Adequacy Gap by User Group 2004 and 2008, with Desired Mean Ranking

Affect of Service	2004 Undergraduate	2008	2008 Rank	2004 Graduate	2008	2008 Rank	2004 Faculty	2008	2008 Rank
AS-1 Employees who instill confidence in users	0.95	1.08	2	0.69	0.77	4	1.11	1.00	3
AS-2 Giving users individual attention	1.04	1.05	4	1.00	0.94	1	1.28	0.94	5
AS-3 Employees who are consistently courteous	0.89	0.96	7	0.26	0.84	3	0.99	1.03	2
AS-4 Readiness to respond to users' questions	0.98	0.98	6	0.21	0.75	7	0.85	0.92	6
AS-5 Employees who have the knowledge to answer user questions	0.91	0.92	8	0.07	0.76	6	0.75	0.81	7
AS-6 Employees who deal with users in a caring fashion	0.92	1.08	2	0.52	0.77	4	1.17	1.19	1
AS-7 Employees who understand the needs of their users	0.92	1.04	5	0.46	0.54	9	0.71	0.67	9
AS-8 Willingness to help users	0.82	1.09	1	0.41	0.87	2	1.07	0.99	4
AS-9 Dependability in handling users' service problems	0.92	0.92	8	0.24	0.59	8	0.89	0.78	8

Information Control	Undergraduate		Rank	Graduate		Rank	Faculty		Rank
IC-1 Making electronic resources accessible from my home or office	1.13	0.83	6	0.34	0.31	7	0.69	0.39	3
IC-2 A library website enabling me to locate information on my own	1.06	0.88	3	0.29	0.47	5	0.39	-0.01	7
IC-3 The printed library materials I need for my work	0.98	0.85	4	0.26	0.72	1	0.11	0.52	1
IC-4 The electronic information resources I need	0.96	0.94	1	-0.09	0.41	6	0.54	0.31	5
IC-5 Modern equipment that lets me easily access the information I need	0.80	0.69	8	0.00	0.58	2	0.49	0.39	3
IC-6 Easy-to-use access tools that allow me to find things on my own	0.68	0.85	4	0.23	0.51	4	0.54	0.22	6
IC-7 Making information easily accessible for independent use	0.87	0.91	2	0.55	0.56	3	0.68	0.43	2
IC-8 Print and/or electronic journal collections I require for my work	0.81	0.81	7	-0.41	0.04	8	-0.18	-0.18	8

Library as Place	Undergraduate		Rank	Graduate		Rank	Faculty		Rank
LP-1 Library space that inspires study and learning	1.02	0.76	3	0.53	0.60	5	0.67	0.73	5
LP-2 Quiet space for individual activities	1.13	0.67	4	0.69	0.70	2	1.21	0.87	3
LP-3 A comfortable and inviting location	1.20	1.06	1	0.70	0.71	1	1.45	1.06	2
LP-4 A getaway for study, learning, or research	1.16	0.94	2	0.52	0.65	3	1.28	0.83	4
LP-5 Community space for group learning and group study	0.89	0.63	5	0.45	0.62	4	1.65	1.69	1

Local Questions									
* The multimedia (CD / DVD / video / audio) collections I need	1.07			0.69			1.00		
Making me aware of library resources and services	0.85	0.96		0.32	0.88		1.58	1.18	
Teaching me how to locate, evaluate, and use information	0.96	1.04		0.36	0.97		1.29	1.49	
* Efficient interlibrary loan / document delivery	1.11			0.16			0.48		
Access to archives, special collections	1.25	1.27		0.51	0.75		1.59	0.90	
** Collections of online full-text articles sufficient to meet my needs		0.64			-0.10			-0.24	
** Timely delivery of the articles and documents that I need		0.87			0.68			0.73	
OVERALL	0.95	0.90		0.38	0.63		0.82	0.75	

Positive Gaps 1.00 or higher
Negative Gaps (regardless of value)
Blue font - still positive, but lower than 2004

Adequacy Gap - Calculated by subtracting minimum score from perceived score
Desired Mean - Sum of user groups' scores divided by total number of responses by group
* Question not asked in 2008
** Question asked for the first time in 2008