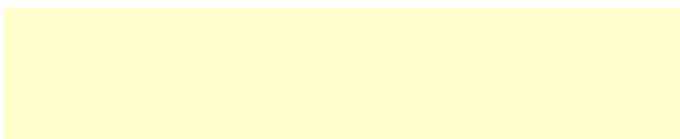
6.1.3 Respondent Profile by Age:

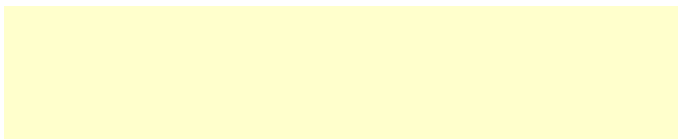
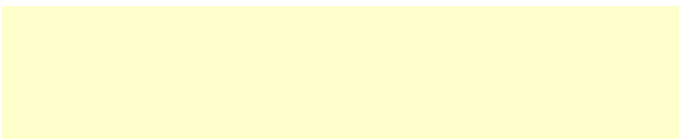


6.1.4 Respondent Profile by Sex:

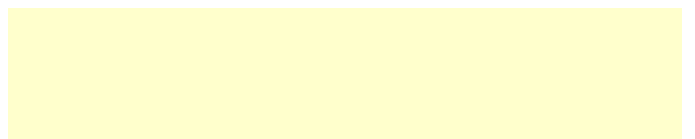
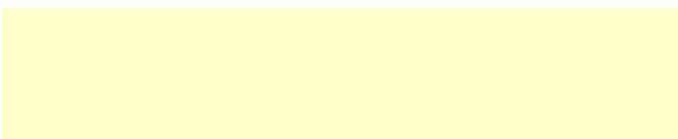
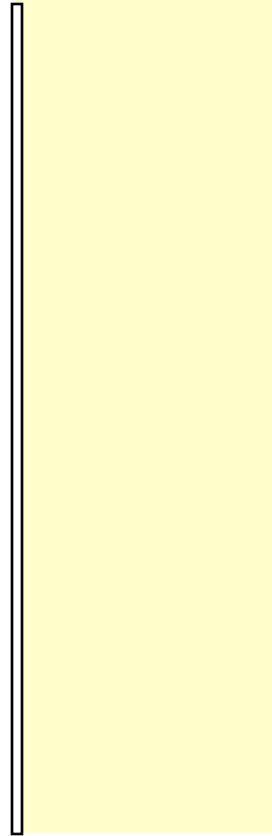


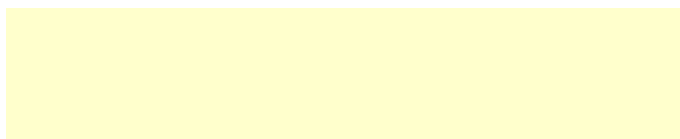
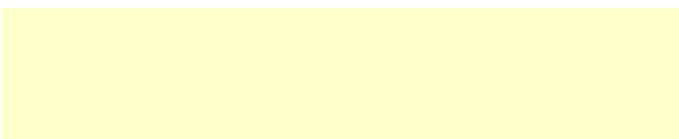
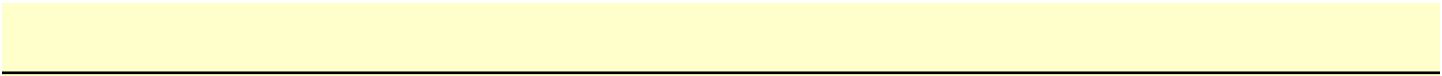
6.2 Core Questions Summary for Faculty



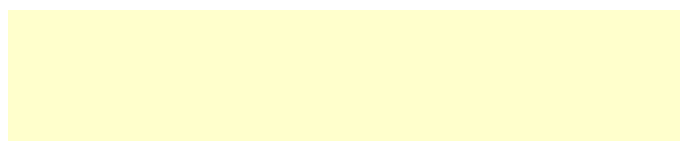
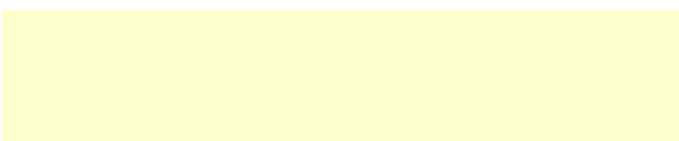
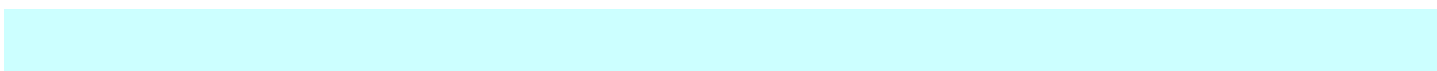
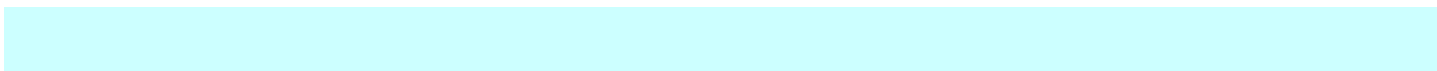
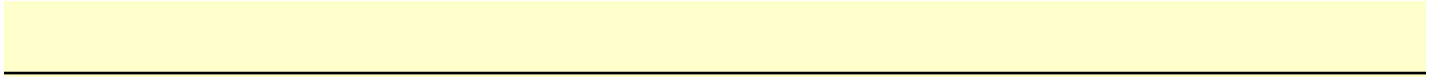


