



LibQUAL⁺
2013 Survey

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1 Introduction

1.1 Acknowledgements

This notebook contains information from the 2013 administration of the LibQUAL+® protocol. The material on the following pages is drawn from the analysis of responses from the participating institutions collected in 2013.

The LibQUAL+® project requires the skills of a dedicated group. We would like to thank several alumni members of the LibQUAL+® team for their key roles in the development of this service. From Texas A&M University, the qualitative leadership of Yvonna Lincoln has been key to the project's integrity. The behind-the-scenes roles of Bill Chollet and others from the library Systems and Training units were also formative in the early years. From the Association of Research Libraries, we are appreciative of contributions made by Consuella Askew, MaShana Davis, David Green, Richard Groves, Kaylyn Groves, Amy Hoseth, Kristina Justh, Mary Jackson, Jonathan Sousa, and Benny Yu.

A New Measures initiative of this scope is possible only as the collaborative effort of many libraries. To the directors and liaisons at all participating libraries goes the largest measure of gratitude. Without your commitment, the development of LibQUAL+® would not have been possible. We would like to extend a special thank you to all administrators at the participating consortia and libraries that are making this project happen effectively across various institutions.

We would like to acknowledge the role of the Fund for the Improvement of Post-secondary Education (FIPSE), U.S. Department of Education, which provided grant funds of \$498,368 over a three-year period (2001-03). We would also like to acknowledge the support of the National Science Foundation (NSF) for its grant of \$245,737 over a three-year period (2002-04) to adapt the LibQUAL+® instrument for use in the science, math, engineering, and technology education digital library community, a project known as DigiQUAL that produced valuable insights on the evolution of our work. We would like to express our thanks for the financial support that has enabled the researchers engaged in this project to exceed all of our expectations in stated goals and objectives and deliver a remarkable assessment tool to the library community.

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1.2 LibQUAL+®: A Project from StatsQUAL®

I would personally like to say a word about the development of LibQUAL+® over the last few years and to thank the people that have been involved in this effort. LibQUAL+® would not have been possible without the many people who have offered their time and constructive feedback over the years for the cause of improving library services. In a sense, LibQUAL+® has built three kinds of partnerships: one between ARL and Texas A&M University, a second one among the participating libraries and their staff, and a third one comprising the thousands of users who have provided their valuable survey responses over the years.

LibQUAL+® was initiated in 2000 as an experimental project for benchmarking perceptions of library service quality across 13 ARL libraries under the leadership of Fred Heath and Colleen Cook, then both at Texas A&M University Libraries. It matured quickly into a standard assessment tool that has been applied at more than 1,000 libraries. Through 2012, we have had 2,418 institutional surveys implemented across 1,263 institutions in over 28 countries, 21 language translations, and over 1.7 million respondents. About 40% of the users who respond to the survey provide rich comments about the ways they use their libraries.

There have been numerous advancements over the years. In 2005, libraries were able to conduct LibQUAL+® over a two session period (Session I: January to May and Session II: July to December). The LibQUAL+® servers were moved from Texas A&M University to an external hosting facility under the ARL brand known as StatsQUAL®. Through the StatsQUAL® gateway we will continue to provide innovative tools for libraries to assess and manage their environments in the coming years. In 2006, we added an experimental version of the LibQUAL+® Analytics (for more information, see Section 1.6). Between 2007 and 2010 we incorporated additional languages including non-roman languages like Chinese, Greek, Hebrew, and Japanese. In 2012, we added Korean, and in 2013 we are testing Arabic with the group of libraries in the Gulf Region.

In 2008, we started experimenting with a new technology platform that incorporates many desired enhancements and tested a shorter version of the LibQUAL+® survey known as LibQUAL+® Lite. In 2010, we launched the new platform in our operational environment after researching extensively the LibQUAL+® Lite behavior [see: Kyrrillidou, M. (2009). *Item Sampling in Service Quality Assessment Surveys to Improve Rates and Reduce Respondent Burden: The 'LibQUAL+® Lite' Randomized Control Trial (RCT)* (Doctoral dissertation). Retrieved from <https://www.ideals.illinois.edu/bitstream/handle/2142/14570/Kyrrillidou_Martha.pdf?sequence=3>.

In 2010, we introduced a participation fee that rewards systematic periodic participation in LibQUAL+® in a way that the implementation fee gets reduced when a library implements the protocol on an annual or biennial basis. In 2011, we introduced a Membership Subscription fee to support access to the data repository for those years that libraries do not implement a survey and for future enhancement of LibQUAL+® Analytics. In 2012, we introduced the customization feature for the Position/User group categories.

LibQUAL+® findings have engaged thousands of librarians in discussions with colleagues and ARL on what these findings mean for local libraries, for their regions, and for the future of libraries across the globe. Consortia have supported their members' participation in LibQUAL+® in order to offer an informed understanding of the changes occurring in their shared environment. Summary highlights have been published on an annual basis showcasing the rich array of information available through LibQUAL+®:

LibQUAL+® 2012 Survey Highlights

<https://www.libqual.org/documents/LibQual/publications/2012_LibQUAL_Highlights.pdf>

LibQUAL+® 2011 Survey Highlights

<http://www.libqual.org/documents/LibQual/publications/LibQUALHighlights2011_Full.pdf>

<http://www.libqual.org/documents/LibQual/publications/LibQUALHighlights2011_Full_Supplement.pdf>

LibQUAL+® 2010 Survey Highlights

<http://www.libqual.org/documents/LibQual/publications/LibQUALHighlights2010_Full.pdf>

<http://www.libqual.org/documents/LibQual/publications/LibQUALHighlights2010_Full_Supplement.pdf>

LibQUAL+® 2009 Survey Highlights

<http://www.libqual.org/documents/admin/LibQUALHighlights2009_Full.pdf>

<http://www.libqual.org/documents/admin/LibQUALHighlights2009_Full_Supplement.pdf>

LibQUAL+® 2008 Survey Highlights

<http://www.libqual.org/documents/admin/LibQUALHighlights2008_Full1.pdf>

<http://www.libqual.org/documents/admin/LibQUALHighlights2008_Full_Supplement1.pdf>

LibQUAL+® 2007 Survey Highlights

<http://www.libqual.org/documents/admin/LibQUALHighlights2007_Full1.pdf>

<http://www.libqual.org/documents/admin/2007_Highlights_Supplemental.pdf>

LibQUAL+® 2006 Survey Highlights

<<http://www.libqual.org/documents/admin/LibQUALHighlights2006.pdf>>

LibQUAL+® 2005 Survey Highlights

<<http://www.libqual.org/documents/admin/LibQUALHighlights20051.pdf>>

LibQUAL+® 2004 Survey Highlights

<<http://www.libqual.org/documents/admin/ExecSummary%201.3.pdf>>

LibQUAL+® 2003 Survey Highlights

<http://www.libqual.org/documents/admin/ExecSummary1.1_locked.pdf>

Summary published reports have also been made available:

<<http://www.arl.org/resources/pubs/libqualpubs/index.shtml>>

The socio-economic and technological changes that are taking place around us are affecting the ways users interact with libraries. We used to think that libraries could provide *reliable and reasonably complete access* to published and scholarly output, yet we now know from LibQUAL+® that *users have an insatiable appetite for content. No library can ever have sufficient information content that would come close to satisfying this appetite. Furthermore, our websites, access technologies and discovery tools are not quite maximizing the value libraries can deliver. There is a lot of room for improvement in this area!*

The team at ARL and beyond has worked hard to nurture the community that has been built around LibQUAL+®. We believe that closer collaboration and sharing of resources will bring libraries nearer to meeting the ever-changing needs of their demanding users. It is this spirit of collaboration and a willingness to view the world of libraries as an organic, integrated, collaborative, complementary and cohesive environment that can bring forth scalable innovations and break new ground. Innovation, demonstrating value and marketing services effectively are key activities contributing to stronger libraries with better services and improved learning and research outcomes for our users.

In an example of collaboration, LibQUAL+® participants are sharing their results within the LibQUAL+® community with an openness that nevertheless respects the confidentiality of each institution and its users. LibQUAL+® participants are actively shaping our Share Fair gatherings, our in-person events, and our understanding of how the collected data can be used. LibQUAL+® offers a rich resource that can be viewed using many lenses, should be interpreted in multiple ways, and is a powerful tool libraries can use to understand their environment. Furthermore, we recognize that this tool is one of the strategic elements of the evolving assessment infrastructure libraries are building, as can be seen from the Library Assessment Conference gatherings.

LibQUAL+® is a community mechanism for improving libraries and I hope we see an increasing number of libraries utilizing it successfully in the years to come. I look forward to your continuing active involvement in helping us understand the many ways we can improve library services.

With warm regards,

Martha Kyrillidou, PhD
Senior Director, ARL Statistics and Service Quality Programs
Association of Research Libraries

1.3 LibQUAL+®: Defining and Promoting Library Service Quality

What is LibQUAL+®?

LibQUAL+® is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The program's centerpiece is a rigorously tested Web-based survey paired with training that helps libraries assess and improve library services, change organizational culture, and market the library. The survey instrument measures library users' minimum, perceived, and desired service levels of service quality across three dimensions: Affect of Service, Information Control, and Library as Place. The goals of LibQUAL+® are to:

- Foster a culture of excellence in providing library service
- Help libraries better understand user perceptions of library service quality
- Collect and interpret library user feedback systematically over time
- Provide comparable assessment information from peer institutions
- Identify best practices in library service
- Enhance library staff members' analytical skills for interpreting, and acting on data

Since 2000, more than 1,000 libraries have participated in LibQUAL+®, including college and university libraries, community college libraries, health sciences libraries, academic law libraries, and public libraries---some through various consortia, others as independent participants. LibQUAL+® has expanded internationally, with participating institutions in Africa, Asia, Australia and Europe. It has been translated into a number of languages, including Arabic, Afrikaans, Chinese (Traditional), Danish, Dutch, Finnish, French, German, Greek, Hebrew, Japanese, Korean, Norwegian, Spanish, Swedish, and Welsh. The growing LibQUAL+® community of participants and its extensive dataset are rich resources for improving library services.

How will LibQUAL+® benefit your library?

Library administrators have successfully used LibQUAL+® survey data to identify best practices, analyze deficits, and effectively allocate resources. Benefits to participating institutions include:

- Institutional data and reports that enable you to assess whether your library services are meeting user expectations
- Aggregate data and reports that allow you to compare your library's performance with that of peer institutions
- Workshops designed for LibQUAL+® participants
- Access to an online library of LibQUAL+® research articles
- The opportunity to become part of a community interested in developing excellence in library services

LibQUAL+® gives your library users a chance to tell you where your services need improvement so you can respond to and better manage their expectations. You can develop services that better meet your users' expectations by comparing your library's data with that of peer institutions and examining the practices of those libraries that are evaluated highly by their users.

How is the LibQUAL+® survey conducted?

Conducting the LibQUAL+® survey requires little technical expertise on your part. Use our online Management Center to set up and track the progress of your survey. You invite your users to take the survey by distributing the URL for your library's Web form via e-mail or posting a link to your survey on the library's Web site. Respondents complete the survey form and their answers are sent to the LibQUAL+® database. The data are analyzed and presented to you in reports describing your users' desired, perceived, and minimum expectations of service.

What are the origins of the LibQUAL+® survey?

The LibQUAL+® survey evolved from a conceptual model based on the SERVQUAL instrument, a popular tool for assessing service quality in the private sector. The Texas A&M University Libraries and other libraries used modified SERVQUAL instruments for several years; those applications revealed the need for a newly adapted tool that would serve the particular requirements of libraries. ARL, representing the largest research libraries in North America, partnered with Texas A&M University Libraries to develop, test, and refine LibQUAL+®. This effort was supported in part by a three-year grant from the U.S. Department of Education's Fund for the Improvement of Post-Secondary Education (FIPSE).

1.4 Web Access to Data

Data summaries from the 2013 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>>

1.5 Explanation of Charts and Tables

A working knowledge of how to read and derive relevant information from the tables and charts used in your LibQUAL+® results notebook is essential. In addition to the explanatory text below, you can find a self-paced tutorial on the project web site at:

http://www.libqual.org/about/about_survey/tools

Both the online tutorial and the text below are designed to help you understand your survey results and present and explain those results to others at your library.

Radar Charts

Radar charts are commonly used throughout the following pages to display both aggregate results and results from individual institutions. Basic information about radar charts is outlined below, and additional descriptive information is included throughout this notebook.

What is a radar chart?

Radar charts are useful when you want to look at several different factors all related to one item. Sometimes called “spider charts” or “polar charts”, radar charts feature multiple axes or “spokes” along which data can be plotted. Variations in the data are shown by distance from the center of the chart. Lines connect the data points for each series, forming a spiral around the center.

In the case of the LibQUAL+® survey results, each axis represents a different survey question. Questions are identified by a code at the end of each axis. The three dimensions measured by the survey are grouped together on the radar charts, and each dimension is labeled: Affect of Service (AS), Information Control (IC), and Library as Place (LP).

Radar charts are used in this notebook to present the item summaries (the results from the 22 core survey questions).

How to read a radar chart

Radar charts are an effective way to show strengths and weaknesses graphically by enabling you to observe symmetry or uniformity of data. Points close to the center indicate a low value, while points near the edge indicate a high value. When interpreting a radar chart, it is important to check each individual axis as well as the chart’s overall shape in order to gain a complete understanding of its meaning. You can see how much data fluctuates by observing whether the spiral is smooth or has spikes of variability.

Respondents’ 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 users’ perceptions of service fall within the “zone of tolerance”; 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 users’ perceptions fall outside the “zone of tolerance,” the graph will include areas of red and green shading. If the distance between users’ 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.

Means

The mean of a collection of numbers is their arithmetic average, computed by adding them up and dividing by their total number.

In this notebook, means are provided for users’ minimum, desired, and perceived levels of service quality for each

item on the LibQUAL+® survey. Means are also provided for the general satisfaction and information literacy outcomes questions.

Standard Deviation

Standard deviation is a measure of the spread of data around their mean. The standard deviation (SD) depends on calculating the average distance of each score from the mean. If all users rated an item identically, the SD would be zero. Larger SDs indicate more disparate opinions of the users about library service quality.

In this notebook, standard deviations are provided for every mean presented in the tables. In a very real sense, the SD indicates how well a given numerical mean does at representing all the data. If the SD of the scores about a given mean was zero, the mean perfectly represents everyone's scores, and all the scores and the mean are all identical!

Service Adequacy

The service adequacy gap score is calculated by subtracting the minimum score from the perceived score on any given question, for each user. Both means and standard deviations are provided for service adequacy gap scores on each item of the survey, as well as for each of the three dimensions of library service quality. In general, service adequacy is an indicator of the extent to which you are meeting the minimum expectations of your users. A negative service adequacy gap score indicates that your users' perceived level of service quality is below their minimum level of service quality and is printed in red.

Service Superiority

The service superiority gap score is calculated by subtracting the desired score from the perceived score on any given question, for each user. Both means and standard deviations are provided for service superiority gap scores on each item of the survey, as well as for each of the three dimensions of library service quality. In general, service superiority is an indicator of the extent to which you are exceeding the desired expectations of your users. A positive service superiority gap score indicates that your users' perceived level of service quality is above their desired level of service quality and is printed in green.

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

In consortia notebooks, institution type summaries are not shown if there is only one library for an institution type. Individual library notebooks are produced separately for each participant.

1.6 A Few Words about LibQUAL+® 2013

Libraries today confront escalating pressure to demonstrate value and impact. As Cullen (2001) has noted,

Academic libraries are currently facing their greatest challenge since the explosion in tertiary education and academic publishing which began after World War II... [T]he emergence of the virtual university, supported by the virtual library, calls into question many of our basic assumptions about the role of the academic library, and the security of its future. Retaining and growing their customer base, and focusing more energy on meeting their customers' expectations is the only way for academic libraries to survive in this volatile environment. (pp. 662-663)

Today, "A measure of library quality based solely on collections has become obsolete" (Nitecki, 1996, p. 181). These considerations have prompted the Association of Research Libraries (ARL) to sponsor a number of "New Measures" initiatives. The New Measures efforts represent a collective determination on the part of the ARL membership to augment the collection-count and fiscal input measures that comprise the ARL Index and ARL Statistics, to date the most consistently collected statistics for research libraries, with outcome measures such as assessments of service quality and satisfaction. One New Measures Initiative is the LibQUAL+® service (Cook, Heath & B. Thompson, 2002, 2003; Heath, Cook, Kyrillidou & Thompson, 2002; Kyrillidou & Cook, 2008; Kyrillidou, Cook, & Rao, 2008; Thompson, Cook & Heath, 2003; Thompson, Cook & Thompson, 2002; Thompson, Kyrillidou & Cook, 2007a, 2007b, 2008).

Within a service-quality assessment model, "only customers judge quality; all other judgments are essentially irrelevant" (Zeithaml, Parasuraman, Berry, 1990, p. 16). LibQUAL+® was modeled on the 22-item SERVQUAL tool developed by Parasuraman, Berry and Zeithaml (Parasuraman, Berry & Zeithaml, 1991). However, SERVQUAL has been shown to measure some issues not particularly relevant in libraries, and to not measure some issues of considerable interest to library users.

The final 22 LibQUAL+® items were developed through several iterations of studies involving a larger pool of 56 items. The selection of items employed in the LibQUAL+® survey has been grounded in the users' perspective as revealed in a series of qualitative studies involving a larger pool of items. The items were identified following qualitative research interviews with student and faculty library users at several different universities (Cook, 2002a; Cook & Heath, 2001).

LibQUAL+® is not just a list of 22 standardized items. First, LibQUAL+® offers libraries the ability to select five optional local service quality assessment items. Second, the survey includes a comments box soliciting open-ended user views. Almost half of the people responding to the LibQUAL+® survey provide valuable feedback through the comments box. These open-ended comments are helpful for not only (a) understanding why users provide certain ratings, but also (b) understanding what policy changes users suggest, because many users feel the obligation to be constructive. Participating libraries are finding the real-time access to user comments one of the most useful devices in challenging library administrators to think outside of the box and develop innovative ways for improving library services.

LibQUAL+® is one of 11 ways of listening to users, called a total market survey. As Berry (1995) explained,

When well designed and executed, total market surveys provide a range of information unmatched by any other method... A critical facet of total market surveys (and the reason for using the word 'total') is the measurement of competitors' service quality. This [also] requires using non-customers in the sample to rate the service of their suppliers. (p. 37)

Although (a) measuring perceptions of both users and non-users, and (b) collecting perceptions data with regard to peer institutions can provide important insights Berry recommended using multiple listening methods and emphasized that "Ongoing data collection... is a necessity. Transactional surveys, total market surveys, and employee research should always be included" (Berry, 1995, p. 54).

LibQUAL+® Lite

In 2010, the LibQUAL+® Lite customization feature was introduced: a shorter version of the survey that takes less time to fill in. The Lite protocol uses item sampling methods to gather data on all 22 LibQUAL+® core items, while only requiring a given single user to respond to a subset of the 22 core questions. Every Lite user responds to one “linking” item from each of the subscales (Affect of Service, Information Control, and Library as Place), and to a randomly-selected subset of five items from the remaining 19 core LibQUAL+® items. However, all 22 core items are completed by at least some users on a given campus. As a consequence, because individual Lite users only complete a subset of the core items, survey response times are roughly cut in half, while the library still receives data on every survey question. Each participating library sets a “Lite-view Percentage” to determine what percentage of individuals will randomly receive the Lite versus the long version of the survey.

The mechanics of item sampling strategy and results from pilot testing are described in Martha Kyrillidou’s dissertation. Findings indicate that LibQUAL+® Lite is the preferred and improved alternative to the long form of 22 core items that has been established since 2003. The difference between the long and the Lite version of the survey is enough to result in higher participation rates ranging from 3.1 to 10.6 percent more for surveys that reduce average response times from 10 to 6 minutes (Kyrillidou, 2009, Thompson, Kyrillidou & Cook, 2009a; Thompson, Kyrillidou & Cook, 2009b).

Score Scaling

“Perceived” scores on the 22 LibQUAL+® core items, the three subscales, and the total score, are all scaled 1 to 9, with 9 being the most favorable. Both the gap scores (“Adequacy” = “Perceived” - “Minimum”; “Superiority” = “Perceived” - “Desired”) are scaled such that higher scores are more favorable. Thus, an *adequacy* gap score of +1.2 on an item, subscale, or total score is better than an adequacy gap score of +1.0. A *superiority* gap score of -0.5 on an item, subscale, or total score is better than a superiority gap score of -1.0.

Using LibQUAL+® Data

In some cases LibQUAL+® data may confirm prior expectations and library staff will readily formulate action plans to remedy perceived deficiencies. But in many cases library decision-makers will seek additional information to corroborate interpretations or to better understand the dynamics underlying user perceptions.

For example, once an interpretation is formulated, library staff might review recent submissions of users to suggestion boxes to evaluate whether LibQUAL+® data are consistent with interpretations, and the suggestion box data perhaps also provide user suggestions for remedies. User focus groups also provide a powerful way to explore problems and potential solutions. A university-wide retreat with a small-group facilitated discussion to solicit suggestions for improvement is another follow-up mechanism that has been implemented in several LibQUAL+® participating libraries.

Indeed, the open-ended comments gathered as part of LibQUAL+® are themselves useful in fleshing out insights into perceived library service quality. Respondents often use the comments box on the survey to make constructive suggestions on specific ways to address their concerns. Qualitative analysis of these comments can be very fruitful. In short, LibQUAL+® is not 22 items. LibQUAL+® is 22 items plus a comments box!

Cook (2002b) provided case study reports of how staff at various libraries have employed data from prior renditions of LibQUAL+®. Heath, Kyrillidou, and Askew edited a special issue of the *Journal of Library Administration* (Vol. 40, No. 3/4) reporting additional case studies on the use of LibQUAL+® data to aid the improvement of library service quality. This special issue has also been published by Hayworth Press as a monograph. Kyrillidou (2008) edited a compilation of articles that complements and provides an updated perspective on these earlier special issues. These publications can be ordered by sending an email to libqual@arl.org. Numerous other articles have been published in the literature and a good number of references can be located on the LibQUAL+® publication page search engine under ‘Related articles.’

2013 Data Screening

The 22 LibQUAL+® core items measure perceptions of total service quality, as well as three sub-dimensions of perceived library quality: (a) *Service Affect* (9 items, such as "willingness to help users"); (b) *Information Control* (8 items, such as "a library Web site enabling me to locate information on my own" and "print and/or electronic journal collections I require for my work"); and (c) *Library as Place* (5 items, such as "a getaway for study, learning, or research").

However, as happens in any survey, in 2013 some users provided incomplete data, inconsistent data, or both. In compiling the summary data reported here, several criteria were used to determine which respondents to omit from these analyses.

1. Complete Data. The Web software that presents the core items monitors whether a given user has completed all items. On each of these items, in order to submit the survey successfully, users must provide a rating of (a) minimally-acceptable service, (b) desired service, and (c) perceived service or rate the item "not applicable" ("N/A"). If these conditions are not met, when the user attempts to leave the Web page presenting the core items, the software shows the user where missing data are located, and requests complete data. The user may of course abandon the survey without completing all the items. *Only records with complete data on the presented core items and where respondents chose a user group, if applicable, were retained in summary statistics.*

2. Excessive "N/A" Responses. Because some institutions provided access to a lottery drawing for an incentive (e.g., an iPod) for completing the survey, some users might have selected "N/A" choices for all or most of the items rather than reporting their actual perceptions. Or, some users may have views on such a narrow range of quality issues that their data are not very informative. *It was decided that records of the long version of the survey containing more than 11 N/A responses and records of the Lite version containing more than 4 "N/A" responses should be eliminated from the summary statistics.*

3. Excessive Inconsistent Responses. On the LibQUAL+® survey, user perceptions can be interpreted by locating "perceived" results within the "zone of tolerance" defined by data from the "minimum" and the "desired" ratings. For example, a mean "perceived" rating of 7.5 on the 1-to-9 (9 is highest) scale might be very good if the mean "desired" rating is 6.0. But a 7.5 perception score is less satisfactory if the mean "desired" rating is 8.6, or if the mean "minimum" rating is 7.7.

