LibQUAL+®

2012 Survey

Library Branch Analysis

Philadelphia College of Osteopathic Medicine - PA Campus

Contributors

Colleen Cook
McGill University

David Green
Association of Research Libraries

Fred Heath
University of Texas

Martha Kyrillidou
Association of Research Libraries

Bruce Thompson
Texas A&M University

Gary Roebuck
Association of Research Libraries

Association of Research Libraries / Texas A&M University

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2   Demographic Summary for Philadelphia College of Osteopathic Medicine - PA Campus

2.1   Respondents by User Group Philadelphia College of Osteopathic Medicine - PA Campus

User Group	Respondent n	Respondent %
Undergraduate		
First year	94	12.72%
Second year	76	10.28%
Third year	57	7.71%
Fourth year	44	5.95%
Fifth year and above	8	1.08%
Non-degree	8	1.08%
Sub Total:	287	38.84%
Graduate		
Masters	123	16.64%
Doctoral	218	29.50%
Non-degree or Undecided	12	1.62%
Sub Total:	353	47.77%
Faculty		
Adjunct Faculty	1	0.14%
Assistant Professor	17	2.30%
Associate Professor	9	1.22%
Lecturer	1	0.14%
Professor	23	3.11%
Other Academic Status	5	0.68%
Sub Total:	56	7.58%
Library Staff		
Administrator	0	0.00%
Manager, Head of Unit	0	0.00%
Public Services	1	0.14%
Systems	0	0.00%
Technical Services	2	0.27%
Other	0	0.00%
Sub Total:	3	0.41%
Staff		
Administrator/Manager	15	2.03%
Basic Science Staff (non-faculty)	2	0.27%
Clerical Staff (non-exempt)	5	0.68%
Clinical Staff (non-faculty)	0	0.00%
Resident, Fellow, or Intern	7	0.95%
Technical Support Staff	0	0.00%
Other staff positions	11	1.49%
Sub Total:	40	5.41%
Total:	**739**	**100.00%**

Language: English (American)
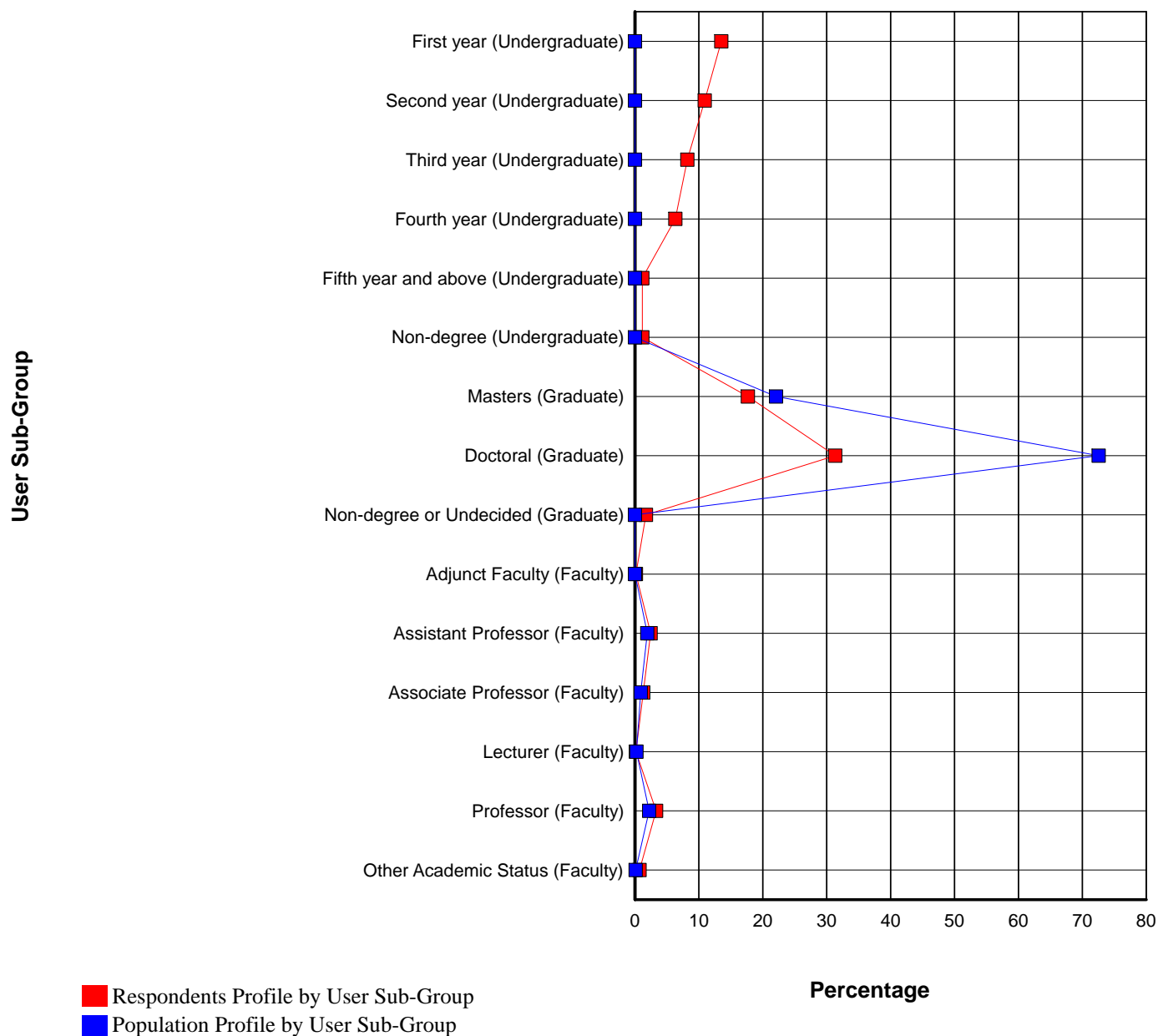Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: All

2.2   Population and Respondents by User Sub-Group

The chart and table below show a breakdown of survey respondents by sub-group (e.g. First year, Masters, Professor), based on user responses to the demographic questions at the end of the survey instrument and the demographic data provided by institutions in the online Representativeness section*.

The chart maps the percentage of respondents for each user subgroup in red. Population percentages for each user subgroup are mapped in blue. The table shows the number and percentage for each user sub-group for the general population (N) and for survey respondents (n).

Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

■ Respondents Profile by User Sub-Group
■ Population Profile by User Sub-Group

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: All (Excluding Library Staff, Staff)

User Sub-Group	Population N	Population %	Respondents n	Respondents %	%N - %n
First year (Undergraduate)	0	0.00	94	13.51	-13.51
Second year (Undergraduate)	0	0.00	76	10.92	-10.92
Third year (Undergraduate)	0	0.00	57	8.19	-8.19
Fourth year (Undergraduate)	0	0.00	44	6.32	-6.32
Fifth year and above (Undergraduate)	0	0.00	8	1.15	-1.15
Non-degree (Undergraduate)	0	0.00	8	1.15	-1.15
Masters (Graduate)	564	22.07	123	17.67	4.39
Doctoral (Graduate)	1,854	72.54	218	31.32	41.21
Non-degree or Undecided (Graduate)	0	0.00	12	1.72	-1.72
Adjunct Faculty (Faculty)	0	0.00	1	0.14	-0.14
Assistant Professor (Faculty)	49	1.92	17	2.44	-0.53
Associate Professor (Faculty)	23	0.90	9	1.29	-0.39
Lecturer (Faculty)	6	0.23	1	0.14	0.09
Professor (Faculty)	57	2.23	23	3.30	-1.07
Other Academic Status (Faculty)	3	0.12	5	0.72	-0.60
Total:	**2,556**	**100.00**	**696**	**100.00**	**0.00**

2.3   Population and Respondents by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*.

This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

■ Respondent Profile by Discipline
■ Population Profile by Discipline

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
User Group: **All (Excluding Library Staff, Staff)**

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Graduate School	205	7.31	55	7.91	-0.61
Hospital / Health System	0	0.00	0	0.00	0.00
Other	54	1.92	12	1.73	0.20
School of Allied Health Professions	116	4.13	65	9.35	-5.22
School of Dentistry	0	0.00	0	0.00	0.00
School of Education	0	0.00	0	0.00	0.00
School of Law	0	0.00	0	0.00	0.00
School of Medicine	1,555	55.42	441	63.45	-8.04
School of Nursing	0	0.00	0	0.00	0.00
School of Optometry	0	0.00	0	0.00	0.00
School of Pharmacy	196	6.99	0	0.00	6.99
School of Professional Psychology	430	15.32	110	15.83	-0.50
School of Public Health	0	0.00	0	0.00	0.00
School of Social Work	0	0.00	0	0.00	0.00
School of Veterinary Medicine	0	0.00	0	0.00	0.00
Shared Services / Library	250	8.91	12	1.73	7.18
Total:	**2,806**	**100.00**	**695**	**100.00**	**0.00**

2.4   Population and Respondents by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*.

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

■ Respondents Profile by User Sub-Group
■ Population Profile by User Sub-Group

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
User Group: **All (Excluding Library Staff, Staff)**

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Biomedical Sciences	205	7.31	55	7.91	-0.61
Forensic Medicine	54	1.92	12	1.73	0.20
Osteopathic Medicine	1,555	55.42	441	63.45	-8.04
Pharmacy	196	6.99	0	0.00	6.99
Physician Assistant Studies	116	4.13	65	9.35	-5.22
Psychology	430	15.32	110	15.83	-0.50
Staff	250	8.91	12	1.73	7.18
Total:	**2,806**	**100.00**	**695**	**100.00**	**0.00**

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: All (Excluding Library Staff, Staff)

2.5   Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	50	6.79
23 - 30	521	70.79
31 - 45	91	12.36
46 - 65	68	9.24
Over 65	6	0.82
Total:	**736**	**100.00**

2.6   Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

Sex:	Population N	Population %	Respondents n	Respondents %
Female	1,418	55.48	446	60.60
Male	1,138	44.52	290	39.40
Total:	**2,556**	**100.00**	**736**	**100.00**

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
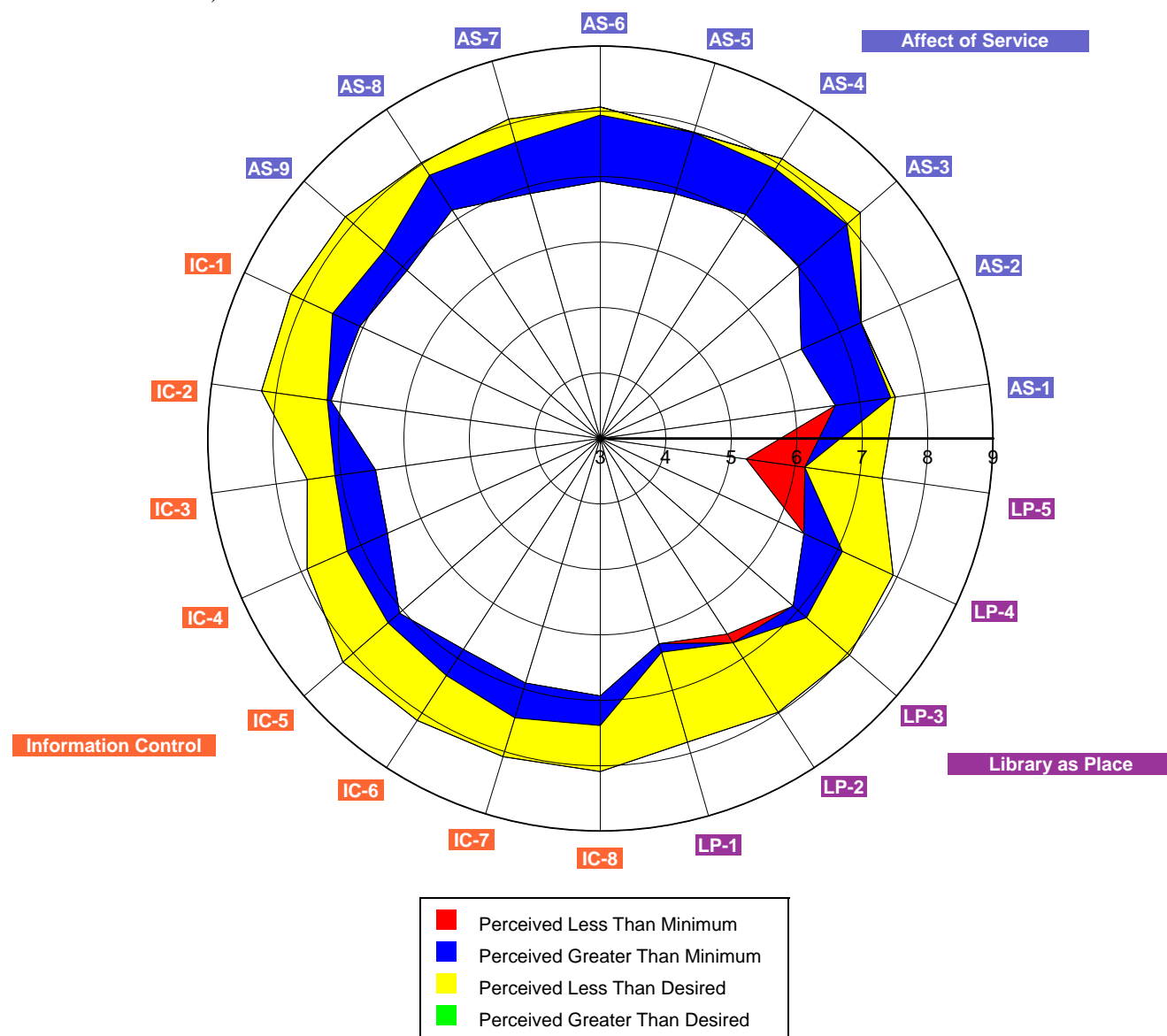User Group: All (Excluding Library Staff)

3. Survey Item Summary for Philadelphia College of Osteopathic Medicine - PA Campus

3.1   Core Questions Summary

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)

Legend:
- Perceived Less Than Minimum (red)
- Perceived Greater Than Minimum (blue)
- Perceived Less Than Desired (yellow)
- Perceived Greater Than Desired (green)

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: All (Excluding Library Staff)

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.63	7.55	7.48	0.86	-0.07	166
AS-2	Giving users individual attention	6.36	7.36	7.36	1.00	0.01	169
AS-3	Employees who are consistently courteous	7.02	8.26	7.99	0.97	-0.27	176
AS-4	Readiness to respond to users' questions	7.08	8.09	7.91	0.83	-0.18	158
AS-5	Employees who have the knowledge to answer user questions	6.91	7.89	7.89	0.98	0.01	178
AS-6	Employees who deal with users in a caring fashion	6.93	8.07	7.94	1.01	-0.12	721
AS-7	Employees who understand the needs of their users	6.89	8.08	7.71	0.81	-0.37	180
AS-8	Willingness to help users	7.16	8.02	7.80	0.63	-0.23	171
AS-9	Dependability in handling users' service problems	6.91	8.16	7.38	0.46	-0.79	173
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.05	8.22	7.51	0.46	-0.70	185
IC-2	A library Web site enabling me to locate information on my own	7.16	8.23	7.21	0.06	-1.01	231
IC-3	The printed library materials I need for my work	6.47	7.52	7.09	0.63	-0.43	192
IC-4	The electronic information resources I need	6.56	7.90	7.24	0.68	-0.67	721
IC-5	Modern equipment that lets me easily access needed information	7.07	8.21	7.30	0.23	-0.91	206
IC-6	Easy-to-use access tools that allow me to find things on my own	6.84	8.14	7.32	0.48	-0.82	214
IC-7	Making information easily accessible for independent use	6.91	8.08	7.46	0.56	-0.62	203
IC-8	Print and/or electronic journal collections I require for my work	6.93	8.09	7.39	0.45	-0.70	194
Library as Place							
LP-1	Library space that inspires study and learning	6.26	7.83	6.40	0.14	-1.43	695
LP-2	Quiet space for individual activities	6.72	7.99	6.56	-0.16	-1.42	158
LP-3	A comfortable and inviting location	6.90	8.04	7.17	0.27	-0.87	186
LP-4	A getaway for study, learning, or research	6.43	7.94	7.08	0.65	-0.85	185
LP-5	Community space for group learning and group study	6.15	7.35	5.25	-0.90	-2.10	168
Overall:		6.75	7.95	7.28	0.53	-0.67	736

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.68	1.51	1.50	1.55	1.29	166
AS-2	Giving users individual attention	2.12	1.78	1.56	1.69	1.47	169
AS-3	Employees who are consistently courteous	1.76	1.18	1.36	1.85	1.32	176
AS-4	Readiness to respond to users' questions	1.71	1.28	1.31	1.46	1.32	158
AS-5	Employees who have the knowledge to answer user questions	1.71	1.41	1.32	1.64	1.45	178
AS-6	Employees who deal with users in a caring fashion	1.77	1.28	1.33	1.78	1.35	721
AS-7	Employees who understand the needs of their users	1.68	1.15	1.28	1.62	1.22	180
AS-8	Willingness to help users	1.61	1.16	1.27	1.32	0.98	171
AS-9	Dependability in handling users' service problems	1.65	1.06	1.44	1.74	1.55	173
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.86	1.31	1.58	2.02	1.61	185
IC-2	A library Web site enabling me to locate information on my own	1.67	1.10	1.67	1.92	1.80	231
IC-3	The printed library materials I need for my work	1.95	1.79	1.64	1.97	1.82	192
IC-4	The electronic information resources I need	1.71	1.36	1.45	1.90	1.75	721
IC-5	Modern equipment that lets me easily access needed information	1.62	1.22	1.58	1.73	1.49	206
IC-6	Easy-to-use access tools that allow me to find things on my own	1.75	1.16	1.55	1.96	1.72	214
IC-7	Making information easily accessible for independent use	1.57	1.25	1.34	1.43	1.47	203
IC-8	Print and/or electronic journal collections I require for my work	1.55	1.30	1.32	1.74	1.66	194
Library as Place							
LP-1	Library space that inspires study and learning	1.97	1.75	1.92	2.45	2.43	695
LP-2	Quiet space for individual activities	2.01	1.49	1.90	2.39	2.13	158
LP-3	A comfortable and inviting location	1.73	1.26	1.60	1.85	1.68	186
LP-4	A getaway for study, learning, or research	1.82	1.44	1.54	1.83	1.72	185
LP-5	Community space for group learning and group study	1.94	1.87	2.19	2.77	2.83	168
Overall:		1.33	0.96	1.13	1.34	1.15	736

3.2　　Core Question Dimensions Summary

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.

