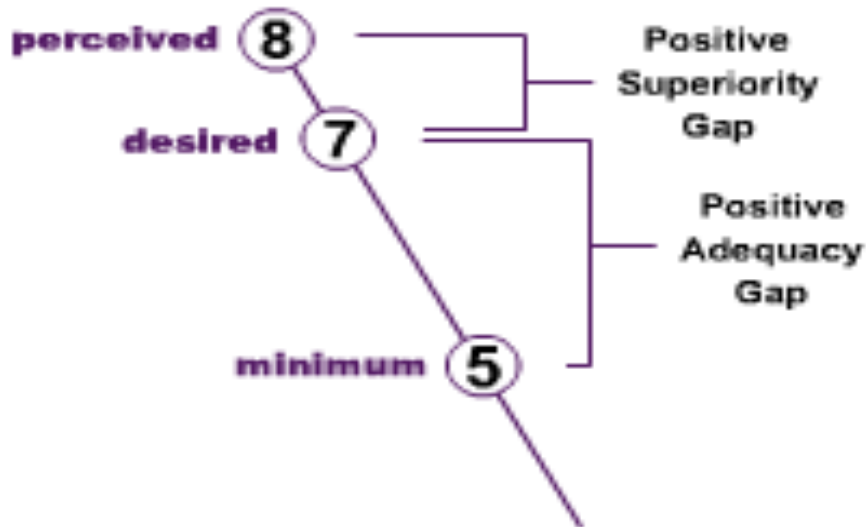


UWL LibQUAL+ Service Adequacy Gap Comparisons – 2004, 2008, and 2104

To help understand gap scores, it helps to think about the three number scores for each question as single point on a line. The space between the minimum and desired scores is called the “Zone of Tolerance.”