One appealing feature of such a "gap measurement model" is that the rating format provides a check for inconsistencies (i.e., score inversions) in the response data (Thompson, Cook & Heath, 2000). Logically, on a given item the "minimum" rating should not be higher than the "desired" rating on the same item. For each user a count of such inconsistencies was made. *Records of the long version of the survey containing more than 9 logical inconsistencies and records of the Lite version containing more than 3 logical inconsistencies were eliminated from the summary statistics.*

LibQUAL+® Norms

An important way to interpret LibQUAL+® data is by examining the zones of tolerance for items, the three subscale scores, and the total scores. However, the collection of such a huge number of user perceptions has afforded us with the unique opportunity to create norms tables that provide yet another perspective on results.

Norms tell us how scores "stack up" within a particular user group. For example, on the 1-to-9 (9 is highest) scale, users might provide a mean "perceived" rating of 6.5 on an item, "the printed library materials I need for my work." The same users might provide a mean rating on "minimum" for this item of 7.0, and a mean service-adequacy "gap score" (i.e., "perceived" minus "minimum") of -0.5.

The zone-of-tolerance perspective suggests that this library is not doing well on this item, because "perceived" falls below "minimally acceptable." This is important to know. But there is also a second way (i.e., normatively) to interpret the data. Both perspectives can be valuable.

A total market survey administered to more than 100,000 users, as was LibQUAL+® in 2004 and 2005, affords the opportunity to ask normative questions such as, "How does a mean 'perceived' score of 6.5 stack up among all

individual users who completed the survey?", or "How does a mean service-adequacy gap score of -0.5 stack up among the gap scores of all institutions participating in the survey?"

If 70 percent of individual users generated "perceived" ratings lower than 6.5, 6.5 might not be so bad. And if 90 percent of institutions had service-adequacy gap scores lower than -0.5 (e.g., -0.7, -1.1), a mean gap score of -0.5 might actually be quite good. Users simply may have quite high expectations in this area. They may also communicate their dissatisfaction by rating both (a) "perceived" lower and (b) "minimum" higher. This does not mean that a service-adequacy gap score of -0.5 is necessarily a cause for celebration. But a service-adequacy gap score of -0.5 on an item for which 90 percent of institutions have a lower gap score is a different gap score than the same -0.5 for a different item in which 90 percent of institutions have a higher service-adequacy gap score.

Only norms give us insight into this comparative perspective. And a local user-satisfaction survey (as against a total market survey) can never provide this insight.

Common Misconception Regarding Norms. An unfortunate and incorrect misconception is that norms make value statements. Norms do not make value statements! Norms make fact statements. If you are a forest ranger, and you make \$25,000 a year, a norms table might inform you of the fact that you make less money than 85 percent of the adults in the United States.

But if you love the outdoors, you do not care very much about money, and you are very service-oriented, this fact statement might not be relevant to you. Or, in the context of your values, you might interpret this fact as being quite satisfactory.

LibQUAL+® Norms Tables. Of course, the fact statements made by the LibQUAL+® norms are only valuable if you care about the dimensions being evaluated by the measure. More background on LibQUAL+® norms is provided by Cook and Thompson (2001), and Cook, Heath and B. Thompson (2002). LibQUAL+® norms are available on the LibQUAL+® Web site at::

<http://www.libqual.org/resources/norms_tables>

Response Rates

At the American Library Association (ALA) Midwinter Meeting in San Antonio in January 2000, participants were cautioned that response rates on the final LibQUAL+® survey would probably range from 25-33 percent. Higher response rates can be realized (a) with shorter surveys that (b) are directly action-oriented (Cook, Heath & R.L. Thompson, 2000). For example, a very high response rate could be realized by a library director administering the following one-item survey to users:

Instructions. Please tell us what time to close the library every day. In the future **we will close at whatever time receives the most votes.**

Should we close the library at?

(A) 10 p.m. (B) 11 p.m. (C) midnight (D) 2 p.m.

Lower response rates will be expected for total market surveys measuring general perceptions of users across institutions, and when an intentional effort is made to solicit perceptions of both users and non-users. Two considerations should govern the evaluation of LibQUAL+® response rates.

Minimum Response Rates. Response rates are computed by dividing the number of completed surveys at an institution by the number of persons asked to complete the survey. However, we do not know the actual response rates on LibQUAL+®, because we do not know the correct denominators for these calculations.

For example, given inadequacy in records at schools, we are not sure how many e-mail addresses for users are accurate. And we do not know how many messages to invite participation were actually opened. In other words, what we know for LibQUAL+® is the "lower-bound estimate" of response rates.

For example, if 200 out of 800 solicitations result in completed surveys, we know that the response rate is at least 25 percent. But because we are not sure whether 800 e-mail addresses were correct or that 800 e-mail messages were opened, we are not sure that 800 is the correct denominator. The response rate involving only correct e-mail addresses might be 35 or 45 percent. We don't know the exact response rate.

Representativeness Versus Response Rate. If 100 percent of the 800 people we randomly selected to complete our survey did so, then we can be assured that the results are representative of all users. But if only 25 percent of the 800 users complete the survey, the representativeness of the results is not assured. Nor is unrepresentativeness assured.

Representativeness is actually a matter of degree. And several institutions each with 25 percent response rates may have data with different degrees of representativeness.

We can never be sure about how representative our data are as long as not everyone completes the survey. But we can at least address this concern by comparing the demographic profiles of survey completers with the population (Thompson, 2000). At which university below would one feel more confident that LibQUAL+® results were reasonably representative?

Alpha University	
Completers (n=200 / 800) Gender Students 53% female Faculty 45% female Disciplines Liberal Arts 40% Science 15% Other 45%	Population (N=16,000) Gender Students 51% female Faculty 41% female Disciplines Liberal Arts 35% Science 20% Other 45%
Omega University	
Completers (n=200 / 800) Gender Students 35% female Faculty 65% female Disciplines Liberal Arts 40% Science 20% Other 40%	Population (N=23,000) Gender Students 59% female Faculty 43% female Disciplines Liberal Arts 15% Science 35% Other 50%

The persuasiveness of such analyses is greater as the number of variables used in the comparisons is greater. The LibQUAL+® software has been expanded to automate these comparisons and to output side-by-side graphs and tables comparing sample and population profiles for given institutions. Show these to people who question result representativeness.

However, one caution is in order regarding percentages. When total n is small for an institution, or within a particular subgroup, huge changes in percentages can result from very small shifts in numbers.

LibQUAL+® Analytics

The LibQUAL+® Analytics is a tool that permits participants to dynamically create institution-specific tables and charts for different subgroups and across years. The current interface grants access to 2004-2013 statistical data and unifies the legacy Institution Explorer (a summary of all questions and dimension means for any combination of user groups and disciplines) and Longitudinal Analysis (allows participants to perform longitudinal comparisons of their data across survey years) modules to provide a one-stop dynamic shop to interactively analyze results and benchmark with other institutions.

Participants can refine the data by selecting specific years, user groups, and disciplines, view and save the selection in various tables and charts, and download their datasets for further manipulation in their preferred software. These current version of LibQUAL+® Analytics is only the beginning of our effort to provide more customized analysis. More features are in development based on feedback we receive from our participants. For a subscription to LibQUAL+® Analytics, email libqual@arl.org.

Survey Data

In addition to the notebooks, the norms, and the Analytics, LibQUAL+® also makes available (a) raw survey data in SPSS and (b) raw survey data in Excel for all participating libraries. Additional training using the SPSS data file is available as a follow-up workshop and through the Service Quality Evaluation Academy (see below), which also offers training on analyzing qualitative data. The survey comments are also downloadable in various formats from the Web site.

ARL Service Quality Evaluation Academy

LibQUAL+® is an important tool in the New Measures toolbox that librarians can use to improve service quality. But, even more fundamentally, the LibQUAL+® initiative is more than a single tool. LibQUAL+® is an effort to create a culture of data-driven service quality assessment and service quality improvement within libraries.

Such a culture must be informed by more than one tool, and by more than only one of the 11 ways of listening to users. To facilitate a culture of service quality assessment, and to facilitate more informed usage of LibQUAL+® data, the Association of Research Libraries has created the ARL Service Quality Evaluation Academy. For more information about the Academy, see the LibQUAL+® Events page at

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

The intensive, five-day Academy teaches both qualitative and quantitative skills that library staff can use to evaluate and generate service-quality assessment information. The Academy is one more resource for library staff who would like to develop enhanced service-quality assessment skills.

Library Assessment Conference

The growing community of practice related to library assessment is convening regularly in North America through the biennial Library Assessment Conference. Gatherings of this community took place in 2006, 2008, 2010 and 2012. The proceedings and recent information are available at

<<http://www.libraryassessment.org>>

For more information, about LibQUAL+® or the Association of Research Libraries' Statistics and Assessment program, see:

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

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1.7 Consortium Contact Information for CREPUQ

The person below served as the consortium's primary LibQUAL+® liaison during this survey implementation.

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1.8 Survey Protocol and Language for CREPUQ

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

		Long	Lite	Total <i>(by Language)</i>
English (American)	<i>Count</i>	83	5,003	5,086
	<i>% of Language</i>	1.63	98.37	100.00
	<i>% of Protocol</i>	7.17	17.99	
	<i>% of Total Cases</i>	0.29	17.27	17.56
French (Canada)	<i>Count</i>	1,075	22,807	23,882
	<i>% of Language</i>	4.50	95.50	100.00
	<i>% of Protocol</i>	92.83	82.01	
	<i>% of Total Cases</i>	3.71	78.73	82.44
Total <i>(by Survey Protocol)</i>	<i>Count</i>	1,158	27,810	28,968
	<i>% of Language</i>			
	<i>% of Protocol</i>	100.00	100.00	
	<i>% of Total Cases</i>	4.00	96.00	100.00

2 Respondents by Institution for CREPUQ

Below is a listing of all the consortium institutions that participated in the 2012 LibQUAL+® survey. Where applicable, they have been separated out by library type (e.g. Academic Health Sciences, College or University, Community College). The number of respondents from each institution and the percentage of the total number of consortium respondents that they represent are provided.

Institution	Respondents n	Respondents %
College or University		
1) Concordia University Libraries	4,103	14.16%
2) École de technologie supérieure	632	2.18%
3) Ecole Polytechnique de Montréal	1,675	5.78%
4) HEC Montréal	1,019	3.52%
5) McGill University Library	1,186	4.09%
6) Université de Montréal	6,458	22.29%
7) Université de Sherbrooke	3,820	13.19%
8) Université du Québec à Chicoutimi	763	2.63%
9) Université du Québec à Montréal	2,140	7.39%
10) Université du Québec à Trois-Rivières	2,018	6.97%
11) Université du Québec en Outaouais	1,072	3.70%
12) Université Laval	4,082	14.09%
Sub Total	28,968	100.00%
Grand Total:	28,968	100.00%

3 College or University Summary for CREPUQ

3.1 Demographic Summary for College or University

3.1.1 Respondents by User Group

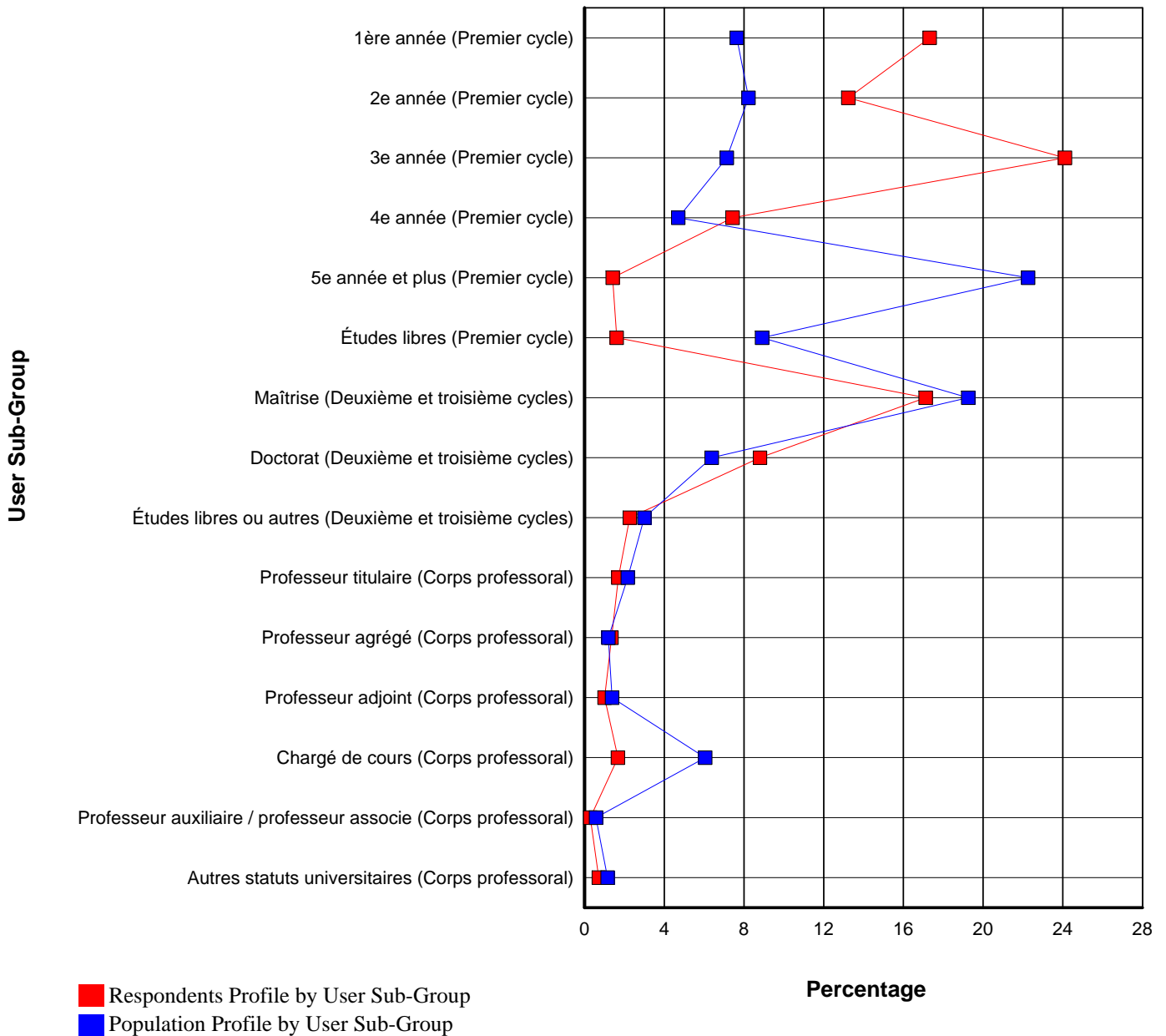
User Group	Respondent n	Respondent %
Premier cycle		
1ère année	4,776	16.49%
2e année	3,650	12.60%
3e année	6,648	22.95%
4e année	2,047	7.07%
5e année et plus	388	1.34%
Études libres	444	1.53%
Sub Total:	17,953	61.98%
Deuxième et troisième cycles		
Maîtrise	4,720	16.29%
Doctorat	2,427	8.38%
Études libres ou autres	625	2.16%
Sub Total:	7,772	26.83%
Corps professoral		
Professeur titulaire	467	1.61%
Professeur agrégé	372	1.28%
Professeur adjoint	276	0.95%
Chargé de cours	461	1.59%
Professeur auxiliaire / professeur associé	78	0.27%
Autres statuts universitaires	196	0.68%
Sub Total:	1,850	6.39%
Personnel de la bibliothèque		
Administrateur	0	0.00%
Gestionnaire, chef d'unité	3	0.01%
Services à la clientèle	78	0.27%
Systèmes	3	0.01%
Services techniques	41	0.14%
Autres	38	0.13%
Sub Total:	163	0.56%
Autres membres du personnel		
Personnel de recherche	329	1.14%
Autres	901	3.11%
Sub Total:	1,230	4.25%
Total:	28,968	100.00%

3.1.2 Population and Respondents by User Sub-Group

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

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

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



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

User Sub-Group	Population N	Population %	Respondents n	Respondents %	%N - %n
1ère année (Premier cycle)	12,575	7.64	4,776	17.32	-9.68
2e année (Premier cycle)	13,547	8.23	3,650	13.24	-5.01
3e année (Premier cycle)	11,754	7.14	6,648	24.11	-16.97
4e année (Premier cycle)	7,736	4.70	2,047	7.42	-2.73
5e année et plus (Premier cycle)	36,658	22.26	388	1.41	20.85
Études libres (Premier cycle)	14,668	8.91	444	1.61	7.30
Maîtrise (Deuxième et troisième cycles)	31,700	19.25	4,720	17.12	2.13
Doctorat (Deuxième et troisième cycles)	10,504	6.38	2,427	8.80	-2.42
Études libres ou autres (Deuxième et troisième cycles)	4,935	3.00	625	2.27	0.73
Professeur titulaire (Corps professoral)	3,566	2.17	467	1.69	0.47
Professeur agrégé (Corps professoral)	1,964	1.19	372	1.35	-0.16
Professeur adjoint (Corps professoral)	2,269	1.38	276	1.00	0.38
Chargé de cours (Corps professoral)	9,967	6.05	461	1.67	4.38
Professeur auxiliaire / professeur associé (Corps professoral)	938	0.57	78	0.28	0.29
Autres statuts universitaires (Corps professoral)	1,898	1.15	196	0.71	0.44
Total:	164,679	100.00	27,575	100.00	0.00

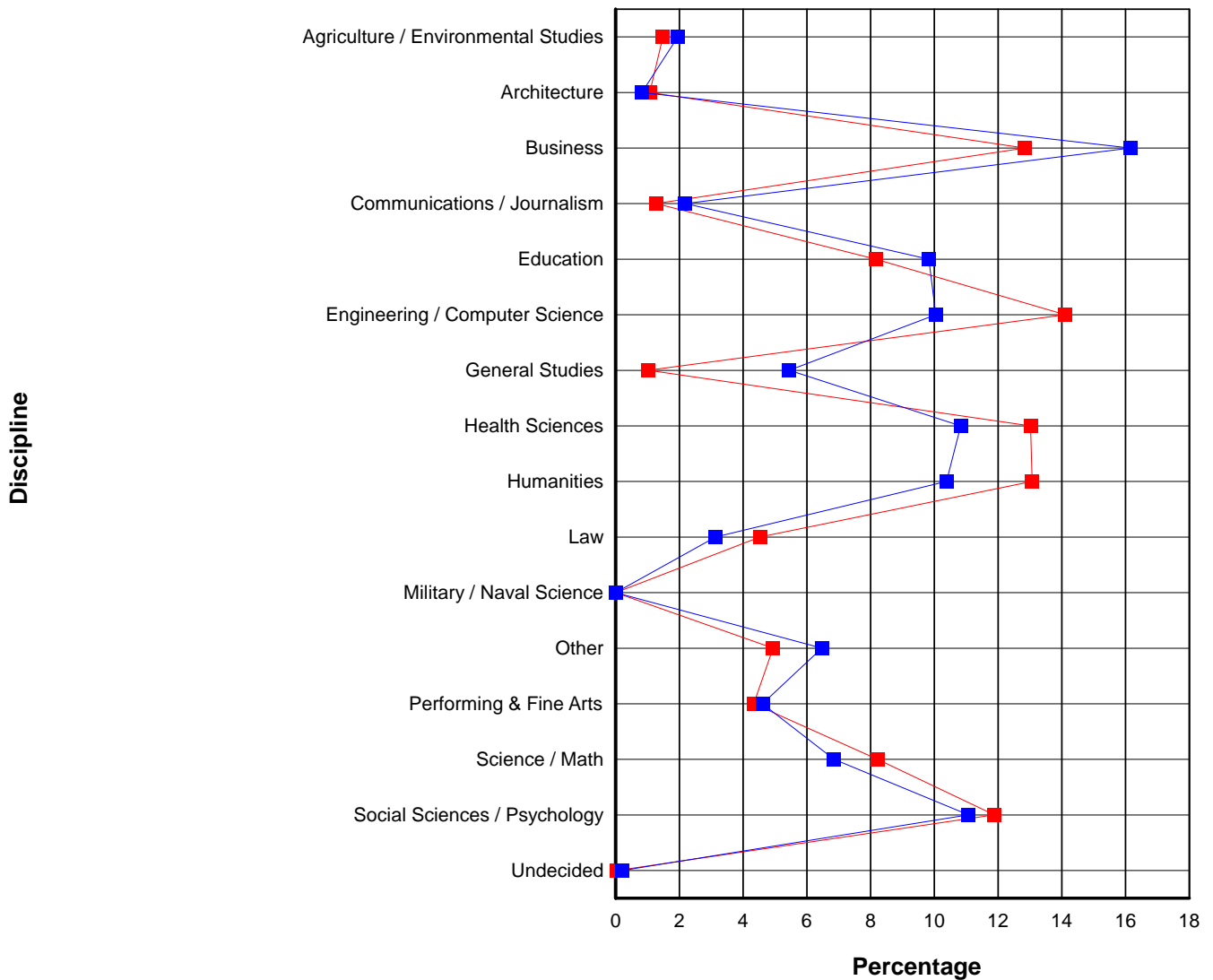
Language: English (American), French (Canada)
Institution Type: College or University
Consortium: CREPUQ
User Group: All (Excluding Library Staff, Staff)

3.1.3 Population and Respondents by Standard Discipline

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

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

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



■ Respondent Profile by Discipline
■ Population Profile by Discipline

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

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	5,426	1.95	409	1.48	0.47
Architecture	2,288	0.82	295	1.07	-0.25
Business	44,953	16.15	3,541	12.84	3.31
Communications / Journalism	6,087	2.19	349	1.27	0.92
Education	27,355	9.83	2,252	8.17	1.66
Engineering / Computer Science	27,956	10.05	3,890	14.11	-4.06
General Studies	15,162	5.45	283	1.03	4.42
Health Sciences	30,136	10.83	3,590	13.02	-2.19
Humanities	28,888	10.38	3,604	13.07	-2.69
Law	8,733	3.14	1,249	4.53	-1.39
Military / Naval Science	0	0.00	1	0.00	0.00
Other	18,010	6.47	1,362	4.94	1.53
Performing & Fine Arts	12,827	4.61	1,195	4.33	0.28
Science / Math	19,065	6.85	2,266	8.22	-1.37
Social Sciences / Psychology	30,815	11.07	3,276	11.88	-0.81
Undecided	576	0.21	12	0.04	0.16
Total:	278,277	100.00	27,574	100.00	0.00

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

3.1.4 Respondent Profile by Âge:

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.

Âge:	Respondents n	Respondents %
Moins de 18 ans	22	0.08
Entre 18 - 22 ans	10,386	36.06
Entre 23 - 30 ans	10,797	37.48
Entre 31 - 45 ans	5,264	18.28
Entre 46 - 65 ans	2,181	7.57
Plus de 65 ans	154	0.53
Total:	28,804	100.00

3.1.5 Respondent Profile by Sexe:

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.

