



**LibQUAL<sup>+</sup>**  
*2012 Survey*

## **Philadelphia College of Osteopathic Medicine**

### **Discipline Analysis**

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## 2 Demographic Summary for Philadelphia College of Osteopathic Medicine

### 2.1 Respondents by Discipline

Discipline	Respondent n	Respondent %
<b>Biomedical Sciences</b>		
Undergraduate	4	0.42%
Graduate	78	8.17%
Faculty	4	0.42%
Library Staff	0	0.00%
Staff	1	0.10%
<b>Sub Total:</b>	87	9.11%
<b>Forensic Medicine</b>		
Undergraduate	1	0.10%
Graduate	10	1.05%
Faculty	1	0.10%
Library Staff	0	0.00%
Staff	2	0.21%
<b>Sub Total:</b>	14	1.47%
<b>Physician Assistant Studies</b>		
Undergraduate	12	1.26%
Graduate	47	4.92%
Faculty	7	0.73%
Library Staff	0	0.00%
Staff	2	0.21%
<b>Sub Total:</b>	68	7.12%
<b>Osteopathic Medicine</b>		
Undergraduate	298	31.20%
Graduate	239	25.03%
Faculty	23	2.41%
Library Staff	0	0.00%
Staff	3	0.31%
<b>Sub Total:</b>	563	58.95%
<b>Pharmacy</b>		
Undergraduate	12	1.26%
Graduate	36	3.77%
Faculty	11	1.15%
Library Staff	0	0.00%
Staff	0	0.00%
<b>Sub Total:</b>	59	6.18%
<b>Psychology</b>		
Undergraduate	11	1.15%
Graduate	82	8.59%
Faculty	19	1.99%
Library Staff	0	0.00%
Staff	0	0.00%
<b>Sub Total:</b>	112	11.73%

Language: English (American)

Institution Type: Academic Health Sciences

Consortium: AAHSL

Discipline: All

<b>Staff</b>		
Undergraduate	5	0.52%
Graduate	1	0.10%
Faculty	7	0.73%
Library Staff	6	0.63%
Staff	33	3.46%
<b>Sub Total:</b>		52 5.45%
<b>Total:</b>		<b>955 100.00%</b>

## 4 Summary for Biomedical Sciences

### 4.1 Demographic Summary for Biomedical Sciences

#### 4.1.1 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
PA Campus	56	64.37
GA Campus	31	35.63
<b>Total:</b>	<b>87</b>	<b>100.00</b>

#### 4.1.2 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	8	9.20
23 - 30	70	80.46
31 - 45	4	4.60
46 - 65	5	5.75
Over 65	0	0.00
<b>Total:</b>	<b>87</b>	<b>100.00</b>

### 4.1.3 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.

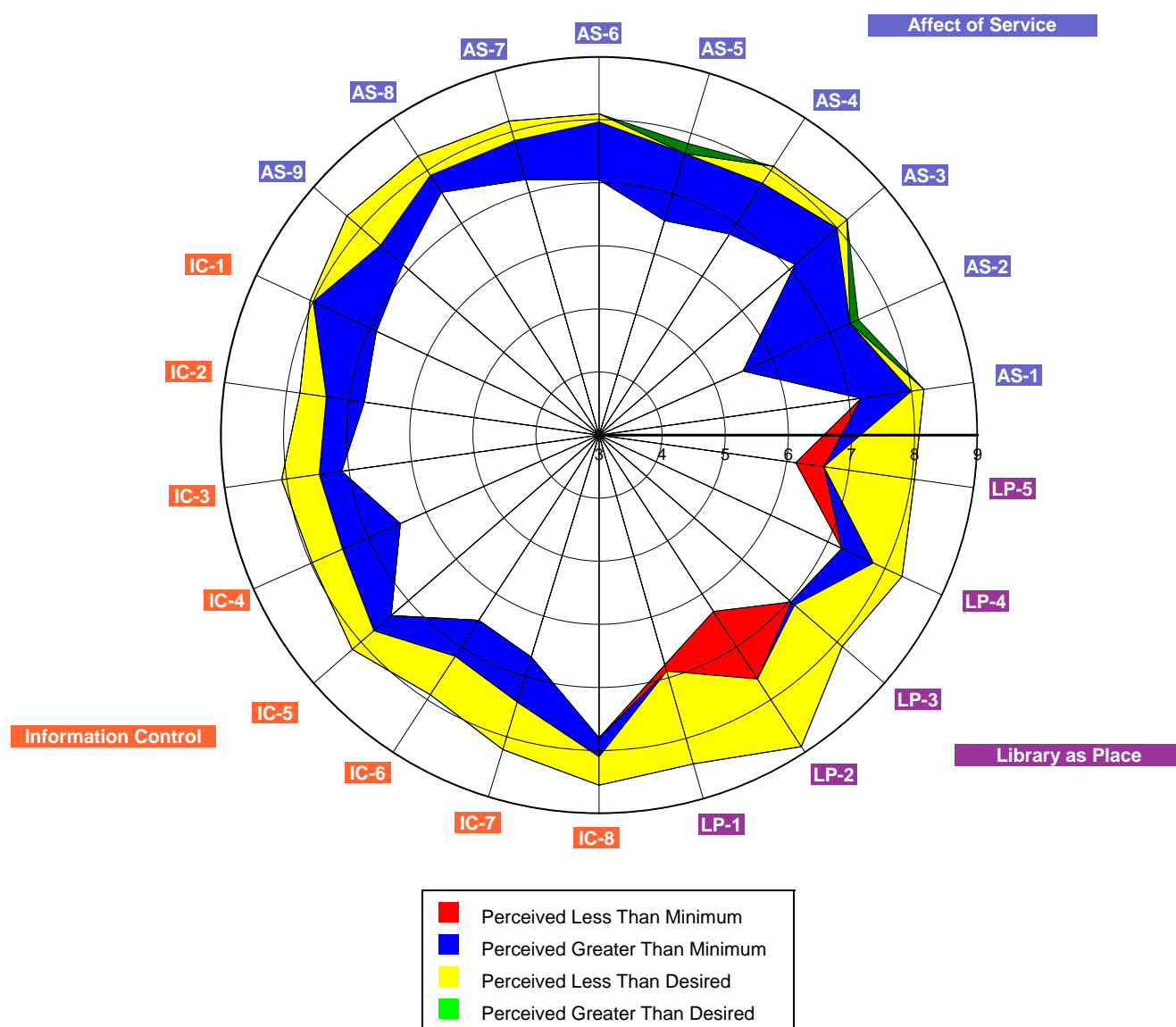
<b>Sex:</b>	<b>Respondents n</b>	<b>Respondents %</b>
Female	48	55.17
Male	39	44.83
<b>Total:</b>	<b>87</b>	<b>100.00</b>

## 4.2 Core Questions Summary for Biomedical Sciences

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.)



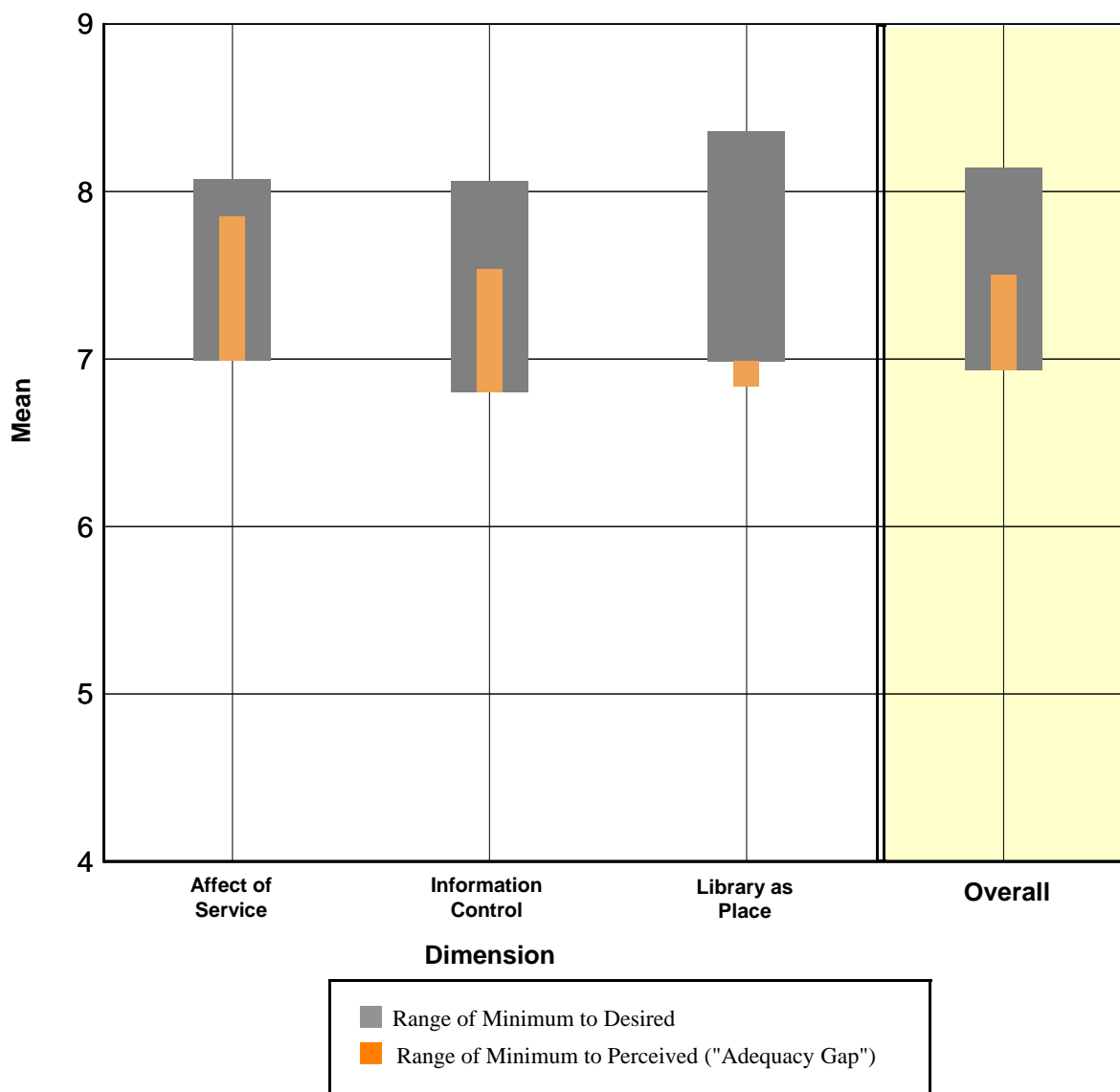
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	7.20	8.20	8.00	0.80	-0.20	15
AS-2	Giving users individual attention	5.50	7.36	7.50	2.00	0.14	14
AS-3	Employees who are consistently courteous	7.13	8.21	8.00	0.88	-0.21	24
AS-4	Readiness to respond to users' questions	6.80	8.08	7.76	0.96	-0.32	25
AS-5	Employees who have the knowledge to answer user questions	6.56	7.67	7.83	1.28	0.17	18
AS-6	Employees who deal with users in a caring fashion	7.05	8.09	7.97	0.92	-0.13	86
AS-7	Employees who understand the needs of their users	7.21	8.18	7.86	0.64	-0.32	28
AS-8	Willingness to help users	7.59	8.27	7.91	0.32	-0.36	22
AS-9	Dependability in handling users' service problems	7.12	8.29	7.59	0.47	-0.71	17
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	6.89	8.05	8.00	1.11	-0.05	19
IC-2	A library Web site enabling me to locate information on my own	6.76	7.79	7.36	0.61	-0.42	33
IC-3	The printed library materials I need for my work	7.12	8.08	7.48	0.36	-0.60	25
IC-4	The electronic information resources I need	6.45	7.98	7.45	1.00	-0.53	87
IC-5	Modern equipment that lets me easily access needed information	7.36	8.18	7.73	0.36	-0.45	22
IC-6	Easy-to-use access tools that allow me to find things on my own	6.50	7.91	7.18	0.68	-0.73	22
IC-7	Making information easily accessible for independent use	6.68	8.21	7.43	0.75	-0.79	28
IC-8	Print and/or electronic journal collections I require for my work	7.80	8.55	8.10	0.30	-0.45	20
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	6.89	8.42	6.79	-0.11	-1.64	85
LP-2	Quiet space for individual activities	7.61	8.89	6.33	-1.28	-2.56	18
LP-3	A comfortable and inviting location	7.04	8.11	7.11	0.07	-1.00	28
LP-4	A getaway for study, learning, or research	7.25	8.30	7.80	0.55	-0.50	20
LP-5	Community space for group learning and group study	6.60	8.05	6.15	-0.45	-1.90	20
<b>Overall:</b>		6.93	8.14	7.50	0.57	-0.64	87



ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	1.82	1.15	1.00	1.70	0.94	15
AS-2	Giving users individual attention	2.41	1.65	1.34	2.08	1.75	14
AS-3	Employees who are consistently courteous	1.90	1.06	1.14	1.94	1.14	24
AS-4	Readiness to respond to users' questions	2.12	1.35	1.30	1.95	1.03	25
AS-5	Employees who have the knowledge to answer user questions	1.50	1.50	1.20	1.36	1.25	18
AS-6	Employees who deal with users in a caring fashion	1.81	1.32	1.25	1.86	1.19	86
AS-7	Employees who understand the needs of their users	1.47	0.86	0.89	1.22	0.86	28
AS-8	Willingness to help users	1.89	1.32	1.54	1.04	0.95	22
AS-9	Dependability in handling users' service problems	1.27	0.69	1.06	1.23	1.21	17
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	1.85	1.08	1.20	1.73	1.03	19
IC-2	A library Web site enabling me to locate information on my own	2.06	1.43	1.32	1.58	1.23	33
IC-3	The printed library materials I need for my work	1.42	1.26	1.29	1.47	1.47	25
IC-4	The electronic information resources I need	1.67	1.31	1.25	1.90	1.34	87
IC-5	Modern equipment that lets me easily access needed information	1.18	1.01	0.70	1.09	1.37	22
IC-6	Easy-to-use access tools that allow me to find things on my own	1.79	1.31	1.40	1.76	1.45	22
IC-7	Making information easily accessible for independent use	1.83	1.03	1.37	1.71	1.71	28
IC-8	Print and/or electronic journal collections I require for my work	1.44	0.69	0.91	1.38	1.00	20
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	1.80	0.96	1.70	2.27	1.95	85
LP-2	Quiet space for individual activities	1.82	0.47	1.78	2.63	1.95	18
LP-3	A comfortable and inviting location	1.43	0.88	1.79	2.00	1.89	28
LP-4	A getaway for study, learning, or research	1.52	1.13	1.36	1.64	1.76	20
LP-5	Community space for group learning and group study	2.41	1.67	1.73	2.54	2.10	20
<b>Overall:</b>		1.41	0.85	0.95	1.32	0.94	87

### 4.3 Core Question Dimensions Summary for Biomedical Sciences

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.



