

What is LibQUAL+™?

What are the origins of the LibQUAL+<sup>™</sup> 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+<sup>™</sup> 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+<sup>™</sup> Interactive Statistics

<http://www.libqual.org/> <http://www.statsqual.org/> <http://www.arl.org/stats/>

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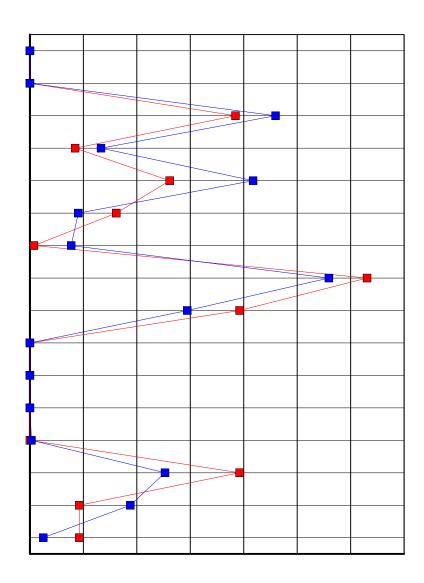
References

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User Group		Respondent n	Respondent %
Undergraduate			
	- Sub Total:		
Graduate			
	- Sub Total:		
Faculty			
	- Sub Total:		
Library Staff			
	-		
Staff	Sub Total:		
	-		
	Sub Total:		
Total:		326	100.00%



User Sub-Group	Population N	Population %	Respondents n	Respondents %	%N - %n





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

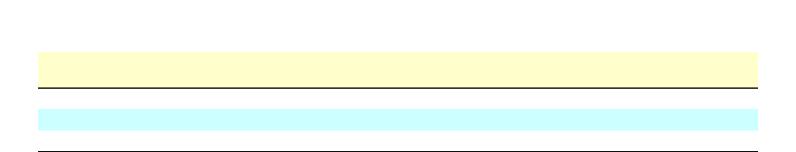
	Deputation	Deputation	Despendents	Despendents	
Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Total:	5,113	100.00%	325	100.00%	0.00%

Age	Respondents n	
Aye	11	/0
Total:	326	100.009

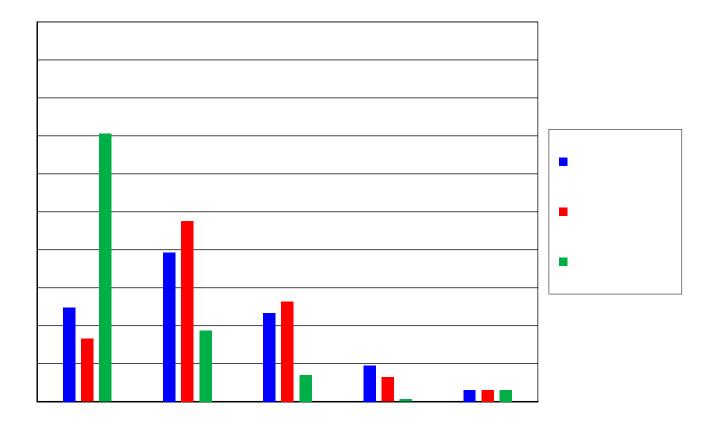
Sex	Population N	Population %	Respondents n	Respondents %
Total:	5,105	100.00%	326	100.00%







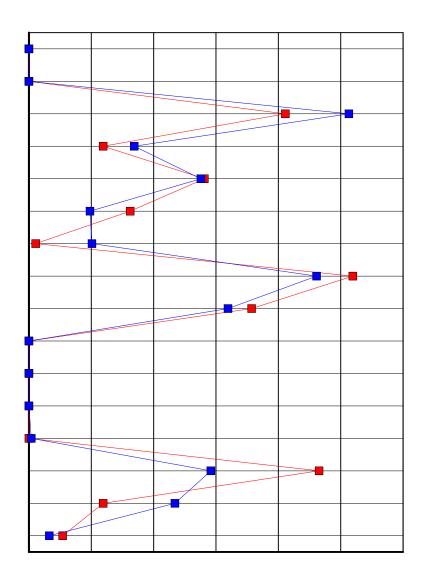
Satisfaction Question	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n















