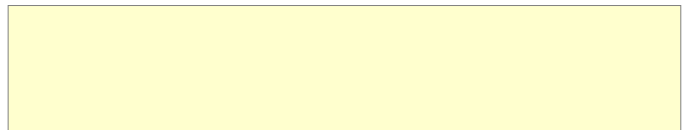
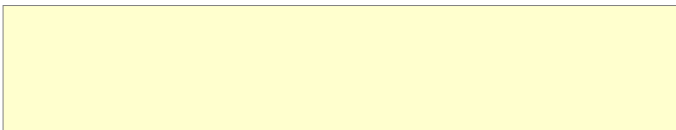


What is LibQUAL+™?



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?

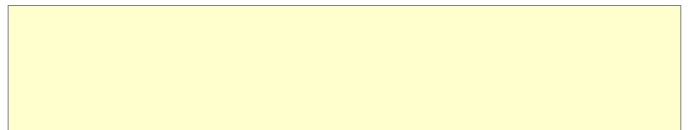
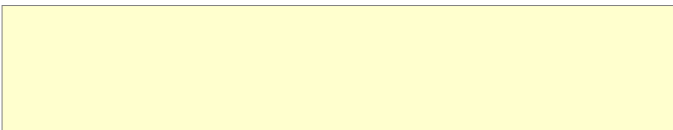
How to read a radar chart

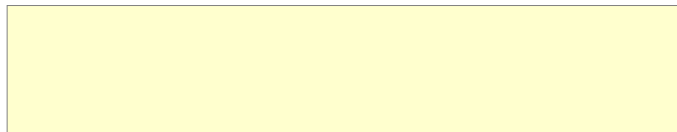
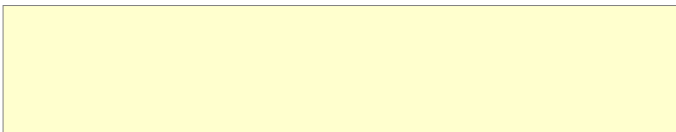
Means

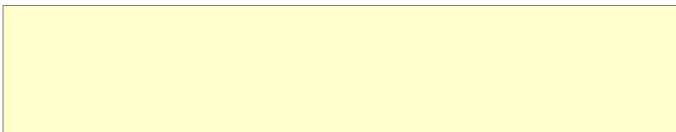
Standard Deviation

Service Adequacy

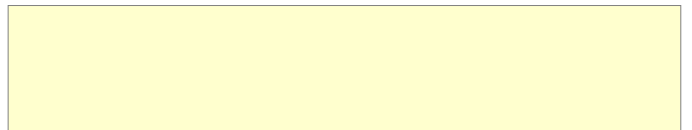
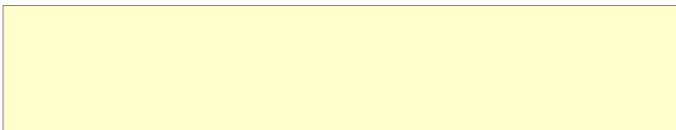
Service Superiority







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

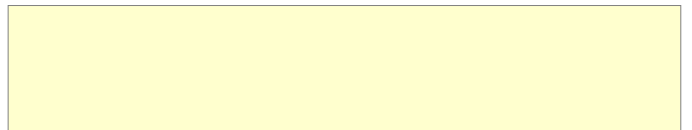
Minimum Response Rates.

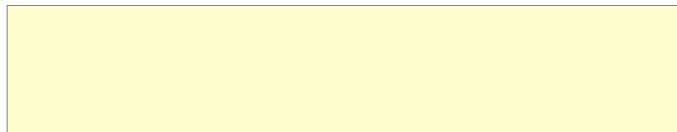
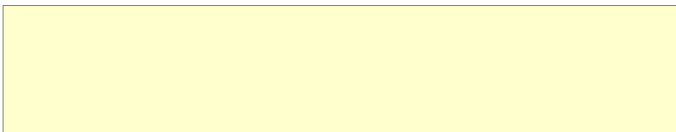
Representativeness Versus Response Rate.

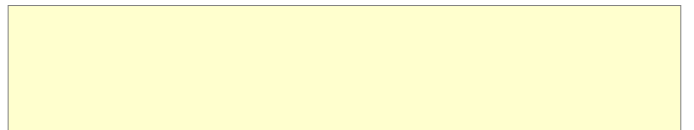
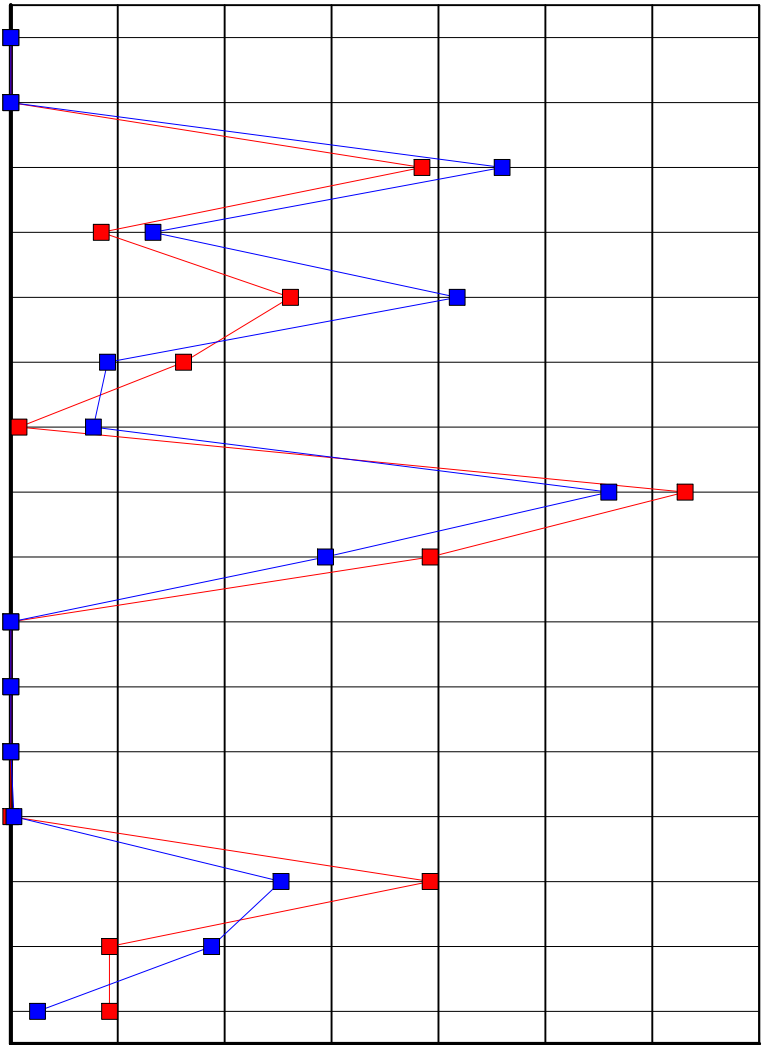
Alpha University