Legend:
- Range of Minimum to Desired
- Range of Minimum to Perceived ("Adequacy Gap")

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where n is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.89	7.97	7.77	0.88	-0.20	731
Information Control	6.80	8.01	7.29	0.49	-0.72	734
Library as Place	6.41	7.82	6.49	0.08	-1.33	711
Overall	6.75	7.95	7.28	0.53	-0.67	736

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.55	1.14	1.19	1.44	1.13	731
Information Control	1.41	1.07	1.27	1.52	1.37	734
Library as Place	1.75	1.46	1.74	2.13	2.06	711
Overall	1.33	0.96	1.13	1.34	1.15	736

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: All (Excluding Library Staff)

3.3   Local Question Summary

This table shows mean scores of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Access to information resources that support patient care	7.16	8.18	7.55	0.39	-0.62	119
Collections of online full-text articles sufficient to meet my needs	7.14	8.26	7.36	0.21	-0.90	145
Efficient interlibrary loan / document delivery	6.99	7.93	8.03	1.04	0.10	99
Adequate hours of service	6.72	7.89	7.22	0.50	-0.68	133
Helpful online guides and tutorials	6.36	7.24	6.89	0.53	-0.35	142

This table shows the standard deviations for each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to information resources that support patient care	1.45	1.19	1.31	1.62	1.43	119
Collections of online full-text articles sufficient to meet my needs	1.71	1.12	1.69	1.99	1.87	145
Efficient interlibrary loan / document delivery	1.75	1.44	1.25	1.40	1.25	99
Adequate hours of service	1.88	1.62	1.57	1.93	1.81	133
Helpful online guides and tutorials	2.12	1.81	1.85	1.85	1.57	142

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
User Group: **All (Excluding Library Staff)**

3.4   General Satisfaction Questions Summary

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where *n* is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

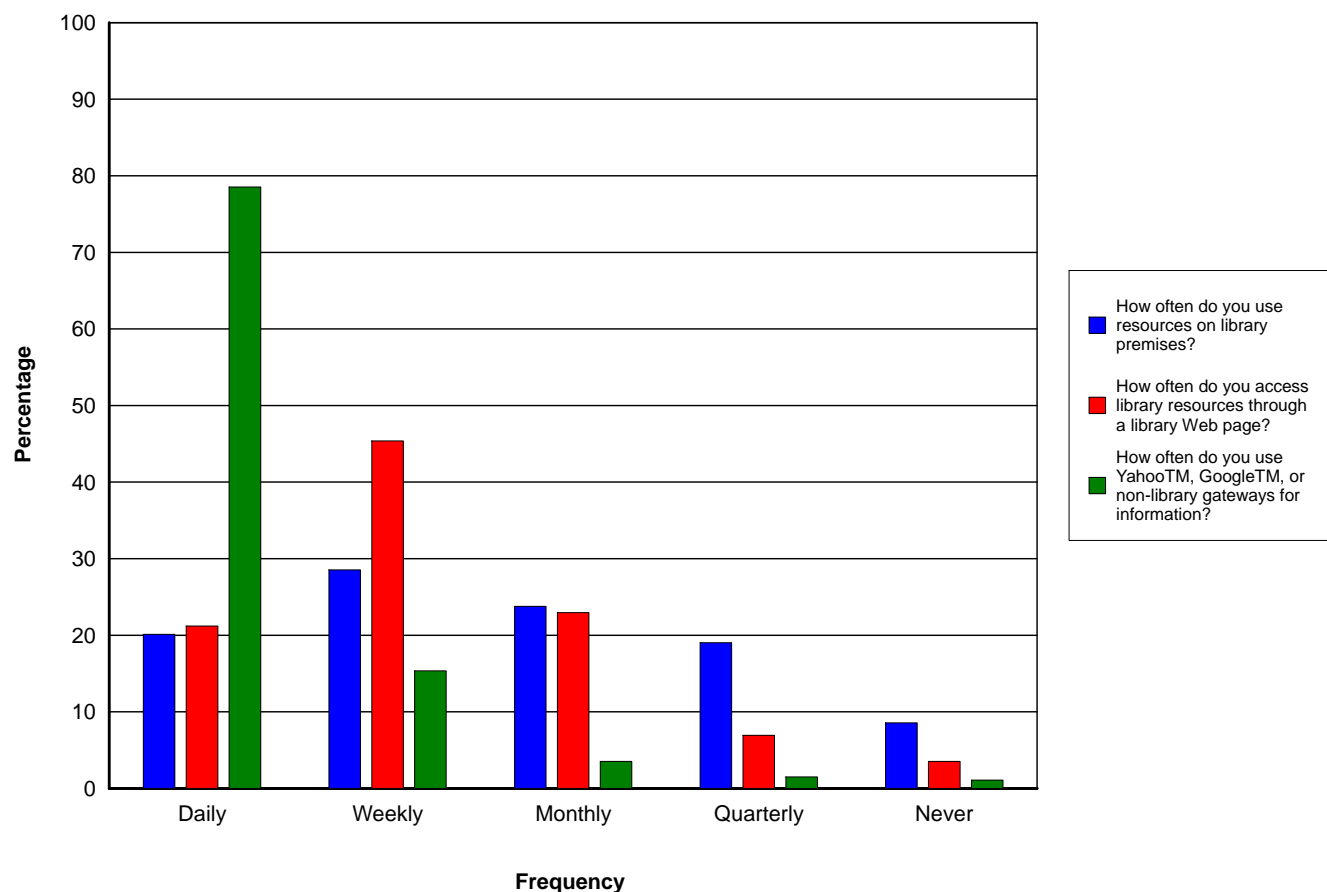| Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.03	1.14	366
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.29	1.51	370
How would you rate the overall quality of the service provided by the library?	7.63	1.21	736

3.5   Information Literacy Outcomes Questions Summary

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where *n* is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.72	1.64	311
The library aids my advancement in my academic discipline or work.	7.35	1.59	321
The library enables me to be more efficient in my academic pursuits or work.	7.20	1.48	285
The library helps me distinguish between trustworthy and untrustworthy information.	6.68	1.63	266
The library provides me with the information skills I need in my work or study.	7.29	1.37	289

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: All (Excluding Library Staff)

3.6   Library Use Summary

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.

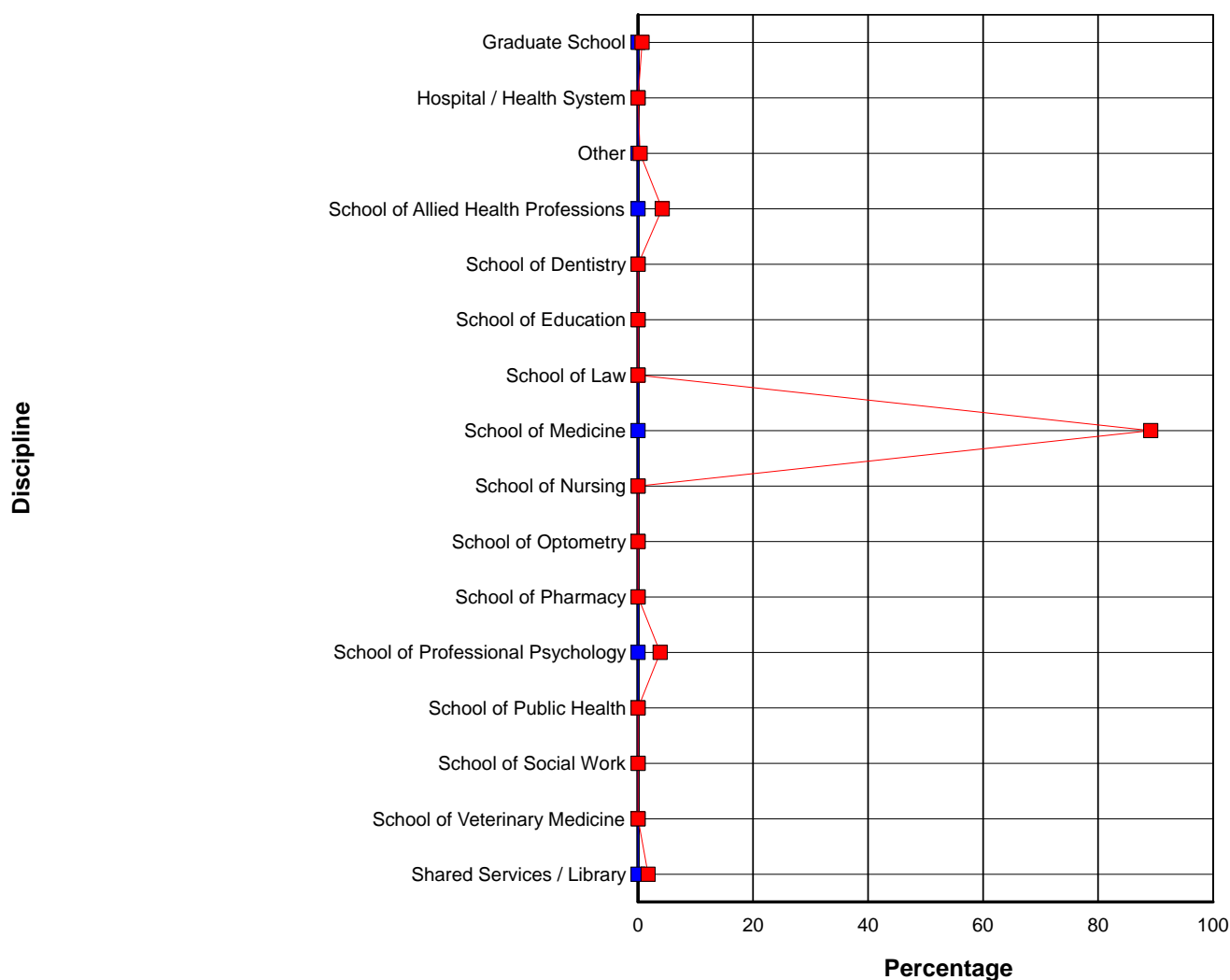|	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	148	210	175	140	63	736
	20.11%	28.53%	23.78%	19.02%	8.56%	100.00%
How often do you access library resources through a library Web page?	156	334	169	51	26	736
	21.20%	45.38%	22.96%	6.93%	3.53%	100.00%
How often do you use YahooTM, GoogleTM, or non-library gateways for information?	578	113	26	11	8	736
	78.53%	15.35%	3.53%	1.49%	1.09%	100.00%

4   Summary for Undergraduate

4.1   Demographic Summary for Undergraduate

4.1.1 Population and Respondent Profiles for Undergraduate by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

■ Respondent Profile by Discipline
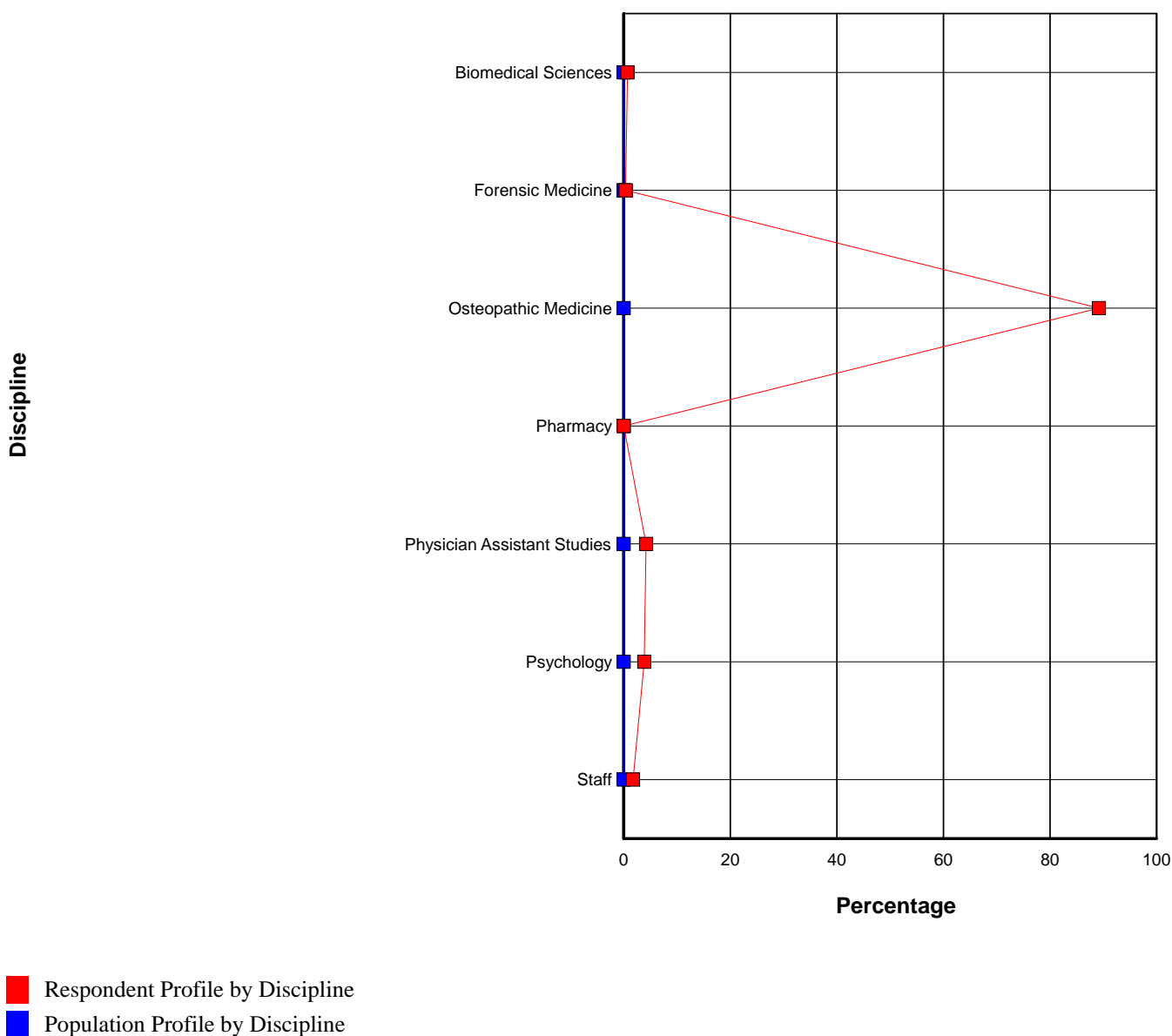■ Population Profile by Discipline

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Undergraduate

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Graduate School	0	0.00	2	0.70	-0.70
Hospital / Health System	0	0.00	0	0.00	0.00
Other	0	0.00	1	0.35	-0.35
School of Allied Health Professions	0	0.00	12	4.20	-4.20
School of Dentistry	0	0.00	0	0.00	0.00
School of Education	0	0.00	0	0.00	0.00
School of Law	0	0.00	0	0.00	0.00
School of Medicine	0	0.00	255	89.16	-89.16
School of Nursing	0	0.00	0	0.00	0.00
School of Optometry	0	0.00	0	0.00	0.00
School of Pharmacy	0	0.00	0	0.00	0.00
School of Professional Psychology	0	0.00	11	3.85	-3.85
School of Public Health	0	0.00	0	0.00	0.00
School of Social Work	0	0.00	0	0.00	0.00
School of Veterinary Medicine	0	0.00	0	0.00	0.00
Shared Services / Library	0	0.00	5	1.75	-1.75
Total:	**0**	**100.00**	**286**	**100.00**	**0.00**

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Undergraduate

4.1.2 Population and Respondent Profiles for Undergraduate by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

■ Respondent Profile by Discipline
■ Population Profile by Discipline

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
User Group: **Undergraduate**

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Biomedical Sciences	0	0.00	2	0.70	-0.70
Forensic Medicine	0	0.00	1	0.35	-0.35
Osteopathic Medicine	0	0.00	255	89.16	-89.16
Pharmacy	0	0.00	0	0.00	0.00
Physician Assistant Studies	0	0.00	12	4.20	-4.20
Psychology	0	0.00	11	3.85	-3.85
Staff	0	0.00	5	1.75	-1.75
Total:	**0**	**100.00**	**286**	**100.00**	**0.00**

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Undergraduate

4.1.3 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	22	7.67
23 - 30	238	82.93
31 - 45	23	8.01
46 - 65	3	1.05
Over 65	1	0.35
Total:	**287**	**100.00**

4.1.4 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.

