

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?

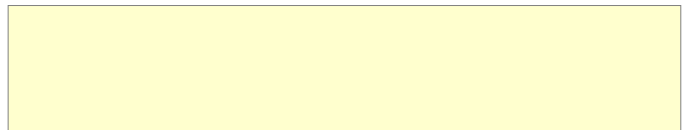
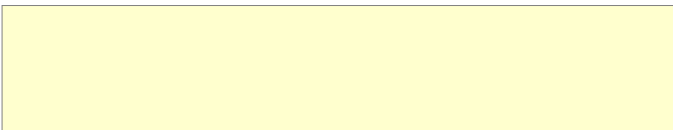
How to read a radar chart

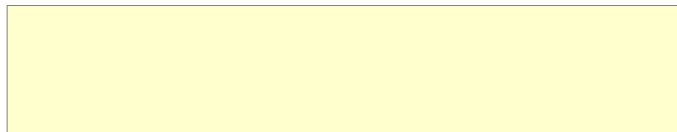
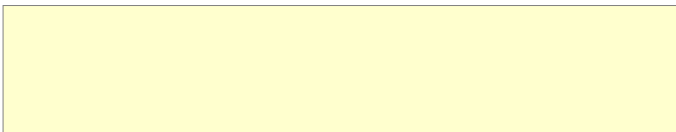
Means

Standard Deviation

Service Adequacy

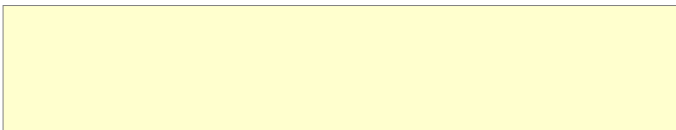
Service Superiority







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

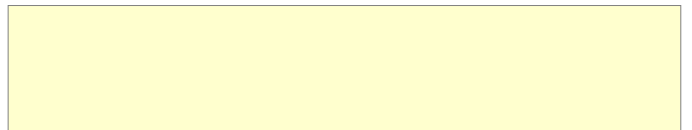
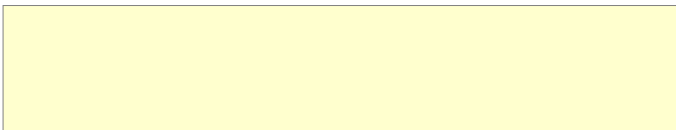
Minimum Response Rates.

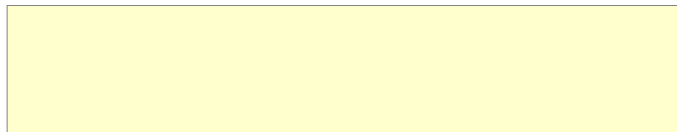
Representativeness Versus Response Rate.

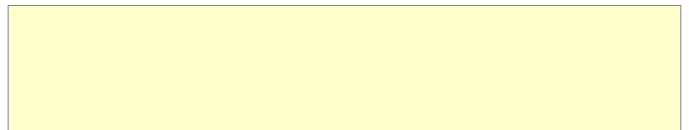
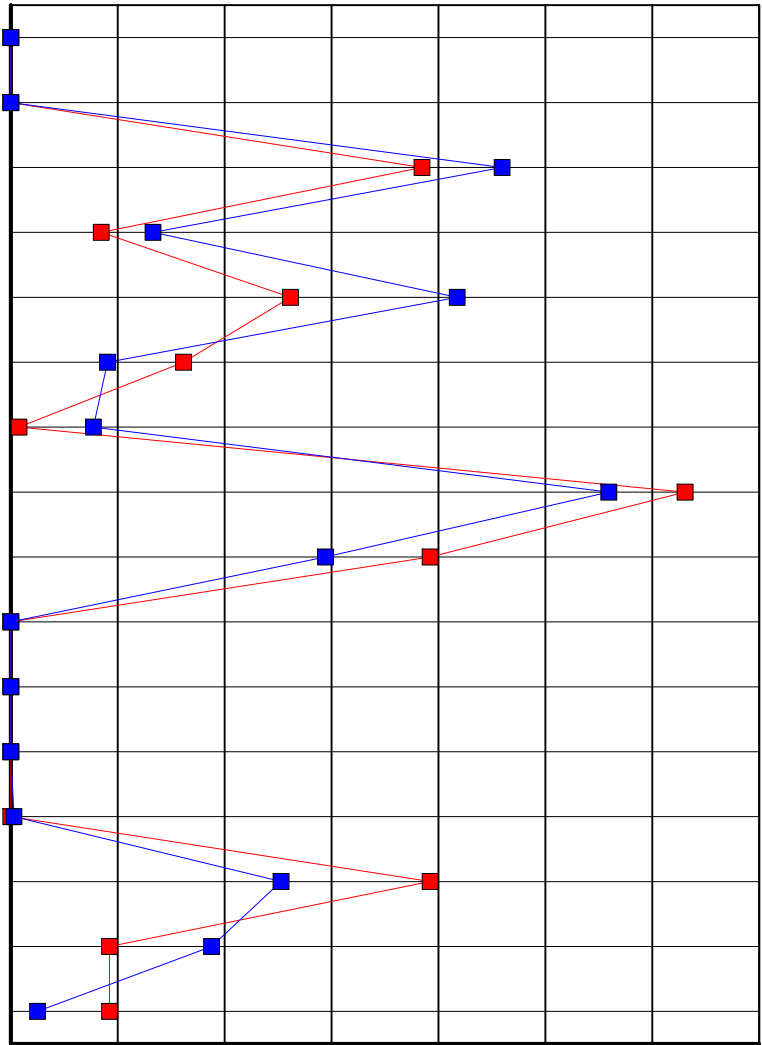
Alpha University