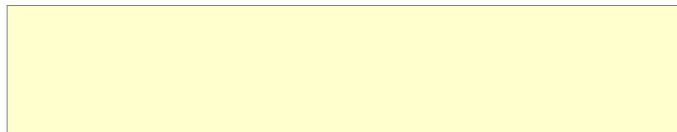
Omega University

LibQUAL+™ Interactive Statistics





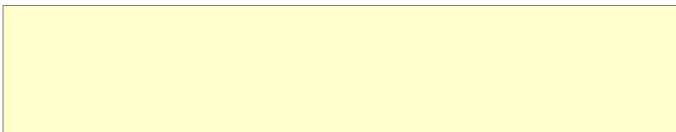




Age	Respondents n	Respondents %
Total:	326	100.00%

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

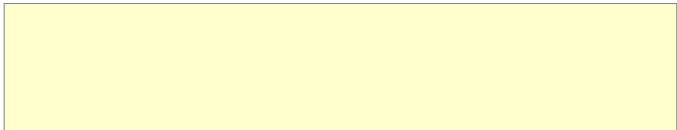
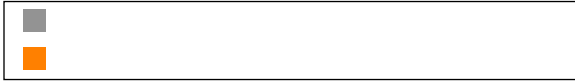
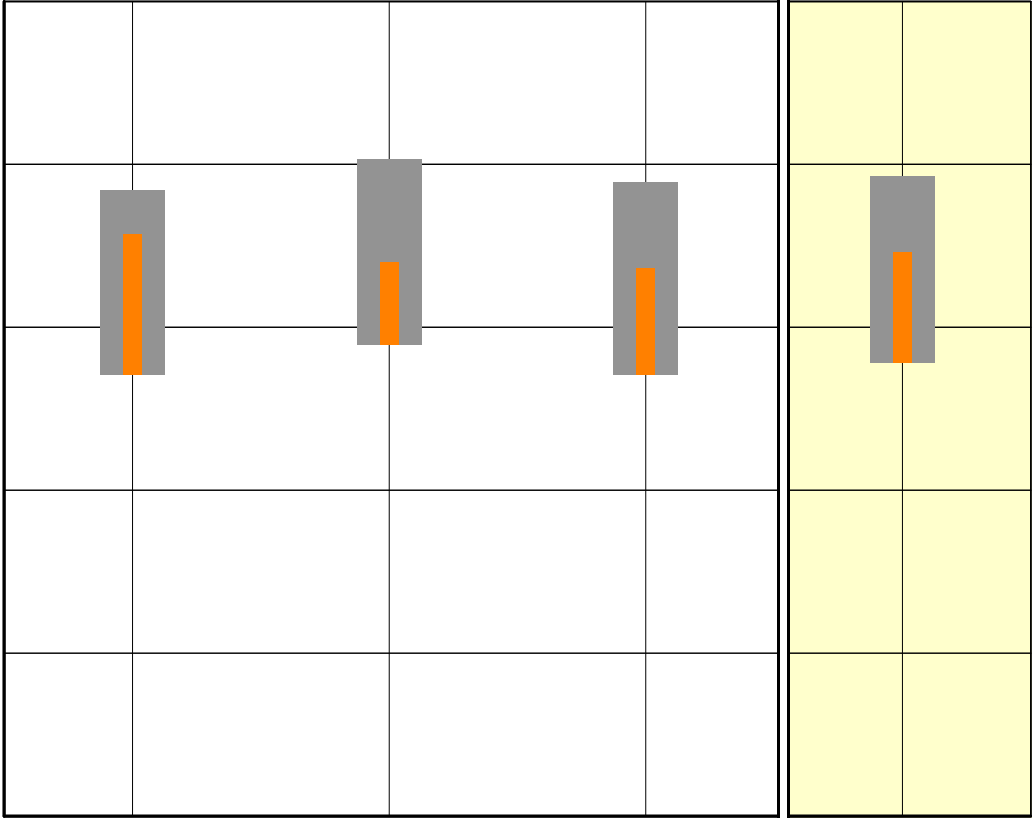
Cyan bar

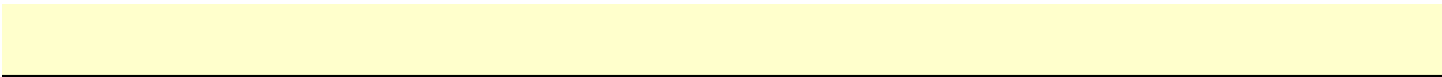
Cyan bar

Yellow bar

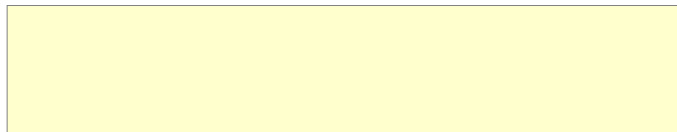
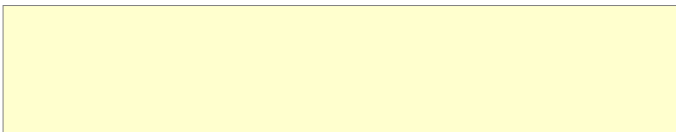
Yellow box

