Association of Research Libraries
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É 2017 Association of Research Libraries

This notebook contains information from the 2017 administration of the LibQUAL+ protocol and provides background information in addition to suggestions for interpreting the data.

LibQUAL+ is a tool that libraries use to solicit, track, understand, and act upon usersô opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The protocol is a rigorously tested web-based survey that helps libraries assess and improve library services, change organizational culture, and market the library. The survey instrument measures library usersô minimum, perceived, and desired service levels of service quality across three dimensions: Affe " ľ ŕ ac. ḓ Ä s

1.2 Web Access to Data

Data summaries from the 2017 iteration of the LibQUAL+ survey will be available to project participants online in the Data Repository via the LibQUAL+ survey management site:

<http://www.libqual.org/repository>

Respondentsô minimum, desired, and perceived levels of service quality are plotted on each axis of your LibQUAL+ radar charts. The resulting gaps between the three levels are shaded in blue, yellow, green, and red. Generally, a radar graph shaded blue and yellow indicates that usersô perceptions of service fall within the ñzone of toleranceò; the distance between minimum expectations and perceptions of service quality is shaded in blue, and the distance between their desired and perceived levels of service quality is shown in yellow. When usersô perceptions fall outside the ñzone of tolerance,ò the graph will include areas of red and green shading. If the distance between usersô minimum expectations and perceptions of service delivery is represented in red, that indicates a negative service adequacy gap score. If the distance between the desired level of service and perceptions of service delivery is represented in green, that indicates a positive service superiority gap score.

Note: Sections with charts and tables are omitted from the following pages when there are three or fewer individuals in a specific group.insc®

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T ɞ ʿ ɹ M ” ȳ M m f M ʌ Ş T Ţ Ŏ ɨ̈ M

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1.6 Survey Protocol and Language for Valdosta State University

The data below indicate the number of valid surveys collected by language and long/Lite breakdowns.

		Long	**Lite**	**Total** *(by Language)*
English (American)	Count	49	730	**779**
	% of Protocol	*100.00%*	*100.00%*	*100.00%*
	% of Language	*6.29%*	*93.71%*	*100.00%*
	% of Total Cases	*6.29*	*93.71*	*100.00*
Total *(by Survey Protocol)*	Count	**49**	**730**	**779**
	% of Protocol	*100.00%*	*100.00%*	*100.00%*
	% of Language	*6.29%*	*93.71%*	*100.00%*
	% of Total Cases	*6.29*	*93.71*	*100.00*

2 Demographic Summary for Valdosta State University

2.1 Respondents by User Group

User Group	Respondent n	Respondent %
Undergraduate		
First year	177	22.72%
Second year	126	16.17%
Third year	124	15.92%
Fourth year	108	13.86%
Fifth year and above	39	5.01%
Non-degree	3	0.39%
Sub Total:	577	74.07%
Graduate		
Masters	73	9.37%
Doctoral	13	1.67%
Non-degree or Undecided	2	0.26%
Sub Total:	88	11.30%
Faculty		
Professor	9	1.16%
Associate Professor	21	2.70%
Assistant Professor	17	2.18%
Lecturer	5	0.64%
Adjunct Faculty	1	0.13%
Other Academic Status	5	0.64%
Sub Total:	58	7.45%
Library Staff		
Administrator	0	0.00%
Manager, Hnt n q Ï strator0eSl ᵡ ic atus		0.51%

2.2 Population and Respondents by User Sub-Group

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

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

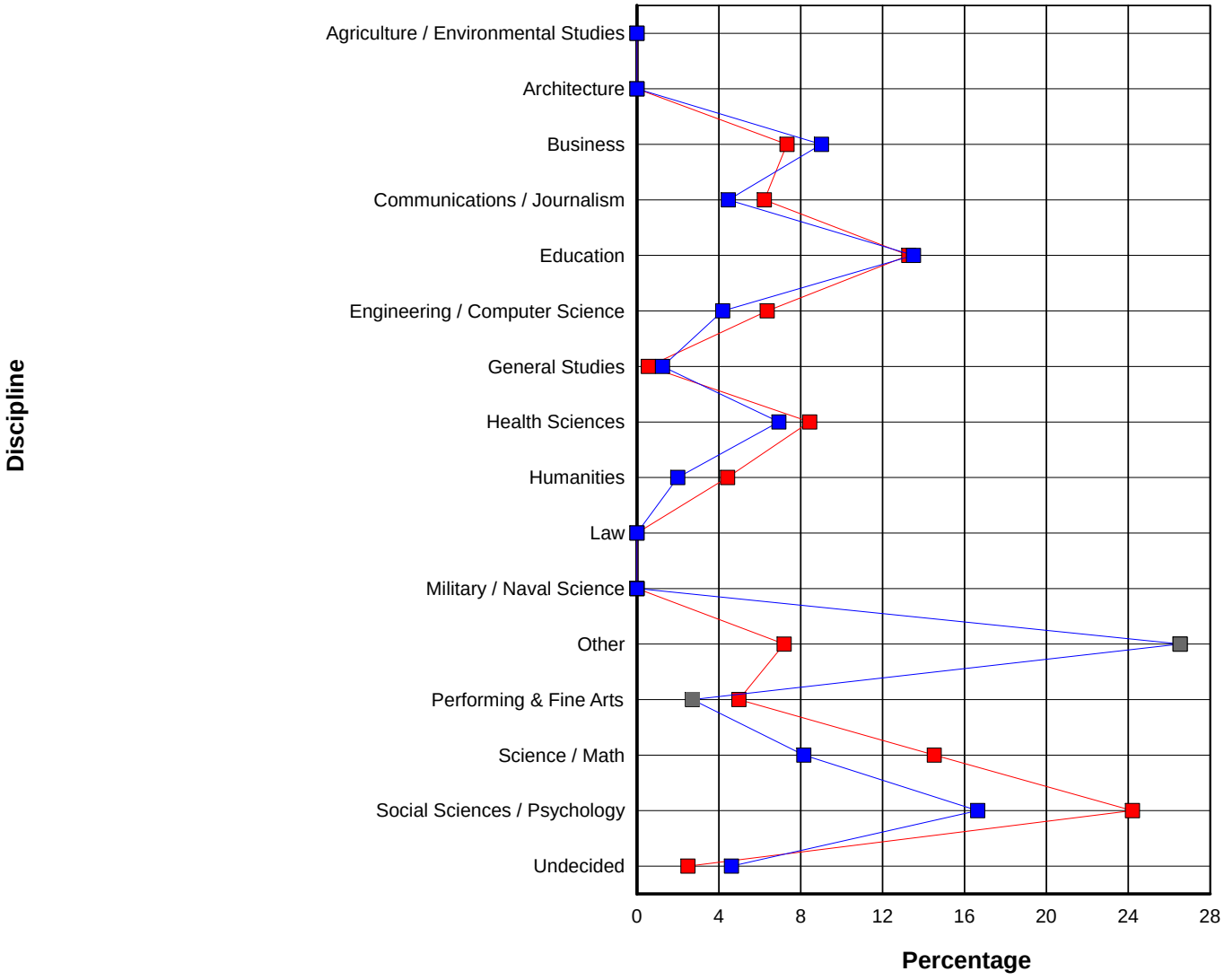
**Note: Participating institutions were not required to complete the Representa*

2.3 Population and Respondents by Standard Discipline

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

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

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



2.4 Population and Respondents by Customized Discipline

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

This section shows survey respondents broken down based on the customized discipline categories supplied by the

Women's Studies	3	0.03	0	0.00	0.03
Total:	**11,939**	**100.00**	**723**	**100.00**	**0.00**