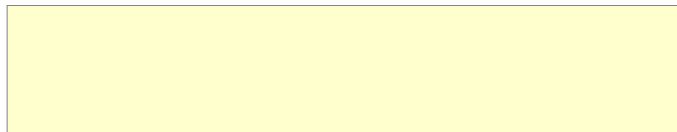
Omega University

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

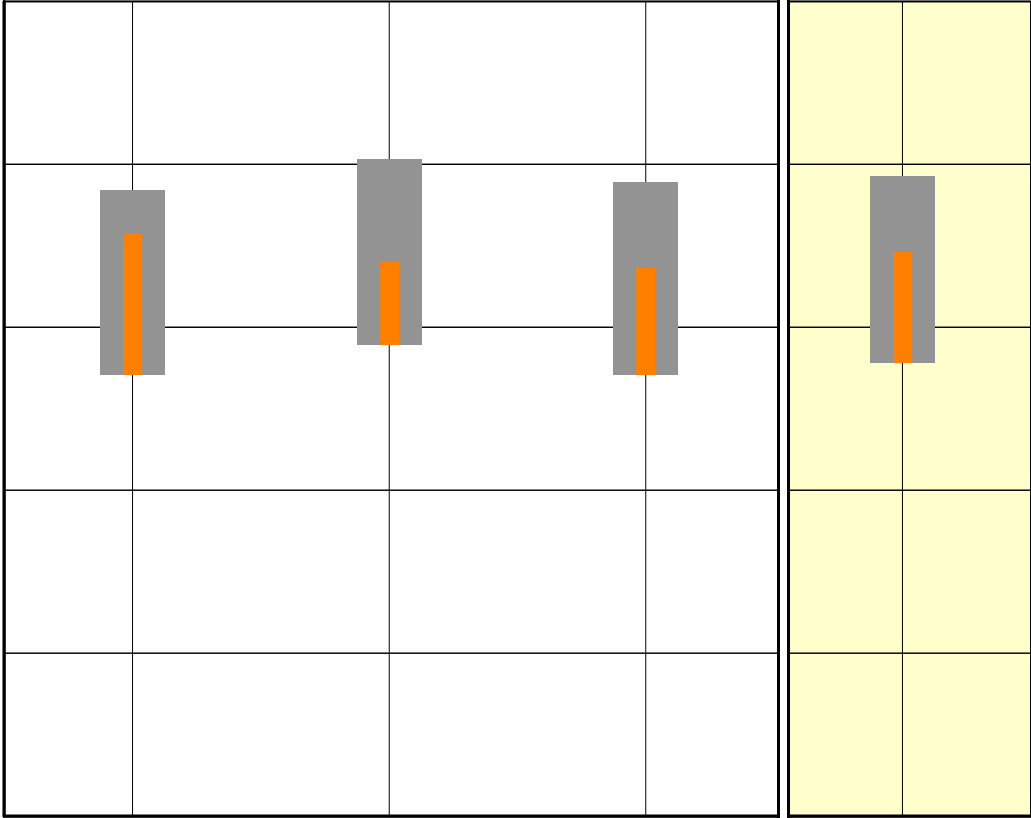
Cyan bar

Cyan bar

Yellow bar

Yellow box

Yellow box









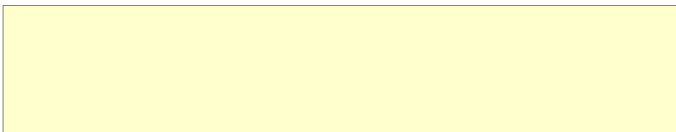
Satisfaction Question	Mean	SD	n
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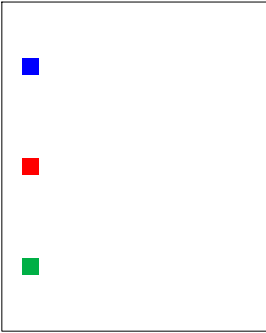
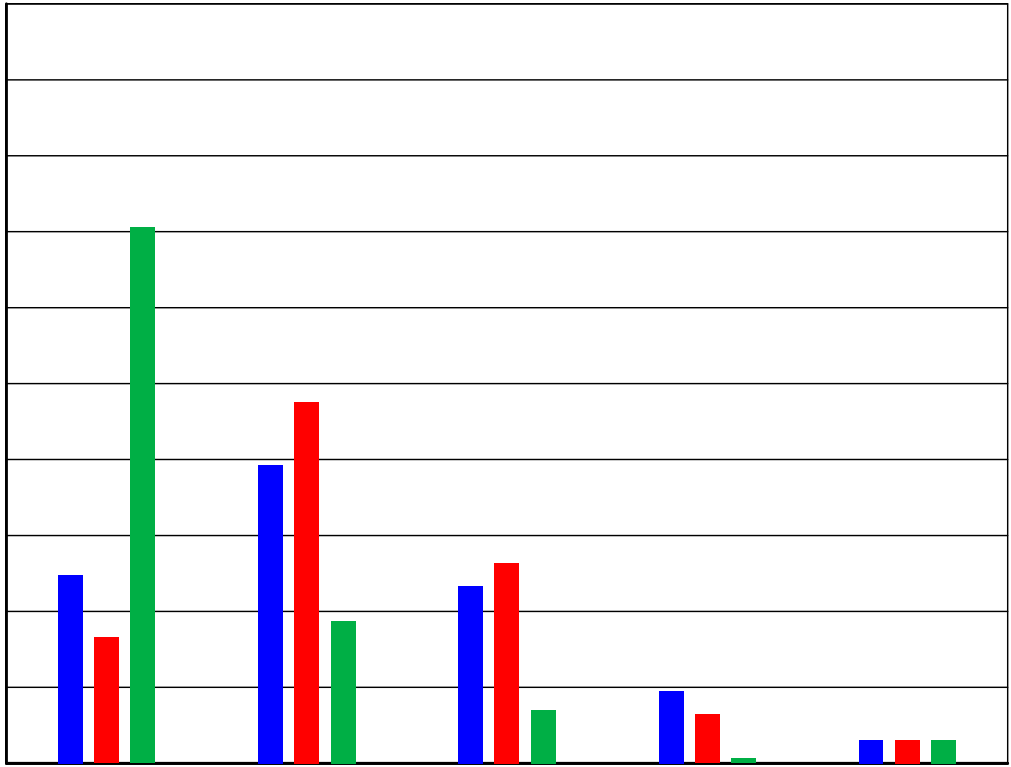