Yellow box









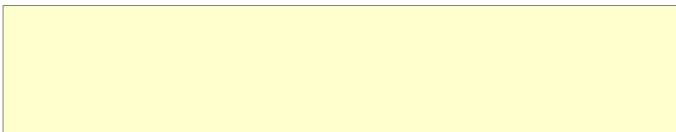
Satisfaction Question	Mean	SD	n
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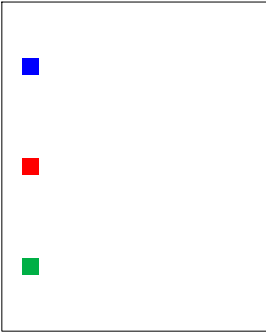
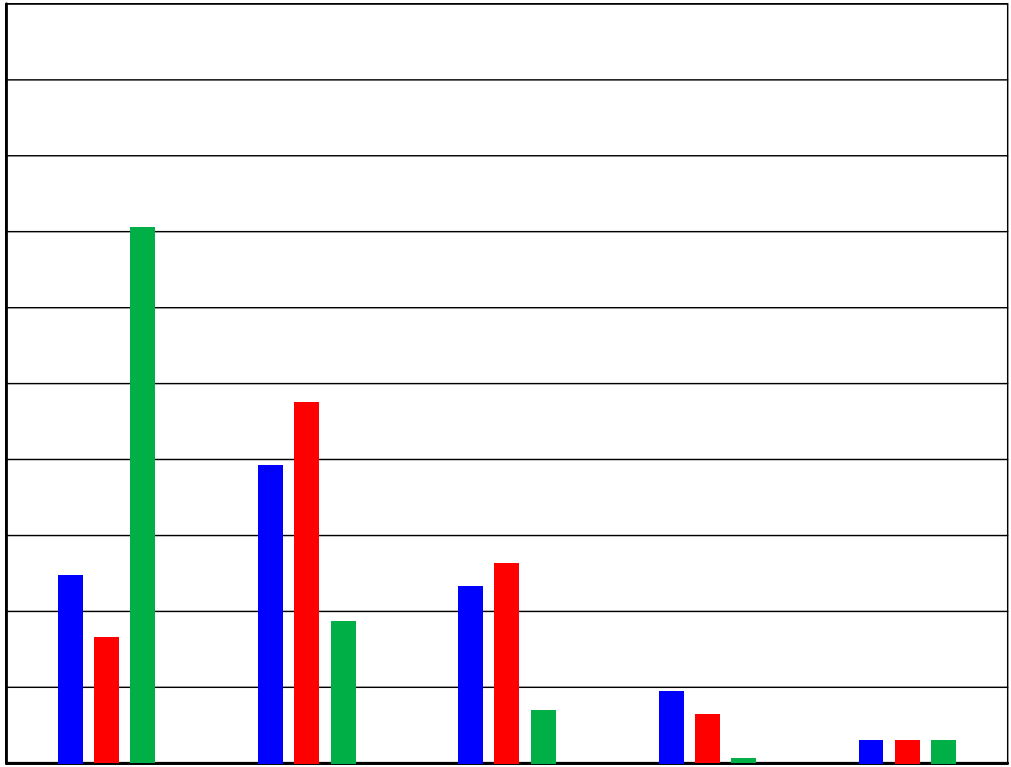
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Information Literacy Outcomes Questions	Mean	SD	n
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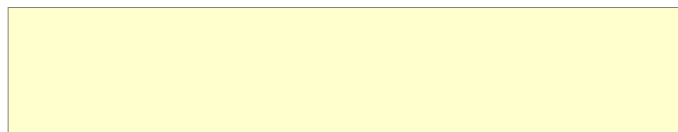
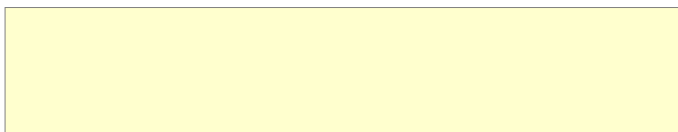
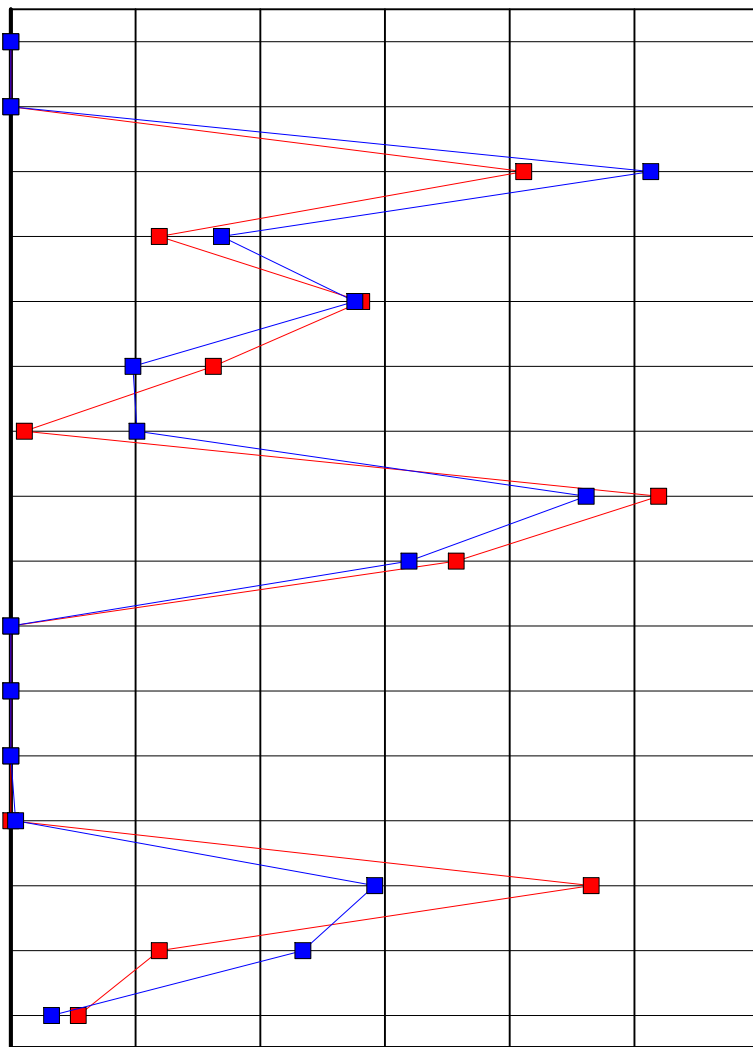
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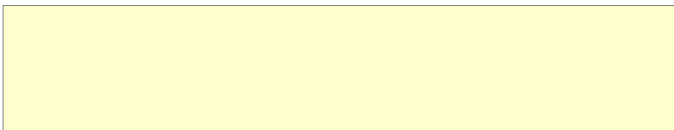
Daily Weekly Monthly Quarterly Never n / %