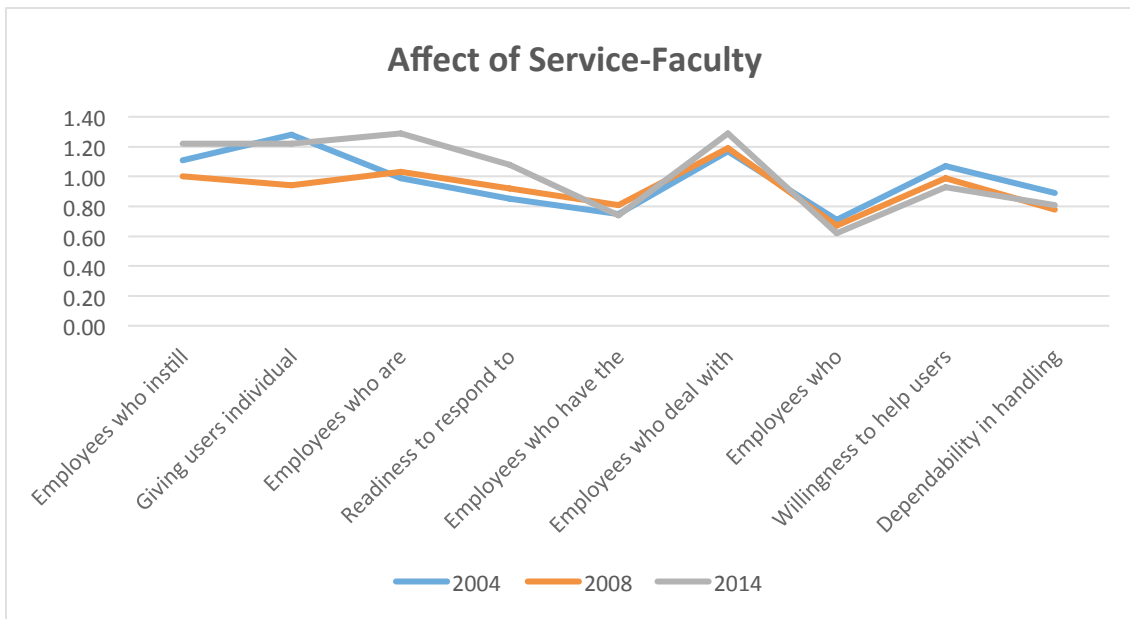
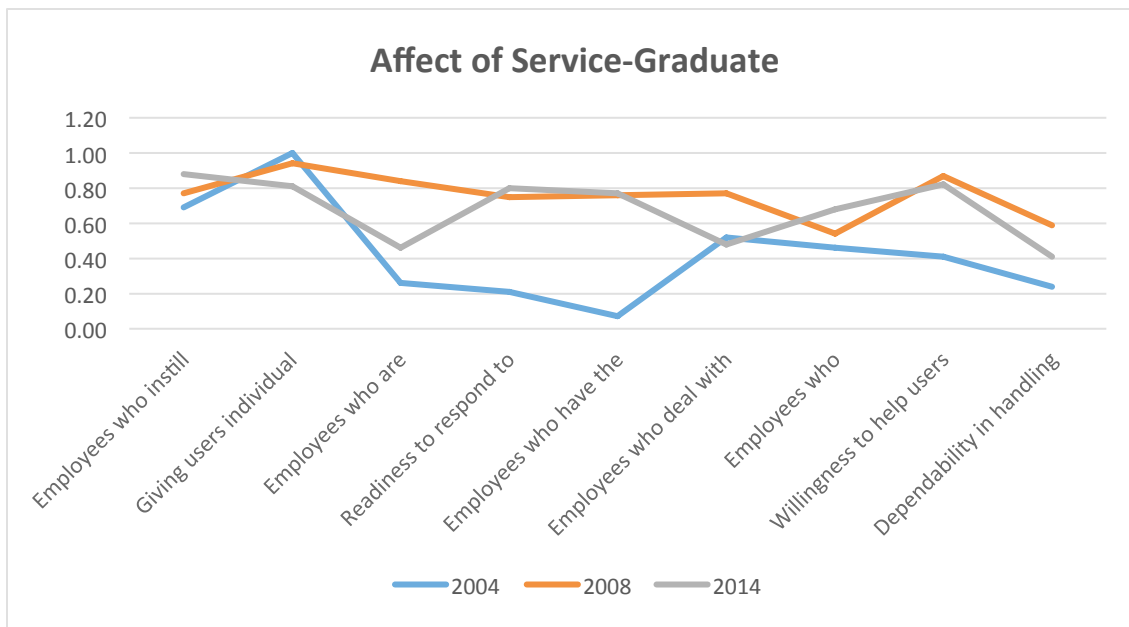
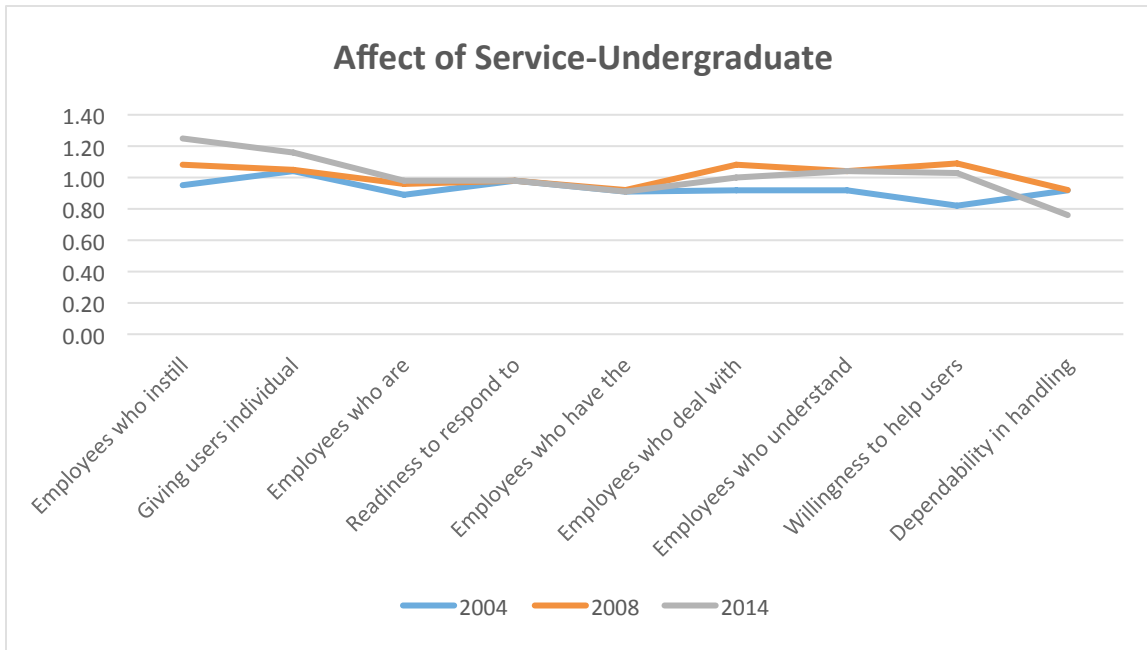


