



LibQUAL⁺
2017 Survey

Brigham Young University

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1 Introduction

1.1 LibQUAL+: Defining and Promoting Library Service Quality

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

LibQUAL+ is a tool that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The protocol is a rigorously tested web-based survey that helps libraries assess and improve library services, change organizational culture, and market the library. The survey instrument measures library 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

LibQUAL+ was initiated in 2000 as an experimental project for benchmarking perceptions of library service quality across 13 Association of Research Libraries member institutions under the leadership of Fred Heath and Colleen Cook, then both at Texas A&M University Libraries, and Martha Kyrillidou, former senior director of statistics and service quality programs at ARL. 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).

Since 2000, more than 1,300 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. Through 2016, there have been 3,004 institutional surveys implemented across 1,361 institutions in 34 countries, 19 language translations, and over 2.8 million respondents. About 37% of the users who respond to the survey provide rich comments about the ways they use their libraries. The growing LibQUAL+ community of participants and its extensive dataset are rich resources for improving library services.

1.2 Web Access to Data

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

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

1.3 Interpreting Your Data

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 (SD) is a measure of the spread of data around their mean. The standard deviation 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.

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.

Radar Charts

Radar charts are commonly used throughout the following pages to display both aggregate results and results from individual institutions. 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.

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

Data Screening

In compiling the summary data reported here, several criteria were used to determine which responses to include in the analyses.

- 1. Complete Data.** 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 submit the questionnaire, 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 were retained in summary statistics.*
- 2. "N/A" Responses.** Because some institutions provide incentive prizes for completing the survey, some users might select "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. *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 are eliminated from the summary statistics.*
- 3. Inconsistent Responses.** One appealing feature of 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. *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+ Analytics

LibQUAL+ Analytics is a tool that permits participants to dynamically create institution-specific tables and charts for different subgroups and across years. 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. As a benefit of registration, libraries have access to their own data in LibQUAL+ Analytics, as well as to the data for other institutions participating in the same year. Expanded access to LibQUAL+ data, encompassing all libraries in all years from 2000 to the present, is available for an additional fee through a LibQUAL+ membership subscription.

LibQUAL+ Norms

LibQUAL+ norms are available online at:

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

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1.4 Library Statistics for Brigham Young University

The statistical data below were provided by the participating institution in the online Representativeness* section. Definitions for these items can be found in the *ARL Statistics*: <<http://www.arl.org/stats/>>.

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

Total library expenditures (in U.S. \$):	\$27,518,254
Personnel - professional staff, FTE:	99
Personnel - support staff, FTE:	59
Total library materials expenditures (in U.S. \$):	11,050,252
Total salaries and wages for professional staff (in U.S. \$):	7,868,876

1.5 Contact Information for Brigham Young University

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

Name:	Brian Roberts
Title:	Process Improvement Specialist
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1.6 Survey Protocol and Language for Brigham Young University

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

		Lite	Total <i>(by Language)</i>
English (American)	Count	2,051	2,051
	<i>% of Protocol</i>	100.00%	100.00%
	<i>% of Language</i>	100.00%	100.00%
	<i>% of Total Cases</i>	100.00	100.00
Total <i>(by Survey Protocol)</i>	Count	2,051	2,051
	<i>% of Protocol</i>	100.00%	100.00%
	<i>% of Language</i>	100.00%	100.00%
	<i>% of Total Cases</i>	100.00	100.00

2 Demographic Summary for Brigham Young University

2.1 Respondents by User Group

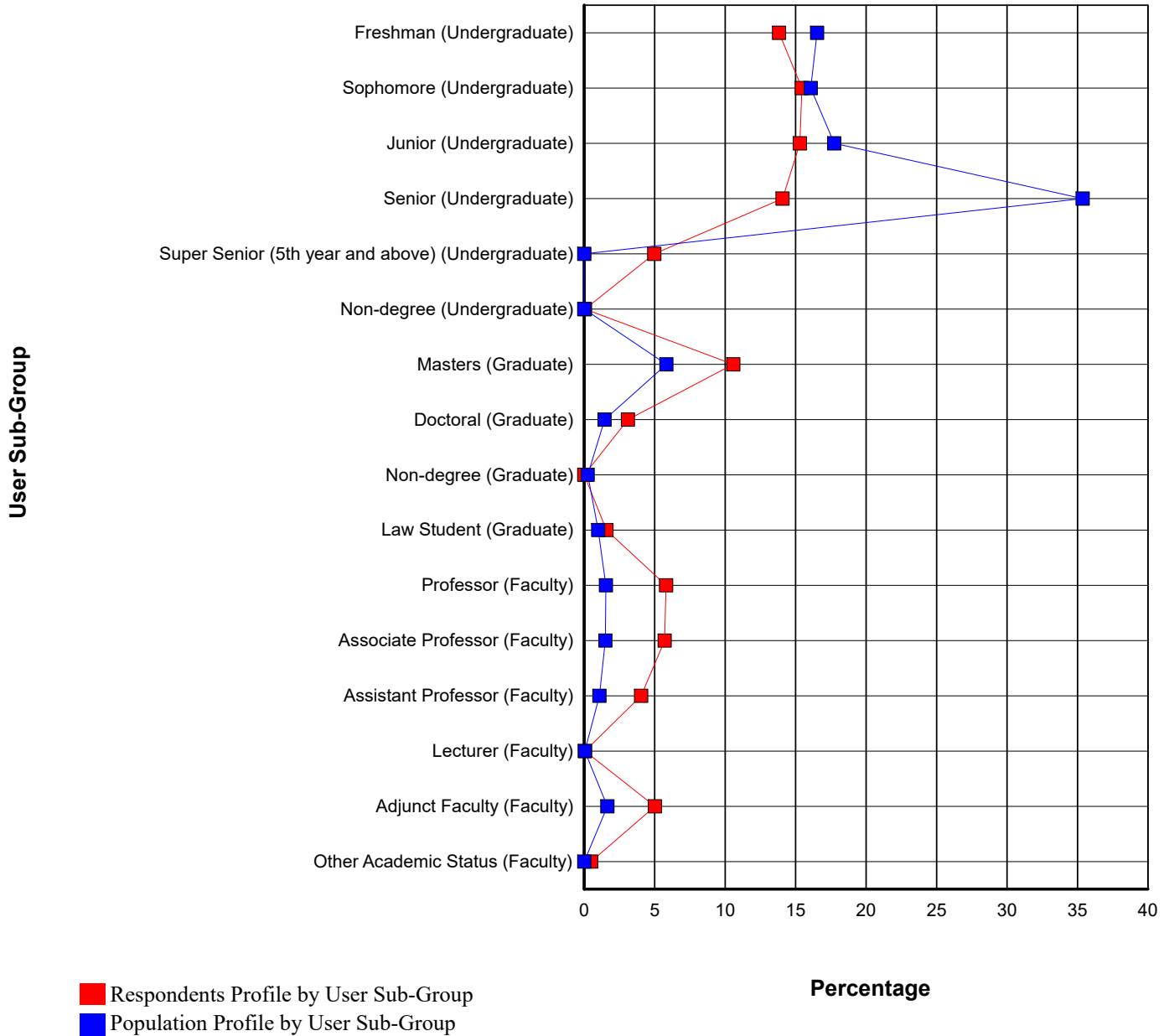
User Group	Respondent n	Respondent %
Undergraduate		
Freshman	281	13.70%
Sophomore	314	15.31%
Junior	311	15.16%
Senior	286	13.94%
Super Senior (5th year and above)	101	4.92%
Non-degree	1	0.05%
Sub Total:	1,294	63.09%
Graduate		
Masters	215	10.48%
Doctoral	63	3.07%
Non-degree	0	0.00%
Law Student	32	1.56%
Sub Total:	310	15.11%
Faculty		
Professor	118	5.75%
Associate Professor	116	5.66%
Assistant Professor	82	4.00%
Lecturer	1	0.05%
Adjunct Faculty	102	4.97%
Other Academic Status	10	0.49%
Sub Total:	429	20.92%
Library Staff		
Library Administration	1	0.05%
Public Services	4	0.20%
Library Information Technology	1	0.05%
Collection Development & Technical Services	2	0.10%
Other	0	0.00%
Special Collections	2	0.10%
Sub Total:	10	0.49%
Staff		
Research Staff	2	0.10%
Administrative Employee	4	0.20%
Staff Employee	2	0.10%
Sub Total:	8	0.39%
Total:	2,051	100.00%

2.2 Population and Respondents by User Sub-Group

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

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

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



Language: English (American)
 Institution Type: College or University
 Consortium: Consortium of Church Libraries and Archives
 User Group: All (Excluding Library Staff, Staff)

User Sub-Group	Population N	Population %	Respondents n	Respondents %	%N - %n
Freshman (Undergraduate)	6,022	16.52	281	13.82	2.70
Sophomore (Undergraduate)	5,857	16.07	314	15.45	0.62
Junior (Undergraduate)	6,464	17.73	311	15.30	2.44
Senior (Undergraduate)	12,890	35.37	286	14.07	21.30
Super Senior (5th year and above) (Undergraduate)	0	0.00	101	4.97	-4.97
Non-degree (Undergraduate)	0	0.00	1	0.05	-0.05
Masters (Graduate)	2,125	5.83	215	10.58	-4.75
Doctoral (Graduate)	526	1.44	63	3.10	-1.66
Non-degree (Graduate)	90	0.25	0	0.00	0.25
Law Student (Graduate)	360	0.99	32	1.57	-0.59
Professor (Faculty)	561	1.54	118	5.80	-4.27
Associate Professor (Faculty)	546	1.50	116	5.71	-4.21
Assistant Professor (Faculty)	393	1.08	82	4.03	-2.96
Lecturer (Faculty)	16	0.04	1	0.05	-0.01
Adjunct Faculty (Faculty)	598	1.64	102	5.02	-3.38
Other Academic Status (Faculty)	0	0.00	10	0.49	-0.49
Total:	36,448	100.00	2,033	100.00	0.00

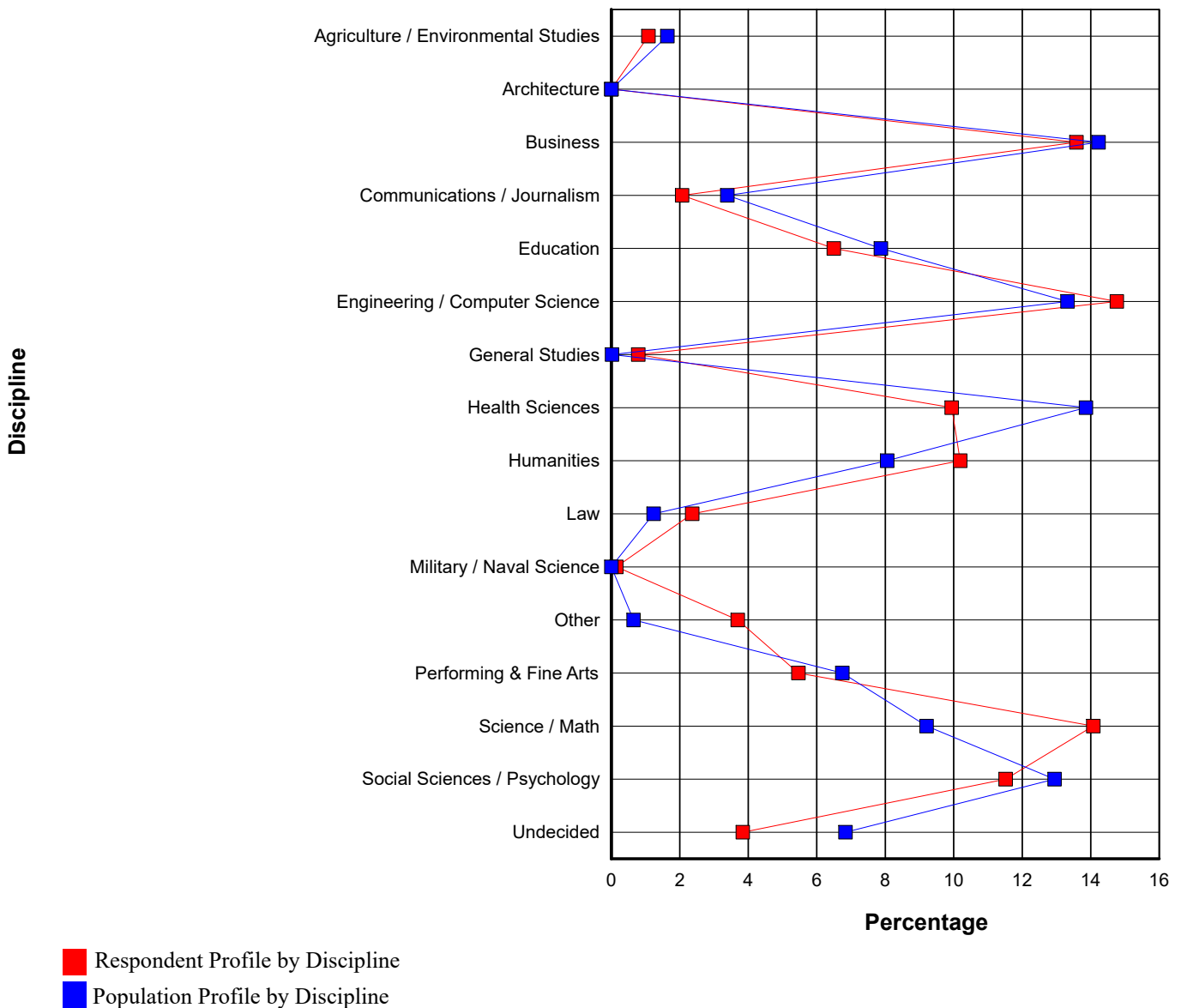
Language: English (American)
Institution Type: College or University
Consortium: Consortium of Church Libraries and Archives
User Group: All (Excluding Library Staff, Staff)

2.3 Population and Respondents by Standard Discipline

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

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

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



Language: English (American)
 Institution Type: College or University
 Consortium: Consortium of Church Libraries and Archives
 User Group: All (Excluding Library Staff, Staff)

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	596	1.64	22	1.08	0.55
Architecture	0	0.00	0	0.00	0.00
Business	5,186	14.23	276	13.58	0.65
Communications / Journalism	1,235	3.39	42	2.07	1.32
Education	2,869	7.87	132	6.50	1.38
Engineering / Computer Science	4,856	13.32	300	14.76	-1.44
General Studies	7	0.02	16	0.79	-0.77
Health Sciences	5,052	13.86	202	9.94	3.92
Humanities	2,936	8.06	207	10.19	-2.13
Law	450	1.23	48	2.36	-1.13
Military / Naval Science	0	0.00	3	0.15	-0.15
Other	236	0.65	75	3.69	-3.04
Performing & Fine Arts	2,459	6.75	111	5.46	1.28
Science / Math	3,356	9.21	286	14.07	-4.87
Social Sciences / Psychology	4,718	12.94	234	11.52	1.43
Undecided	2,492	6.84	78	3.84	3.00
Total:	36,448	100.00	2,032	100.00	0.00

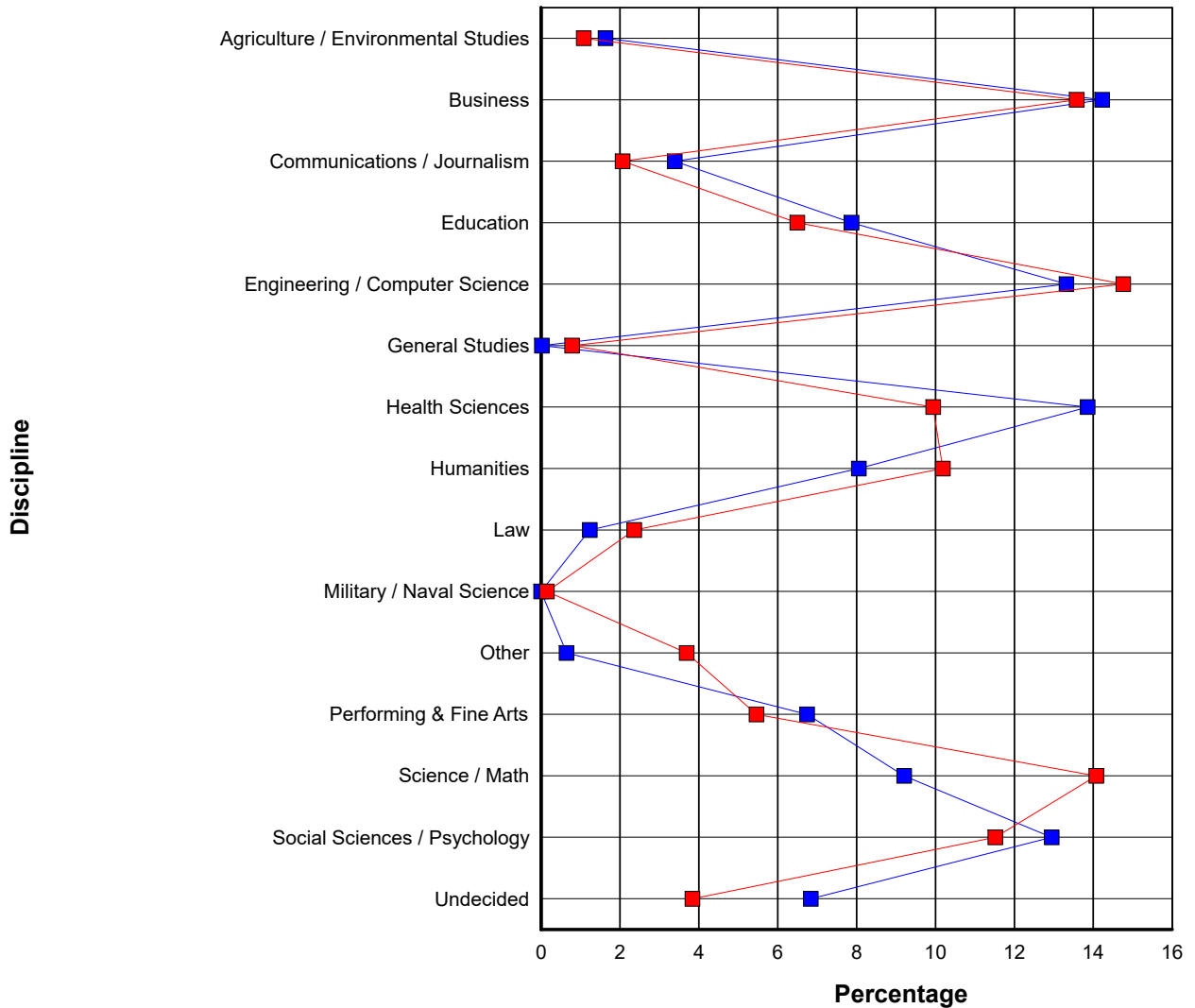
Language: English (American)
Institution Type: College or University
Consortium: Consortium of Church Libraries and Archives
User Group: All (Excluding Library Staff, Staff)

2.4 Population and Respondents by Customized Discipline

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

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. 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.*



- Respondents Profile by User Sub-Group
- Population Profile by User Sub-Group

Language: English (American)
 Institution Type: College or University
 Consortium: Consortium of Church Libraries and Archives
 User Group: All (Excluding Library Staff, Staff)

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	596	1.64	22	1.08	0.55
Business	5,186	14.23	276	13.58	0.65
Communications / Journalism	1,235	3.39	42	2.07	1.32
Education	2,869	7.87	132	6.50	1.38
Engineering / Computer Science	4,856	13.32	300	14.76	-1.44
General Studies	7	0.02	16	0.79	-0.77
Health Sciences	5,052	13.86	202	9.94	3.92
Humanities	2,936	8.06	207	10.19	-2.13
Law	450	1.23	48	2.36	-1.13
Military / Naval Science	0	0.00	3	0.15	-0.15
Other	236	0.65	75	3.69	-3.04
Performing & Fine Arts	2,459	6.75	111	5.46	1.28
Science / Math	3,356	9.21	286	14.07	-4.87
Social Sciences / Psychology	4,718	12.94	234	11.52	1.43
Undecided	2,492	6.84	78	3.84	3.00
Total:	36,448	100.00	2,032	100.00	0.00

2.5 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Harold B. Lee Library in Provo	1,951	96.01
BYU Salt Lake Center Library	81	3.99
Total:	2,032	100.00

2.6 Respondent Profile by Age:

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

Age:	Respondents n	Respondents %
Under 18	10	0.49
18 - 22	895	43.87
23 - 30	608	29.80
31 - 45	249	12.21
46 - 65	245	12.01
Over 65	33	1.62
Total:	2,040	100.00

2.7 Respondent Profile by Sex:

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.