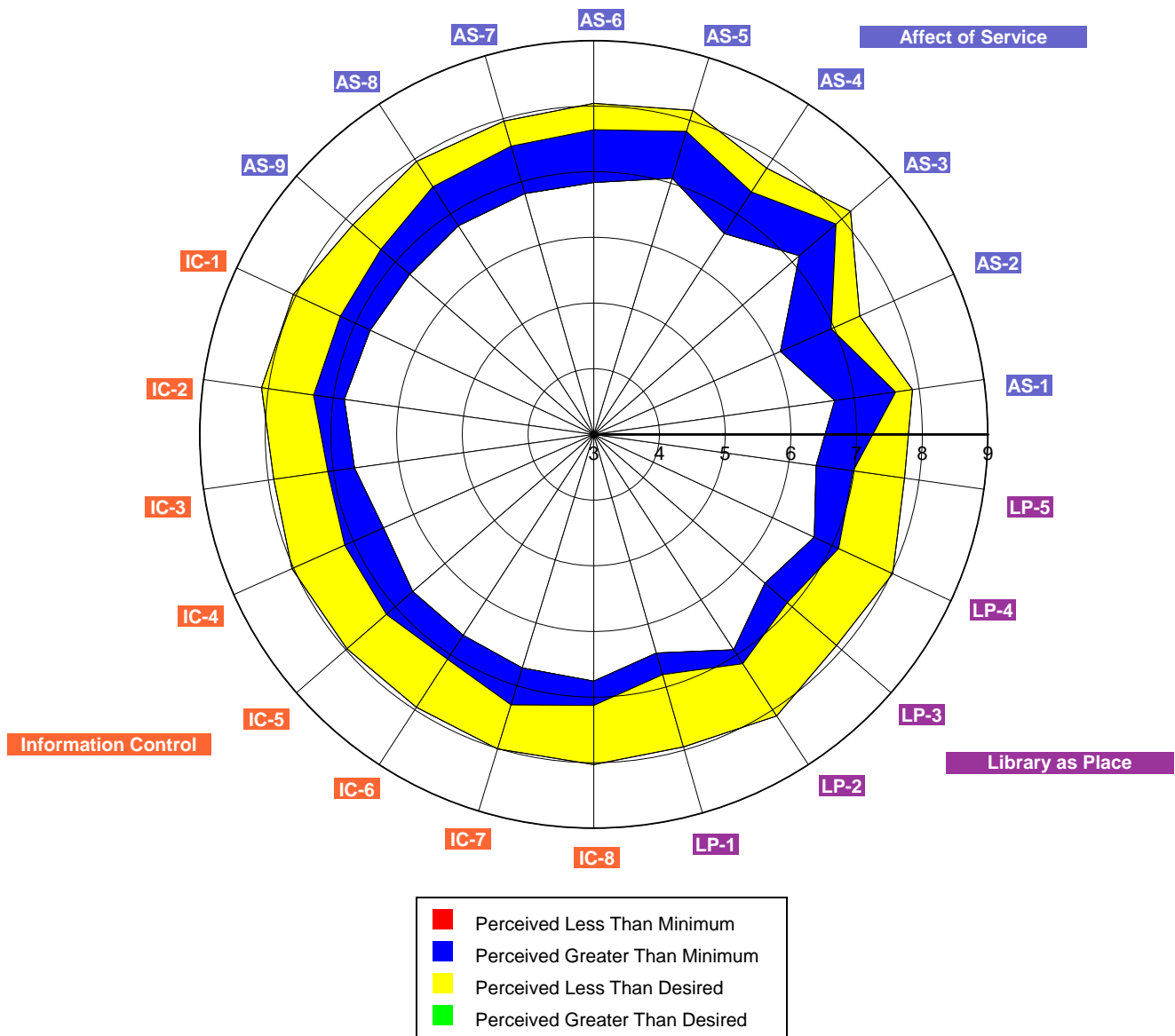
Sexe:	Population N	Population %	Respondents n	Respondents %
Féminin	129,235	58.72	17,202	59.74
Masculin	90,869	41.28	11,595	40.26
Total:	220,104	100.00	28,797	100.00

3.2 Core Questions Summary for College or University

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.)



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

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Un personnel qui inspire confiance	6.70	7.90	7.64	0.94	-0.26	7,996
AS-2	La bibliothèque rend un service personnalisé à chaque usager	6.11	7.43	6.96	0.85	-0.48	6,724
AS-3	Le personnel est toujours courtois	7.15	8.18	7.88	0.74	-0.29	7,497
AS-4	Empressement à répondre aux questions des usagers	6.65	7.83	7.40	0.75	-0.43	7,263
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	7.08	8.16	7.83	0.74	-0.33	7,913
AS-6	Le personnel est attentif aux besoins des usagers	6.84	8.04	7.64	0.80	-0.40	27,561
AS-7	Un personnel qui comprend les besoins des usagers	6.81	7.96	7.57	0.75	-0.40	7,334
AS-8	Volonté manifeste du personnel d'aider les usagers	6.79	7.95	7.50	0.71	-0.46	7,616
AS-9	Un traitement des problèmes de service à l'utilisateur sur lequel on peut compter	6.71	7.86	7.29	0.58	-0.57	6,742
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	6.76	8.04	7.26	0.50	-0.79	8,410
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	6.83	8.11	7.31	0.47	-0.80	8,914
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	6.68	7.92	7.09	0.41	-0.83	6,745
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	6.50	8.03	7.15	0.65	-0.88	28,043
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	6.65	7.98	7.18	0.53	-0.80	8,842
IC-6	Des outils de repérage conviviaux qui me permettent de trouver par moi-même ce que je cherche	6.65	7.96	7.08	0.44	-0.87	9,081
IC-7	La documentation est facilement accessible pour une utilisation autonome	6.72	8.01	7.31	0.59	-0.70	8,048
IC-8	Les revues en versions électronique ou imprimée dont j'ai besoin pour mes travaux	6.76	8.03	7.13	0.37	-0.90	8,586
Library as Place							
LP-1	Des locaux de bibliothèque qui incitent à l'étude et à l'apprentissage	6.46	7.95	6.81	0.34	-1.14	27,401
LP-2	Un espace tranquille pour le travail individuel	6.91	8.11	7.16	0.25	-0.95	7,690
LP-3	Des locaux invitants et confortables	6.45	7.90	6.90	0.45	-1.00	7,874
LP-4	Un refuge pour l'étude, l'apprentissage ou la recherche	6.70	8.02	7.11	0.41	-0.91	7,669
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	6.42	7.78	6.99	0.57	-0.79	7,214
Overall:		6.65	7.96	7.24	0.58	-0.72	28,805

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

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Un personnel qui inspire confiance	1.66	1.23	1.36	1.63	1.35	7,996
AS-2	La bibliothèque rend un service personnalisé à chaque usager	1.77	1.43	1.59	1.70	1.51	6,724
AS-3	Le personnel est toujours courtois	1.55	1.10	1.32	1.61	1.33	7,497
AS-4	Empressement à répondre aux questions des usagers	1.54	1.20	1.41	1.61	1.40	7,263
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	1.48	1.05	1.26	1.53	1.26	7,913
AS-6	Le personnel est attentif aux besoins des usagers	1.56	1.14	1.38	1.63	1.38	27,561
AS-7	Un personnel qui comprend les besoins des usagers	1.52	1.14	1.32	1.57	1.32	7,334
AS-8	Volonté manifeste du personnel d'aider les usagers	1.60	1.18	1.46	1.69	1.43	7,616
AS-9	Un traitement des problèmes de service à l'utilisateur sur lequel on peut compter	1.51	1.18	1.40	1.61	1.42	6,742
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	1.72	1.29	1.65	1.94	1.71	8,410
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	1.52	1.12	1.45	1.72	1.50	8,914
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	1.58	1.27	1.51	1.76	1.61	6,745
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	1.54	1.17	1.44	1.75	1.55	28,043
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	1.49	1.11	1.49	1.77	1.59	8,842
IC-6	Des outils de repérage conviviaux qui me permettent de trouver par moi-même ce que je cherche	1.49	1.14	1.45	1.73	1.54	9,081
IC-7	La documentation est facilement accessible pour une utilisation autonome	1.47	1.11	1.39	1.64	1.43	8,048
IC-8	Les revues en versions électronique ou imprimée dont j'ai besoin pour mes travaux	1.54	1.19	1.44	1.77	1.56	8,586
Library as Place							
LP-1	Des locaux de bibliothèque qui incitent à l'étude et à l'apprentissage	1.63	1.27	1.77	2.06	1.94	27,401
LP-2	Un espace tranquille pour le travail individuel	1.60	1.20	1.68	2.03	1.83	7,690
LP-3	Des locaux invitants et confortables	1.56	1.18	1.67	1.99	1.83	7,874
LP-4	Un refuge pour l'étude, l'apprentissage ou la recherche	1.57	1.20	1.60	1.88	1.71	7,669
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	1.67	1.37	1.68	2.01	1.85	7,214

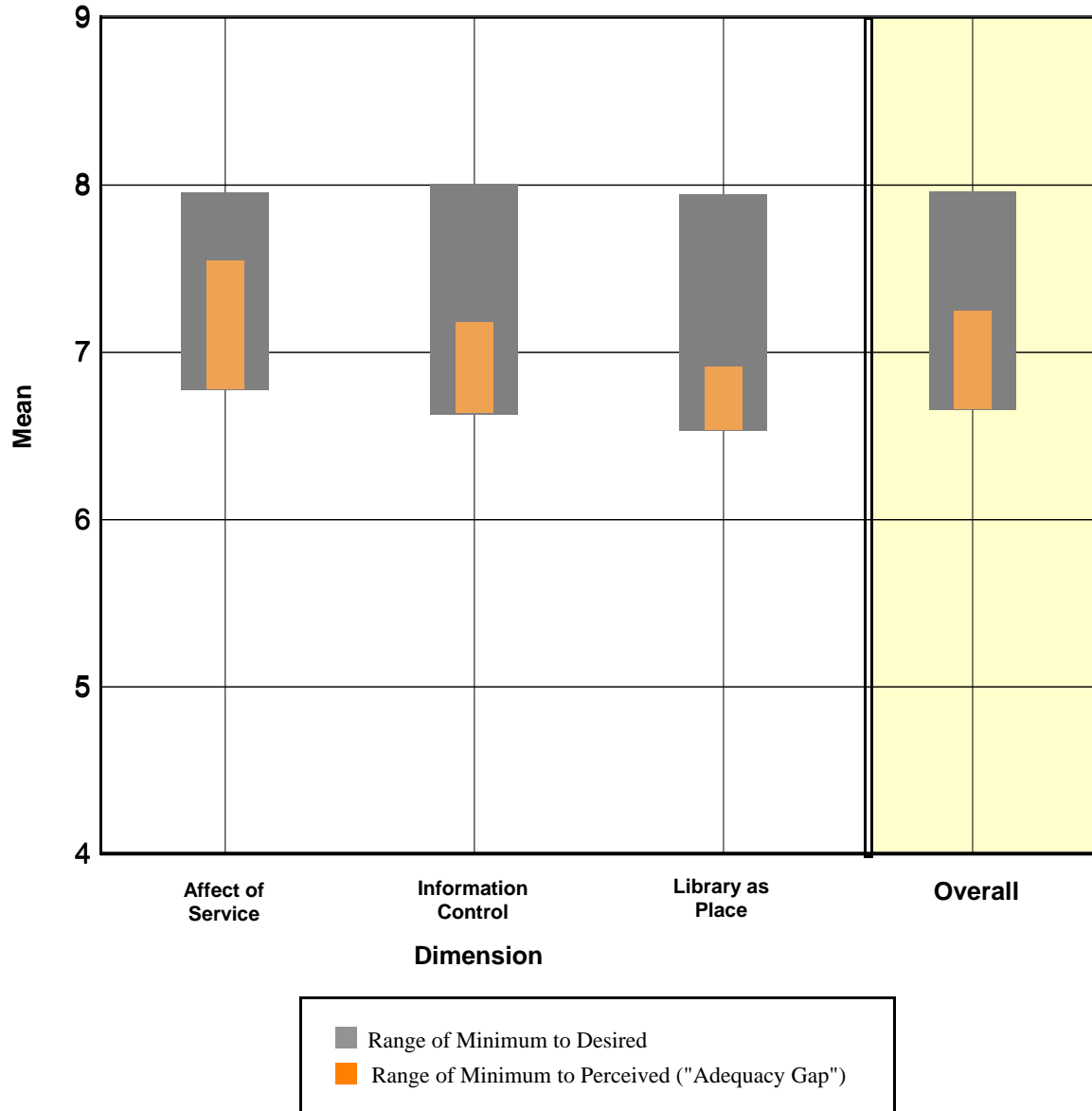
Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: CREPUQ
 User Group: All (Excluding Library Staff)

Overall:	1.24	0.87	1.03	1.30	1.06	28,805
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Language: English (American), French (Canada)
Institution Type: College or University
Consortium: CREPUQ
User Group: All (Excluding Library Staff)

3.3 Core Question Dimensions Summary for College or University

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), French (Canada)
 Institution Type: College or University
 Consortium: CREPUQ
 User Group: All (Excluding Library Staff)

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	6.77	7.95	7.54	0.77	-0.41	28,314
Information Control	6.63	8.01	7.17	0.54	-0.84	28,723
Library as Place	6.53	7.94	6.91	0.37	-1.04	27,960
Overall	6.65	7.96	7.24	0.58	-0.72	28,805

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	1.42	1.02	1.22	1.42	1.17	28,314
Information Control	1.32	0.96	1.19	1.46	1.25	28,723
Library as Place	1.47	1.12	1.55	1.82	1.68	27,960
Overall	1.24	0.87	1.03	1.30	1.06	28,805

3.4 Local Question Summary for College or University

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
Contribution à l'environnement intellectuel du campus	6.54	7.71	7.51	0.97	-0.20	119
Des espaces dédiés au travail en groupe	6.01	7.28	6.59	0.59	-0.69	270
Des horaires d'ouverture qui me conviennent	6.59	7.98	7.11	0.53	-0.86	354
Facilité et rapidité pour obtenir un document par le prêt entre bibliothèques	6.72	7.89	7.35	0.62	-0.55	3,172
Guides et didacticiels utiles en ligne	6.02	7.50	6.95	0.93	-0.55	266
La bibliothèque m'informe sur ses ressources et services	6.21	7.52	6.93	0.72	-0.59	5,137
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	6.30	7.58	6.98	0.68	-0.61	5,637
L'accès aux services de photocopies et de reproduction	7.02	8.14	7.53	0.51	-0.61	944
Les bibliothécaires doivent me former à une bonne utilisation des bases de données, revues et livres électroniques	6.60	7.81	7.25	0.66	-0.56	957
Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin	6.65	7.78	7.05	0.39	-0.74	554
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	6.93	8.12	7.61	0.68	-0.50	6,232
Un catalogue en ligne convivial qui facilite la recherche de documents	6.87	8.17	7.13	0.27	-1.03	1,042
Une navigation simple dans les pages web du site de la bibliothèque	6.83	8.10	7.16	0.33	-0.94	3,874
Utilisation de la bibliothèque pour du contenu divertissant et populaire	5.29	6.55	6.25	0.96	-0.31	121

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

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Contribution à l'environnement intellectuel du campus	1.71	1.17	1.23	1.58	1.27	119
Des espaces dédiés au travail en groupe	2.08	1.98	1.68	2.36	2.28	270
Des horaires d'ouverture qui me conviennent	1.57	1.31	1.75	2.02	1.81	354
Facilité et rapidité pour obtenir un document par le prêt entre bibliothèques	1.59	1.26	1.52	1.75	1.53	3,172
Guides et didacticiels utiles en ligne	1.67	1.42	1.42	1.82	1.58	266
La bibliothèque m'informe sur ses ressources et services	1.75	1.38	1.63	1.88	1.67	5,137
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	1.73	1.39	1.66	1.88	1.68	5,637
L'accès aux services de photocopies et de reproduction	1.52	1.03	1.56	1.90	1.65	944
Les bibliothécaires doivent me former à une bonne utilisation des bases de données, revues et livres électroniques	1.68	1.29	1.50	1.94	1.65	957
Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin	1.54	1.18	1.52	1.85	1.66	554
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	1.57	1.14	1.55	1.91	1.64	6,232
Un catalogue en ligne convivial qui facilite la recherche de documents	1.43	1.04	1.42	1.79	1.57	1,042
Une navigation simple dans les pages web du site de la bibliothèque	1.48	1.12	1.51	1.77	1.58	3,874
Utilisation de la bibliothèque pour du contenu divertissant et populaire	2.17	2.02	1.80	2.01	2.00	121

3.5 General Satisfaction Questions Summary for College or University

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
En général, je suis satisfait de la façon dont je suis traité à la Bibliothèque.	7.79	1.24	14,796
Comment classeriez-vous globalement le niveau de la qualité des services fournis par la Bibliothèque	7.37	1.15	28,798

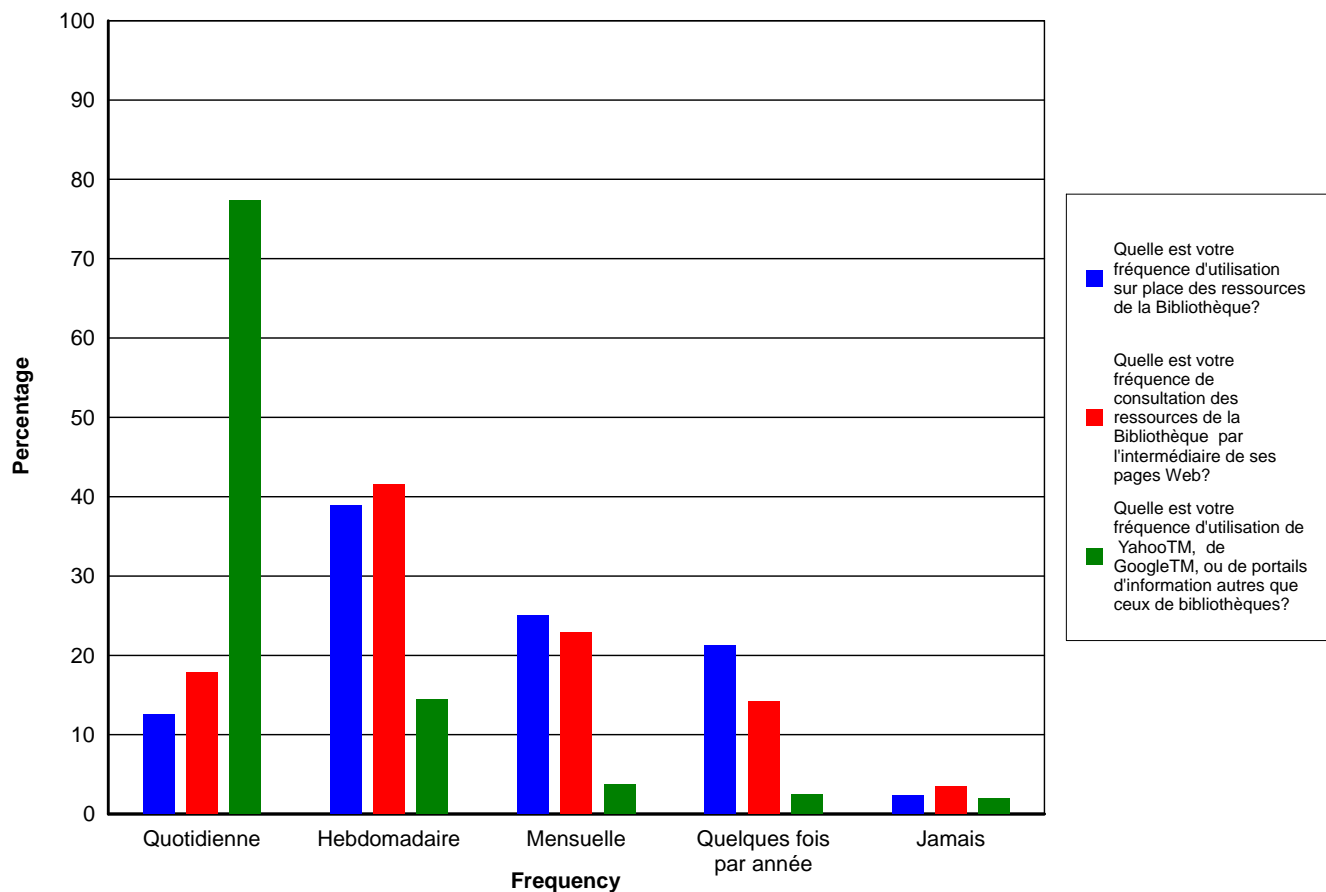
3.6 Information Literacy Outcomes Questions Summary for College or University

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
La Bibliothèque m'aide à demeurer à la fine pointe de mes champs d'intérêt.	6.64	1.65	10,747
La Bibliothèque contribue à mon avancement dans ma discipline ou travail.	7.18	1.50	13,276
La Bibliothèque me rend plus efficace dans mes activités académiques.	7.20	1.51	13,474
La Bibliothèque m'aide à faire la distinction entre une information fiable et une autre qui ne l'est pas.	6.35	1.80	13,085
La Bibliothèque voit à développer mes habiletés de recherche d'information dont j'ai besoin pour mes travaux ou mes études.	6.85	1.54	10,460

3.7 Library Use Summary for College or University

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.



	Quotidien	Hebdomac	Mensuelle	Quelques l	Jamais	n%
Quelle est votre fréquence d'utilisation sur place des ressources de la Bibliothèque?	3,623 12.58%	11,199 38.88%	7,212 25.04%	6,107 21.20%	661 2.29%	28,802 100.00%
Quelle est votre fréquence de consultation des ressources de la Bibliothèque par l'intermédiaire de ses pages Web?	5,127 17.80%	11,975 41.58%	6,597 22.90%	4,097 14.22%	1,006 3.49%	28,802 100.00%
Quelle est votre fréquence d'utilisation de Yahoo™, de Google™, ou de portails d'information autres que ceux de bibliothèques?	22,287 77.39%	4,172 14.49%	1,083 3.76%	698 2.42%	560 1.94%	28,800 100.00%

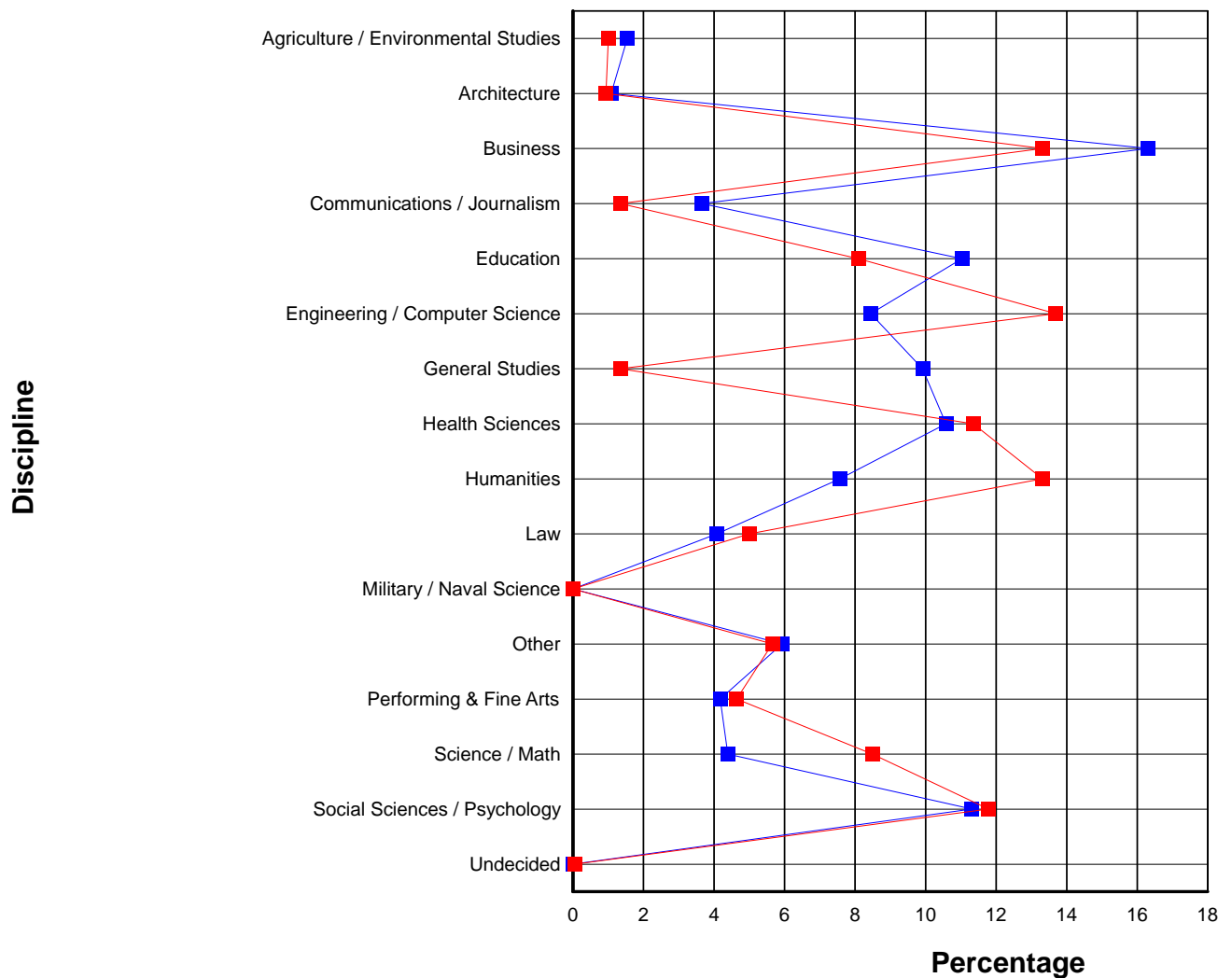
4 Summary for Premier cycle

4.1 Demographic Summary for Premier cycle

4.1.1 Population and Respondent Profiles by Standard Discipline

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

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



- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: CREPUQ
 User Group: Premier cycle

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	2,242	1.54	180	1.00	0.54
Architecture	1,577	1.08	168	0.94	0.15
Business	23,748	16.31	2,390	13.31	3.00
Communications / Journalism	5,312	3.65	241	1.34	2.31
Education	16,055	11.03	1,453	8.09	2.93
Engineering / Computer Science	12,288	8.44	2,458	13.69	-5.25
General Studies	14,432	9.91	241	1.34	8.57
Health Sciences	15,399	10.58	2,038	11.35	-0.77
Humanities	11,024	7.57	2,390	13.31	-5.74
Law	5,942	4.08	897	5.00	-0.91
Military / Naval Science	0	0.00	0	0.00	0.00
Other	8,634	5.93	1,015	5.65	0.28
Performing & Fine Arts	6,078	4.17	833	4.64	-0.47
Science / Math	6,395	4.39	1,524	8.49	-4.10
Social Sciences / Psychology	16,462	11.31	2,115	11.78	-0.47
Undecided	0	0.00	10	0.06	-0.06
Total:	145,588	100.00	17,953	100.00	0.00

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: CREPUQ
User Group: Premier cycle

4.1.2 Respondent Profile by Âge:

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.