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	6.99	8.07	7.85	0.86	-0.22	87
Information Control	6.80	8.06	7.54	0.74	-0.52	87
Library as Place	6.99	8.36	6.84	-0.15	-1.52	86
<b>Overall</b>	6.93	8.14	7.50	0.57	-0.64	87

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	1.67	1.15	1.06	1.46	0.96	87
Information Control	1.46	0.97	1.03	1.35	1.03	87
Library as Place	1.67	0.95	1.58	2.08	1.81	86
<b>Overall</b>	1.41	0.85	0.95	1.32	0.94	87

## 4.4 Local Question Summary for Biomedical Sciences

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	7.00	8.00	8.10	1.10	0.10	10
Collections of online full-text articles sufficient to meet my needs	6.79	8.16	7.53	0.74	-0.63	19
Efficient interlibrary loan / document delivery	8.15	8.85	8.54	0.38	-0.31	13
Adequate hours of service	7.33	8.40	7.87	0.53	-0.53	15
Helpful online guides and tutorials	6.61	7.72	7.56	0.94	-0.17	18

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	0.67	0.74	1.52	0.74	10
Collections of online full-text articles sufficient to meet my needs	1.87	1.50	1.17	2.49	2.09	19
Efficient interlibrary loan / document delivery	1.21	0.38	0.66	1.19	0.63	13
Adequate hours of service	1.50	0.91	1.19	1.46	1.06	15
Helpful online guides and tutorials	1.50	1.32	1.34	1.66	0.86	18

Language: English (American)

Institution Type: Academic Health Sciences

Consortium: AAHSL

Discipline: Biomedical Sciences

## 4.5 General Satisfaction Questions Summary for Biomedical Sciences

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.	7.98	0.98	42
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.58	1.22	45
How would you rate the overall quality of the service provided by the library?	7.63	0.99	87

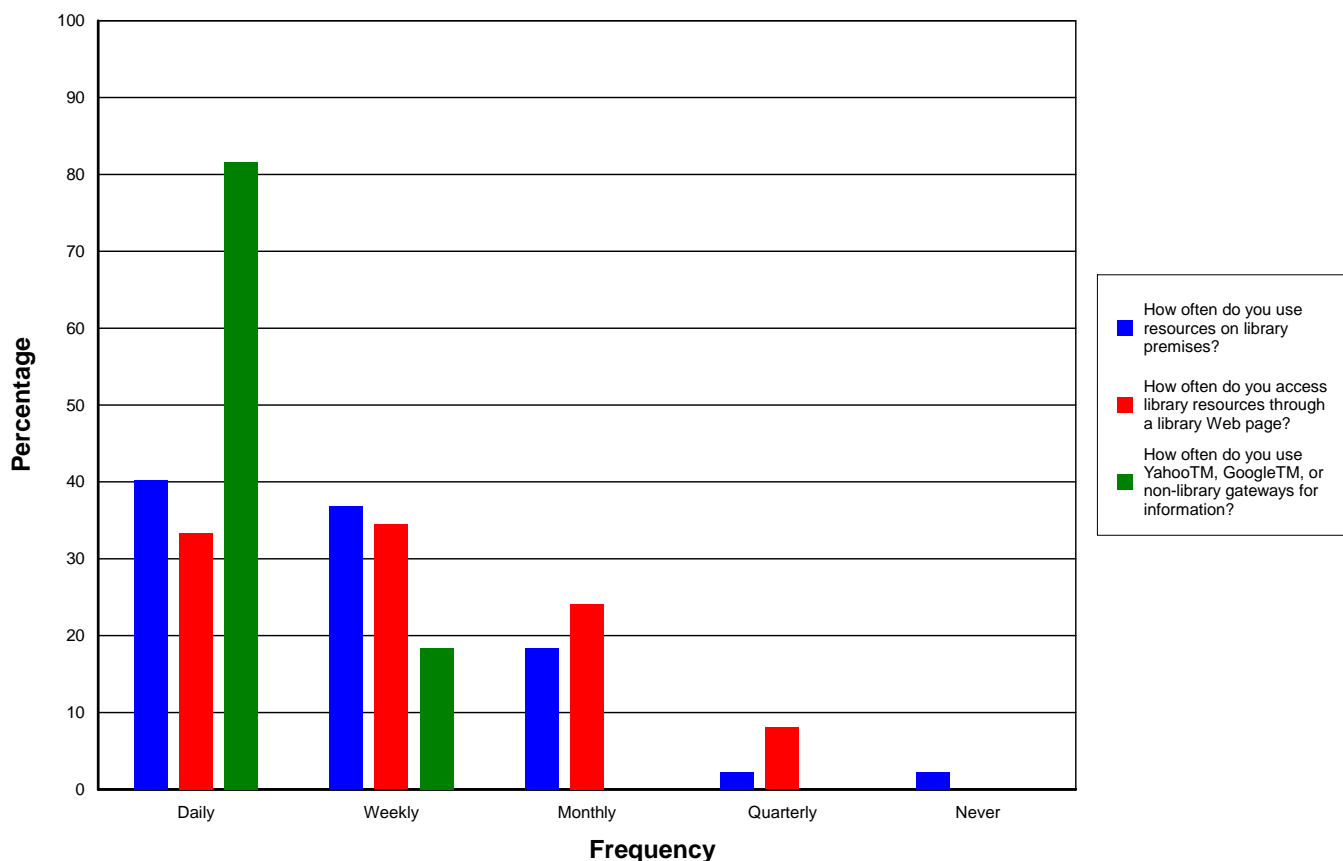
## 4.6 Information Literacy Outcomes Questions Summary for Biomedical Sciences

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.	7.05	1.64	42
The library aids my advancement in my academic discipline or work.	7.37	1.91	35
The library enables me to be more efficient in my academic pursuits or work.	7.42	1.73	33
The library helps me distinguish between trustworthy and untrustworthy information.	7.05	1.54	44
The library provides me with the information skills I need in my work or study.	7.06	1.58	32

## 4.7 Library Use Summary for Biomedical Sciences

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?	35 40.23%	32 36.78%	16 18.39%	2 2.30%	2 2.30%	87 100.00%
How often do you access library resources through a library Web page?	29 33.33%	30 34.48%	21 24.14%	7 8.05%	0 0.00%	87 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	71 81.61%	16 18.39%	0 0.00%	0 0.00%	0 0.00%	87 100.00%

## 5 Summary for Forensic Medicine

### 5.1 Demographic Summary for Forensic Medicine

#### 5.1.1 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
PA Campus	14	100.00
GA Campus	0	0.00
<b>Total:</b>	<b>14</b>	<b>100.00</b>

#### 5.1.2 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	1	7.14
23 - 30	9	64.29
31 - 45	3	21.43
46 - 65	1	7.14
Over 65	0	0.00
<b>Total:</b>	<b>14</b>	<b>100.00</b>

### 5.1.3 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.

<b>Sex:</b>	<b>Respondents n</b>	<b>Respondents %</b>
Female	12	85.71
Male	2	14.29
<b>Total:</b>	<b>14</b>	<b>100.00</b>

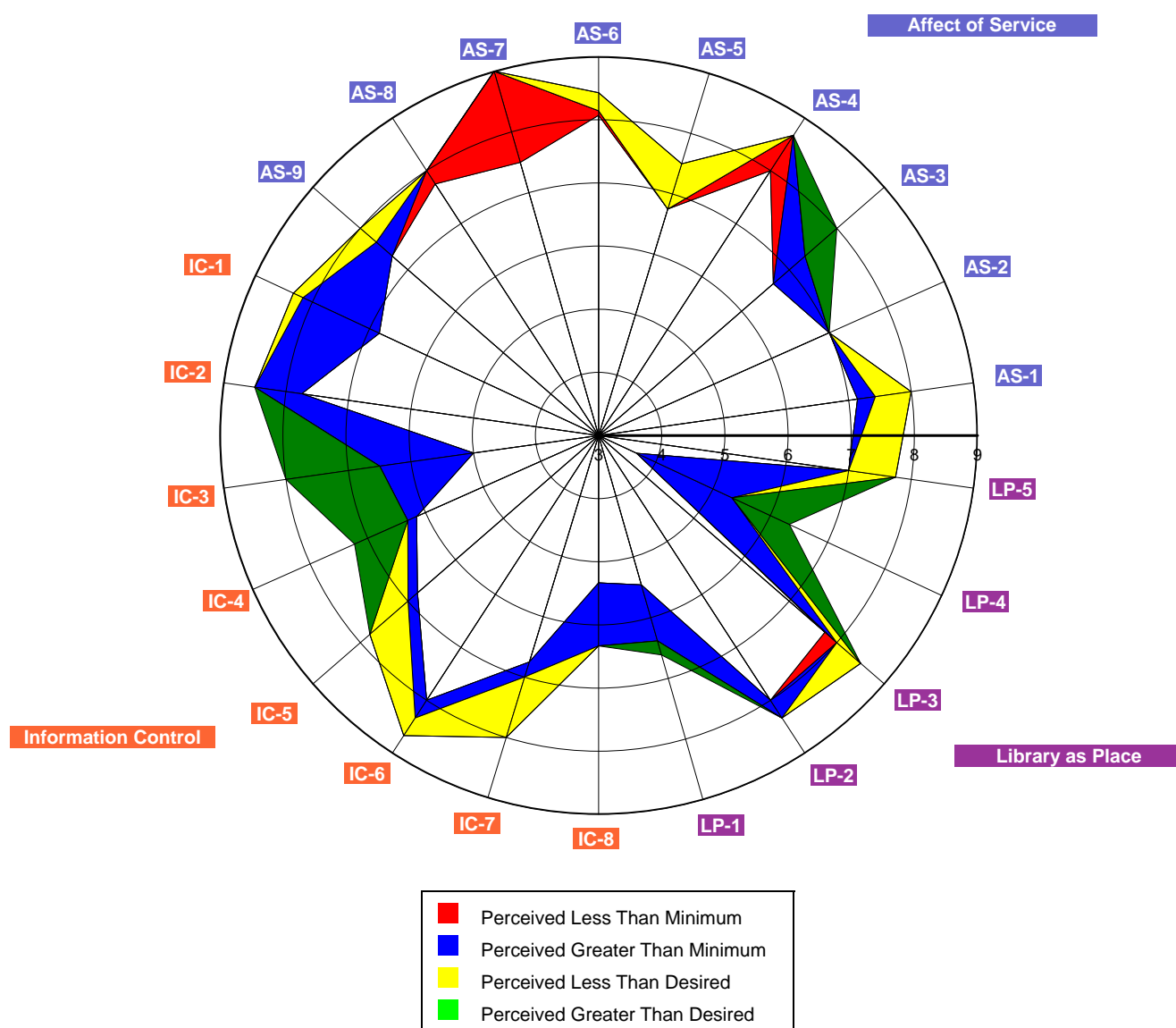


## 5.2 Core Questions Summary for Forensic Medicine

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.)

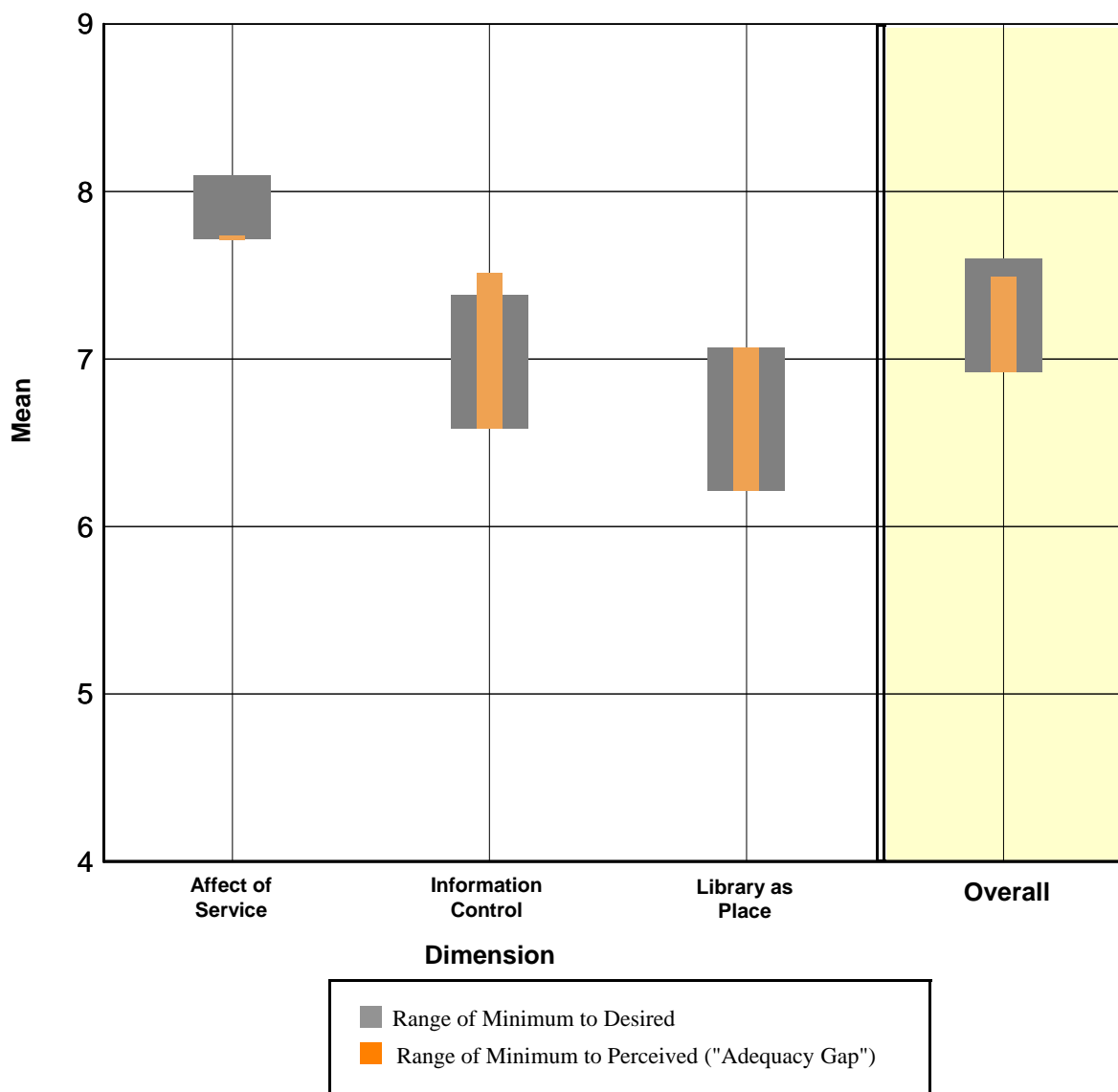


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	7.14	8.00	7.43	0.29	-0.57	7
AS-2	Giving users individual attention	7.00	7.00	7.00	0.00	0.00	1
AS-3	Employees who are consistently courteous	6.67	7.33	8.00	1.33	0.67	3
AS-4	Readiness to respond to users' questions	8.67	8.00	8.00	-0.67	0.00	3
AS-5	Employees who have the knowledge to answer user questions	6.75	7.50	6.75	0.00	-0.75	4
AS-6	Employees who deal with users in a caring fashion	8.14	8.43	8.07	-0.07	-0.36	14
AS-7	Employees who understand the needs of their users	9.00	9.00	7.50	-1.50	-1.50	2
AS-8	Willingness to help users	8.00	8.00	7.75	-0.25	-0.25	4
AS-9	Dependability in handling users' service problems	7.33	8.00	7.67	0.33	-0.33	3
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	6.83	8.33	8.17	1.33	-0.17	6
IC-2	A library Web site enabling me to locate information on my own	7.75	8.50	8.50	0.75	0.00	4
IC-3	The printed library materials I need for my work	5.00	6.50	8.00	3.00	1.50	2
IC-4	The electronic information resources I need	6.15	6.31	7.23	1.08	0.92	13
IC-5	Modern equipment that lets me easily access needed information	6.80	7.80	7.00	0.20	-0.80	5
IC-6	Easy-to-use access tools that allow me to find things on my own	8.00	8.67	8.33	0.33	-0.33	3
IC-7	Making information easily accessible for independent use	6.75	8.00	7.00	0.25	-1.00	4
IC-8	Print and/or electronic journal collections I require for my work	5.33	6.33	6.33	1.00	0.00	3
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	5.46	6.38	6.62	1.15	0.23	13
LP-2	Quiet space for individual activities	8.00	8.33	8.33	0.33	0.00	3
LP-3	A comfortable and inviting location	8.00	8.50	7.75	-0.25	-0.75	4
LP-4	A getaway for study, learning, or research	3.67	5.33	6.33	2.67	1.00	3
LP-5	Community space for group learning and group study	7.00	7.75	7.00	0.00	-0.75	4
<b>Overall:</b>		6.92	7.60	7.49	0.57	-0.11	14

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	1.77	1.41	1.62	1.89	1.40	7
AS-2	Giving users individual attention						1
AS-3	Employees who are consistently courteous	2.08	1.53	1.73	2.31	1.15	3
AS-4	Readiness to respond to users' questions	0.58	1.73	1.73	1.15	0.00	3
AS-5	Employees who have the knowledge to answer user questions	2.87	2.38	2.63	0.82	1.50	4
AS-6	Employees who deal with users in a caring fashion	1.10	1.02	1.33	1.33	1.01	14
AS-7	Employees who understand the needs of their users	0.00	0.00	0.71	0.71	0.71	2
AS-8	Willingness to help users	1.41	1.41	1.89	0.50	0.50	4
AS-9	Dependability in handling users' service problems	1.53	1.00	0.58	1.53	0.58	3
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	2.71	1.63	1.33	1.51	0.98	6
IC-2	A library Web site enabling me to locate information on my own	0.96	1.00	1.00	0.96	0.00	4
IC-3	The printed library materials I need for my work	1.41	2.12	1.41	2.83	3.54	2
IC-4	The electronic information resources I need	2.38	2.69	1.96	2.36	2.72	13
IC-5	Modern equipment that lets me easily access needed information	2.39	1.64	2.00	0.45	1.30	5
IC-6	Easy-to-use access tools that allow me to find things on my own	1.73	0.58	0.58	1.53	0.58	3
IC-7	Making information easily accessible for independent use	1.71	1.41	1.83	0.50	1.41	4
IC-8	Print and/or electronic journal collections I require for my work	1.15	1.53	2.31	3.46	3.61	3
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	2.73	2.60	2.53	2.23	2.17	13
LP-2	Quiet space for individual activities	1.00	1.15	1.15	0.58	0.00	3
LP-3	A comfortable and inviting location	1.15	1.00	0.96	0.50	0.96	4
LP-4	A getaway for study, learning, or research	2.52	3.79	2.31	3.21	3.61	3
LP-5	Community space for group learning and group study	1.83	1.50	1.41	0.82	1.50	4
<b>Overall:</b>		1.42	1.36	1.37	1.11	1.25	14

### 5.3 Core Question Dimensions Summary for Forensic Medicine

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.