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Information Literacy Outcomes Questions	Mean	SD	n
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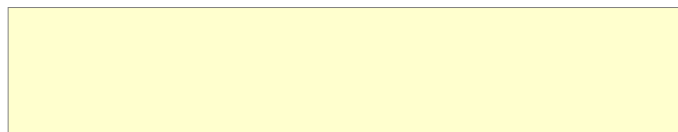
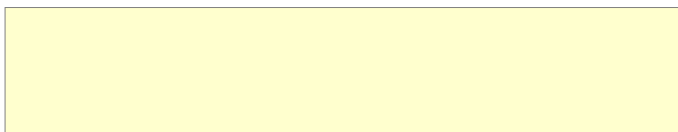
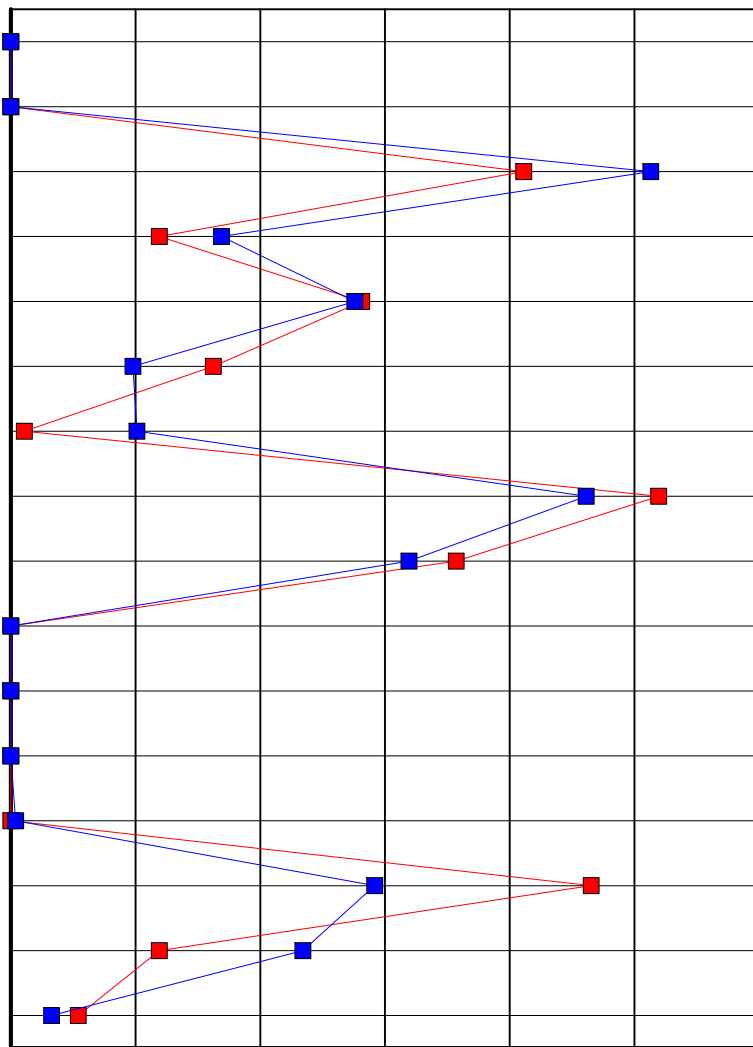
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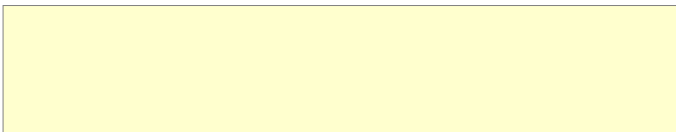
Daily Weekly Monthly Quarterly Never n / %