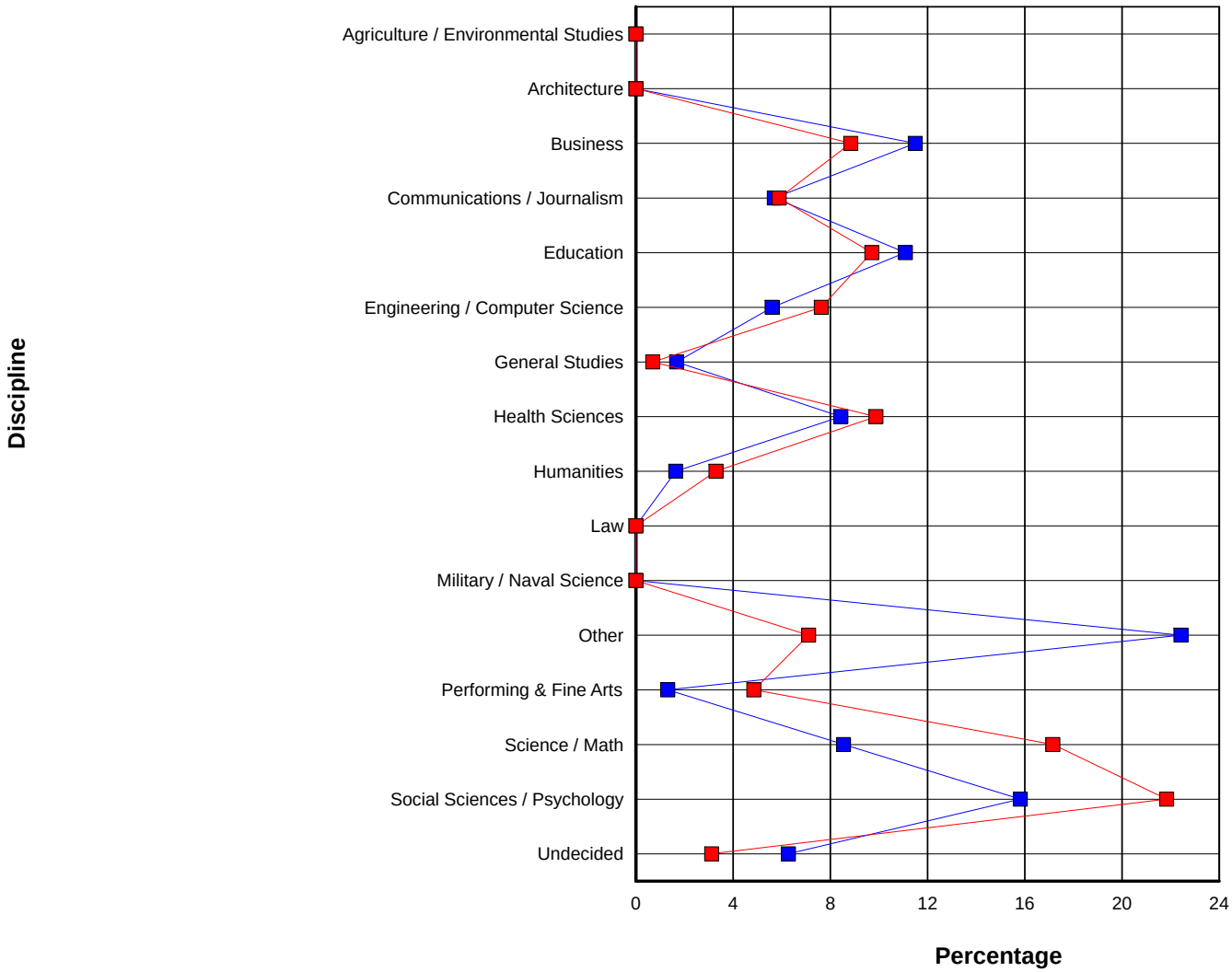
Language: English (American)
Institution Type: College or University
Consortium: Georgia Consortium
User Group: All (Excluding Library Staff, Staff)

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	2.14	1.76	1.82	2.03	1.81	193
AS-2	Giving users individual attention	2.18	1.81	1.78	1.86	1.76	208
AS-3	Employees who are consistently courteous	1.91	1.30	1.68	1.90	1.80	218
AS-4	Readiness to respond to users' questions	1.79	1.47	1.51	1.69	1.56	201
AS-5	Employees who have the knowledge to answer user questions	1.81	1.29	1.30	1.67	1.26	223
AS-6	Employees who deal with users in a caring fashion	2.00	1.51	1.56	2.00	1.68	732
AS-7	Employees who understand the needs of their users	2.02	1.41	1.43	1.96	1.45	252
AS-8	Willingness to help users	2.01	1.52	1.51	1.81	1.66	214
AS-9	Dependability in handling users' service problems	1.93	1.37	1.36	1.67	1.33	205
Information Control							
IC-1	Making electronic resources accessible from my home or office	2.21	1.67	1.76	2.16	1.86	209
IC-2	A library Web site enabling me to locate information on my own	1.91	1.51	1.59	1.81	1.59	239
IC-3	The printed library materials I need for my work	2.04	1.41	1.58	1.85	1.54	228
IC-4	The electronic information						
5.43	2.96	4.45	832				

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+È 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 li

3.4 General Satisfaction Questions Summary

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where *n* is the number of respondents for each question. These scores are calculated from


Discipline
Agriculture / Environmental Studies
Architecture
Business
Communications / Journalism
Education
Engineering / Computer Science
General Studies
Health Sciences
Humanities
Law
Military / Naval Science
Other
Performing & Fine Arts
Science / Math
Social Sciences / Psychology
Undecided
0
4
8
12
16
20
24
Percentage
Respondent Profile by Discipline
Population Profile by Discipline

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Accounting and Finance	244	2.78	13	2.25	0.53
Adult and Career Education	0	0.00	3	0.52	-0.52
African American Studies	0	0.00	0	0.00	0.00
Art	0	0.00	17	2.95	-2.95
Biology	672	7.66	82	14.21	-6.56
Chemistry	0	0.00	8	1.39	-1.39
Communication Arts	221	2.52	20	3.47	-0.95
	198	2.26		1.91	0.35

Undecided	551	6.28	18	3.12	3.16
Women's Studies	0	0.00	0	0.00	0.00
Total:	**8,777**	**100.00**	**577**	**100.00**	**0.00**

Language: English (American)
Institution Type: College or University
Consortium: Georgia Consortium
User Group: Undergraduate

4.1.3 Respondent Profile by Age:

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

Age:	Respondents n	Respondents %
Under 18	9	1.56
18 - 22	482	83.54
23 - 30	63	10.92
31 - 45	16	2.77
46 - 65	7	1.21
Over 65	0	0.00
Total:	**577**	**100.00**

4.1.4 Respondent Profile by Full or part-time student?

Full or part-time student?	Population N	Population %	Respondents n	Respondents %
Full-time	7,185	81.83	542	95.09
Part-time	1,595	18.17	18	3.16
Does not apply / NA		0.00	10	1.75
Total:	**8,780**	**100.00**	**570**	**100.00**

4.2 Core Questions Summary for Undergraduate

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

On each axis, respondents' minimum, desired, and perceived levels of service quality are plotted, and the resulting "gaps" between the three levels (representing service adequacy or serv

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.32	7.45	7.36	1.05	-0.09	154
AS-2	Giving users individual attention	6.13	7.34	7.16	1.03	-0.18	174
AS-3	Employees who are consistently courteous	6.71	7.98	7.46	0.75	-0.53	179
AS-4	Readiness to respond to users' questions	6.78	7.65	7.48	0.70	-0.17	166
AS-5	Employees who have the knowledge to answer user questions	6.88	7.89	7.77	0.89	-0.12	171
AS-6	Employees who deal with users in a caring fashion	6.63	7.83	7.53	0.90	-0.30	556
AS-7	Employees who understand the needs of their users	6.56	7.70	7.59	1.03	-0.11	196
AS-8	Willingness to help users	6.85	7.85	7.66	0.81	-0.19	169
AS-9	Dependability in handling users' service problems	6.85	7.82	7.66	0.80	-0.16	157

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	2.21	1.82	1.84	2.05	1.79	154
AS-2	Giving users individual attention	2.21	1.81	1.80	1.95	1.82	174
AS-3	Employees who are consistently courteous	2.00	1.31	1.73	1.96	1.86	179
AS-4	Readiness to respond to users' questions	1.86	1.51	1.51	1.71	1.59	166
AS-5	Employees who have the knowledge to answer user questions	1.91	1.38	1.32	1.67	1.25	171
AS-6	Employees who deal with users in a caring fashion	2.06	1.56	1.63	2.06	1.75	556
AS-7	Employees who understand the needs of their users	2.12	1.46	1.48	2.11	1.51	196
AS-8	Willingness to help users	2.11	1.58	1.59	1.92	1.79	169
AS-9	Dependability in handling users' service problems	2.01	1.43	1.40	1.66	1.33	157
Information Control							
IC-1	Making electronic resources accessible from my home or office	2.30	1.73	1.80	2.24	1.89	167
IC-2	A library Web site enabling me to locate information on my own	1.99	1.59	1.64	1.88	1.65	194
IC-3		2.07	1.39	1.61	1.88	1.53	197

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+È 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	6.57	7.73	7.51	0.94	-0.22	568
Information Control	6.52	7.74	7.48	0.96	-0.26	575
Library as Place	6.60	8.02	7.34	0.74	-0.68	575
Overall	6.56	7.81	7.45	0.89	-0.36	577

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.