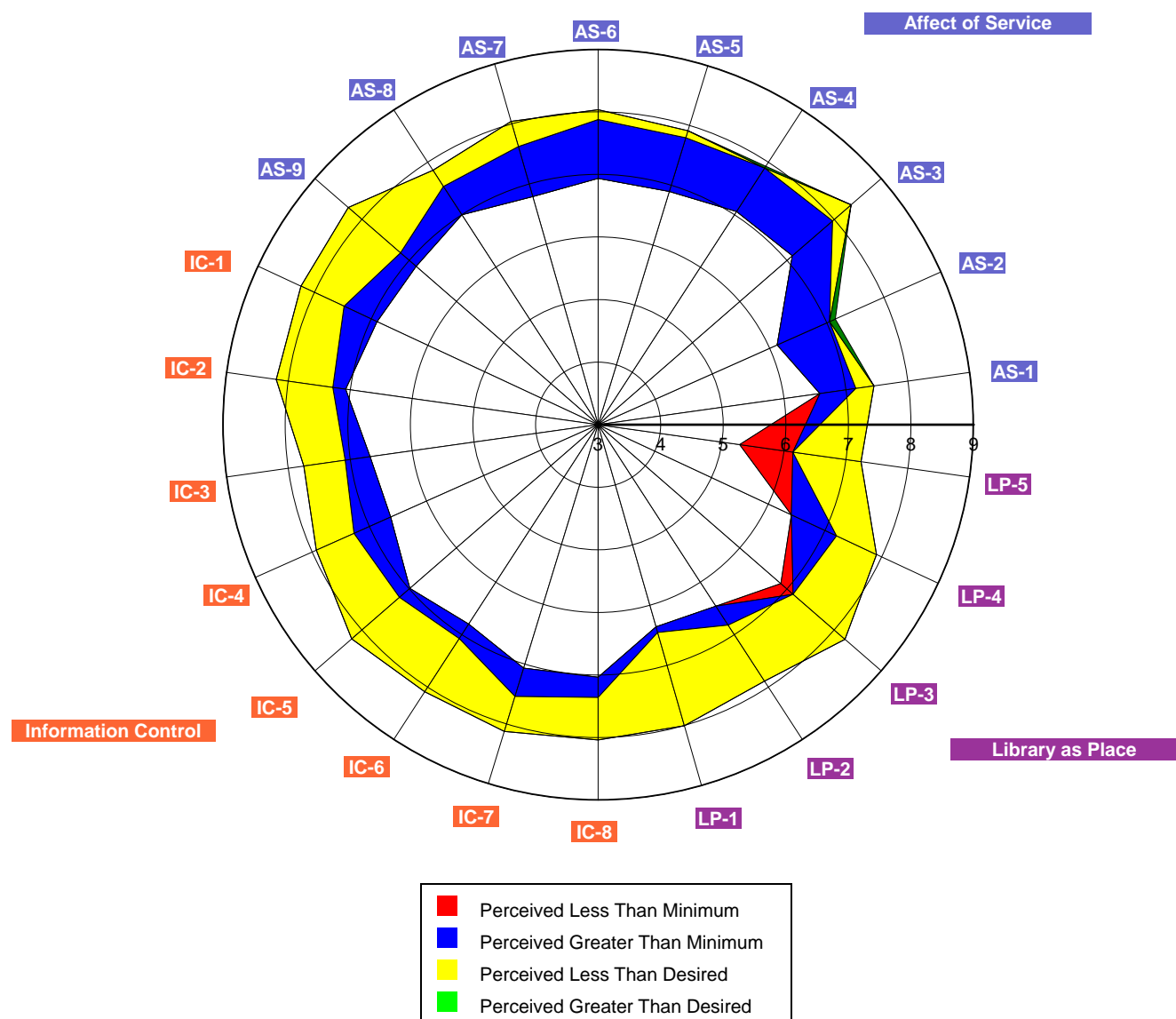| Sex:	Respondents n	Respondents %
Female	157	54.70
Male	130	45.30
Total:	**287**	**100.00**

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Undergraduate

4.2   Core Questions Summary for Undergraduate

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)

Legend:
- ⬛ (red) Perceived Less Than Minimum
- ⬛ (blue) Perceived Greater Than Minimum
- ⬛ (yellow) Perceived Less Than Desired
- ⬛ (green) Perceived Greater Than Desired

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
User Group: **Undergraduate**

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.58	7.45	7.16	0.58	-0.29	62
AS-2	Giving users individual attention	6.13	7.05	7.15	1.02	0.10	60
AS-3	Employees who are consistently courteous	7.11	8.36	7.97	0.85	-0.39	87
AS-4	Readiness to respond to users' questions	7.06	7.89	7.92	0.86	0.03	64
AS-5	Employees who have the knowledge to answer user questions	6.90	7.91	7.79	0.90	-0.12	68
AS-6	Employees who deal with users in a caring fashion	6.94	8.03	7.88	0.94	-0.16	281
AS-7	Employees who understand the needs of their users	6.79	8.04	7.63	0.83	-0.42	72
AS-8	Willingness to help users	7.00	7.85	7.54	0.54	-0.31	52
AS-9	Dependability in handling users' service problems	6.86	8.29	7.18	0.33	-1.11	76
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.90	8.24	7.48	0.58	-0.76	79
IC-2	A library Web site enabling me to locate information on my own	7.08	8.20	7.28	0.21	-0.91	92
IC-3	The printed library materials I need for my work	6.68	7.75	7.08	0.40	-0.67	72
IC-4	The electronic information resources I need	6.63	7.93	7.27	0.64	-0.66	281
IC-5	Modern equipment that lets me easily access needed information	6.99	8.22	7.21	0.22	-1.01	87
IC-6	Easy-to-use access tools that allow me to find things on my own	6.80	8.09	7.08	0.28	-1.01	80
IC-7	Making information easily accessible for independent use	7.07	8.13	7.54	0.47	-0.58	72
IC-8	Print and/or electronic journal collections I require for my work	7.04	8.04	7.36	0.32	-0.68	81
Library as Place							
LP-1	Library space that inspires study and learning	6.36	8.00	6.45	0.09	-1.55	280
LP-2	Quiet space for individual activities	6.46	7.89	6.82	0.36	-1.07	61
LP-3	A comfortable and inviting location	7.13	8.23	6.87	-0.26	-1.36	70
LP-4	A getaway for study, learning, or research	6.41	7.91	7.21	0.79	-0.71	78
LP-5	Community space for group learning and group study	6.14	7.24	5.29	-0.86	-1.96	70
Overall:		6.76	7.97	7.23	0.47	-0.74	287

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.76	1.58	1.57	1.18	1.05	62
AS-2	Giving users individual attention	2.21	2.03	1.64	1.73	1.62	60
AS-3	Employees who are consistently courteous	1.78	1.17	1.45	1.85	1.38	87
AS-4	Readiness to respond to users' questions	1.64	1.43	1.16	1.25	1.28	64
AS-5	Employees who have the knowledge to answer user questions	1.68	1.28	1.26	1.79	1.44	68
AS-6	Employees who deal with users in a caring fashion	1.81	1.31	1.32	1.70	1.34	281
AS-7	Employees who understand the needs of their users	1.73	1.24	1.38	1.63	1.35	72
AS-8	Willingness to help users	1.58	1.23	1.26	1.50	0.96	52
AS-9	Dependability in handling users' service problems	1.66	1.06	1.46	1.85	1.62	76
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.73	1.26	1.62	2.02	1.73	79
IC-2	A library Web site enabling me to locate information on my own	1.72	1.06	1.63	1.94	1.76	92
IC-3	The printed library materials I need for my work	1.99	1.75	1.68	2.01	1.85	72
IC-4	The electronic information resources I need	1.72	1.30	1.42	1.86	1.70	281
IC-5	Modern equipment that lets me easily access needed information	1.62	1.13	1.53	1.78	1.56	87
IC-6	Easy-to-use access tools that allow me to find things on my own	1.68	1.02	1.60	1.94	1.69	80
IC-7	Making information easily accessible for independent use	1.49	1.30	1.26	1.32	1.46	72
IC-8	Print and/or electronic journal collections I require for my work	1.56	1.33	1.24	1.64	1.56	81
Library as Place							
LP-1	Library space that inspires study and learning	1.90	1.55	1.92	2.44	2.32	280
LP-2	Quiet space for individual activities	2.09	1.53	1.72	2.07	1.87	61
LP-3	A comfortable and inviting location	1.63	1.14	1.73	1.70	1.72	70
LP-4	A getaway for study, learning, or research	1.87	1.29	1.36	1.78	1.40	78
LP-5	Community space for group learning and group study	1.91	1.94	2.31	2.90	3.01	70
Overall:		1.30	0.96	1.11	1.36	1.16	287

4.3   Core Question Dimensions Summary for Undergraduate

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.

■	Range of Minimum to Desired
■	Range of Minimum to Perceived ("Adequacy Gap")

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
User Group: **Undergraduate**

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where n is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.87	7.96	7.68	0.81	-0.28	285
Information Control	6.83	8.04	7.28	0.45	-0.76	287
Library as Place	6.46	7.92	6.50	0.04	-1.42	283
Overall	6.76	7.97	7.23	0.47	-0.74	287

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where n is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.56	1.14	1.16	1.44	1.13	285
Information Control	1.35	1.02	1.24	1.47	1.34	287
Library as Place	1.70	1.34	1.72	2.11	1.98	283
Overall	1.30	0.96	1.11	1.36	1.16	287

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Undergraduate

4.4   Local Question Summary for Undergraduate

This table shows mean scores of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Access to information resources that support patient care	7.26	8.26	7.50	0.24	-0.76	50
Collections of online full-text articles sufficient to meet my needs	7.19	8.17	7.25	0.06	-0.92	48
Efficient interlibrary loan / document delivery	6.68	7.80	7.75	1.08	-0.05	40
Adequate hours of service	6.98	7.93	6.98	0.00	-0.95	56
Helpful online guides and tutorials	6.23	7.21	6.96	0.74	-0.25	53

This table displays the standard deviations of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to information resources that support patient care	1.56	1.31	1.34	1.68	1.53	50
Collections of online full-text articles sufficient to meet my needs	1.84	1.10	1.92	2.33	2.09	48
Efficient interlibrary loan / document delivery	1.89	1.47	1.32	1.58	1.58	40
Adequate hours of service	1.83	1.68	1.65	2.00	1.91	56
Helpful online guides and tutorials	2.27	2.09	1.75	1.96	1.66	53

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Undergraduate

4.5　　　General Satisfaction Questions Summary for Undergraduate

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where *n* is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

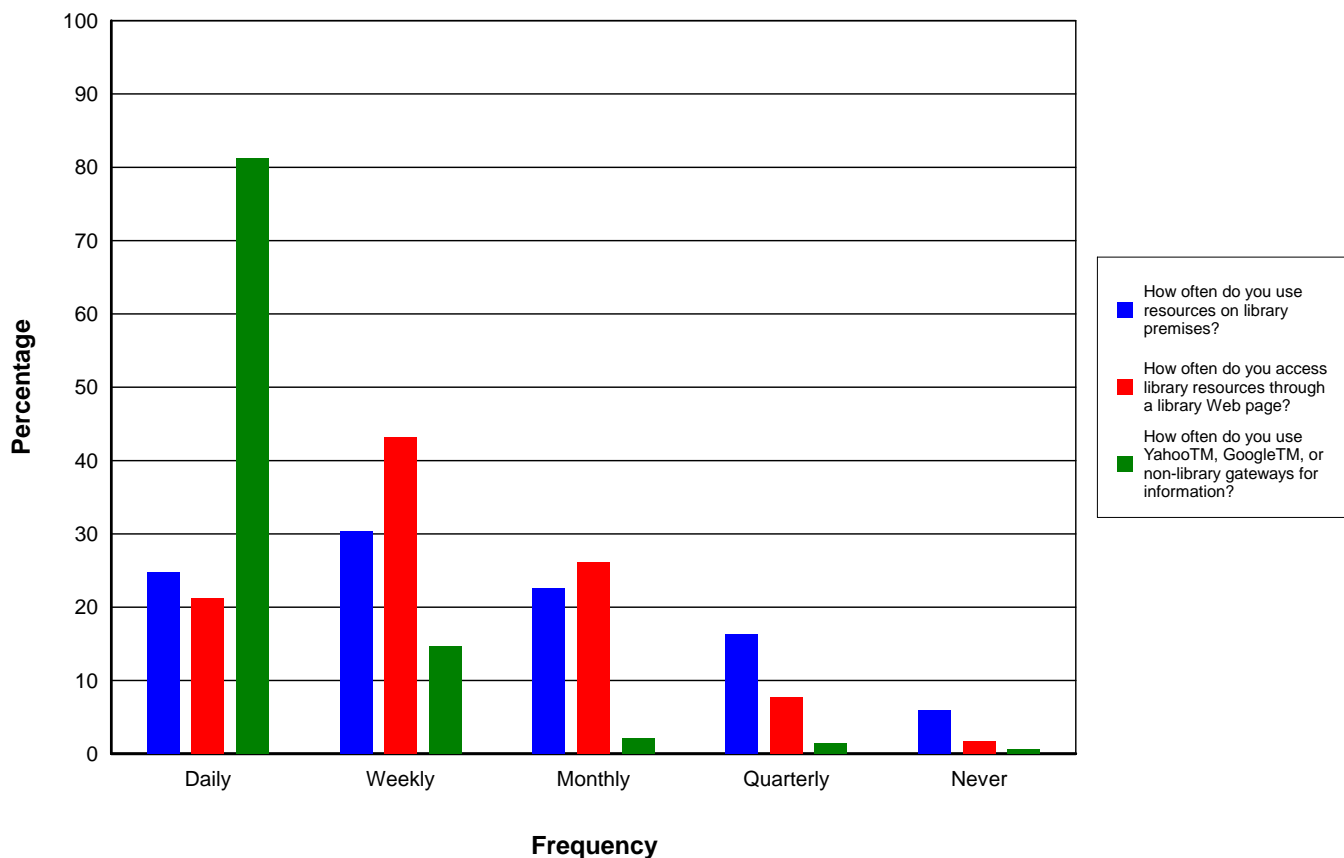| Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.06	1.12	144
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.20	1.40	143
How would you rate the overall quality of the service provided by the library?	7.54	1.18	287

4.6　　　Information Literacy Outcomes Questions Summary for Undergraduate

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where *n* is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.72	1.62	111
The library aids my advancement in my academic discipline or work.	7.32	1.53	132
The library enables me to be more efficient in my academic pursuits or work.	7.14	1.48	111
The library helps me distinguish between trustworthy and untrustworthy information.	6.54	1.63	107
The library provides me with the information skills I need in my work or study.	7.28	1.25	113

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
User Group: **Undergraduate**

4.7   Library Use Summary for Undergraduate

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.