Âge:	Respondents n	Respondents %
Moins de 18 ans	20	0.11
Entre 18 - 22 ans	9,807	54.63
Entre 23 - 30 ans	5,906	32.90
Entre 31 - 45 ans	1,797	10.01
Entre 46 - 65 ans	404	2.25
Plus de 65 ans	19	0.11
Total:	17,953	100.00

4.1.3 Respondent Profile by Sexe:

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.

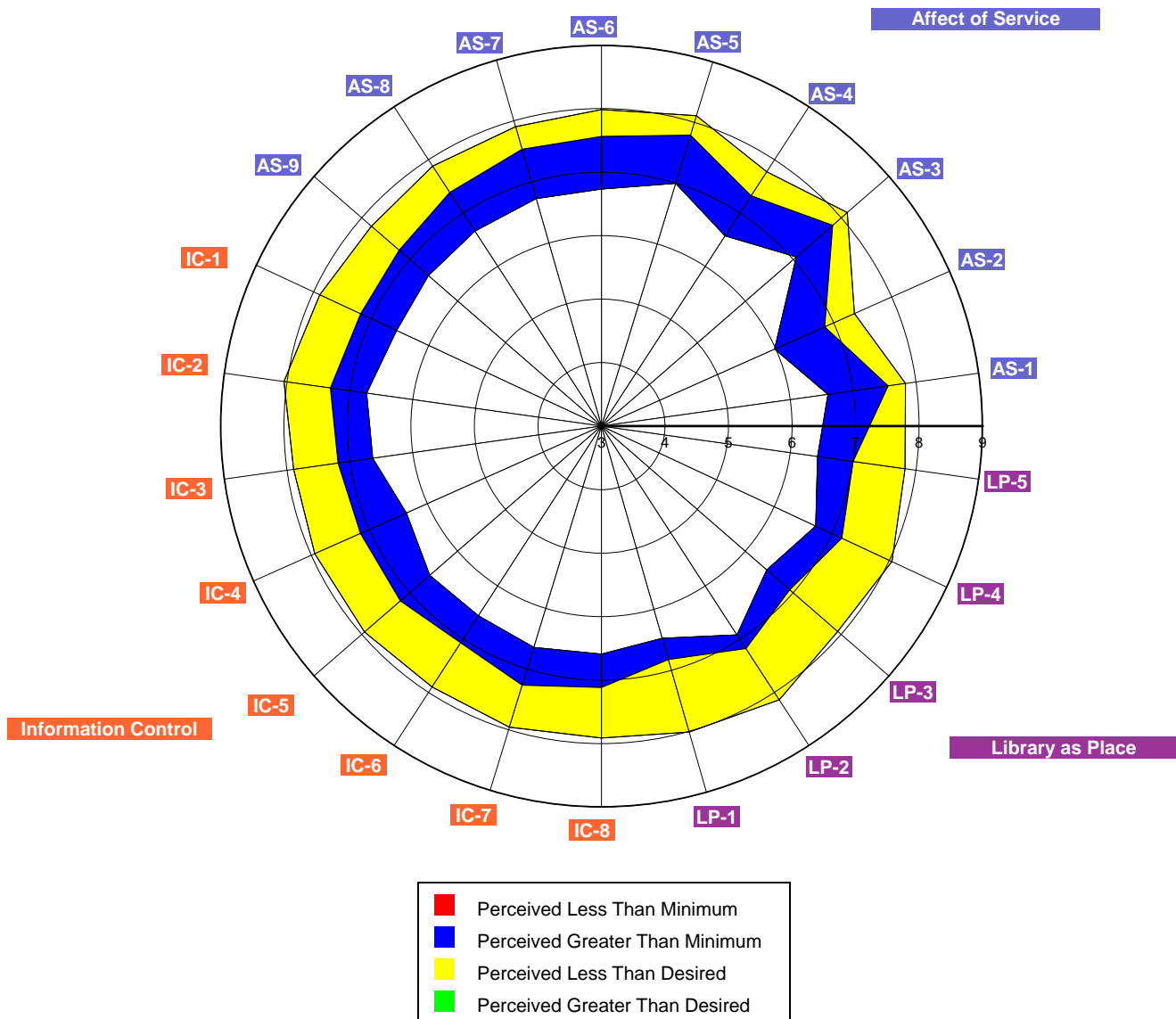
Sexe:	Respondents n	Respondents %
Féminin	11,253	62.69
Masculin	6,697	37.31
Total:	17,950	100.00

4.2 Core Questions Summary for Premier cycle

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.)



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: CREPUQ
 User Group: Premier cycle

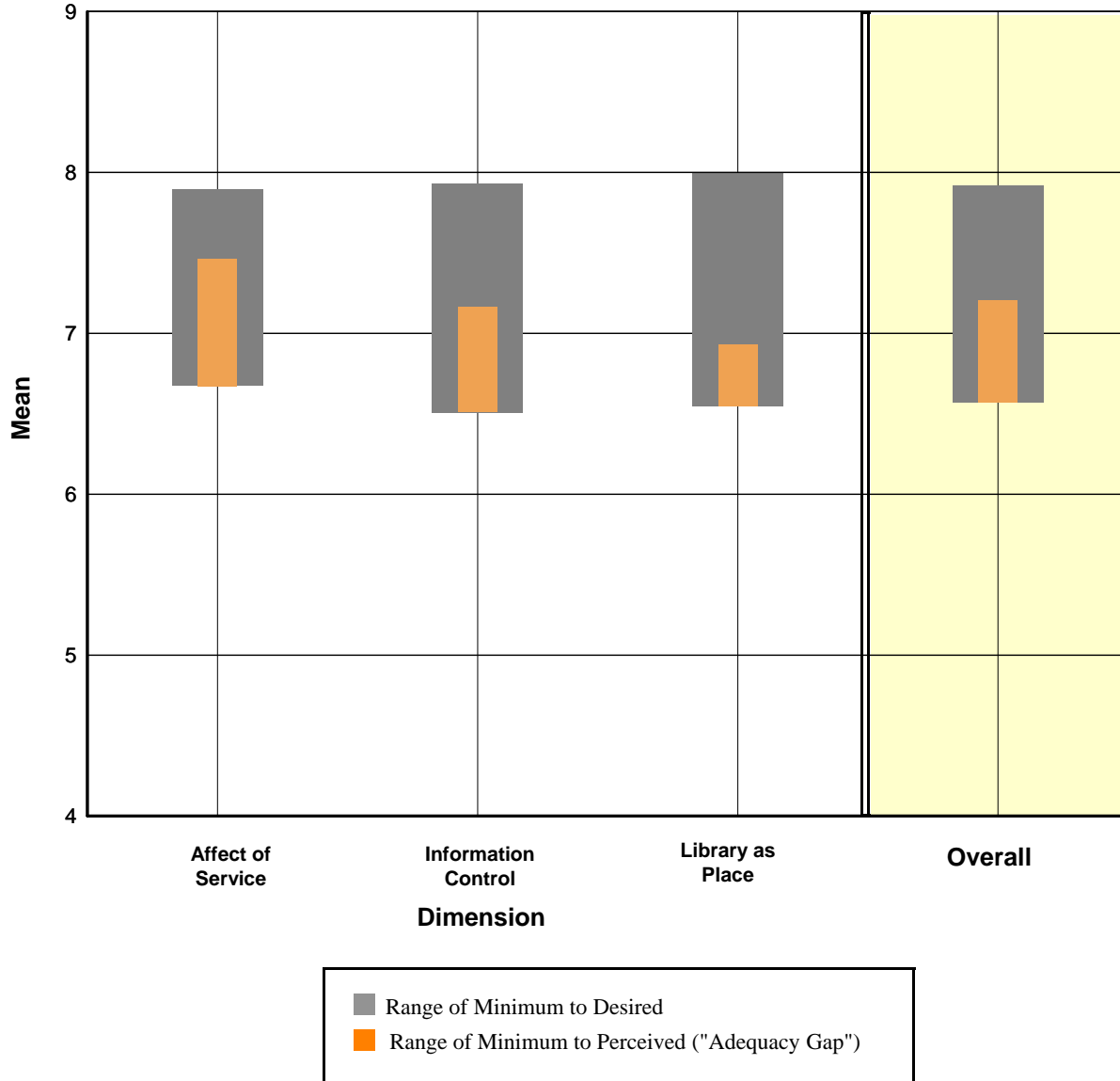
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Un personnel qui inspire confiance	6.60	7.83	7.56	0.96	-0.27	5,011
AS-2	La bibliothèque rend un service personnalisé à chaque usager	5.99	7.36	6.85	0.86	-0.51	4,248
AS-3	Le personnel est toujours courtois	7.06	8.13	7.82	0.76	-0.30	4,754
AS-4	Empressement à répondre aux questions des usagers	6.57	7.78	7.33	0.75	-0.45	4,553
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	7.00	8.11	7.79	0.80	-0.32	4,978
AS-6	Le personnel est attentif aux besoins des usagers	6.73	7.99	7.56	0.83	-0.42	17,053
AS-7	Un personnel qui comprend les besoins des usagers	6.73	7.91	7.54	0.81	-0.37	4,630
AS-8	Volonté manifeste du personnel d'aider les usagers	6.66	7.88	7.39	0.72	-0.49	4,791
AS-9	Un traitement des problèmes de service à l'utilisateur sur lequel on peut compter	6.61	7.80	7.22	0.61	-0.58	4,238
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	6.56	7.89	7.18	0.62	-0.71	5,186
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	6.73	8.05	7.31	0.58	-0.74	5,612
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	6.64	7.89	7.19	0.55	-0.71	4,260
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	6.36	7.94	7.16	0.79	-0.78	17,402
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	6.58	7.94	7.20	0.61	-0.75	5,619
IC-6	Des outils de repérage conviviaux qui me permettent de trouver par moi-même ce que je cherche	6.56	7.90	7.07	0.51	-0.83	5,669
IC-7	La documentation est facilement accessible pour une utilisation autonome	6.64	7.96	7.27	0.62	-0.69	5,135
IC-8	Les revues en versions électronique ou imprimée dont j'ai besoin pour mes travaux	6.59	7.91	7.12	0.52	-0.80	5,262
Library as Place							
LP-1	Des locaux de bibliothèque qui incitent à l'étude et à l'apprentissage	6.48	8.01	6.82	0.35	-1.19	17,591
LP-2	Un espace tranquille pour le travail individuel	6.92	8.14	7.18	0.26	-0.96	5,103
LP-3	Des locaux invitants et confortables	6.45	7.93	6.93	0.48	-1.00	5,039
LP-4	Un refuge pour l'étude, l'apprentissage ou la recherche	6.72	8.05	7.18	0.46	-0.87	4,985
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	6.44	7.83	7.00	0.56	-0.83	4,795
Overall:		6.57	7.92	7.21	0.63	-0.71	17,953

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: CREPUQ
User Group: Premier cycle

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Un personnel qui inspire confiance	1.69	1.26	1.42	1.67	1.42	5,011
AS-2	La bibliothèque rend un service personnalisé à chaque usager	1.78	1.46	1.62	1.74	1.56	4,248
AS-3	Le personnel est toujours courtois	1.59	1.14	1.37	1.65	1.38	4,754
AS-4	Empressement à répondre aux questions des usagers	1.56	1.23	1.43	1.65	1.42	4,553
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	1.50	1.08	1.28	1.55	1.28	4,978
AS-6	Le personnel est attentif aux besoins des usagers	1.59	1.17	1.42	1.67	1.42	17,053
AS-7	Un personnel qui comprend les besoins des usagers	1.54	1.16	1.31	1.59	1.33	4,630
AS-8	Volonté manifeste du personnel d'aider les usagers	1.62	1.22	1.49	1.74	1.48	4,791
AS-9	Un traitement des problèmes de service à l'utilisateur sur lequel on peut compter	1.54	1.22	1.43	1.65	1.47	4,238
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	1.77	1.38	1.68	1.97	1.76	5,186
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	1.55	1.15	1.44	1.73	1.50	5,612
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	1.59	1.28	1.46	1.69	1.54	4,260
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	1.54	1.21	1.43	1.74	1.55	17,402
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	1.49	1.13	1.49	1.75	1.59	5,619
IC-6	Des outils de repérage conviviaux qui me permettent de trouver par moi-même ce que je cherche	1.51	1.18	1.47	1.75	1.58	5,669
IC-7	La documentation est facilement accessible pour une utilisation autonome	1.49	1.12	1.42	1.67	1.47	5,135
IC-8	Les revues en versions électronique ou imprimée dont j'ai besoin pour mes travaux	1.57	1.24	1.45	1.75	1.57	5,262
Library as Place							
LP-1	Des locaux de bibliothèque qui incitent à l'étude et à l'apprentissage	1.61	1.22	1.77	2.08	1.95	17,591
LP-2	Un espace tranquille pour le travail individuel	1.60	1.19	1.70	2.07	1.85	5,103
LP-3	Des locaux invitants et confortables	1.57	1.15	1.66	2.00	1.83	5,039
LP-4	Un refuge pour l'étude, l'apprentissage ou la recherche	1.54	1.17	1.57	1.85	1.68	4,985
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	1.66	1.34	1.71	2.05	1.88	4,795
Overall:		1.24	0.88	1.04	1.30	1.07	17,953

4.3 Core Question Dimensions Summary for Premier cycle

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	6.67	7.89	7.46	0.79	-0.43	17,588
Information Control	6.51	7.93	7.16	0.65	-0.77	17,891
Library as Place	6.55	7.99	6.93	0.38	-1.06	17,816
Overall	6.57	7.92	7.21	0.63	-0.71	17,953

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	1.04	1.25	1.44	1.20	17,588
Information Control	1.33	0.99	1.18	1.44	1.25	17,891
Library as Place	1.45	1.08	1.54	1.82	1.67	17,816
Overall	1.24	0.88	1.04	1.30	1.07	17,953

4.4 Local Question Summary for Premier cycle

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
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	6.18	7.49	6.92	0.74	-0.57	3,680
Contribution à l'environnement intellectuel du campus	6.47	7.66	7.51	1.04	-0.15	85
Utilisation de la bibliothèque pour du contenu divertissant et populaire	5.20	6.46	6.24	1.04	-0.22	76
Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin	6.52	7.76	7.17	0.65	-0.59	401
L'accès aux services de photocopies et de reproduction	6.98	8.16	7.56	0.58	-0.60	713
Les bibliothécaires doivent me former à une bonne utilisation des bases de données, revues et livres électroniques	6.53	7.79	7.22	0.69	-0.57	705
La bibliothèque m'informe sur ses ressources et services	6.12	7.47	6.88	0.76	-0.60	3,180
Une navigation simple dans les pages web du site de la bibliothèque	6.74	8.05	7.18	0.44	-0.87	2,497
Des horaires d'ouverture qui me conviennent	6.53	8.01	6.98	0.45	-1.03	213
Des espaces dédiés au travail en groupe	6.42	7.75	6.54	0.13	-1.21	159
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	6.88	8.10	7.64	0.76	-0.47	4,040
Facilité et rapidité pour obtenir un document par le prêt entre bibliothèques	6.69	7.82	7.28	0.59	-0.54	1,785
Guides et didacticiels utiles en ligne	5.99	7.42	6.76	0.77	-0.66	156
Un catalogue en ligne convivial qui facilite la recherche de documents	6.68	8.05	7.04	0.36	-1.01	499

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
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	1.76	1.43	1.69	1.91	1.71	3,680
Contribution à l'environnement intellectuel du campus	1.69	1.21	1.31	1.65	1.30	85
Utilisation de la bibliothèque pour du contenu divertissant et populaire	2.17	2.00	1.87	1.94	1.86	76
Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin	1.56	1.21	1.46	1.75	1.58	401
L'accès aux services de photocopies et de reproduction	1.58	1.00	1.56	1.96	1.66	713
Les bibliothécaires doivent me former à une bonne utilisation des bases de données, revues et livres électroniques	1.69	1.24	1.54	1.97	1.66	705
La bibliothèque m'informe sur ses ressources et services	1.75	1.41	1.66	1.91	1.73	3,180
Une navigation simple dans les pages web du site de la bibliothèque	1.53	1.17	1.54	1.79	1.61	2,497
Des horaires d'ouverture qui me conviennent	1.57	1.32	1.83	2.04	1.84	213
Des espaces dédiés au travail en groupe	1.88	1.57	1.74	2.29	2.09	159
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	1.59	1.16	1.54	1.93	1.65	4,040
Facilité et rapidité pour obtenir un document par le prêt entre bibliothèques	1.59	1.29	1.52	1.76	1.53	1,785
Guides et didacticiels utiles en ligne	1.71	1.38	1.42	1.82	1.61	156
Un catalogue en ligne convivial qui facilite la recherche de documents	1.42	1.13	1.45	1.73	1.59	499

4.5 General Satisfaction Questions Summary for Premier cycle

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
En général, je suis satisfait de la façon dont je suis traité à la Bibliothèque.	7.75	1.26	9,277
Comment classeriez-vous globalement le niveau de la qualité des services fournis par la Bibliothèque?	7.33	1.14	17,952

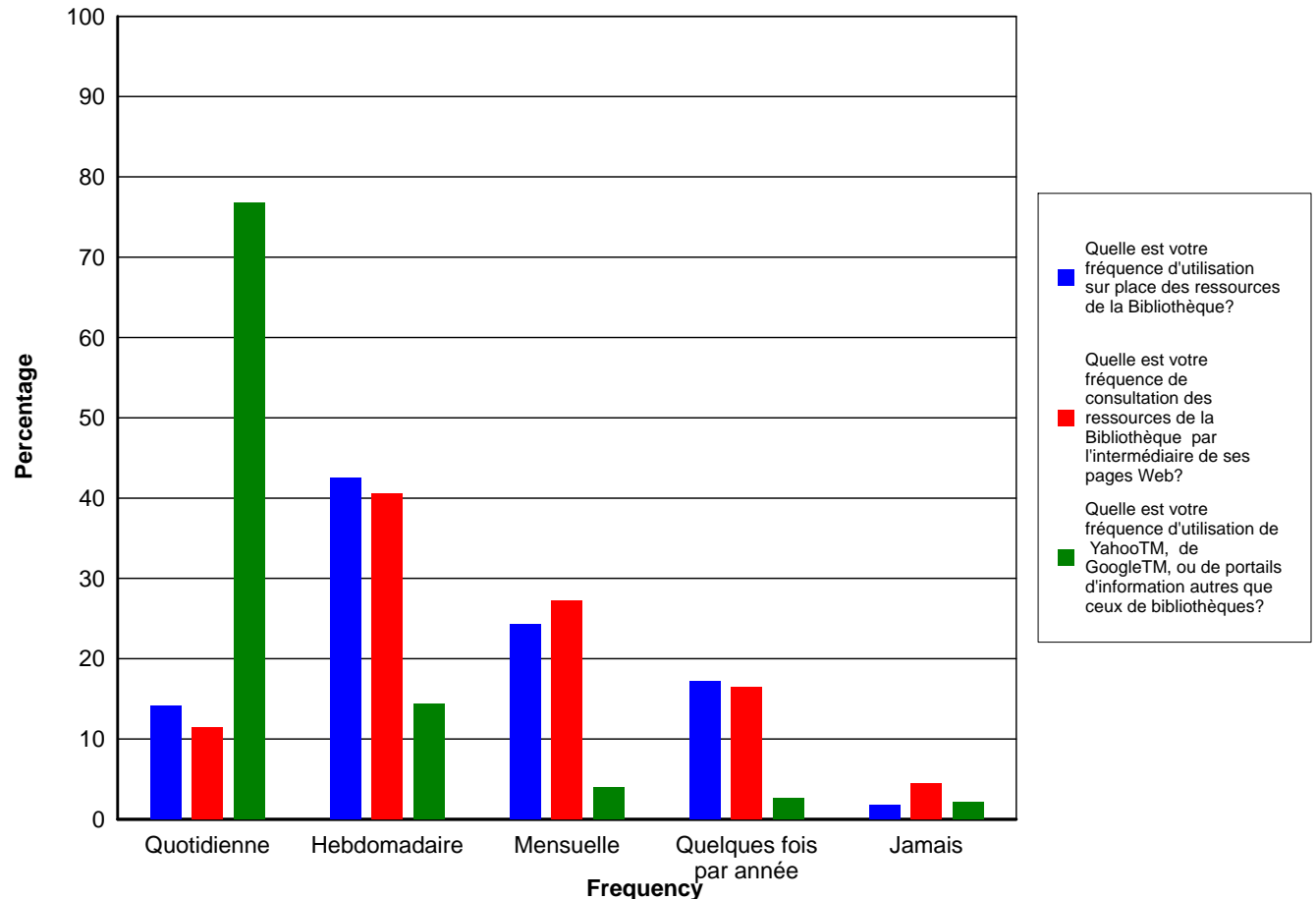
4.6 Information Literacy Outcomes Questions Summary for Premier cycle

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
La Bibliothèque m'aide à demeurer à la fine pointe de mes champs d'intérêt.	6.55	1.65	6,747
La Bibliothèque contribue à mon avancement dans ma discipline ou travail.	7.13	1.51	8,271
La Bibliothèque me rend plus efficace dans mes activités académiques.	7.15	1.54	8,506
La Bibliothèque m'aide à faire la distinction entre une information fiable et une autre qui ne l'est pas.	6.43	1.75	8,238
La Bibliothèque voit à développer mes habiletés de recherche d'information dont j'ai besoin pour mes travaux ou mes études.	6.83	1.53	6,632

4.7 Library Use Summary for Premier cycle

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.



