

# LibQUAL+ Results Review

## Radar Chart & Survey Question Key

<b>Affect of Service: How We Help Users</b>	
<b>Radar Chart Number</b>	<b>Question Text</b>
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 others
AS-9	Dependability in handling users' service problems

<b>Information Control: Collections &amp; Access to Collections</b>	
<b>Radar Chart Number</b>	<b>Question Text</b>
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

<b>Library as Place: The Physical Library Space</b>	
<b>Radar Chart Number</b>	<b>Question Text</b>
LP-1	Library space that inspires study and learning
LP-2	Quiet space for individual activities
LP-3	A comfortable inviting location
LP-4	A gateway for study, learning, or research
LP-5	Community space for group learning and group study

## Glossary

**Affect of Service:** The category name for nine survey questions about how library staff interacts with/helps users

**Information Control:** The category name for eight survey questions about the library's collections and access to those collections

**Library as Place:** The category name for five survey questions about the library's physical space

**Mean:** the average

**Radar Chart:** a chart that could be called a colorful rendition of Antarctica that renders survey results from all three columns for the 22 standard questions. Overlaying the results from each of the three columns (minimum, desired, perceived service levels) in different colors shows where the largest **service gaps** are between what is perceived, what is minimum, and what is desired. Radar Charts also show **zones of tolerance**.

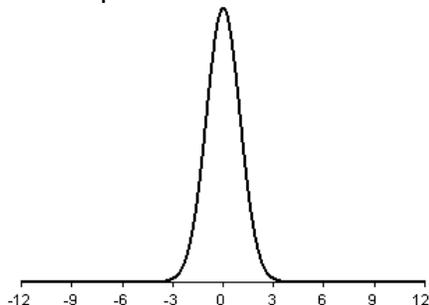
**Service Adequacy (Adequacy Mean):** To what extent the perceived service is meeting the minimum expectations of users. To measure service adequacy, LibQUAL+ charts use an *Adequacy Mean* that shows how far above/below the results are from the minimum expectations.

**Service Gaps:** The gap(s) between what library users desire, their minimum acceptable, and what is perceived.

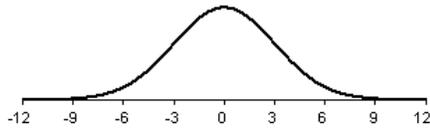
**Service Superiority (Superiority Mean):** To what extent the perceived service is exceeding the desired expectations of users. To measure service superiority, LibQUAL+ charts use *Superiority Mean* that shows how far above/below the results are from the desired expectations.

**Standard Deviation:** how spread out is the bell of the bell curve  
(Illustrations From: <http://www.cmh.edu/stats/definitions/stdev.htm>)

Bell shaped curve w/ standard deviation of 1:



Bell shaped curve w/ standard deviation of 3:



**Zones of Tolerance:** Zones indicating that library users' perceived level of service is above the minimum requirements. Though, the level of service does not necessarily meet that which is desired, service is considered acceptable.