	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	71	87	65	47	17	287
	24.74%	30.31%	22.65%	16.38%	5.92%	100.00%
How often do you access library resources through a library Web page?	61	124	75	22	5	287
	21.25%	43.21%	26.13%	7.67%	1.74%	100.00%
How often do you use YahooTM, GoogleTM, or non-library gateways for information?	233	42	6	4	2	287
	81.18%	14.63%	2.09%	1.39%	0.70%	100.00%

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
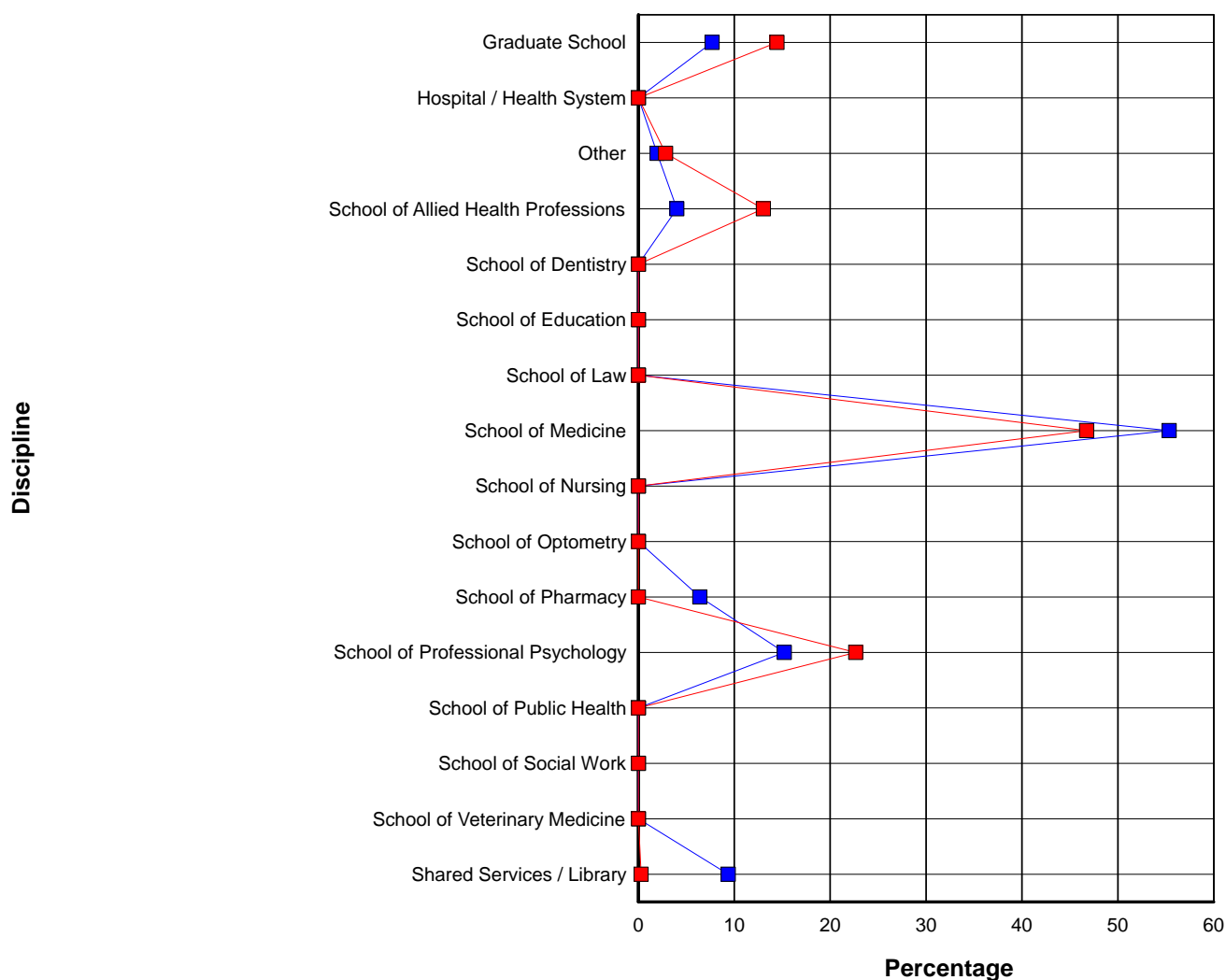User Group: Undergraduate

5   Summary for Graduate

5.1   Demographic Summary for Graduate

5.1.1 Population and Respondent Profiles for Graduate by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

■ Respondent Profile by Discipline
■ Population Profile by Discipline

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
User Group: **Graduate**

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Graduate School	205	7.68	51	14.45	-6.76
Hospital / Health System	0	0.00	0	0.00	0.00
Other	52	1.95	10	2.83	-0.88
School of Allied Health Professions	107	4.01	46	13.03	-9.02
School of Dentistry	0	0.00	0	0.00	0.00
School of Education	0	0.00	0	0.00	0.00
School of Law	0	0.00	0	0.00	0.00
School of Medicine	1,477	55.36	165	46.74	8.62
School of Nursing	0	0.00	0	0.00	0.00
School of Optometry	0	0.00	0	0.00	0.00
School of Pharmacy	171	6.41	0	0.00	6.41
School of Professional Psychology	406	15.22	80	22.66	-7.45
School of Public Health	0	0.00	0	0.00	0.00
School of Social Work	0	0.00	0	0.00	0.00
School of Veterinary Medicine	0	0.00	0	0.00	0.00
Shared Services / Library	250	9.37	1	0.28	9.09
Total:	**2,668**	**100.00**	**353**	**100.00**	**0.00**

Language: English (American)
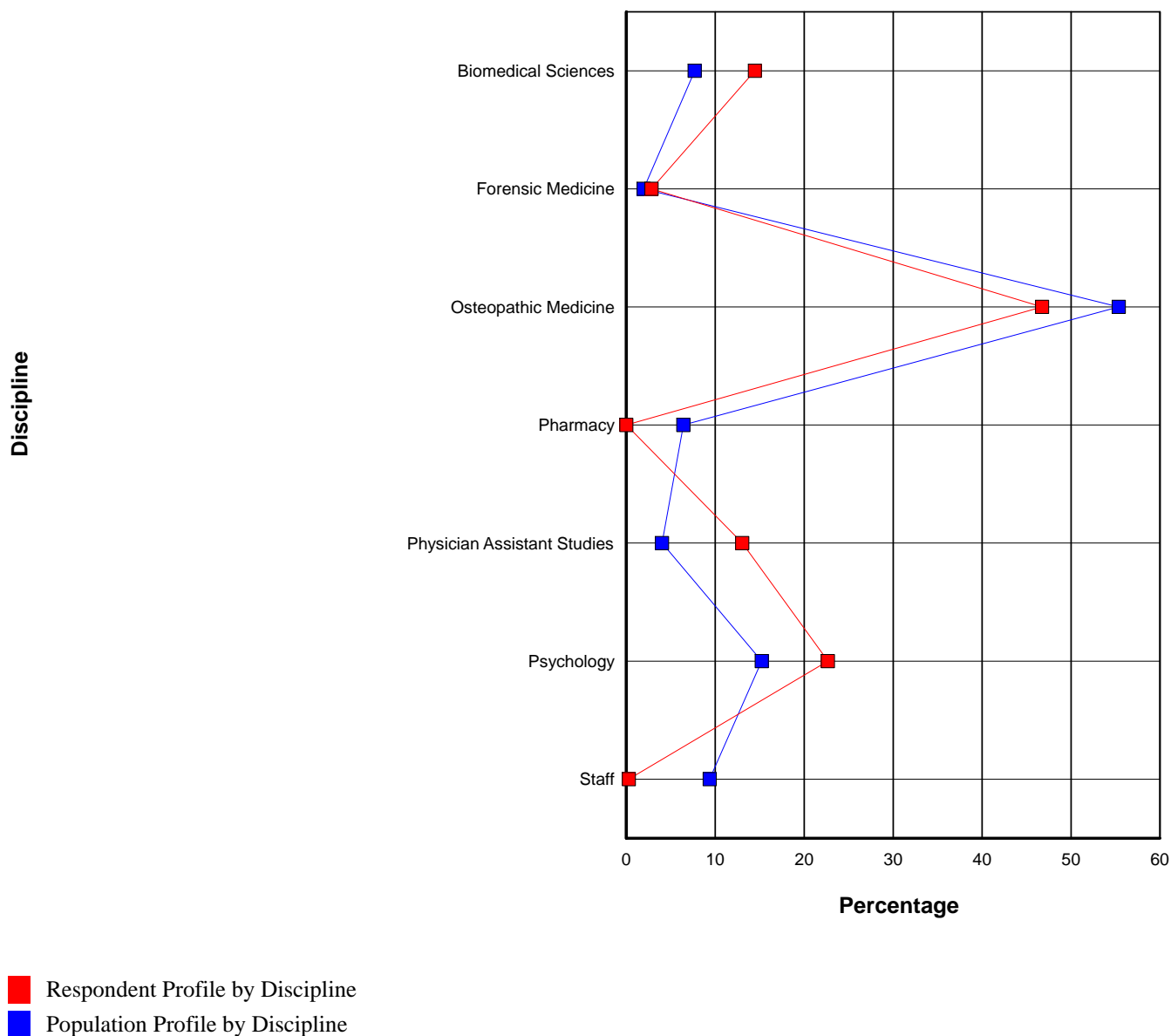Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Graduate

5.1.2 Population and Respondent Profiles for Graduate by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

■ Respondent Profile by Discipline
■ Population Profile by Discipline

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Graduate

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Biomedical Sciences	205	7.68	51	14.45	-6.76
Forensic Medicine	52	1.95	10	2.83	-0.88
Osteopathic Medicine	1,477	55.36	165	46.74	8.62
Pharmacy	171	6.41	0	0.00	6.41
Physician Assistant Studies	107	4.01	46	13.03	-9.02
Psychology	406	15.22	80	22.66	-7.45
Staff	250	9.37	1	0.28	9.09
Total:	**2,668**	**100.00**	**353**	**100.00**	**0.00**

5.1.3 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	28	7.93
23 - 30	272	77.05
31 - 45	40	11.33
46 - 65	13	3.68
Over 65	0	0.00
Total:	**353**	**100.00**

5.1.4 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.
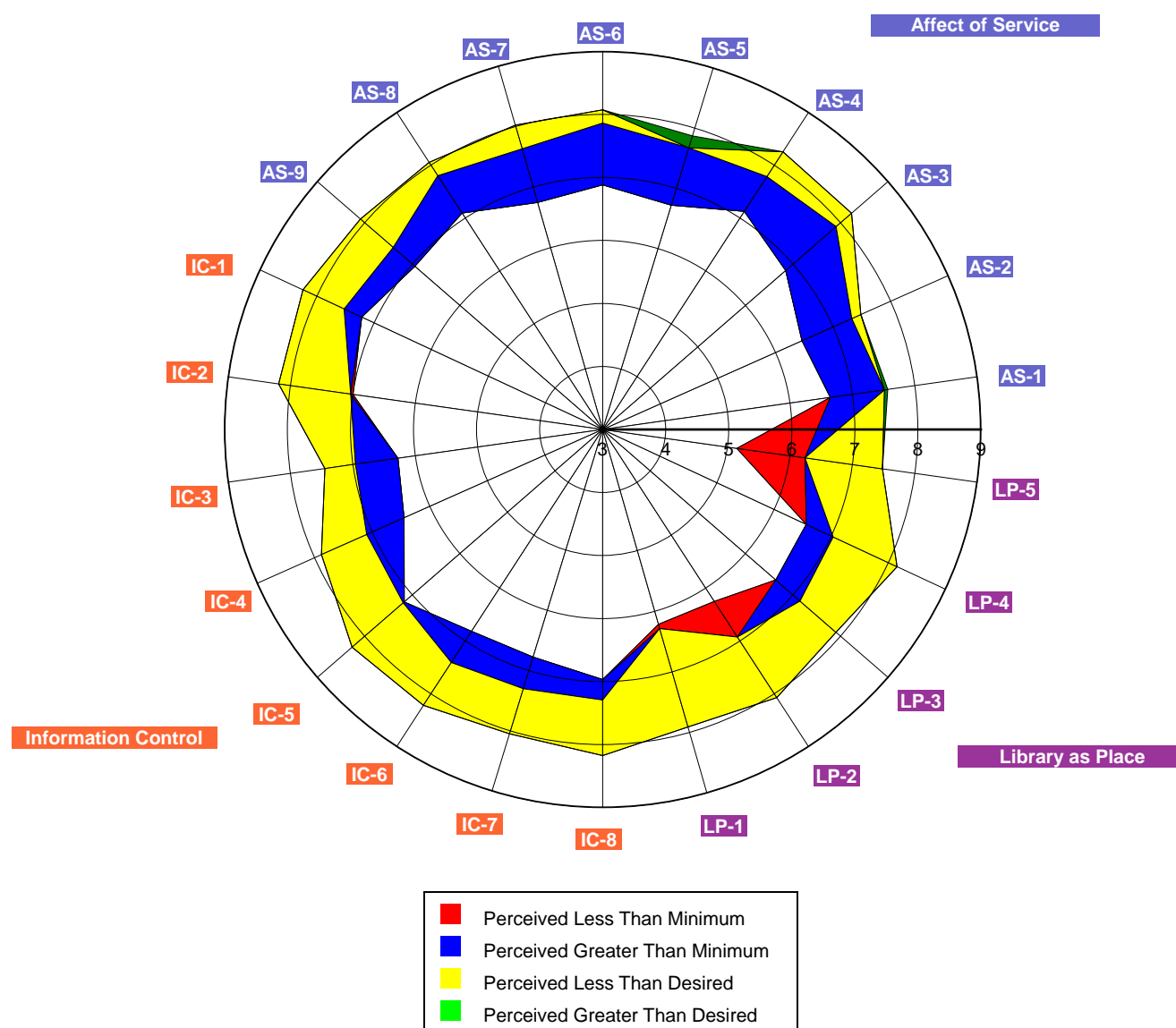
Sex:	Population N	Population %	Respondents n	Respondents %
Female	1,359	56.20	227	64.31
Male	1,059	43.80	126	35.69
Total:	**2,418**	**100.00**	**353**	**100.00**

5.2   Core Questions Summary for Graduate

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)
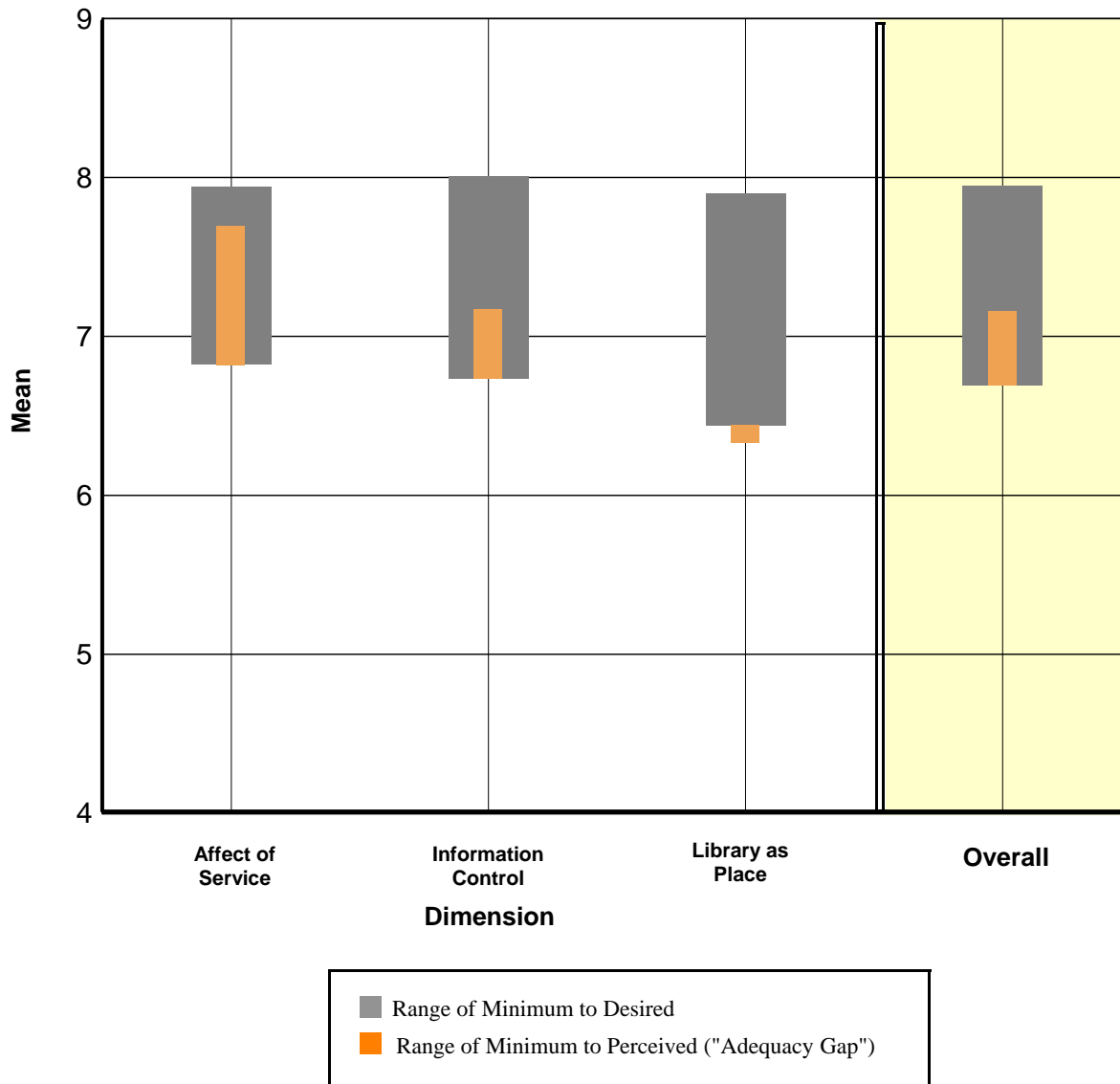