	Quotidienne	Hebdomadaire	Mensuelle	Quelques fois par année	Jamais	n%
Quelle est votre fréquence d'utilisation sur place des ressources de la Bibliothèque?	2,548 14.19%	7,637 42.54%	4,351 24.24%	3,096 17.25%	320 1.78%	17,952 100.00%
Quelle est votre fréquence de consultation des ressources de la Bibliothèque par l'intermédiaire de ses pages Web?	2,045 11.39%	7,283 40.57%	4,879 27.18%	2,943 16.39%	802 4.47%	17,952 100.00%
Quelle est votre fréquence d'utilisation de Yahoo™, de Google™, ou de portails d'information autres que ceux de bibliothèques?	13,792 76.84%	2,585 14.40%	720 4.01%	462 2.57%	391 2.18%	17,950 100.00%

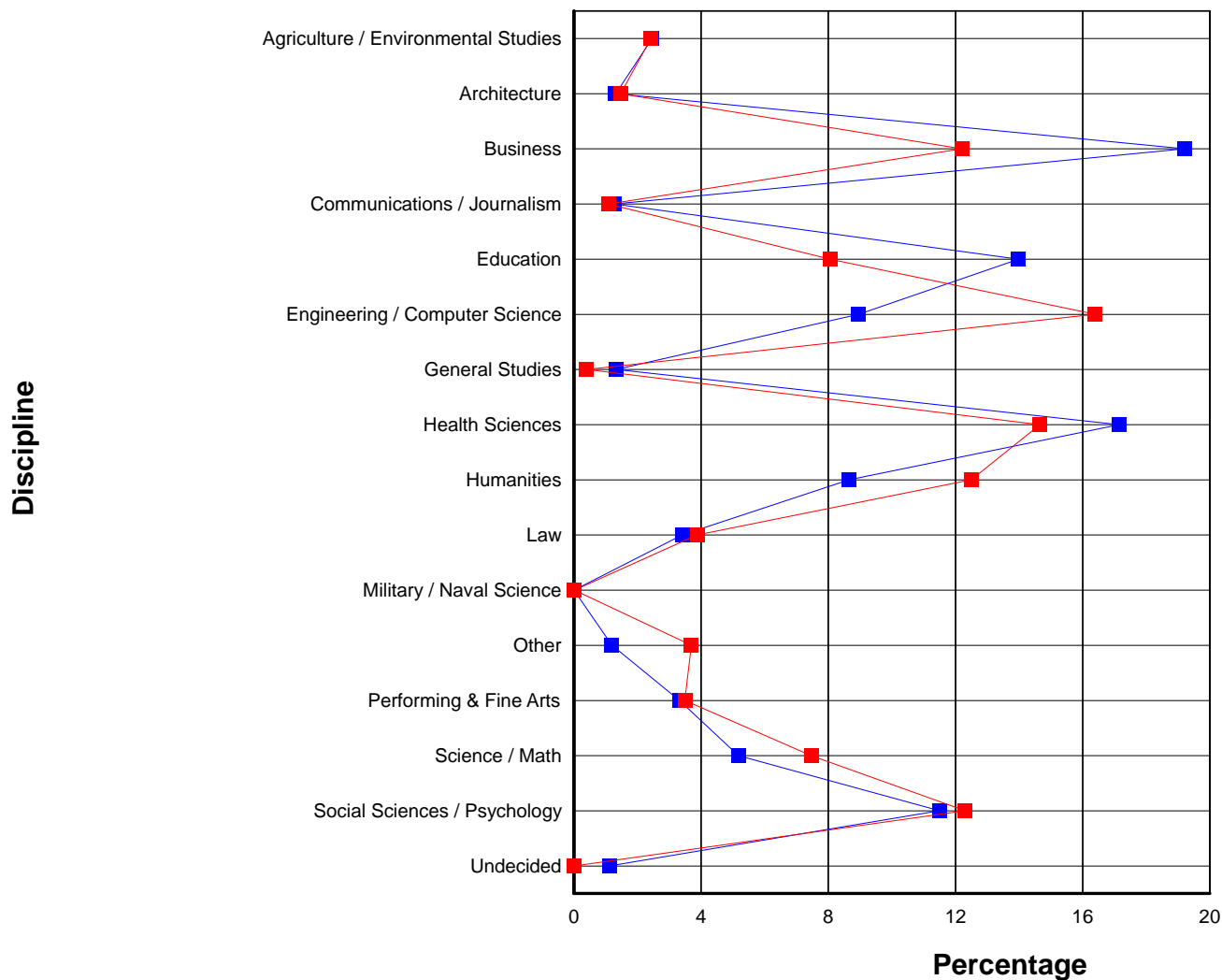
5 Summary for Deuxième et troisième cycles

5.1 Demographic Summary for Deuxième et troisième cycles

5.1.1 Population and Respondent Profiles by Standard Discipline

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

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



- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: CREPUQ
 User Group: Deuxième et troisième cycles

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	1,174	2.46	188	2.42	0.04
Architecture	626	1.31	114	1.47	-0.16
Business	9,168	19.20	948	12.20	7.00
Communications / Journalism	602	1.26	84	1.08	0.18
Education	6,674	13.98	626	8.05	5.92
Engineering / Computer Science	4,276	8.96	1,274	16.39	-7.44
General Studies	633	1.33	31	0.40	0.93
Health Sciences	8,187	17.15	1,139	14.66	2.49
Humanities	4,132	8.65	971	12.49	-3.84
Law	1,626	3.41	301	3.87	-0.47
Military / Naval Science	0	0.00	1	0.01	-0.01
Other	570	1.19	287	3.69	-2.50
Performing & Fine Arts	1,584	3.32	271	3.49	-0.17
Science / Math	2,471	5.18	580	7.46	-2.29
Social Sciences / Psychology	5,488	11.49	956	12.30	-0.81
Undecided	533	1.12	1	0.01	1.10
Total:	47,744	100.00	7,772	100.00	0.00

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: CREPUQ
User Group: Deuxième et troisième cycles

5.1.2 Respondent Profile by Âge:

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.

Âge:	Respondents n	Respondents %
Moins de 18 ans	1	0.01
Entre 18 - 22 ans	560	7.21
Entre 23 - 30 ans	4,558	58.65
Entre 31 - 45 ans	2,185	28.12
Entre 46 - 65 ans	456	5.87
Plus de 65 ans	11	0.14
Total:	7,771	100.00

5.1.3 Respondent Profile by Sexe:

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.

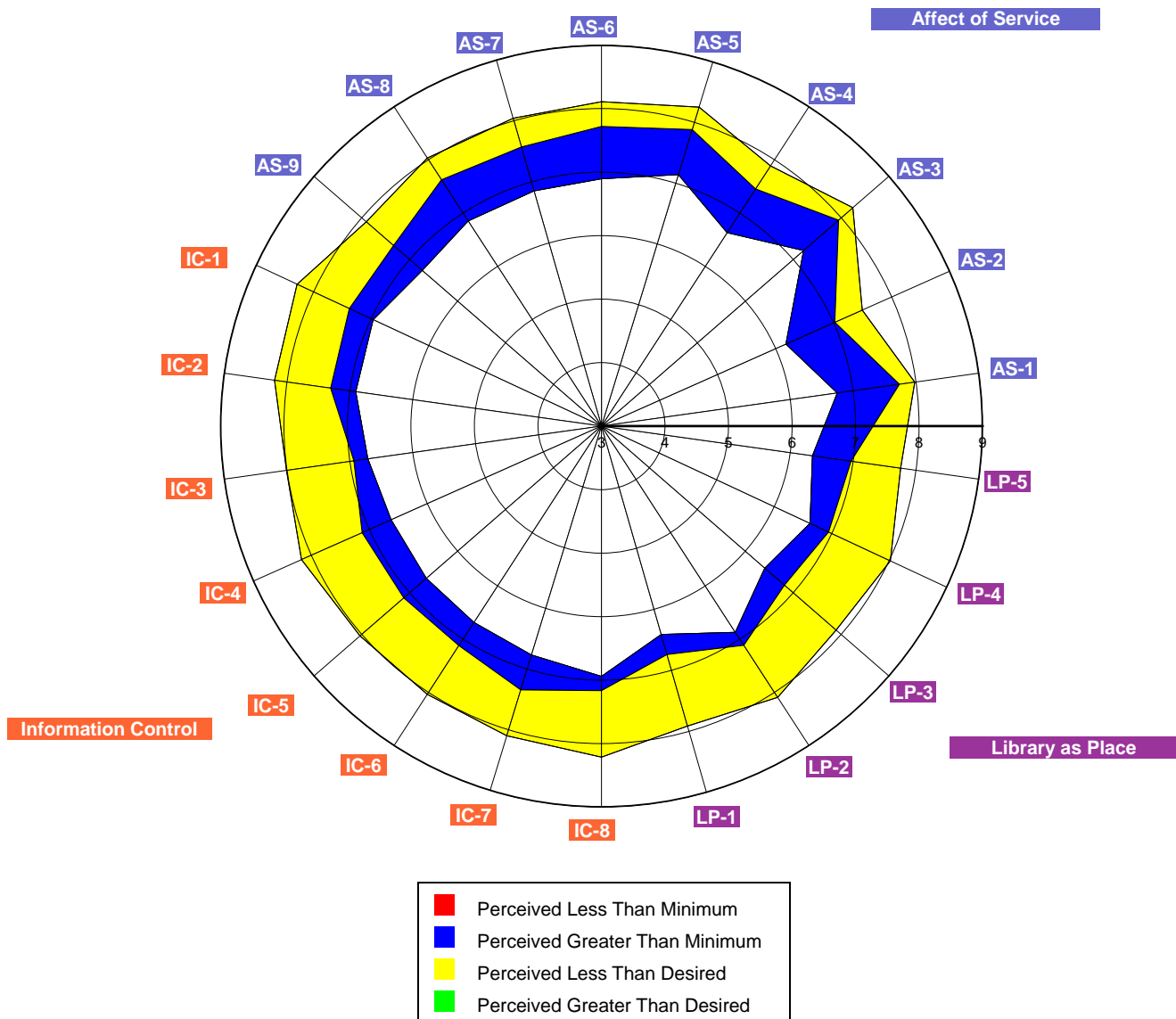
Sexe:	Respondents n	Respondents %
Féminin	4,385	56.45
Masculin	3,383	43.55
Total:	7,768	100.00

5.2 Core Questions Summary for Deuxième et troisième cycles

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.)



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: CREPUQ
 User Group: Deuxième et troisième cycles

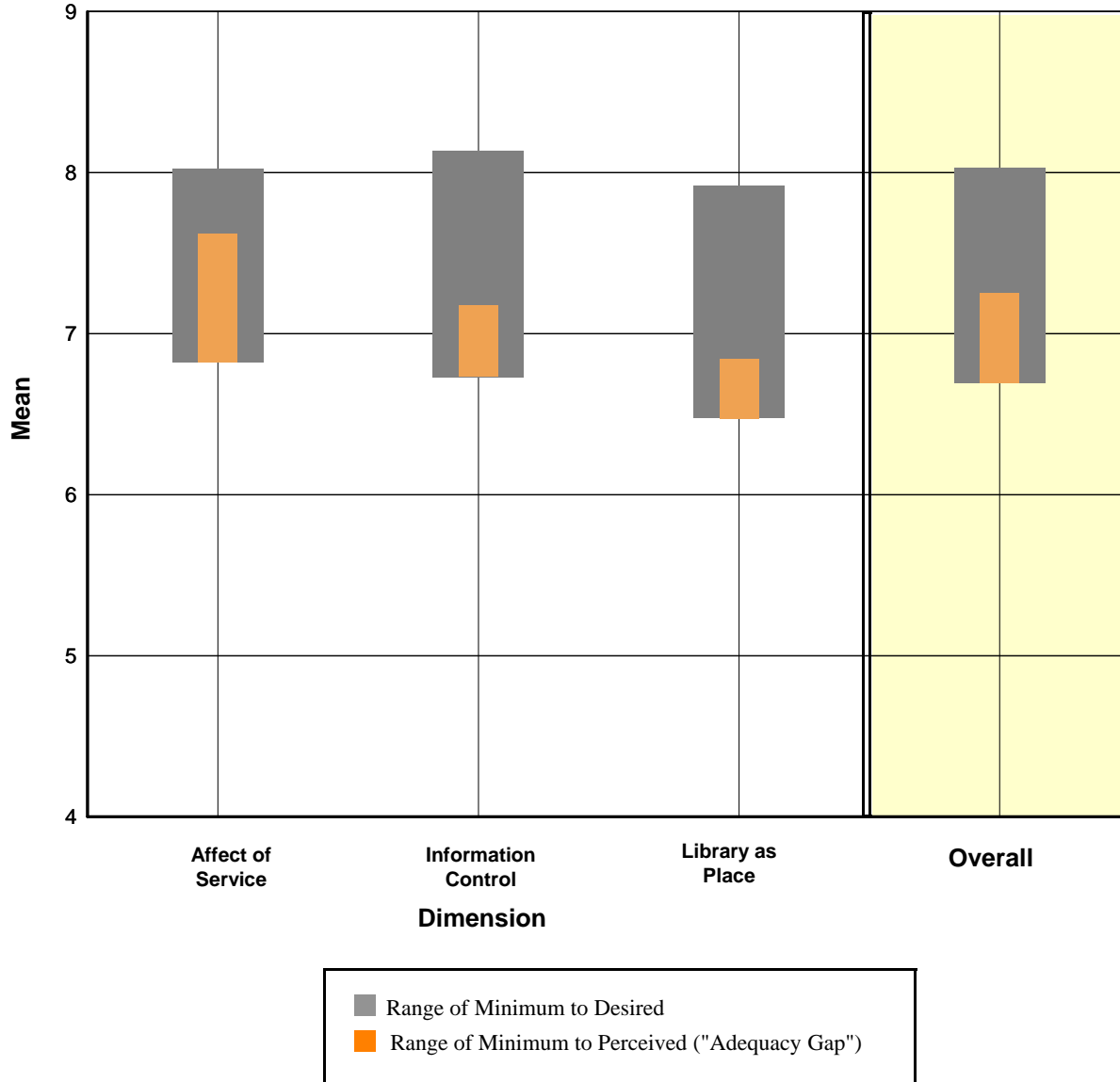
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Un personnel qui inspire confiance	6.75	7.98	7.74	0.99	-0.24	2,145
AS-2	La bibliothèque rend un service personnalisé à chaque usager	6.18	7.49	7.02	0.84	-0.47	1,764
AS-3	Le personnel est toujours courtois	7.22	8.24	7.95	0.73	-0.30	1,906
AS-4	Empressement à répondre aux questions des usagers	6.63	7.89	7.45	0.82	-0.43	1,909
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	7.14	8.25	7.89	0.74	-0.37	2,057
AS-6	Le personnel est attentif aux besoins des usagers	6.90	8.11	7.72	0.83	-0.39	7,516
AS-7	Un personnel qui comprend les besoins des usagers	6.85	8.04	7.57	0.72	-0.47	1,929
AS-8	Volonté manifeste du personnel d'aider les usagers	6.85	8.03	7.63	0.77	-0.41	2,005
AS-9	Un traitement des problèmes de service à l'utilisateur sur lequel on peut compter	6.74	7.91	7.34	0.60	-0.57	1,797
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	6.97	8.29	7.38	0.41	-0.91	2,352
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	6.91	8.20	7.31	0.40	-0.89	2,320
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	6.72	8.01	6.94	0.22	-1.07	1,794
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	6.63	8.17	7.13	0.50	-1.04	7,676
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	6.65	8.04	7.13	0.47	-0.91	2,329
IC-6	Des outils de repérage conviviaux qui me permettent de trouver par moi-même ce que je cherche	6.69	8.04	7.12	0.43	-0.92	2,468
IC-7	La documentation est facilement accessible pour une utilisation autonome	6.77	8.10	7.34	0.58	-0.75	2,053
IC-8	Les revues en versions électronique ou imprimée dont j'ai besoin pour mes travaux	6.94	8.21	7.17	0.22	-1.05	2,490
Library as Place							
LP-1	Des locaux de bibliothèque qui incitent à l'étude et à l'apprentissage	6.41	7.91	6.74	0.33	-1.17	7,350
LP-2	Un espace tranquille pour le travail individuel	6.87	8.09	7.12	0.24	-0.98	1,972
LP-3	Des locaux invitants et confortables	6.41	7.89	6.82	0.41	-1.08	2,053
LP-4	Un refuge pour l'étude, l'apprentissage ou la recherche	6.62	8.02	6.95	0.32	-1.07	1,972
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	6.35	7.76	6.97	0.62	-0.79	1,866
Overall:		6.69	8.03	7.25	0.56	-0.78	7,772

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: CREPUQ
User Group: Deuxième et troisième cycles

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Un personnel qui inspire confiance	1.62	1.17	1.26	1.56	1.23	2,145
AS-2	La bibliothèque rend un service personnalisé à chaque usager	1.76	1.40	1.56	1.64	1.44	1,764
AS-3	Le personnel est toujours courtois	1.48	1.04	1.23	1.54	1.26	1,906
AS-4	Empressement à répondre aux questions des usagers	1.53	1.22	1.37	1.56	1.36	1,909
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	1.42	0.94	1.19	1.49	1.18	2,057
AS-6	Le personnel est attentif aux besoins des usagers	1.52	1.09	1.33	1.60	1.33	7,516
AS-7	Un personnel qui comprend les besoins des usagers	1.50	1.11	1.35	1.57	1.31	1,929
AS-8	Volonté manifeste du personnel d'aider les usagers	1.60	1.19	1.42	1.63	1.36	2,005
AS-9	Un traitement des problèmes de service à l'utilisateur sur lequel on peut compter	1.48	1.15	1.38	1.55	1.37	1,797
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	1.60	1.12	1.61	1.85	1.61	2,352
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	1.47	1.07	1.45	1.65	1.49	2,320
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	1.56	1.19	1.58	1.84	1.65	1,794
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	1.50	1.10	1.46	1.75	1.55	7,676
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	1.48	1.08	1.49	1.79	1.57	2,329
IC-6	Des outils de repérage conviviaux qui me permettent de trouver par moi-même ce que je cherche	1.48	1.08	1.43	1.67	1.48	2,468
IC-7	La documentation est facilement accessible pour une utilisation autonome	1.46	1.11	1.37	1.62	1.39	2,053
IC-8	Les revues en versions électronique ou imprimée dont j'ai besoin pour mes travaux	1.44	1.08	1.42	1.76	1.53	2,490
Library as Place							
LP-1	Des locaux de bibliothèque qui incitent à l'étude et à l'apprentissage	1.62	1.26	1.76	2.06	1.93	7,350
LP-2	Un espace tranquille pour le travail individuel	1.59	1.21	1.65	1.98	1.80	1,972
LP-3	Des locaux invitants et confortables	1.53	1.16	1.66	1.97	1.81	2,053
LP-4	Un refuge pour l'étude, l'apprentissage ou la recherche	1.61	1.20	1.66	2.01	1.79	1,972
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	1.67	1.37	1.62	1.98	1.82	1,866
Overall:		1.23	0.83	1.02	1.29	1.04	7,772

5.3 Core Question Dimensions Summary for Deuxième et troisième cycles

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	6.82	8.02	7.62	0.80	-0.40	7,668
Information Control	6.73	8.14	7.18	0.44	-0.96	7,764
Library as Place	6.47	7.92	6.84	0.37	-1.08	7,533
Overall	6.69	8.03	7.25	0.56	-0.78	7,772

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	0.98	1.18	1.39	1.13	7,668
Information Control	1.28	0.90	1.18	1.45	1.23	7,764
Library as Place	1.47	1.12	1.55	1.83	1.69	7,533
Overall	1.23	0.83	1.02	1.29	1.04	7,772

5.4 Local Question Summary for Deuxième et troisième cycles

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
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	6.44	7.74	7.08	0.63	-0.66	1,463
Contribution à l'environnement intellectuel du campus	6.60	7.80	7.55	0.95	-0.25	20
Utilisation de la bibliothèque pour du contenu divertissant et populaire	5.38	6.72	6.03	0.66	-0.69	29
Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin	6.74	7.80	6.78	0.04	-1.03	80
L'accès aux services de photocopies et de reproduction	7.15	8.22	7.34	0.19	-0.88	153
Les bibliothécaires doivent me former à une bonne utilisation des bases de données, revues et livres électroniques	6.69	7.91	7.29	0.60	-0.62	166
La bibliothèque m'informe sur ses ressources et services	6.24	7.57	7.00	0.76	-0.56	1,431
Une navigation simple dans les pages web du site de la bibliothèque	6.87	8.16	7.15	0.28	-1.02	973
Des horaires d'ouverture qui me conviennent	6.60	7.93	7.28	0.69	-0.65	124
Des espaces dédiés au travail en groupe	5.44	6.64	6.61	1.17	-0.04	84
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	6.99	8.20	7.54	0.55	-0.66	1,558
Facilité et rapidité pour obtenir un document par le prêt entre bibliothèques	6.62	7.96	7.37	0.74	-0.59	973
Guides et didacticiels utiles en ligne	5.98	7.48	7.16	1.18	-0.32	90
Un catalogue en ligne convivial qui facilite la recherche de documents	6.96	8.25	7.29	0.33	-0.96	412

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
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	1.67	1.30	1.60	1.80	1.58	1,463
Contribution à l'environnement intellectuel du campus	1.54	1.01	1.05	1.15	1.33	20
Utilisation de la bibliothèque pour du contenu divertissant et populaire	2.27	2.31	1.92	2.38	2.55	29
Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin	1.50	1.15	1.45	1.63	1.54	80
L'accès aux services de photocopies et de reproduction	1.26	0.96	1.54	1.65	1.58	153
Les bibliothécaires doivent me former à une bonne utilisation des bases de données, revues et livres électroniques	1.61	1.39	1.37	1.86	1.55	166
La bibliothèque m'informe sur ses ressources et services	1.77	1.40	1.56	1.82	1.59	1,431
Une navigation simple dans les pages web du site de la bibliothèque	1.43	1.05	1.45	1.74	1.50	973
Des horaires d'ouverture qui me conviennent	1.59	1.34	1.66	2.02	1.80	124
Des espaces dédiés au travail en groupe	2.00	2.17	1.68	2.15	2.26	84
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	1.47	1.04	1.59	1.93	1.68	1,558
Facilité et rapidité pour obtenir un document par le prêt entre bibliothèques	1.62	1.23	1.55	1.81	1.57	973
Guides et didacticiels utiles en ligne	1.68	1.56	1.37	1.83	1.51	90
Un catalogue en ligne convivial qui facilite la recherche de documents	1.37	0.97	1.31	1.72	1.48	412

5.5 General Satisfaction Questions Summary for Deuxième et troisième cycles

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
En général, je suis satisfait de la façon dont je suis traité à la Bibliothèque.	7.79	1.24	3,919
Comment classeriez-vous globalement le niveau de la qualité des services fournis par la Bibliothèque?	7.39	1.15	7,768

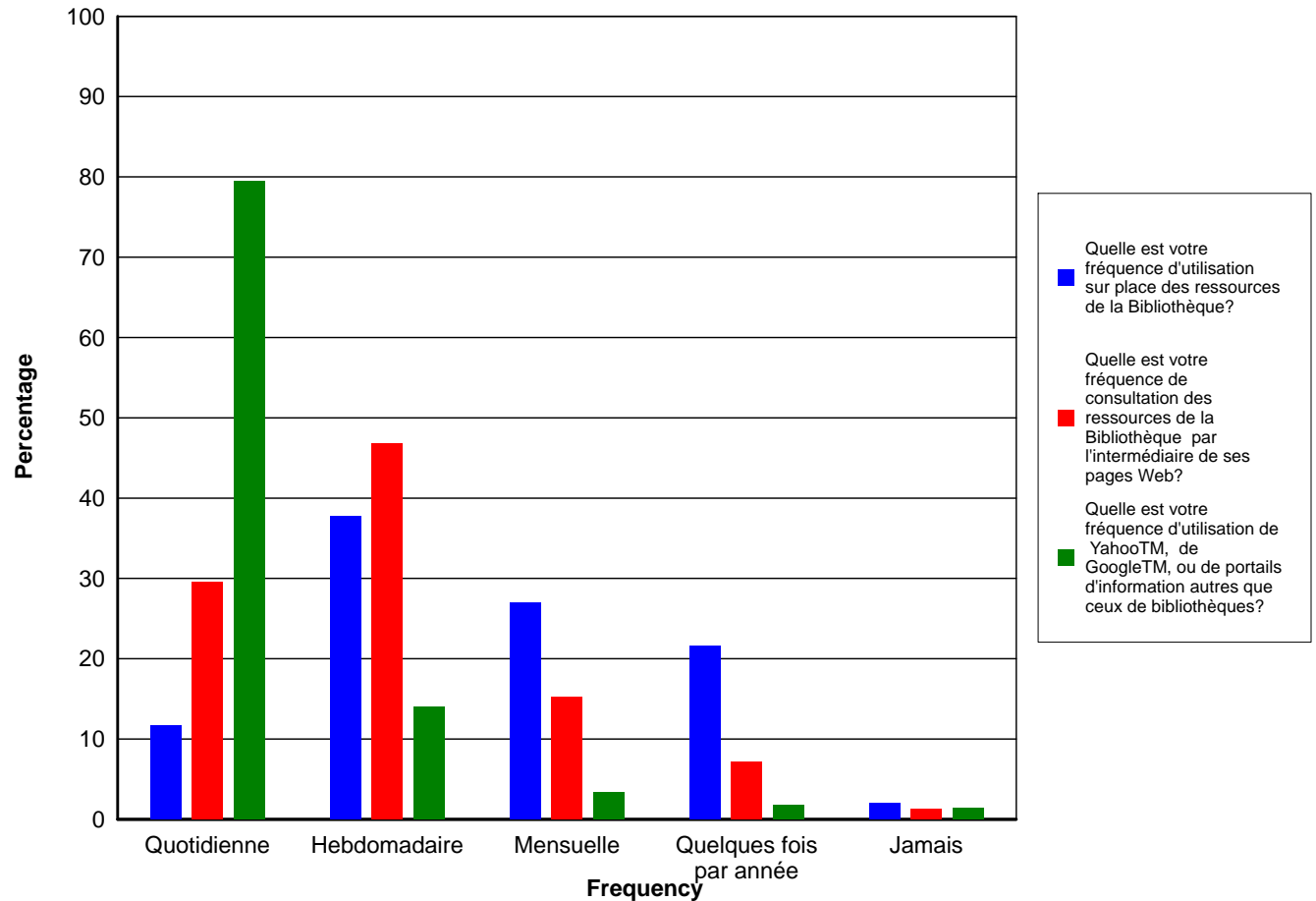
5.6 Information Literacy Outcomes Questions Summary for Deuxième et troisième cycles

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
La Bibliothèque m'aide à demeurer à la fine pointe de mes champs d'intérêt.	6.74	1.63	2,819
La Bibliothèque contribue à mon avancement dans ma discipline ou travail.	7.26	1.44	3,625
La Bibliothèque me rend plus efficace dans mes activités académiques.	7.25	1.45	3,532
La Bibliothèque m'aide à faire la distinction entre une information fiable et une autre qui ne l'est pas.	6.18	1.85	3,446
La Bibliothèque voit à développer mes habiletés de recherche d'information dont j'ai besoin pour mes travaux ou mes études.	6.89	1.54	2,730

5.7 Library Use Summary for Deuxième et troisième cycles

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.