6.3 Core Question Dimensions Summary for Faculty

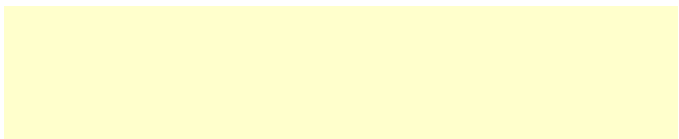
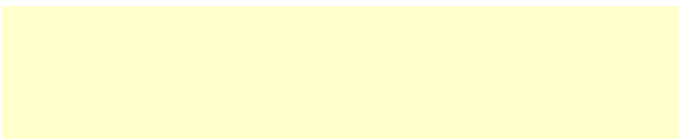
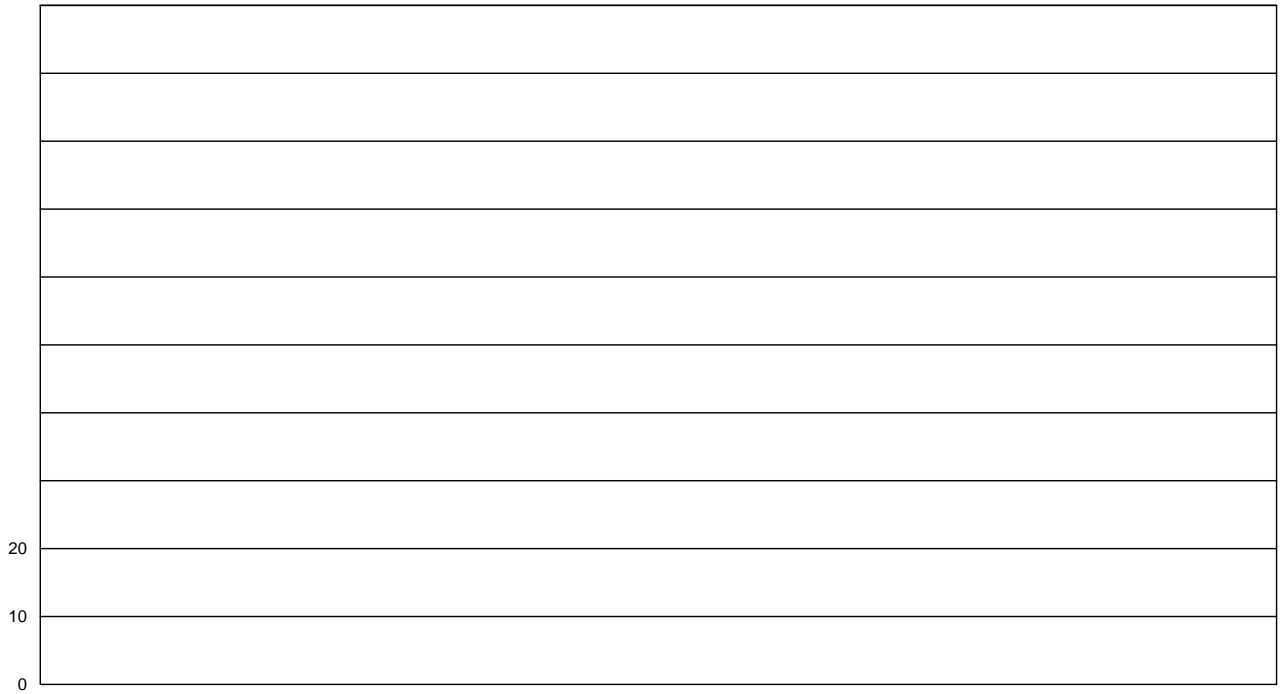