Legend:
- **Red** — Perceived Less Than Minimum
- **Blue** — Perceived Greater Than Minimum
- **Yellow** — Perceived Less Than Desired
- **Green** — Perceived Greater Than Desired

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Graduate

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.65	7.51	7.57	0.92	0.05	74
AS-2	Giving users individual attention	6.46	7.48	7.33	0.87	-0.16	89
AS-3	Employees who are consistently courteous	6.85	8.23	7.91	1.06	-0.32	65
AS-4	Readiness to respond to users' questions	7.13	8.25	7.78	0.66	-0.47	79
AS-5	Employees who have the knowledge to answer user questions	6.72	7.67	7.87	1.15	0.20	86
AS-6	Employees who deal with users in a caring fashion	6.88	8.07	7.86	0.98	-0.21	345
AS-7	Employees who understand the needs of their users	6.75	8.02	7.63	0.89	-0.39	87
AS-8	Willingness to help users	7.09	8.05	7.80	0.71	-0.25	96
AS-9	Dependability in handling users' service problems	6.95	8.09	7.40	0.45	-0.69	77
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.22	8.24	7.53	0.31	-0.72	78
IC-2	A library Web site enabling me to locate information on my own	7.04	8.19	7.00	-0.04	-1.19	111
IC-3	The printed library materials I need for my work	6.28	7.45	6.96	0.68	-0.49	100
IC-4	The electronic information resources I need	6.45	7.88	7.10	0.65	-0.79	350
IC-5	Modern equipment that lets me easily access needed information	7.17	8.27	7.19	0.02	-1.07	94
IC-6	Easy-to-use access tools that allow me to find things on my own	6.82	8.22	7.41	0.59	-0.81	105
IC-7	Making information easily accessible for independent use	6.78	8.05	7.30	0.52	-0.75	103
IC-8	Print and/or electronic journal collections I require for my work	6.97	8.17	7.29	0.33	-0.88	92
Library as Place							
LP-1	Library space that inspires study and learning	6.29	7.91	6.22	-0.07	-1.69	346
LP-2	Quiet space for individual activities	6.93	8.07	6.25	-0.67	-1.82	83
LP-3	A comfortable and inviting location	6.64	7.90	7.15	0.51	-0.76	94
LP-4	A getaway for study, learning, or research	6.56	8.15	7.04	0.47	-1.12	85
LP-5	Community space for group learning and group study	6.24	7.48	5.15	-1.09	-2.33	87
Overall:		6.69	7.95	7.16	0.47	-0.78	353

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Graduate

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.67	1.59	1.49	1.69	1.53	74
AS-2	Giving users individual attention	2.08	1.70	1.59	1.63	1.44	89
AS-3	Employees who are consistently courteous	1.82	1.18	1.27	1.97	1.23	65
AS-4	Readiness to respond to users' questions	1.82	1.19	1.46	1.58	1.35	79
AS-5	Employees who have the knowledge to answer user questions	1.73	1.58	1.29	1.46	1.45	86
AS-6	Employees who deal with users in a caring fashion	1.77	1.29	1.39	1.84	1.34	345
AS-7	Employees who understand the needs of their users	1.62	1.14	1.28	1.68	1.20	87
AS-8	Willingness to help users	1.67	1.16	1.30	1.27	1.04	96
AS-9	Dependability in handling users' service problems	1.56	1.05	1.45	1.45	1.34	77
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.97	1.41	1.59	1.80	1.26	78
IC-2	A library Web site enabling me to locate information on my own	1.63	1.18	1.74	2.01	1.91	111
IC-3	The printed library materials I need for my work	1.85	1.75	1.69	1.94	1.71	100
IC-4	The electronic information resources I need	1.67	1.45	1.46	1.86	1.76	350
IC-5	Modern equipment that lets me easily access needed information	1.64	1.35	1.65	1.65	1.41	94
IC-6	Easy-to-use access tools that allow me to find things on my own	1.74	1.09	1.57	1.88	1.66	105
IC-7	Making information easily accessible for independent use	1.58	1.19	1.38	1.40	1.41	103
IC-8	Print and/or electronic journal collections I require for my work	1.53	1.31	1.41	1.75	1.75	92
Library as Place							
LP-1	Library space that inspires study and learning	1.91	1.69	1.94	2.46	2.45	346
LP-2	Quiet space for individual activities	1.95	1.48	1.99	2.55	2.27	83
LP-3	A comfortable and inviting location	1.70	1.30	1.50	1.93	1.65	94
LP-4	A getaway for study, learning, or research	1.60	1.38	1.54	1.72	1.77	85
LP-5	Community space for group learning and group study	1.99	1.85	2.16	2.71	2.76	87
Overall:		1.34	1.00	1.16	1.32	1.14	353

5.3 Core Question Dimensions Summary for Graduate

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.

	Range of Minimum to Desired
	Range of Minimum to Perceived ("Adequacy Gap")

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Graduate

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where n is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.82	7.94	7.70	0.88	-0.24	350
Information Control	6.73	8.01	7.17	0.44	-0.83	352
Library as Place	6.44	7.90	6.33	-0.11	-1.57	352
Overall	6.69	7.95	7.16	0.47	-0.78	353

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where n is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.58	1.21	1.25	1.43	1.14	350
Information Control	1.45	1.15	1.30	1.50	1.38	352
Library as Place	1.72	1.43	1.77	2.18	2.08	352
Overall	1.34	1.00	1.16	1.32	1.14	353

5.4   Local Question Summary for Graduate

This table shows mean scores of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Access to information resources that support patient care	6.98	7.98	7.38	0.40	-0.60	52
Collections of online full-text articles sufficient to meet my needs	6.96	8.28	7.30	0.34	-0.97	79
Efficient interlibrary loan / document delivery	7.11	7.98	8.16	1.05	0.18	44
Adequate hours of service	6.52	7.94	7.22	0.70	-0.72	64
Helpful online guides and tutorials	6.25	7.08	6.66	0.41	-0.42	73

This table displays the standard deviations of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to information resources that support patient care	1.28	1.18	1.25	1.45	1.35	52
Collections of online full-text articles sufficient to meet my needs	1.71	1.22	1.62	1.84	1.83	79
Efficient interlibrary loan / document delivery	1.71	1.58	1.27	1.26	0.99	44
Adequate hours of service	1.86	1.54	1.56	1.79	1.62	64
Helpful online guides and tutorials	2.07	1.70	1.96	1.94	1.59	73

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
User Group: **Graduate**

5.5   General Satisfaction Questions Summary for Graduate

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where *n* is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

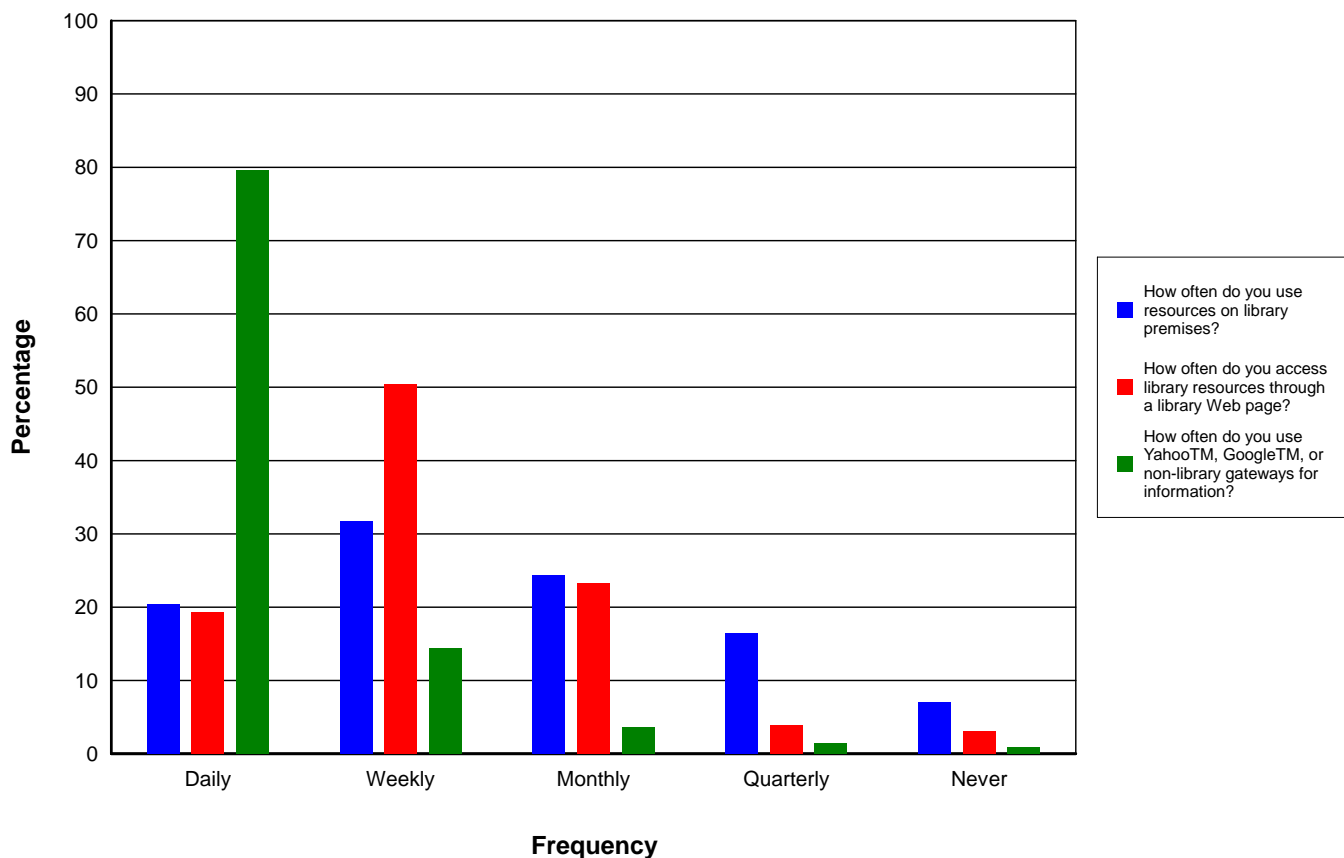| Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.97	1.18	172
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.20	1.55	181
How would you rate the overall quality of the service provided by the library?	7.55	1.21	353

5.6   Information Literacy Outcomes Questions Summary for Graduate

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where *n* is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.52	1.64	152
The library aids my advancement in my academic discipline or work.	7.20	1.62	144
The library enables me to be more efficient in my academic pursuits or work.	7.14	1.46	140
The library helps me distinguish between trustworthy and untrustworthy information.	6.78	1.65	129
The library provides me with the information skills I need in my work or study.	7.26	1.38	141

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Graduate

5.7   Library Use Summary for Graduate

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.

	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	72	112	86	58	25	353
	20.40%	31.73%	24.36%	16.43%	7.08%	100.00%
How often do you access library resources through a library Web page?	68	178	82	14	11	353
	19.26%	50.42%	23.23%	3.97%	3.12%	100.00%
How often do you use YahooTM, GoogleTM, or non-library gateways for information?	281	51	13	5	3	353
	79.60%	14.45%	3.68%	1.42%	0.85%	100.00%

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
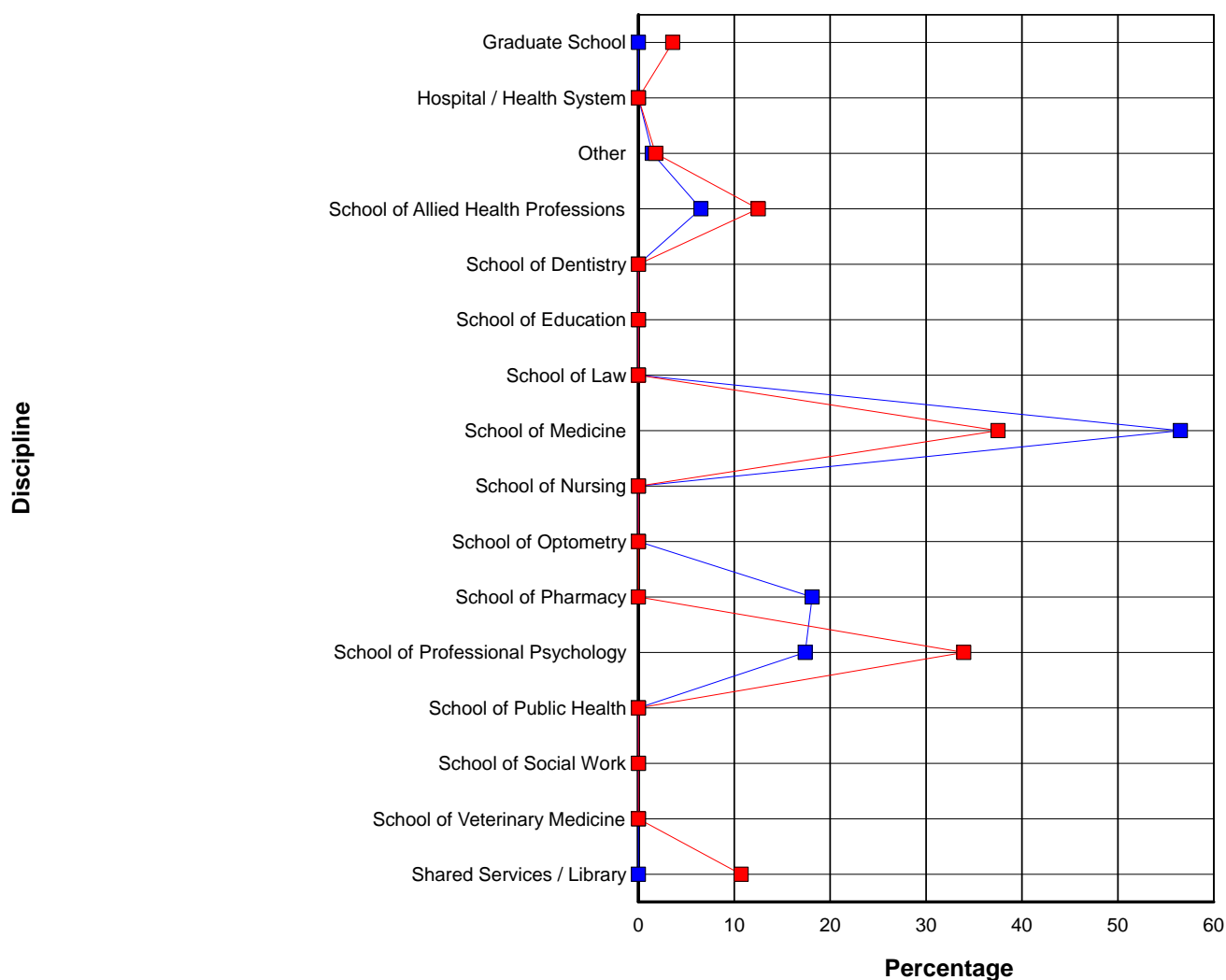User Group: **Graduate**