	Quotidienne	Hebdomadaire	Mensuelle	Quelques fois par année	Jamais	n%
Quelle est votre fréquence d'utilisation sur place des ressources de la Bibliothèque?	910	2,932	2,096	1,675	158	7,771
	11.71%	37.73%	26.97%	21.55%	2.03%	100.00%
Quelle est votre fréquence de consultation des ressources de la Bibliothèque par l'intermédiaire de ses pages Web?	2,300	3,633	1,184	554	99	7,770
	29.60%	46.76%	15.24%	7.13%	1.27%	100.00%
Quelle est votre fréquence d'utilisation de Yahoo™, de Google™, ou de portails d'information autres que ceux de bibliothèques?	6,177	1,089	261	134	110	7,771
	79.49%	14.01%	3.36%	1.72%	1.42%	100.00%

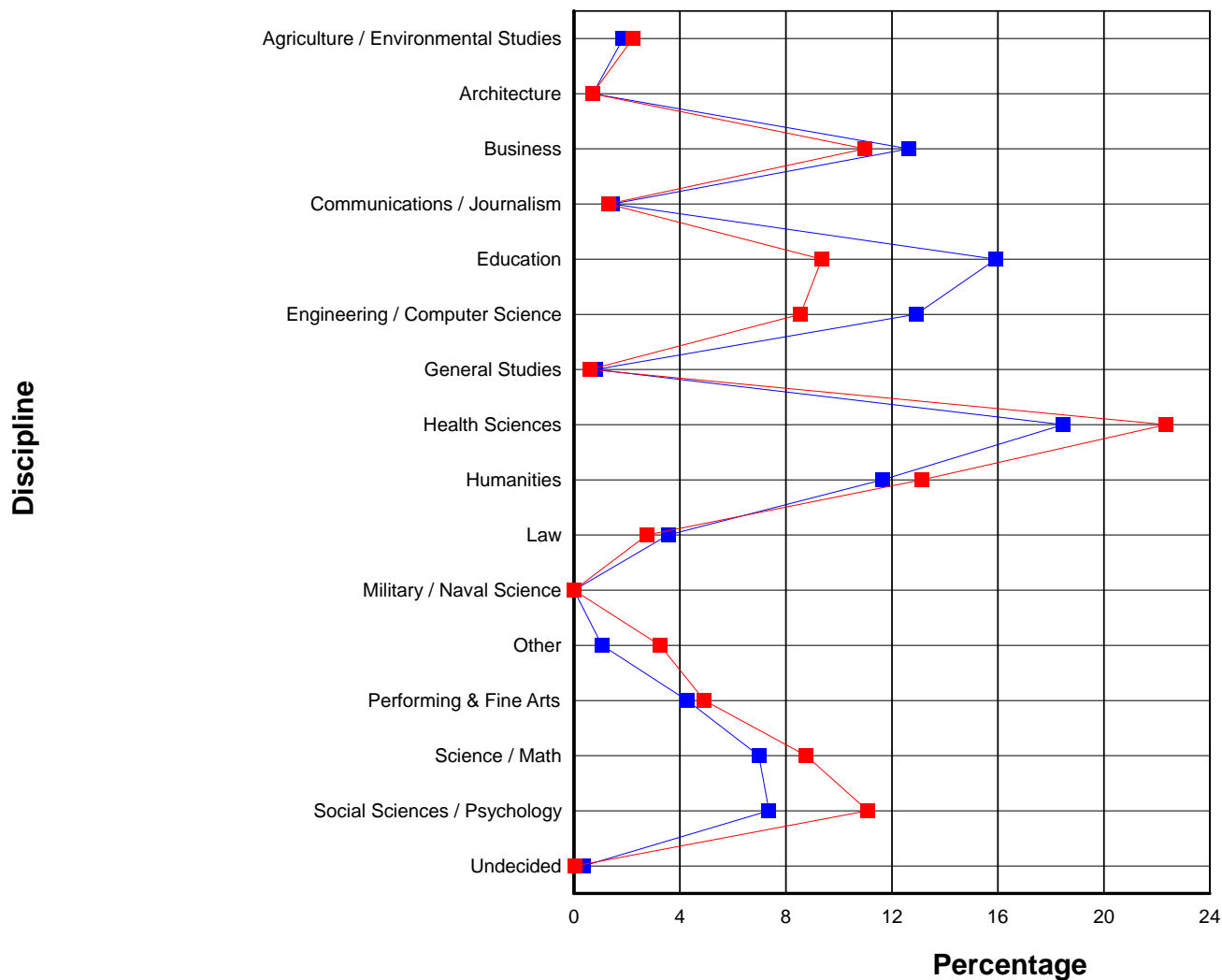
6 Summary for Corps professoral

6.1 Demographic Summary for Corps professoral

6.1.1 Population and Respondent Profiles by Standard Discipline

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

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



- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: CREPUQ
 User Group: Corps professoral

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	222	1.86	41	2.22	-0.36
Architecture	85	0.71	13	0.70	0.01
Business	1,511	12.64	203	10.98	1.66
Communications / Journalism	173	1.45	24	1.30	0.15
Education	1,904	15.93	173	9.36	6.57
Engineering / Computer Science	1,544	12.92	158	8.55	4.37
General Studies	97	0.81	11	0.59	0.22
Health Sciences	2,207	18.46	413	22.34	-3.87
Humanities	1,392	11.64	243	13.14	-1.50
Law	425	3.56	51	2.76	0.80
Military / Naval Science	0	0.00	0	0.00	0.00
Other	126	1.05	60	3.24	-2.19
Performing & Fine Arts	511	4.27	91	4.92	-0.65
Science / Math	834	6.98	162	8.76	-1.78
Social Sciences / Psychology	880	7.36	205	11.09	-3.73
Undecided	43	0.36	1	0.05	0.31
Total:	11,954	100.00	1,849	100.00	0.00

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: CREPUQ
User Group: Corps professoral

6.1.2 Respondent Profile by Âge:

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.

Âge:	Respondents n	Respondents %
Moins de 18 ans	0	0.00
Entre 18 - 22 ans	6	0.32
Entre 23 - 30 ans	109	5.89
Entre 31 - 45 ans	729	39.41
Entre 46 - 65 ans	890	48.11
Plus de 65 ans	116	6.27
Total:	1,850	100.00

6.1.3 Respondent Profile by Sexe:

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.

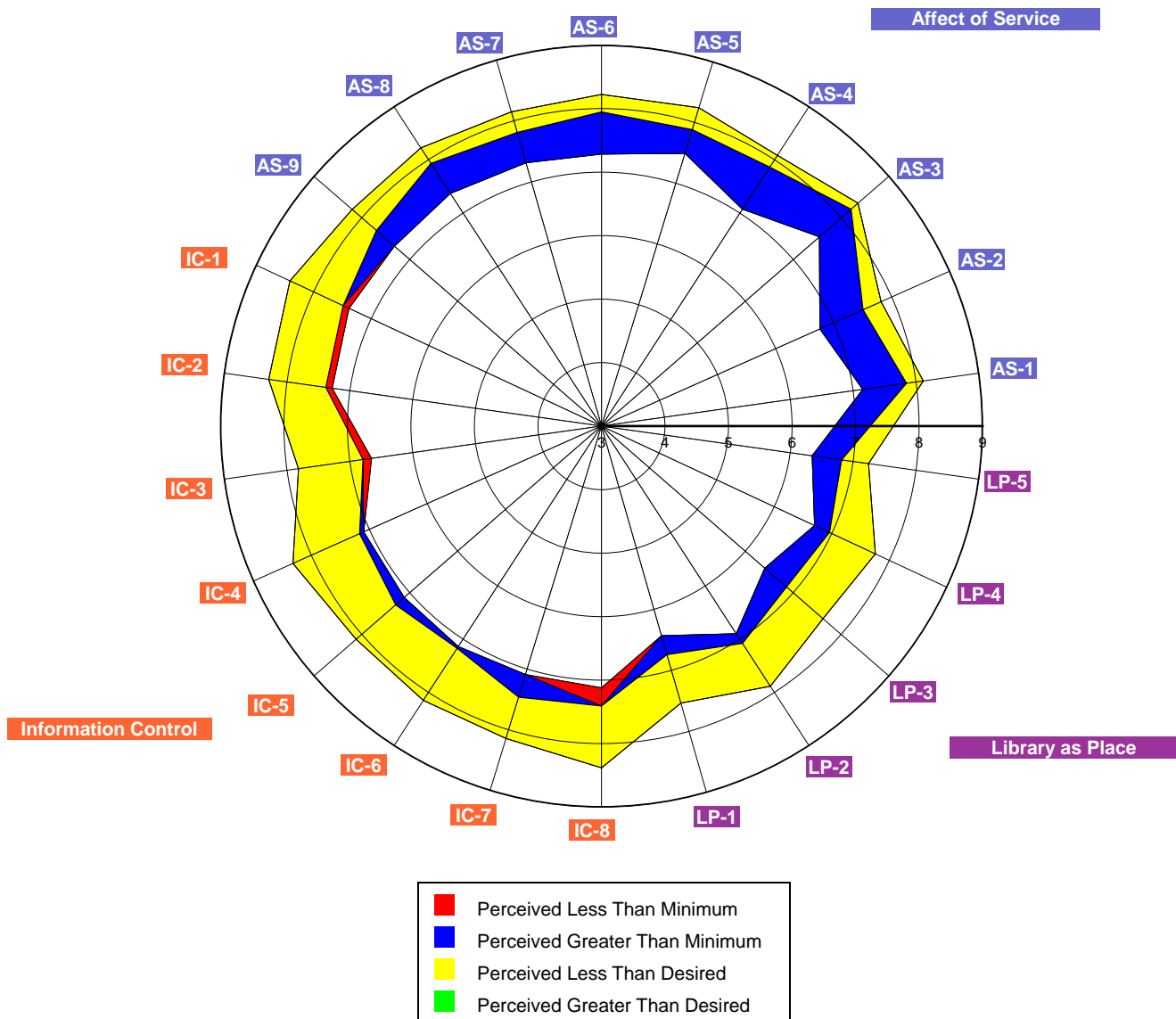
Sexe:	Respondents n	Respondents %
Féminin	808	43.68
Masculin	1,042	56.32
Total:	1,850	100.00

6.2 Core Questions Summary for Corps professoral

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.)



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: CREPUQ
 User Group: Corps professoral

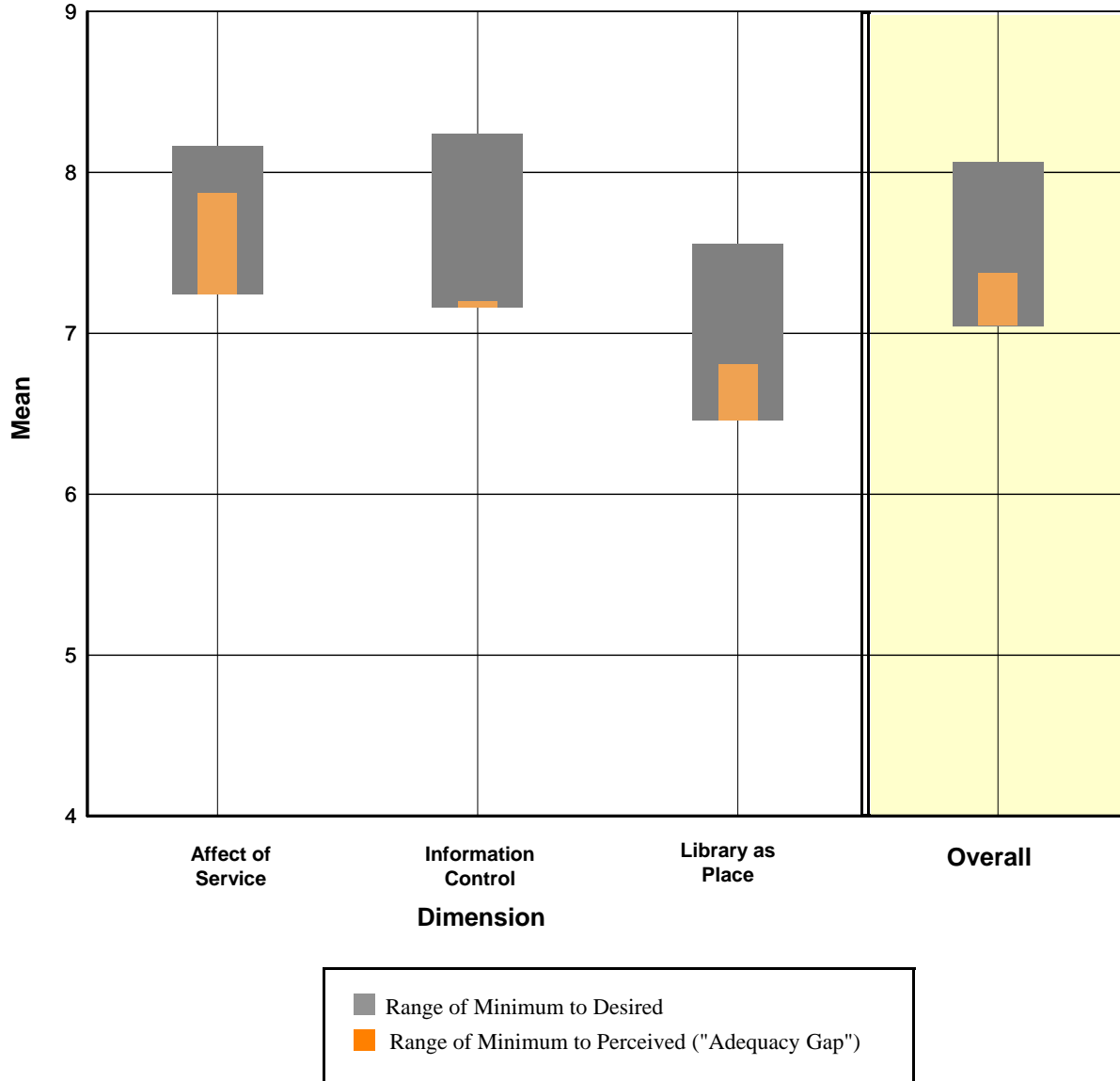
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Un personnel qui inspire confiance	7.15	8.12	7.85	0.70	-0.26	518
AS-2	La bibliothèque rend un service personnalisé à chaque usager	6.76	7.82	7.51	0.75	-0.31	436
AS-3	Le personnel est toujours courtois	7.55	8.35	8.21	0.66	-0.14	494
AS-4	Empressement à répondre aux questions des usagers	7.08	8.08	7.87	0.79	-0.22	492
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	7.49	8.24	7.88	0.39	-0.36	538
AS-6	Le personnel est attentif aux besoins des usagers	7.28	8.22	7.95	0.67	-0.27	1,801
AS-7	Un personnel qui comprend les besoins des usagers	7.31	8.15	7.81	0.50	-0.34	474
AS-8	Volonté manifeste du personnel d'aider les usagers	7.37	8.22	7.93	0.56	-0.29	512
AS-9	Un traitement des problèmes de service à l'utilisateur sur lequel on peut compter	7.32	8.20	7.69	0.37	-0.51	452
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	7.49	8.41	7.39	-0.10	-1.03	587
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	7.38	8.29	7.28	-0.10	-1.01	611
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	6.79	7.82	6.65	-0.14	-1.16	437
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	7.10	8.32	7.17	0.07	-1.15	1,822
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	7.12	8.12	7.29	0.18	-0.83	538
IC-6	Des outils de repérage conviviaux qui me permettent de trouver par moi-même ce que je cherche	7.14	8.15	7.17	0.03	-0.98	595
IC-7	La documentation est facilement accessible pour une utilisation autonome	7.09	8.14	7.46	0.37	-0.68	534
IC-8	Les revues en versions électronique ou imprimée dont j'ai besoin pour mes travaux	7.41	8.38	7.12	-0.29	-1.26	561
Library as Place							
LP-1	Des locaux de bibliothèque qui incitent à l'étude et à l'apprentissage	6.43	7.54	6.75	0.31	-0.79	1,424
LP-2	Un espace tranquille pour le travail individuel	6.90	7.88	7.08	0.18	-0.80	336
LP-3	Des locaux invitants et confortables	6.41	7.62	6.86	0.45	-0.76	478
LP-4	Un refuge pour l'étude, l'apprentissage ou la recherche	6.70	7.76	6.96	0.26	-0.80	415
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	6.35	7.25	6.82	0.47	-0.43	337
Overall:		7.05	8.07	7.37	0.33	-0.69	1,850

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: CREPUQ
User Group: Corps professoral

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Un personnel qui inspire confiance	1.61	1.15	1.31	1.66	1.29	518
AS-2	La bibliothèque rend un service personnalisé à chaque usager	1.66	1.31	1.46	1.64	1.42	436
AS-3	Le personnel est toujours courtois	1.43	0.98	1.11	1.54	1.20	494
AS-4	Empressement à répondre aux questions des usagers	1.36	0.96	1.19	1.49	1.26	492
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	1.43	1.18	1.35	1.45	1.39	538
AS-6	Le personnel est attentif aux besoins des usagers	1.42	1.10	1.24	1.48	1.25	1,801
AS-7	Un personnel qui comprend les besoins des usagers	1.34	1.00	1.29	1.40	1.36	474
AS-8	Volonté manifeste du personnel d'aider les usagers	1.30	0.94	1.30	1.55	1.36	512
AS-9	Un traitement des problèmes de service à l'utilisateur sur lequel on peut compter	1.32	0.97	1.23	1.52	1.34	452
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	1.48	1.02	1.66	1.86	1.63	587
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	1.36	1.01	1.53	1.82	1.62	611
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	1.64	1.54	1.74	1.99	1.96	437
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	1.50	1.03	1.52	1.80	1.60	1,822
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	1.41	1.05	1.49	1.79	1.67	538
IC-6	Des outils de repérage conviviaux qui me permettent de trouver par moi-même ce que je cherche	1.41	0.99	1.31	1.75	1.50	595
IC-7	La documentation est facilement accessible pour une utilisation autonome	1.35	1.01	1.25	1.54	1.32	534
IC-8	Les revues en versions électronique ou imprimée dont j'ai besoin pour mes travaux	1.32	1.00	1.52	1.75	1.64	561
Library as Place							
LP-1	Des locaux de bibliothèque qui incitent à l'étude et à l'apprentissage	1.86	1.74	1.82	2.04	1.97	1,424
LP-2	Un espace tranquille pour le travail individuel	1.72	1.48	1.65	2.01	1.87	336
LP-3	Des locaux invitants et confortables	1.73	1.48	1.79	2.10	1.95	478
LP-4	Un refuge pour l'étude, l'apprentissage ou la recherche	1.69	1.51	1.72	1.83	1.75	415
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	1.83	1.70	1.74	1.79	1.87	337
Overall:		1.19	0.86	1.01	1.26	1.05	1,850

6.3 Core Question Dimensions Summary for Corps professoral

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	7.24	8.17	7.87	0.63	-0.30	1,834
Information Control	7.16	8.24	7.20	0.04	-1.04	1,849
Library as Place	6.46	7.56	6.81	0.35	-0.75	1,520
Overall	7.05	8.07	7.37	0.33	-0.69	1,850

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	1.32	0.99	1.12	1.32	1.12	1,834
Information Control	1.25	0.88	1.24	1.49	1.29	1,849
Library as Place	1.70	1.57	1.65	1.84	1.78	1,520
Overall	1.19	0.86	1.01	1.26	1.05	1,850

6.4 Local Question Summary for Corps professoral

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
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	6.67	7.80	7.11	0.44	-0.70	319
Contribution à l'environnement intellectuel du campus	6.33	8.00	7.17	0.83	-0.83	6
Utilisation de la bibliothèque pour du contenu divertissant et populaire	4.71	6.00	6.57	1.86	0.57	7
Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin	7.33	8.00	6.79	-0.54	-1.21	63
L'accès aux services de photocopies et de reproduction	7.21	7.84	7.64	0.43	-0.21	58
Les bibliothécaires doivent me former à une bonne utilisation des bases de données, revues et livres électroniques	6.94	7.71	7.48	0.55	-0.23	66
La bibliothèque m'informe sur ses ressources et services	6.67	7.71	7.14	0.47	-0.56	301
Une navigation simple dans les pages web du site de la bibliothèque	7.28	8.32	6.90	-0.38	-1.43	237
Des horaires d'ouverture qui me conviennent	7.13	8.00	7.88	0.75	-0.13	8
Des espaces dédiés au travail en groupe	5.46	6.42	6.85	1.38	0.42	26
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	7.08	7.95	7.55	0.47	-0.40	382
Facilité et rapidité pour obtenir un document par le prêt entre bibliothèques	7.27	8.22	7.63	0.36	-0.60	249
Guides et didacticiels utiles en ligne	6.56	8.22	8.22	1.67	0.00	9
Un catalogue en ligne convivial qui facilite la recherche de documents	7.38	8.43	6.80	-0.58	-1.63	86

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
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	1.68	1.40	1.64	1.94	1.77	319
Contribution à l'environnement intellectuel du campus	2.80	0.89	0.75	2.56	0.75	6
Utilisation de la bibliothèque pour du contenu divertissant et populaire	2.56	2.08	1.13	1.86	1.81	7
Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin	1.26	0.90	1.73	2.22	2.13	63
L'accès aux services de photocopies et de reproduction	1.24	0.99	1.54	1.82	1.72	58
Les bibliothécaires doivent me former à une bonne utilisation des bases de données, revues et livres électroniques	1.76	1.60	1.49	1.97	1.90	66
La bibliothèque m'informe sur ses ressources et services	1.50	1.18	1.56	1.82	1.55	301
Une navigation simple dans les pages web du site de la bibliothèque	1.24	0.85	1.49	1.67	1.63	237
Des horaires d'ouverture qui me conviennent	1.36	1.41	0.99	1.91	1.55	8
Des espaces dédiés au travail en groupe	2.85	2.73	1.32	2.82	2.64	26
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	1.63	1.31	1.54	1.82	1.54	382
Facilité et rapidité pour obtenir un document par le prêt entre bibliothèques	1.48	1.10	1.41	1.53	1.36	249
Guides et didacticiels utiles en ligne	1.42	0.97	0.97	1.58	0.87	9
Un catalogue en ligne convivial qui facilite la recherche de documents	1.51	0.83	1.69	2.07	1.85	86

6.5 General Satisfaction Questions Summary for Corps professoral

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
En général, je suis satisfait de la façon dont je suis traité à la Bibliothèque.	7.98	1.23	979
Comment classeriez-vous globalement le niveau de la qualité des services fournis par la Bibliothèque?	7.56	1.20	1,850