6.4 Local Question Summary for Faculty



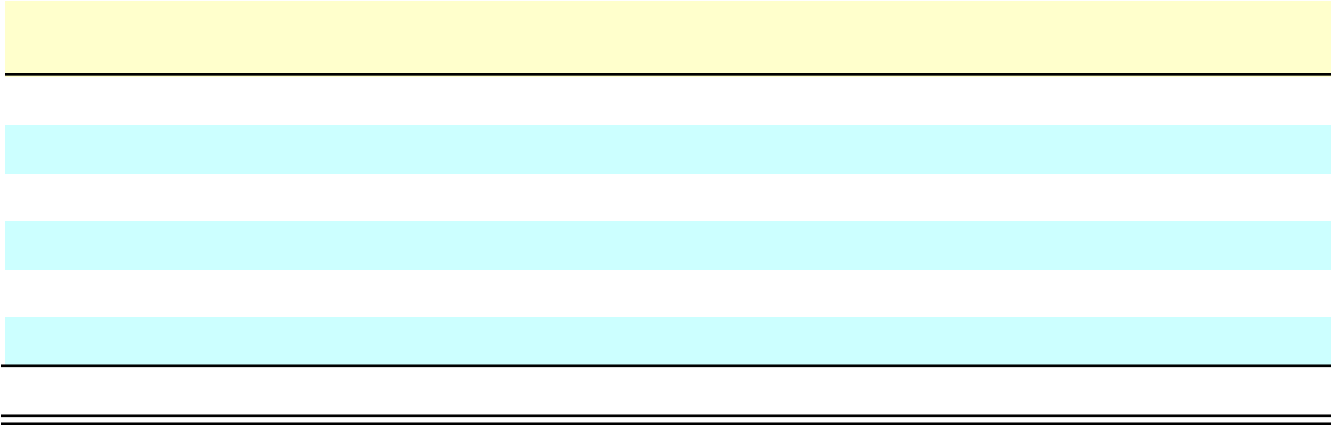
6.7 Library Use Summary for Faculty



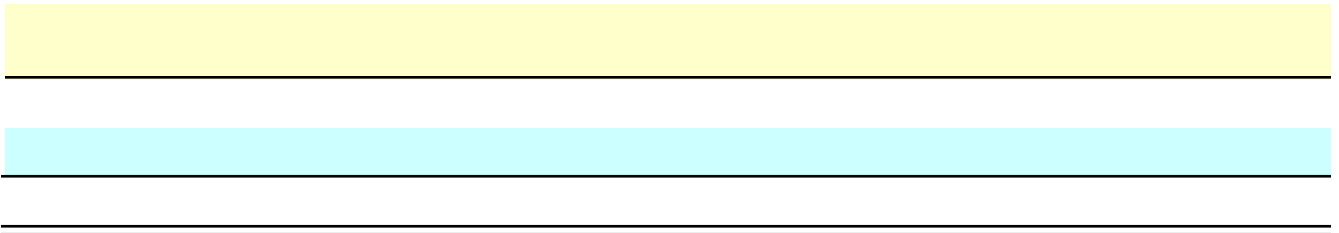
7 Staff Summary for The University of Scranton

7.1 Demographic Summary for Staff

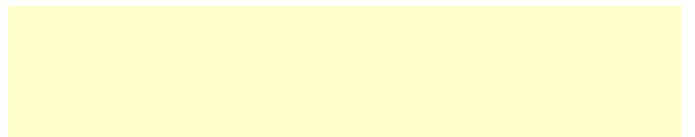
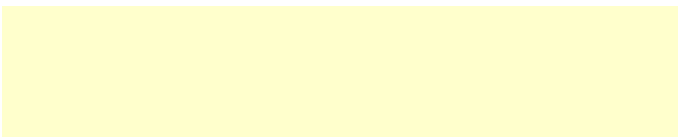
7.1.1 Respondent Profile by Age:

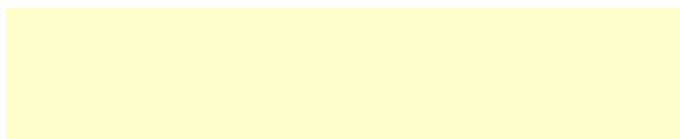
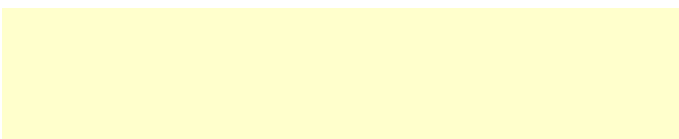