Sex:	Population N	Population %	Respondents n	Respondents %
Female	17,105	77.58	941	46.10
Male	4,943	22.42	1,100	53.90
Total:	22,048	100.00	2,041	100.00

2.8 Respondent Profile by Full or part-time student?

Full or part-time student?	Population N	Population %	Respondents n	Respondents %
Full-time	598	28.29	1,496	73.62
Part-time	1,516	71.71	135	6.64
Does not apply / NA		0.00	401	19.73
Total:	2,114	100.00	2,032	100.00

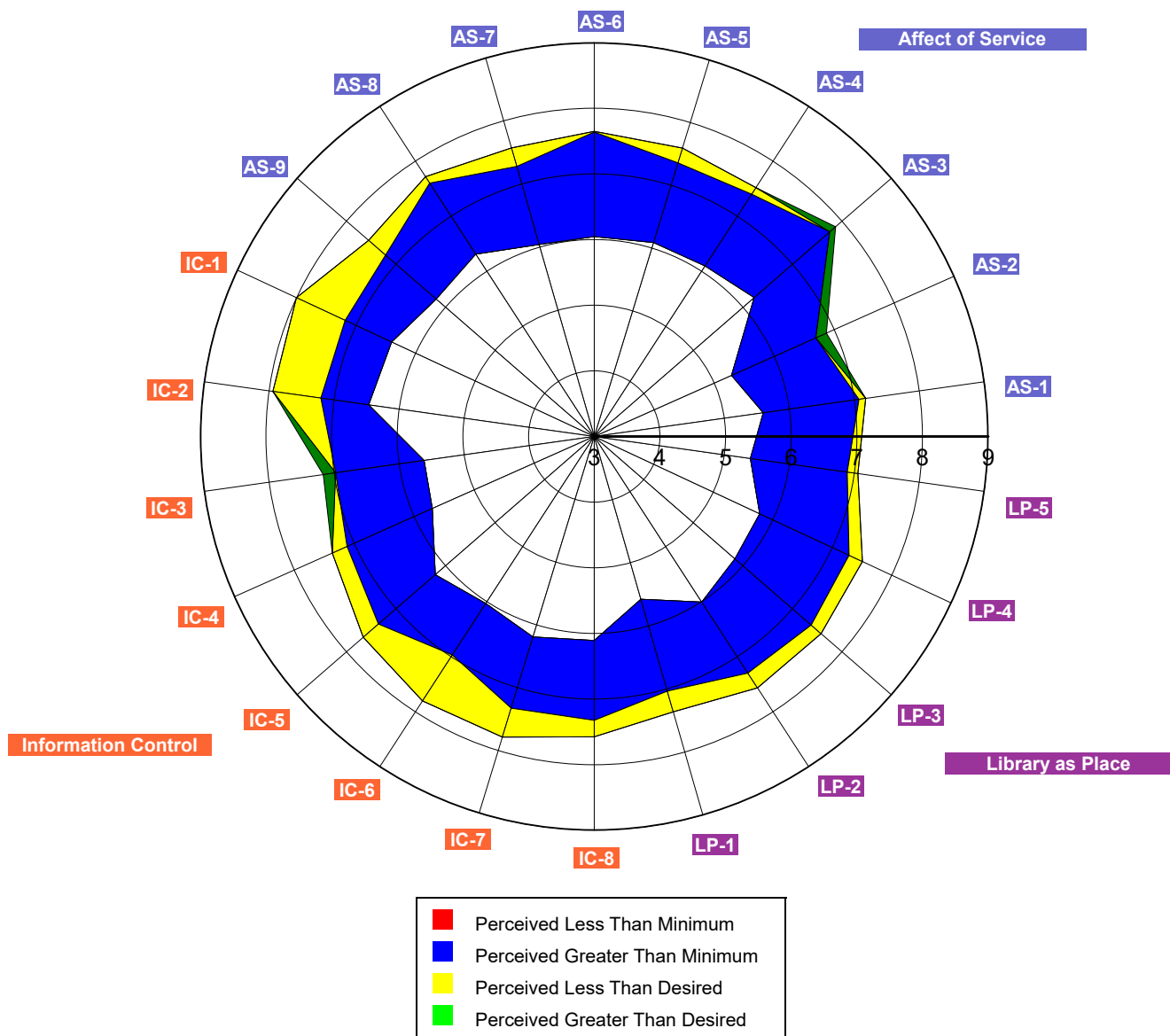
3. Survey Item Summary for Brigham Young University

3.1 Core Questions Summary

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)
 Institution Type: College or University
 Consortium: Consortium of Church Libraries and Archives
 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	Employees who instill confidence in users	5.60	7.18	7.07	1.47	-0.10	454
AS-2	Giving users individual attention	5.29	6.70	6.87	1.58	0.17	505
AS-3	Employees who are consistently courteous	6.23	7.75	7.87	1.64	0.12	467
AS-4	Readiness to respond to users' questions	6.10	7.52	7.40	1.30	-0.12	435
AS-5	Employees who have the knowledge to answer user questions	6.09	7.59	7.36	1.27	-0.23	505
AS-6	Employees who deal with users in a caring fashion	6.05	7.65	7.64	1.59	-0.01	1,963
AS-7	Employees who understand the needs of their users	6.04	7.57	7.28	1.24	-0.29	502
AS-8	Willingness to help users	6.31	7.72	7.60	1.29	-0.12	485
AS-9	Dependability in handling users' service problems	6.19	7.55	7.21	1.02	-0.34	437
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.41	8.00	7.19	0.78	-0.82	503
IC-2	A library Web site enabling me to locate information on my own	6.47	7.94	7.21	0.73	-0.74	611
IC-3	The printed library materials I need for my work	5.62	6.98	7.17	1.55	0.19	491
IC-4	The electronic information resources I need	5.70	7.37	7.12	1.42	-0.25	1,950
IC-5	Modern equipment that lets me easily access needed information	6.21	7.66	7.36	1.15	-0.31	601
IC-6	Easy-to-use access tools that allow me to find things on my own	6.03	7.80	6.97	0.93	-0.84	613
IC-7	Making information easily accessible for independent use	6.19	7.79	7.33	1.13	-0.46	539
IC-8	Print and/or electronic journal collections I require for my work	6.11	7.57	7.32	1.22	-0.25	491
Library as Place							
LP-1	Library space that inspires study and learning	5.58	7.36	7.04	1.46	-0.33	1,959
LP-2	Quiet space for individual activities	6.01	7.57	7.30	1.29	-0.27	447
LP-3	A comfortable and inviting location	5.84	7.58	7.38	1.54	-0.20	493
LP-4	A getaway for study, learning, or research	5.78	7.51	7.28	1.50	-0.22	508
LP-5	Community space for group learning and group study	5.40	7.06	6.89	1.49	-0.16	488
Overall:		5.93	7.52	7.26	1.33	-0.26	2,041

Language: English (American)
Institution Type: College or University
Consortium: Consortium of Church Libraries and Archives
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	Employees who instill confidence in users	2.12	1.79	1.59	1.79	1.62	454
AS-2	Giving users individual attention	2.14	2.02	1.68	2.03	1.80	505
AS-3	Employees who are consistently courteous	2.01	1.46	1.30	1.92	1.35	467
AS-4	Readiness to respond to users' questions	1.87	1.58	1.45	1.82	1.56	435
AS-5	Employees who have the knowledge to answer user questions	1.86	1.58	1.46	1.90	1.63	505
AS-6	Employees who deal with users in a caring fashion	1.98	1.57	1.37	1.88	1.53	1,963
AS-7	Employees who understand the needs of their users	1.88	1.51	1.45	1.77	1.58	502
AS-8	Willingness to help users	1.82	1.46	1.35	1.64	1.34	485
AS-9	Dependability in handling users' service problems	1.72	1.50	1.39	1.75	1.51	437
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.90	1.37	1.58	1.92	1.70	503
IC-2	A library Web site enabling me to locate information on my own	1.83	1.54	1.48	1.80	1.72	611
IC-3	The printed library materials I need for my work	2.09	2.01	1.52	1.91	1.83	491
IC-4	The electronic information resources I need	1.96	1.80	1.50	1.94	1.81	1,950
IC-5	Modern equipment that lets me easily access needed information	1.88	1.56	1.40	1.80	1.53	601
IC-6	Easy-to-use access tools that allow me to find things on my own	1.76	1.51	1.59	1.84	1.71	613
IC-7	Making information easily accessible for independent use	1.70	1.48	1.35	1.63	1.55	539
IC-8	Print and/or electronic journal collections I require for my work	2.08	1.80	1.41	1.99	1.66	491
Library as Place							
LP-1	Library space that inspires study and learning	1.98	1.91	1.61	2.19	2.22	1,959
LP-2	Quiet space for individual activities	1.98	1.85	1.61	2.07	2.09	447
LP-3	A comfortable and inviting location	1.89	1.59	1.52	2.04	1.87	493
LP-4	A getaway for study, learning, or research	2.09	1.87	1.56	2.09	1.97	508
LP-5	Community space for group learning and group study	2.00	2.03	1.62	2.15	2.12	488
Overall:		1.49	1.21	1.11	1.42	1.22	2,041

Language: English (American)

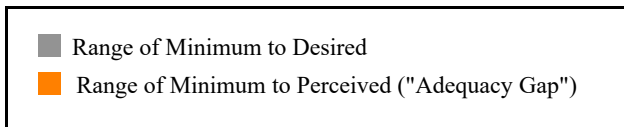
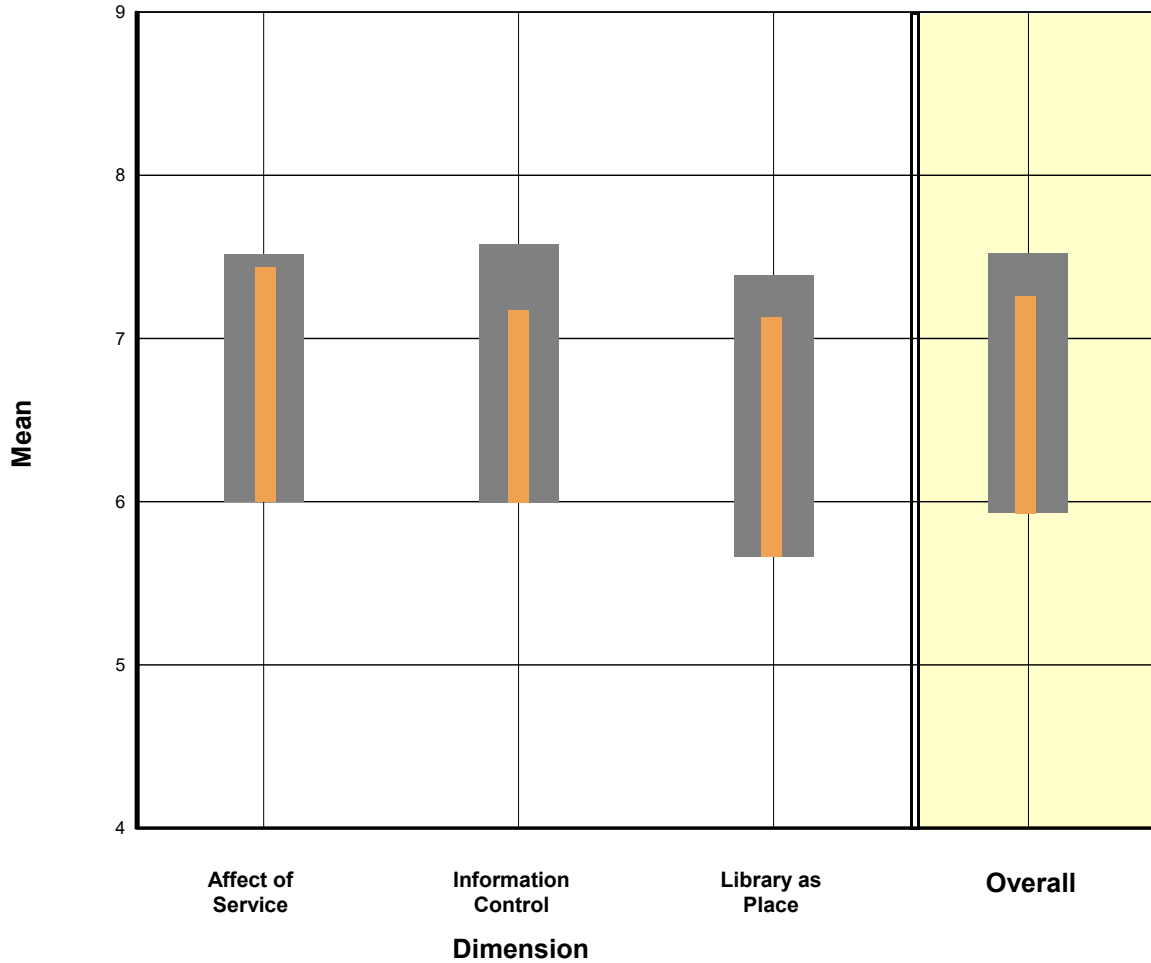
Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: All (Excluding Library Staff)

3.2 Core Question Dimensions Summary

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	6.00	7.52	7.44	1.44	-0.08	2,012
Information Control	5.99	7.58	7.17	1.18	-0.40	2,031
Library as Place	5.66	7.39	7.13	1.47	-0.26	1,994
Overall	5.93	7.52	7.26	1.33	-0.26	2,041

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	1.75	1.40	1.25	1.63	1.34	2,012
Information Control	1.64	1.39	1.24	1.56	1.40	2,031
Library as Place	1.81	1.71	1.43	1.93	1.92	1,994
Overall	1.49	1.21	1.11	1.42	1.22	2,041

Language: English (American)

Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: All (Excluding Library Staff)

3.3 Local Question Summary

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
Adequate seating with natural light	5.67	7.52	6.61	0.94	-0.91	379
Food services in the library	3.69	5.55	4.96	1.27	-0.59	345
Getting help from a librarian conveniently and in ways other than face-to-face – e.g., email, texting, chat, telephone	5.29	6.89	6.86	1.57	-0.03	363
Spaces and technology that support creativity	5.44	7.01	6.80	1.36	-0.21	350
The library assists me in achieving academic success	6.18	7.72	7.32	1.15	-0.40	365

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
Adequate seating with natural light	2.17	1.79	1.81	2.42	2.25	379
Food services in the library	2.26	2.59	1.98	2.46	2.67	345
Getting help from a librarian conveniently and in ways other than face-to-face – e.g., email, texting, chat, telephone	2.22	2.07	1.77	2.03	1.89	363
Spaces and technology that support creativity	2.08	2.01	1.59	1.95	1.95	350
The library assists me in achieving academic success	1.99	1.65	1.62	1.87	1.51	365

3.4 General Satisfaction Questions Summary

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

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.97	1.12	1,032
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.53	1.38	1,008
How would you rate the overall quality of the service provided by the library?	7.73	1.13	2,039

3.5 Information Literacy Outcomes Questions Summary

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

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.17	1.90	711
The library aids my advancement in my academic discipline or work.	7.23	1.57	936
The library enables me to be more efficient in my academic pursuits or work.	7.36	1.54	891
The library helps me distinguish between trustworthy and untrustworthy information.	6.28	1.78	880
The library provides me with the information skills I need in my work or study.	6.98	1.59	662

Language: English (American)

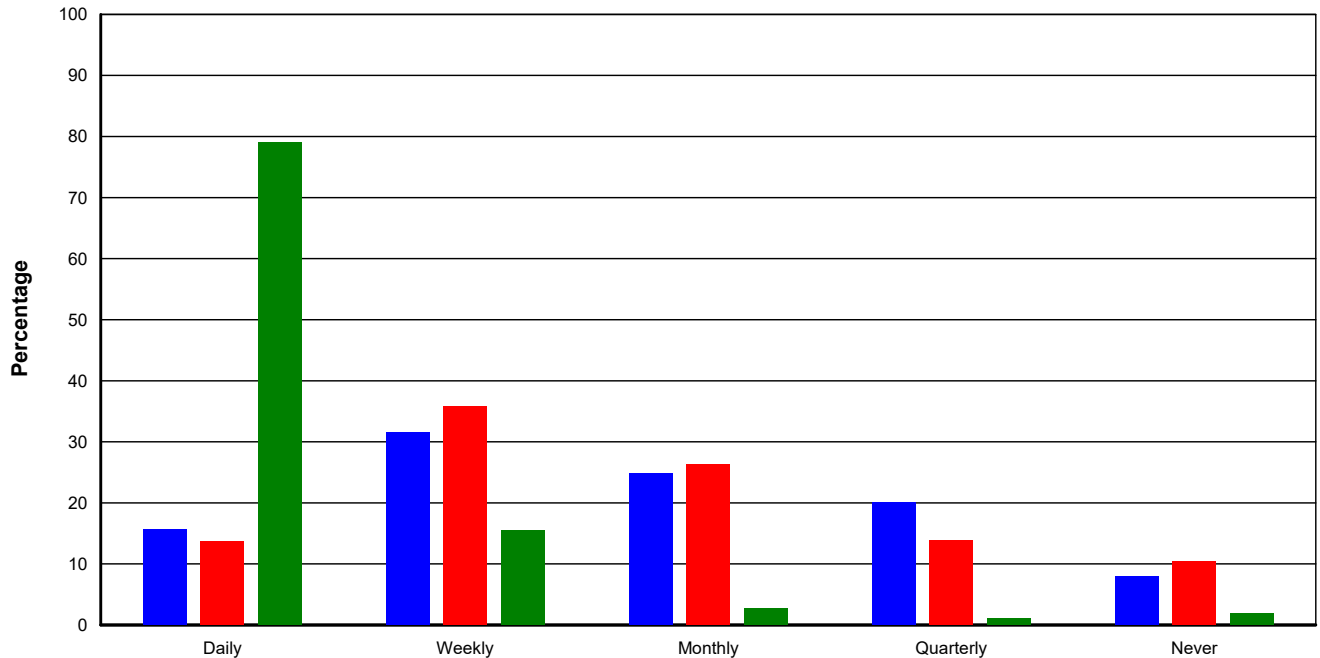
Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: All (Excluding Library Staff)

3.6 Library Use Summary

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.