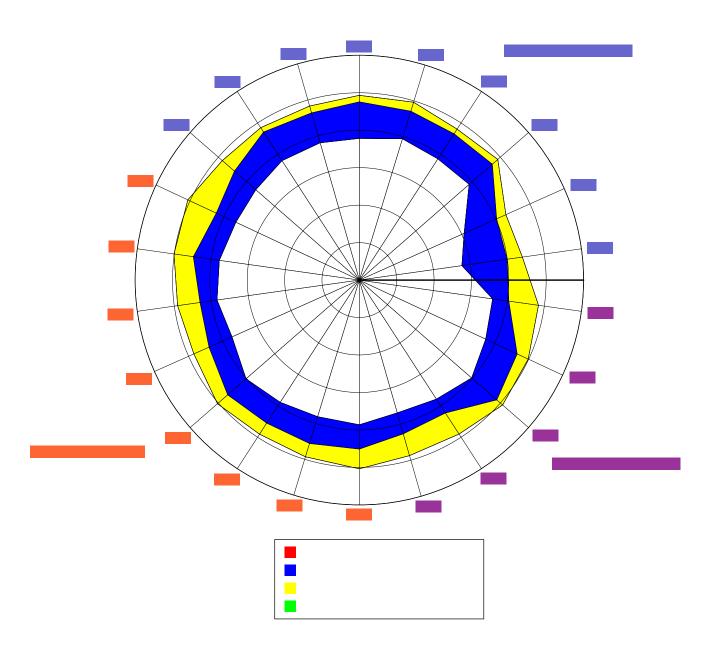
	Population	Population	Respondents	Respondents	
Discipline	N	%	n	%	%N - %n
Total:	3,907	100.00%	231	100.00%	0.00%


	Population	Population	Respondents	Respondents	
Discipline	N	%	n	Kespondents %	%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						
Inform	nation Control						

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
	of Service						
Inform	nation Control						
Libra	ry as Place						
Ove	rall:						
2 10							





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

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

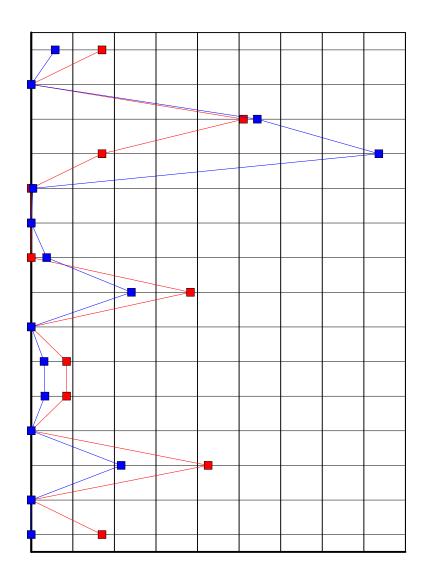
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

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

Satisfaction Question	Mean	SD	n

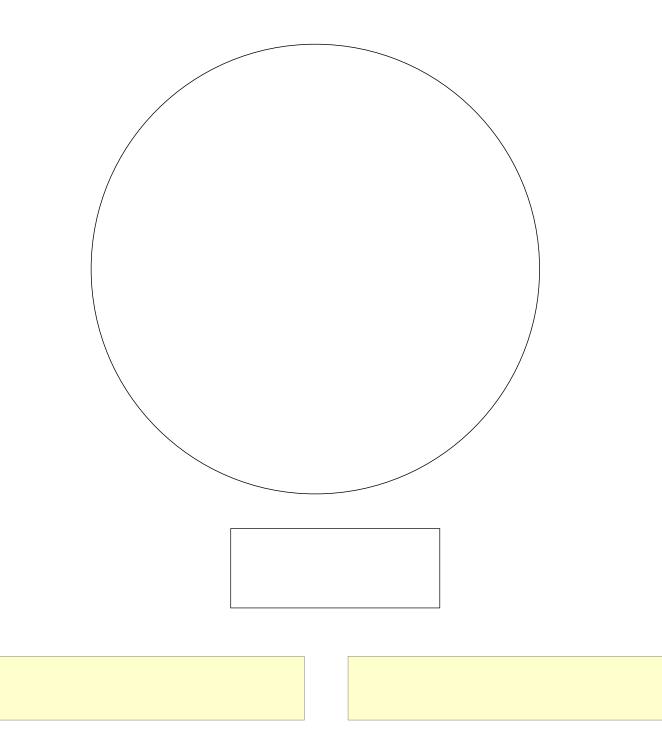


Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Total:	971	100.00%	47	100.00%	0.00%



Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
2.00.p0					
Total:	971	100.00%	47	100.00%	0.00%

Respondents n	Respondents %



		Minimum	Desired	Perceived	Adequacy	Superiority	
ID	Question Text	Mean	Mean	Mean	Mean	Mean	n
Affect	of Service						
Inforr	nation Control						
Libra	ry as Place						

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
	of Service						
Inform	nation Control						
Libra	ry as Place						
Over	call						
Over	un						



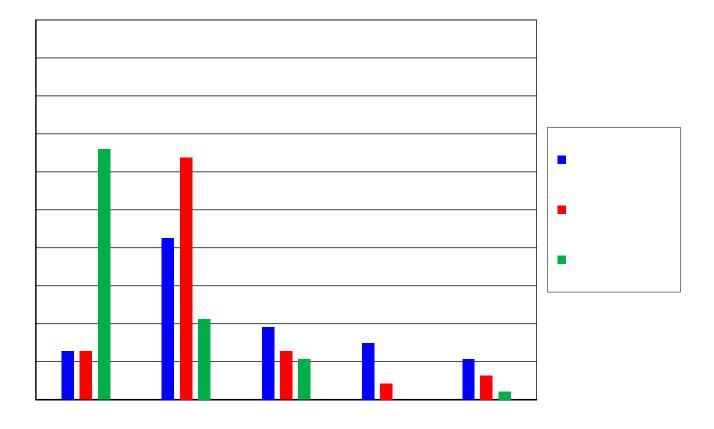
Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Overall:						

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

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

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

Satisfaction Question	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n



Daily	Weekly	Monthly	Quarterly	Never	n / %



Discipling	Population N	Population %	Respondents	Respondents %	%N - %n
Discipline	IN	70	n	70	70IN - 70II
Total:	235	100.00%	47	100.00%	0.00%

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		1	

Age	Respondents n	Respondents %
Total:	48	100.00%

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





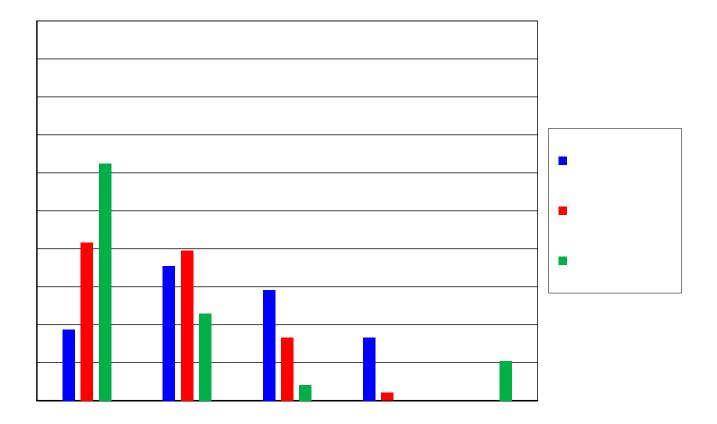
		Minimum	Desired	Perceived	Adequacy	Superiority	
ID	Question Text	Mean	Mean	Mean	Mean	Mean	n
Affect	of Service						
Inform	nation Control						
morn							
Librar	y as Place						
Over	all:						

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
	of Service						
Inform	nation Control						
Libra	ry as Place						
Ove	rall:						

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

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

Satisfaction Question	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n
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Information Literacy Outcomes Questions	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n
Information Literacy Outcomes Questions	Mean	SD	n



Daily

Weekly Monthly

Quarterly

LibQUAL+<sup>™</sup> 2004 - 2006 Dimensions