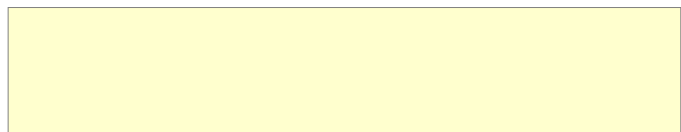
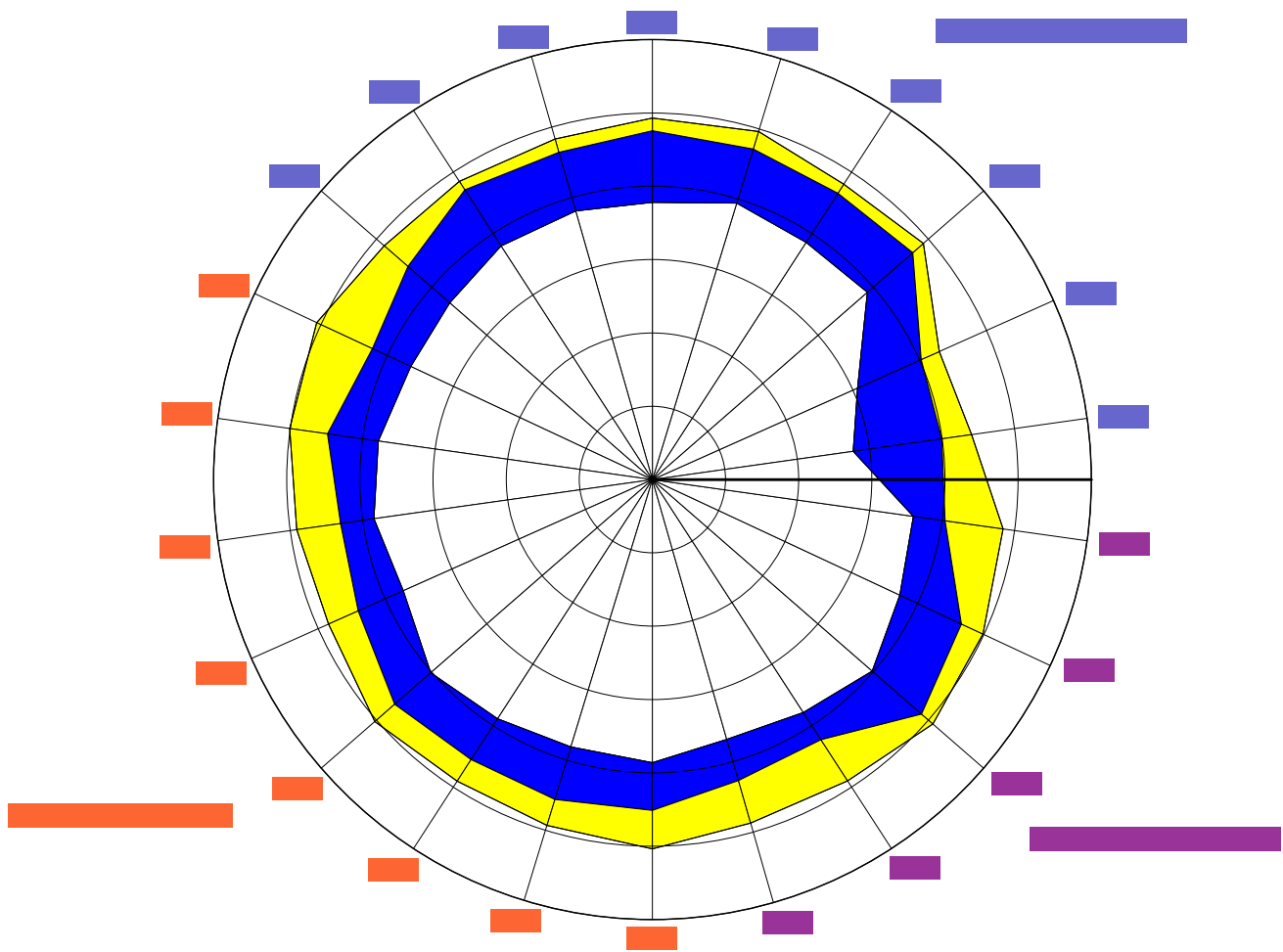