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	7.71	8.10	7.74	0.02	-0.36	14
Information Control	6.58	7.38	7.51	0.93	0.13	14
Library as Place	6.21	7.07	7.07	0.86	0.00	14
<b>Overall</b>	6.92	7.60	7.49	0.57	-0.11	14

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	1.16	1.16	1.40	1.03	0.92	14
Information Control	1.90	1.76	1.48	1.58	1.84	14
Library as Place	2.21	2.04	1.72	1.77	1.75	14
<b>Overall</b>	1.42	1.36	1.37	1.11	1.25	14

## 5.4 Local Question Summary for Forensic Medicine

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	6.50	7.50	7.00	0.50	-0.50	2
Collections of online full-text articles sufficient to meet my needs	7.67	8.00	7.33	-0.33	-0.67	3
Efficient interlibrary loan / document delivery	7.00	8.00	8.00	1.00	0.00	2
Adequate hours of service	4.00	6.00	6.00	2.00	0.00	2
Helpful online guides and tutorials	8.33	8.33	8.33	0.00	0.00	3

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	0.71	0.71	2.83	2.12	3.54	2
Collections of online full-text articles sufficient to meet my needs	2.31	1.73	2.08	0.58	0.58	3
Efficient interlibrary loan / document delivery	0.00	1.41	1.41	1.41	0.00	2
Adequate hours of service	4.24	4.24	1.41	2.83	2.83	2
Helpful online guides and tutorials	1.15	1.15	1.15	0.00	0.00	3

Language: English (American)

Institution Type: Academic Health Sciences

Consortium: AAHSL

Discipline: Forensic Medicine

## 5.5 General Satisfaction Questions Summary for Forensic Medicine

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.	8.00	1.12	9
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	8.00	1.22	5
How would you rate the overall quality of the service provided by the library?	7.79	1.12	14

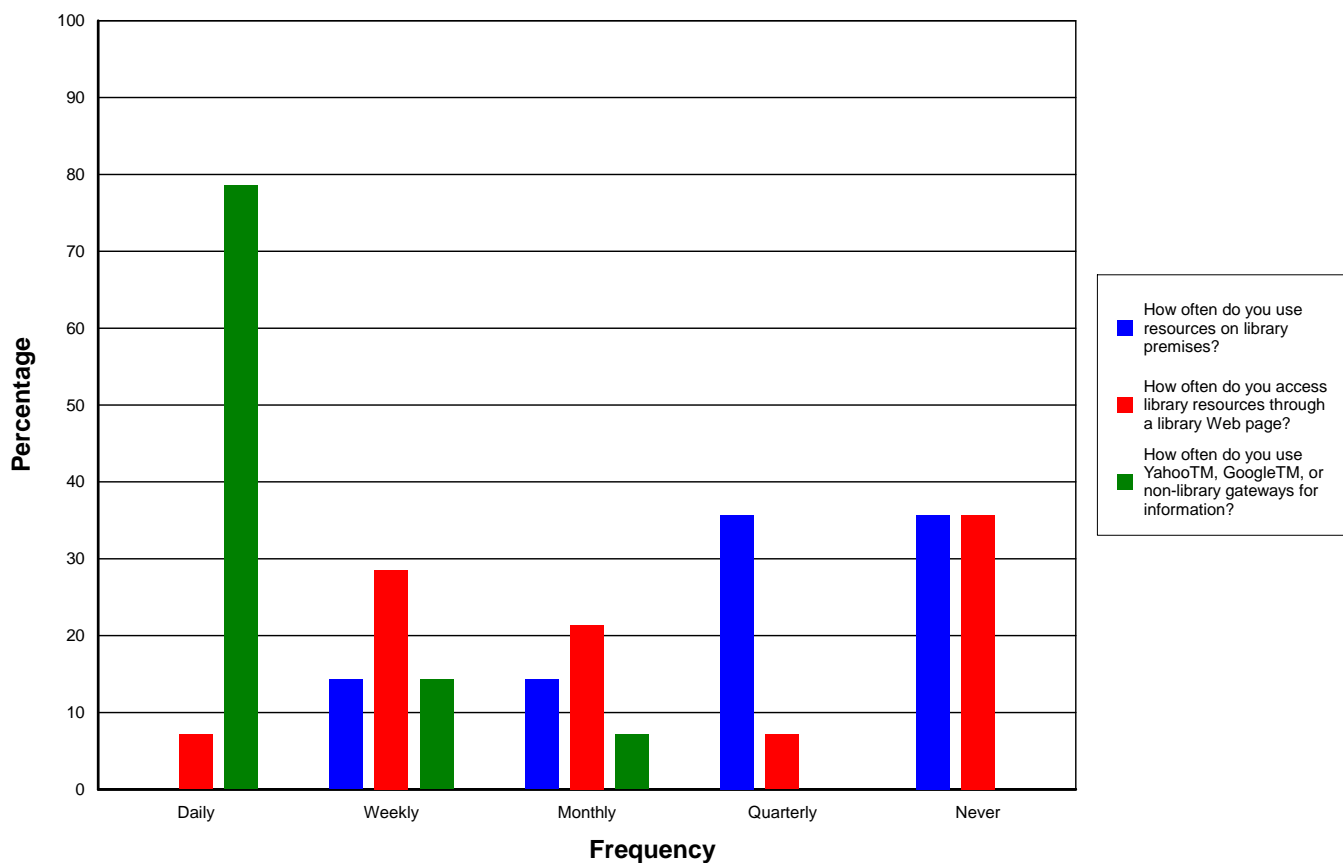
## 5.6 Information Literacy Outcomes Questions Summary for Forensic Medicine

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.	6.60	2.07	5
The library aids my advancement in my academic discipline or work.	7.09	1.81	11
The library enables me to be more efficient in my academic pursuits or work.	7.60	1.67	5
The library helps me distinguish between trustworthy and untrustworthy information.	7.17	1.17	6
The library provides me with the information skills I need in my work or study.	7.20	1.10	5

## 5.7 Library Use Summary for Forensic Medicine

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?	0 0.00%	2 14.29%	2 14.29%	5 35.71%	5 35.71%	14 100.00%
How often do you access library resources through a library Web page?	1 7.14%	4 28.57%	3 21.43%	1 7.14%	5 35.71%	14 100.00%
How often do you use YahooTM, GoogleTM, or non-library gateways for information?	11 78.57%	2 14.29%	1 7.14%	0 0.00%	0 0.00%	14 100.00%



## 6 Summary for Physician Assistant Studies

### 6.1 Demographic Summary for Physician Assistant Studies

#### 6.1.1 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
PA Campus	67	98.53
GA Campus	1	1.47
<b>Total:</b>	<b>68</b>	<b>100.00</b>

#### 6.1.2 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	9	13.24
23 - 30	45	66.18
31 - 45	9	13.24
46 - 65	5	7.35
Over 65	0	0.00
<b>Total:</b>	<b>68</b>	<b>100.00</b>

### 6.1.3 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.

<b>Sex:</b>	<b>Respondents n</b>	<b>Respondents %</b>
Female	59	86.76
Male	9	13.24
<b>Total:</b>	<b>68</b>	<b>100.00</b>

Language: English (American)

Institution Type: Academic Health Sciences

Consortium: AAHSL

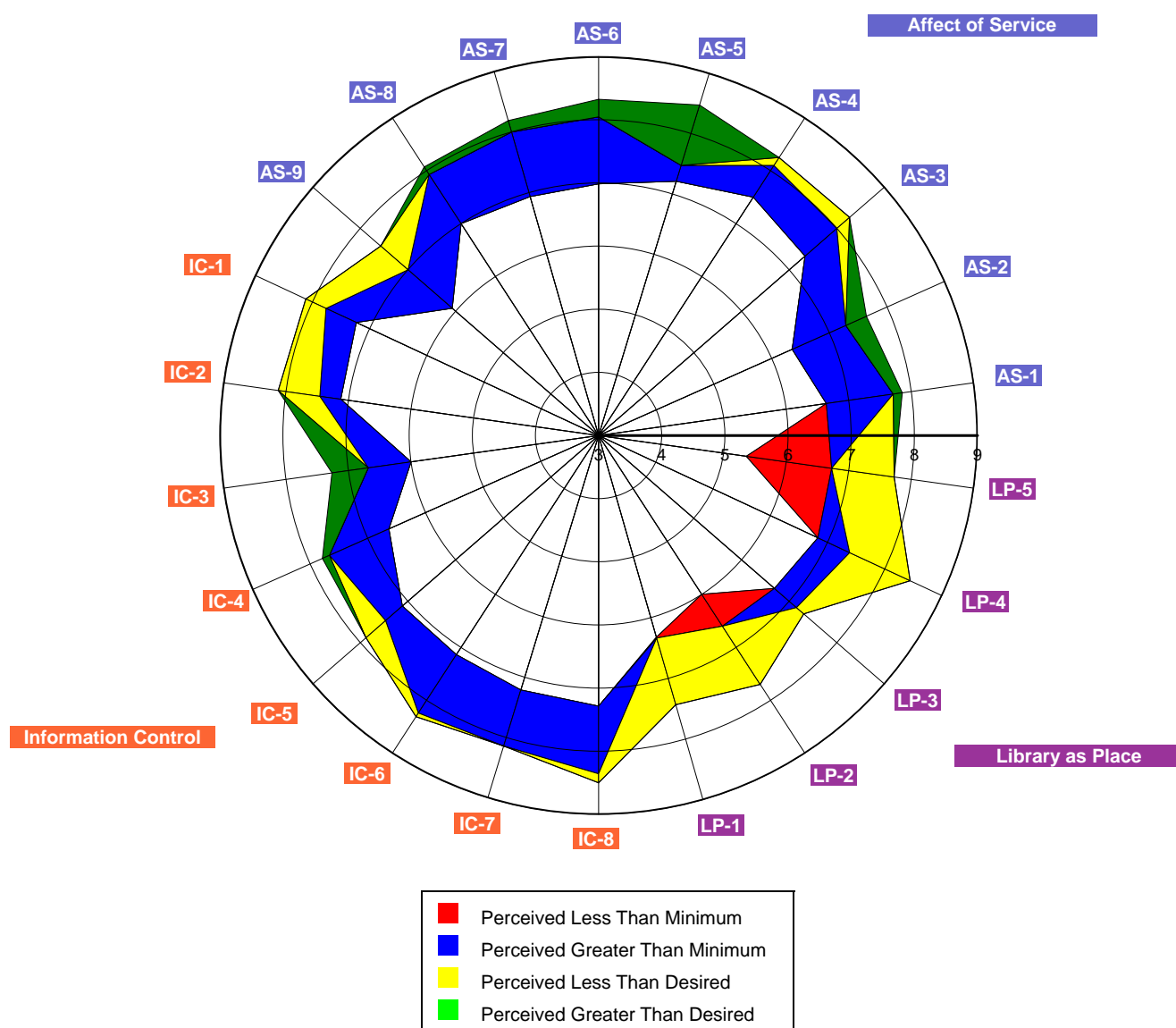
Discipline: Physician Assistant Studies

## 6.2 Core Questions Summary for Physician Assistant Studies

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.)

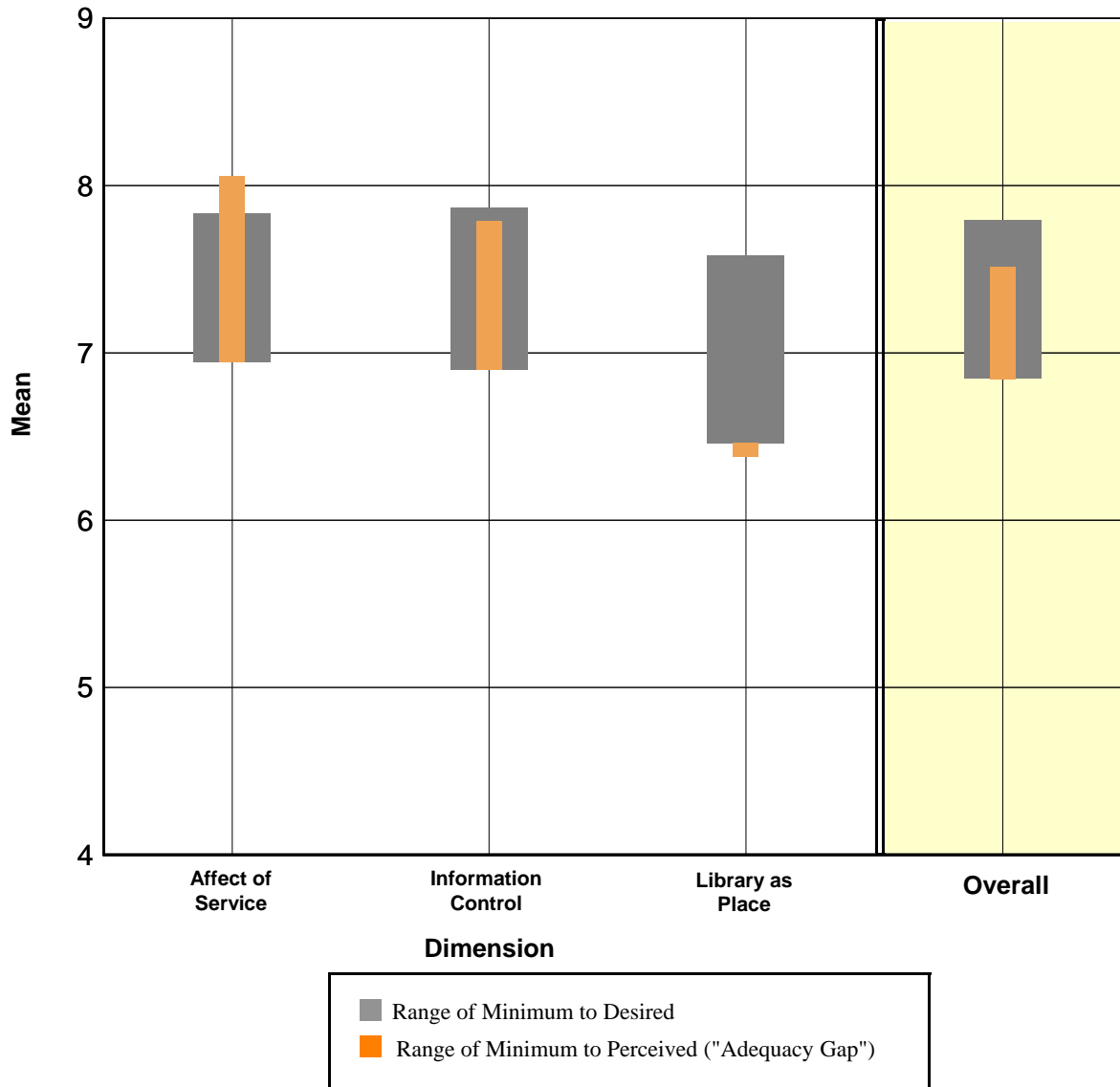


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	6.64	7.71	7.86	1.21	0.14	14
AS-2	Giving users individual attention	6.36	7.29	7.64	1.29	0.36	14
AS-3	Employees who are consistently courteous	7.33	8.27	8.00	0.67	-0.27	15
AS-4	Readiness to respond to users' questions	7.50	8.25	8.10	0.60	-0.15	20
AS-5	Employees who have the knowledge to answer user questions	7.21	7.47	8.47	1.26	1.00	19
AS-6	Employees who deal with users in a caring fashion	6.98	8.05	8.32	1.34	0.28	65
AS-7	Employees who understand the needs of their users	6.94	8.00	8.19	1.25	0.19	16
AS-8	Willingness to help users	7.00	7.93	8.07	1.07	0.14	14
AS-9	Dependability in handling users' service problems	6.07	7.57	7.00	0.93	-0.57	14
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	7.24	8.12	7.76	0.53	-0.35	17
IC-2	A library Web site enabling me to locate information on my own	7.13	8.13	7.46	0.33	-0.67	24
IC-3	The printed library materials I need for my work	6.00	6.68	7.26	1.26	0.58	19
IC-4	The electronic information resources I need	6.64	7.67	7.79	1.15	0.12	66
IC-5	Modern equipment that lets me easily access needed information	7.12	7.88	7.47	0.35	-0.41	17
IC-6	Easy-to-use access tools that allow me to find things on my own	7.14	8.31	8.24	1.10	-0.07	29
IC-7	Making information easily accessible for independent use	7.21	8.14	8.14	0.93	0.00	14
IC-8	Print and/or electronic journal collections I require for my work	7.29	8.50	8.36	1.07	-0.14	14
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	6.34	7.44	6.32	-0.02	-1.11	62
LP-2	Quiet space for individual activities	6.60	7.70	6.00	-0.60	-1.70	10
LP-3	A comfortable and inviting location	6.69	7.31	7.15	0.46	-0.15	13
LP-4	A getaway for study, learning, or research	6.83	8.44	7.39	0.56	-1.06	18
LP-5	Community space for group learning and group study	6.73	7.73	5.36	-1.36	-2.36	22
<b>Overall:</b>		6.84	7.79	7.52	0.67	-0.28	68

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	1.65	1.44	2.03	2.04	1.17	14
AS-2	Giving users individual attention	2.31	1.98	1.74	1.73	0.84	14
AS-3	Employees who are consistently courteous	1.45	1.10	1.36	1.88	1.28	15
AS-4	Readiness to respond to users' questions	1.50	1.07	1.71	1.50	0.99	20
AS-5	Employees who have the knowledge to answer user questions	1.32	1.71	0.84	1.19	1.37	19
AS-6	Employees who deal with users in a caring fashion	1.63	1.12	1.20	1.68	1.23	65
AS-7	Employees who understand the needs of their users	1.18	1.21	0.98	1.39	1.52	16
AS-8	Willingness to help users	1.52	1.00	0.73	1.33	0.95	14
AS-9	Dependability in handling users' service problems	1.54	1.02	1.88	2.06	1.91	14
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	1.68	1.32	1.20	1.70	1.32	17
IC-2	A library Web site enabling me to locate information on my own	1.42	1.12	1.61	1.76	1.43	24
IC-3	The printed library materials I need for my work	2.16	1.86	1.82	2.02	2.06	19
IC-4	The electronic information resources I need	1.65	1.45	1.30	1.66	1.41	66
IC-5	Modern equipment that lets me easily access needed information	1.65	1.76	1.84	1.46	1.28	17
IC-6	Easy-to-use access tools that allow me to find things on my own	1.81	0.89	0.91	1.68	0.92	29
IC-7	Making information easily accessible for independent use	1.42	1.03	0.95	1.27	1.41	14
IC-8	Print and/or electronic journal collections I require for my work	1.64	0.76	0.74	1.49	0.77	14
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	1.76	2.07	2.00	2.59	2.66	62
LP-2	Quiet space for individual activities	1.65	1.42	2.83	2.91	3.06	10
LP-3	A comfortable and inviting location	2.25	1.60	1.86	2.26	1.72	13
LP-4	A getaway for study, learning, or research	1.65	0.70	1.69	1.89	1.98	18
LP-5	Community space for group learning and group study	1.67	1.49	2.17	1.92	2.59	22
<b>Overall:</b>		1.24	0.95	1.17	1.25	0.92	68

### 6.3 Core Question Dimensions Summary for Physician Assistant Studies

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.