Frequency

■ How often do you use resources on library premises?	■ How often do you access library resources through a library Web page?	■ How often do you use Yahoo™, Google™, or non-library gateways for information?
---	--	---

	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	318 15.59%	644 31.57%	507 24.85%	410 20.10%	161 7.89%	2,040 100.00%
How often do you access library resources through a library Web page?	279 13.68%	730 35.78%	536 26.27%	283 13.87%	212 10.39%	2,040 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	1,611 78.97%	316 15.49%	55 2.70%	21 1.03%	37 1.81%	2,040 100.00%

Language: English (American)
 Institution Type: College or University
 Consortium: Consortium of Church Libraries and Archives
 User Group: All (Excluding Library Staff)

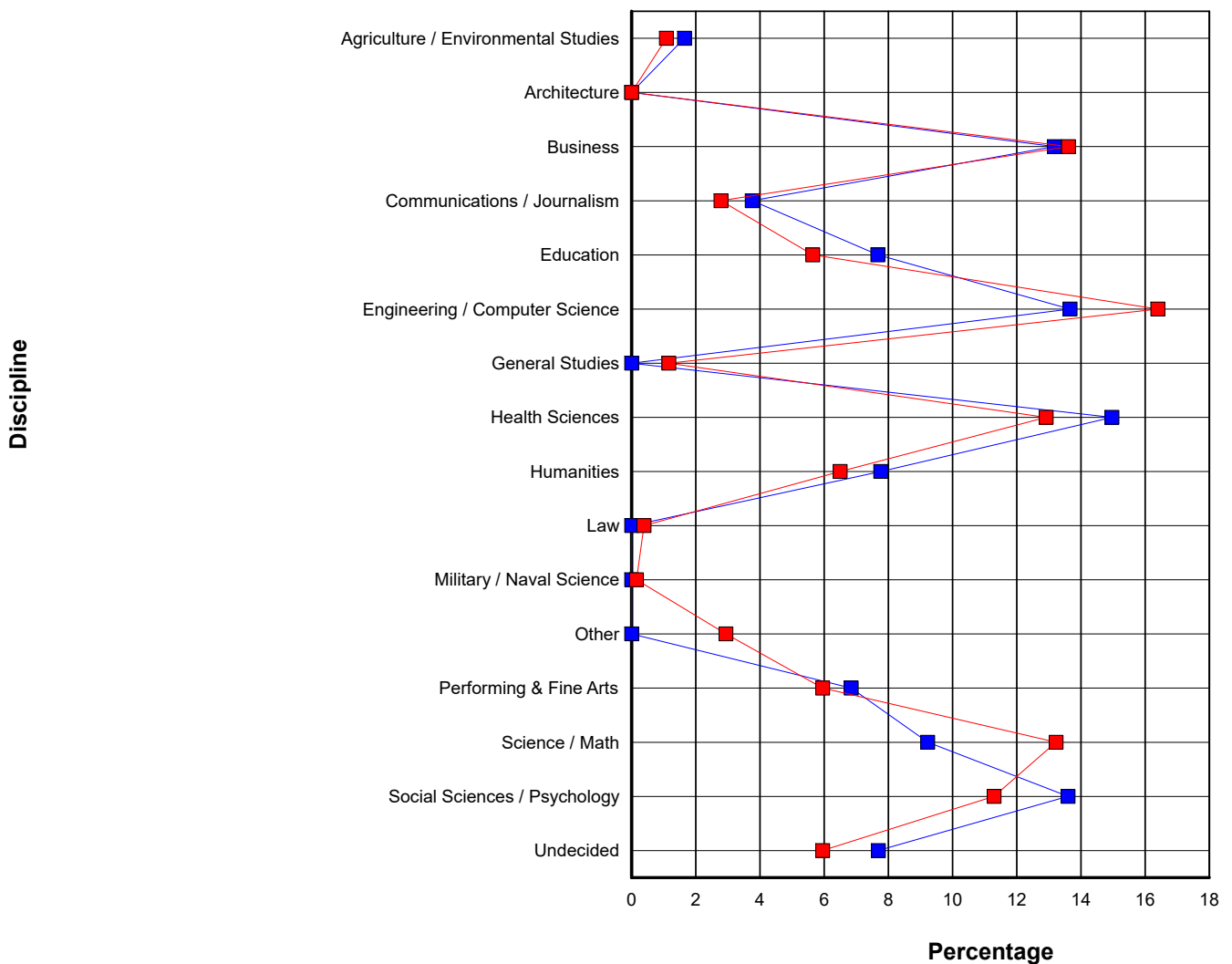
4 Undergraduate Summary for Brigham Young University

4.1 Demographic Summary for Undergraduate

4.1.1 Population and Respondent Profiles for Undergraduate 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)
 Institution Type: College or University
 Consortium: Consortium of Church Libraries and Archives
 User Group: Undergraduate

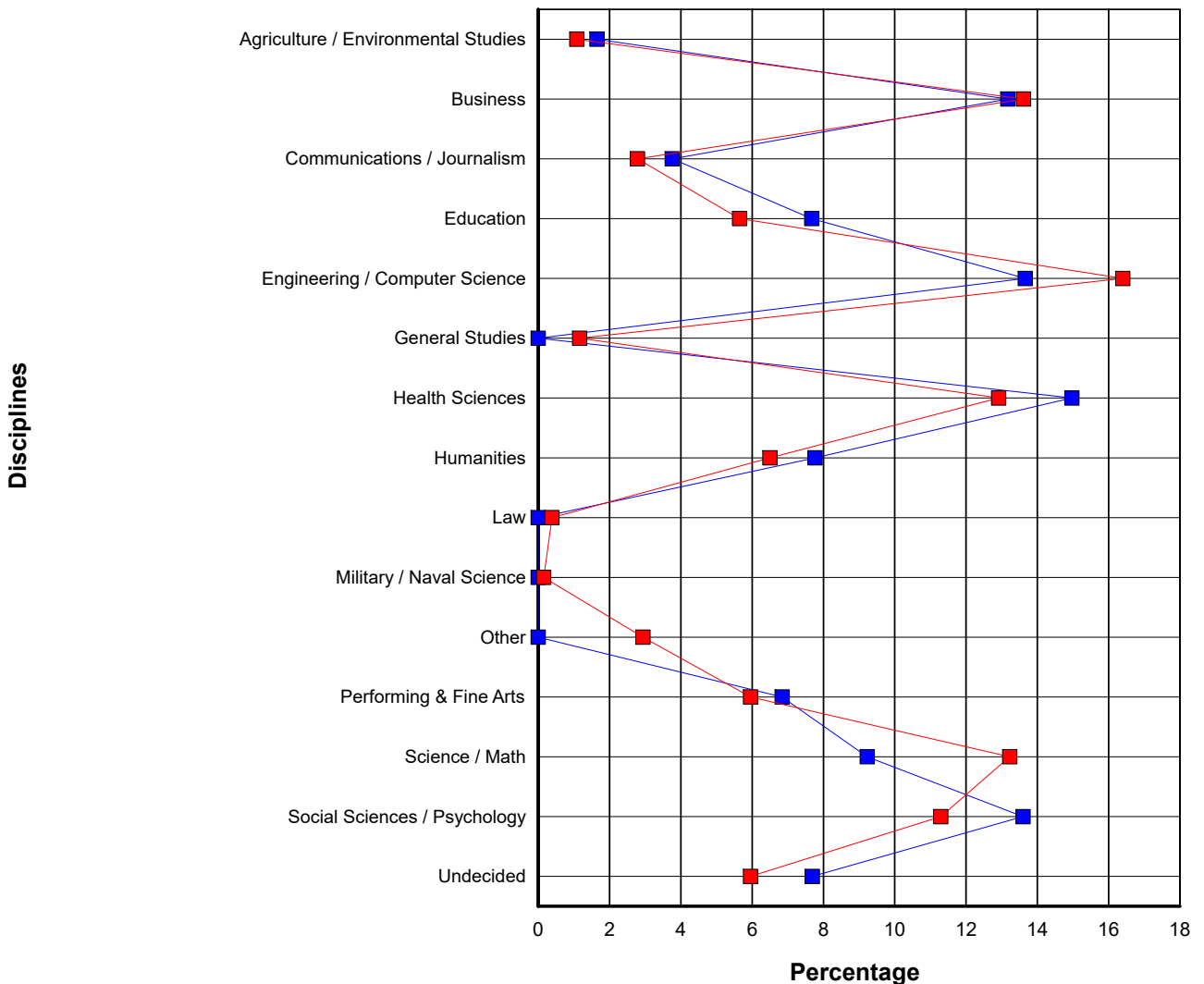
Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	514	1.65	14	1.08	0.56
Architecture	0	0.00	0	0.00	0.00
Business	4,114	13.17	176	13.61	-0.44
Communications / Journalism	1,174	3.76	36	2.78	0.97
Education	2,396	7.67	73	5.65	2.03
Engineering / Computer Science	4,267	13.66	212	16.40	-2.73
General Studies	0	0.00	15	1.16	-1.16
Health Sciences	4,675	14.97	167	12.92	2.05
Humanities	2,425	7.76	84	6.50	1.27
Law	0	0.00	5	0.39	-0.39
Military / Naval Science	0	0.00	2	0.15	-0.15
Other	0	0.00	38	2.94	-2.94
Performing & Fine Arts	2,137	6.84	77	5.96	0.89
Science / Math	2,882	9.23	171	13.23	-4.00
Social Sciences / Psychology	4,247	13.60	146	11.29	2.31
Undecided	2,402	7.69	77	5.96	1.74
Total:	31,233	100.00	1,293	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: Consortium of Church Libraries and Archives
User Group: Undergraduate

4.1.2 Population and Respondent Profiles for Undergraduate by Customized Discipline

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

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. 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)
 Institution Type: College or University
 Consortium: Consortium of Church Libraries and Archives
 User Group: Undergraduate

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	514	1.65	14	1.08	0.56
Business	4,114	13.17	176	13.61	-0.44
Communications / Journalism	1,174	3.76	36	2.78	0.97
Education	2,396	7.67	73	5.65	2.03
Engineering / Computer Science	4,267	13.66	212	16.40	-2.73
General Studies	0	0.00	15	1.16	-1.16
Health Sciences	4,675	14.97	167	12.92	2.05
Humanities	2,425	7.76	84	6.50	1.27
Law	0	0.00	5	0.39	-0.39
Military / Naval Science	0	0.00	2	0.15	-0.15
Other	0	0.00	38	2.94	-2.94
Performing & Fine Arts	2,137	6.84	77	5.96	0.89
Science / Math	2,882	9.23	171	13.23	-4.00
Social Sciences / Psychology	4,247	13.60	146	11.29	2.31
Undecided	2,402	7.69	77	5.96	1.74
Total:	31,233	100.00	1,293	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: Consortium of Church Libraries and Archives
User Group: Undergraduate

4.1.3 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Harold B. Lee Library in Provo	1,248	96.59
BYU Salt Lake Center Library	44	3.41
Total:	1,292	100.00

4.1.4 Respondent Profile by Age:

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

Age:	Respondents n	Respondents %
Under 18	10	0.77
18 - 22	880	68.01
23 - 30	387	29.91
31 - 45	14	1.08
46 - 65	2	0.15
Over 65	1	0.08
Total:	1,294	100.00

4.1.5 Respondent Profile by Sex:

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.

Sex:	Population N	Population %	Respondents n	Respondents %
Female	15,213	90.38	669	51.70
Male	1,620	9.62	625	48.30
Total:	16,833	100.00	1,294	100.00

4.1.6 Respondent Profile by Full or part-time student?

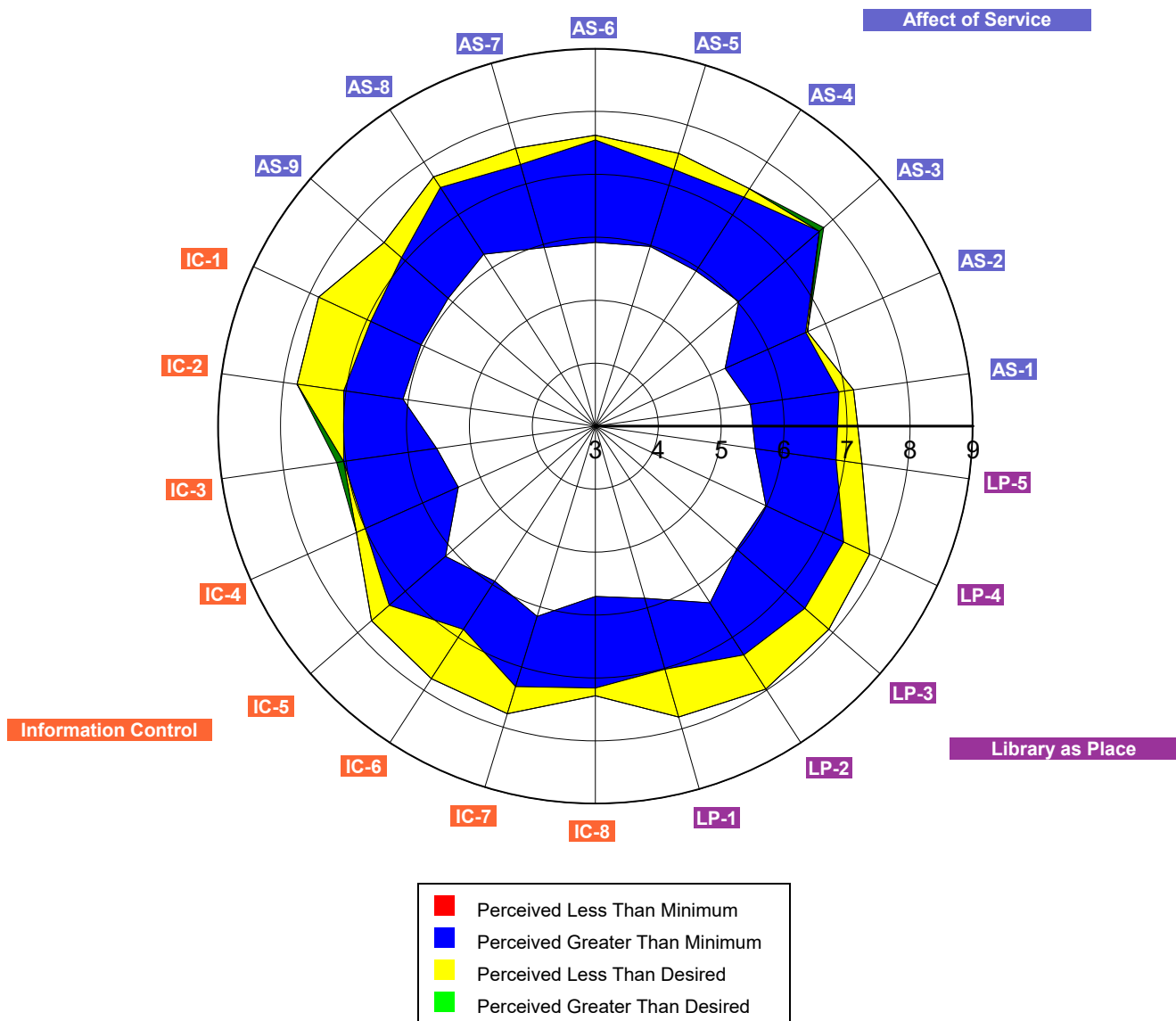
Full or part-time student?	Respondents n	Respondents %
Full-time	1,200	92.88
Part-time	89	6.89
Does not apply / NA	3	0.23
Total:	1,292	100.00

4.2 Core Questions Summary for Undergraduate

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

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

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



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.49	7.14	6.91	1.42	-0.23	280
AS-2	Giving users individual attention	5.26	6.69	6.66	1.40	-0.03	329
AS-3	Employees who are consistently courteous	6.02	7.72	7.81	1.79	0.09	292
AS-4	Readiness to respond to users' questions	5.94	7.50	7.34	1.40	-0.16	282
AS-5	Employees who have the knowledge to answer user questions	5.99	7.53	7.27	1.28	-0.27	313
AS-6	Employees who deal with users in a caring fashion	5.92	7.62	7.55	1.63	-0.07	1,245
AS-7	Employees who understand the needs of their users	5.95	7.59	7.32	1.37	-0.27	313
AS-8	Willingness to help users	6.26	7.72	7.52	1.27	-0.20	312
AS-9	Dependability in handling users' service problems	6.10	7.45	7.08	0.98	-0.37	278
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.06	7.85	6.94	0.88	-0.91	306
IC-2	A library Web site enabling me to locate information on my own	6.09	7.79	7.04	0.95	-0.75	378
IC-3	The printed library materials I need for my work	5.55	7.04	7.15	1.60	0.11	309
IC-4	The electronic information resources I need	5.38	7.15	7.00	1.62	-0.15	1,214
IC-5	Modern equipment that lets me easily access needed information	6.15	7.71	7.34	1.18	-0.37	384
IC-6	Easy-to-use access tools that allow me to find things on my own	5.94	7.78	6.85	0.91	-0.93	397
IC-7	Making information easily accessible for independent use	6.16	7.78	7.33	1.17	-0.45	333
IC-8	Print and/or electronic journal collections I require for my work	5.71	7.28	7.16	1.45	-0.12	310
Library as Place							
LP-1	Library space that inspires study and learning	5.85	7.81	7.02	1.17	-0.79	1,281
LP-2	Quiet space for individual activities	6.35	7.98	7.33	0.99	-0.65	293
LP-3	A comfortable and inviting location	5.98	7.92	7.41	1.43	-0.51	326
LP-4	A getaway for study, learning, or research	5.99	7.81	7.36	1.36	-0.45	329
LP-5	Community space for group learning and group study	5.57	7.28	6.86	1.30	-0.42	330
Overall:		5.85	7.55	7.18	1.33	-0.37	1,294

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	2.14	1.75	1.61	1.81	1.69	280
AS-2	Giving users individual attention	2.10	1.97	1.69	1.96	1.69	329
AS-3	Employees who are consistently courteous	2.02	1.45	1.26	1.86	1.24	292
AS-4	Readiness to respond to users' questions	1.88	1.51	1.44	1.92	1.51	282
AS-5	Employees who have the knowledge to answer user questions	1.86	1.60	1.50	1.87	1.64	313
AS-6	Employees who deal with users in a caring fashion	1.96	1.55	1.41	1.85	1.51	1,245
AS-7	Employees who understand the needs of their users	1.92	1.53	1.39	1.67	1.44	313
AS-8	Willingness to help users	1.84	1.36	1.36	1.66	1.31	312
AS-9	Dependability in handling users' service problems	1.70	1.45	1.36	1.73	1.47	278
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.92	1.41	1.64	2.06	1.86	306
IC-2	A library Web site enabling me to locate information on my own	1.79	1.61	1.52	1.72	1.77	378
IC-3	The printed library materials I need for my work	2.05	1.97	1.48	1.92	1.84	309
IC-4	The electronic information resources I need	1.94	1.82	1.51	1.96	1.81	1,214
IC-5	Modern equipment that lets me easily access needed information	1.87	1.44	1.41	1.76	1.42	384
IC-6	Easy-to-use access tools that allow me to find things on my own	1.66	1.48	1.66	1.88	1.77	397
IC-7	Making information easily accessible for independent use	1.72	1.37	1.36	1.55	1.42	333
IC-8	Print and/or electronic journal collections I require for my work	2.11	1.89	1.47	2.04	1.71	310
Library as Place							
LP-1	Library space that inspires study and learning	1.85	1.48	1.62	2.09	1.91	1,281
LP-2	Quiet space for individual activities	1.83	1.48	1.63	1.91	1.87	293
LP-3	A comfortable and inviting location	1.85	1.23	1.52	1.98	1.67	326
LP-4	A getaway for study, learning, or research	1.96	1.57	1.51	2.01	1.72	329
LP-5	Community space for group learning and group study	1.97	1.91	1.66	2.19	2.03	330
Overall:		1.49	1.15	1.11	1.44	1.18	1,294