Age	Respondents n	Respondents %
Total:	231	100.00%

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





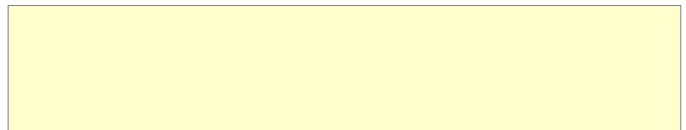
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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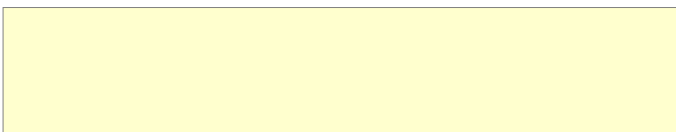
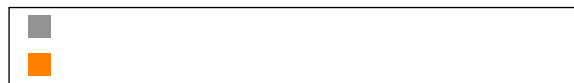
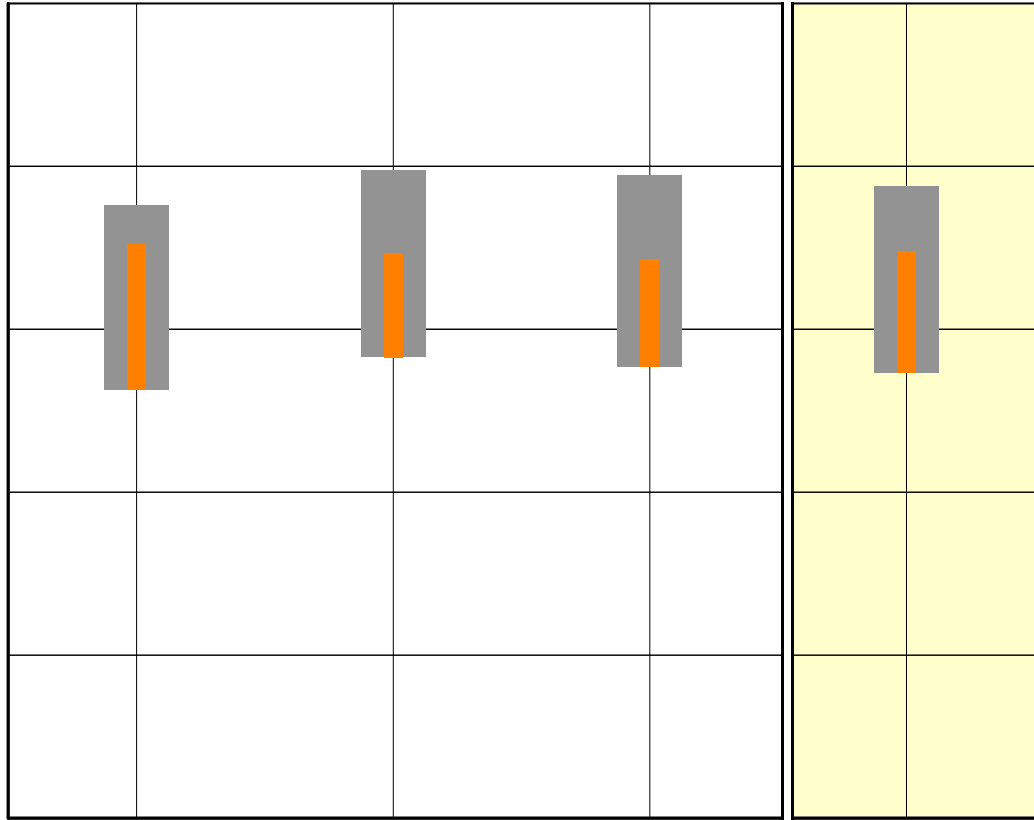
Affect of Service

Information Control

Library as Place

Overall:



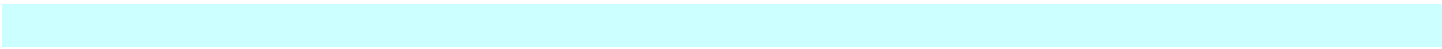


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Overall:

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

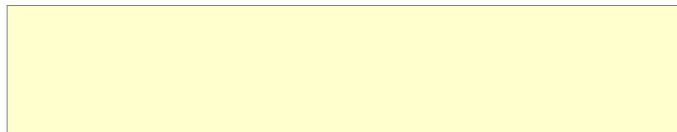


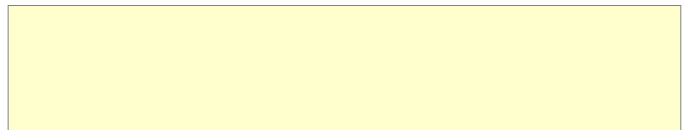
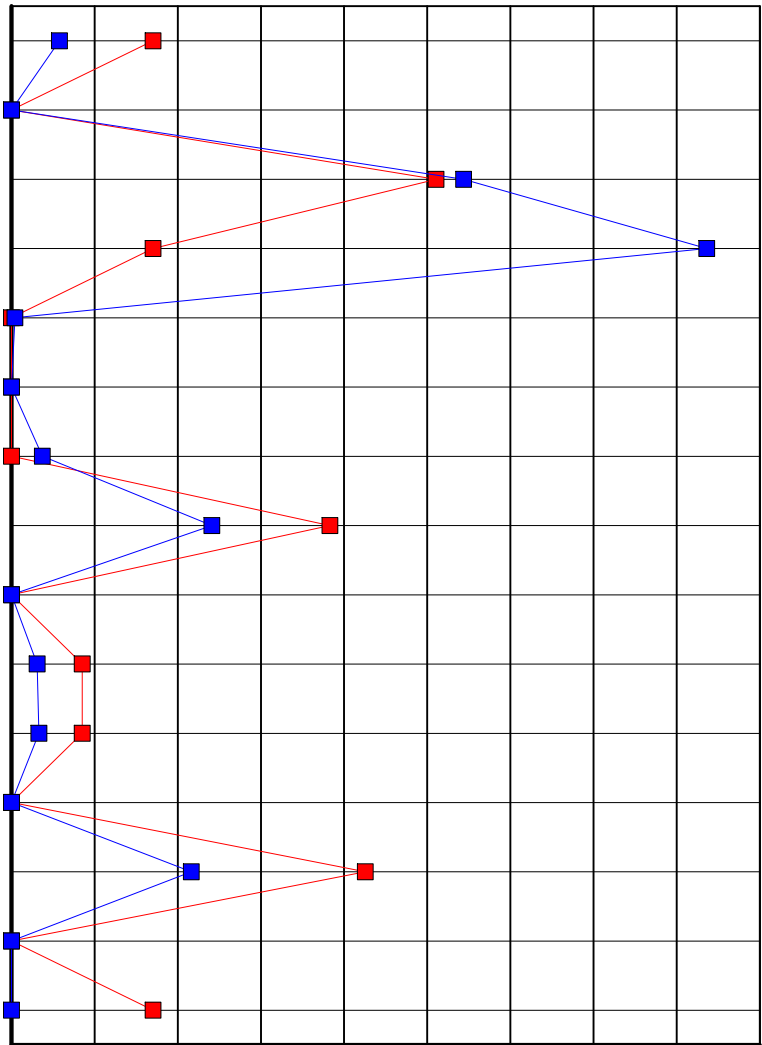
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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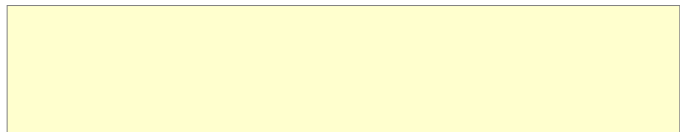
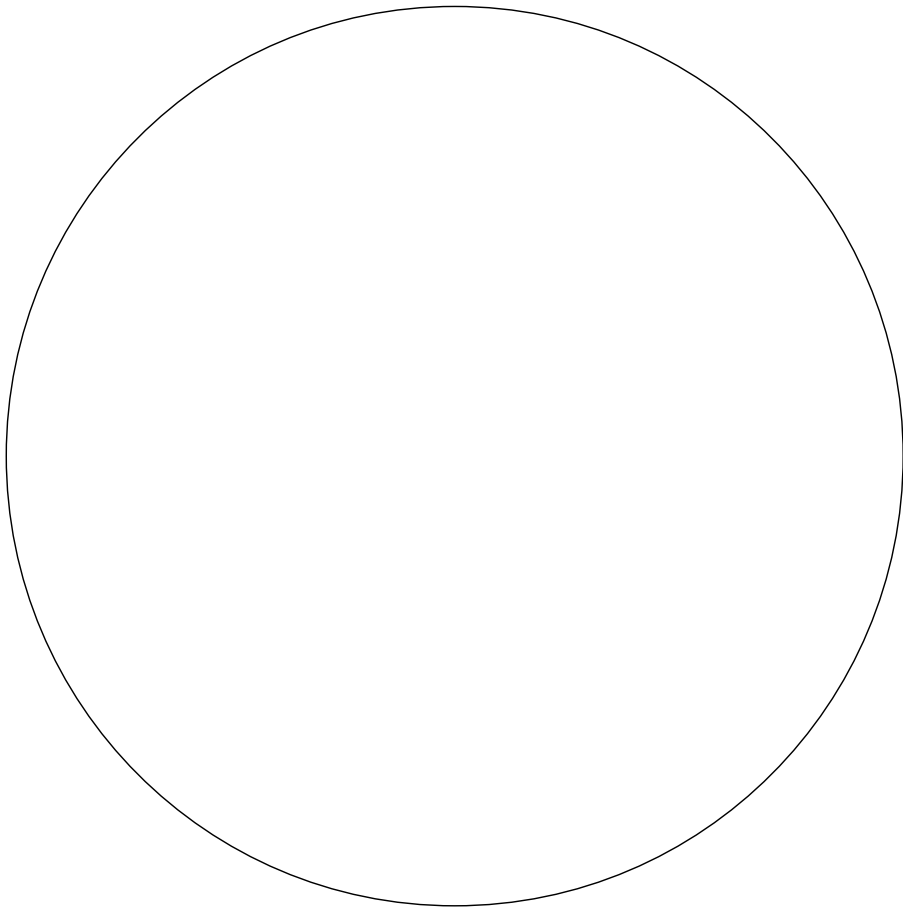
Satisfaction Question	Mean	SD	n
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	Respondents n	Respondents %