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	6.94	7.83	8.05	1.11	0.22	67
Information Control	6.90	7.87	7.79	0.89	-0.08	68
Library as Place	6.46	7.58	6.38	-0.08	-1.21	65
<b>Overall</b>	6.84	7.79	7.52	0.67	-0.28	68

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	1.39	1.22	1.22	1.39	1.14	67
Information Control	1.37	1.01	1.17	1.36	1.01	68
Library as Place	1.64	1.43	1.93	2.21	2.14	65
<b>Overall</b>	1.24	0.95	1.17	1.25	0.92	68

## 6.4 Local Question Summary for Physician Assistant Studies

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	6.57	8.14	8.14	1.57	0.00	7
Collections of online full-text articles sufficient to meet my needs	7.43	8.07	8.07	0.64	0.00	14
Efficient interlibrary loan / document delivery	7.56	8.22	8.78	1.22	0.56	9
Adequate hours of service	6.79	7.71	6.64	-0.14	-1.07	14
Helpful online guides and tutorials	6.44	6.67	6.28	-0.17	-0.39	18

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	1.51	0.90	0.90	2.15	0.82	7
Collections of online full-text articles sufficient to meet my needs	1.74	1.07	1.14	1.28	1.41	14
Efficient interlibrary loan / document delivery	1.33	1.09	0.44	1.39	1.33	9
Adequate hours of service	1.72	1.49	1.50	1.17	1.27	14
Helpful online guides and tutorials	1.92	1.91	2.22	1.29	1.42	18

Language: English (American)

Institution Type: Academic Health Sciences

Consortium: AAHSL

Discipline: Physician Assistant Studies



## 6.5 General Satisfaction Questions Summary for Physician Assistant Studies

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.	8.28	1.09	36
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.91	1.25	32
How would you rate the overall quality of the service provided by the library?	8.10	0.96	68

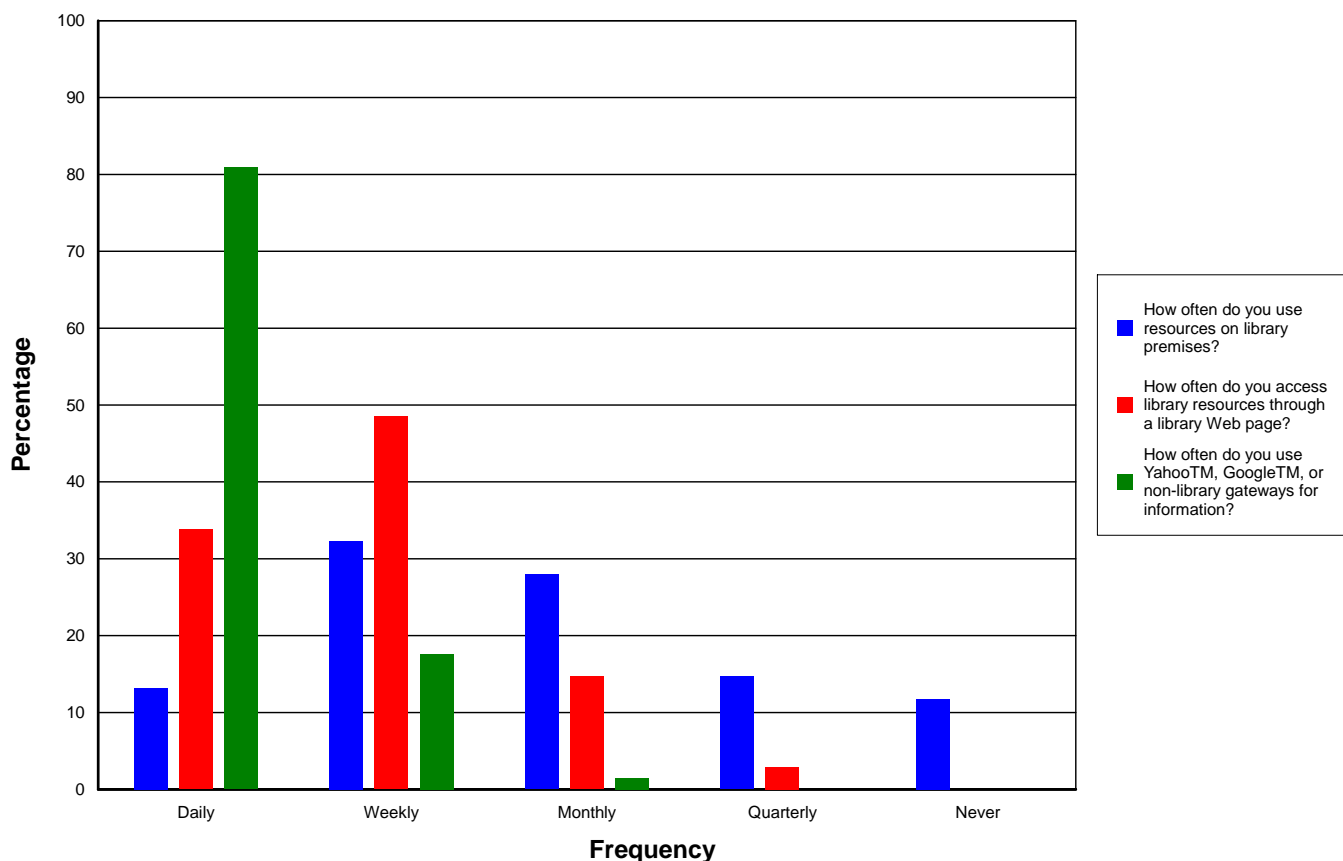
## 6.6 Information Literacy Outcomes Questions Summary for Physician Assistant Studies

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.	6.89	1.59	37
The library aids my advancement in my academic discipline or work.	7.65	1.37	23
The library enables me to be more efficient in my academic pursuits or work.	7.54	1.40	28
The library helps me distinguish between trustworthy and untrustworthy information.	7.56	1.39	25
The library provides me with the information skills I need in my work or study.	8.04	0.90	27

## 6.7 Library Use Summary for Physician Assistant Studies

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?	9 13.24%	22 32.35%	19 27.94%	10 14.71%	8 11.76%	68 100.00%
How often do you access library resources through a library Web page?	23 33.82%	33 48.53%	10 14.71%	2 2.94%	0 0.00%	68 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	55 80.88%	12 17.65%	1 1.47%	0 0.00%	0 0.00%	68 100.00%

## 7 Summary for Osteopathic Medicine

### 7.1 Demographic Summary for Osteopathic Medicine

#### 7.1.1 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
PA Campus	444	79.14
GA Campus	117	20.86
<b>Total:</b>	<b>561</b>	<b>100.00</b>

#### 7.1.2 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	31	5.51
23 - 30	465	82.59
31 - 45	40	7.10
46 - 65	25	4.44
Over 65	2	0.36
<b>Total:</b>	<b>563</b>	<b>100.00</b>

### 7.1.3 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.

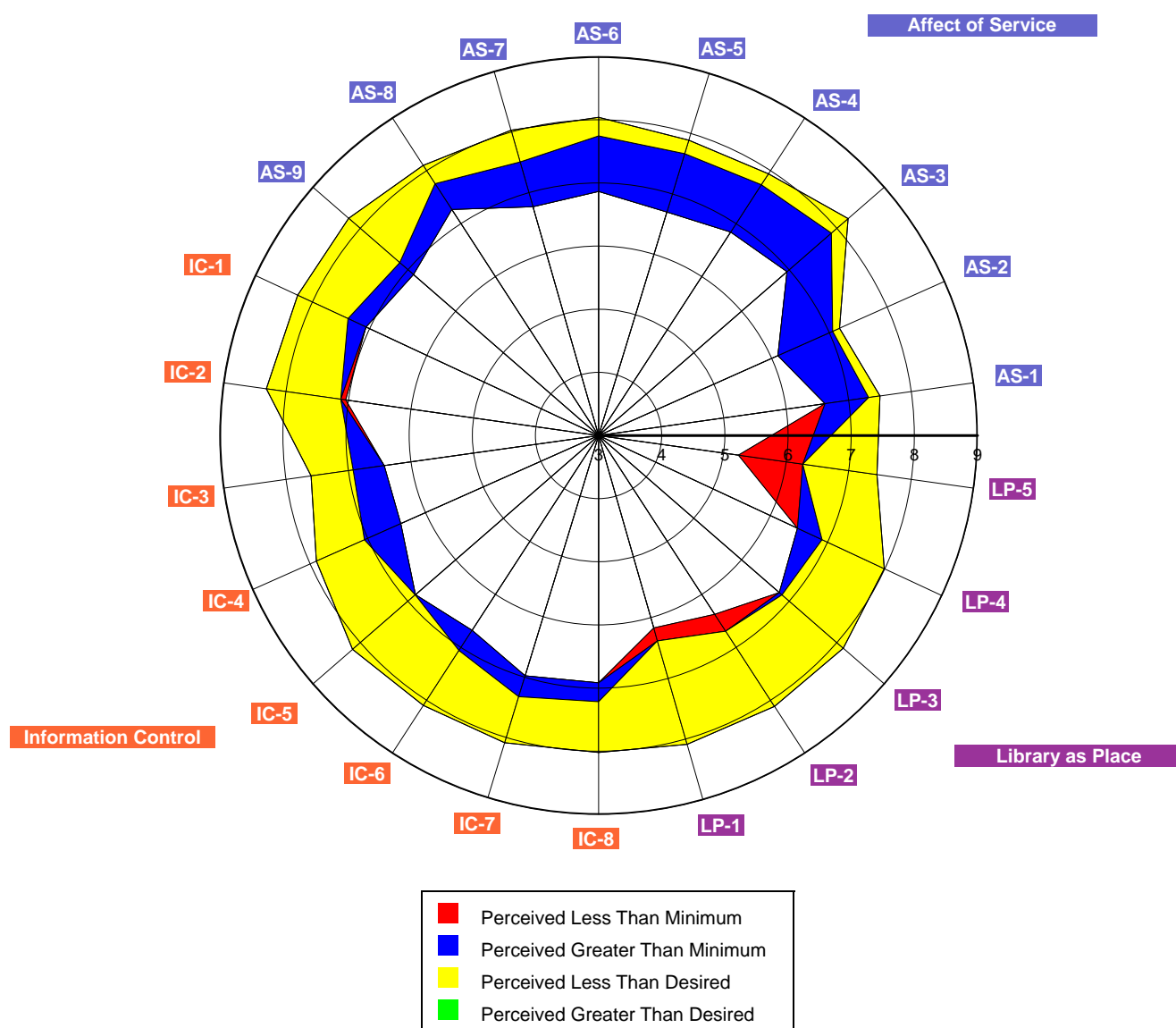
<b>Sex:</b>	<b>Respondents n</b>	<b>Respondents %</b>
Female	290	51.51
Male	273	48.49
<b>Total:</b>	<b>563</b>	<b>100.00</b>

## 7.2 Core Questions Summary for Osteopathic Medicine

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.)

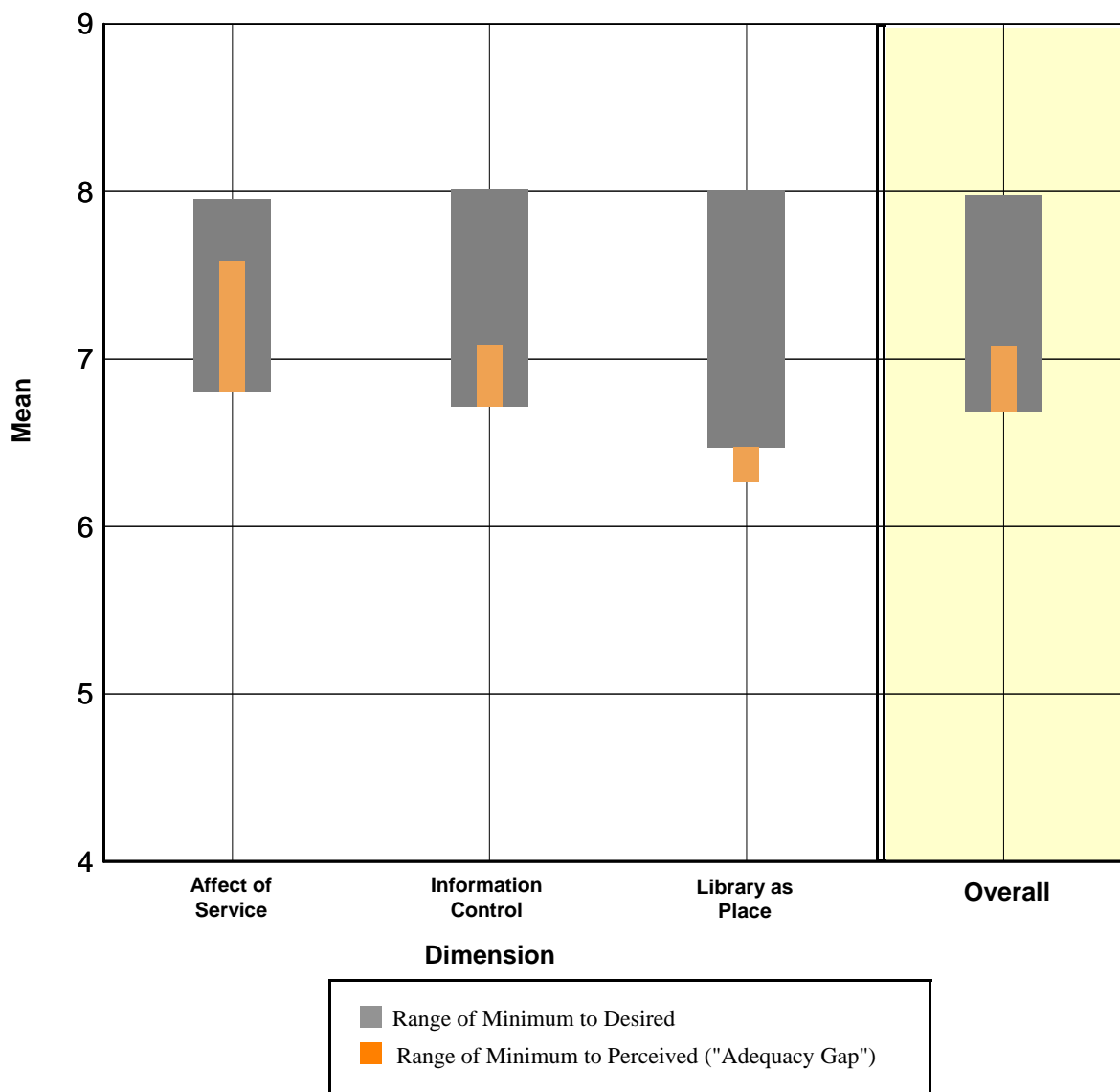


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	6.62	7.50	7.32	0.70	-0.18	122
AS-2	Giving users individual attention	6.11	7.18	7.06	0.95	-0.12	136
AS-3	Employees who are consistently courteous	6.96	8.24	7.89	0.93	-0.35	140
AS-4	Readiness to respond to users' questions	6.84	7.94	7.74	0.89	-0.21	121
AS-5	Employees who have the knowledge to answer user questions	6.70	7.89	7.67	0.97	-0.22	117
AS-6	Employees who deal with users in a caring fashion	6.87	8.04	7.74	0.88	-0.30	553
AS-7	Employees who understand the needs of their users	6.77	8.03	7.51	0.74	-0.52	138
AS-8	Willingness to help users	7.27	8.10	7.75	0.48	-0.35	130
AS-9	Dependability in handling users' service problems	6.89	8.24	7.17	0.29	-1.07	140
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	7.06	8.26	7.38	0.32	-0.88	155
IC-2	A library Web site enabling me to locate information on my own	7.12	8.31	7.04	-0.08	-1.27	178
IC-3	The printed library materials I need for my work	6.43	7.60	6.93	0.50	-0.67	147
IC-4	The electronic information resources I need	6.43	7.89	7.06	0.63	-0.83	552
IC-5	Modern equipment that lets me easily access needed information	6.84	8.16	6.85	0.01	-1.32	165
IC-6	Easy-to-use access tools that allow me to find things on my own	6.68	8.10	7.06	0.38	-1.03	146
IC-7	Making information easily accessible for independent use	6.98	8.09	7.33	0.35	-0.76	159
IC-8	Print and/or electronic journal collections I require for my work	6.92	8.02	7.22	0.30	-0.81	144
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	6.38	8.09	6.17	-0.21	-1.92	545
LP-2	Quiet space for individual activities	6.70	8.12	6.38	-0.32	-1.74	138
LP-3	A comfortable and inviting location	6.79	8.13	6.85	0.06	-1.29	126
LP-4	A getaway for study, learning, or research	6.48	7.99	6.91	0.43	-1.09	149
LP-5	Community space for group learning and group study	6.27	7.45	5.24	-1.03	-2.21	135
<b>Overall:</b>		6.69	7.98	7.07	0.38	-0.91	563