Language: English (American)

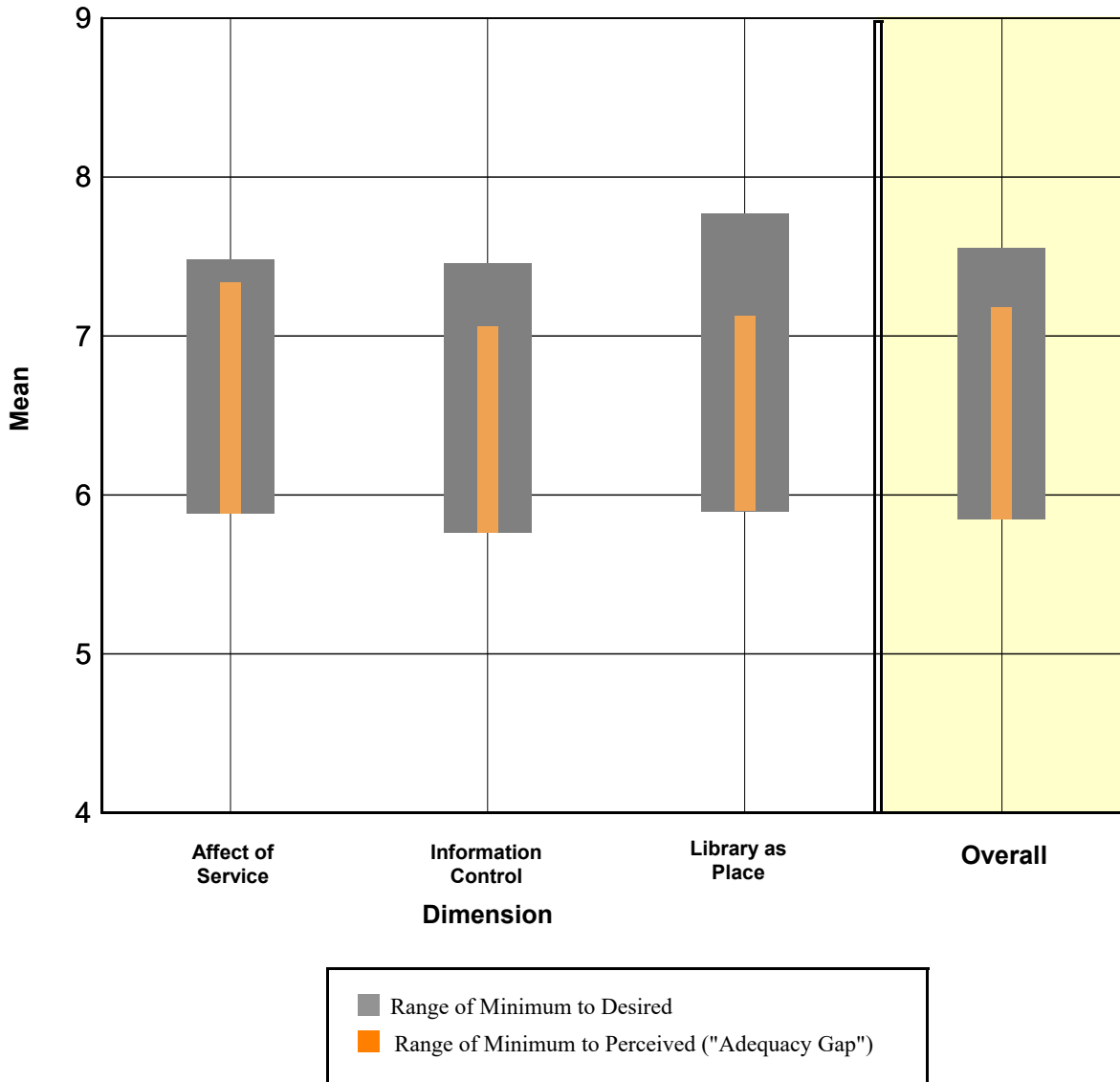
Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Undergraduate

4.3 Core Question Dimensions Summary for Undergraduate

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	5.88	7.48	7.34	1.46	-0.14	1,278
Information Control	5.76	7.46	7.06	1.30	-0.39	1,285
Library as Place	5.90	7.77	7.12	1.23	-0.65	1,292
Overall	5.85	7.55	7.18	1.33	-0.37	1,294

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	1.74	1.37	1.25	1.61	1.29	1,278
Information Control	1.61	1.36	1.25	1.57	1.40	1,285
Library as Place	1.69	1.34	1.43	1.82	1.64	1,292
Overall	1.49	1.15	1.11	1.44	1.18	1,294

Language: English (American)

Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Undergraduate

4.4 Local Question Summary for Undergraduate

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
Adequate seating with natural light	5.77	7.70	6.52	0.75	-1.19	248
Food services in the library	4.02	6.18	5.16	1.14	-1.02	237
Getting help from a librarian conveniently and in ways other than face-to-face – e.g., email, texting, chat, telephone	5.17	6.81	6.62	1.45	-0.19	217
Spaces and technology that support creativity	5.61	7.33	6.80	1.19	-0.53	238
The library assists me in achieving academic success	6.05	7.75	7.30	1.25	-0.45	226

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
Adequate seating with natural light	2.14	1.64	1.83	2.52	2.32	248
Food services in the library	2.27	2.33	1.91	2.48	2.57	237
Getting help from a librarian conveniently and in ways other than face-to-face – e.g., email, texting, chat, telephone	2.16	2.06	1.78	2.05	1.98	217
Spaces and technology that support creativity	1.96	1.71	1.56	1.81	1.72	238
The library assists me in achieving academic success	2.00	1.60	1.60	1.84	1.48	226

4.5 General Satisfaction Questions Summary for Undergraduate

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

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.93	1.13	650
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.51	1.37	644
How would you rate the overall quality of the service provided by the library?	7.69	1.13	1,293

4.6 Information Literacy Outcomes Questions Summary for Undergraduate

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

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.09	1.81	441
The library aids my advancement in my academic discipline or work.	7.14	1.55	604
The library enables me to be more efficient in my academic pursuits or work.	7.27	1.55	557
The library helps me distinguish between trustworthy and untrustworthy information.	6.47	1.73	567
The library provides me with the information skills I need in my work or study.	6.96	1.51	419

Language: English (American)

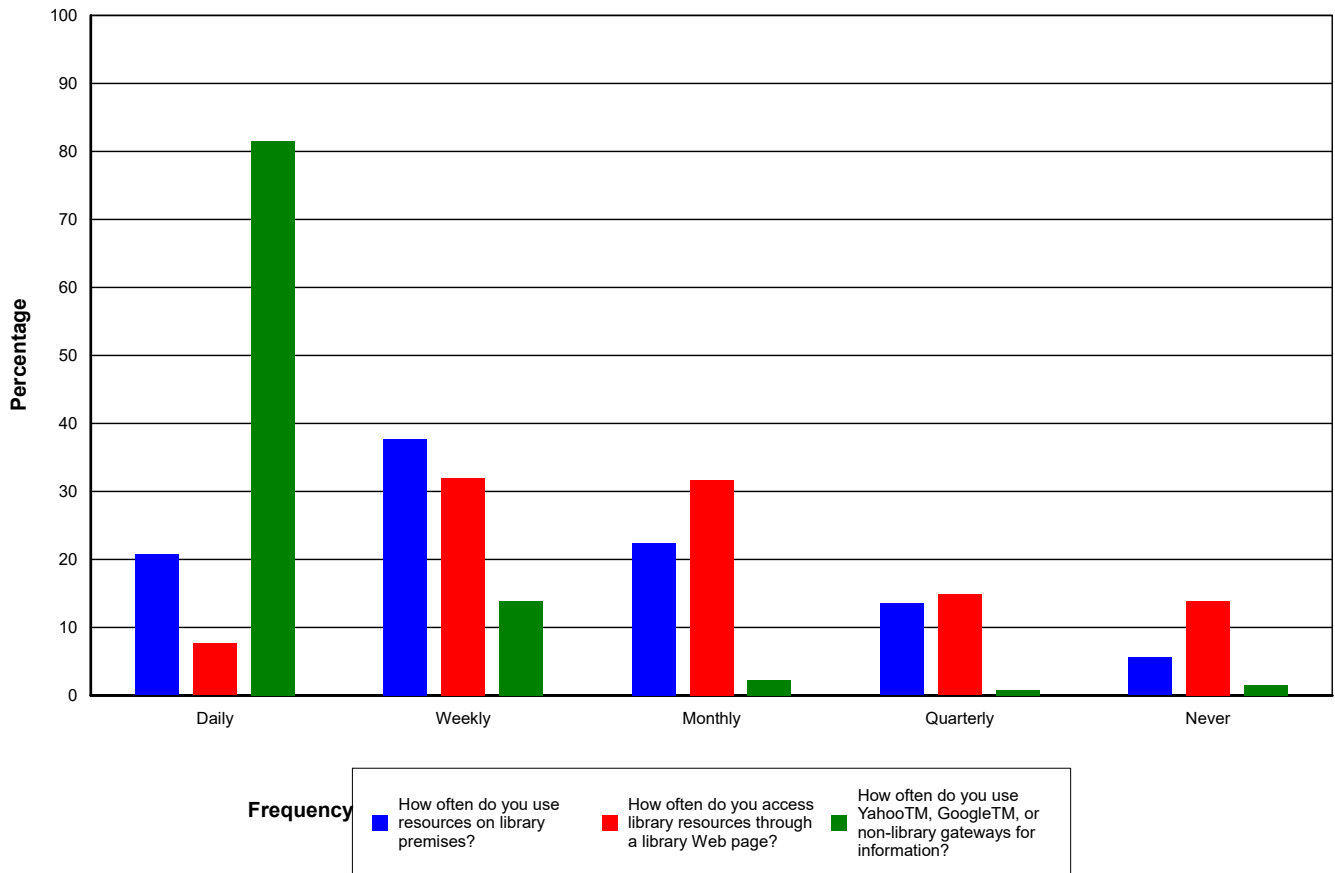
Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Undergraduate

4.7 Library Use Summary for Undergraduate

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ 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.



	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	268 20.73%	488 37.74%	290 22.43%	175 13.53%	72 5.57%	1,293 100.00%
How often do you access library resources through a library Web page?	99 7.66%	413 31.94%	410 31.71%	192 14.85%	179 13.84%	1,293 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	1,054 81.52%	180 13.92%	29 2.24%	10 0.77%	20 1.55%	1,293 100.00%

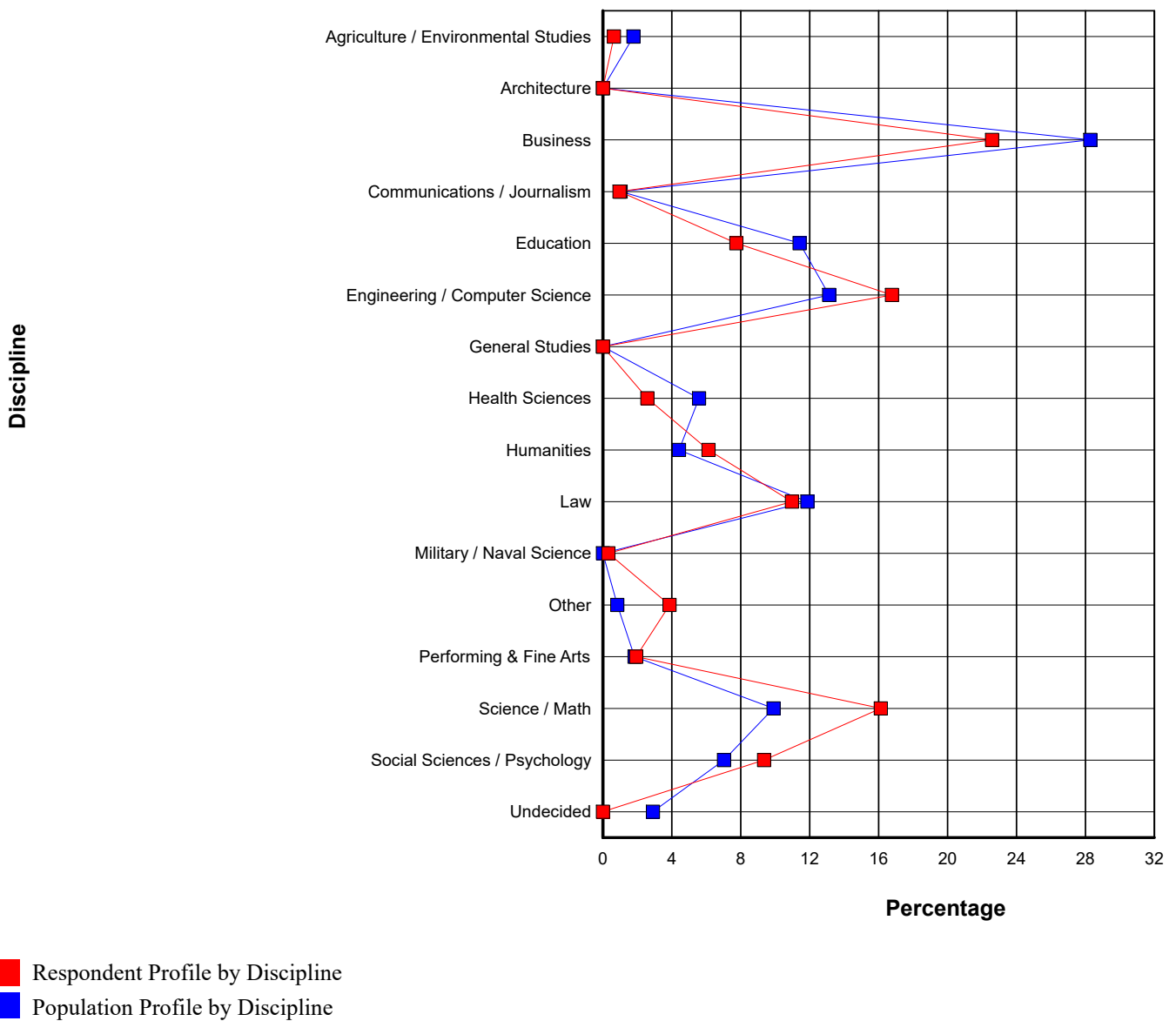
5 Graduate Summary for Brigham Young University

5.1 Demographic Summary for Graduate

5.1.1 Population and Respondent Profiles for Graduate 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).



Language: English (American)
 Institution Type: College or University
 Consortium: Consortium of Church Libraries and Archives
 User Group: Graduate

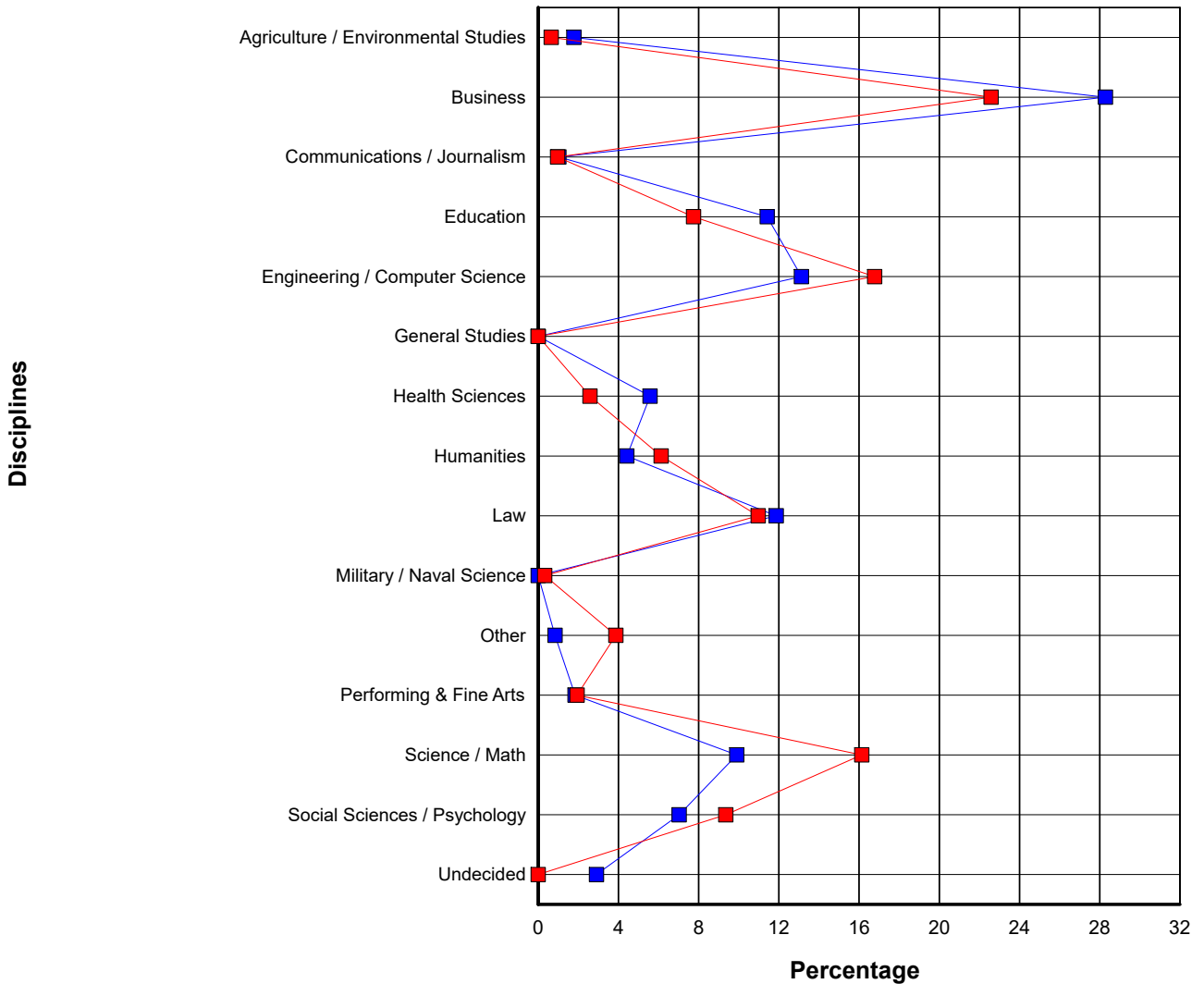
Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	55	1.77	2	0.65	1.13
Architecture	0	0.00	0	0.00	0.00
Business	877	28.28	70	22.58	5.70
Communications / Journalism	32	1.03	3	0.97	0.06
Education	354	11.42	24	7.74	3.67
Engineering / Computer Science	407	13.12	52	16.77	-3.65
General Studies	0	0.00	0	0.00	0.00
Health Sciences	173	5.58	8	2.58	3.00
Humanities	137	4.42	19	6.13	-1.71
Law	368	11.87	34	10.97	0.90
Military / Naval Science	0	0.00	1	0.32	-0.32
Other	26	0.84	12	3.87	-3.03
Performing & Fine Arts	57	1.84	6	1.94	-0.10
Science / Math	307	9.90	50	16.13	-6.23
Social Sciences / Psychology	218	7.03	29	9.35	-2.32
Undecided	90	2.90	0	0.00	2.90
Total:	3,101	100.00	310	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: Consortium of Church Libraries and Archives
User Group: Graduate

5.1.2 Population and Respondent Profiles for Graduate by Customized Discipline

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

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. 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)
 Institution Type: College or University
 Consortium: Consortium of Church Libraries and Archives
 User Group: Graduate

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	55	1.77	2	0.65	1.13
Business	877	28.28	70	22.58	5.70
Communications / Journalism	32	1.03	3	0.97	0.06
Education	354	11.42	24	7.74	3.67
Engineering / Computer Science	407	13.12	52	16.77	-3.65
General Studies	0	0.00	0	0.00	0.00
Health Sciences	173	5.58	8	2.58	3.00
Humanities	137	4.42	19	6.13	-1.71
Law	368	11.87	34	10.97	0.90
Military / Naval Science	0	0.00	1	0.32	-0.32
Other	26	0.84	12	3.87	-3.03
Performing & Fine Arts	57	1.84	6	1.94	-0.10
Science / Math	307	9.90	50	16.13	-6.23
Social Sciences / Psychology	218	7.03	29	9.35	-2.32
Undecided	90	2.90	0	0.00	2.90
Total:	3,101	100.00	310	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: Consortium of Church Libraries and Archives
User Group: Graduate

5.1.3 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Harold B. Lee Library in Provo	304	99.35
BYU Salt Lake Center Library	2	0.65
Total:	306	100.00

5.1.4 Respondent Profile by Age:

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

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	14	4.52
23 - 30	210	67.74
31 - 45	67	21.61
46 - 65	18	5.81
Over 65	1	0.32
Total:	310	100.00

5.1.5 Respondent Profile by Sex:

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.