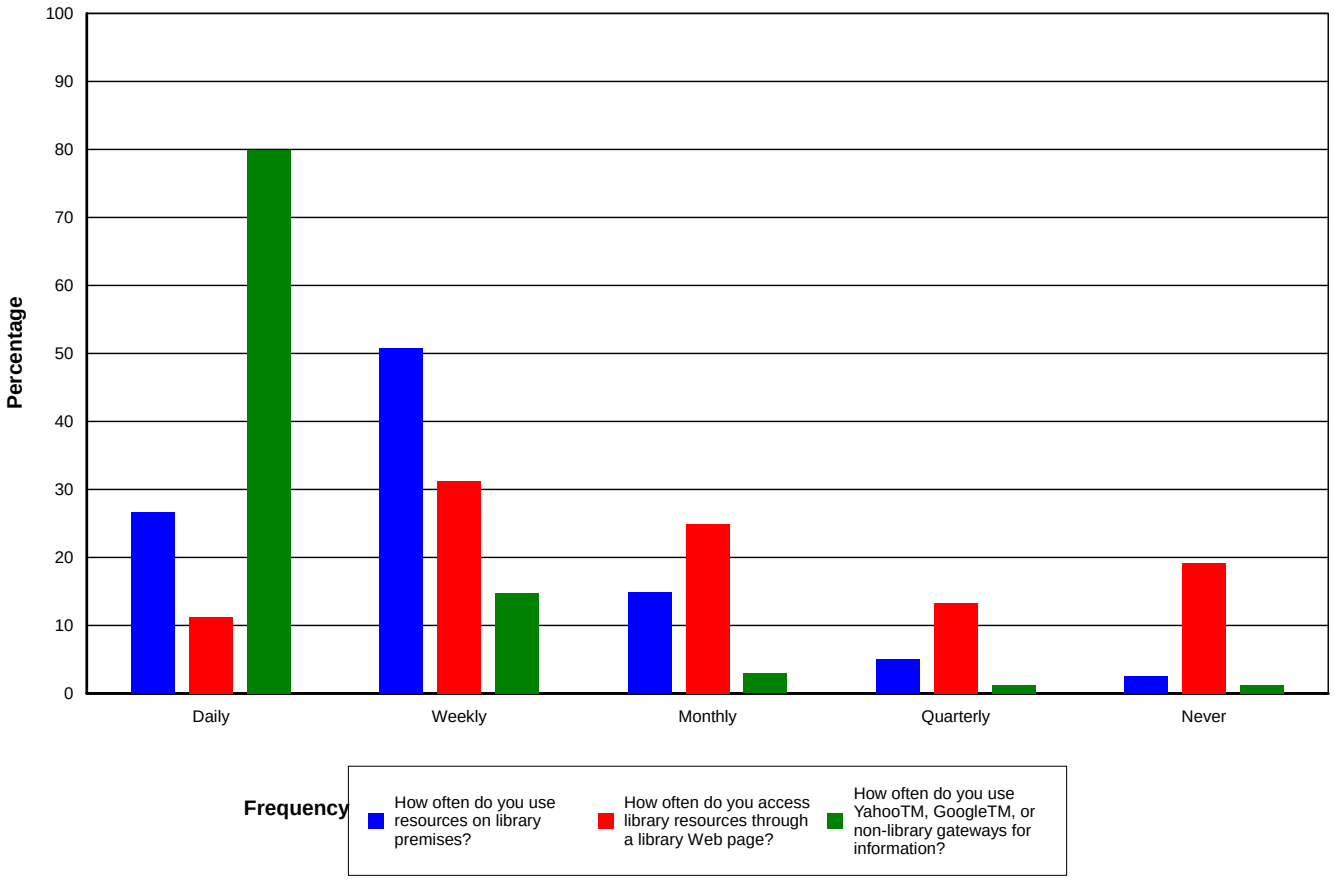
Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.84	1.36	1.39	1.73	1.46	568
Information Control	1.79	1.28	1.31	1.73	1.43	575
Library as Place	1.85	1.25	1.65	1.94	1.71	575
Overall	1.68	1.14	1.26	1.61	1.30	577

4.5 General Satisfaction Questions Summary for Undergraduate

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

4.7 Library Use Summary for Undergraduate

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo Ê and Google Ê. 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?	154 26.69%	293 50.78%	86 14.90%	29 5.03%	15 2.60%	577 100.00%
How often do you access library resources through a library Web page?	65 11.27%	180 31.20%	144 24.96%	77 13.34%	111 19.24%	577 100.00%
How often do you use YahooTM, GoogleTM, or non-library gateways for information?	461 79.90%	85 14.73%	17 2.95%	7 1.21%	7 1.21%	577 100.00%

Language: English (American)
Institution Type: College or University
Consortium: Georgia Consortium
User Group: Undergraduate

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	0	0.00	0	0.00	0.00
Architecture	0	0.00	0	0.00	0.00
Business	28	1.08	2	2.27	-1.19
Communications / Journalism	14	0.54	4	4.55	-4.01
Education	536	20.63	27	30.68	-10.05
Engineering / Computer Science	0	0.00	1	1.14	-1.14
General Studies	0	0.00	0	0.00	0.00
Health Sciences	53	2.04	1	1.14	0.90
Humanities	23	0.89	3	3.41	-2.52
Law	0	0.00	0	0.00	0.00
Military / Naval Science	0	0.00	0	0.00	0.00

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Accounting and Finance	27	1.04	1	1.14	-0.10
Adult and Career Education	105	4.04	4	4.55	-0.50
African American Studies	0	0.00	0	0.00	0.00
Art	149	5.74	1	1.14	4.60
Biology	17	0.65	1	1.14	-0.48
Chemistry	136	5.23	0	0.00	5.23
Communication Arts	14	0.54	4	4.55	-4.01
Communication Disorders	138	5.31	9	10.23	-4.92
Computer Science	0	0.00	1	1.14	-1.14
Curriculum, Leadership and Technology	0	0.00	9	10.23	-10.23
Early Childhood and Reading Education	134	5.16	4	4.55	0.61
Economics and Finance	0	0.00	0	0.00	0.00
Engineering Studies	0	0.00	0	0.00	0.00
English	23	0.89	3	3.41	-2.52
General Studies	0	0.00	0	0.00	0.00
History	4	0.15	0	0.00	0.15
Kinesiology and Physical Education	20	0.77	1	1.14	-0.37
Library and Information Science	243	9.35	16	18.18	-8.83
Management and Healthcare Administration	0	0.00	0	0.00	0.00
Marketing and International Business	1	0.04	1	1.14	-1.10
Marriage and Family Therapy	0	0.00	3	3.41	-3.41
Mass Media	0	0.00	0	0.00	0.00
Mathematics	0	0.00	0	0.00	0.00
Middle Grades and Secondary Education	38	1.46	0	0.00	1.46
Modern and Classical Languages	0	0.00	0	0.00	0.00
Music	16	0.62	3	3.41	-2.79
Nursing	53	2.04	1	1.14	0.90
Other	1,129	43.46	8	9.09	34.37
Philosophy and Religious Studies	0	0.00	0	0.00	0.00
Physics, Astronomy, and Geosciences	0	0.00	0	0.00	0.00
Political Science	0	0.00	3	3.41	-3.41
Psychology and Counseling	112	4.31	12	13.64	-9.33
Social Work	119	4.58	3	3.41	1.17
Sociology, Anthropology & Criminal Justice	19	0.73	0	0.00	0.73
Special Education	101	3.89	0	0.00	3.89

Language: English (American)
Institution Type: College or University
Consortium: Georgia Consortium
User Group: Graduate

Undecided	0	0.00	0	0.00	0.00
Women's Studies	0	0.00	0	0.00	0.00
Total:	**2,598**	**100.00**	**88**	**100.00**	**0.00**