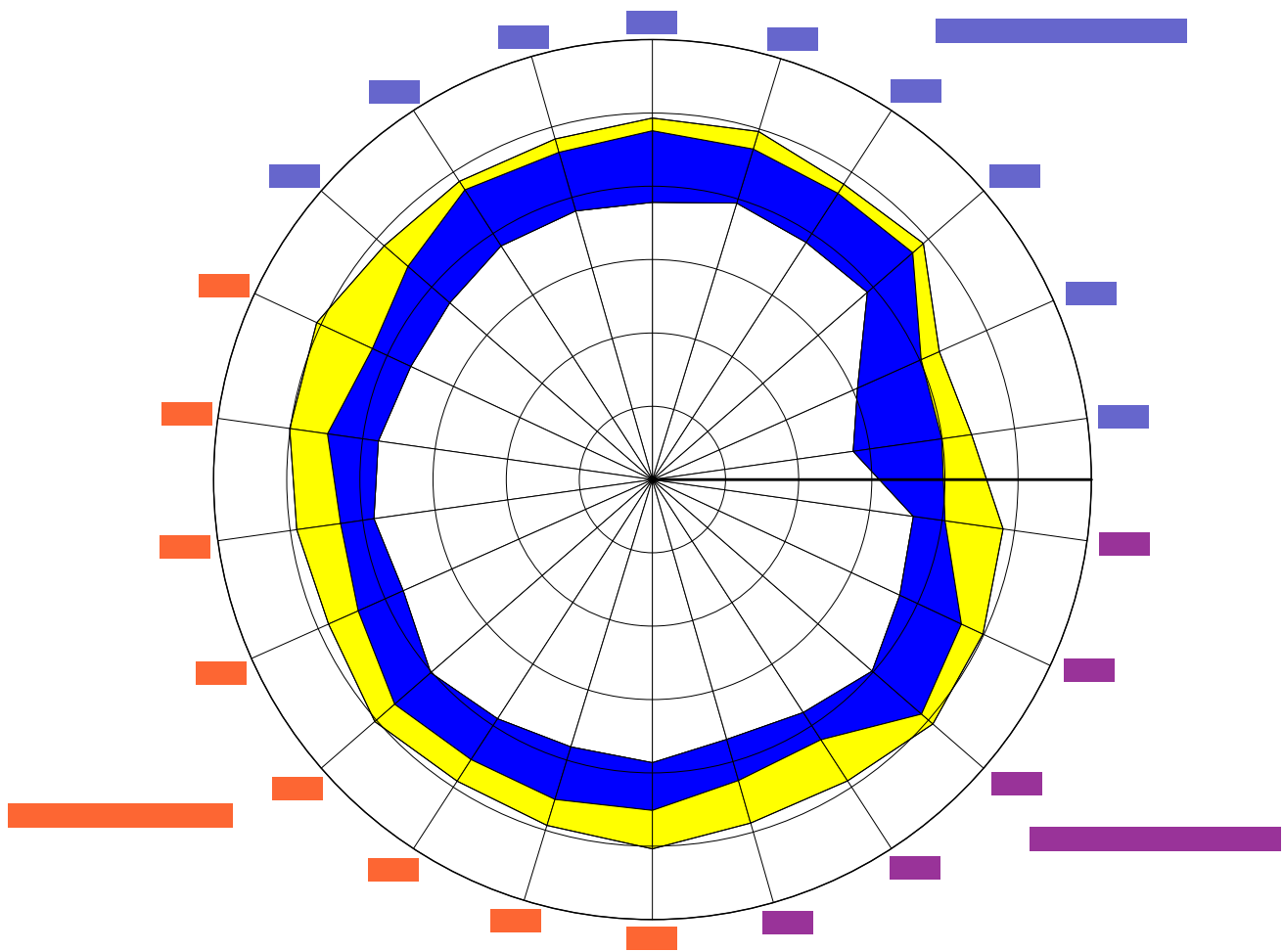




Age	Respondents n	Respondents %
Total:	231	100.00%

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





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

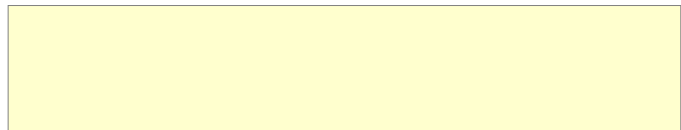
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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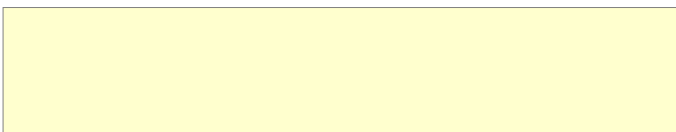
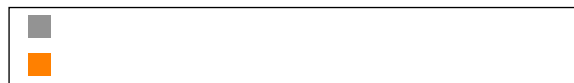
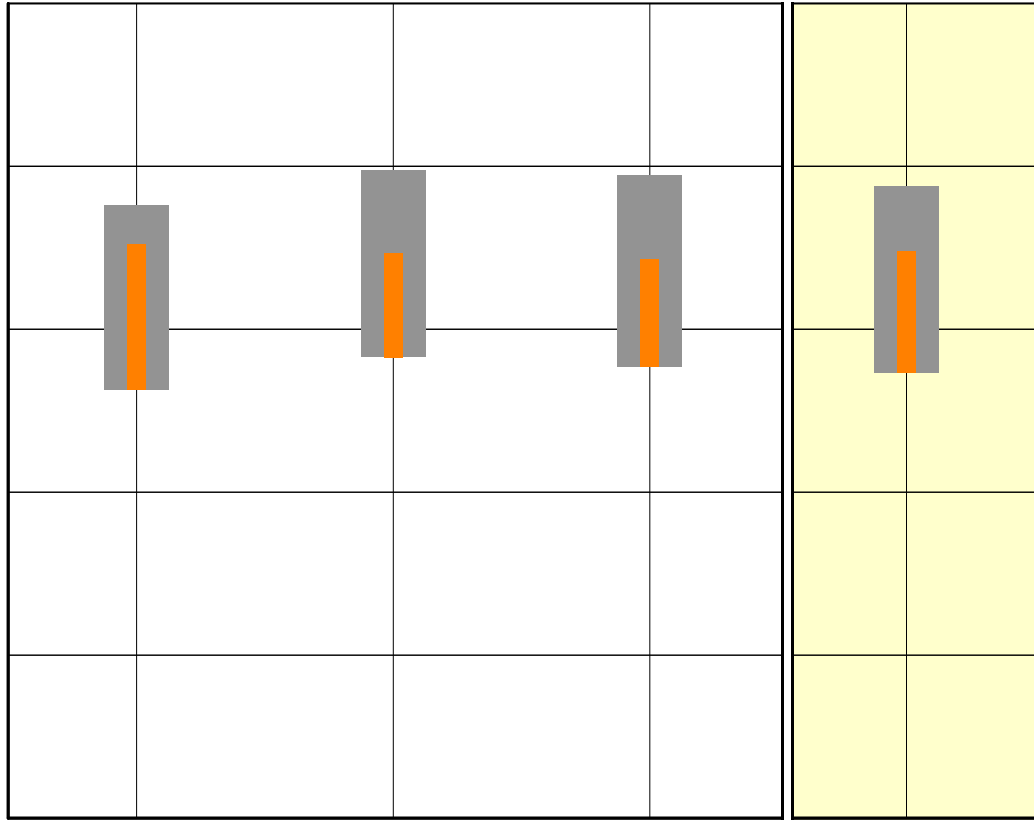
Affect of Service

Information Control

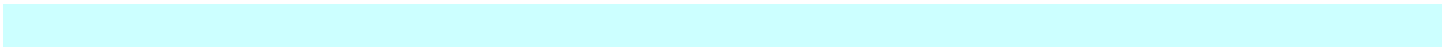
Library as Place

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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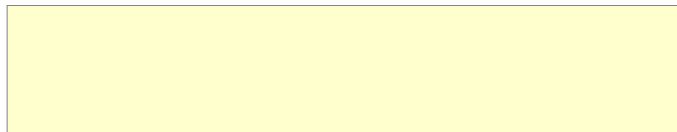
Overall:

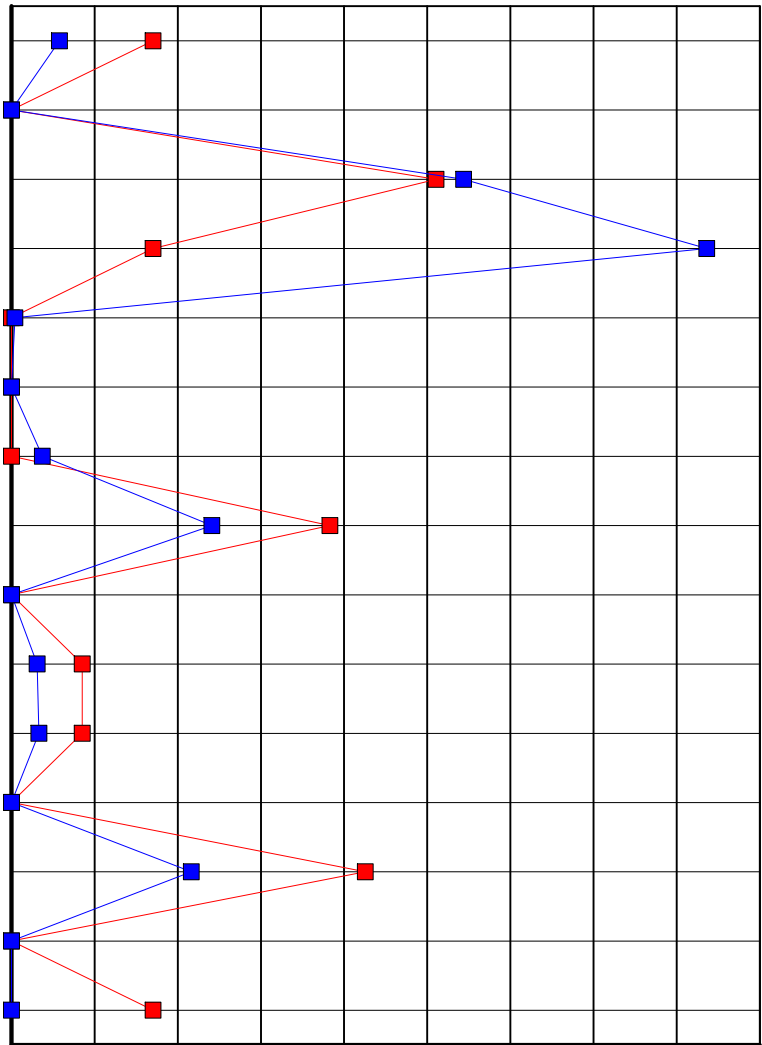


Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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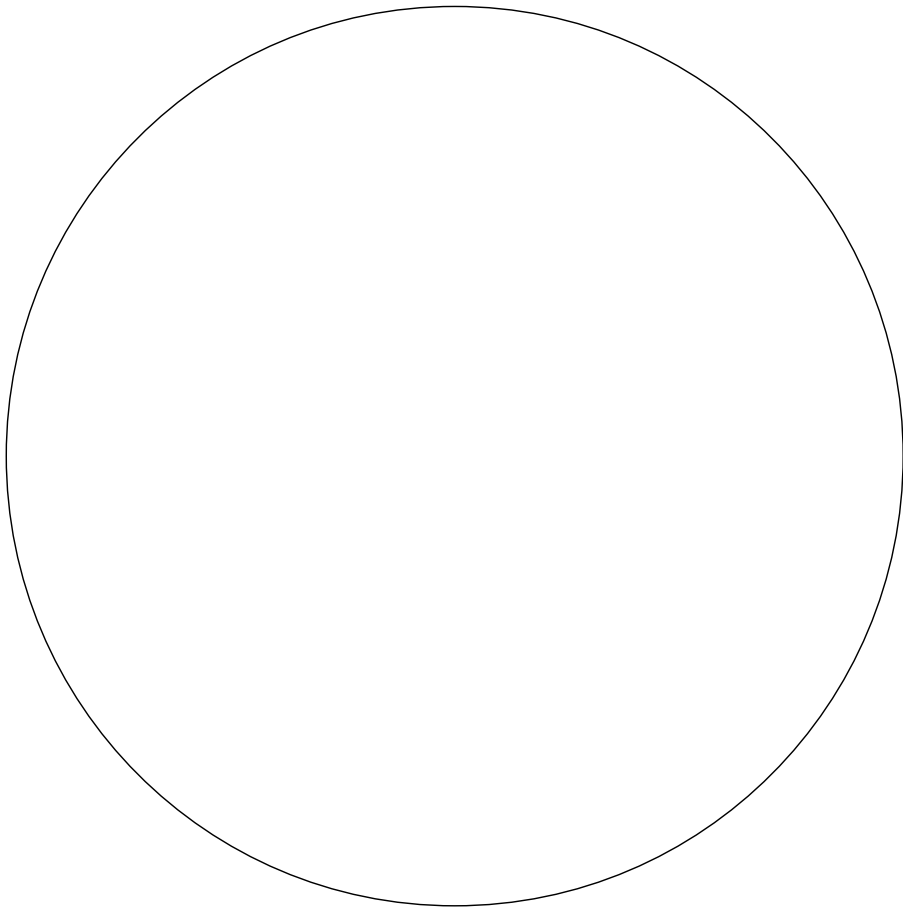
Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Satisfaction Question	Mean	SD	n
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	Respondents n	Respondents %