Sex:	Population N	Population %	Respondents n	Respondents %
Female	1,193	38.47	131	42.26
Male	1,908	61.53	179	57.74
Total:	3,101	100.00	310	100.00

5.1.6 Respondent Profile by Full or part-time student?

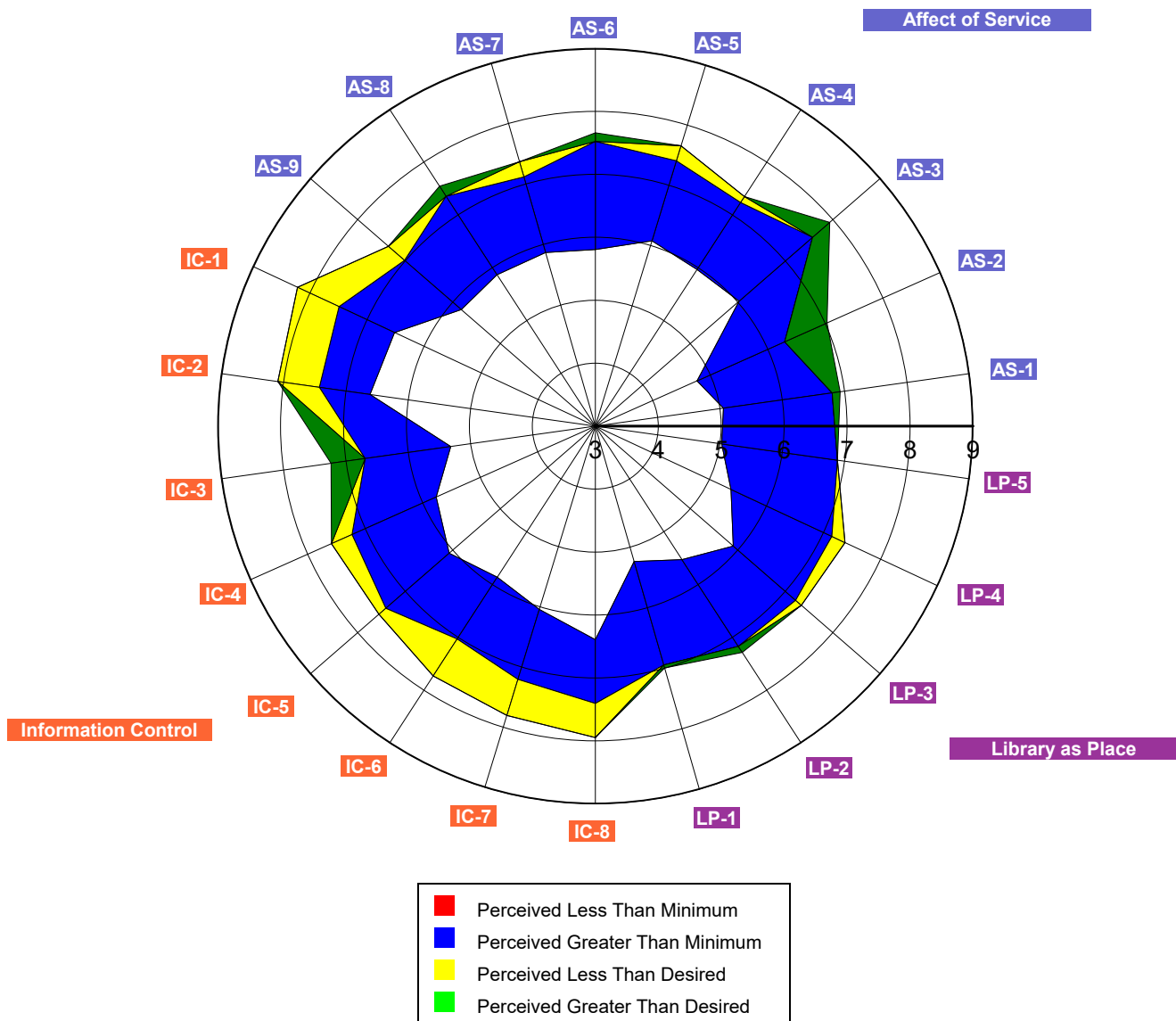
Full or part-time student?	Respondents n	Respondents %
Full-time	266	86.08
Part-time	40	12.94
Does not apply / NA	3	0.97
Total:	309	100.00

5.2 Core Questions Summary for Graduate

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

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

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



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.06	6.80	6.93	1.87	0.13	70
AS-2	Giving users individual attention	4.77	6.29	7.03	2.26	0.74	65
AS-3	Employees who are consistently courteous	6.03	7.57	7.93	1.91	0.36	75
AS-4	Readiness to respond to users' questions	5.97	7.35	7.24	1.27	-0.11	63
AS-5	Employees who have the knowledge to answer user questions	6.08	7.66	7.41	1.33	-0.25	76
AS-6	Employees who deal with users in a caring fashion	5.81	7.52	7.66	1.85	0.14	289
AS-7	Employees who understand the needs of their users	5.87	7.37	7.12	1.25	-0.25	84
AS-8	Willingness to help users	5.87	7.35	7.54	1.68	0.19	68
AS-9	Dependability in handling users' service problems	5.82	7.35	7.02	1.19	-0.34	62
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.52	8.22	7.49	0.97	-0.73	77
IC-2	A library Web site enabling me to locate information on my own	6.61	8.09	7.43	0.81	-0.67	96
IC-3	The printed library materials I need for my work	5.32	6.69	7.24	1.92	0.55	75
IC-4	The electronic information resources I need	5.77	7.59	7.23	1.46	-0.36	306
IC-5	Modern equipment that lets me easily access needed information	6.08	7.56	7.41	1.33	-0.14	90
IC-6	Easy-to-use access tools that allow me to find things on my own	5.86	7.73	7.03	1.17	-0.70	93
IC-7	Making information easily accessible for independent use	6.05	7.80	7.21	1.16	-0.60	87
IC-8	Print and/or electronic journal collections I require for my work	6.39	7.95	7.41	1.01	-0.54	74
Library as Place							
LP-1	Library space that inspires study and learning	5.24	6.95	7.00	1.76	0.05	299
LP-2	Quiet space for individual activities	5.53	7.17	7.29	1.76	0.11	70
LP-3	A comfortable and inviting location	5.91	7.34	7.22	1.31	-0.12	74
LP-4	A getaway for study, learning, or research	5.38	7.38	7.15	1.77	-0.23	82
LP-5	Community space for group learning and group study	5.03	6.88	6.88	1.86	0.00	69
Overall:		5.77	7.43	7.28	1.51	-0.15	310

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	2.36	2.17	1.65	1.90	1.64	70
AS-2	Giving users individual attention	2.13	2.07	1.68	2.20	1.59	65
AS-3	Employees who are consistently courteous	1.87	1.37	1.22	1.82	1.27	75
AS-4	Readiness to respond to users' questions	1.69	1.54	1.46	1.56	1.49	63
AS-5	Employees who have the knowledge to answer user questions	1.78	1.43	1.44	1.89	1.42	76
AS-6	Employees who deal with users in a caring fashion	1.94	1.59	1.27	1.88	1.54	289
AS-7	Employees who understand the needs of their users	1.69	1.42	1.40	1.66	1.59	84
AS-8	Willingness to help users	1.75	1.77	1.41	1.70	1.52	68
AS-9	Dependability in handling users' service problems	1.76	1.60	1.47	1.85	1.58	62
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.74	1.06	1.41	1.55	1.38	77
IC-2	A library Web site enabling me to locate information on my own	1.76	1.35	1.31	1.66	1.30	96
IC-3	The printed library materials I need for my work	2.06	2.12	1.40	1.71	1.77	75
IC-4	The electronic information resources I need	1.78	1.67	1.51	1.73	1.74	306
IC-5	Modern equipment that lets me easily access needed information	1.78	1.67	1.34	1.79	1.66	90
IC-6	Easy-to-use access tools that allow me to find things on my own	1.96	1.55	1.46	1.61	1.53	93
IC-7	Making information easily accessible for independent use	1.60	1.59	1.19	1.66	1.65	87
IC-8	Print and/or electronic journal collections I require for my work	1.89	1.65	1.35	1.72	1.37	74
Library as Place							
LP-1	Library space that inspires study and learning	2.04	2.06	1.52	2.22	2.36	299
LP-2	Quiet space for individual activities	2.06	2.13	1.47	2.18	2.30	70
LP-3	A comfortable and inviting location	1.72	1.43	1.50	1.80	1.69	74
LP-4	A getaway for study, learning, or research	2.04	1.84	1.43	1.81	1.89	82
LP-5	Community space for group learning and group study	1.87	2.10	1.66	2.08	2.27	69
Overall:		1.43	1.23	1.05	1.32	1.16	310

Language: English (American)

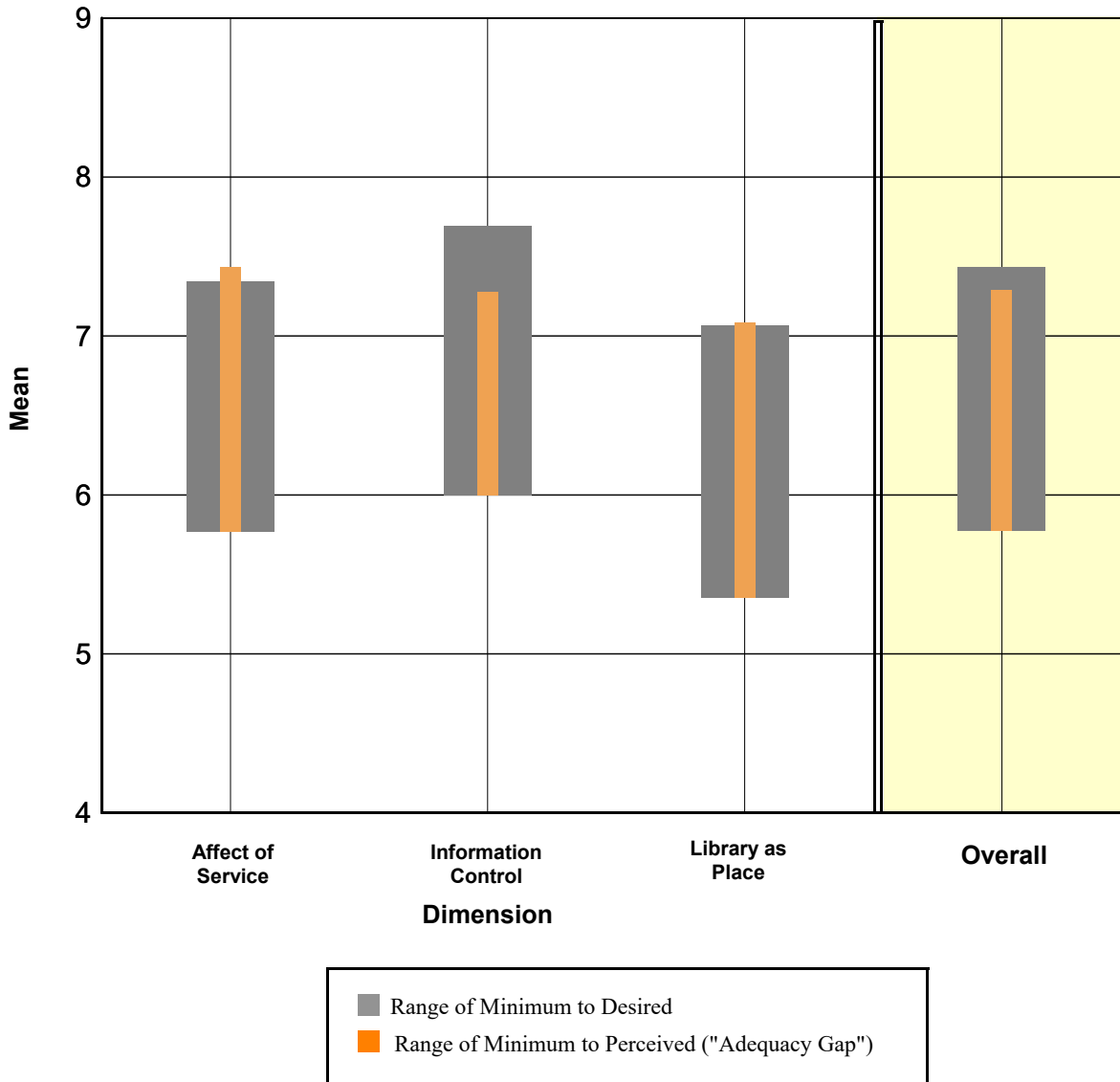
Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Graduate

5.3 Core Question Dimensions Summary for Graduate

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	5.77	7.34	7.43	1.66	0.09	300
Information Control	6.00	7.69	7.28	1.28	-0.41	309
Library as Place	5.35	7.07	7.08	1.73	0.01	302
Overall	5.77	7.43	7.28	1.51	-0.15	310

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	1.71	1.44	1.22	1.63	1.31	300
Information Control	1.55	1.38	1.17	1.34	1.27	309
Library as Place	1.84	1.81	1.36	1.92	2.03	302
Overall	1.43	1.23	1.05	1.32	1.16	310

Language: English (American)

Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Graduate

5.4 Local Question Summary for Graduate

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
Adequate seating with natural light	5.48	7.48	6.86	1.38	-0.62	58
Food services in the library	3.88	5.76	4.90	1.02	-0.86	50
Getting help from a librarian conveniently and in ways other than face-to-face – e.g., email, texting, chat, telephone	4.76	6.50	6.93	2.17	0.43	58
Spaces and technology that support creativity	5.00	6.54	6.68	1.68	0.14	50
The library assists me in achieving academic success	5.94	7.37	7.16	1.23	-0.21	62

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
Adequate seating with natural light	2.06	1.59	1.70	1.95	1.93	58
Food services in the library	1.93	2.22	1.91	2.36	2.18	50
Getting help from a librarian conveniently and in ways other than face-to-face – e.g., email, texting, chat, telephone	2.42	2.16	1.89	1.92	1.74	58
Spaces and technology that support creativity	2.16	2.39	1.63	1.91	1.92	50
The library assists me in achieving academic success	1.98	1.78	1.55	2.02	1.57	62

5.5 General Satisfaction Questions Summary for Graduate

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

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.99	0.93	154
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.47	1.48	156
How would you rate the overall quality of the service provided by the library?	7.65	1.10	310

5.6 Information Literacy Outcomes Questions Summary for Graduate

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

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.16	2.03	110
The library aids my advancement in my academic discipline or work.	7.31	1.62	133
The library enables me to be more efficient in my academic pursuits or work.	7.08	1.74	138
The library helps me distinguish between trustworthy and untrustworthy information.	5.92	1.73	137
The library provides me with the information skills I need in my work or study.	7.12	1.67	102

Language: English (American)

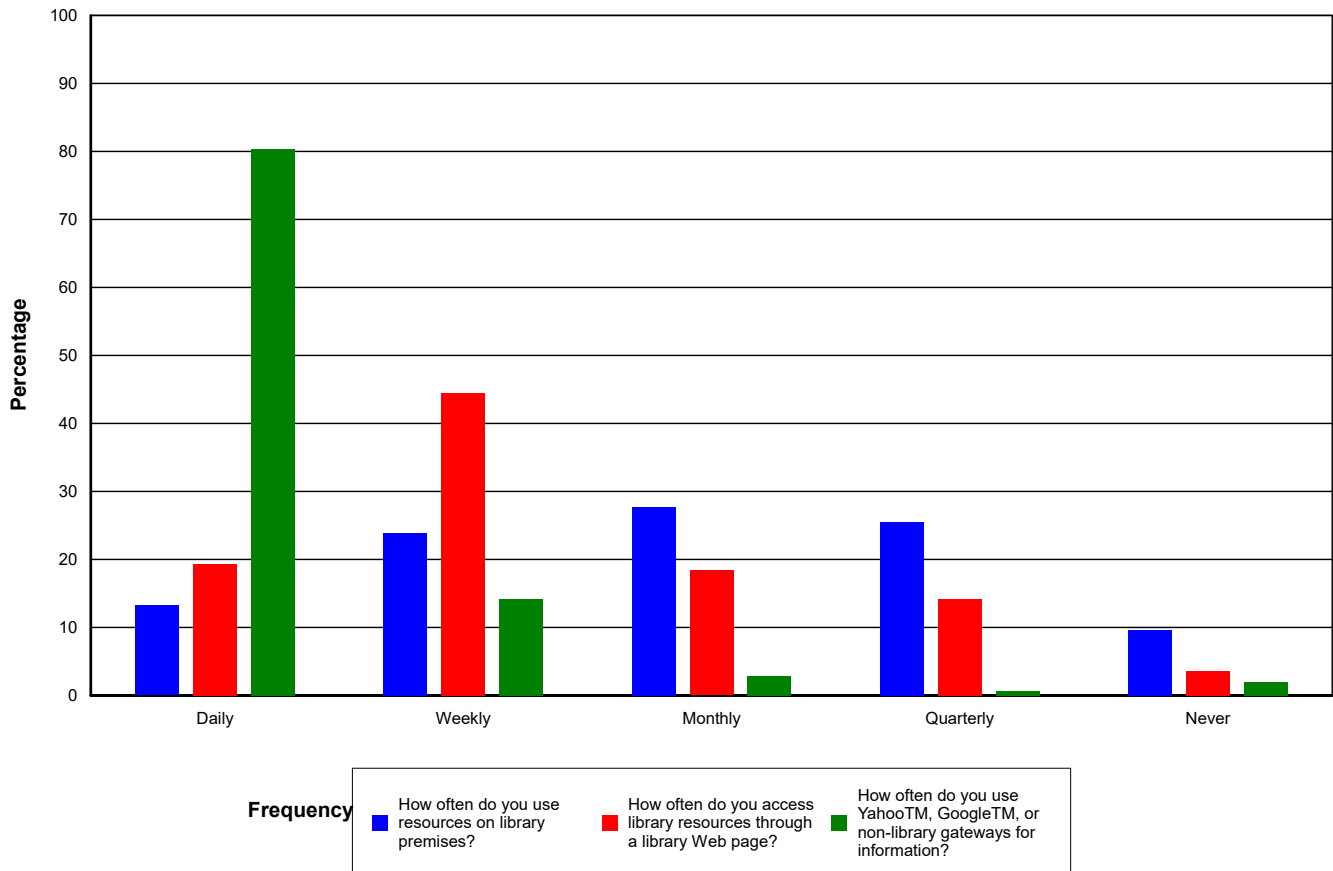
Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Graduate

5.7 Library Use Summary for Graduate

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.