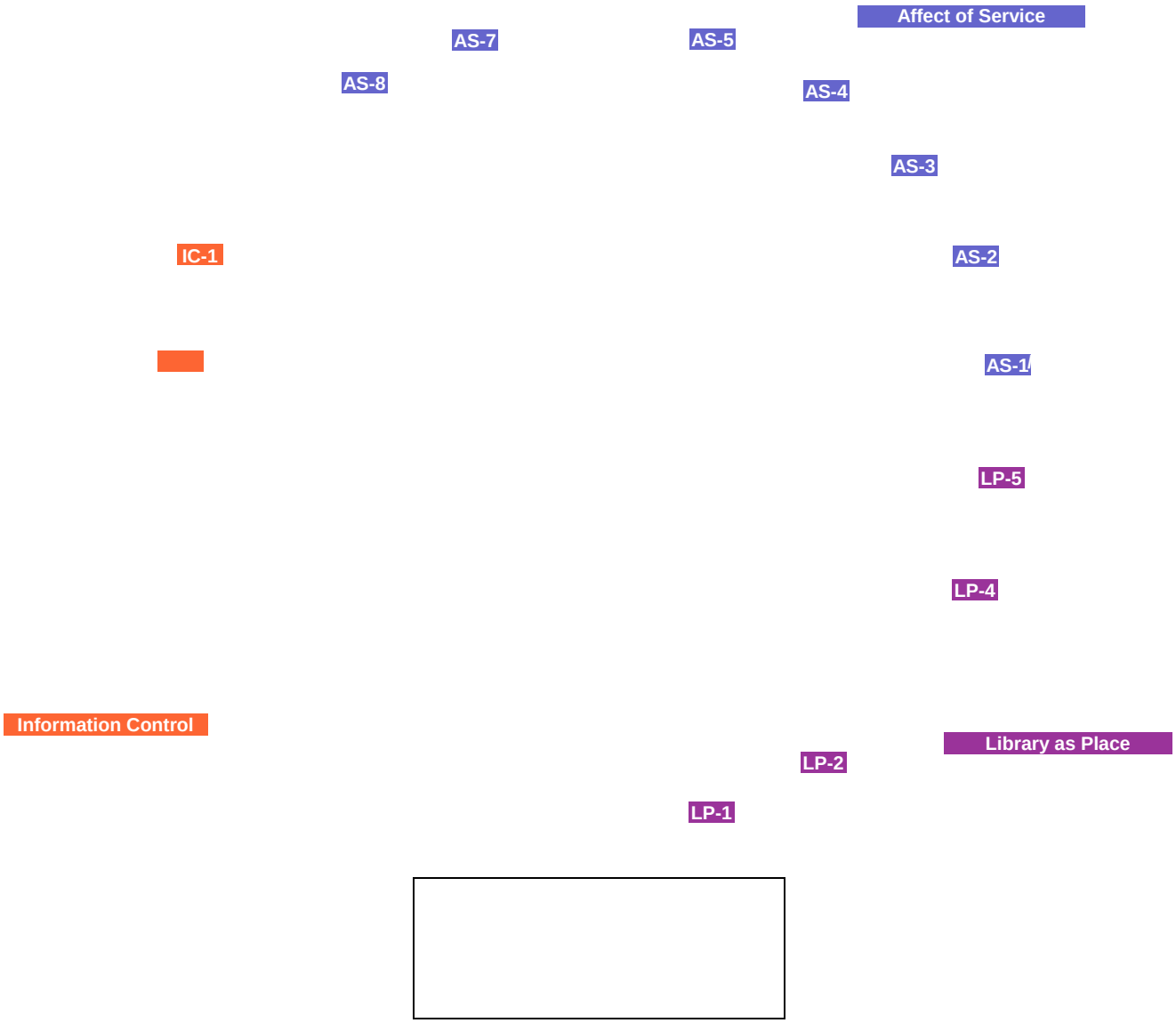
Language: English (American)
Institution Type: College or University
Consortium: Georgia Consortium
User Group: Graduate

5.2 Core Questions Summary for Graduate

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

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

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



ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.58	1.14	1.46	1.93	1.59	17
AS-2	Giving users individual attention	2.27	2.08	1.89	1.44	1.57	19
AS-3	Employees who are consistently courteous	1.39	1.26	1.30	1.57	1.41	18

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+È 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	7.05	8.00	7.83	0.78	-0.17	87
Information Control	6.95	8.19	7.53	0.58	-0.66	88
Library as Place	6.71	7.99	7.14	0.42	-0.85	73
Overall	6.96	8.09	7.59	0.63	-0.49	88

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

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.58	1.26	1.27	1.52	1.25	87
Information Control	1.34	0.86	1.35	1.42	1.35	88
Library as Place	1.80	1.09	1.76	2.19	1.94	73
Overall	1.35	0.85	1.21	1.39	1.16	88

5.5 General Satisfaction Questions Summary for Graduate

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

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.09	1.35	47
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.68	1.42	41
How would you rate the overall quality of the service provided by the library?	7.78	1.30	88

5.6 Information Literacy Outcomes Questions Summary for Graduate

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

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.51	1.76	35
The library aids my advancement in my academic discipline or work.	7.54	1.73	39
The library enables me to be more efficient in my academic pursuits or work.	7.49	1.49	41
The library helps me distinguish between trustworthy and untrustworthy information.	7.63	1.78	35
The library provides me with the information skills I need in my work or study.	8.04	1.11	26

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	0	0.00	0	0.00	0.00
Architecture	0	0.00	0	0.00	0.00
Business	39	6.91	0	0.00	6.91
Communications / Journalism	19	3.37	7	12.07	-8.70
Education	104	18.44	13	22.41	-3.97
Engineering / Computer Science	8	1.42	1	1.72	-0.31
General Studies	2	0.35	0	0.00	0.35
Health Sciences	35	6.21	3	5.17	1.03
Humanities	71	12.59	10	17.24	-4.65
Law	0	0.00	0	0.00	0.00
Military / Naval Science	0	0.00	0	0.00	0.00
Other	71	12.59	3	5.17	7.42
Performing & Fine Arts	43	7.62	4	6.90	0.73
Science / Math	70	12.41	5	8.62	3.79
Social Sciences / Psychology	102	18.09	12	20.69	-2.60
Undecided	0	0.00	0	0.00	0.00
Total:	**564**	**100.00**	**58**	**100.00**	**0.00**

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Accounting and Finance	8	1.42	0	0.00	1.42
Adult and Career Education	16	2.84	1	1.72	1.11
African American Studies	5	0.89	0	0.00	0.89
Art	16	2.84	3	5.17	-2.34
Biology	23	4.08	1	1.72	2.35
Chemistry	10	1.77	0	0.00	1.77
Communication Arts	12	2.13	5	8.62	-6.49
Communication Disorders	17	3.01	2	3.45	-0.43
Computer Science	8	1.42	1	1.72	-0.31
Curriculum, Leadership and Technology	32	5.67	3	5.17	0.50
Early Childhood and Reading Education	13	2.30	4	6.90	-4.59
Economics and Finance	12	2.13	0	0.00	2.13
Engineering Studies	0	0.00	0	0.00	0.00
English	31	5.50	8	13.79	-8.30
General Studies	2	0.35	0	0.00	0.35
History	14	2.48	3	5.17	-2.69
Kinesiology and Physical Education	6	1.06	1	1.72	-0.66
Library and Information Science	7	1.24	2	3.45	-2.21
Management and Healthcare Administration	13	2.30	0	0.00	2.30
Marketing and International Business	6	1.06	0	0.00	1.06
Marriage and Family Therapy	0	0.00	2	3.45	-3.45
Mass Media	7	1.24	2	3.45	-2.21
Mathematics	20	3.55	2	3.45	0.10
Middle Grades and Secondary Education	20	3.55	2	3.45	0.10
Modern and Classical Languages	23	4.08	2	3.45	0.63
Music	27	4.79	1	1.72	3.06
Nursing	35	6.21	3	5.17	1.03
Other	71	12.59	3	5.17	7.42
Philosophy and Religious Studies	9	1.60	0	0.00	1.60
Physics, Astronomy, and Geosciences	17	3.01	2	3.45	-0.43
Political Science	13	2.30	2	3.45	-1.14
Psychology and Counseling	30	5.32	1	1.72	3.60
Social Work	18	3.19	0	0.00	3.19
Sociology, Anthropology & Criminal Justice	20	3.55	2	3.45	0.10
Special Education	0	0.00	0	0.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: Georgia Consortium
User Group: Faculty