6   Summary for Faculty

6.1   Demographic Summary for Faculty

6.1.1   Population and Respondent Profiles for Faculty by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

■ Respondent Profile by Discipline
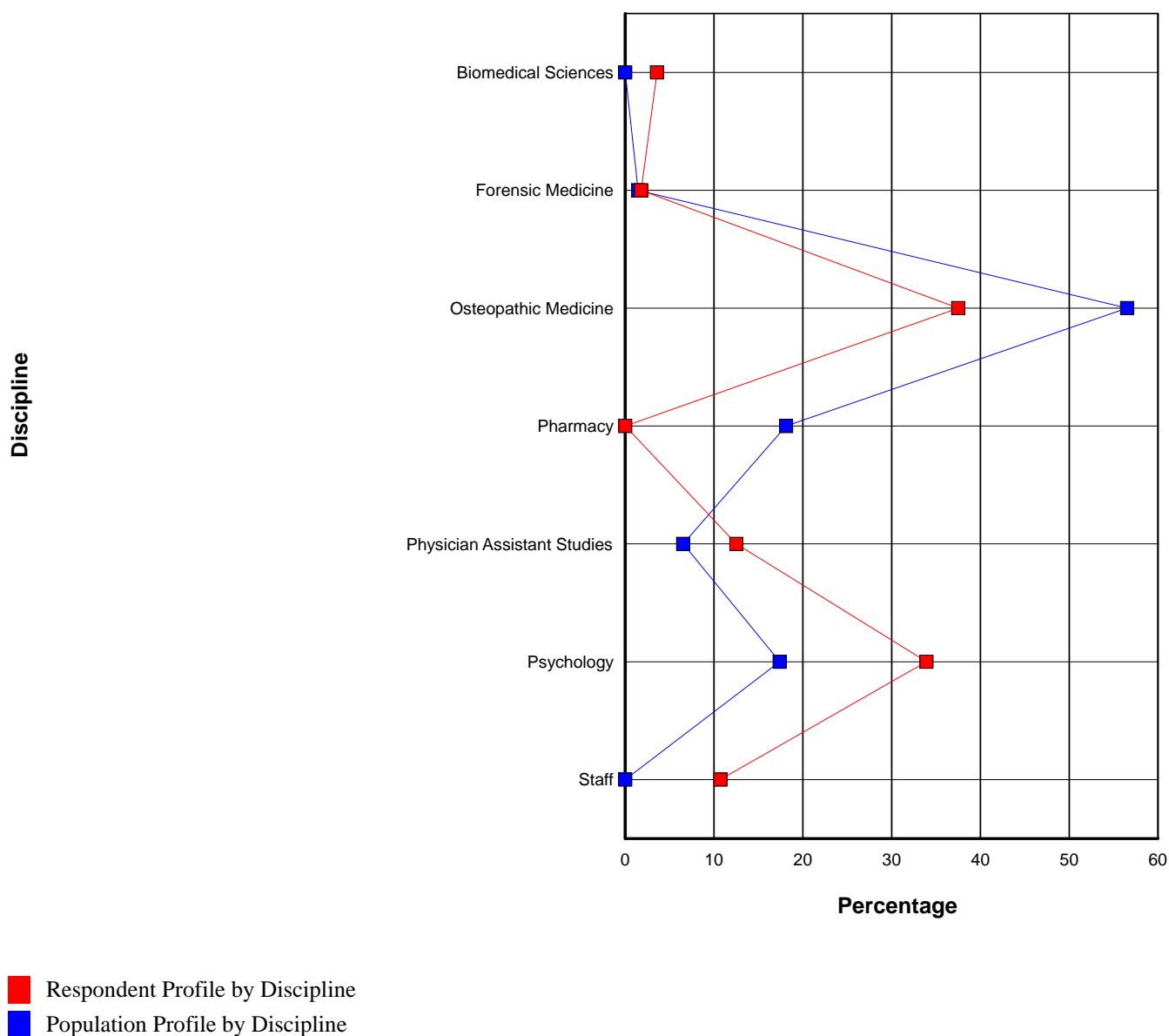■ Population Profile by Discipline

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Faculty

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Graduate School	0	0.00	2	3.57	-3.57
Hospital / Health System	0	0.00	0	0.00	0.00
Other	2	1.45	1	1.79	-0.34
School of Allied Health Professions	9	6.52	7	12.50	-5.98
School of Dentistry	0	0.00	0	0.00	0.00
School of Education	0	0.00	0	0.00	0.00
School of Law	0	0.00	0	0.00	0.00
School of Medicine	78	56.52	21	37.50	19.02
School of Nursing	0	0.00	0	0.00	0.00
School of Optometry	0	0.00	0	0.00	0.00
School of Pharmacy	25	18.12	0	0.00	18.12
School of Professional Psychology	24	17.39	19	33.93	-16.54
School of Public Health	0	0.00	0	0.00	0.00
School of Social Work	0	0.00	0	0.00	0.00
School of Veterinary Medicine	0	0.00	0	0.00	0.00
Shared Services / Library	0	0.00	6	10.71	-10.71
Total:	**138**	**100.00**	**56**	**100.00**	**0.00**

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Faculty

6.1.2 Population and Respondent Profiles for Faculty by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

- ■ Respondent Profile by Discipline
- ■ Population Profile by Discipline

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Faculty

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Biomedical Sciences	0	0.00	2	3.57	-3.57
Forensic Medicine	2	1.45	1	1.79	-0.34
Osteopathic Medicine	78	56.52	21	37.50	19.02
Pharmacy	25	18.12	0	0.00	18.12
Physician Assistant Studies	9	6.52	7	12.50	-5.98
Psychology	24	17.39	19	33.93	-16.54
Staff	0	0.00	6	10.71	-10.71
Total:	**138**	**100.00**	**56**	**100.00**	**0.00**

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Faculty

6.1.3 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	0	0.00
23 - 30	2	3.57
31 - 45	17	30.36
46 - 65	33	58.93
Over 65	4	7.14
Total:	**56**	**100.00**

6.1.4 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.
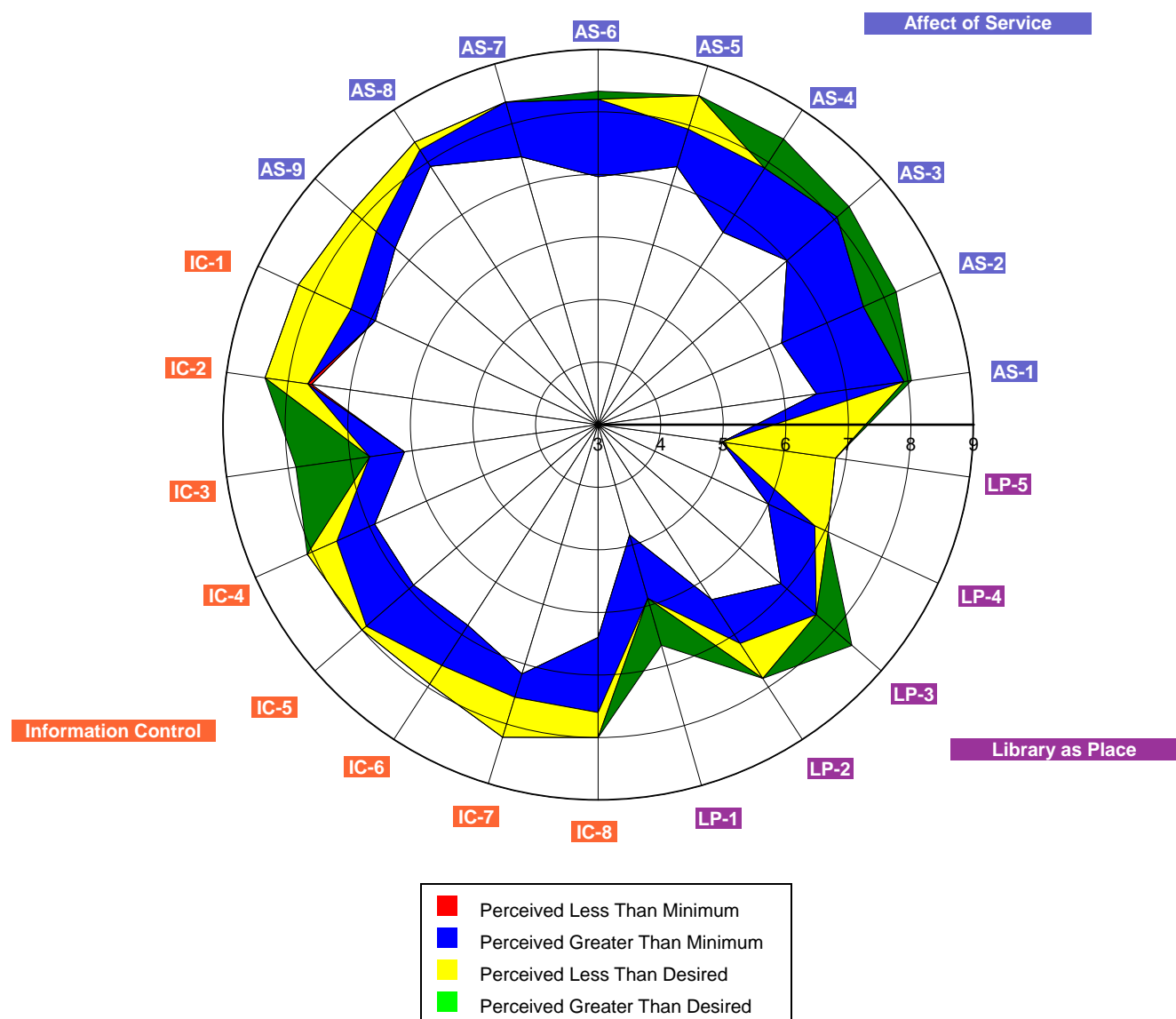
Sex:	Population N	Population %	Respondents n	Respondents %
Female	59	42.75	34	60.71
Male	79	57.25	22	39.29
Total:	**138**	**100.00**	**56**	**100.00**

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Faculty

6.2   Core Questions Summary for Faculty

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)

Legend:
- Perceived Less Than Minimum
- Perceived Greater Than Minimum
- Perceived Less Than Desired
- Perceived Greater Than Desired

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
User Group: **Faculty**

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.53	7.94	8.06	1.53	0.12	17
AS-2	Giving users individual attention	6.21	7.64	8.21	2.00	0.57	14
AS-3	Employees who are consistently courteous	7.00	8.06	8.31	1.31	0.25	16
AS-4	Readiness to respond to users' questions	6.67	7.89	8.44	1.78	0.56	9
AS-5	Employees who have the knowledge to answer user questions	7.31	8.50	7.94	0.63	-0.56	16
AS-6	Employees who deal with users in a caring fashion	6.96	8.20	8.33	1.36	0.13	55
AS-7	Employees who understand the needs of their users	7.45	8.36	8.36	0.91	0.00	11
AS-8	Willingness to help users	7.92	8.38	8.23	0.31	-0.15	13
AS-9	Dependability in handling users' service problems	7.30	8.20	7.70	0.40	-0.50	10
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.93	8.29	7.36	0.43	-0.93	14
IC-2	A library Web site enabling me to locate information on my own	7.69	8.38	7.63	-0.06	-0.75	16
IC-3	The printed library materials I need for my work	6.13	6.69	7.88	1.75	1.19	16
IC-4	The electronic information resources I need	6.91	8.09	7.57	0.66	-0.52	56
IC-5	Modern equipment that lets me easily access needed information	6.91	8.00	7.91	1.00	-0.09	11
IC-6	Easy-to-use access tools that allow me to find things on my own	6.82	7.94	7.59	0.76	-0.35	17
IC-7	Making information easily accessible for independent use	7.17	8.22	7.56	0.39	-0.67	18
IC-8	Print and/or electronic journal collections I require for my work	6.40	8.00	7.60	1.20	-0.40	15
Library as Place							
LP-1	Library space that inspires study and learning	4.83	5.89	6.67	1.83	0.78	36
LP-2	Quiet space for individual activities	6.33	7.83	7.17	0.83	-0.67	6
LP-3	A comfortable and inviting location	6.88	7.63	8.38	1.50	0.75	8
LP-4	A getaway for study, learning, or research	6.00	7.06	6.82	0.82	-0.24	17
LP-5	Community space for group learning and group study	5.00	6.83	5.00	0.00	-1.83	6
Overall:		6.79	7.87	7.77	0.98	-0.10	56

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.46	1.03	1.03	1.66	0.99	17
AS-2	Giving users individual attention	2.26	1.22	0.80	2.04	1.16	14
AS-3	Employees who are consistently courteous	1.63	1.29	1.35	1.45	1.44	16
AS-4	Readiness to respond to users' questions	1.50	1.05	0.88	1.48	0.73	9
AS-5	Employees who have the knowledge to answer user questions	1.78	0.89	1.81	2.13	1.75	16
AS-6	Employees who deal with users in a caring fashion	1.53	1.11	1.19	1.64	1.43	55
AS-7	Employees who understand the needs of their users	1.75	0.92	0.81	1.58	1.00	11
AS-8	Willingness to help users	1.26	1.12	1.17	0.95	0.80	13
AS-9	Dependability in handling users' service problems	1.16	0.92	1.49	1.58	1.84	10
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.77	1.20	1.86	2.90	2.64	14
IC-2	A library Web site enabling me to locate information on my own	1.49	0.81	1.63	1.61	1.69	16
IC-3	The printed library materials I need for my work	2.22	2.18	1.09	1.69	1.83	16
IC-4	The electronic information resources I need	1.73	1.10	1.40	2.13	1.65	56
IC-5	Modern equipment that lets me easily access needed information	1.51	1.26	1.92	1.67	1.45	11
IC-6	Easy-to-use access tools that allow me to find things on my own	2.27	2.11	1.50	2.80	2.45	17
IC-7	Making information easily accessible for independent use	1.62	1.31	1.42	1.54	1.75	18
IC-8	Print and/or electronic journal collections I require for my work	1.59	1.20	1.24	1.82	1.50	15
Library as Place							
LP-1	Library space that inspires study and learning	2.38	2.73	1.88	2.16	2.43	36
LP-2	Quiet space for individual activities	2.25	1.60	1.72	2.32	1.37	6
LP-3	A comfortable and inviting location	2.75	2.07	1.19	2.00	1.16	8
LP-4	A getaway for study, learning, or research	2.18	1.89	1.94	2.40	2.63	17
LP-5	Community space for group learning and group study	1.90	1.60	1.41	2.19	1.94	6
Overall:		1.31	0.86	0.96	1.26	1.02	56

6.3   Core Question Dimensions Summary for Faculty

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.