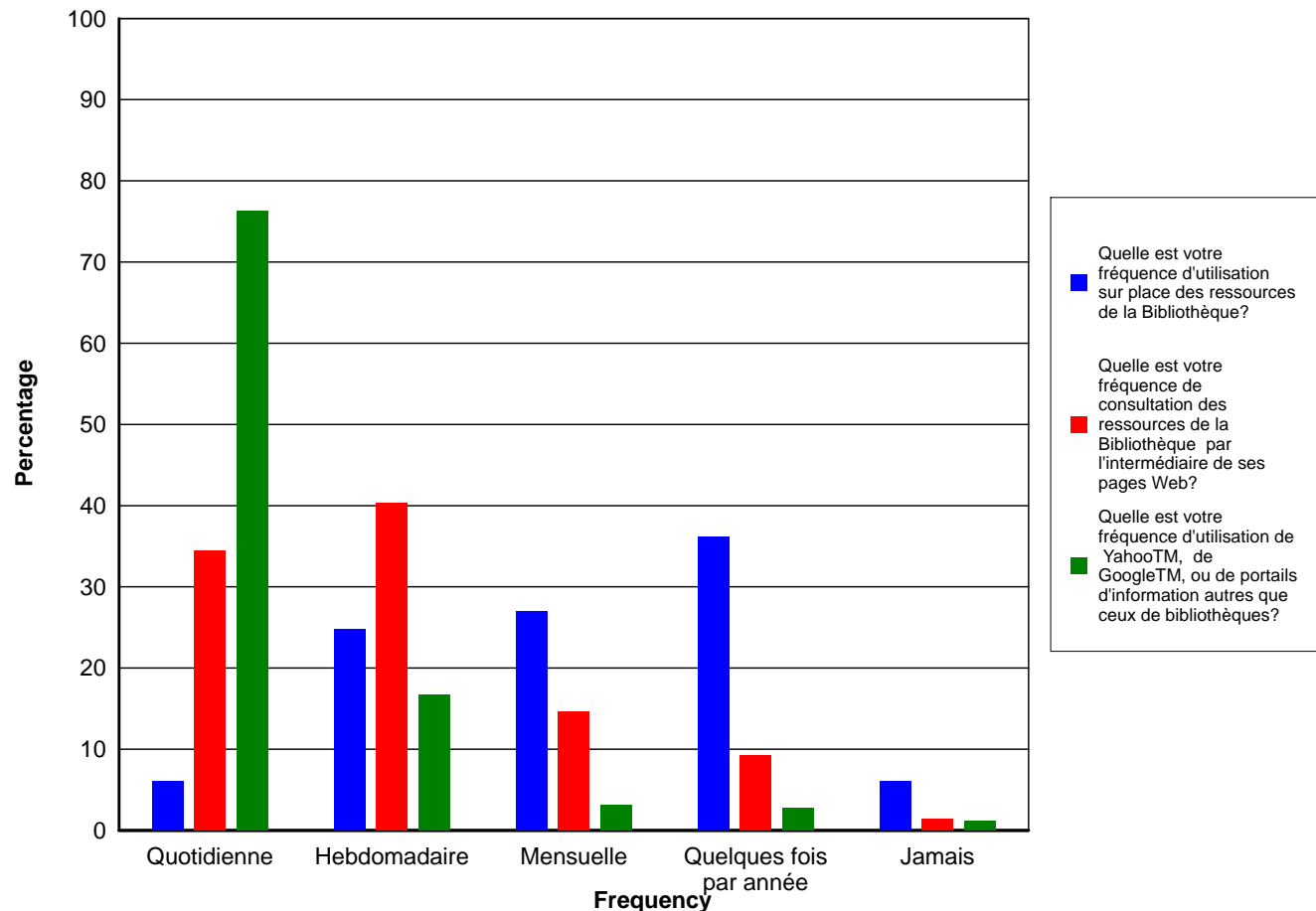
6.6 Information Literacy Outcomes Questions Summary for Corps professoral

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
La Bibliothèque m'aide à demeurer à la fine pointe de mes champs d'intérêt.	6.98	1.74	719
La Bibliothèque contribue à mon avancement dans ma discipline ou travail.	7.42	1.46	841
La Bibliothèque me rend plus efficace dans mes activités académiques.	7.47	1.41	891
La Bibliothèque m'aide à faire la distinction entre une information fiable et une autre qui ne l'est pas.	6.15	2.00	824
La Bibliothèque voit à développer mes habiletés de recherche d'information dont j'ai besoin pour mes travaux ou mes études.	6.95	1.65	683

6.7 Library Use Summary for Corps professoral

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.



	Quotidienne	Hebdomadaire	Mensuelle	Quelques fois par année	Jamais	n%
Quelle est votre fréquence d'utilisation sur place des ressources de la Bibliothèque?	111 6.00%	457 24.72%	500 27.04%	668 36.13%	113 6.11%	1,849 100.00%
Quelle est votre fréquence de consultation des ressources de la Bibliothèque par l'intermédiaire de ses pages Web?	637 34.43%	745 40.27%	271 14.65%	172 9.30%	25 1.35%	1,850 100.00%
Quelle est votre fréquence d'utilisation de Yahoo™, de Google™, ou de portails d'information autres que ceux de bibliothèques?	1,411 76.31%	308 16.66%	57 3.08%	51 2.76%	22 1.19%	1,849 100.00%

7 Summary for Personnel de la bibliothèque

7.1 Demographic Summary for Personnel de la bibliothèque

7.1.1 Respondent Profile by Âge:

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.

Âge:	Respondents n	Respondents %
Moins de 18 ans	0	0.00
Entre 18 - 22 ans	3	1.84
Entre 23 - 30 ans	26	15.95
Entre 31 - 45 ans	63	38.65
Entre 46 - 65 ans	70	42.94
Plus de 65 ans	1	0.61
Total:	163	100.00

7.1.2 Respondent Profile by Sexe:

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.

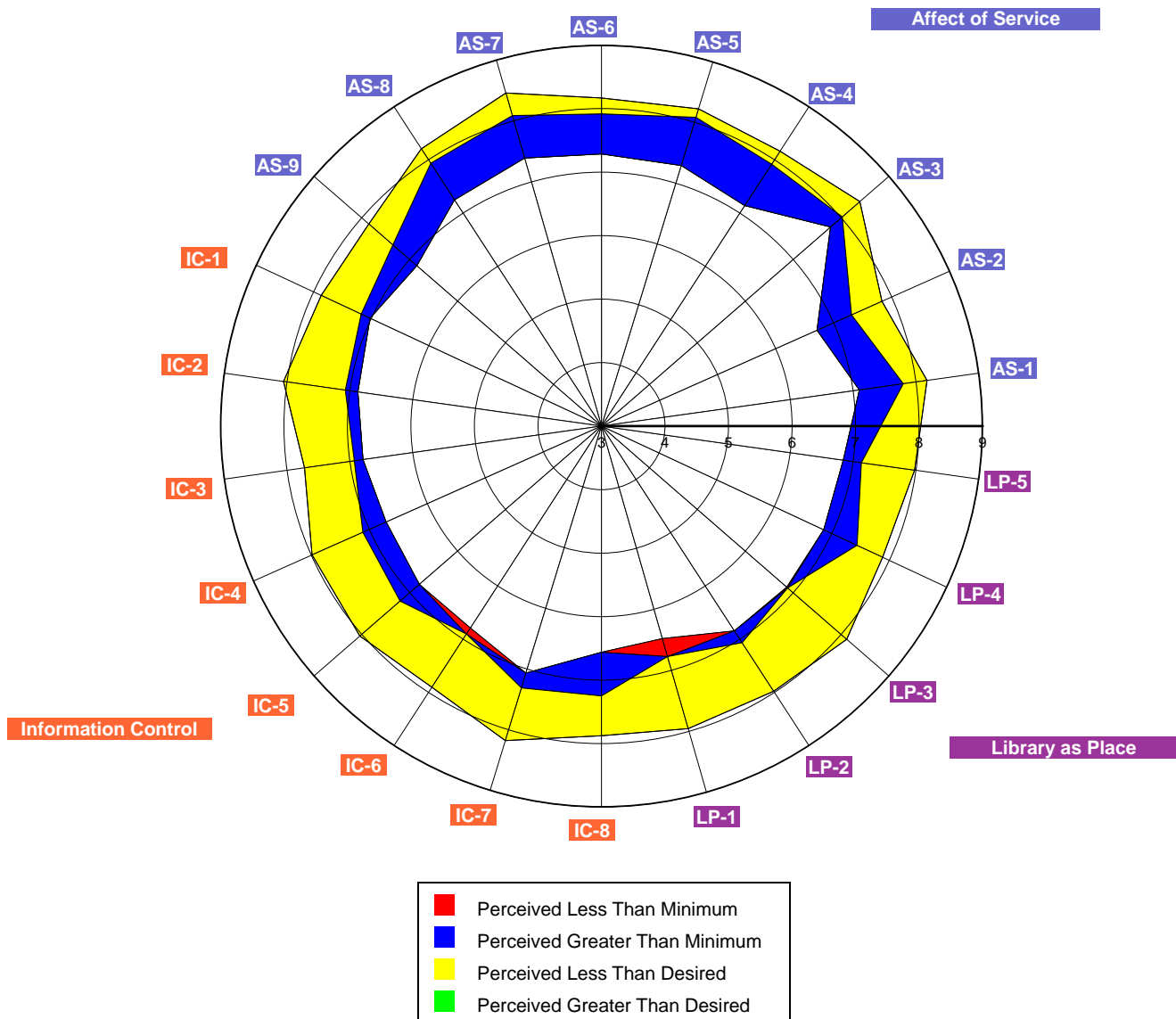
Sexe:	Respondents n	Respondents %
Féminin	119	73.01
Masculin	44	26.99
Total:	163	100.00

7.2 Core Questions Summary for Personnel de la bibliothèque

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.)



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: CREPUQ
 User Group: Personnel de la bibliothèque

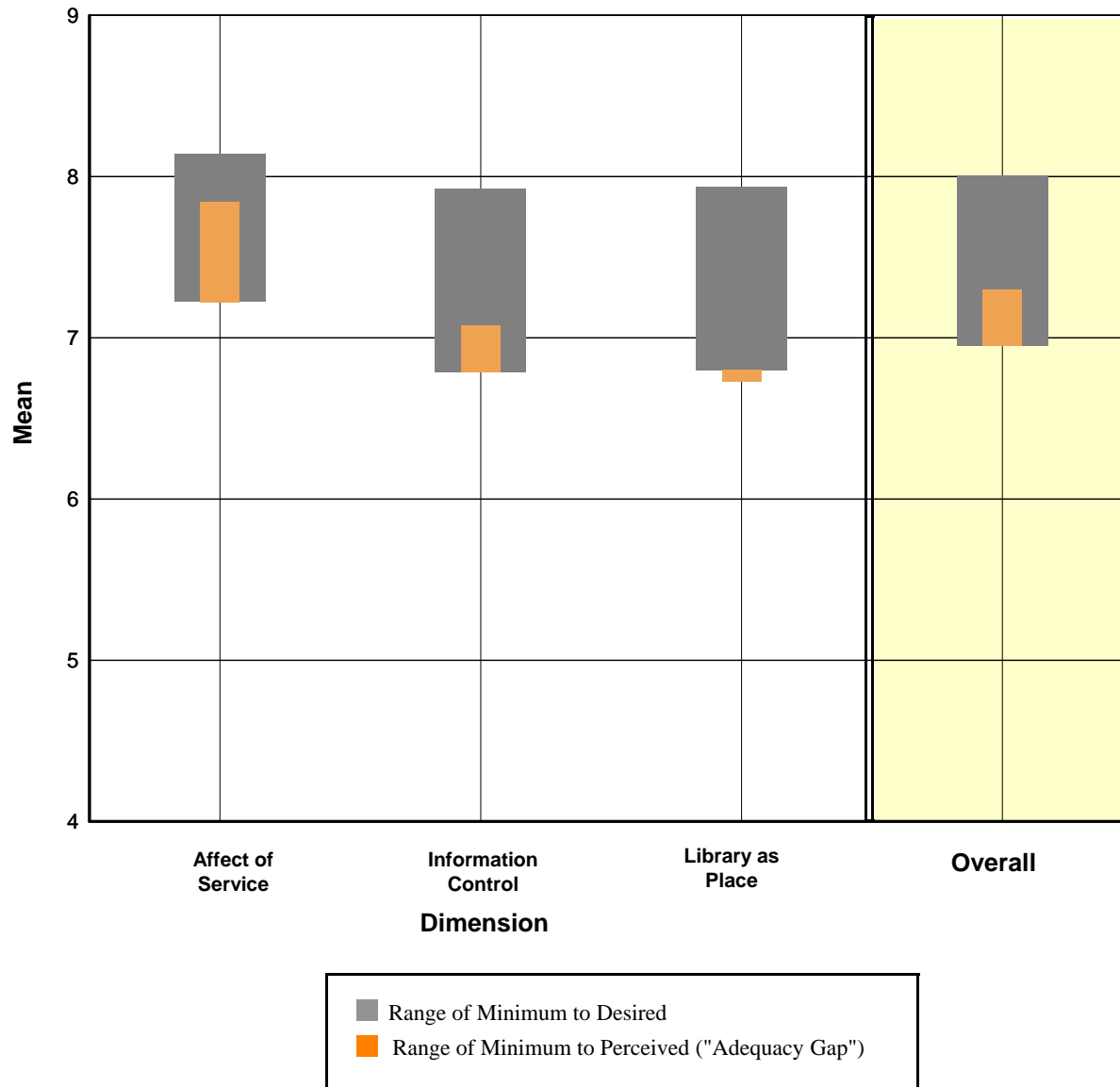
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Un personnel qui inspire confiance	7.10	8.18	7.80	0.70	-0.38	40
AS-2	La bibliothèque rend un service personnalisé à chaque usager	6.71	7.83	7.31	0.60	-0.52	42
AS-3	Le personnel est toujours courtois	7.78	8.39	8.02	0.24	-0.37	41
AS-4	Empressement à répondre aux questions des usagers	7.14	8.16	7.92	0.78	-0.24	49
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	7.29	8.22	8.09	0.79	-0.14	58
AS-6	Le personnel est attentif aux besoins des usagers	7.29	8.17	7.92	0.63	-0.25	161
AS-7	Un personnel qui comprend les besoins des usagers	7.39	8.46	8.09	0.70	-0.37	46
AS-8	Volonté manifeste du personnel d'aider les usagers	7.25	8.21	7.94	0.69	-0.27	48
AS-9	Un traitement des problèmes de service à l'utilisateur sur lequel on peut compter	6.85	7.85	7.35	0.50	-0.50	54
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	7.02	7.87	7.17	0.15	-0.70	46
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	6.87	8.05	7.07	0.20	-0.98	55
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	6.79	7.72	6.93	0.14	-0.79	43
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	6.71	7.99	7.11	0.40	-0.88	153
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	6.80	8.04	7.20	0.40	-0.84	50
IC-6	Des outils de repérage conviviaux qui me permettent de trouver par moi-même ce que je cherche	6.90	7.90	6.79	-0.11	-1.11	62
IC-7	La documentation est facilement accessible pour une utilisation autonome	7.07	8.18	7.31	0.24	-0.87	45
IC-8	Les revues en versions électronique ou imprimée dont j'ai besoin pour mes travaux	6.56	7.88	7.25	0.69	-0.63	48
Library as Place							
LP-1	Des locaux de bibliothèque qui incitent à l'étude et à l'apprentissage	6.78	7.96	6.48	-0.29	-1.47	156
LP-2	Un espace tranquille pour le travail individuel	6.84	7.98	7.07	0.22	-0.91	45
LP-3	Des locaux invitants et confortables	6.88	8.12	6.87	-0.02	-1.25	52
LP-4	Un refuge pour l'étude, l'apprentissage ou la recherche	6.86	7.88	7.44	0.58	-0.44	43
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	6.84	7.98	7.13	0.29	-0.84	45
Overall:		6.95	8.00	7.30	0.35	-0.71	163

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: CREPUQ
 User Group: Personnel de la bibliothèque

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Un personnel qui inspire confiance	1.39	0.84	0.94	1.51	0.98	40
AS-2	La bibliothèque rend un service personnalisé à chaque usager	1.33	1.19	1.37	1.21	0.86	42
AS-3	Le personnel est toujours courtois	1.11	1.07	1.13	1.16	1.16	41
AS-4	Empressement à répondre aux questions des usagers	1.12	0.92	0.91	1.09	0.97	49
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	1.12	0.84	0.73	1.10	0.89	58
AS-6	Le personnel est attentif aux besoins des usagers	1.21	1.01	1.07	1.09	0.94	161
AS-7	Un personnel qui comprend les besoins des usagers	1.08	0.62	0.76	1.21	0.77	46
AS-8	Volonté manifeste du personnel d'aider les usagers	1.25	0.87	0.81	1.19	0.92	48
AS-9	Un traitement des problèmes de service à l'utilisateur sur lequel on peut compter	1.48	1.38	1.43	1.19	1.22	54
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	1.18	1.05	1.29	1.63	1.41	46
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	1.39	1.15	1.73	1.75	1.52	55
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	1.15	1.10	1.06	1.04	1.06	43
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	1.37	1.06	1.19	1.40	1.36	153
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	1.01	0.83	1.09	1.23	1.22	50
IC-6	Des outils de repérage conviviaux qui me permettent de trouver par moi-même ce que je cherche	1.21	1.35	1.58	1.70	1.46	62
IC-7	La documentation est facilement accessible pour une utilisation autonome	0.96	0.81	1.02	1.32	1.20	45
IC-8	Les revues en versions électronique ou imprimée dont j'ai besoin pour mes travaux	1.50	0.98	1.02	1.56	1.21	48
Library as Place							
LP-1	Des locaux de bibliothèque qui incitent à l'étude et à l'apprentissage	1.29	1.14	1.71	1.81	1.85	156
LP-2	Un espace tranquille pour le travail individuel	1.28	0.94	1.19	1.70	1.46	45
LP-3	Des locaux invitants et confortables	1.15	0.92	1.67	1.78	1.89	52
LP-4	Un refuge pour l'étude, l'apprentissage ou la recherche	1.47	1.37	1.52	1.50	1.10	43
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	1.00	0.94	1.42	1.63	1.45	45
Overall:		1.07	0.86	0.88	0.98	0.85	163

7.3 Core Question Dimensions Summary for Personnel de la bibliothèque

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	7.22	8.14	7.84	0.62	-0.29	162
Information Control	6.79	7.93	7.08	0.29	-0.85	162
Library as Place	6.80	7.94	6.73	-0.07	-1.21	161
Overall	6.95	8.00	7.30	0.35	-0.71	163

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	1.14	0.93	0.98	0.97	0.82	162
Information Control	1.09	0.91	1.03	1.20	1.12	162
Library as Place	1.16	1.00	1.48	1.59	1.57	161
Overall	1.07	0.86	0.88	0.98	0.85	163

7.4 Local Question Summary for Personnel de la bibliothèque

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
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	7.00	8.28	7.64	0.64	-0.64	36
Contribution à l'environnement intellectuel du campus	6.00	6.00	6.00	0.00	0.00	1
Utilisation de la bibliothèque pour du contenu divertissant et populaire	4.67	7.33	6.33	1.67	-1.00	3
Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin	7.13	7.88	7.13	0.00	-0.75	8
L'accès aux services de photocopies et de reproduction	6.40	7.90	6.40	0.00	-1.50	10
Les bibliothécaires doivent me former à une bonne utilisation des bases de données, revues et livres électroniques	7.33	8.44	7.44	0.11	-1.00	9
La bibliothèque m'informe sur ses ressources et services	6.85	7.91	7.29	0.44	-0.62	34
Une navigation simple dans les pages web du site de la bibliothèque	6.90	7.80	6.80	-0.10	-1.00	20
Des horaires d'ouverture qui me conviennent						0
Des espaces dédiés au travail en groupe						0
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	7.03	8.08	8.03	1.00	-0.05	37
Facilité et rapidité pour obtenir un document par le prêt entre bibliothèques	7.04	7.83	7.57	0.52	-0.26	23
Guides et didacticiels utiles en ligne	9.00	9.00	5.00	-4.00	-4.00	1
Un catalogue en ligne convivial qui facilite la recherche de documents	7.00	8.00	7.50	0.50	-0.50	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
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	1.37	0.81	0.87	1.07	1.05	36
Contribution à l'environnement intellectuel du campus						1
Utilisation de la bibliothèque pour du contenu divertissant et populaire	3.21	1.53	1.53	2.52	2.65	3
Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin	1.13	1.25	1.13	1.51	1.83	8
L'accès aux services de photocopies et de reproduction	1.71	1.29	2.07	2.75	2.27	10
Les bibliothécaires doivent me former à une bonne utilisation des bases de données, revues et livres électroniques	1.12	0.73	1.51	1.69	1.32	9
La bibliothèque m'informe sur ses ressources et services	1.84	1.44	1.61	1.48	1.35	34
Une navigation simple dans les pages web du site de la bibliothèque	1.12	0.89	1.11	1.68	1.30	20
Des horaires d'ouverture qui me conviennent						0
Des espaces dédiés au travail en groupe						0
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	1.61	1.06	1.01	1.76	1.31	37
Facilité et rapidité pour obtenir un document par le prêt entre bibliothèques	0.82	0.78	0.66	0.90	0.75	23
Guides et didacticiels utiles en ligne						1
Un catalogue en ligne convivial qui facilite la recherche de documents	0.00	1.41	0.71	0.71	2.12	2

7.5 General Satisfaction Questions Summary for Personnel de la bibliothèque

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
En général, je suis satisfait de la façon dont je suis traité à la Bibliothèque.	7.91	1.11	97
Comment classeriez-vous globalement le niveau de la qualité des services fournis par la Bibliothèque?	7.64	0.97	163

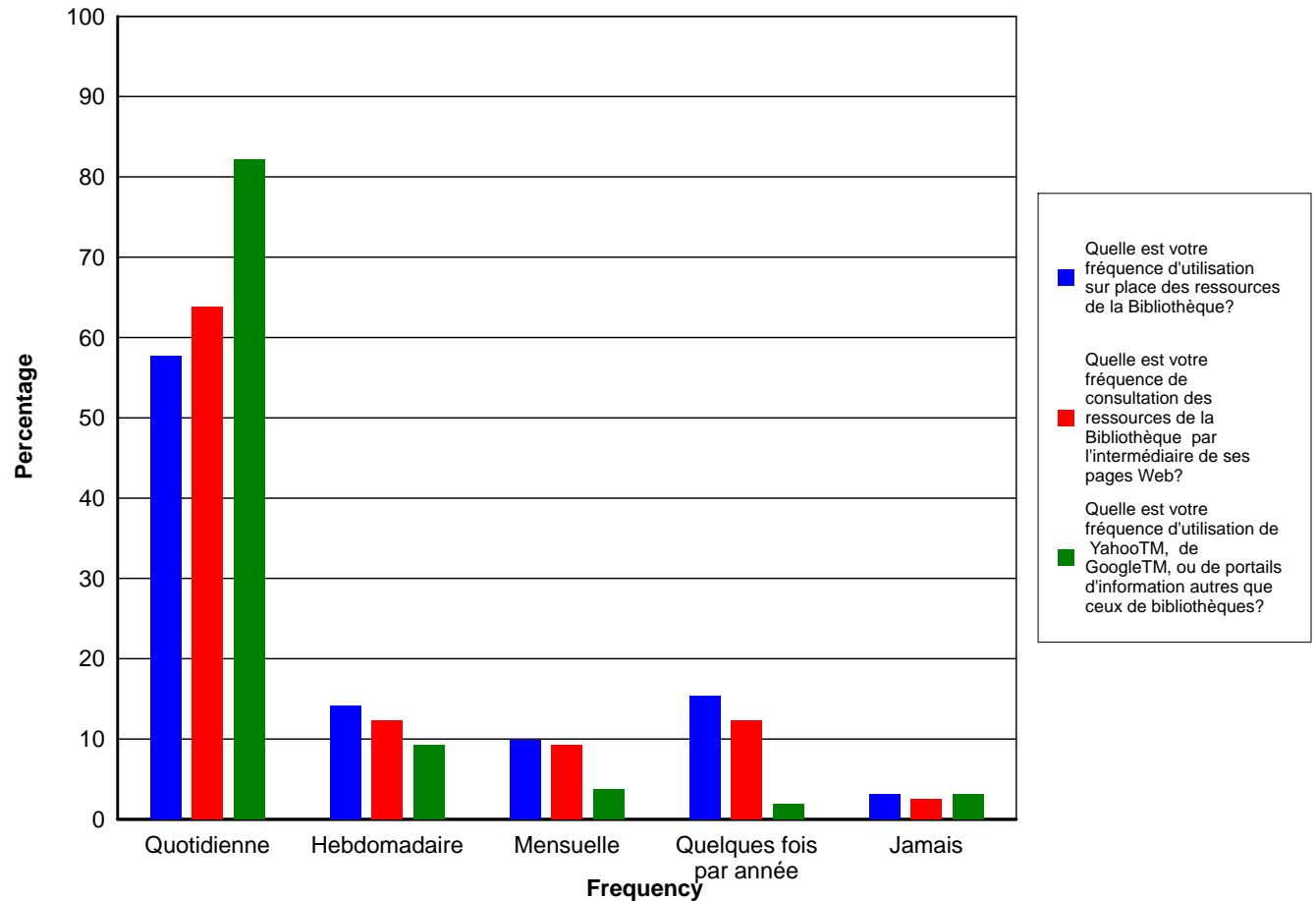
7.6 Information Literacy Outcomes Questions Summary for Personnel de la bibliothèque

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
La Bibliothèque m'aide à demeurer à la fine pointe de mes champs d'intérêt.	7.17	1.19	77
La Bibliothèque contribue à mon avancement dans ma discipline ou travail.	7.44	1.22	72
La Bibliothèque me rend plus efficace dans mes activités académiques.	7.66	1.03	70
La Bibliothèque m'aide à faire la distinction entre une information fiable et une autre qui ne l'est pas.	7.32	1.16	77
La Bibliothèque voit à développer mes habiletés de recherche d'information dont j'ai besoin pour mes travaux ou mes études.	7.27	1.25	60

7.7 Library Use Summary for Personnel de la bibliothèque

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.