7.1.2 Respondent Profile by Sex:



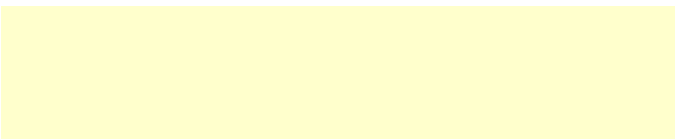
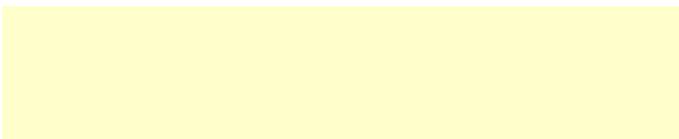
7.2 Core Questions Summary for Staff

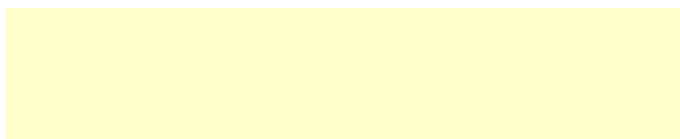
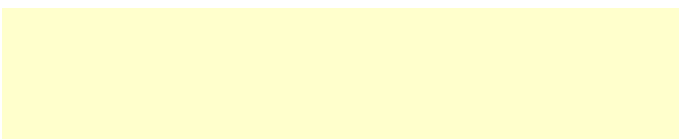




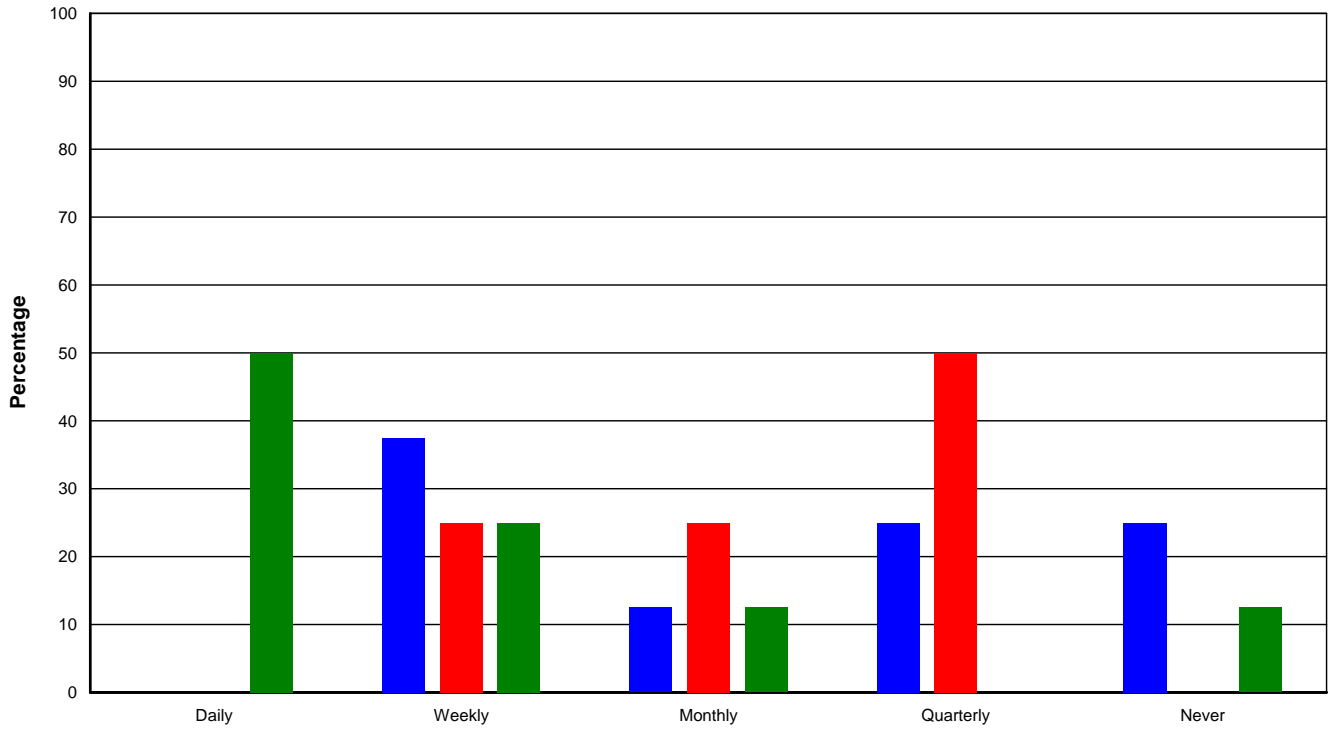
7.3 Core Question Dimensions Summary for Staff

Mean				
	Affect of Service	Information Control	Library as Place	Overall
	Dimension			





7.7 Library Use Summary for Staff



Frequency

■ 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?

Language:
 Institution Type:
 Consortium:

Appendix A: LibQUAL+ Dimensions



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