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	1.71	1.56	1.44	1.36	1.28	122
AS-2	Giving users individual attention	1.98	1.80	1.57	1.59	1.54	136
AS-3	Employees who are consistently courteous	1.75	1.22	1.39	1.78	1.29	140
AS-4	Readiness to respond to users' questions	1.75	1.37	1.48	1.47	1.56	121
AS-5	Employees who have the knowledge to answer user questions	1.71	1.33	1.28	1.72	1.44	117
AS-6	Employees who deal with users in a caring fashion	1.76	1.29	1.37	1.73	1.42	553
AS-7	Employees who understand the needs of their users	1.80	1.27	1.48	1.65	1.34	138
AS-8	Willingness to help users	1.54	1.13	1.26	1.38	1.02	130
AS-9	Dependability in handling users' service problems	1.60	1.11	1.61	1.86	1.68	140
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	1.65	1.19	1.61	1.95	1.73	155
IC-2	A library Web site enabling me to locate information on my own	1.57	1.03	1.66	1.84	1.86	178
IC-3	The printed library materials I need for my work	1.95	1.80	1.72	2.04	1.90	147
IC-4	The electronic information resources I need	1.71	1.38	1.49	1.93	1.79	552
IC-5	Modern equipment that lets me easily access needed information	1.67	1.33	1.82	2.01	1.90	165
IC-6	Easy-to-use access tools that allow me to find things on my own	1.68	1.08	1.51	1.96	1.65	146
IC-7	Making information easily accessible for independent use	1.52	1.29	1.28	1.34	1.34	159
IC-8	Print and/or electronic journal collections I require for my work	1.55	1.35	1.29	1.60	1.54	144
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	1.86	1.48	1.96	2.46	2.32	545
LP-2	Quiet space for individual activities	1.91	1.38	1.98	2.47	2.24	138
LP-3	A comfortable and inviting location	1.85	1.28	1.71	1.95	1.81	126
LP-4	A getaway for study, learning, or research	1.78	1.34	1.56	1.78	1.64	149
LP-5	Community space for group learning and group study	1.84	1.86	2.27	2.84	2.91	135
<b>Overall:</b>		1.31	0.96	1.16	1.38	1.22	563

### 7.3 Core Question Dimensions Summary for Osteopathic Medicine

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.





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	6.80	7.96	7.58	0.78	-0.37	558
Information Control	6.72	8.01	7.08	0.37	-0.93	562
Library as Place	6.47	8.01	6.26	-0.21	-1.74	554
<b>Overall</b>	6.69	7.98	7.07	0.38	-0.91	563

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	1.54	1.15	1.24	1.42	1.18	558
Information Control	1.37	1.09	1.28	1.52	1.42	562
Library as Place	1.66	1.31	1.78	2.17	2.05	554
<b>Overall</b>	1.31	0.96	1.16	1.38	1.22	563

## 7.4 Local Question Summary for Osteopathic Medicine

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	7.15	8.13	7.39	0.24	-0.74	96
Collections of online full-text articles sufficient to meet my needs	7.04	8.21	7.21	0.17	-1.00	109
Efficient interlibrary loan / document delivery	6.59	7.61	7.37	0.78	-0.24	76
Adequate hours of service	6.73	7.98	7.30	0.57	-0.68	96
Helpful online guides and tutorials	6.02	7.27	6.79	0.77	-0.48	108

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	1.60	1.38	1.36	1.57	1.41	96
Collections of online full-text articles sufficient to meet my needs	1.60	1.03	1.78	2.05	1.94	109
Efficient interlibrary loan / document delivery	1.86	1.63	1.54	1.69	1.59	76
Adequate hours of service	1.82	1.58	1.54	2.06	1.97	96
Helpful online guides and tutorials	2.26	1.88	1.84	1.95	1.83	108

Language: English (American)

Institution Type: Academic Health Sciences

Consortium: AAHSL

Discipline: Osteopathic Medicine

## 7.5 General Satisfaction Questions Summary for Osteopathic Medicine

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.	7.85	1.16	265
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.07	1.50	298
How would you rate the overall quality of the service provided by the library?	7.36	1.30	563

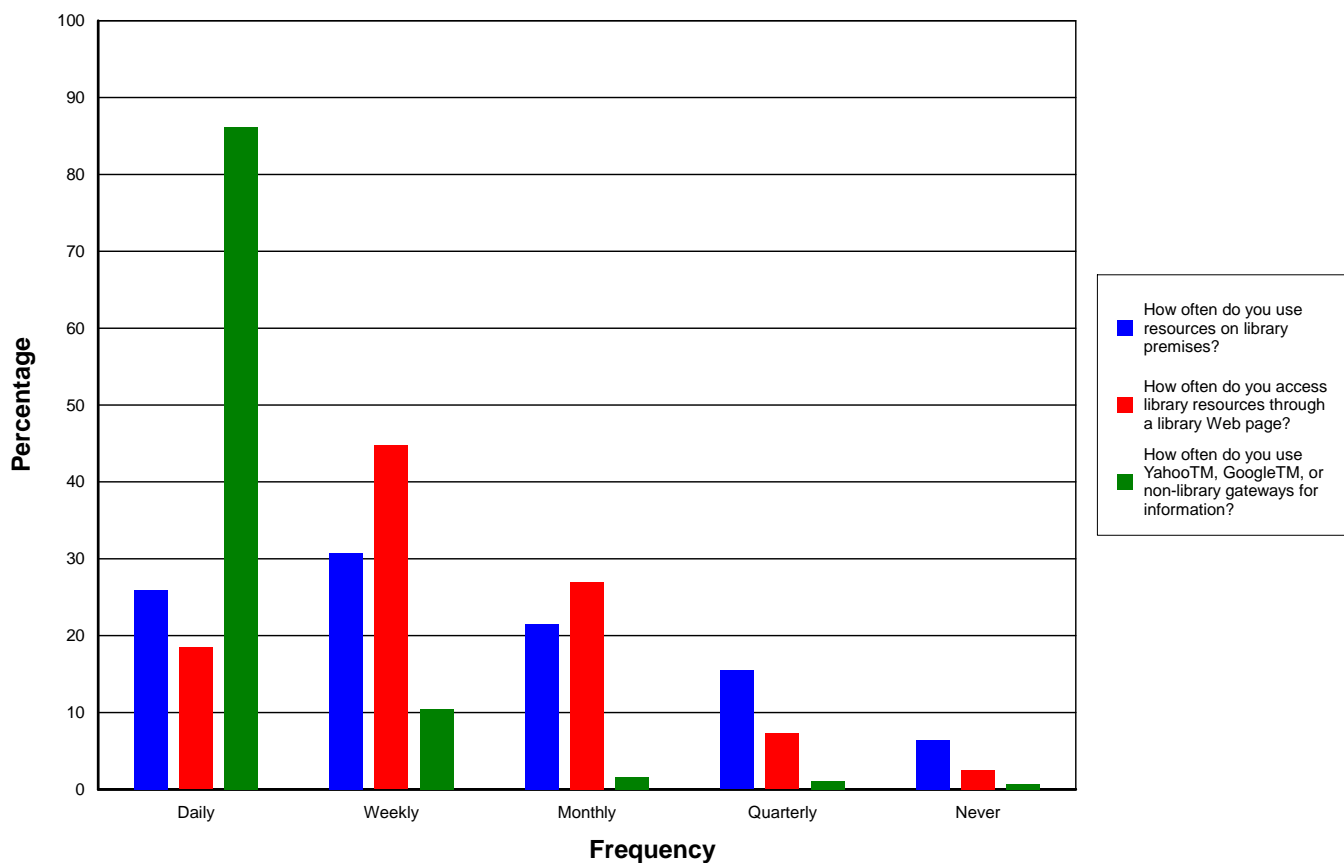
## 7.6 Information Literacy Outcomes Questions Summary for Osteopathic Medicine

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.	6.45	1.77	251
The library aids my advancement in my academic discipline or work.	7.18	1.59	259
The library enables me to be more efficient in my academic pursuits or work.	6.91	1.57	230
The library helps me distinguish between trustworthy and untrustworthy information.	6.57	1.70	221
The library provides me with the information skills I need in my work or study.	7.13	1.37	231

## 7.7 Library Use Summary for Osteopathic Medicine

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?	146 25.93%	173 30.73%	121 21.49%	87 15.45%	36 6.39%	563 100.00%
How often do you access library resources through a library Web page?	104 18.47%	252 44.76%	152 27.00%	41 7.28%	14 2.49%	563 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	485 86.15%	59 10.48%	9 1.60%	6 1.07%	4 0.71%	563 100.00%

## 8 Summary for Pharmacy

### 8.1 Demographic Summary for Pharmacy

#### 8.1.1 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
PA Campus	0	0.00
GA Campus	58	100.00
<b>Total:</b>	<b>58</b>	<b>100.00</b>

#### 8.1.2 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	8	13.56
23 - 30	32	54.24
31 - 45	13	22.03
46 - 65	6	10.17
Over 65	0	0.00
<b>Total:</b>	<b>59</b>	<b>100.00</b>

### 8.1.3 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.

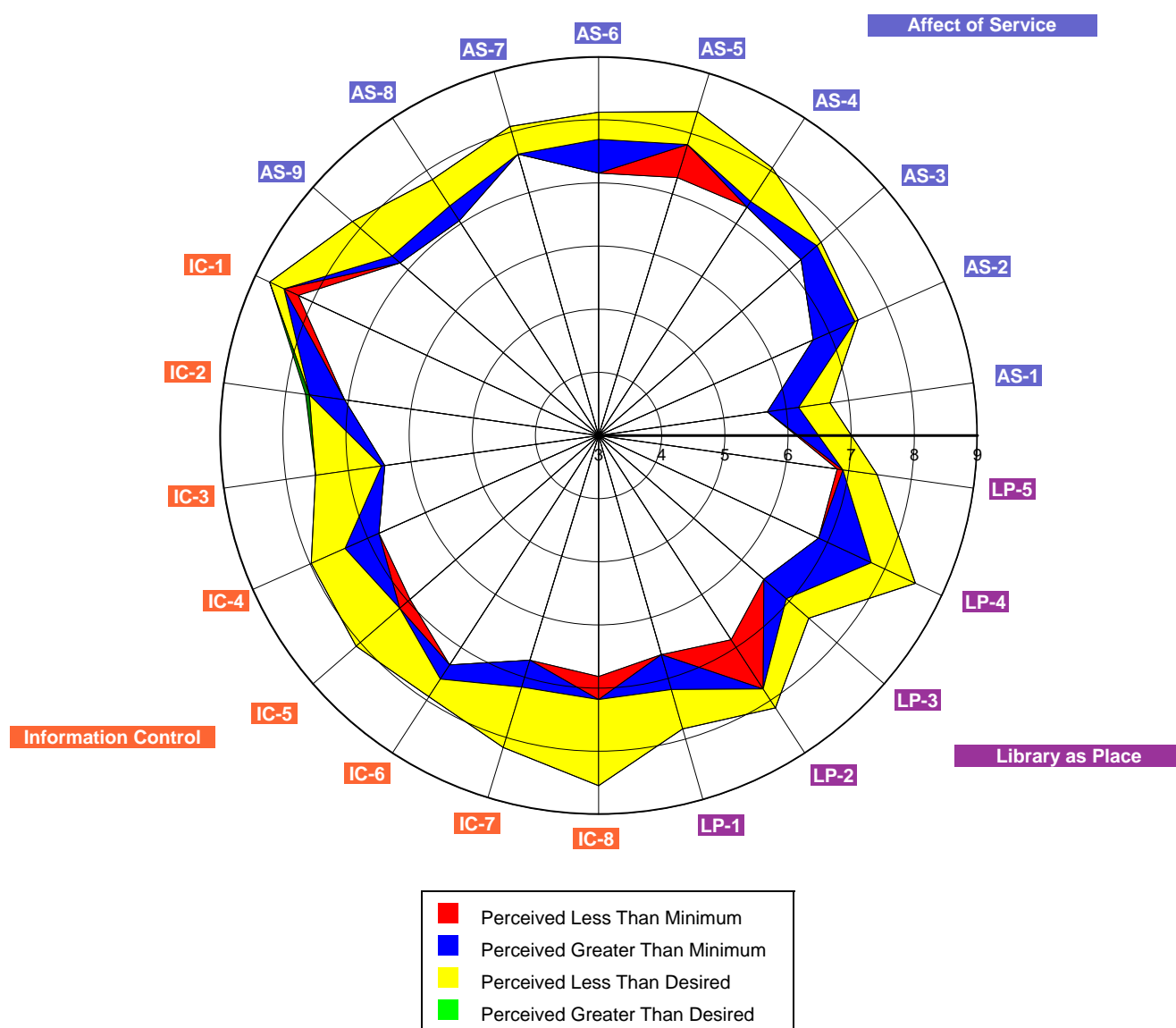
<b>Sex:</b>	<b>Respondents n</b>	<b>Respondents %</b>
Female	35	59.32
Male	24	40.68
<b>Total:</b>	<b>59</b>	<b>100.00</b>

## 8.2 Core Questions Summary for Pharmacy

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.)