	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	41 13.23%	74 23.87%	86 27.74%	79 25.48%	30 9.68%	310 100.00%
How often do you access library resources through a library Web page?	60 19.35%	138 44.52%	57 18.39%	44 14.19%	11 3.55%	310 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	249 80.32%	44 14.19%	9 2.90%	2 0.65%	6 1.94%	310 100.00%

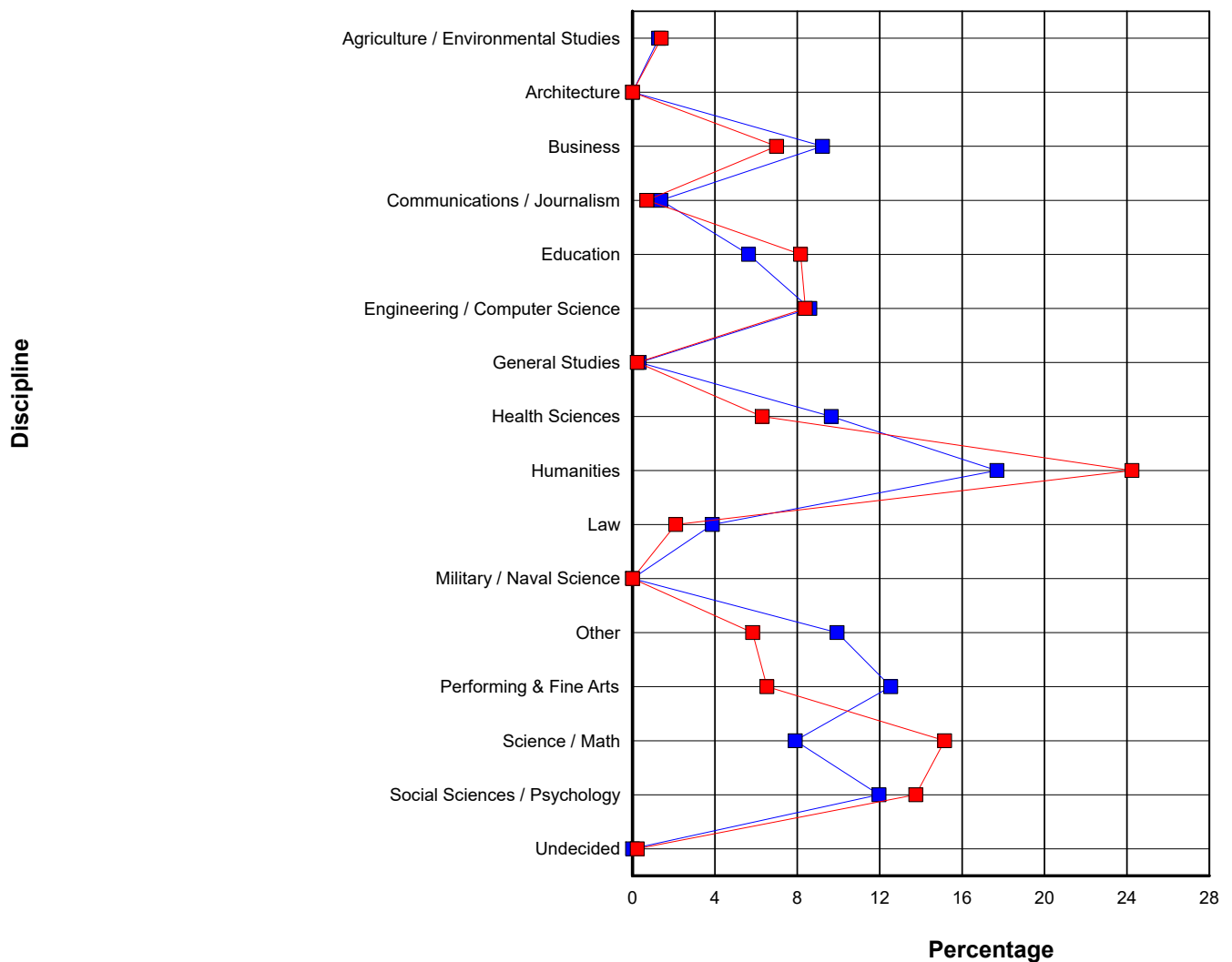
6 Faculty Summary for Brigham Young University

6.1 Demographic Summary for Faculty

6.1.1 Population and Respondent Profiles for Faculty 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)
 Institution Type: College or University
 Consortium: Consortium of Church Libraries and Archives
 User Group: Faculty

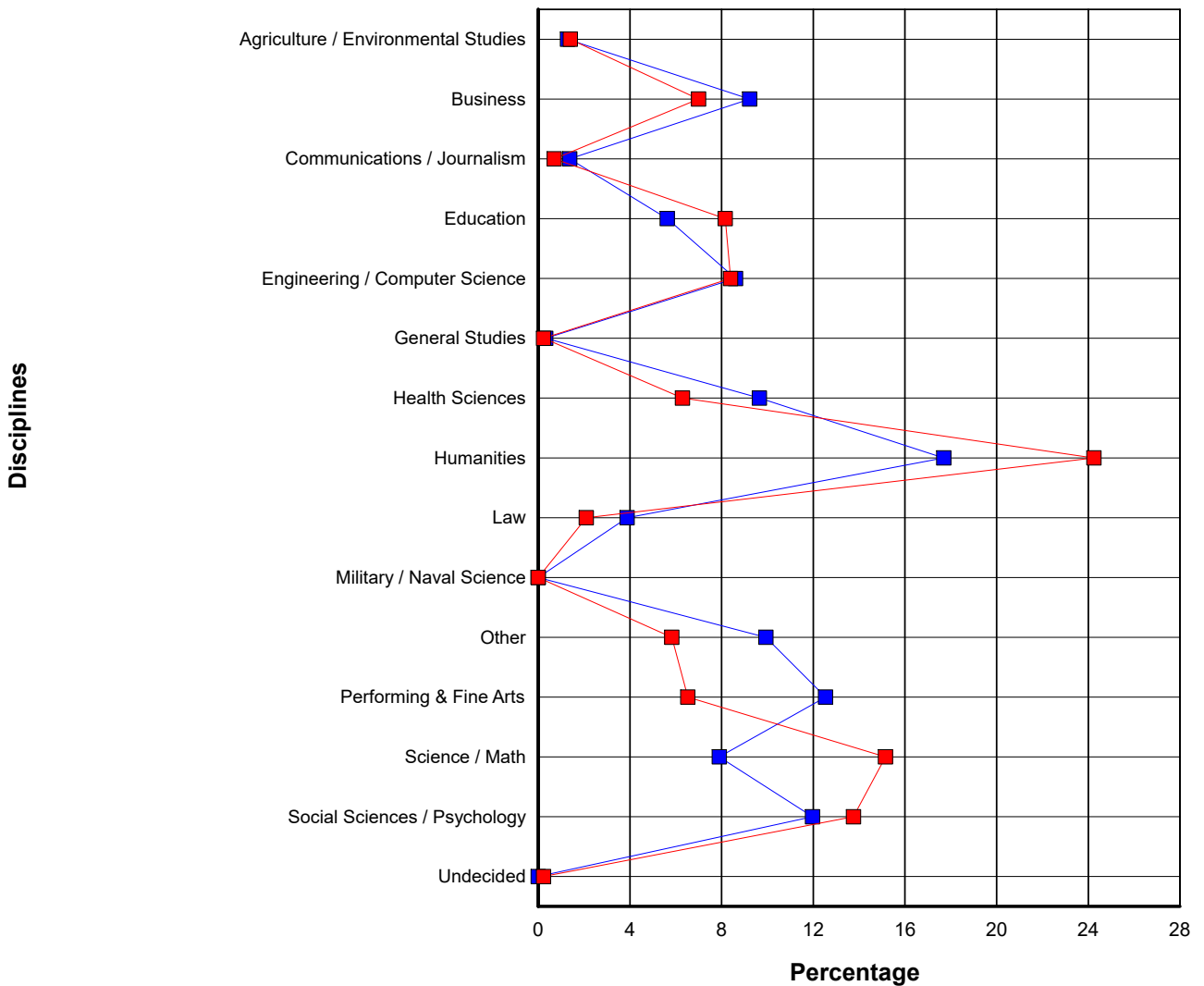
Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	27	1.28	6	1.40	-0.12
Architecture	0	0.00	0	0.00	0.00
Business	195	9.22	30	6.99	2.23
Communications / Journalism	29	1.37	3	0.70	0.67
Education	119	5.63	35	8.16	-2.53
Engineering / Computer Science	182	8.61	36	8.39	0.22
General Studies	7	0.33	1	0.23	0.10
Health Sciences	204	9.65	27	6.29	3.36
Humanities	374	17.69	104	24.24	-6.55
Law	82	3.88	9	2.10	1.78
Military / Naval Science	0	0.00	0	0.00	0.00
Other	210	9.93	25	5.83	4.11
Performing & Fine Arts	265	12.54	28	6.53	6.01
Science / Math	167	7.90	65	15.15	-7.25
Social Sciences / Psychology	253	11.97	59	13.75	-1.79
Undecided	0	0.00	1	0.23	-0.23
Total:	2,114	100.00	429	100.00	0.00

Language: English (American)
Institution Type: College or University
Consortium: Consortium of Church Libraries and Archives
User Group: Faculty

6.1.2 Population and Respondent Profiles for Faculty by Customized Discipline

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

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. 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)
 Institution Type: College or University
 Consortium: Consortium of Church Libraries and Archives
 User Group: Faculty

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	27	1.28	6	1.40	-0.12
Business	195	9.22	30	6.99	2.23
Communications / Journalism	29	1.37	3	0.70	0.67
Education	119	5.63	35	8.16	-2.53
Engineering / Computer Science	182	8.61	36	8.39	0.22
General Studies	7	0.33	1	0.23	0.10
Health Sciences	204	9.65	27	6.29	3.36
Humanities	374	17.69	104	24.24	-6.55
Law	82	3.88	9	2.10	1.78
Military / Naval Science	0	0.00	0	0.00	0.00
Other	210	9.93	25	5.83	4.11
Performing & Fine Arts	265	12.54	28	6.53	6.01
Science / Math	167	7.90	65	15.15	-7.25
Social Sciences / Psychology	253	11.97	59	13.75	-1.79
Undecided	0	0.00	1	0.23	-0.23
Total:	2,114	100.00	429	100.00	0.00

6.1.3 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Harold B. Lee Library in Provo	392	92.02
BYU Salt Lake Center Library	34	7.98
Total:	426	100.00

6.1.4 Respondent Profile by Age:

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

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	1	0.23
23 - 30	9	2.10
31 - 45	166	38.79
46 - 65	221	51.64
Over 65	31	7.24
Total:	428	100.00

6.1.5 Respondent Profile by Sex:

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.

Sex:	Population N	Population %	Respondents n	Respondents %
Female	699	33.07	136	31.70
Male	1,415	66.93	293	68.30
Total:	2,114	100.00	429	100.00

6.1.6 Respondent Profile by Full or part-time student?

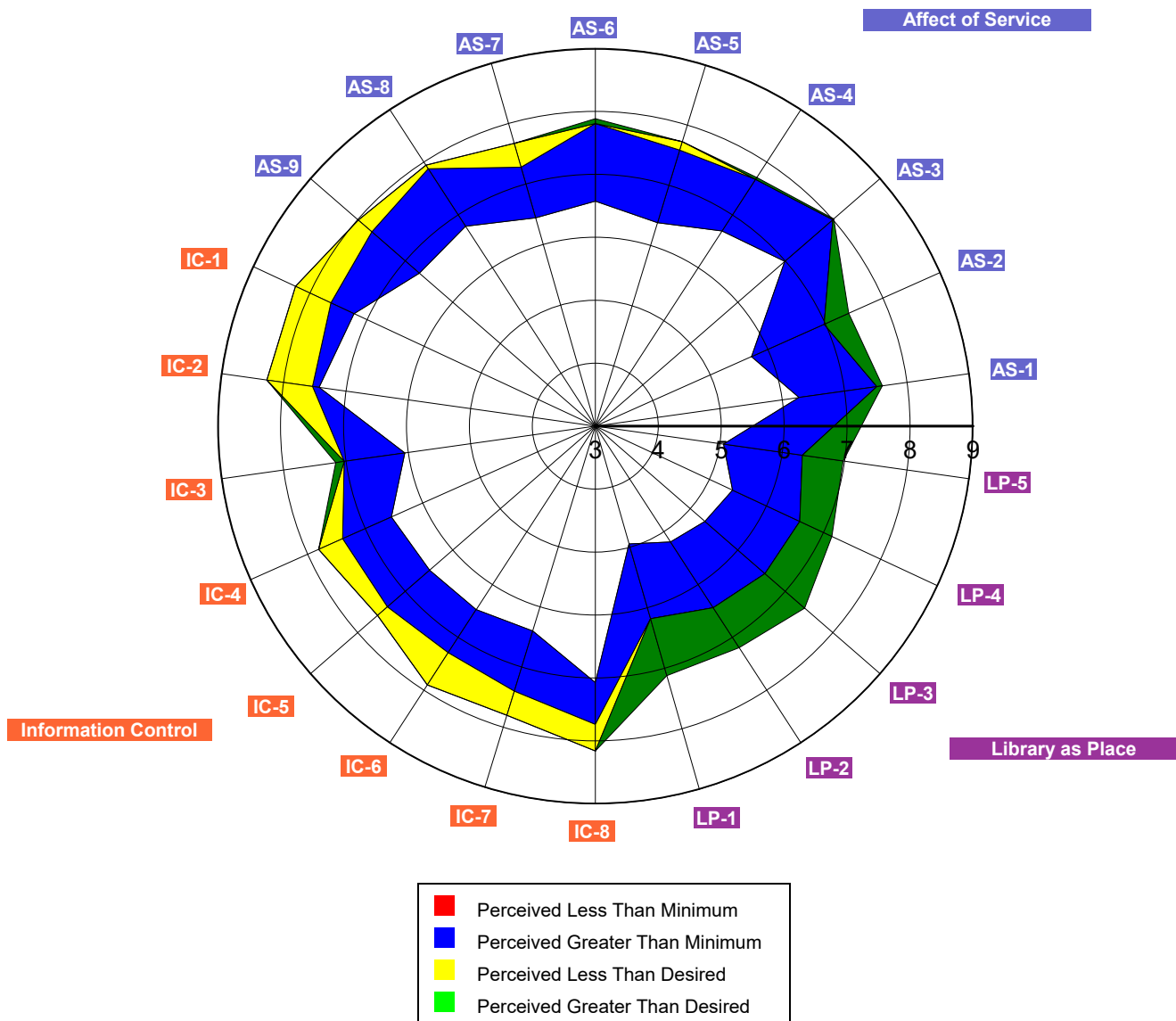
Full or part-time student?	Population N	Population %	Respondents n	Respondents %
Full-time	598	28.29	30	7.09
Part-time	1,516	71.71	2	0.47
Does not apply / NA		0.00	391	92.43
Total:	2,114	100.00	423	100.00

6.2 Core Questions Summary for Faculty

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

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

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



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.27	7.52	7.61	1.34	0.09	104
AS-2	Giving users individual attention	5.72	6.98	7.41	1.69	0.42	106
AS-3	Employees who are consistently courteous	6.99	8.00	8.02	1.03	0.02	99
AS-4	Readiness to respond to users' questions	6.70	7.67	7.71	1.01	0.03	86
AS-5	Employees who have the knowledge to answer user questions	6.38	7.72	7.59	1.21	-0.14	116
AS-6	Employees who deal with users in a caring fashion	6.57	7.81	7.88	1.31	0.08	421
AS-7	Employees who understand the needs of their users	6.44	7.67	7.28	0.84	-0.39	104
AS-8	Willingness to help users	6.79	7.94	7.87	1.09	-0.07	103
AS-9	Dependability in handling users' service problems	6.71	7.99	7.71	1.00	-0.28	95
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.23	8.25	7.64	0.41	-0.62	118
IC-2	A library Web site enabling me to locate information on my own	7.43	8.27	7.54	0.10	-0.73	134
IC-3	The printed library materials I need for my work	6.06	7.03	7.16	1.11	0.13	104
IC-4	The electronic information resources I need	6.55	7.81	7.39	0.85	-0.42	424
IC-5	Modern equipment that lets me easily access needed information	6.49	7.58	7.38	0.89	-0.21	125
IC-6	Easy-to-use access tools that allow me to find things on my own	6.48	7.90	7.29	0.82	-0.61	120
IC-7	Making information easily accessible for independent use	6.40	7.80	7.40	1.00	-0.40	117
IC-8	Print and/or electronic journal collections I require for my work	7.07	8.16	7.74	0.66	-0.42	107
Library as Place							
LP-1	Library space that inspires study and learning	4.95	6.18	7.12	2.18	0.94	372
LP-2	Quiet space for individual activities	5.20	6.44	7.20	2.00	0.76	82
LP-3	A comfortable and inviting location	5.31	6.57	7.41	2.10	0.84	91
LP-4	A getaway for study, learning, or research	5.41	6.58	7.15	1.74	0.56	96
LP-5	Community space for group learning and group study	5.06	6.32	6.98	1.92	0.66	87
Overall:		6.29	7.49	7.49	1.20	0	429