▉	Range of Minimum to Desired
▉	Range of Minimum to Perceived ("Adequacy Gap")

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Faculty

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where n is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	7.01	8.15	8.23	1.21	0.07	56
Information Control	6.90	8.00	7.61	0.71	-0.39	56
Library as Place	5.41	6.50	6.83	1.41	0.33	41
Overall	6.79	7.87	7.77	0.98	-0.10	56

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.37	0.89	1.04	1.37	1.11	56
Information Control	1.35	0.96	1.18	1.70	1.46	56
Library as Place	1.99	2.00	1.44	1.75	1.91	41
Overall	1.31	0.86	0.96	1.26	1.02	56

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Faculty

6.4   Local Question Summary for Faculty

This table shows mean scores of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Access to information resources that support patient care	7.17	8.58	8.42	1.25	-0.17	12
Collections of online full-text articles sufficient to meet my needs	7.83	8.42	7.92	0.08	-0.50	12
Efficient interlibrary loan / document delivery	7.67	8.33	8.67	1.00	0.33	9
Adequate hours of service	6.25	7.13	8.13	1.88	1.00	8
Helpful online guides and tutorials	7.20	8.00	7.60	0.40	-0.40	10

This table displays the standard deviations of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to information resources that support patient care	1.59	0.67	1.00	1.29	1.03	12
Collections of online full-text articles sufficient to meet my needs	1.27	0.79	1.24	1.88	1.62	12
Efficient interlibrary loan / document delivery	1.58	0.87	0.71	1.66	1.12	9
Adequate hours of service	2.38	2.17	0.83	1.89	2.07	8
Helpful online guides and tutorials	1.69	0.94	1.58	0.84	1.43	10

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Faculty

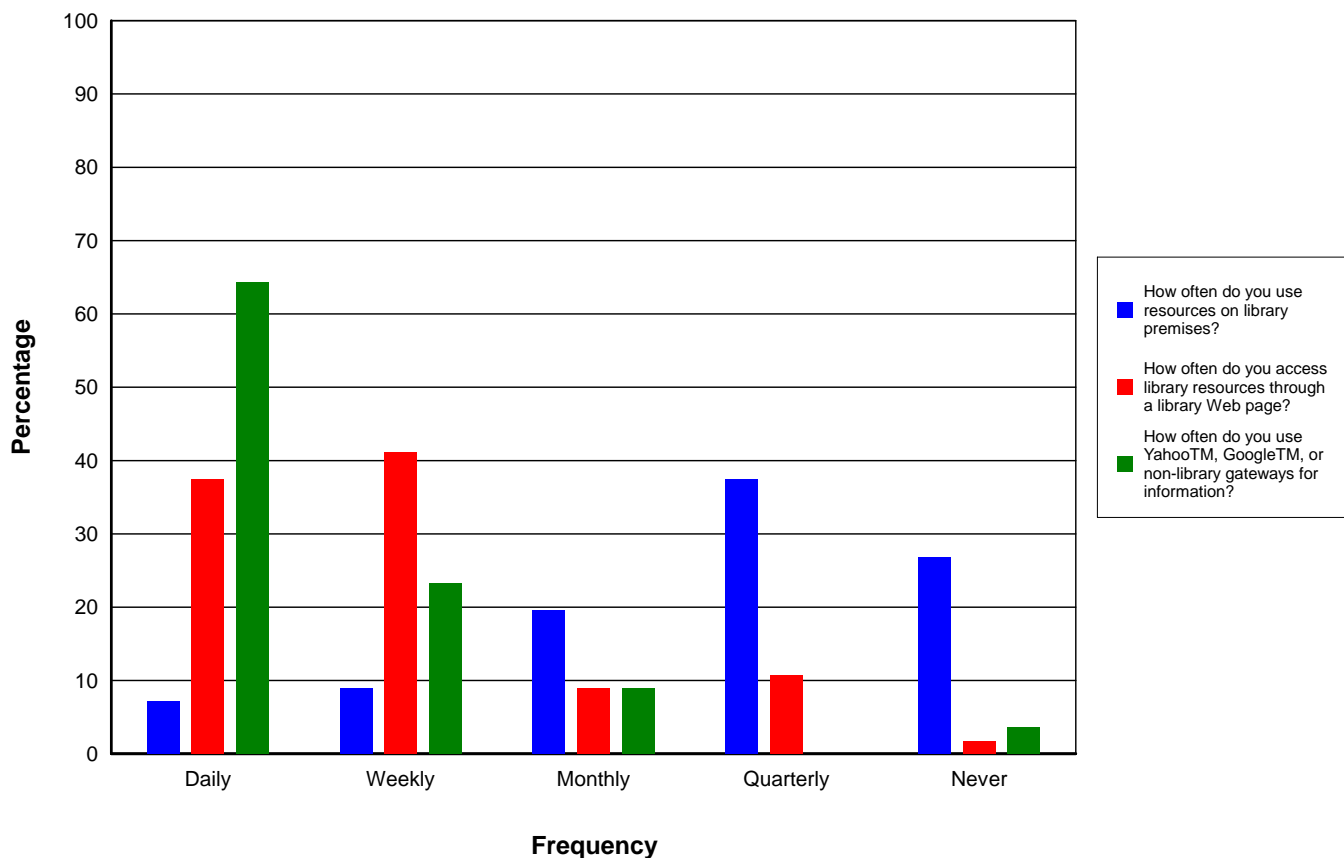## 6.5   General Satisfaction Questions Summary for Faculty

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where *n* is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.15	1.26	26
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.87	1.74	30
How would you rate the overall quality of the service provided by the library?	8.11	1.38	56

6.6   Information Literacy Outcomes Questions Summary for Faculty

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where *n* is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	7.38	1.72	29
The library aids my advancement in my academic discipline or work.	7.88	1.69	25
The library enables me to be more efficient in my academic pursuits or work.	7.65	1.39	20
The library helps me distinguish between trustworthy and untrustworthy information.	6.31	1.66	16
The library provides me with the information skills I need in my work or study.	7.00	1.90	22

6.7   Library Use Summary for Faculty

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.

	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	4	5	11	21	15	56
	7.14%	8.93%	19.64%	37.50%	26.79%	100.00%
How often do you access library resources through a library Web page?	21	23	5	6	1	56
	37.50%	41.07%	8.93%	10.71%	1.79%	100.00%
How often do you use YahooTM, GoogleTM, or non-library gateways for information?	36	13	5	0	2	56
	64.29%	23.21%	8.93%	0.00%	3.57%	100.00%

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
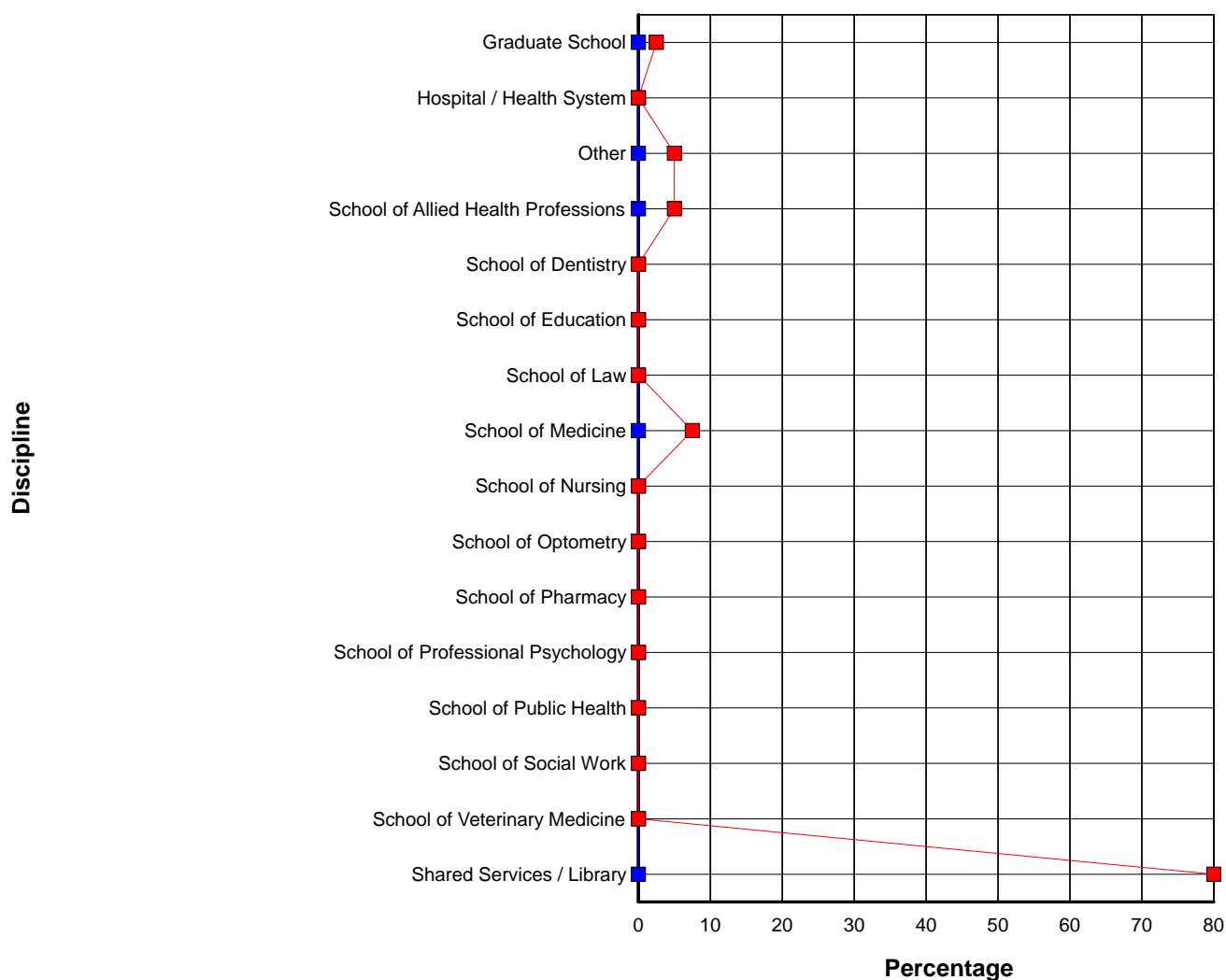User Group: Faculty

7   Summary for Staff

7.1   Demographic Summary for Staff

7.1.1 Population and Respondent Profiles for Staff by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the LibQUAL+® standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

■ Respondent Profile by Discipline

■ Population Profile by Discipline

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
User Group: **Staff**

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Graduate School	0	0.00	1	2.50	-2.50
Hospital / Health System	0	0.00	0	0.00	0.00
Other	0	0.00	2	5.00	-5.00
School of Allied Health Professions	0	0.00	2	5.00	-5.00
School of Dentistry	0	0.00	0	0.00	0.00
School of Education	0	0.00	0	0.00	0.00
School of Law	0	0.00	0	0.00	0.00
School of Medicine	0	0.00	3	7.50	-7.50
School of Nursing	0	0.00	0	0.00	0.00
School of Optometry	0	0.00	0	0.00	0.00
School of Pharmacy	0	0.00	0	0.00	0.00
School of Professional Psychology	0	0.00	0	0.00	0.00
School of Public Health	0	0.00	0	0.00	0.00
School of Social Work	0	0.00	0	0.00	0.00
School of Veterinary Medicine	0	0.00	0	0.00	0.00
Shared Services / Library	0	0.00	32	80.00	-80.00
Total:	**0**	**100.00**	**40**	**100.00**	**0.00**

Language: English (American)
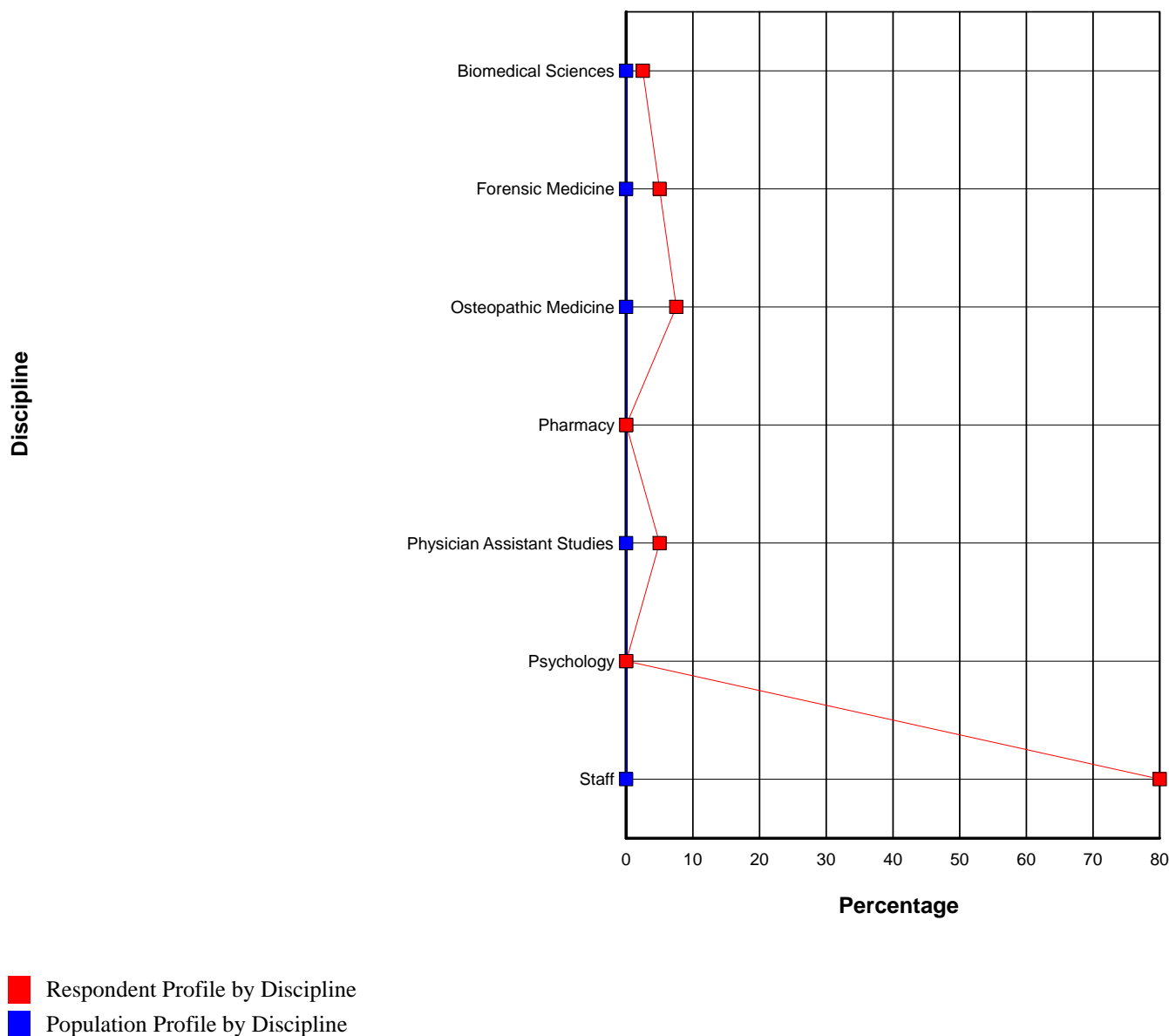Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Staff

7.1.2 Population and Respondent Profiles for Staff by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

■ Respondent Profile by Discipline
■ Population Profile by Discipline

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Staff

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Biomedical Sciences	0	0.00	1	2.50	-2.50
Forensic Medicine	0	0.00	2	5.00	-5.00
Osteopathic Medicine	0	0.00	3	7.50	-7.50
Pharmacy	0	0.00	0	0.00	0.00
Physician Assistant Studies	0	0.00	2	5.00	-5.00
Psychology	0	0.00	0	0.00	0.00
Staff	0	0.00	32	80.00	-80.00
Total:	**0**	**100.00**	**40**	**100.00**	**0.00**

7.1.1 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	0	0.00
23 - 30	9	22.50
31 - 45	11	27.50
46 - 65	19	47.50
Over 65	1	2.50
Total:	**40**	**100.00**

7.1.2 Respondent Profile by Sex:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.
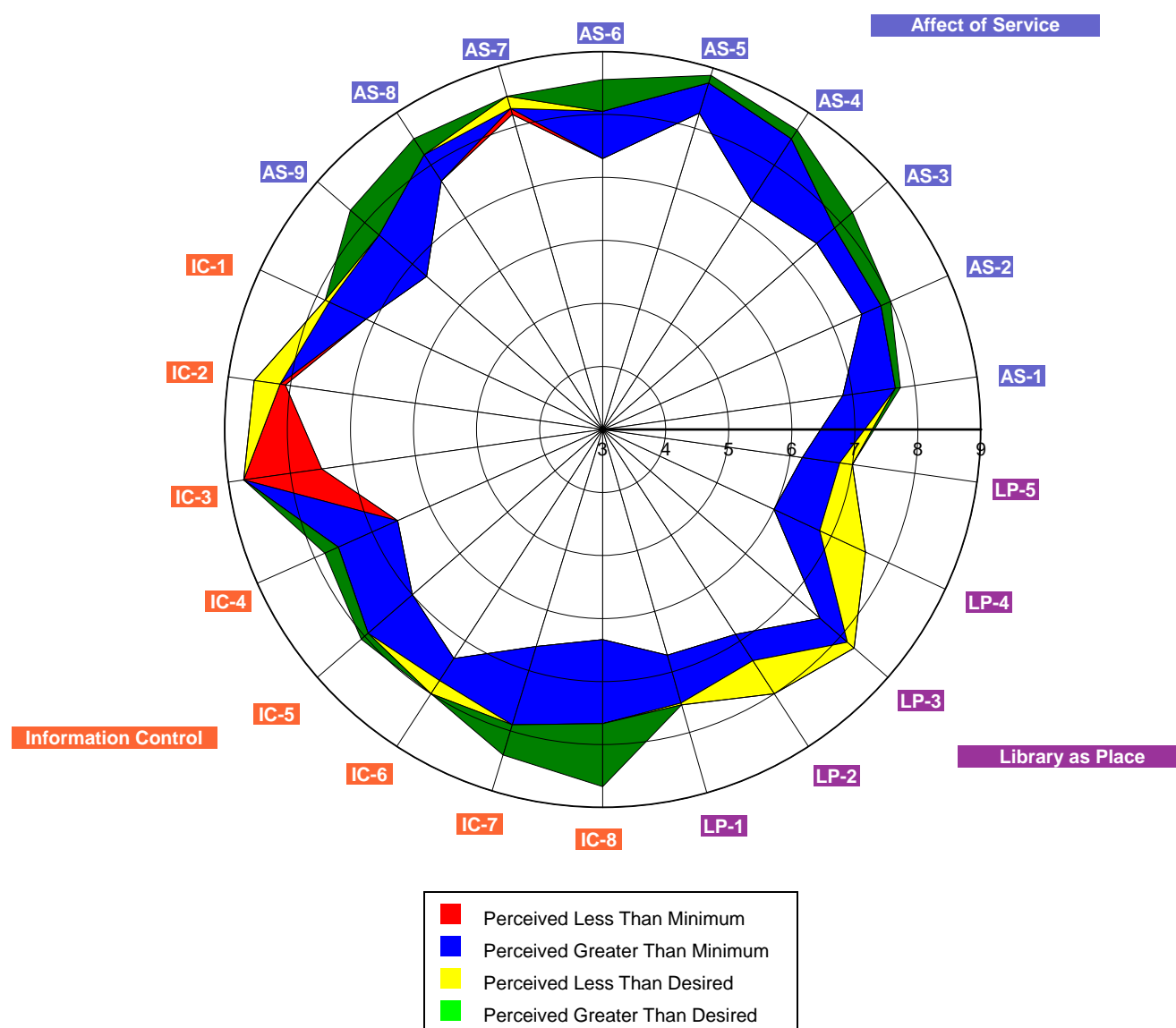
Sex:	Respondents n	Respondents %
Female	28	70.00
Male	12	30.00
Total:	**40**	**100.00**

7.2   Core Questions Summary for Staff

This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this chart they are grouped into sections: Affect of Service, Information Control, and Library as Place.