	Quotidienne	Hebdomadaire	Mensuelle	Quelques fois par année	Jamais	n%
Quelle est votre fréquence d'utilisation sur place des ressources de la Bibliothèque?	94 57.67%	23 14.11%	16 9.82%	25 15.34%	5 3.07%	163 100.00%
Quelle est votre fréquence de consultation des ressources de la Bibliothèque par l'intermédiaire de ses pages Web?	104 63.80%	20 12.27%	15 9.20%	20 12.27%	4 2.45%	163 100.00%
Quelle est votre fréquence d'utilisation de Yahoo™, de Google™, ou de portails d'information autres que ceux de bibliothèques?	134 82.21%	15 9.20%	6 3.68%	3 1.84%	5 3.07%	163 100.00%

8 Summary for Autres membres du personnel

8.1 Demographic Summary for Autres membres du personnel

8.1.1 Respondent Profile by Âge:

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.

Âge:	Respondents n	Respondents %
Moins de 18 ans	1	0.08
Entre 18 - 22 ans	13	1.06
Entre 23 - 30 ans	224	18.21
Entre 31 - 45 ans	553	44.96
Entre 46 - 65 ans	431	35.04
Plus de 65 ans	8	0.65
Total:	1,230	100.00

8.1.2 Respondent Profile by Sexe:

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.

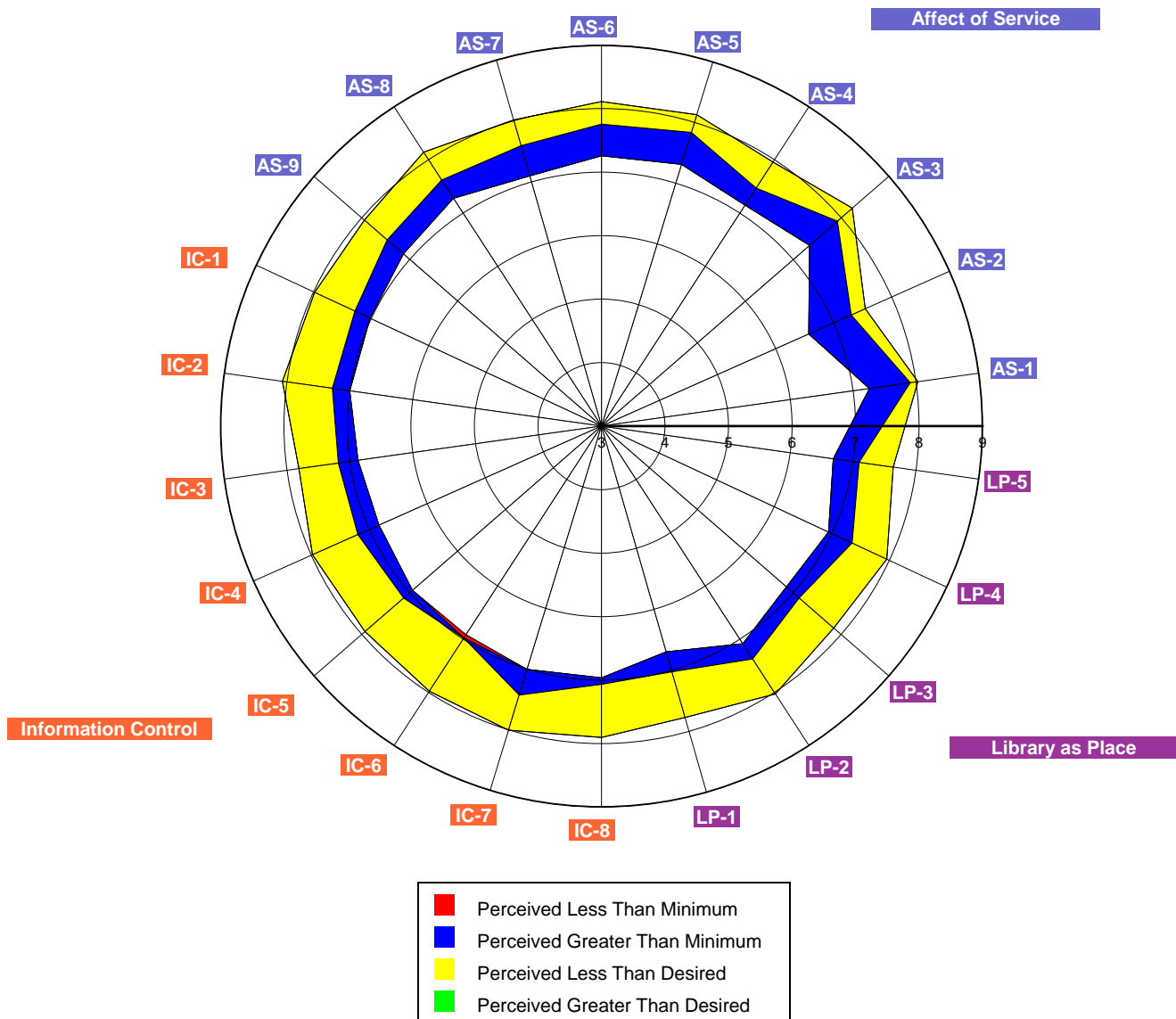
Sexe:	Respondents n	Respondents %
Féminin	756	61.51
Masculin	473	38.49
Total:	1,229	100.00

8.2 Core Questions Summary for Autres membres du personnel

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.)



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: CREPUQ
 User Group: Autres membres du personnel

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Un personnel qui inspire confiance	7.26	8.03	7.91	0.65	-0.12	322
AS-2	La bibliothèque rend un service personnalisé à chaque usager	6.57	7.55	7.30	0.73	-0.24	276
AS-3	Le personnel est toujours courtois	7.34	8.23	7.92	0.58	-0.31	343
AS-4	Empressement à répondre aux questions des usagers	7.15	7.96	7.47	0.32	-0.49	309
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	7.31	8.13	7.84	0.53	-0.29	340
AS-6	Le personnel est attentif aux besoins des usagers	7.26	8.11	7.76	0.50	-0.35	1,191
AS-7	Un personnel qui comprend les besoins des usagers	7.10	8.02	7.59	0.50	-0.42	301
AS-8	Volonté manifeste du personnel d'aider les usagers	7.28	8.14	7.62	0.34	-0.52	308
AS-9	Un traitement des problèmes de service à l'utilisateur sur lequel on peut compter	7.13	7.95	7.47	0.34	-0.47	255
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	7.02	7.98	7.28	0.26	-0.70	285
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	7.00	8.07	7.28	0.28	-0.79	371
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	6.87	7.81	7.19	0.31	-0.63	254
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	6.83	7.98	7.20	0.36	-0.78	1,143
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	6.94	7.93	7.13	0.18	-0.81	356
IC-6	Des outils de repérage conviviaux qui me permettent de trouver par moi-même ce que je cherche	6.98	7.98	6.92	-0.06	-1.06	349
IC-7	La documentation est facilement accessible pour une utilisation autonome	7.01	8.01	7.43	0.42	-0.58	326
IC-8	Les revues en versions électronique ou imprimée dont j'ai besoin pour mes travaux	6.96	7.90	7.07	0.10	-0.84	273
Library as Place							
LP-1	Des locaux de bibliothèque qui incitent à l'étude et à l'apprentissage	6.70	7.77	7.03	0.33	-0.75	1,036
LP-2	Un espace tranquille pour le travail individuel	7.09	8.03	7.37	0.29	-0.66	279
LP-3	Des locaux invitants et confortables	6.86	7.85	7.13	0.27	-0.72	304
LP-4	Un refuge pour l'étude, l'apprentissage ou la recherche	6.95	7.96	7.35	0.41	-0.60	297
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	6.69	7.64	7.10	0.41	-0.54	216
Overall:		7.02	7.98	7.38	0.36	-0.59	1,230

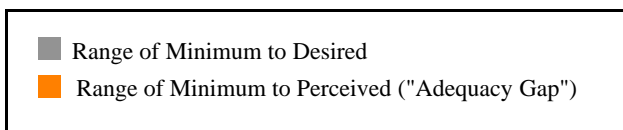
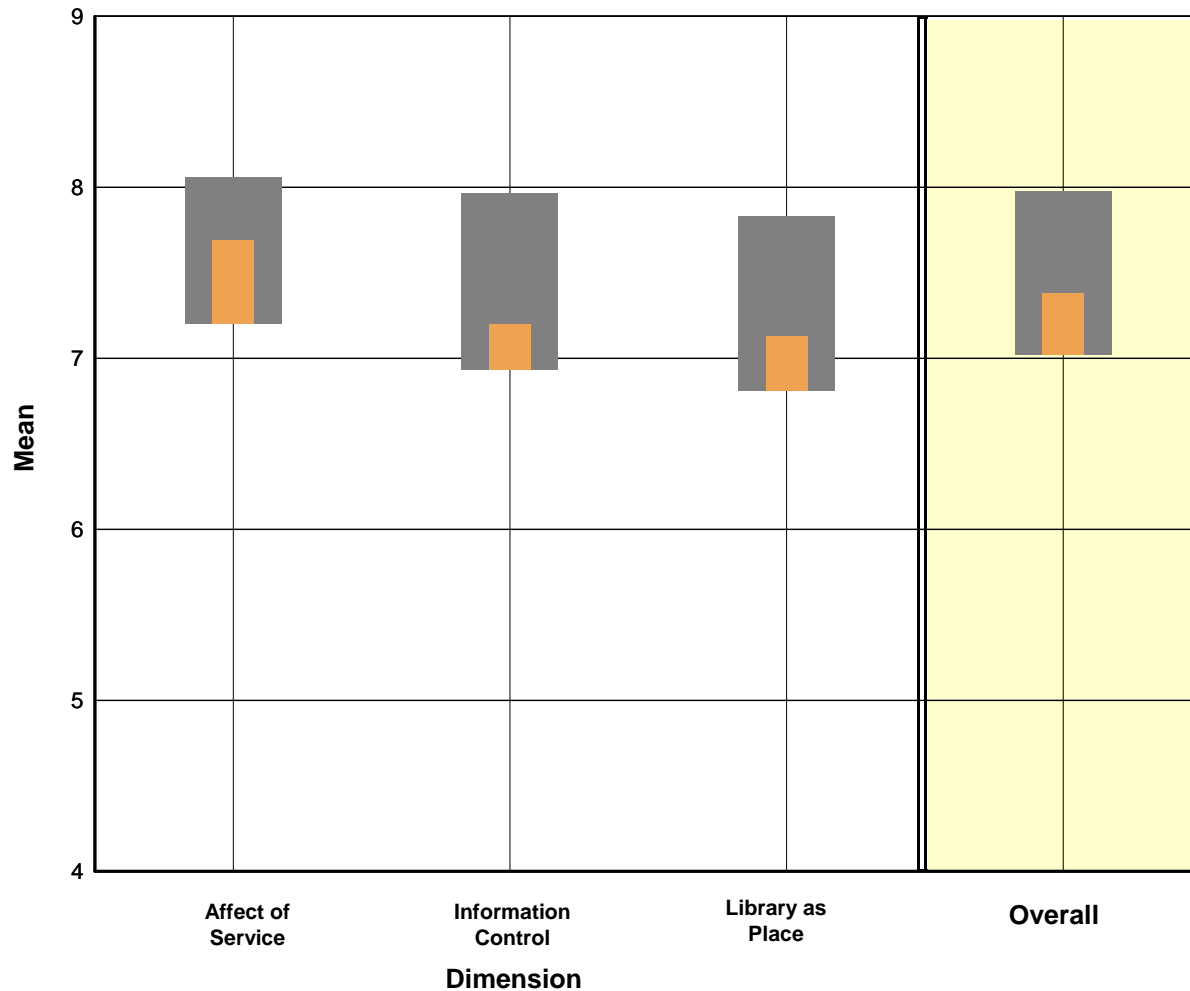
Language: English (American), French (Canada)
Institution Type: College or University
Consortium: CREPUQ
User Group: Autres membres du personnel

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Un personnel qui inspire confiance	1.43	1.12	1.06	1.27	1.06	322
AS-2	La bibliothèque rend un service personnalisé à chaque usager	1.54	1.20	1.38	1.52	1.25	276
AS-3	Le personnel est toujours courtois	1.47	1.04	1.31	1.54	1.25	343
AS-4	Empressement à répondre aux questions des usagers	1.33	0.98	1.36	1.53	1.39	309
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	1.36	1.00	1.18	1.41	1.03	340
AS-6	Le personnel est attentif aux besoins des usagers	1.40	1.03	1.24	1.45	1.24	1,191
AS-7	Un personnel qui comprend les besoins des usagers	1.38	1.03	1.24	1.43	1.24	301
AS-8	Volonté manifeste du personnel d'aider les usagers	1.31	0.89	1.23	1.35	1.20	308
AS-9	Un traitement des problèmes de service à l'utilisateur sur lequel on peut compter	1.37	1.06	1.20	1.33	1.18	255
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	1.55	1.17	1.48	1.95	1.55	285
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	1.39	1.16	1.40	1.58	1.42	371
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	1.34	1.07	1.36	1.45	1.37	254
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	1.46	1.11	1.39	1.66	1.45	1,143
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	1.40	1.12	1.42	1.75	1.50	356
IC-6	Des outils de repérage conviviaux qui me permettent de trouver par moi-même ce que je cherche	1.35	1.11	1.45	1.71	1.52	349
IC-7	La documentation est facilement accessible pour une utilisation autonome	1.34	1.01	1.21	1.41	1.25	326
IC-8	Les revues en versions électronique ou imprimée dont j'ai besoin pour mes travaux	1.62	1.34	1.47	1.67	1.36	273
Library as Place							
LP-1	Des locaux de bibliothèque qui incitent à l'étude et à l'apprentissage	1.53	1.24	1.56	1.75	1.68	1,036
LP-2	Un espace tranquille pour le travail individuel	1.47	1.09	1.43	1.57	1.47	279
LP-3	Des locaux invitants et confortables	1.35	1.10	1.62	1.80	1.71	304
LP-4	Un refuge pour l'étude, l'apprentissage ou la recherche	1.47	1.06	1.39	1.53	1.40	297
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	1.62	1.25	1.46	1.66	1.37	216
Overall:		1.17	0.83	1.02	1.23	1.01	1,230

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: CREPUQ
User Group: Autres membres du personnel

8.3 Core Question Dimensions Summary for Autres membres du personnel

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	7.20	8.06	7.69	0.49	-0.37	1,224
Information Control	6.93	7.97	7.20	0.27	-0.77	1,219
Library as Place	6.81	7.83	7.13	0.32	-0.70	1,091
Overall	7.02	7.98	7.38	0.36	-0.59	1,230

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	1.26	0.90	1.14	1.29	1.08	1,224
Information Control	1.27	0.96	1.19	1.42	1.20	1,219
Library as Place	1.38	1.07	1.41	1.58	1.48	1,091
Overall	1.17	0.83	1.02	1.23	1.01	1,230

8.4 Local Question Summary for Autres membres du personnel

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
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	6.81	7.78	7.08	0.27	-0.70	175
Contribution à l'environnement intellectuel du campus	7.25	7.88	7.75	0.50	-0.13	8
Utilisation de la bibliothèque pour du contenu divertissant et populaire	6.22	7.22	6.78	0.56	-0.44	9
Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin	6.90	7.10	5.80	-1.10	-1.30	10
L'accès aux services de photocopies et de reproduction	6.70	7.45	7.45	0.75	0.00	20
Les bibliothécaires doivent me former à une bonne utilisation des bases de données, revues et livres électroniques	6.85	7.90	7.35	0.50	-0.55	20
La bibliothèque m'informe sur ses ressources et services	6.81	7.68	7.01	0.20	-0.67	225
Une navigation simple dans les pages web du site de la bibliothèque	7.29	8.17	7.22	-0.07	-0.95	167
Des horaires d'ouverture qui me conviennent	7.33	7.89	7.33	0.00	-0.56	9
Des espaces dédiés au travail en groupe	3.00	7.00	7.00	4.00	0.00	1
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	7.19	8.10	7.77	0.58	-0.33	252
Facilité et rapidité pour obtenir un document par le prêt entre bibliothèques	6.85	7.83	7.50	0.65	-0.33	165
Guides et didacticiels utiles en ligne	6.27	8.27	6.91	0.64	-1.36	11
Un catalogue en ligne convivial qui facilite la recherche de documents	7.11	8.18	7.33	0.22	-0.84	45

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
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	1.35	1.06	1.58	1.62	1.52	175
Contribution à l'environnement intellectuel du campus	1.49	1.46	1.04	0.76	0.99	8
Utilisation de la bibliothèque pour du contenu divertissant et populaire	1.48	0.83	1.20	1.24	1.01	9
Les collections multimédias (CD / DVD / vidéo / audio) dont j'ai besoin	1.73	1.85	2.15	2.13	1.64	10
L'accès aux services de photocopies et de reproduction	1.69	1.90	1.64	1.59	1.45	20
Les bibliothécaires doivent me former à une bonne utilisation des bases de données, revues et livres électroniques	1.46	1.33	1.27	1.50	1.10	20
La bibliothèque m'informe sur ses ressources et services	1.53	1.10	1.69	1.72	1.51	225
Une navigation simple dans les pages web du site de la bibliothèque	1.17	1.00	1.31	1.48	1.43	167
Des horaires d'ouverture qui me conviennent	1.32	0.78	1.12	1.50	0.73	9
Des espaces dédiés au travail en groupe						1
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	1.55	1.02	1.34	1.54	1.34	252
Facilité et rapidité pour obtenir un document par le prêt entre bibliothèques	1.57	1.29	1.46	1.56	1.43	165
Guides et didacticiels utiles en ligne	1.35	0.79	1.45	1.75	1.75	11
Un catalogue en ligne convivial qui facilite la recherche de documents	1.58	0.89	1.30	2.01	1.28	45

8.5 General Satisfaction Questions Summary for Autres membres du personnel

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
En général, je suis satisfait de la façon dont je suis traité à la Bibliothèque.	7.93	0.98	621
Comment classeriez-vous globalement le niveau de la qualité des services fournis par la Bibliothèque?	7.55	0.99	1,228

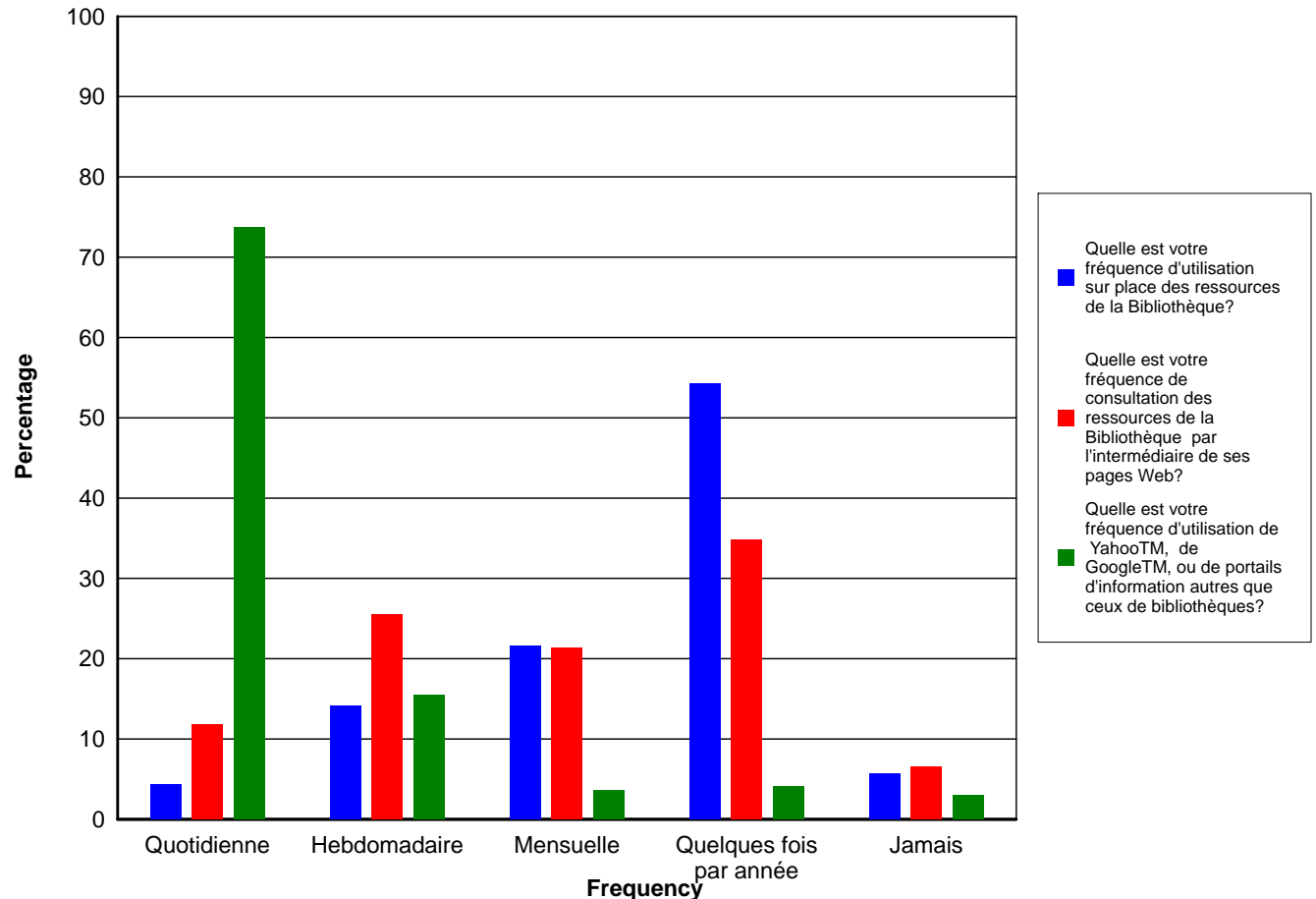
8.6 Information Literacy Outcomes Questions Summary for Autres membres du personnel

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
La Bibliothèque m'aide à demeurer à la fine pointe de mes champs d'intérêt.	6.85	1.49	462
La Bibliothèque contribue à mon avancement dans ma discipline ou travail.	6.99	1.60	539
La Bibliothèque me rend plus efficace dans mes activités académiques.	7.14	1.46	545
La Bibliothèque m'aide à faire la distinction entre une information fiable et une autre qui ne l'est pas.	6.43	1.75	577
La Bibliothèque voit à développer mes habiletés de recherche d'information dont j'ai besoin pour mes travaux ou mes études.	6.74	1.47	415

8.7 Library Use Summary for Autres membres du personnel

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.



	Quotidienne	Hebdomadaire	Mensuelle	Quelques fois par année	Jamais	n%
Quelle est votre fréquence d'utilisation sur place des ressources de la Bibliothèque?	54 4.39%	173 14.07%	265 21.54%	668 54.31%	70 5.69%	1,230 100.00%
Quelle est votre fréquence de consultation des ressources de la Bibliothèque par l'intermédiaire de ses pages Web?	145 11.79%	314 25.53%	263 21.38%	428 34.80%	80 6.50%	1,230 100.00%
Quelle est votre fréquence d'utilisation de Yahoo™, de Google™, ou de portails d'information autres que ceux de bibliothèques?	907 73.74%	190 15.45%	45 3.66%	51 4.15%	37 3.01%	1,230 100.00%

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 2010 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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