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.68	1.56	1.38	1.61	1.37	104
AS-2	Giving users individual attention	2.23	2.07	1.52	2.04	2.08	106
AS-3	Employees who are consistently courteous	1.92	1.55	1.45	2.06	1.67	99
AS-4	Readiness to respond to users' questions	1.90	1.85	1.45	1.66	1.75	86
AS-5	Employees who have the knowledge to answer user questions	1.90	1.63	1.36	2.00	1.72	116
AS-6	Employees who deal with users in a caring fashion	1.96	1.62	1.30	1.94	1.61	421
AS-7	Employees who understand the needs of their users	1.88	1.55	1.64	2.09	1.93	104
AS-8	Willingness to help users	1.75	1.51	1.24	1.51	1.29	103
AS-9	Dependability in handling users' service problems	1.70	1.50	1.30	1.77	1.62	95
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.69	1.40	1.42	1.69	1.41	118
IC-2	A library Web site enabling me to locate information on my own	1.64	1.43	1.43	1.96	1.85	134
IC-3	The printed library materials I need for my work	2.15	2.01	1.72	1.89	1.78	104
IC-4	The electronic information resources I need	1.88	1.74	1.45	1.93	1.85	424
IC-5	Modern equipment that lets me easily access needed information	2.01	1.80	1.43	1.94	1.75	125
IC-6	Easy-to-use access tools that allow me to find things on my own	1.87	1.57	1.38	1.88	1.65	120
IC-7	Making information easily accessible for independent use	1.71	1.70	1.44	1.85	1.83	117
IC-8	Print and/or electronic journal collections I require for my work	1.76	1.39	1.14	1.91	1.70	107
Library as Place							
LP-1	Library space that inspires study and learning	2.21	2.43	1.66	2.30	2.49	372
LP-2	Quiet space for individual activities	2.16	2.25	1.66	2.34	2.30	82
LP-3	A comfortable and inviting location	2.11	2.26	1.57	2.34	2.33	91
LP-4	A getaway for study, learning, or research	2.44	2.46	1.84	2.55	2.57	96
LP-5	Community space for group learning and group study	2.15	2.26	1.41	2.00	2.17	87
Overall:		1.49	1.35	1.11	1.45	1.33	429

Language: English (American)

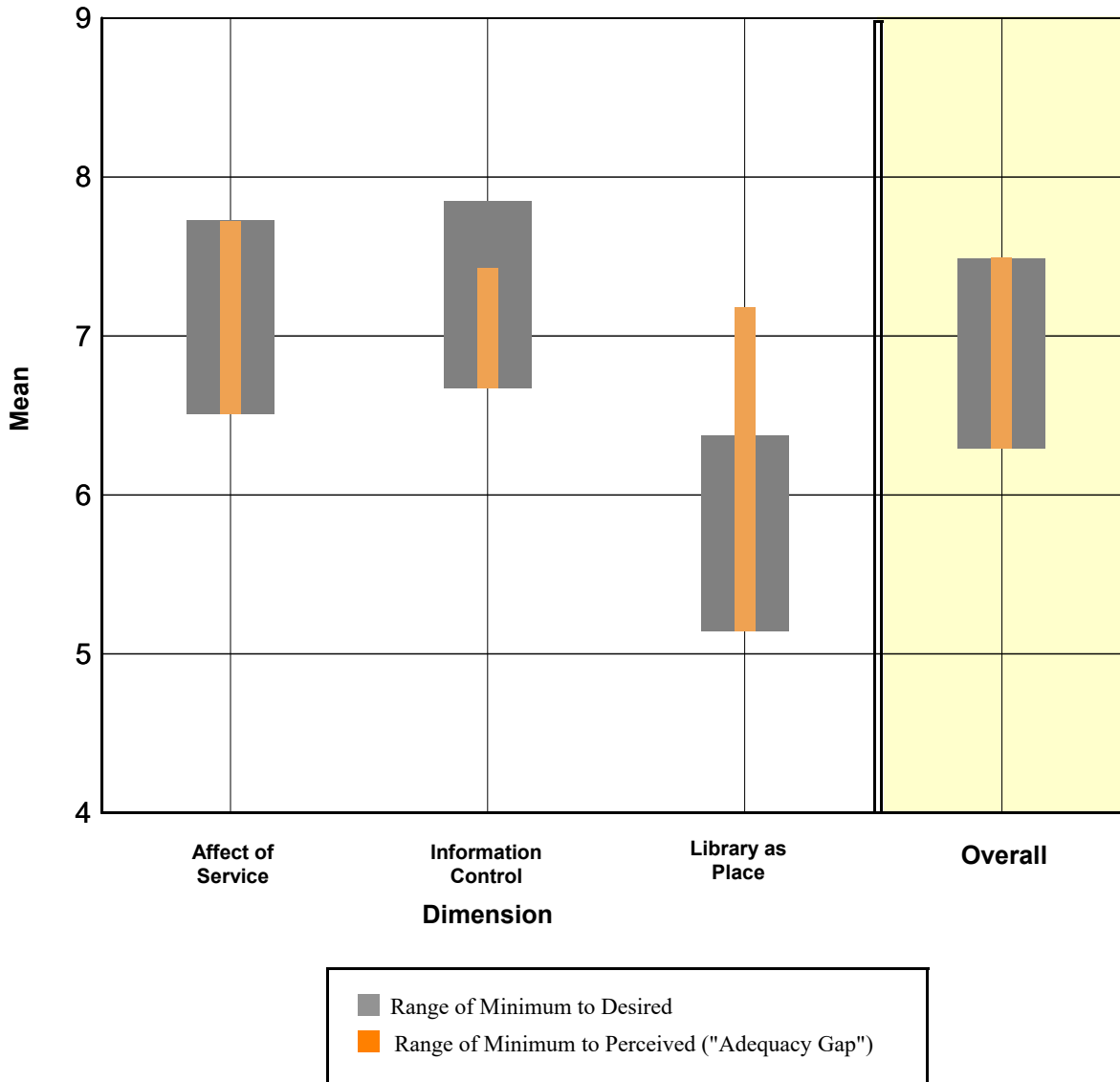
Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Faculty

6.3 Core Question Dimensions Summary for Faculty

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



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	6.51	7.73	7.72	1.21	-0.01	426
Information Control	6.67	7.85	7.43	0.75	-0.42	429
Library as Place	5.14	6.38	7.18	2.04	0.80	392
Overall	6.29	7.49	7.49	1.20	0	429

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	1.73	1.45	1.25	1.69	1.48	426
Information Control	1.62	1.45	1.23	1.62	1.48	429
Library as Place	2.04	2.19	1.49	2.14	2.25	392
Overall	1.49	1.35	1.11	1.45	1.33	429

Language: English (American)

Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Faculty

6.4 Local Question Summary for Faculty

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
Adequate seating with natural light	5.41	6.84	6.72	1.31	-0.12	68
Food services in the library	2.17	2.81	4.22	2.05	1.41	58
Getting help from a librarian conveniently and in ways other than face-to-face – e.g., email, texting, chat, telephone	5.94	7.33	7.41	1.47	0.08	87
Spaces and technology that support creativity	5.13	6.18	6.89	1.76	0.71	62
The library assists me in achieving academic success	6.75	7.93	7.53	0.78	-0.41	76

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
Adequate seating with natural light	2.40	2.30	1.85	2.41	2.13	68
Food services in the library	1.85	2.09	2.14	2.34	2.56	58
Getting help from a librarian conveniently and in ways other than face-to-face – e.g., email, texting, chat, telephone	2.13	1.97	1.57	1.99	1.73	87
Spaces and technology that support creativity	2.37	2.42	1.71	2.38	2.41	62
The library assists me in achieving academic success	1.90	1.66	1.71	1.84	1.54	76

6.5 General Satisfaction Questions Summary for Faculty

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

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.10	1.20	223
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.62	1.34	205
How would you rate the overall quality of the service provided by the library?	7.90	1.13	428

6.6 Information Literacy Outcomes Questions Summary for Faculty

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

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.39	2.04	157
The library aids my advancement in my academic discipline or work.	7.42	1.58	197
The library enables me to be more efficient in my academic pursuits or work.	7.84	1.28	191
The library helps me distinguish between trustworthy and untrustworthy information.	5.92	1.91	173
The library provides me with the information skills I need in my work or study.	6.96	1.76	138

Language: English (American)

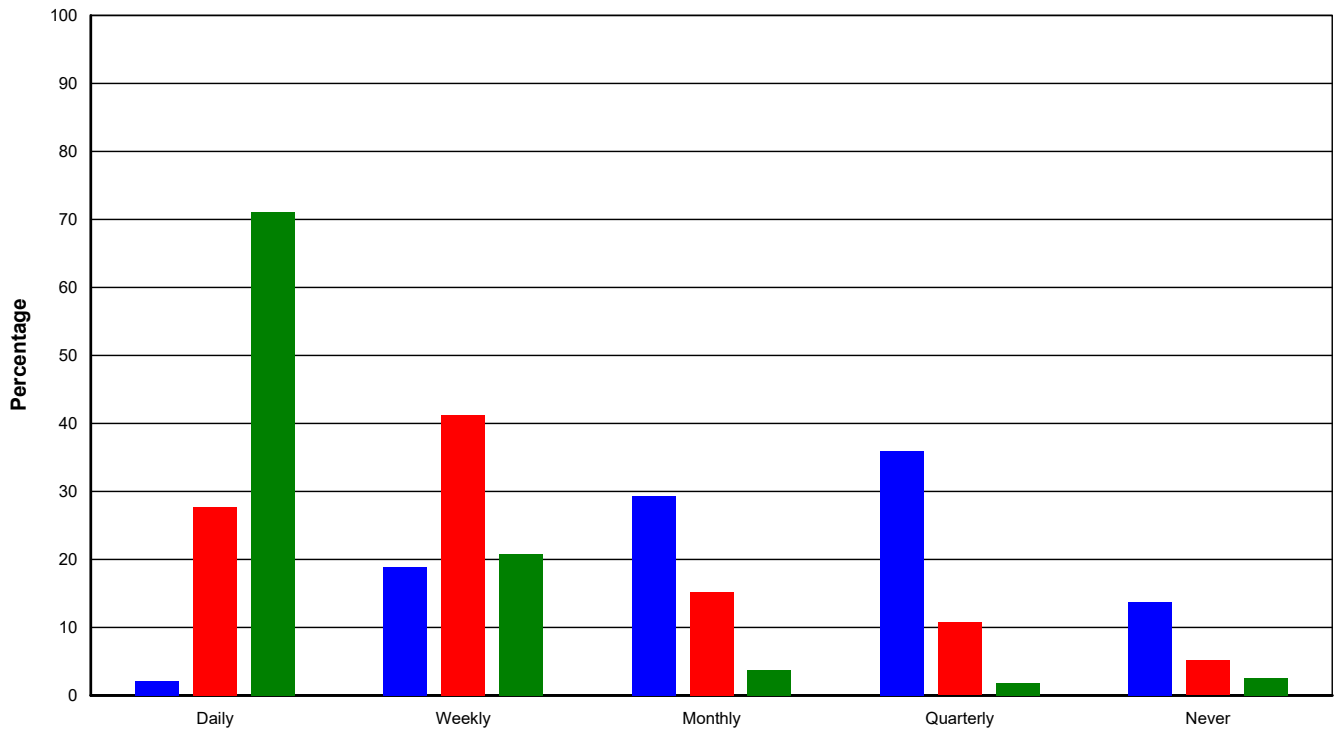
Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Faculty

6.7 Library Use Summary for Faculty

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.



Frequency

■ How often do you use resources on library premises?

■ How often do you access library resources through a library Web page?

■ How often do you use Yahoo™, Google™, or non-library gateways for information?

	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	9 2.10%	81 18.88%	126 29.37%	154 35.90%	59 13.75%	429 100.00%
How often do you access library resources through a library Web page?	119 27.74%	177 41.26%	65 15.15%	46 10.72%	22 5.13%	429 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	305 71.10%	89 20.75%	16 3.73%	8 1.86%	11 2.56%	429 100.00%

7 Library Staff Summary for Brigham Young University

7.1 Demographic Summary for Library Staff

7.1.1 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Harold B. Lee Library in Provo	10	100.00
BYU Salt Lake Center Library	0	0.00
Total:	10	100.00

7.1.2 Respondent Profile by Age:

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

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	0	0.00
23 - 30	0	0.00
31 - 45	2	20.00
46 - 65	5	50.00
Over 65	3	30.00
Total:	10	100.00

7.1.3 Respondent Profile by Sex:

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.

Sex:	Respondents n	Respondents %
Female	3	30.00
Male	7	70.00
Total:	10	100.00

7.1.4 Respondent Profile by Full or part-time student?

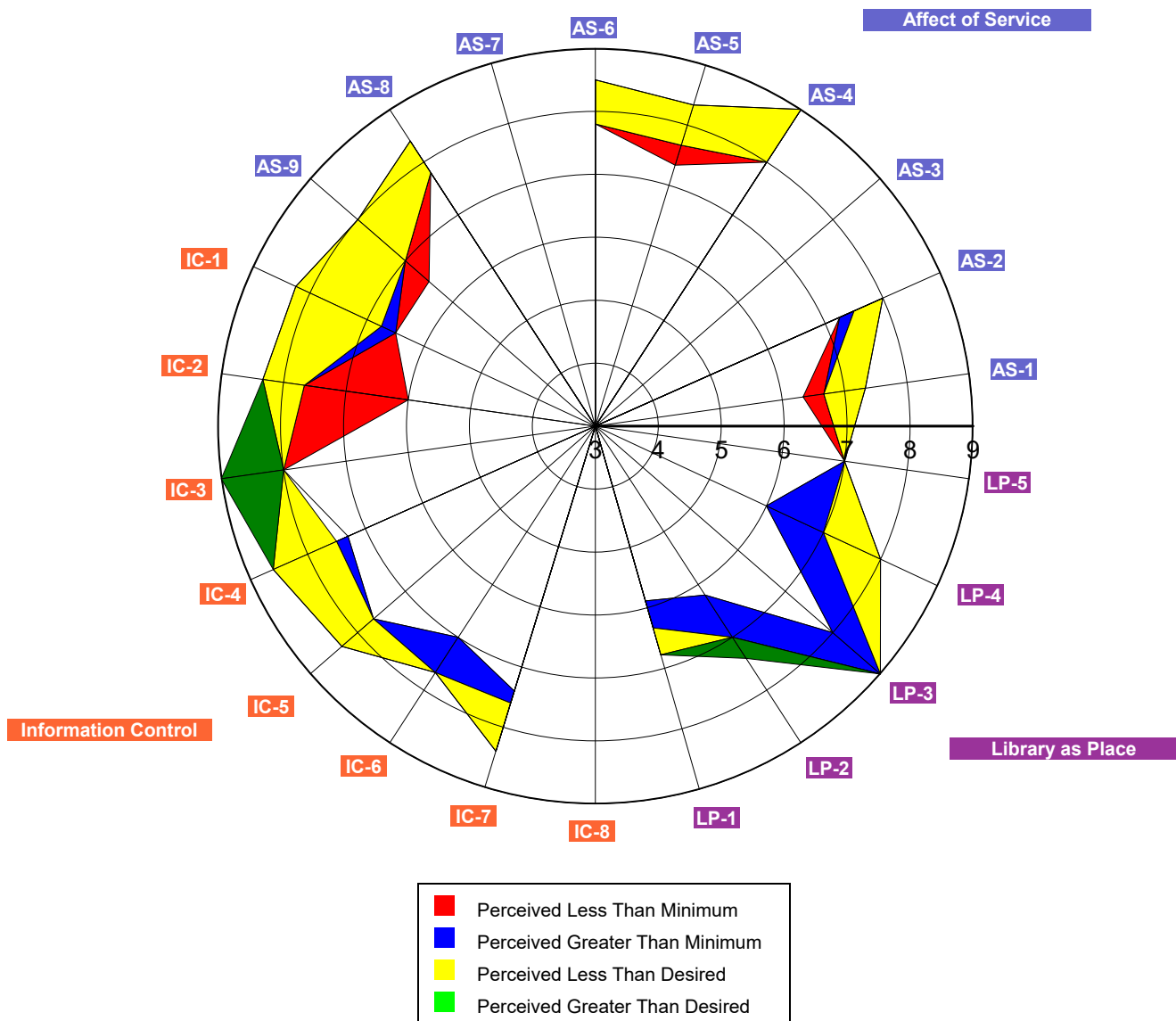
Full or part-time student?	Respondents n	Respondents %
Full-time	0	0.00
Part-time	0	0.00
Does not apply / NA	10	100.00
Total:	10	100.00

7.2 Core Questions Summary for Library Staff

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

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

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



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.67	7.33	6.33	-0.33	-1.00	3
AS-2	Giving users individual attention	7.25	8.00	7.50	0.25	-0.50	4
AS-3	Employees who are consistently courteous						0
AS-4	Readiness to respond to users' questions	8.00	9.00	8.00	0.00	-1.00	1
AS-5	Employees who have the knowledge to answer user questions	7.67	8.33	7.33	-0.33	-1.00	3
AS-6	Employees who deal with users in a caring fashion	7.80	8.50	7.80	0.00	-0.70	10
AS-7	Employees who understand the needs of their users						0
AS-8	Willingness to help users	7.80	8.40	7.80	0.00	-0.60	5
AS-9	Dependability in handling users' service problems	7.00	8.00	6.50	-0.50	-1.50	2
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.50	8.25	6.75	0.25	-1.50	4
IC-2	A library Web site enabling me to locate information on my own	7.67	8.33	6.00	-1.67	-2.33	3
IC-3	The printed library materials I need for my work	8.00	6.00	9.00	1.00	3.00	1
IC-4	The electronic information resources I need	7.30	8.60	7.50	0.20	-1.10	10
IC-5	Modern equipment that lets me easily access needed information	7.67	8.33	7.67	0.00	-0.67	3
IC-6	Easy-to-use access tools that allow me to find things on my own	7.00	7.67	7.67	0.67	0.00	3
IC-7	Making information easily accessible for independent use	7.40	8.40	7.60	0.20	-0.80	5
IC-8	Print and/or electronic journal collections I require for my work						0
Library as Place							
LP-1	Library space that inspires study and learning	5.89	6.78	6.33	0.44	-0.44	9
LP-2	Quiet space for individual activities	6.20	7.00	7.40	1.20	0.40	5
LP-3	A comfortable and inviting location	8.00	9.00	9.00	1.00	0.00	2
LP-4	A getaway for study, learning, or research	6.00	8.00	7.00	1.00	-1.00	1
LP-5	Community space for group learning and group study	7.00	7.00	7.00	0.00	0.00	1
Overall:		7.23	8.04	7.39	0.16	-0.65	10