Undecided	0	0.00	0	0.00	0.00
Women's Studies	3	0.53	0	0.00	0.53
Total:	**564**	**100.00**	**58**	**100.00**	**0.00**

Language: English (American)
Institution Type: College or University
Consortium: Georgia Consortium
User Group: Faculty

6.1.3 Respondent Profile by Age:

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

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	0	0.00
23 - 30	4	6.90
31 - 45	18	31.03
46 - 65	28	48.28
Over 65	8	13.79
Total:	**58**	**100.00**

6.1.4 Respondent Profile by Full or part-time student?

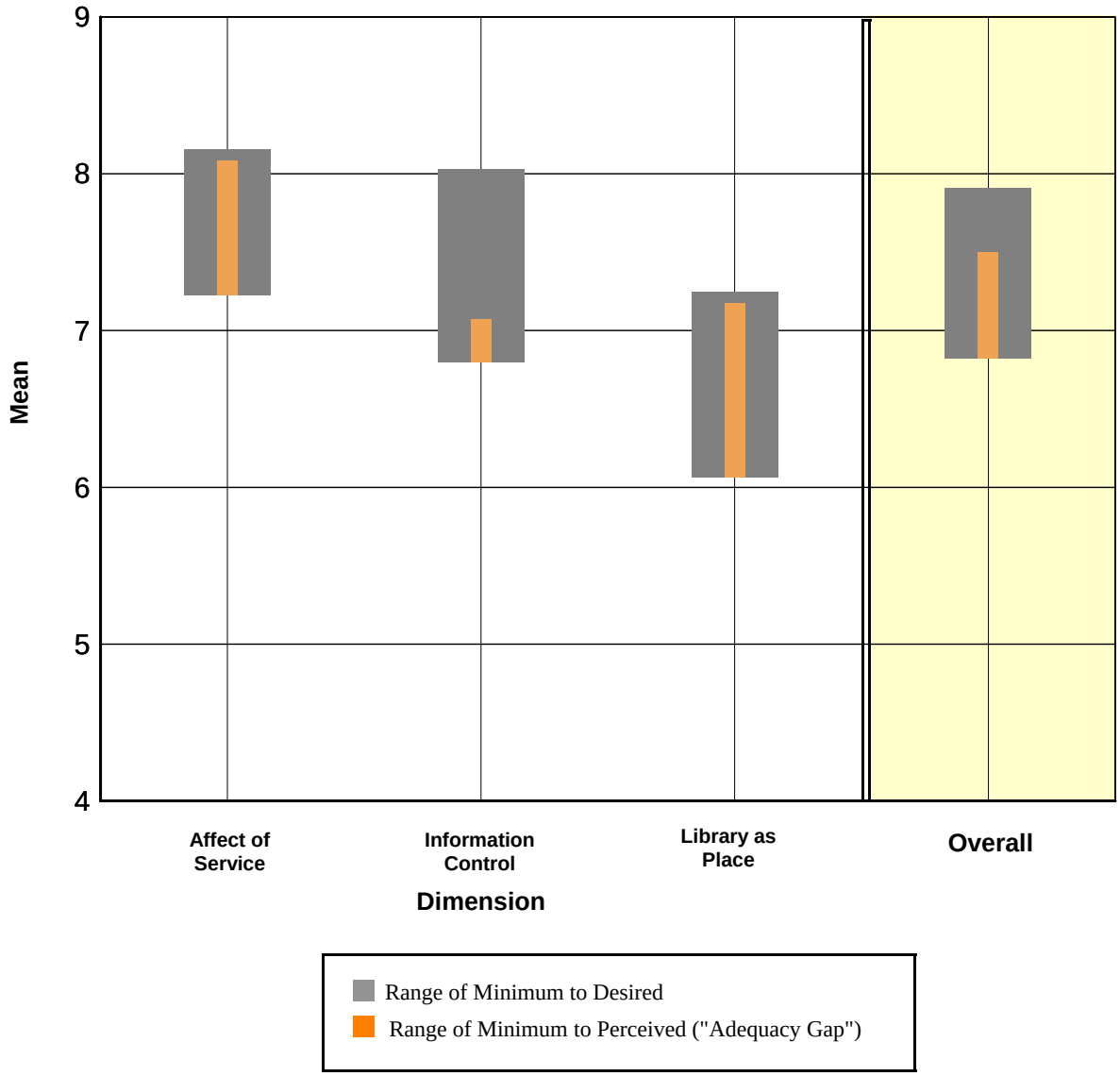
Full or part-time student?	Population N	Population %	Respondents n	Respondents %
Full-time	421	74.65	2	3.57
Part-time	143	25.35	0	0.00
Does not apply / NA		0.00	54	96.43
Total:	**564**	**100.00**	**56**	**100.00**

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.36	7.43	7.29	0.93	-0.14	14
AS-2	Giving users individual attention	7.44	8.67	8.11	0.67	-0.56	9
AS-3	Employees who are c	7.50	8.00	8.17	0.67	0.17	12

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	2.02	2.06	1.86	1.21	1.96	14
AS-2	Giving users individual attention	1.24	0.50	1.36	1.00	1.42	9
AS-3	Employees who are consistently courteous	1.38	1.48	1.27	1.37	0.94	12
AS-4	Readiness to respond to users' questions	1.24	0.90	0.79	1.35	0.72	12
AS-5	Employees who have the knowledge to answer user questions	1.36	0.77	1.35	1.81	1.64	15
AS-6	Employees who deal with users in a caring fashion	1.83	1.46	0.86	1.70	1.42	56
AS-7	Employees who understand the needs of their users	1.42	1.29	1.04	1.39	1.50	18
AS-8	Willingness to help users	1.25	1.05	1.10	0.91	0.59	15
AS-9	Dependability in handling users' service problems	1.44	0.57	0.84	1.29	0.85	18
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.64	1.77	1.44	1.69	1.51	14
IC-2	A library Web site enabling me to locate information on my own	1.26	0.48	1.18	1.39	1.41	13
IC-3	The printed library materials I need for my work	1.51	1.01	1.69	1.33	1.59	9
IC-4	The electronic information resources I need	1.78	1.49	1.57	1.69	1.77	57
IC-5	Modern equipment that lets me easily access needed information	2.01	1.91	1.60	2.59	2.61	18
IC-6	Easy-to-use access tools that allow me to find things on my own	1.56	1.41	1.34	1.56	1.35	19
IC-7	r= þ Â ‘ wic informa ĎASkn l’‘ wo ᵀ	1.81	1.5	ourc я’	ġ ne ^ a ^ ç	mw ! e materş	AS-

6.3 Core Question Dimensions Summary for Faculty

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



Language: English (American)
Institution Type: College or University
Consortium: Georgia Consortium
User Group: Faculty

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+È 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	7.22	8.16	8.08	0.86	-0.07	58
Information Control	6.80	8.03	7.07	0.28	-0.96	58
Library as Place	6.06	7.25	7.18	1.11	-0.07	54
Overall	6.82	7.91	7.50	0.68	-0.41	58

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	1.16	1.01	1.24	1.10	58
Information Control	1.60	1.36	1.40	1.55	1.67	58
Library as Place	2.05	1.88	1.59	1.79	1.76	54
Overall	1.41	1.21	1.12	1.23	1.26	58

6.4 Local Question Summary for Faculty

6.5 General Satisfaction Questions Summary for Faculty

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

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.35	0.88	31
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.48	1.42	27
How would you rate the overall quality of the service provided by the library?	7.95	1.07	58