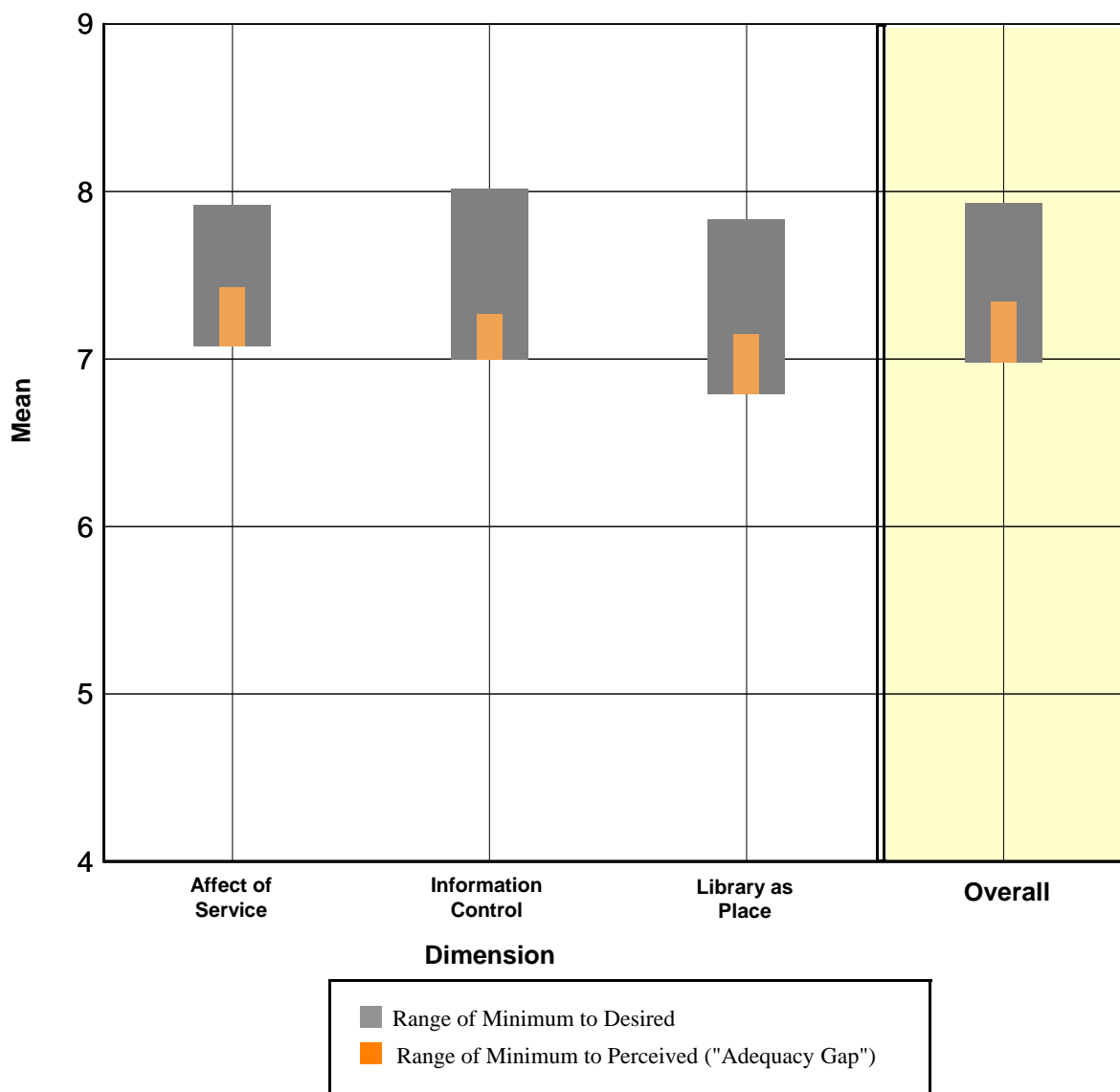
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	5.70	6.70	6.20	0.50	-0.50	10
AS-2	Giving users individual attention	6.72	7.50	7.44	0.72	-0.06	18
AS-3	Employees who are consistently courteous	7.25	7.67	7.58	0.33	-0.08	12
AS-4	Readiness to respond to users' questions	7.32	8.05	7.42	0.11	-0.63	19
AS-5	Employees who have the knowledge to answer user questions	7.82	8.36	7.27	-0.55	-1.09	11
AS-6	Employees who deal with users in a caring fashion	7.16	8.12	7.69	0.53	-0.43	58
AS-7	Employees who understand the needs of their users	7.64	8.09	7.64	0.00	-0.45	11
AS-8	Willingness to help users	7.06	7.83	7.33	0.28	-0.50	18
AS-9	Dependability in handling users' service problems	7.17	8.17	7.33	0.17	-0.83	12
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	8.50	8.75	8.25	-0.25	-0.50	12
IC-2	A library Web site enabling me to locate information on my own	7.06	7.63	7.69	0.63	0.06	16
IC-3	The printed library materials I need for my work	6.42	7.53	6.47	0.05	-1.05	19
IC-4	The electronic information resources I need	6.81	7.98	7.40	0.59	-0.59	58
IC-5	Modern equipment that lets me easily access needed information	7.17	8.09	6.96	-0.22	-1.13	23
IC-6	Easy-to-use access tools that allow me to find things on my own	7.33	7.93	7.60	0.27	-0.33	15
IC-7	Making information easily accessible for independent use	6.72	8.17	7.17	0.44	-1.00	18
IC-8	Print and/or electronic journal collections I require for my work	7.18	8.55	6.82	-0.36	-1.73	11
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	6.61	7.83	7.19	0.57	-0.65	54
LP-2	Quiet space for individual activities	7.79	8.14	6.86	-0.93	-1.29	14
LP-3	A comfortable and inviting location	6.47	7.41	6.94	0.47	-0.47	17
LP-4	A getaway for study, learning, or research	6.85	8.54	7.77	0.92	-0.77	13
LP-5	Community space for group learning and group study	6.91	7.45	6.82	-0.09	-0.64	11
<b>Overall:</b>		6.98	7.93	7.34	0.36	-0.59	59



ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	2.06	2.06	1.32	1.65	2.07	10
AS-2	Giving users individual attention	2.30	1.38	1.69	2.02	1.11	18
AS-3	Employees who are consistently courteous	1.42	1.44	1.51	1.37	0.90	12
AS-4	Readiness to respond to users' questions	1.57	1.22	1.98	1.91	2.03	19
AS-5	Employees who have the knowledge to answer user questions	0.87	0.67	2.05	2.54	2.34	11
AS-6	Employees who deal with users in a caring fashion	1.45	0.97	1.49	1.73	1.33	58
AS-7	Employees who understand the needs of their users	1.03	1.22	1.12	0.63	0.69	11
AS-8	Willingness to help users	1.86	1.20	1.71	2.16	1.42	18
AS-9	Dependability in handling users' service problems	1.40	1.27	2.35	2.79	2.76	12
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	0.80	0.62	1.06	0.75	1.00	12
IC-2	A library Web site enabling me to locate information on my own	1.24	1.36	1.35	0.89	0.68	16
IC-3	The printed library materials I need for my work	2.50	2.39	1.95	2.39	2.22	19
IC-4	The electronic information resources I need	1.44	1.19	1.30	1.68	1.53	58
IC-5	Modern equipment that lets me easily access needed information	1.59	1.00	1.92	2.52	2.01	23
IC-6	Easy-to-use access tools that allow me to find things on my own	1.23	0.80	0.99	0.70	0.90	15
IC-7	Making information easily accessible for independent use	1.93	1.04	1.38	2.09	1.14	18
IC-8	Print and/or electronic journal collections I require for my work	1.89	0.69	1.99	1.86	1.85	11
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	2.21	1.61	1.72	2.17	1.93	54
LP-2	Quiet space for individual activities	1.19	1.17	2.21	2.46	2.52	14
LP-3	A comfortable and inviting location	1.81	1.50	1.75	2.07	1.46	17
LP-4	A getaway for study, learning, or research	2.12	0.66	0.93	1.61	1.17	13
LP-5	Community space for group learning and group study	1.70	1.75	1.72	1.70	1.75	11
<b>Overall:</b>		1.36	0.89	1.11	1.44	1.06	59

### 8.3 Core Question Dimensions Summary for Pharmacy

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.



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	7.08	7.92	7.43	0.35	-0.49	59
Information Control	7.00	8.02	7.27	0.27	-0.75	59
Library as Place	6.79	7.83	7.15	0.36	-0.68	57
<b>Overall</b>	6.98	7.93	7.34	0.36	-0.59	59

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	1.44	0.98	1.41	1.60	1.33	59
Information Control	1.44	1.02	1.19	1.40	1.10	59
Library as Place	1.85	1.38	1.56	1.92	1.62	57
<b>Overall</b>	1.36	0.89	1.11	1.44	1.06	59

## 8.4 Local Question Summary for Pharmacy

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	7.64	8.18	7.64	0.00	-0.55	11
Collections of online full-text articles sufficient to meet my needs	7.33	7.89	7.11	-0.22	-0.78	9
Efficient interlibrary loan / document delivery	7.67	8.17	8.17	0.50	0.00	6
Adequate hours of service	6.36	8.00	8.00	1.64	0.00	14
Helpful online guides and tutorials	7.00	7.50	7.40	0.40	-0.10	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	1.12	0.75	1.12	0.89	1.04	11
Collections of online full-text articles sufficient to meet my needs	1.00	1.17	1.76	1.64	1.79	9
Efficient interlibrary loan / document delivery	1.03	1.17	0.98	1.38	1.67	6
Adequate hours of service	2.41	1.18	1.04	2.27	1.11	14
Helpful online guides and tutorials	1.83	1.65	1.43	1.26	0.88	10

Language: English (American)

Institution Type: Academic Health Sciences

Consortium: AAHSL

Discipline: Pharmacy

## 8.5 General Satisfaction Questions Summary for Pharmacy

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.	7.57	1.62	28
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.55	0.93	31
How would you rate the overall quality of the service provided by the library?	7.41	1.46	59

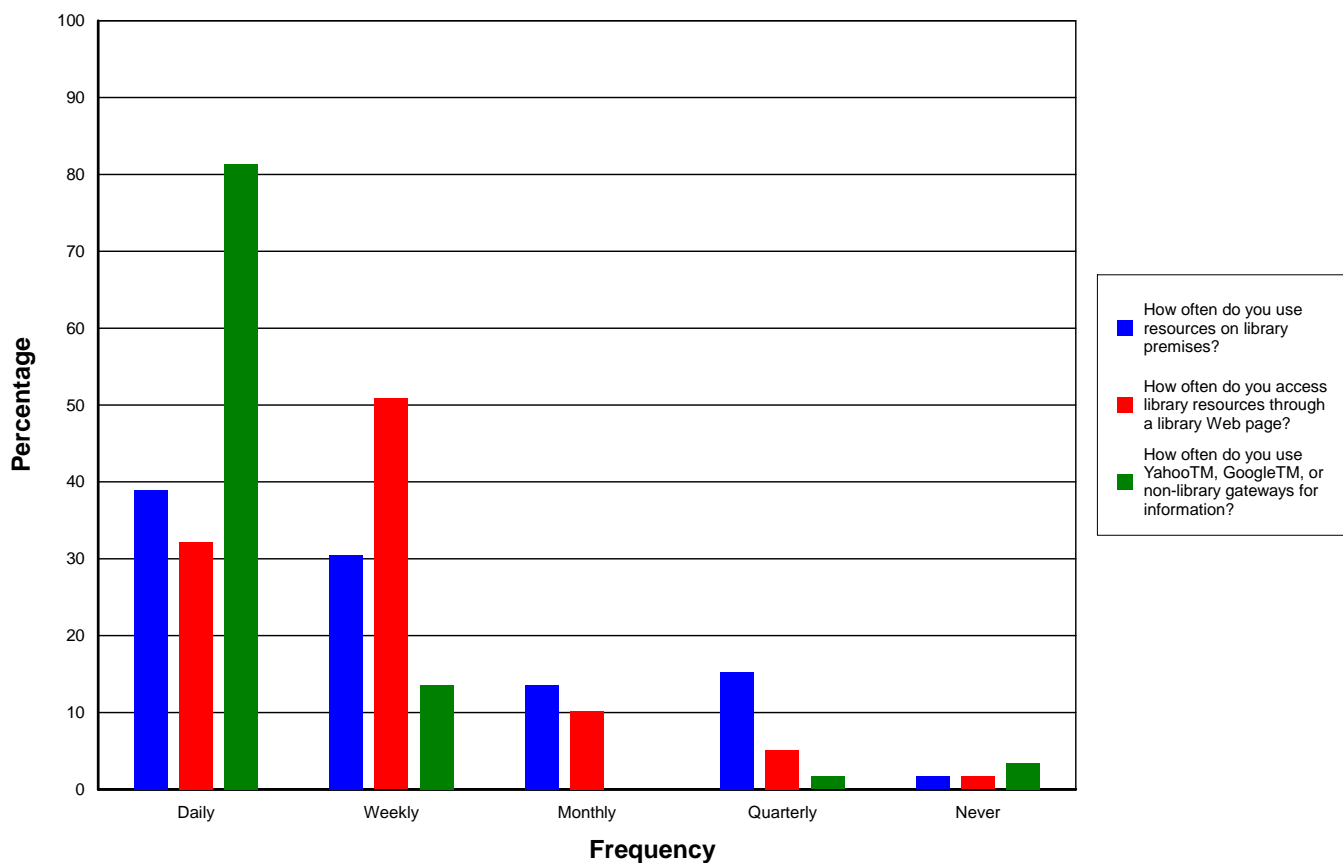
## 8.6 Information Literacy Outcomes Questions Summary for Pharmacy

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.	6.87	1.87	23
The library aids my advancement in my academic discipline or work.	6.87	1.84	23
The library enables me to be more efficient in my academic pursuits or work.	7.48	1.76	27
The library helps me distinguish between trustworthy and untrustworthy information.	6.85	1.46	27
The library provides me with the information skills I need in my work or study.	7.35	1.23	20

## 8.7 Library Use Summary for Pharmacy

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?	23 38.98%	18 30.51%	8 13.56%	9 15.25%	1 1.69%	59 100.00%
How often do you access library resources through a library Web page?	19 32.20%	30 50.85%	6 10.17%	3 5.08%	1 1.69%	59 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	48 81.36%	8 13.56%	0 0.00%	1 1.69%	2 3.39%	59 100.00%

## 9 Summary for Psychology

### 9.1 Demographic Summary for Psychology

#### 9.1.1 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
PA Campus	110	98.21
GA Campus	2	1.79
<b>Total:</b>	<b>112</b>	<b>100.00</b>

#### 9.1.2 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	7	6.25
23 - 30	48	42.86
31 - 45	36	32.14
46 - 65	20	17.86
Over 65	1	0.89
<b>Total:</b>	<b>112</b>	<b>100.00</b>

### 9.1.3 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.

<b>Sex:</b>	<b>Respondents n</b>	<b>Respondents %</b>
Female	84	75.00
Male	28	25.00
<b>Total:</b>	<b>112</b>	<b>100.00</b>

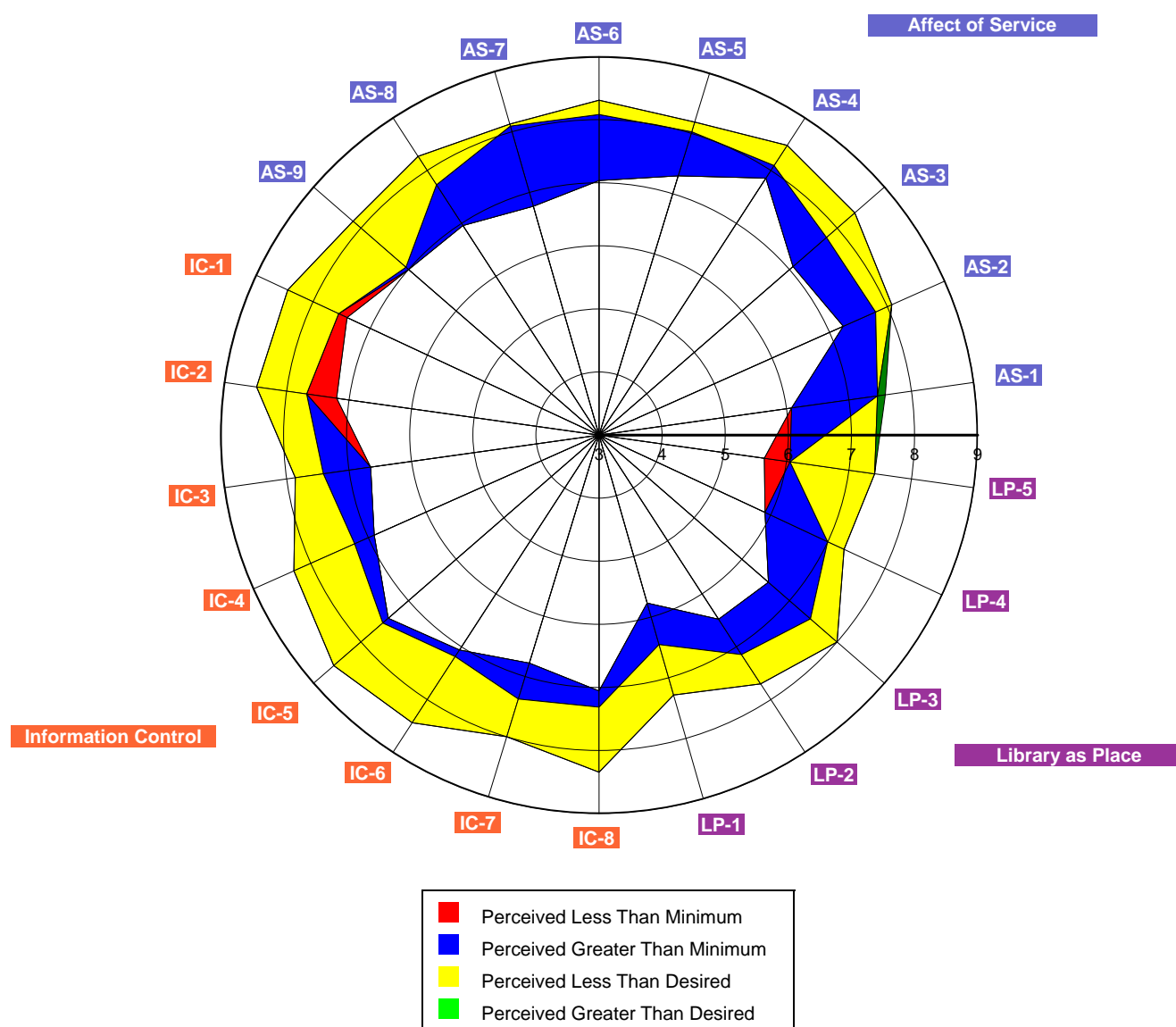


## 9.2 Core Questions Summary for Psychology

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.)