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

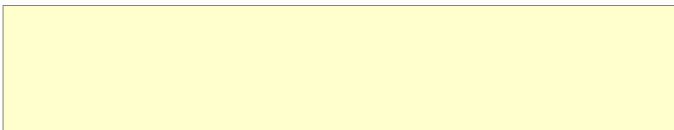
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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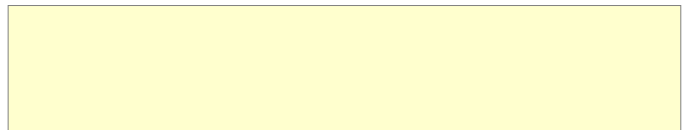
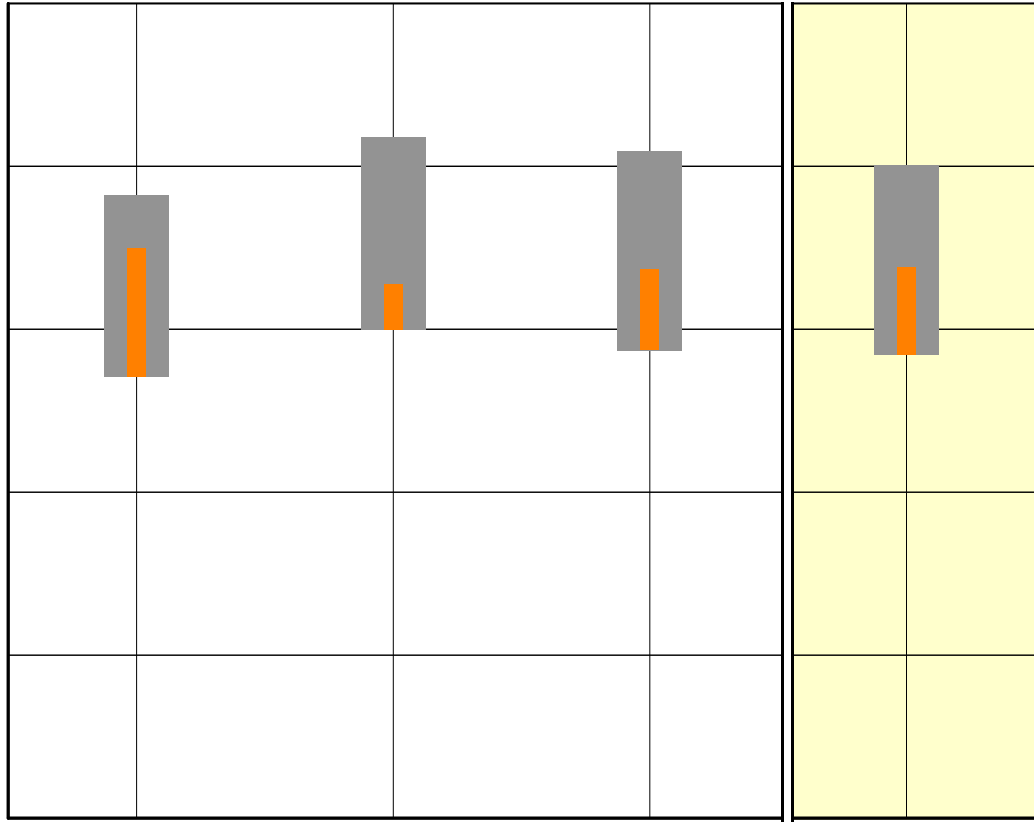
Affect of Service