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

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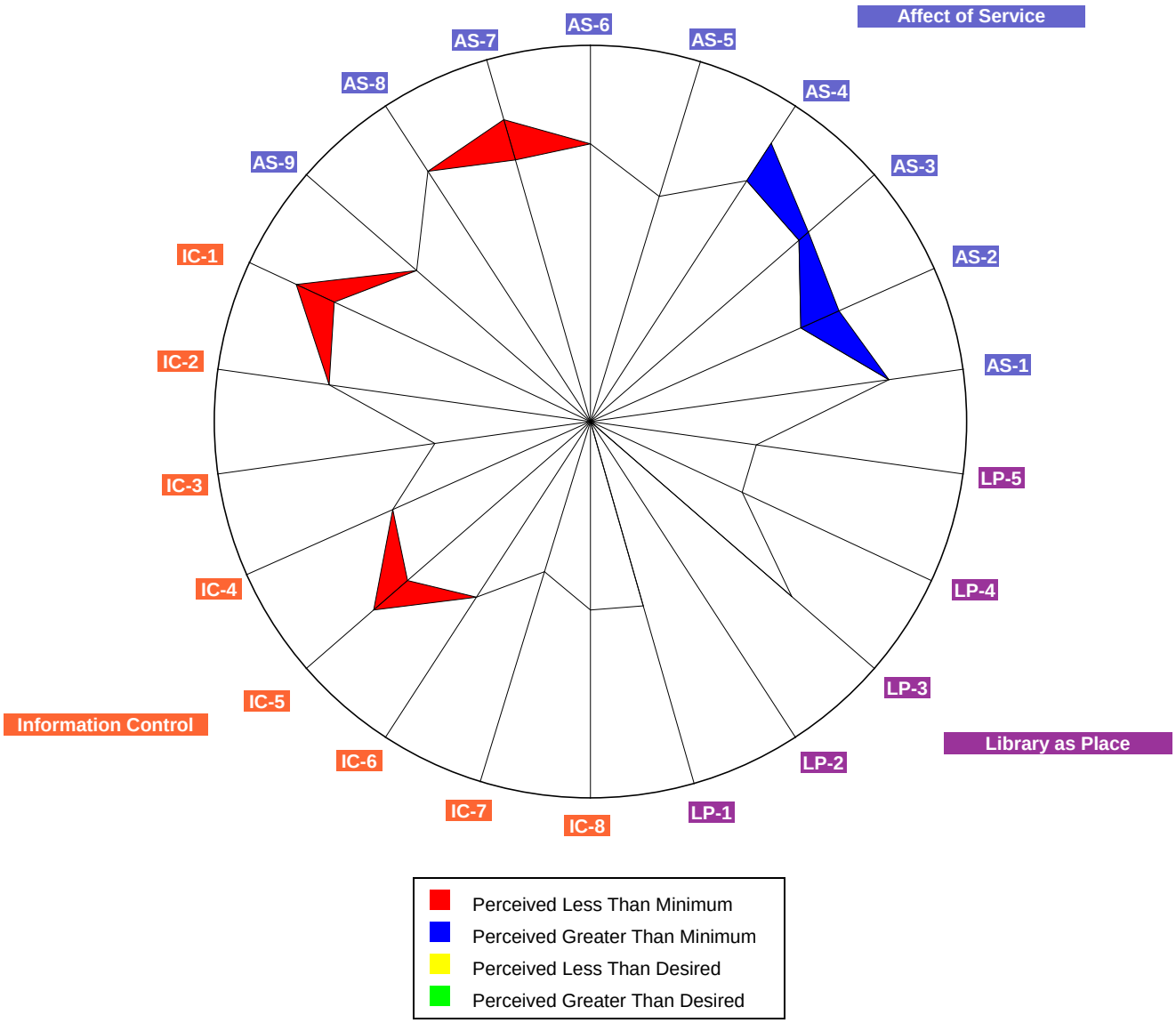
7.2 Core Questions Summary for Library Staff

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
Affect of Service							
AS-1	Employees who instill confidence in users	7.80	8.60	7.80	0.00	-0.80	5
AS-2	Giving users individual attention	6.67	8.67	7.33	0.67	-1.33	3
AS-3	Employees who are consistently courteous	7.40	8.60	7.60	0.20	-1.00	5
AS-4	Readiness to respond to users' questions	7.57	8.71	8.29	0.71	-0.43	7
AS-5	Employees who have the knowledge to answer user questions	6.75	8.63	7.50	0.75	-1.13	8
AS-6	Employees who deal with users in a caring fashion	7.42	8.79	7.68	0.26	-1.11	19
AS-7	Employees who understand the needs of their users	8.00	8.67	7.33	-0.67	-1.33	3
AS-8	Willingness to help users	7.75	9.00	8.00	0.25	-1.00	4
AS-9	Dependability in handling users' service problems	6.67	8.33	7.67	1.00	-0.67	3
Information Control							
IC-1	Making electronic resources accessible from my home or office	8.17	8.67	7.50	-0.67	-1.17	6
IC-2	A library Web site enabling me to locate information on my own	7.20	8.40	7.20	0.00	-1.20	10
IC-3	The printed library materials I need for my work	5.50	7.50	7.33	1.83	-0.17	6
IC-4	The electronic information resources I need	6.44	8.28	7.06	0.61	-1.22	18
IC-5	Modern equipment that lets me easily access needed information	7.57	8.71	6.86	-0.71	-1.86	7
IC-6	Easy-to-use access tools that allow me to find things on my own	6.33	8.00	6.33	0.00	-1.67	3
IC-7	Making information easily accessible for independent use	5.50	9.00	7.50	2.00	-1.50	2
IC-8	Print and/or electronic journal collections I require for my work	6.00	8.25	7.25	1.25	-1.00	4
Library as Place							
LP-1	Library space that inspires study and learning	6.05	8.00	6.79	0.74	-1.21	19
LP-2	Quiet space for individual activities	1.00	4.00	6.00	5.00	2.00	1
LP-3	A comfortable and inviting location	7.25	8.63	7.38	0.13	-1.25	8
LP-4	A getaway for study, learning, or research	5.67	7.17	7.67	2.00	0.50	6
LP-5	Community space for group learning and group study	5.67	7.67	6.67	1.00	-1.00	3

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+È 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	7.35	8.70	7.72	0.37	-0.98	19
Information Control	6.77	8.33	7.14	0.37	-1.19	19
Library as Place	6.11	7.89	7.03	0.92	-0.87	19
Overall	6.81	8.34	7.33	0.52	-1.00	19

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+ survey, where

7.4 Local Question Summary for Library 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
A center for intellectual stimulation	5.50	6.00	6.00	0.50	0	2
A secure and safe place	7.67	9.00	8.33	0.67	-0.67	3
Ability to navigate library Web pages easily	7.17	8.50	7.17	0	-1.33	6
Convenient service hours	7.00	8.33	7.67	0.67	-0.67	6
Library orientations / instruction sessions	3.00	6.50	7.50	4.50	1.00	2

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
A center for intellectual stimulation	0.71	1.41	1.41	0.71	0	2
A secure and safe place	1.15	0	1.15	1.15	1.15	3
Ability to navigate library Web pages easily	1.72	0.55	1.60	1.10	1.21	6
Convenient service hours	1.67	0.82	1.51	2.16	1.51	6
Library orientations / instruction sessions	2.83	3.54	0.71	3.54	4.24	2

7.5 General Satisfaction Questions Summary for Library 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.	7.89	1.27	9
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.70	1.25	10
How would you rate the overall quality of the service provided by the library?	7.95	0.97	19

7.6 Information Literacy Outcomes Questions Summary for Library 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.	7.17	1.33	6
The library aids my advancement in my academic discipline or work.	7.60	0.97	10
The library enables me to be more efficient in my academic pursuits or work.	7.91	0.94	11
The library helps me distinguish between trustworthy and untrustworthy information.	7.83	0.98	6
The library provides me with the information skills I need in my work or study.	7.60	1.52	5

8 Staff Summary for Valdosta State University

8.1 Demographic Summary for Staff

8.1.1 Respondent Profile by Age:

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

Age:	**Respondents n**	**Respondents %**
Under 18	0	0.00
18 - 22	0	0.00
23 - 30	14	37.84
31 - 45	13	35.14
46 - 65	10	27.03
Over 65	0	0.00
Total:	**37**	**100.00**