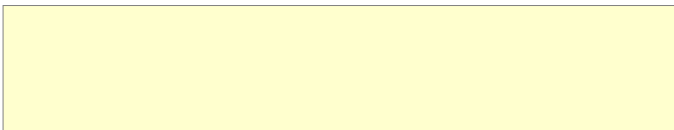
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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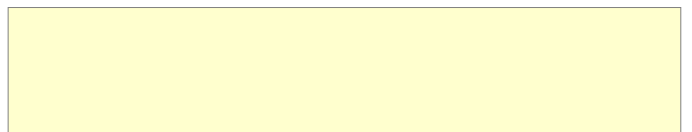
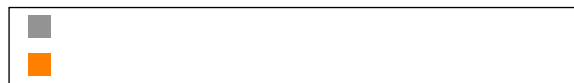
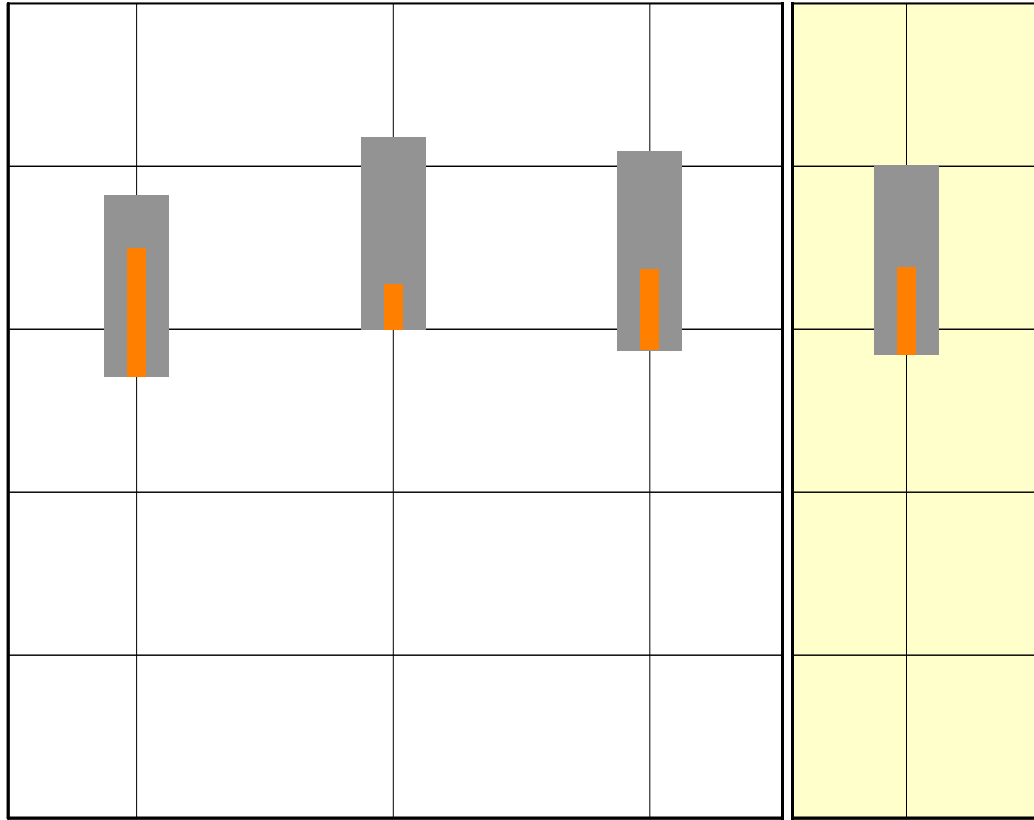
Affect of Service

Information Control

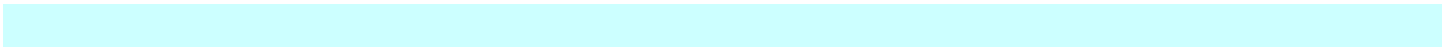
Library as Place

Overall:



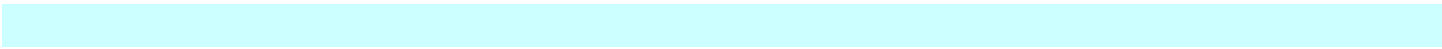


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Overall:

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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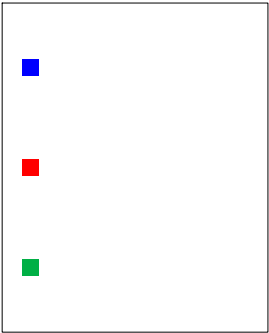
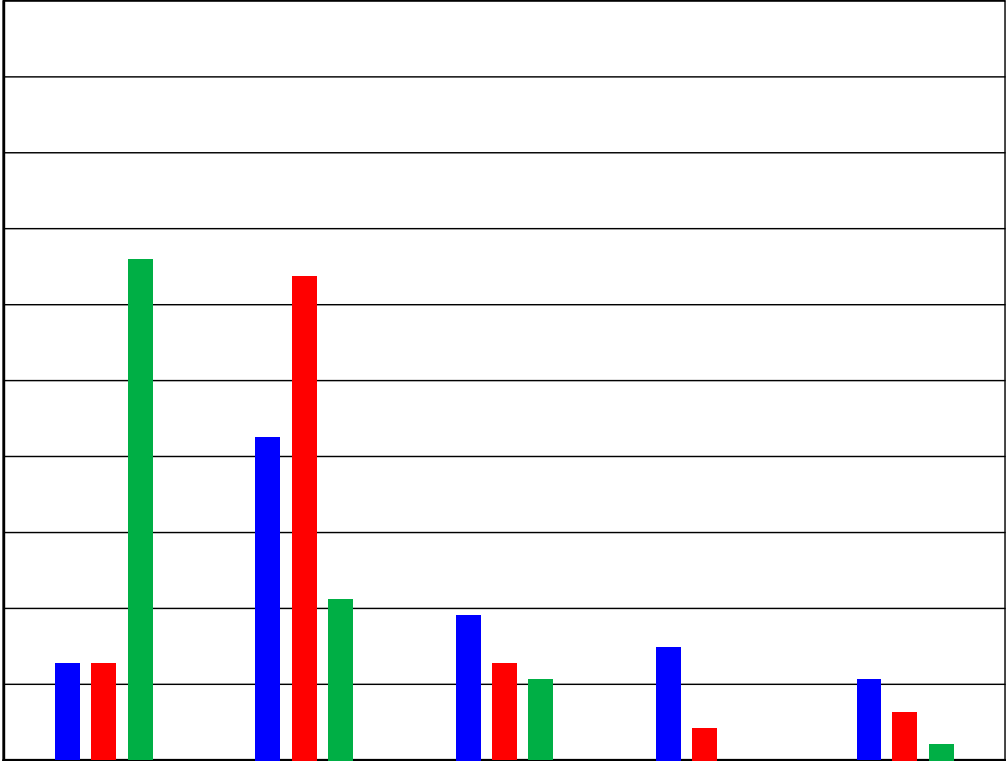
Information Literacy Outcomes Questions	Mean	SD	n
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[Redacted]