Information Control

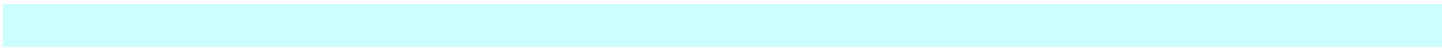
Library as Place

Overall:





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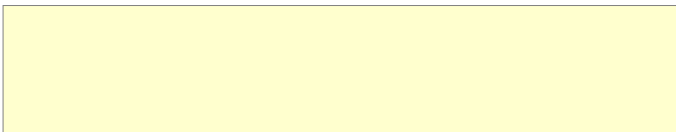


Overall:

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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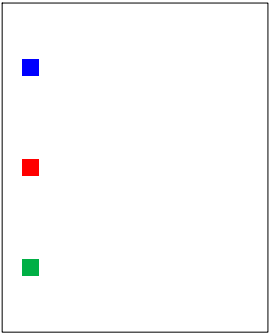
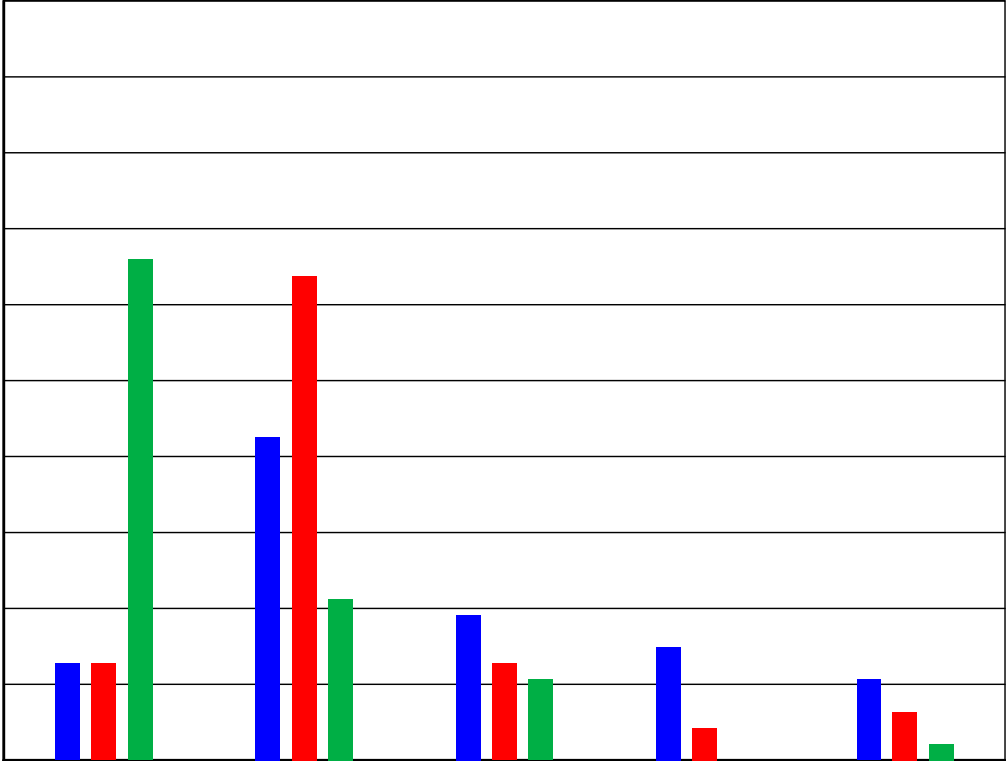
Information Literacy Outcomes Questions	Mean	SD	n
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[Redacted]

[Redacted]

[Redacted]