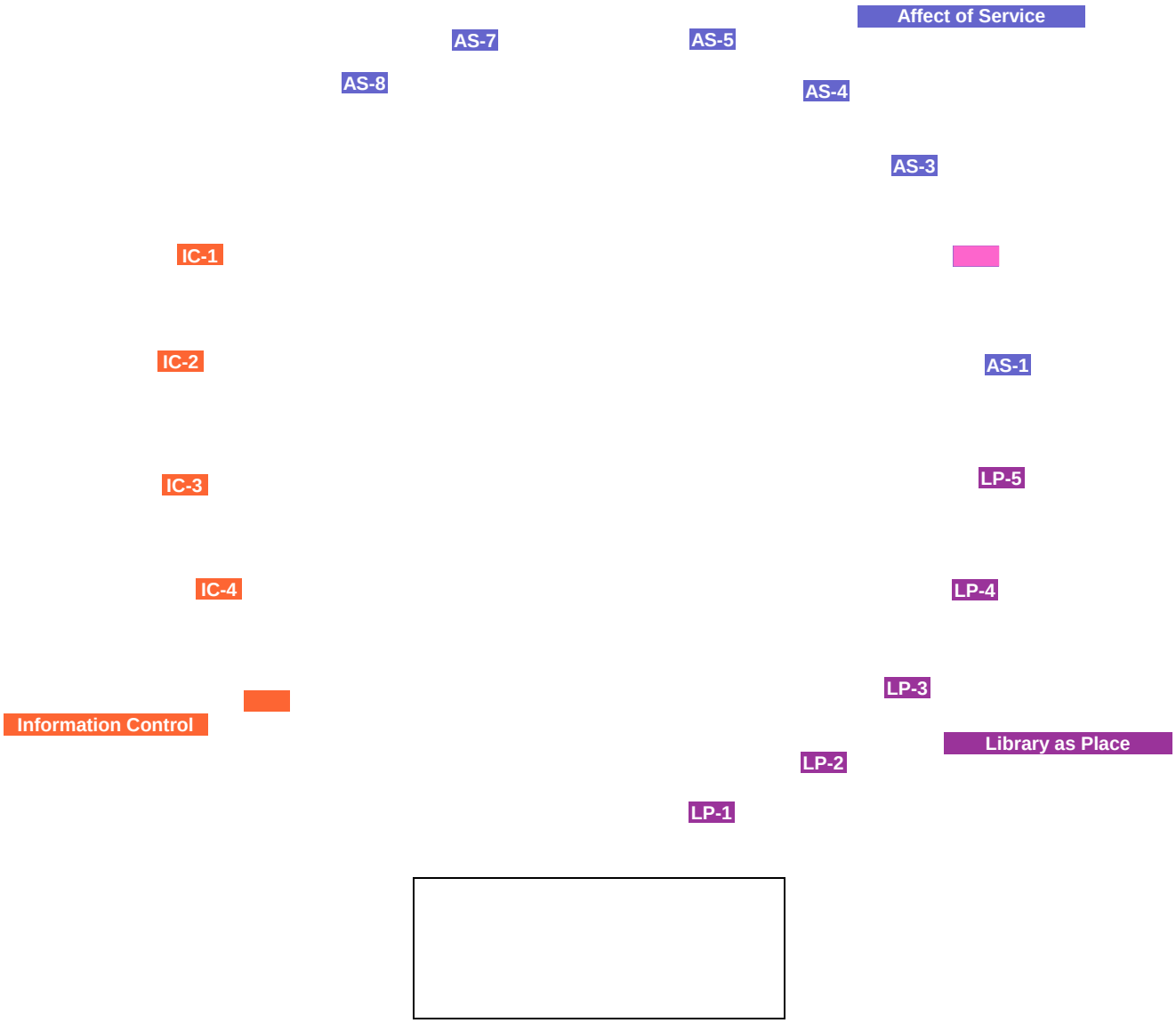
8.1.2 Respondent Profile by Fu

8.2 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.)



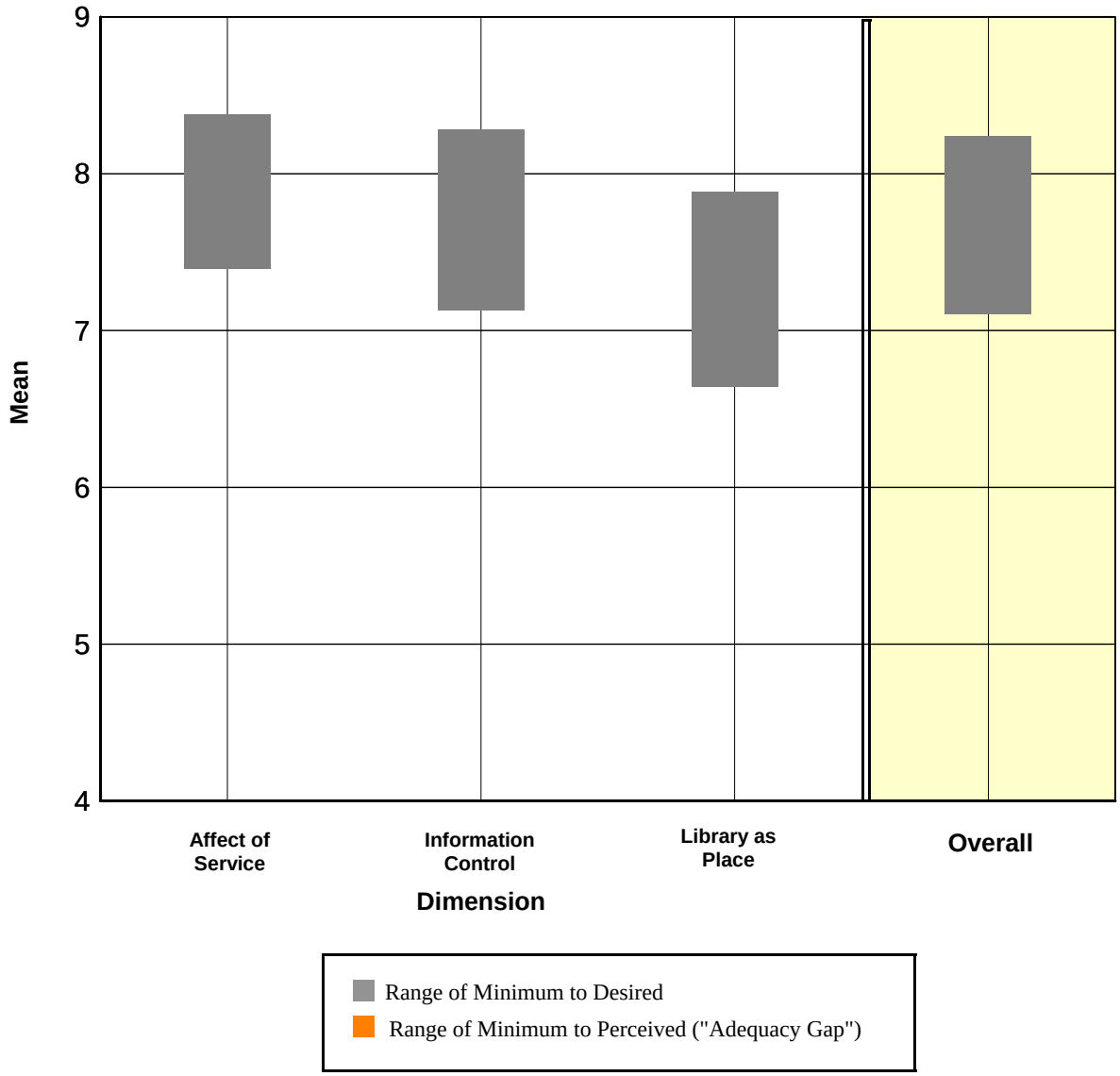
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	7.75	8.38	7.25	-0.50	-1.13	8
AS-2	Giving users individual attention	5.67	7.17	7.33	1.67	0.17	6
AS-3	Employees who are consistently courteous	7.33	8.44	7.89	0.56	-0.56	9
AS-4	Readiness to respond to users' questions	7.88	7.88	8.75	0.88	0.88	8
AS-5	Employees who have the knowledge to answer user questions	7.08	8.46	8.00	0.92	-0.46	13
AS-6	Employees who deal with users in a caring fashion	7.49	8.62	7.92	0.43	-0.70	37
AS-7	Employees who understand the needs of their users	7.13	8.13	8.25	1.13	0.13	8
AS-8	Willingness to help users	7.90	8.40	8.30	0.40	-0.10	10
AS-9	Dependability in handling users' service problems	7.33	8.56	8.11	0.78	-0.44	9
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.33	9.00	7.67	0.33	-1.33	6
IC-2	A library Web site enabling me to locate information on my own	7.14	8.00	7.86	0.71	-0.14	7
IC-3	The printed library materials I need for my work	7.14	8.14	7.86	0.71	-0.29	7
IC-4	The electronic information resources I need	7.09	8.26	7.83	0.74	-0.43	35
IC-5	Modern equipment that lets me easily access needed information	6.67	8.20	7.47	0.80	-0.73	15
IC-6	Easy-to-use access tools that allow me to find things on my own	7.31	8.54	7.77	0.46	-0.77	13
IC-7	Making information easily accessible for independent use	7.17	8.17	7.75	0.58	-0.42	12
IC-8	Print and/or electronic journal collections I require for my work	7.00	7.75	7.75	0.75	0.00	8
Library as Place							
LP-1	Library space that inspires study and learning	6.46	7.89	7.09	0.63	-0.80	35
LP-2	Quiet space for individual activities	6.38	8.00	7.50	1.13	-0.50	8
LP-3	A comfortable and inviting location	5.88	6.75	6.13	0.25	-0.63	8
LP-4	A getaway for study, learning, or research	7.63	8.38	8.25	0.63	-0.13	8
LP-5	Community space for group learning and group study	7.10	8.30	8.10	1.00	-0.20	10
Overall:		7.10	8.24	7.72	0.62	-0.51	37