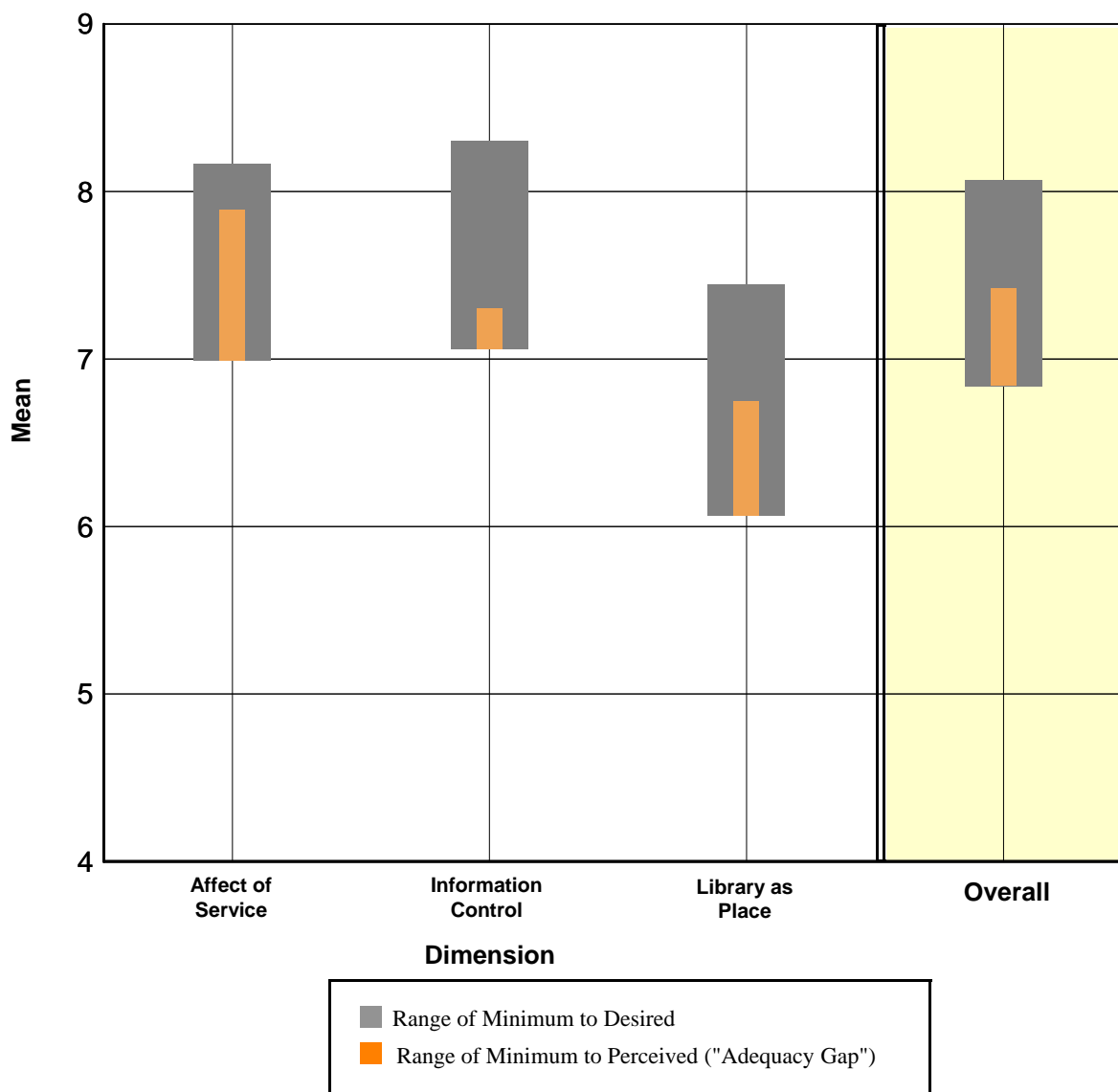


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	6.08	7.46	7.58	1.50	0.13	24
AS-2	Giving users individual attention	7.24	8.08	7.80	0.56	-0.28	25
AS-3	Employees who are consistently courteous	7.07	8.37	7.78	0.70	-0.59	27
AS-4	Readiness to respond to users' questions	7.86	8.48	8.10	0.24	-0.38	21
AS-5	Employees who have the knowledge to answer user questions	7.30	8.19	8.03	0.73	-0.16	37
AS-6	Employees who deal with users in a caring fashion	7.04	8.31	8.08	1.05	-0.23	110
AS-7	Employees who understand the needs of their users	6.77	8.13	8.10	1.32	-0.03	31
AS-8	Willingness to help users	6.96	8.27	7.73	0.77	-0.54	26
AS-9	Dependability in handling users' service problems	7.00	8.17	7.06	0.06	-1.11	18
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	7.56	8.44	7.41	-0.15	-1.04	27
IC-2	A library Web site enabling me to locate information on my own	7.68	8.48	7.20	-0.48	-1.28	25
IC-3	The printed library materials I need for my work	6.66	7.86	7.41	0.76	-0.45	29
IC-4	The electronic information resources I need	6.90	8.29	7.24	0.34	-1.05	112
IC-5	Modern equipment that lets me easily access needed information	7.43	8.57	7.54	0.11	-1.03	35
IC-6	Easy-to-use access tools that allow me to find things on my own	7.06	8.44	7.19	0.13	-1.25	32
IC-7	Making information easily accessible for independent use	6.78	8.00	7.38	0.59	-0.63	32
IC-8	Print and/or electronic journal collections I require for my work	7.06	8.34	7.31	0.26	-1.03	35
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	5.77	7.29	6.46	0.68	-0.83	101
LP-2	Quiet space for individual activities	6.48	7.70	7.15	0.67	-0.56	27
LP-3	A comfortable and inviting location	6.56	8.00	7.44	0.88	-0.56	34
LP-4	A getaway for study, learning, or research	5.90	7.29	7.00	1.10	-0.29	21
LP-5	Community space for group learning and group study	6.06	7.41	5.65	-0.41	-1.76	17
<b>Overall:</b>		6.84	8.07	7.42	0.58	-0.65	112

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	1.41	1.35	1.50	1.50	1.19	24
AS-2	Giving users individual attention	1.74	1.22	1.29	1.47	1.17	25
AS-3	Employees who are consistently courteous	1.62	1.11	1.48	1.66	1.42	27
AS-4	Readiness to respond to users' questions	1.15	0.98	1.04	1.14	1.36	21
AS-5	Employees who have the knowledge to answer user questions	1.71	1.20	1.44	1.82	1.50	37
AS-6	Employees who deal with users in a caring fashion	1.62	1.08	1.28	1.68	1.14	110
AS-7	Employees who understand the needs of their users	1.76	0.96	0.91	1.66	0.80	31
AS-8	Willingness to help users	1.61	1.04	1.31	1.31	1.33	26
AS-9	Dependability in handling users' service problems	1.50	0.79	1.66	1.21	1.49	18
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	2.01	1.48	1.99	1.97	1.58	27
IC-2	A library Web site enabling me to locate information on my own	1.35	0.82	1.55	1.58	1.72	25
IC-3	The printed library materials I need for my work	1.84	1.48	1.40	1.72	1.33	29
IC-4	The electronic information resources I need	1.54	1.06	1.36	1.72	1.60	112
IC-5	Modern equipment that lets me easily access needed information	1.60	0.78	1.36	1.76	1.20	35
IC-6	Easy-to-use access tools that allow me to find things on my own	1.64	0.88	1.94	2.38	2.11	32
IC-7	Making information easily accessible for independent use	1.50	1.24	1.54	1.64	1.26	32
IC-8	Print and/or electronic journal collections I require for my work	1.57	1.28	1.55	1.84	1.84	35
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	2.00	2.16	1.71	2.26	2.63	101
LP-2	Quiet space for individual activities	2.46	1.86	1.59	2.22	1.93	27
LP-3	A comfortable and inviting location	1.42	1.18	1.24	1.53	1.56	34
LP-4	A getaway for study, learning, or research	1.95	1.79	1.41	1.97	2.26	21
LP-5	Community space for group learning and group study	2.36	2.09	2.00	2.53	2.54	17
<b>Overall:</b>		1.30	0.87	1.05	1.24	1.12	112

### 9.3 Core Question Dimensions Summary for Psychology

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.



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	6.99	8.17	7.89	0.90	-0.28	112
Information Control	7.06	8.30	7.30	0.24	-1.00	112
Library as Place	6.07	7.45	6.75	0.68	-0.70	105
<b>Overall</b>	6.84	8.07	7.42	0.58	-0.65	112

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	1.48	0.97	1.17	1.37	1.06	112
Information Control	1.40	0.94	1.29	1.54	1.37	112
Library as Place	1.86	1.84	1.43	1.90	2.15	105
<b>Overall</b>	1.30	0.87	1.05	1.24	1.12	112

## 9.4 Local Question Summary for Psychology

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	7.40	8.30	7.70	0.30	-0.60	20
Collections of online full-text articles sufficient to meet my needs	7.71	8.65	7.41	-0.29	-1.24	17
Efficient interlibrary loan / document delivery	7.29	8.52	8.52	1.24	0.00	21
Adequate hours of service	6.54	7.83	7.33	0.79	-0.50	24
Helpful online guides and tutorials	6.57	7.67	6.52	-0.05	-1.14	21

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	1.31	0.98	1.22	1.63	1.14	20
Collections of online full-text articles sufficient to meet my needs	1.36	1.22	1.58	1.49	1.39	17
Efficient interlibrary loan / document delivery	1.49	0.68	0.75	1.30	0.77	21
Adequate hours of service	1.89	1.61	1.69	1.67	1.44	24
Helpful online guides and tutorials	1.89	1.15	2.11	2.46	2.24	21

Language: English (American)

Institution Type: Academic Health Sciences

Consortium: AAHSL

Discipline: Psychology

## 9.5 General Satisfaction Questions Summary for Psychology

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.	8.04	1.40	50
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.42	1.79	62
How would you rate the overall quality of the service provided by the library?	7.84	1.19	112

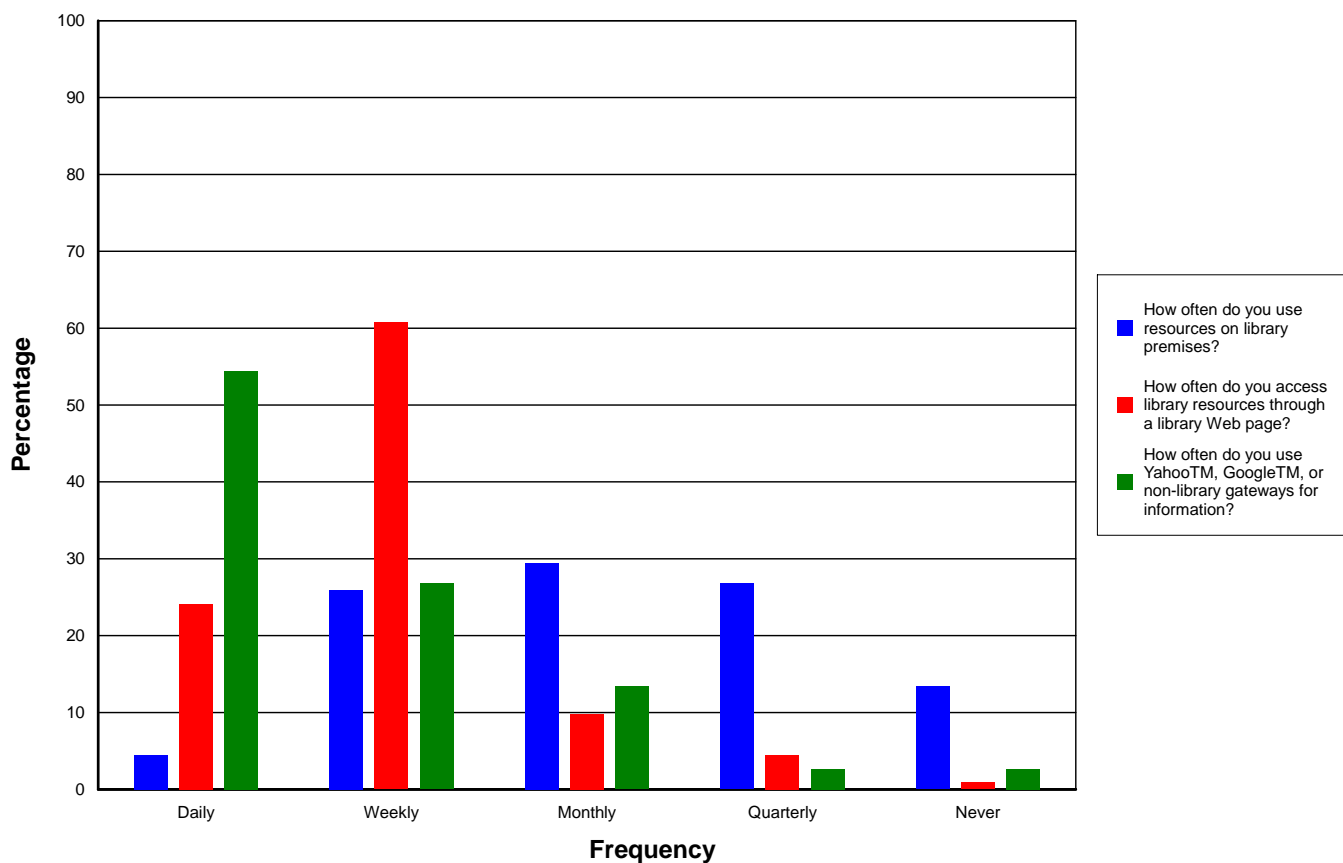
## 9.6 Information Literacy Outcomes Questions Summary for Psychology

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.	6.94	1.70	53
The library aids my advancement in my academic discipline or work.	7.40	1.77	50
The library enables me to be more efficient in my academic pursuits or work.	7.47	1.41	47
The library helps me distinguish between trustworthy and untrustworthy information.	6.22	1.89	37
The library provides me with the information skills I need in my work or study.	7.16	1.45	57

## 9.7 Library Use Summary for Psychology

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?	5 4.46%	29 25.89%	33 29.46%	30 26.79%	15 13.39%	112 100.00%
How often do you access library resources through a library Web page?	27 24.11%	68 60.71%	11 9.82%	5 4.46%	1 0.89%	112 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	61 54.46%	30 26.79%	15 13.39%	3 2.68%	3 2.68%	112 100.00%



## 10 Summary for Staff

### 10.1 Demographic Summary for Staff

#### 10.1.1 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
PA Campus	47	90.38
GA Campus	5	9.62
<b>Total:</b>	<b>52</b>	<b>100.00</b>

#### 10.1.2 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	13	25.00
31 - 45	14	26.92
46 - 65	22	42.31
Over 65	3	5.77
<b>Total:</b>	<b>52</b>	<b>100.00</b>

### 10.1.3 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.

<b>Sex:</b>	<b>Respondents n</b>	<b>Respondents %</b>
Female	34	65.38
Male	18	34.62
<b>Total:</b>	<b>52</b>	<b>100.00</b>

Language: English (American)