Daily

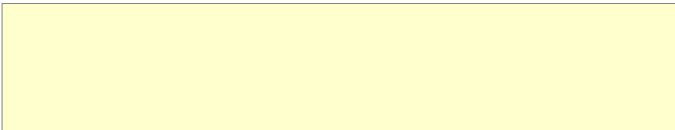
Weekly

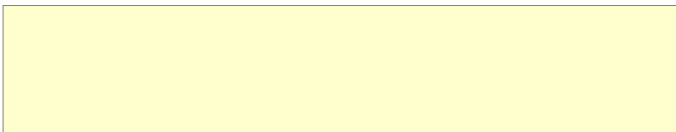
Monthly

Quarterly

Never

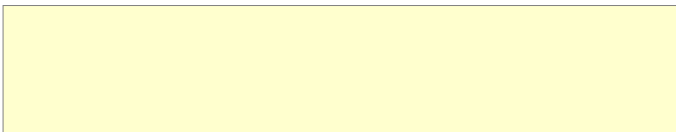
n / %

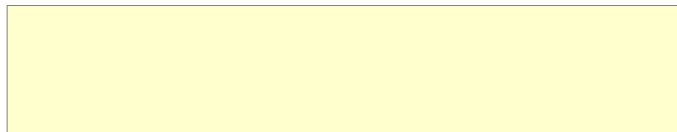
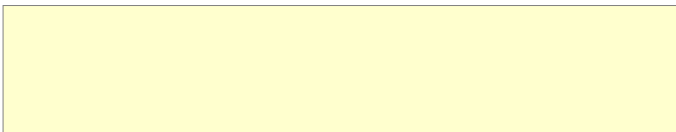




Age	Respondents n	Respondents %
Total:	48	100.00%

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





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

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

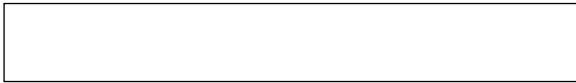
Information Control

Library as Place

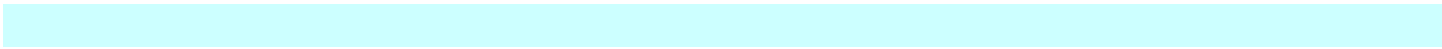
Overall:







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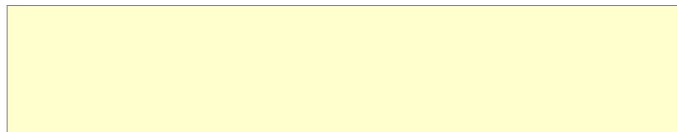
Overall:

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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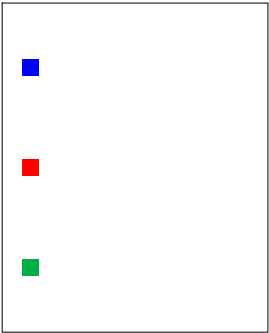
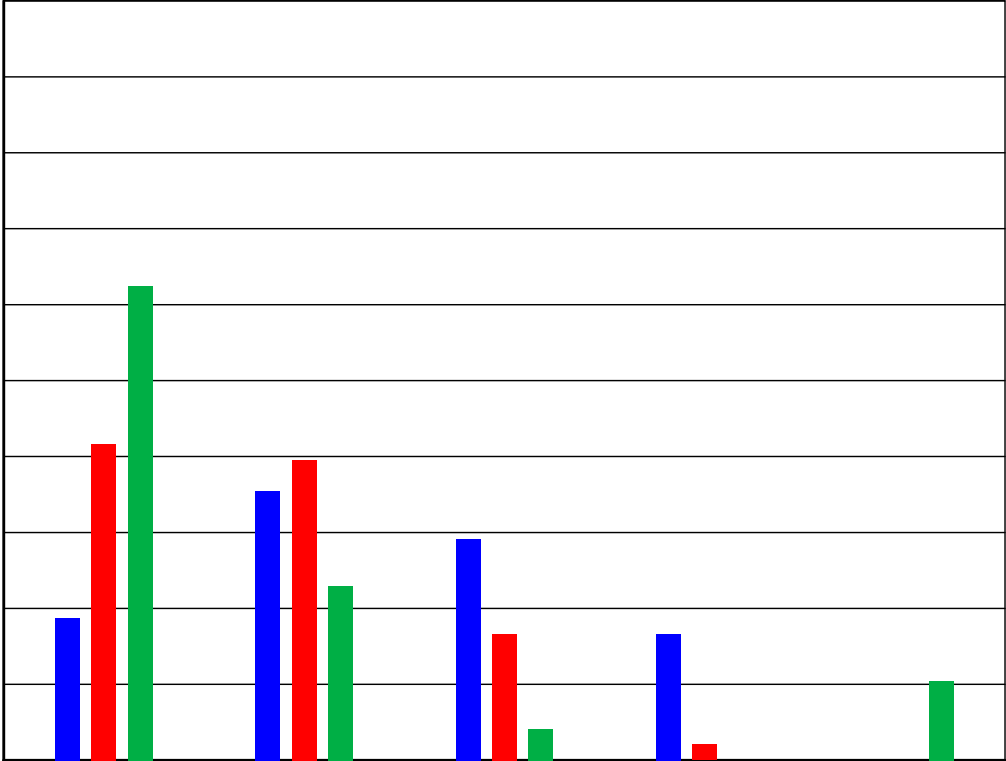
Information Literacy Outcomes Questions	Mean	SD	n
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[Redacted]

[Redacted]

[Redacted]



Daily

Weekly

Monthly

Quarterly