Service Adequacy = Minimum – Perceived

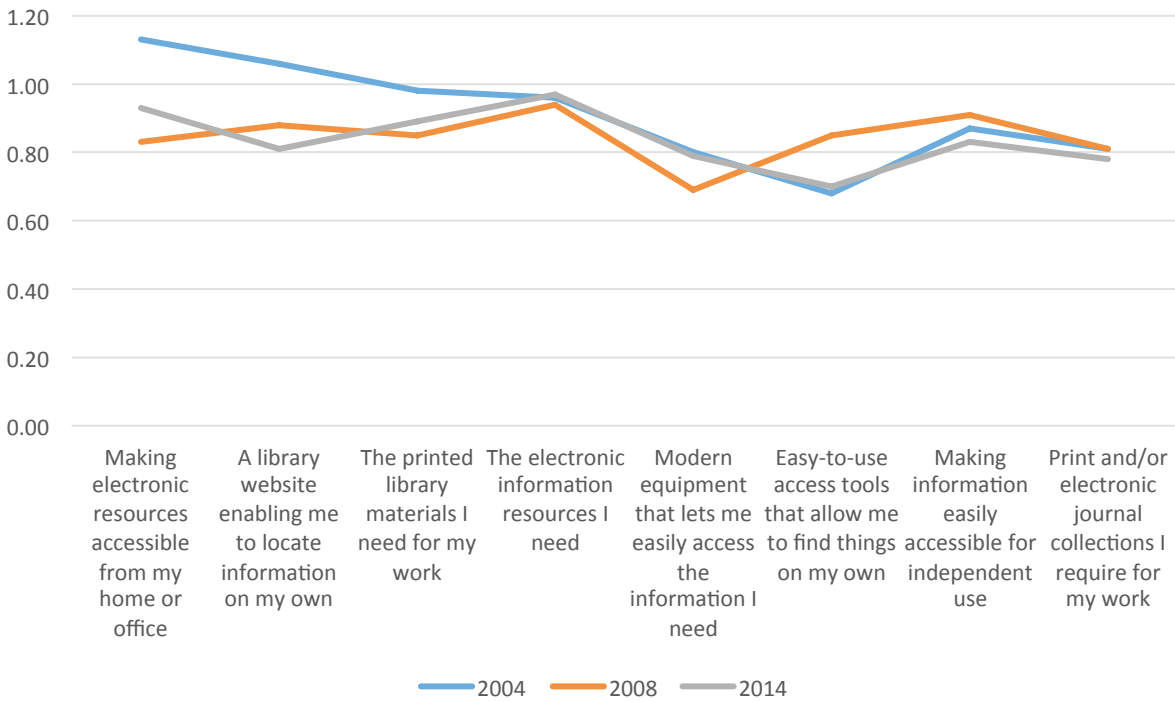
Service adequacy is calculated by subtracting the minimum score from the perceived score for any given question – for each user. Generally, service adequacy is an indicator of the extent to which you are meeting the minimum expectations of your users. A negative service adequacy score indicates that your users’ perceived level of service quality is below their minimum level of service quality. A positive service adequacy score indicates that your users’ perceived level of service quality is above their minimum level of service quality.

The higher the service adequacy score, the better the library’s performance. In general, the perceived scores tend to fall in the “zone of tolerance” – i.e., they tend to be less than desired scores and greater than minimum scores.

The following charts indicate service adequacy gaps for each of the 9 main dimensions measured by the LibQual+ survey, for each of the 3 years the survey has been administered at UW-L. Presented this way, the charts indicate trends over time: For each vertical access, if the blue point (2004) is the lowest and the gray point (2014) is the highest, this shows improvement in that measure over time. Conversely, where the blue point is highest and the gray point is lowest, this shows declining perceived performance in that area over time.



Information Control-Undergraduate



Information Control-Graduate