Institution Type: Academic Health Sciences

Consortium: AAHSL

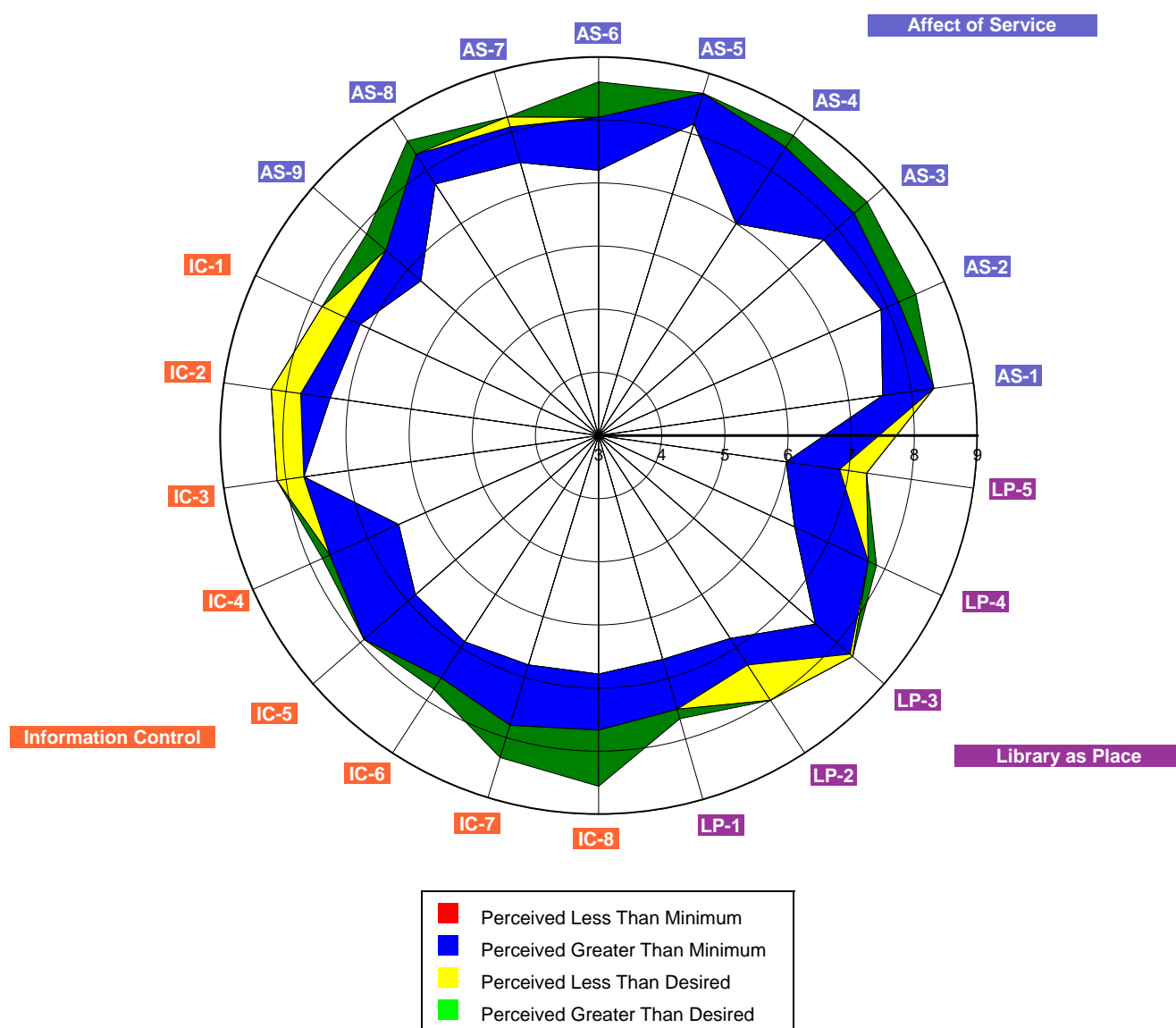
Discipline: Staff

## 10.2 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.)

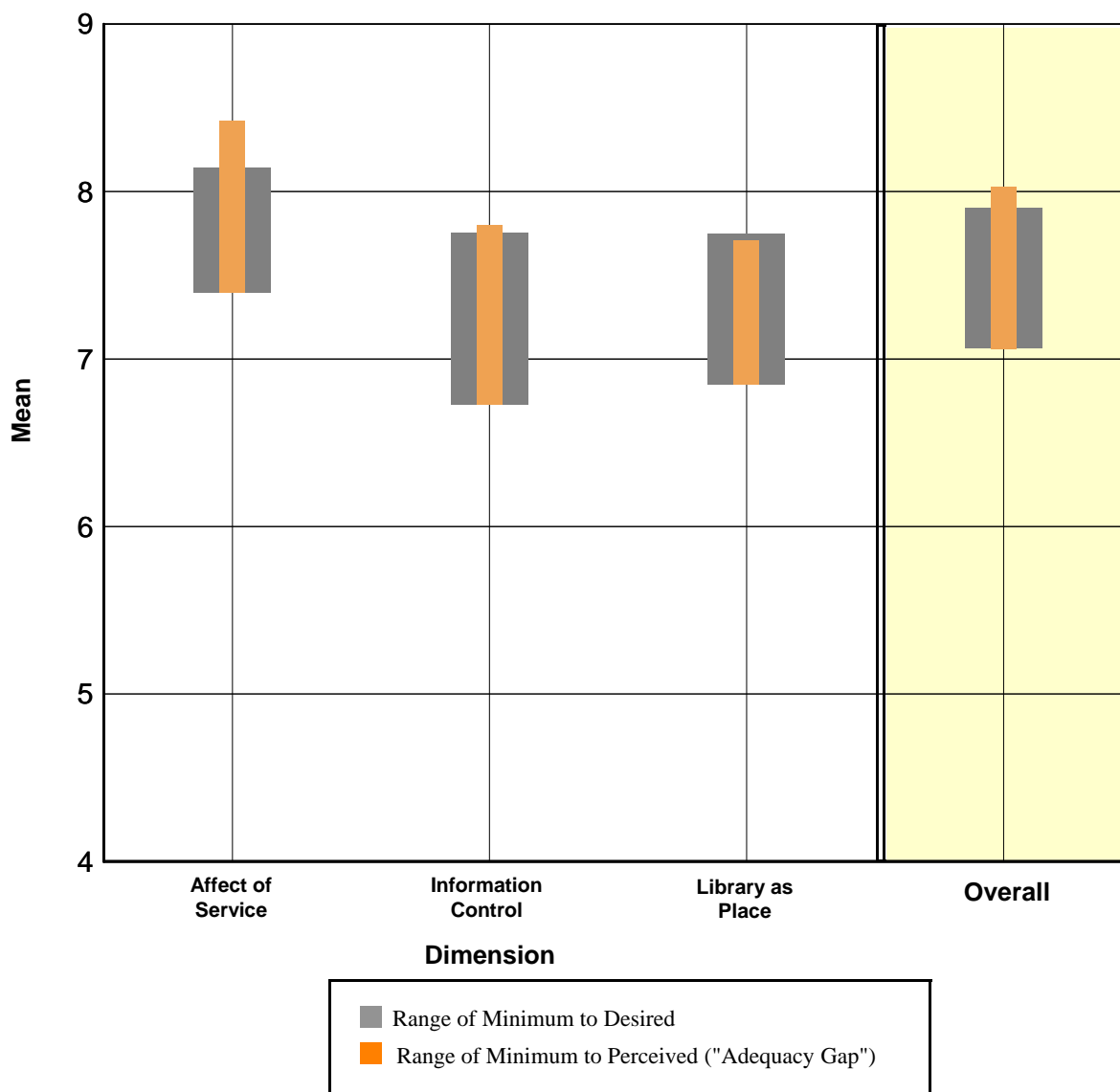


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	7.55	8.36	8.36	0.82	0.00	11
AS-2	Giving users individual attention	7.90	8.20	8.50	0.60	0.30	10
AS-3	Employees who are consistently courteous	7.73	8.36	8.64	0.91	0.27	11
AS-4	Readiness to respond to users' questions	7.00	8.44	8.67	1.67	0.22	9
AS-5	Employees who have the knowledge to answer user questions	8.17	8.67	8.67	0.50	0.00	12
AS-6	Employees who deal with users in a caring fashion	7.20	8.04	8.60	1.40	0.56	50
AS-7	Employees who understand the needs of their users	7.50	8.25	8.08	0.58	-0.17	12
AS-8	Willingness to help users	7.75	8.31	8.56	0.81	0.25	16
AS-9	Dependability in handling users' service problems	6.73	7.47	7.87	1.13	0.40	15
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	7.17	7.83	7.42	0.25	-0.42	12
IC-2	A library Web site enabling me to locate information on my own	7.29	8.24	7.76	0.47	-0.47	17
IC-3	The printed library materials I need for my work	7.71	8.14	7.71	0.00	-0.43	7
IC-4	The electronic information resources I need	6.47	7.66	7.79	1.32	0.13	47
IC-5	Modern equipment that lets me easily access needed information	6.85	7.92	7.92	1.08	0.00	13
IC-6	Easy-to-use access tools that allow me to find things on my own	6.89	7.58	7.79	0.89	0.21	19
IC-7	Making information easily accessible for independent use	6.80	7.80	8.33	1.53	0.53	15
IC-8	Print and/or electronic journal collections I require for my work	6.78	7.67	8.56	1.78	0.89	9
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	6.69	7.51	7.67	0.98	0.16	45
LP-2	Quiet space for individual activities	6.83	8.00	7.33	0.50	-0.67	12
LP-3	A comfortable and inviting location	7.56	8.33	8.28	0.72	-0.06	18
LP-4	A getaway for study, learning, or research	6.43	7.71	7.86	1.43	0.14	7
LP-5	Community space for group learning and group study	6.00	7.29	6.86	0.86	-0.43	7
<b>Overall:</b>		7.06	7.90	8.03	0.97	0.13	52

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	1.51	0.81	0.81	1.89	1.26	11
AS-2	Giving users individual attention	1.20	0.92	0.71	0.97	0.67	10
AS-3	Employees who are consistently courteous	1.19	0.81	0.67	1.38	0.79	11
AS-4	Readiness to respond to users' questions	1.41	0.73	0.71	1.58	1.09	9
AS-5	Employees who have the knowledge to answer user questions	0.94	0.49	0.65	0.80	0.43	12
AS-6	Employees who deal with users in a caring fashion	1.77	1.21	0.64	1.83	1.25	50
AS-7	Employees who understand the needs of their users	1.45	0.75	0.90	1.31	0.58	12
AS-8	Willingness to help users	1.24	0.70	0.63	1.17	0.45	16
AS-9	Dependability in handling users' service problems	2.46	2.13	1.51	2.42	1.35	15
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	2.21	1.27	1.00	2.56	1.68	12
IC-2	A library Web site enabling me to locate information on my own	2.47	1.44	1.68	2.37	1.07	17
IC-3	The printed library materials I need for my work	1.89	1.07	0.76	1.91	1.27	7
IC-4	The electronic information resources I need	2.00	1.20	1.37	2.41	1.92	47
IC-5	Modern equipment that lets me easily access needed information	1.72	1.04	1.19	1.71	1.35	13
IC-6	Easy-to-use access tools that allow me to find things on my own	2.02	1.89	0.98	1.73	1.72	19
IC-7	Making information easily accessible for independent use	1.82	1.47	0.90	1.68	1.36	15
IC-8	Print and/or electronic journal collections I require for my work	1.56	1.00	0.73	1.86	0.93	9
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	2.02	1.58	1.21	2.11	1.46	45
LP-2	Quiet space for individual activities	1.70	1.21	1.87	2.15	2.15	12
LP-3	A comfortable and inviting location	1.38	0.69	0.89	1.18	0.64	18
LP-4	A getaway for study, learning, or research	2.07	1.80	1.46	2.15	0.38	7
LP-5	Community space for group learning and group study	1.41	1.25	1.35	1.95	1.51	7
<b>Overall:</b>		1.33	0.96	0.92	1.34	0.84	52

### 10.3 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.



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	7.39	8.14	8.42	1.03	0.28	52
Information Control	6.73	7.75	7.80	1.07	0.04	51
Library as Place	6.85	7.75	7.71	0.86	-0.04	46
<b>Overall</b>	7.06	7.90	8.03	0.97	0.13	52

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	1.43	1.03	0.77	1.41	0.87	52
Information Control	1.66	1.04	1.24	1.65	1.09	51
Library as Place	1.54	1.21	1.21	1.67	1.20	46
<b>Overall</b>	1.33	0.96	0.92	1.34	0.84	52

## 10.4 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	7.60	8.40	8.80	1.20	0.40	5
Collections of online full-text articles sufficient to meet my needs	7.67	8.33	7.89	0.22	-0.44	9
Efficient interlibrary loan / document delivery	6.88	7.75	8.38	1.50	0.63	8
Adequate hours of service	7.63	8.00	8.63	1.00	0.63	8
Helpful online guides and tutorials	7.63	8.50	8.13	0.50	-0.38	8

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	1.95	0.89	0.45	1.79	0.89	5
Collections of online full-text articles sufficient to meet my needs	1.22	0.71	1.27	1.09	1.01	9
Efficient interlibrary loan / document delivery	1.25	0.71	0.74	1.31	0.52	8
Adequate hours of service	1.51	1.07	0.52	1.41	0.92	8
Helpful online guides and tutorials	1.60	0.76	0.99	0.76	0.52	8

Language: English (American)

Institution Type: Academic Health Sciences

Consortium: AAHSL

Discipline: Staff



## 10.5 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.	8.41	0.78	34
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.67	1.81	18
How would you rate the overall quality of the service provided by the library?	8.25	1.20	52

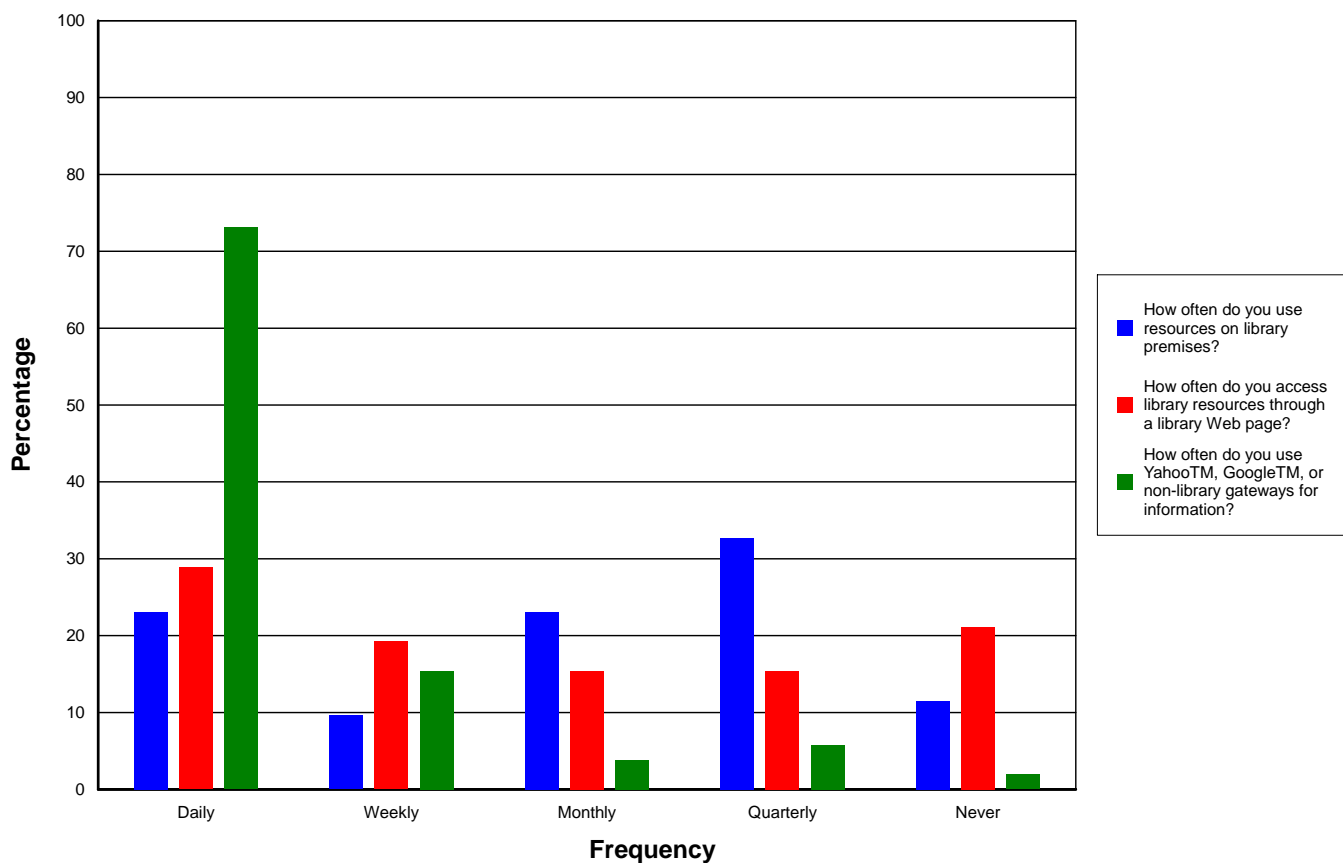
## 10.6 Information Literacy Outcomes Questions Summary for Staff

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.	7.45	1.35	29
The library aids my advancement in my academic discipline or work.	7.72	1.51	29
The library enables me to be more efficient in my academic pursuits or work.	7.69	1.67	29
The library helps me distinguish between trustworthy and untrustworthy information.	7.15	1.56	27
The library provides me with the information skills I need in my work or study.	8.05	1.67	20

## 10.7 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?	12 23.08%	5 9.62%	12 23.08%	17 32.69%	6 11.54%	52 100.00%
How often do you access library resources through a library Web page?	15 28.85%	10 19.23%	8 15.38%	8 15.38%	11 21.15%	52 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	38 73.08%	8 15.38%	2 3.85%	3 5.77%	1 1.92%	52 100.00%

## 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







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