[Redacted]

[Redacted]

[Redacted]



Daily

Weekly

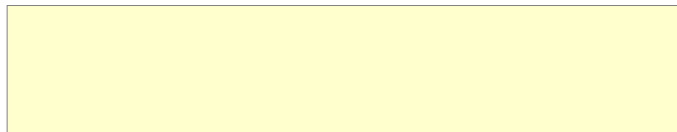
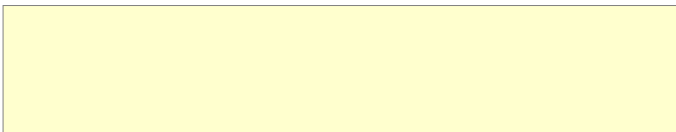
Monthly

Quarterly

Never

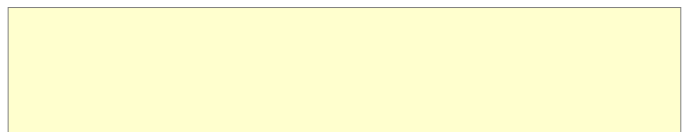
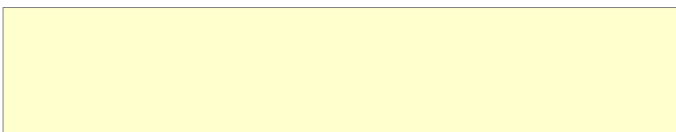
n / %

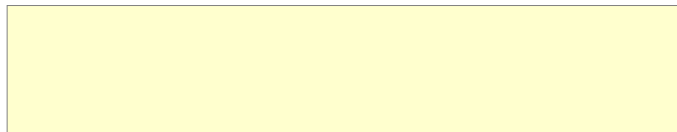
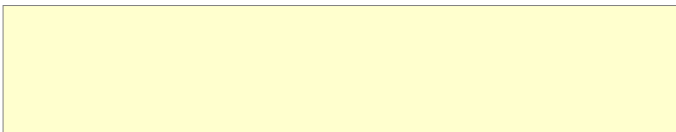




Age	Respondents n	Respondents %
Total:	48	100.00%

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

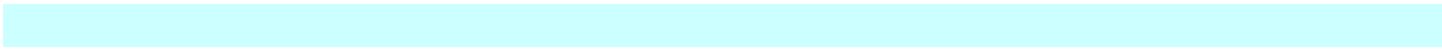
Information Control

Library as Place

Overall:

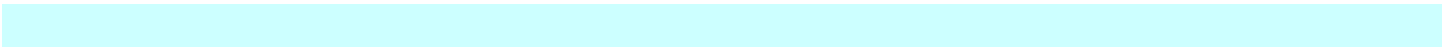


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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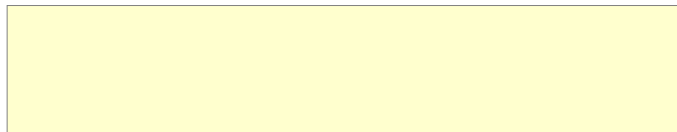
Overall:

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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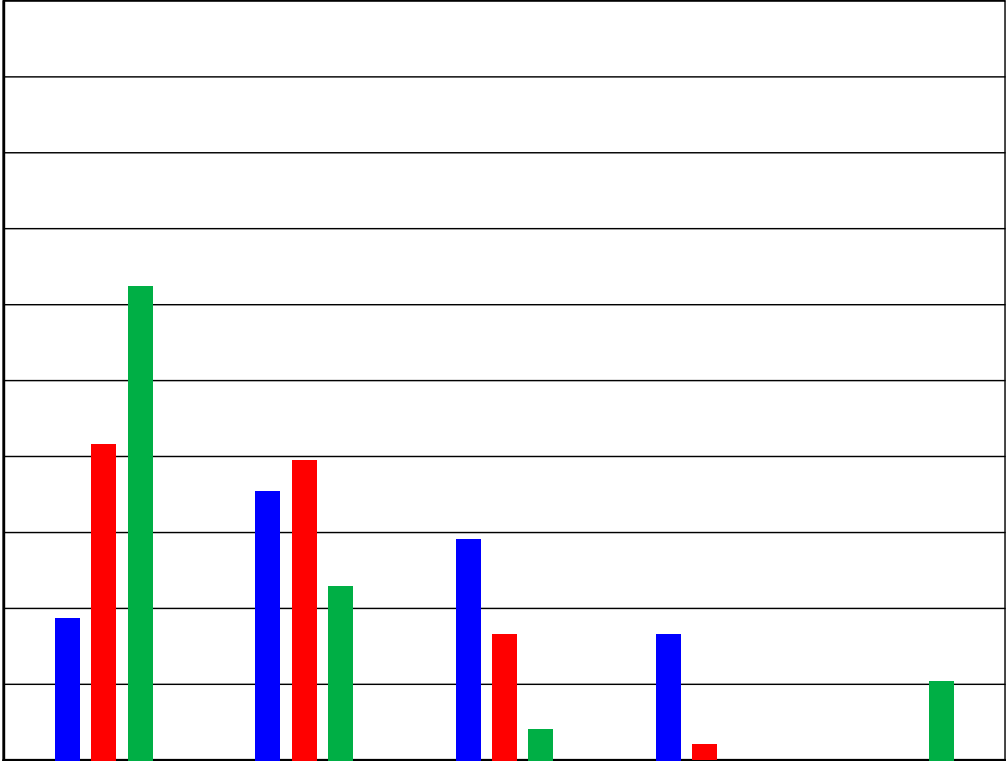
Information Literacy Outcomes Questions	Mean	SD	n
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Daily Weekly Monthly Quarterly