Language: English (American)
Institution Type: College or University
Consortium: Georgia Consortium
User Group: Staff

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.83	1.06	2.38	2.73	2.47	8
AS-2	Giving users individual attention	1.86	1.47	1.21	1.63	0.75	6
AS-3	Employees who are consistently courteous	1.41	0.88	1.69	2.13	1.94	9
AS-4	Readiness to respond to users' questions	1.25	1.64	0.46	1.13	1.73	8
AS-5	Employees who have the knowledge to answer user questions	1.12	0.78	1.15	1.66	1.27	13
AS-6	Employees who deal with users in a caring fashion	1.28	0.59	1.19	1.68	1.31	37
AS-7	Employees who understand the needs of their users	1.96	1.36	1.16	1.13	0.64	8
AS-8	Willingness to help users	1.45	0.70	0.82	1.58	1.10	10
AS-9	Dependability in handling users' service problems	1.66	0.73	0.93	1.86	1.01	9
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.51	0	1.51	1.63	1.51	6
IC-2	A library Web site enabling me to locate information on my own	1.68	1.15	1.21	1.80	0.69	7
IC-3	The printed library materials I need for my work	1.46	1.46	1.46	2.43	2.50	7
IC-4	The electronic information resources I need	1.48	1.15	1.32	1.74	1.56	35
IC-5	Modern equipment that lets me easily access needed information	1.18	0.86	1.55	1.47	1.49	15
IC-6	Easy-to-use access tools that allow me to find things on my own	1.60	0.52	1.09	1.05	1.09	13
IC-7	Making information easily accessible for independent use	1.64	0.83	1.71	2.43	1.93	12
IC-8	Print and/or electronic journal collections I require	1.77	1.58	1.39	1.67	1.51	8

8.3 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.



8.4 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
A center for intellectual stimulation	6.44	8.11	7.56	1.11	-0.56	9
A secure and safe place	7.25	7.50	7.00	-0.25	-0.50	4
Ability to navigate library Web pages easily	7.33	8.33	7.50	0.17	-0.83	6
Convenient service hours	6.92	8.25	8.42	1.50	0.17	12
Library orientations / instruction sessions	5.20	7.40	7.20	2.00	-0.20	5

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
A center for intellectual stimulation	1.33	1.27	1.74	1.90	1.94	9
A secure and safe place	2.36	2.38	2.16	1.26	1.00	4
Ability to navigate library Web pages easily						

8.5 General Satisfaction Questions Summary for Staff

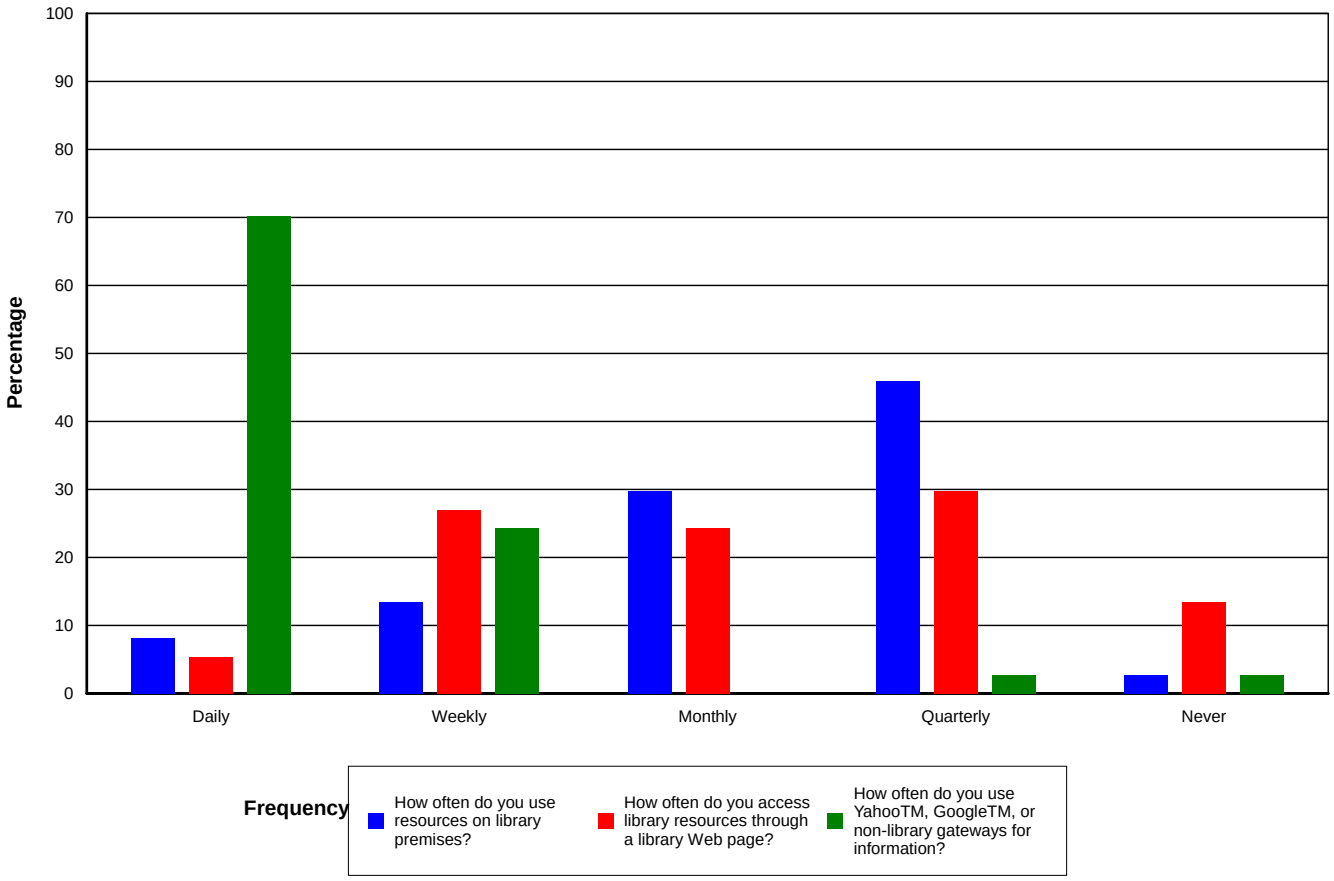
This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where *n* is the number of respondents for each question. These scores are calculated from 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.	8.43	1.03	21
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.94	0.77	16
How would you rate the overall quality of the service provided by the library?	8.14	1.00	37

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 "s

8.7 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 Ê and Google Ê. 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.



						n/%
How often do you use resources on library premises?	3 8.11%	5 13.51%	11 29.73%	17 45.95%	1 2.70%	37 100.00%
How often do you access library resources through a library Web page?	2 5.41%	10 27.03%	9 24.32%	11 29.73%	5 13.51%	37 100.00%
How often do you use YahooTM, GoogleTM, or non-library gateways for information?	26 70.27%	9 24.32%	0 0 %	1 2.70%	1 2.70%	37 100.00%

Appendix A: LibQUAL+® Dimensions

LibQUAL+ measures dimensions of perceived library quality---tha

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 usersô 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 usersô 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 toob

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