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or service superiority) are shaded in blue, yellow, green, and red.

The following two tables show mean scores and standard deviations for each question, where *n* is the number of respondents for each particular question. (For a more detailed explanation of the headings, see the Introduction to this notebook.)
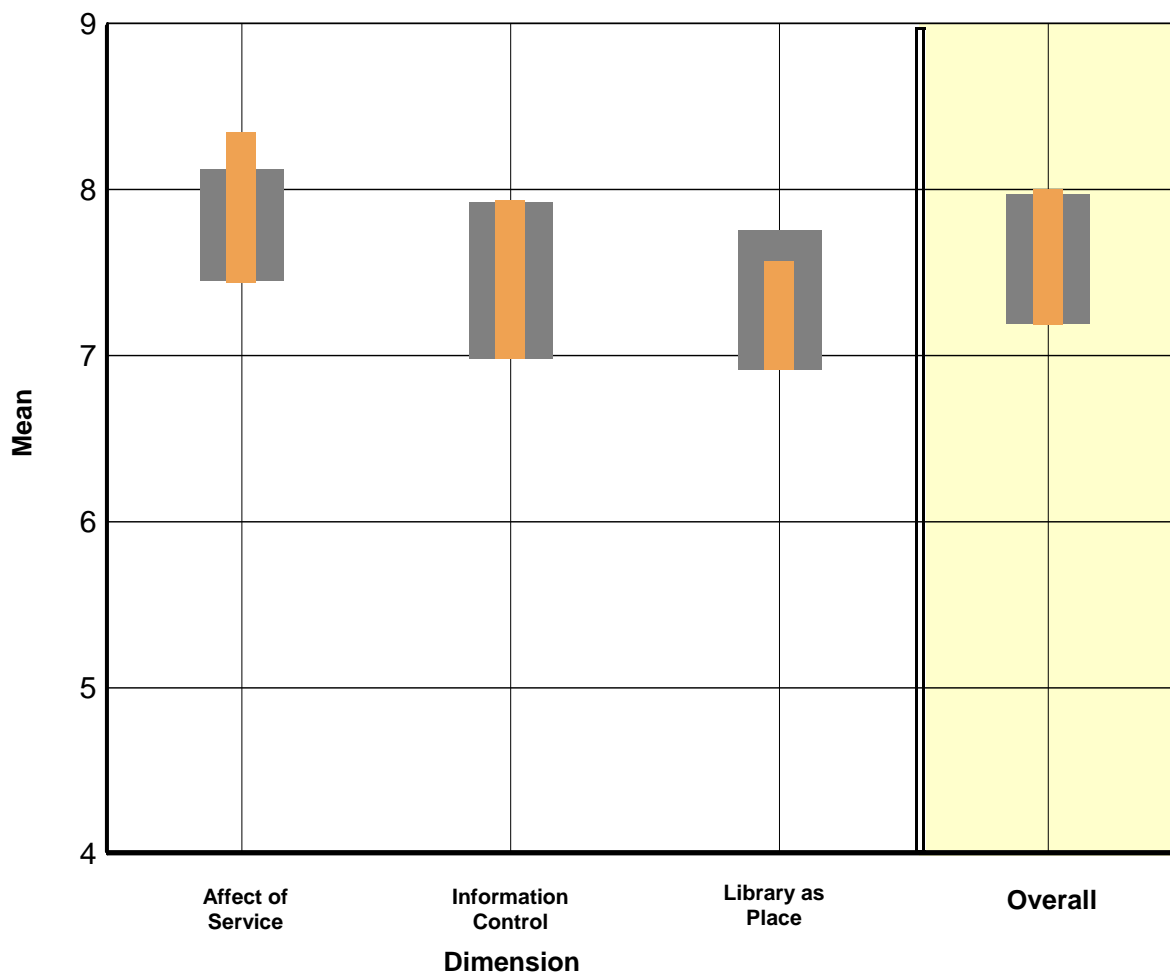

Legend:
- Red — Perceived Less Than Minimum
- Blue — Perceived Greater Than Minimum
- Yellow — Perceived Less Than Desired
- Green — Perceived Greater Than Desired

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Staff

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.85	7.69	7.77	0.92	0.08	13
AS-2	Giving users individual attention	7.50	7.83	8.00	0.50	0.17	6
AS-3	Employees who are consistently courteous	7.50	7.88	8.25	0.75	0.38	8
AS-4	Readiness to respond to users' questions	7.33	8.50	8.67	1.33	0.17	6
AS-5	Employees who have the knowledge to answer user questions	8.25	8.75	8.88	0.63	0.13	8
AS-6	Employees who deal with users in a caring fashion	7.30	8.05	8.55	1.25	0.50	40
AS-7	Employees who understand the needs of their users	8.30	8.50	8.20	-0.10	-0.30	10
AS-8	Willingness to help users	7.70	8.20	8.50	0.80	0.30	10
AS-9	Dependability in handling users' service problems	6.70	7.70	8.30	1.60	0.60	10
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.14	7.86	7.79	0.64	-0.07	14
IC-2	A library Web site enabling me to locate information on my own	8.17	8.58	8.08	-0.08	-0.50	12
IC-3	The printed library materials I need for my work	8.75	8.50	7.50	-1.25	-1.00	4
IC-4	The electronic information resources I need	6.56	7.59	7.82	1.26	0.24	34
IC-5	Modern equipment that lets me easily access needed information	7.00	7.93	8.07	1.07	0.14	14
IC-6	Easy-to-use access tools that allow me to find things on my own	7.33	8.00	7.75	0.42	-0.25	12
IC-7	Making information easily accessible for independent use	6.60	7.90	8.40	1.80	0.50	10
IC-8	Print and/or electronic journal collections I require for my work	6.33	7.67	8.67	2.33	1.00	6
Library as Place							
LP-1	Library space that inspires study and learning	6.73	7.55	7.52	0.79	-0.03	33
LP-2	Quiet space for individual activities	6.88	8.00	7.38	0.50	-0.63	8
LP-3	A comfortable and inviting location	7.57	8.29	8.14	0.57	-0.14	14
LP-4	A getaway for study, learning, or research	6.00	7.60	6.80	0.80	-0.80	5
LP-5	Community space for group learning and group study	6.20	7.00	6.80	0.60	-0.20	5
Overall:		7.19	7.97	8.01	0.82	0.04	40

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.82	1.32	1.54	1.93	1.19	13
AS-2	Giving users individual attention	1.38	0.98	0.89	0.55	0.41	6
AS-3	Employees who are consistently courteous	1.41	1.13	1.16	1.58	0.74	8
AS-4	Readiness to respond to users' questions	1.51	0.84	0.82	1.63	1.33	6
AS-5	Employees who have the knowledge to answer user questions	0.89	0.46	0.35	0.92	0.35	8
AS-6	Employees who deal with users in a caring fashion	1.86	1.15	0.68	1.93	1.24	40
AS-7	Employees who understand the needs of their users	0.95	0.71	0.79	0.57	0.48	10
AS-8	Willingness to help users	1.34	0.79	0.71	1.23	0.48	10
AS-9	Dependability in handling users' service problems	2.58	1.25	0.67	2.80	1.43	10
Information Control							
IC-1	Making electronic resources accessible from my home or office	2.11	1.23	1.05	2.31	1.38	14
IC-2	A library Web site enabling me to locate information on my own	1.59	1.00	1.08	1.38	1.00	12
IC-3	The printed library materials I need for my work	0.50	0.58	0.58	0.96	0.82	4
IC-4	The electronic information resources I need	1.97	1.26	1.34	2.14	1.94	34
IC-5	Modern equipment that lets me easily access needed information	1.66	0.83	0.83	1.77	1.03	14
IC-6	Easy-to-use access tools that allow me to find things on my own	1.61	0.95	0.87	1.44	1.06	12
IC-7	Making information easily accessible for independent use	1.90	1.45	0.97	1.87	1.43	10
IC-8	Print and/or electronic journal collections I require for my work	1.51	1.03	0.52	1.63	0.89	6
Library as Place							
LP-1	Library space that inspires study and learning	2.11	1.42	1.46	1.95	1.49	33
LP-2	Quiet space for individual activities	2.03	1.41	2.13	2.00	2.45	8
LP-3	A comfortable and inviting location	1.55	0.73	1.17	1.16	0.77	14
LP-4	A getaway for study, learning, or research	3.39	2.07	2.77	2.59	1.10	5
LP-5	Community space for group learning and group study	1.64	1.41	1.48	2.41	1.79	5
Overall:		1.36	0.75	0.86	1.44	0.97	40

7.3   Core Question Dimensions Summary for Staff

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.

▇	Range of Minimum to Desired
▇	Range of Minimum to Perceived ("Adequacy Gap")

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where n is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	7.45	8.12	8.35	0.91	0.23	40
Information Control	6.98	7.92	7.94	0.96	0.02	39
Library as Place	6.91	7.76	7.57	0.66	-0.19	35
Overall	7.19	7.97	8.01	0.82	0.04	40

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+® survey, where n is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.47	0.84	0.77	1.49	0.87	40
Information Control	1.56	0.84	0.98	1.63	1.16	39
Library as Place	1.76	1.20	1.51	1.51	1.27	35
Overall	1.36	0.75	0.86	1.44	0.97	40

Language: English (American)
Institution Type: Academic Health Sciences
Library Branch: PA Campus
User Group: Staff

7.4   Local Question Summary for Staff

This table shows mean scores of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Access to information resources that support patient care	8.00	8.40	7.80	-0.20	-0.60	5
Collections of online full-text articles sufficient to meet my needs	7.83	8.50	7.83	0.00	-0.67	6
Efficient interlibrary loan / document delivery	7.17	7.83	8.00	0.83	0.17	6
Adequate hours of service	7.20	8.20	8.40	1.20	0.20	5
Helpful online guides and tutorials	7.50	8.17	7.83	0.33	-0.33	6

This table displays the standard deviations of each of the local questions added by the individual library or consortium, where *n* is the number of respondents for each particular question. For a more detailed explanation of the headings, see the introduction to this notebook.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Access to information resources that support patient care	1.73	0.89	1.64	2.86	2.19	5
Collections of online full-text articles sufficient to meet my needs	1.17	0.55	1.47	1.26	1.21	6
Efficient interlibrary loan / document delivery	0.98	0.98	0.89	0.98	0.41	6
Adequate hours of service	2.05	0.84	0.89	1.79	1.10	5
Helpful online guides and tutorials	1.87	0.98	1.17	0.82	0.52	6

Language: **English (American)**
Institution Type: **Academic Health Sciences**
Library Branch: **PA Campus**
User Group: **Staff**

7.5   General Satisfaction Questions Summary for Staff

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where *n* is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.21	0.83	24
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	8.13	1.15	16
How would you rate the overall quality of the service provided by the library?	8.33	0.83	40

7.6   Information Literacy Outcomes Questions Summary for Staff

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where *n* is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	7.26	1.24	19
The library aids my advancement in my academic discipline or work.	7.95	1.39	20
The library enables me to be more efficient in my academic pursuits or work.	7.64	1.74	14
The library helps me distinguish between trustworthy and untrustworthy information.	7.21	1.31	14
The library provides me with the information skills I need in my work or study.	8.23	0.83	13

7.7 Library Use Summary for Staff

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.

	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	1	6	13	14	6	40
	2.50%	15.00%	32.50%	35.00%	15.00%	100.00%
How often do you access library resources through a library Web page?	6	9	7	9	9	40
	15.00%	22.50%	17.50%	22.50%	22.50%	100.00%
How often do you use YahooTM, GoogleTM, or non-library gateways for information?	28	7	2	2	1	40
	70.00%	17.50%	5.00%	5.00%	2.50%	100.00%

Appendix A: LibQUAL+® Dimensions

LibQUAL+® measures dimensions of perceived library quality---that is, each survey question is part of a broader category (a dimension), and scores within those categories are analyzed in order to derive more general information about library users' perceptions of service. These dimensions were first based on the original SERVQUAL survey instrument (the framework for the LibQUAL+® survey tool; for more information on the origins of LibQUAL+®, go to <http://www.libqual.org/Publications/>). The LibQUAL+® survey dimensions have evolved with each iteration, becoming more refined and focused for application to the library context. Dimensions for each iteration of the LibQUAL+® survey are outlined below.

LibQUAL+® 2000 Dimensions

The 2000 iteration of the LibQUAL+® survey, which had 41 questions, measured eight separate dimensions:
- Assurance (the knowledge and courtesy of employees, and their ability to convey trust and confidence)
- Empathy (caring, individual attention)
- Library as Place (library as a sanctuary/haven or site for learning and contemplation)
- Reliability (ability to perform the promised service dependably and accurately)
- Responsiveness (willingness to help customers and provide prompt service)
- Tangibles (appearance of physical facilities, equipment, personnel and communications materials)
- Instructions/Custom Items
- Self-Reliance

LibQUAL+® 2001 Dimensions

After careful analysis of the results from the 2000 survey, the dimensions were further refined to re-ground the SERVQUAL items in the library context. Four sub-dimensions resulted for the 2001 iteration:
- Service Affect (nine items, such as "willingness to help users")
- Library as Place (five items, such as "a haven for quiet and solitude")
- Personal Control (six items, such as "website enabling me to locate information on my own"), and
- Information Access (five items, such as "comprehensive print collections" and "convenient business hours")

LibQUAL+® 2002 and 2003 Dimensions

For the 2002 iteration of the LibQUAL+® survey, the dimensions were once again refined based on analysis of the previous year's results. While the four dimensions were retained, their titles were changed slightly to more clearly represent the questions and data. The same four dimensions were also used on the 2003 survey:
- Access to Information
- Affect of Service
- Library as Place
- Personal Control

LibQUAL+® 2004 - Present Dimensions

After the 2003 survey was completed, factor and reliability analyses on the resulting data revealed that two of the

dimensions measured by the survey-Access to Information and Personal Control-had collapsed into one. The following three dimensions have been measured since then: Affect of Service, Information Control, and Library as Place. In addition, three core items were eliminated from the 2003 version of the survey, leaving 22 core items on the final survey instrument.

The list below displays the dimensions used to present the results in the 2012 notebooks, along with the questions that relate to each dimension. *(Note: The questions below are those used in the College and University implementation of the survey, American English version.)*

Affect of Service

    [AS-1]   Employees who instill confidence in users
    [AS-2]   Giving users individual attention
    [AS-3]   Employees who are consistently courteous
    [AS-4]   Readiness to respond to users' questions
    [AS-5]   Employees who have the knowledge to answer user questions
    [AS-6]   Employees who deal with users in a caring fashion
    [AS-7]   Employees who understand the needs of their users
    [AS-8]   Willingness to help users
    [AS-9]   Dependability in handling users' service problems

Information Control

    [IC-1]   Making electronic resources accessible from my home or office
    [IC-2]   A library Web site enabling me to locate information on my own
    [IC-3]   The printed library materials I need for my work
    [IC-4]   The electronic information resources I need
    [IC-5]   Modern equipment that lets me easily access needed information
    [IC-6]   Easy-to-use access tools that allow me to find things on my own
    [IC-7]   Making information easily accessible for independent use
    [IC-8]   Print and/or electronic journal collections I require for my work

Library as Place

    [LP-1]   Library space that inspires study and learning
    [LP-2]   Quiet space for individual activities
    [LP-3]   A comfortable and inviting location
    [LP-4]   A getaway for study, learning or research
    [LP-5]   Community space for group learning and group study