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.53	2.08	1.53	1.53	1.00	3
AS-2	Giving users individual attention	1.26	1.41	1.29	1.71	1.00	4
AS-3	Employees who are consistently courteous						0
AS-4	Readiness to respond to users' questions						1
AS-5	Employees who have the knowledge to answer user questions	1.15	1.15	0.58	1.53	1.00	3
AS-6	Employees who deal with users in a caring fashion	1.03	0.71	1.23	1.15	1.06	10
AS-7	Employees who understand the needs of their users						0
AS-8	Willingness to help users	1.10	0.55	1.64	1.22	1.34	5
AS-9	Dependability in handling users' service problems	0	1.41	0.71	0.71	2.12	2
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.73	0.96	0.50	1.26	0.58	4
IC-2	A library Web site enabling me to locate information on my own	1.15	1.15	1.00	1.53	2.08	3
IC-3	The printed library materials I need for my work						1
IC-4	The electronic information resources I need	1.06	0.52	1.43	1.40	1.60	10
IC-5	Modern equipment that lets me easily access needed information	1.15	0.58	0.58	1.00	0.58	3
IC-6	Easy-to-use access tools that allow me to find things on my own	0	0.58	0.58	0.58	0	3
IC-7	Making information easily accessible for independent use	1.14	0.55	0.55	0.84	0.84	5
IC-8	Print and/or electronic journal collections I require for my work						0
Library as Place							
LP-1	Library space that inspires study and learning	2.32	2.68	1.94	2.46	2.35	9
LP-2	Quiet space for individual activities	1.79	1.87	1.67	2.28	1.52	5
LP-3	A comfortable and inviting location	1.41	0	0	1.41	0	2
LP-4	A getaway for study, learning, or research						1
LP-5	Community space for group learning and group study						1
Overall:		0.97	0.69	0.87	0.95	0.89	10

Language: English (American)

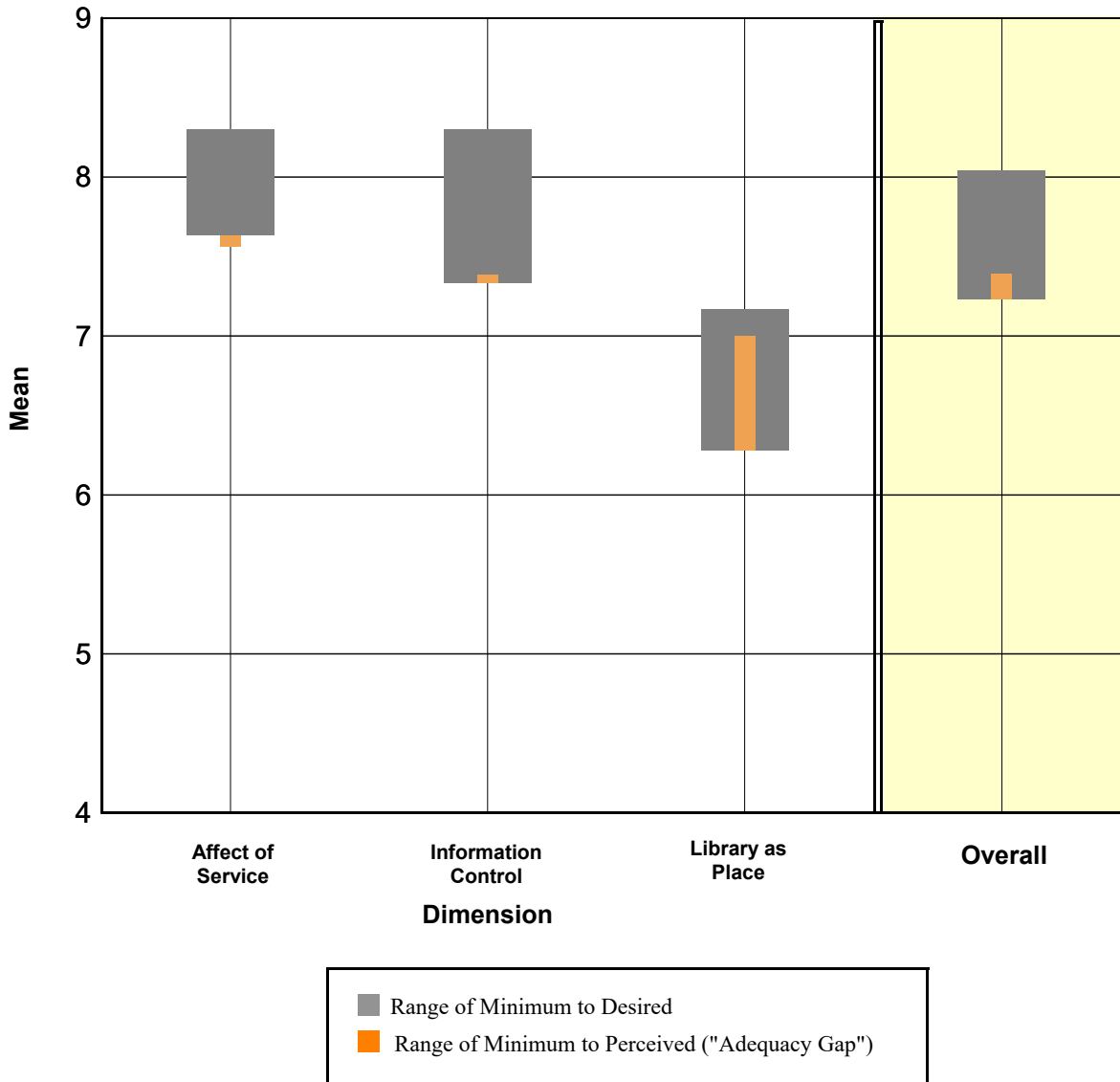
Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Library Staff

7.3 Core Question Dimensions Summary for Library Staff

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



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	7.63	8.30	7.57	-0.07	-0.73	10
Information Control	7.33	8.30	7.38	0.05	-0.92	10
Library as Place	6.28	7.17	7.00	0.72	-0.17	9
Overall	7.23	8.04	7.39	0.16	-0.65	10

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	0.99	0.69	1.23	1.09	0.94	10
Information Control	0.99	0.46	0.99	0.79	1.15	10
Library as Place	1.35	1.66	1.52	1.86	1.56	9
Overall	0.97	0.69	0.87	0.95	0.89	10

Language: English (American)

Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Library Staff

7.4 Local Question Summary for Library Staff

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

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Adequate seating with natural light	6.00	6.50	6.75	0.75	0.25	4
Food services in the library	3.00	5.00	5.00	2.00	0	1
Getting help from a librarian conveniently and in ways other than face-to-face – e.g., email, texting, chat, telephone	5.67	7.33	7.67	2.00	0.33	3
Spaces and technology that support creativity	8.00	8.00	7.00	-1.00	-1.00	1
The library assists me in achieving academic success	8.00	9.00	8.00	0	-1.00	1

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
Adequate seating with natural light	2.58	2.52	1.71	0.96	1.26	4
Food services in the library						1
Getting help from a librarian conveniently and in ways other than face-to-face – e.g., email, texting, chat, telephone	2.31	1.15	0.58	1.73	0.58	3
Spaces and technology that support creativity						1
The library assists me in achieving academic success						1

7.5 General Satisfaction Questions Summary for Library Staff

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

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.75	0.50	4
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.83	0.98	6
How would you rate the overall quality of the service provided by the library?	8.10	0.74	10

7.6 Information Literacy Outcomes Questions Summary for Library Staff

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

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	7.00		1
The library aids my advancement in my academic discipline or work.	8.00	1.41	5
The library enables me to be more efficient in my academic pursuits or work.	8.83	0.41	6
The library helps me distinguish between trustworthy and untrustworthy information.	5.25	3.30	4
The library provides me with the information skills I need in my work or study.	7.75	0.96	4

Language: English (American)

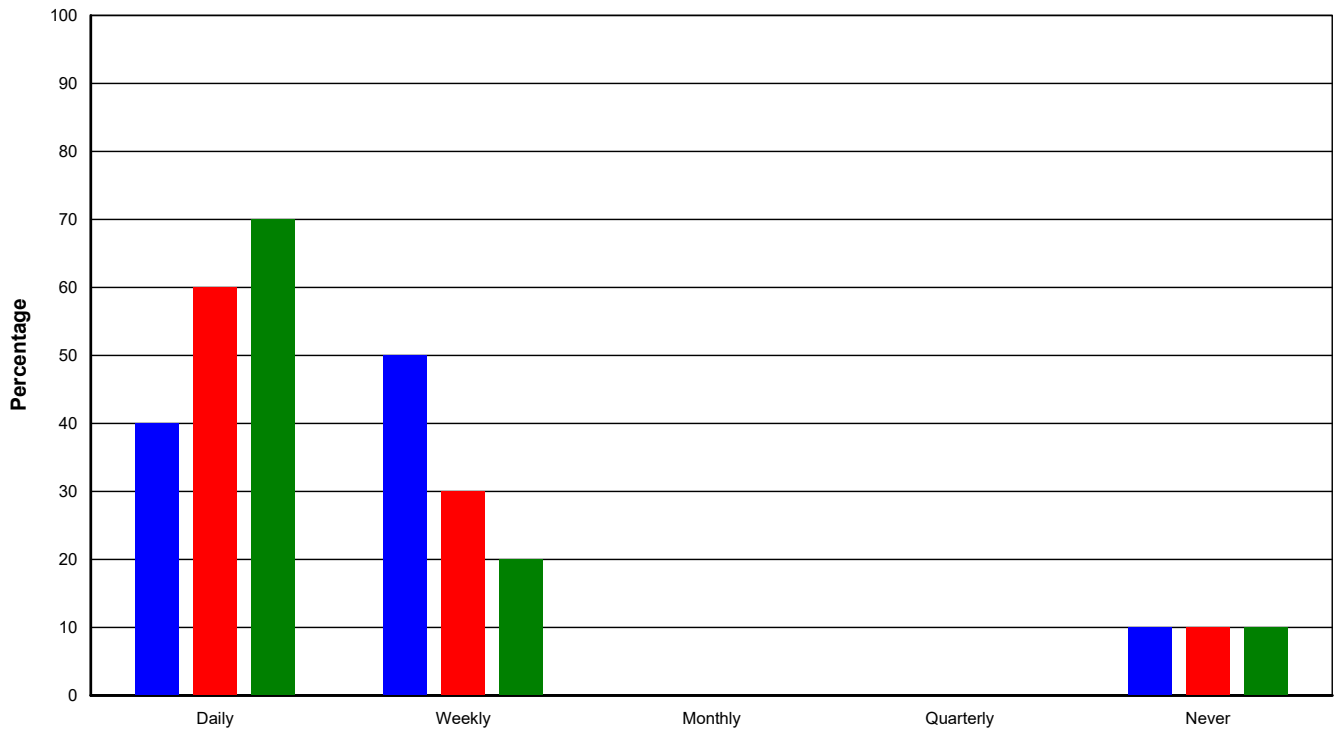
Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Library Staff

7.7 Library Use Summary for Library Staff

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ 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.



Frequency

- How often do you use resources on library premises?
- How often do you access library resources through a library Web page?
- How often do you use Yahoo™, Google™, or non-library gateways for information?

	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	4 40.00%	5 50.00%	0 0 %	0 0 %	1 10.00%	10 100.00%
How often do you access library resources through a library Web page?	6 60.00%	3 30.00%	0 0 %	0 0 %	1 10.00%	10 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	7 70.00%	2 20.00%	0 0 %	0 0 %	1 10.00%	10 100.00%

8 Staff Summary for Brigham Young University

8.1 Demographic Summary for Staff

8.1.1 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Harold B. Lee Library in Provo	7	87.50
BYU Salt Lake Center Library	1	12.50
Total:	8	100.00

8.1.2 Respondent Profile by Age:

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

Age:	Respondents n	Respondents %
Under 18	0	0.00
18 - 22	0	0.00
23 - 30	2	25.00
31 - 45	2	25.00
46 - 65	4	50.00
Over 65	0	0.00
Total:	8	100.00

8.1.3 Respondent Profile by Sex:

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.

Sex:	Respondents n	Respondents %
Female	5	62.50
Male	3	37.50
Total:	8	100.00

8.1.4 Respondent Profile by Full or part-time student?

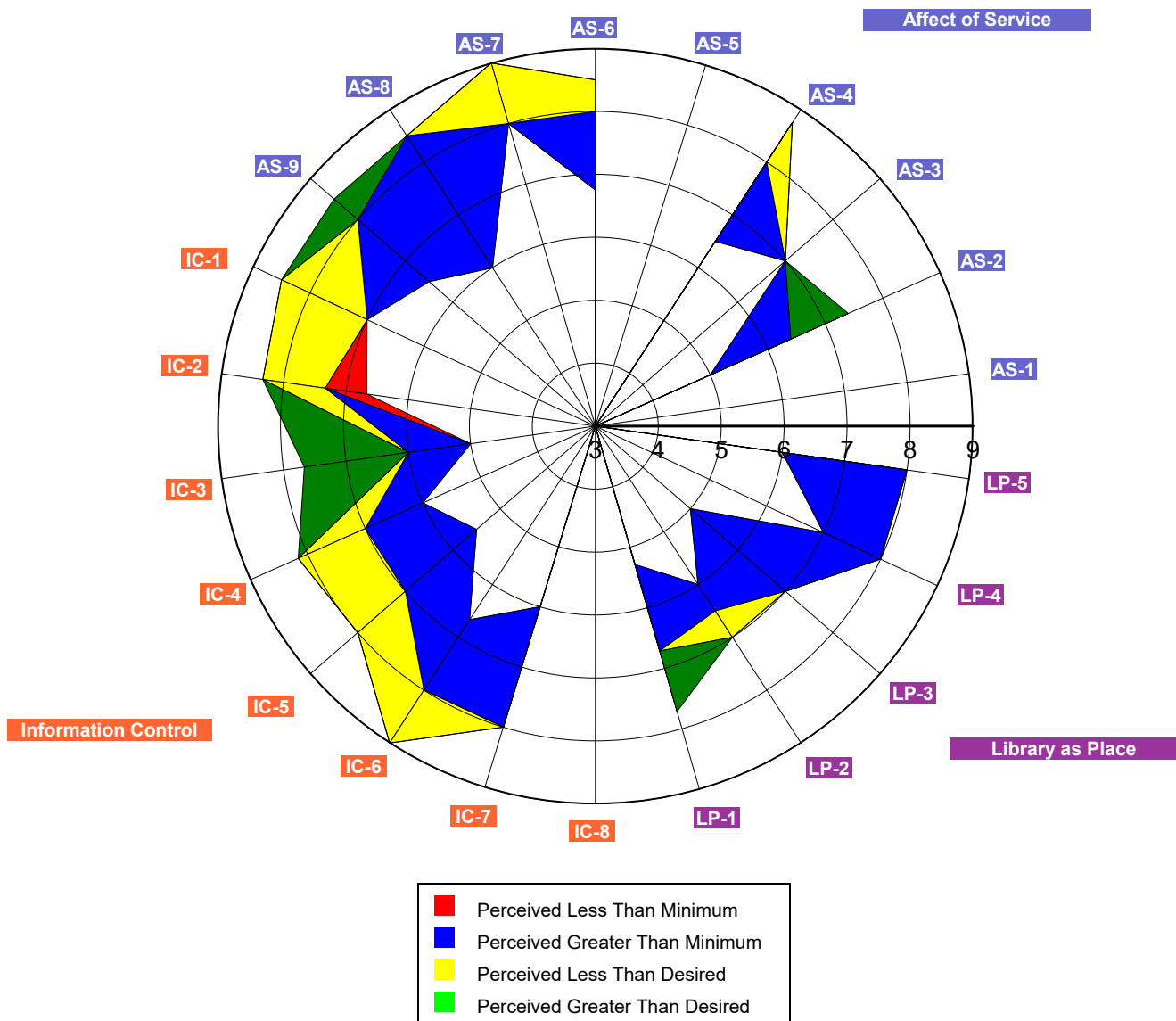
Full or part-time student?	Respondents n	Respondents %
Full-time	0	0.00
Part-time	4	50.00
Does not apply / NA	4	50.00
Total:	8	100.00

8.2 Core Questions Summary for Staff

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

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

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



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users						0
AS-2	Giving users individual attention	5.00	6.40	7.40	2.40	1.00	5
AS-3	Employees who are consistently courteous	7.00	7.00	7.00	0.00	0.00	1
AS-4	Readiness to respond to users' questions	6.50	8.75	8.00	1.50	-0.75	4
AS-5	Employees who have the knowledge to answer user questions						0
AS-6	Employees who deal with users in a caring fashion	6.75	8.50	8.00	1.25	-0.50	8
AS-7	Employees who understand the needs of their users	8.00	9.00	8.00	0.00	-1.00	1
AS-8	Willingness to help users	6.00	8.50	8.50	2.50	0.00	2
AS-9	Dependability in handling users' service problems	6.50	8.00	8.50	2.00	0.50	2
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.00	8.50	7.00	0.00	-1.50	2
IC-2	A library Web site enabling me to locate information on my own	7.33	8.33	6.67	-0.67	-1.67	3
IC-3	The printed library materials I need for my work	5.00	6.00	7.67	2.67	1.67	3
IC-4	The electronic information resources I need	6.00	8.17	7.00	1.00	-1.17	6
IC-5	Modern equipment that lets me easily access needed information	5.50	8.00	7.00	1.50	-1.00	2
IC-6	Easy-to-use access tools that allow me to find things on my own	6.67	9.00	8.00	1.33	-1.00	3
IC-7	Making information easily accessible for independent use	6.00	8.00	8.00	2.00	0.00	2
IC-8	Print and/or electronic journal collections I require for my work						0
Library as Place							
LP-1	Library space that inspires study and learning	5.29	6.71	7.71	2.43	1.00	7
LP-2	Quiet space for individual activities	6.00	7.00	6.50	0.50	-0.50	2
LP-3	A comfortable and inviting location	5.00	7.00	7.00	2.00	0.00	2
LP-4	A getaway for study, learning, or research	7.00	8.00	8.00	1.00	0.00	1
LP-5	Community space for group learning and group study	6.00	8.00	8.00	2.00	0.00	2
Overall:		6.05	7.80	7.57	1.52	-0.23	8

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users						0
AS-2	Giving users individual attention	2.45	3.13	0.89	2.61	3.16	5
AS-3	Employees who are consistently courteous						1
AS-4	Readiness to respond to users' questions	1.00	0.50	0.82	0.58	1.26	4
AS-5	Employees who have the knowledge to answer user questions						0
AS-6	Employees who deal with users in a caring fashion	1.04	0.53	1.07	1.04	0.93	8
AS-7	Employees who understand the needs of their users						1
AS-8	Willingness to help users	1.41	0.71	0.71	0.71	1.41	2
AS-9	Dependability in handling users' service problems	0.71	0	0.71	1.41	0.71	2
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.41	0.71	1.41	2.83	2.12	2
IC-2	A library Web site enabling me to locate information on my own	0.58	1.15	0.58	0.58	1.53	3
IC-3	The printed library materials I need for my work	3.61	4.36	0.58	3.06	3.79	3
IC-4	The electronic information resources I need	1.26	0.75	1.10	1.10	1.17	6
IC-5	Modern equipment that lets me easily access needed information	0.71	1.41	0	0.71	1.41	2
IC-6	Easy-to-use access tools that allow me to find things on my own	0.58	0	1.00	0.58	1.00	3
IC-7	Making information easily accessible for independent use	1.41	1.41	0	1.41	1.41	2
IC-8	Print and/or electronic journal collections I require for my work						0
Library as Place							
LP-1	Library space that inspires study and learning	2.21	2.63	0.95	2.64	3.16	7
LP-2	Quiet space for individual activities	0	0	0.71	0.71	0.71	2
LP-3	A comfortable and inviting location	0	1.41	1.41	1.41	0	2
LP-4	A getaway for study, learning, or research						1
LP-5	Community space for group learning and group study	1.41	0	1.41	0	1.41	2
Overall:		1.10	0.94	0.77	1.30	1.31	8

Language: English (American)

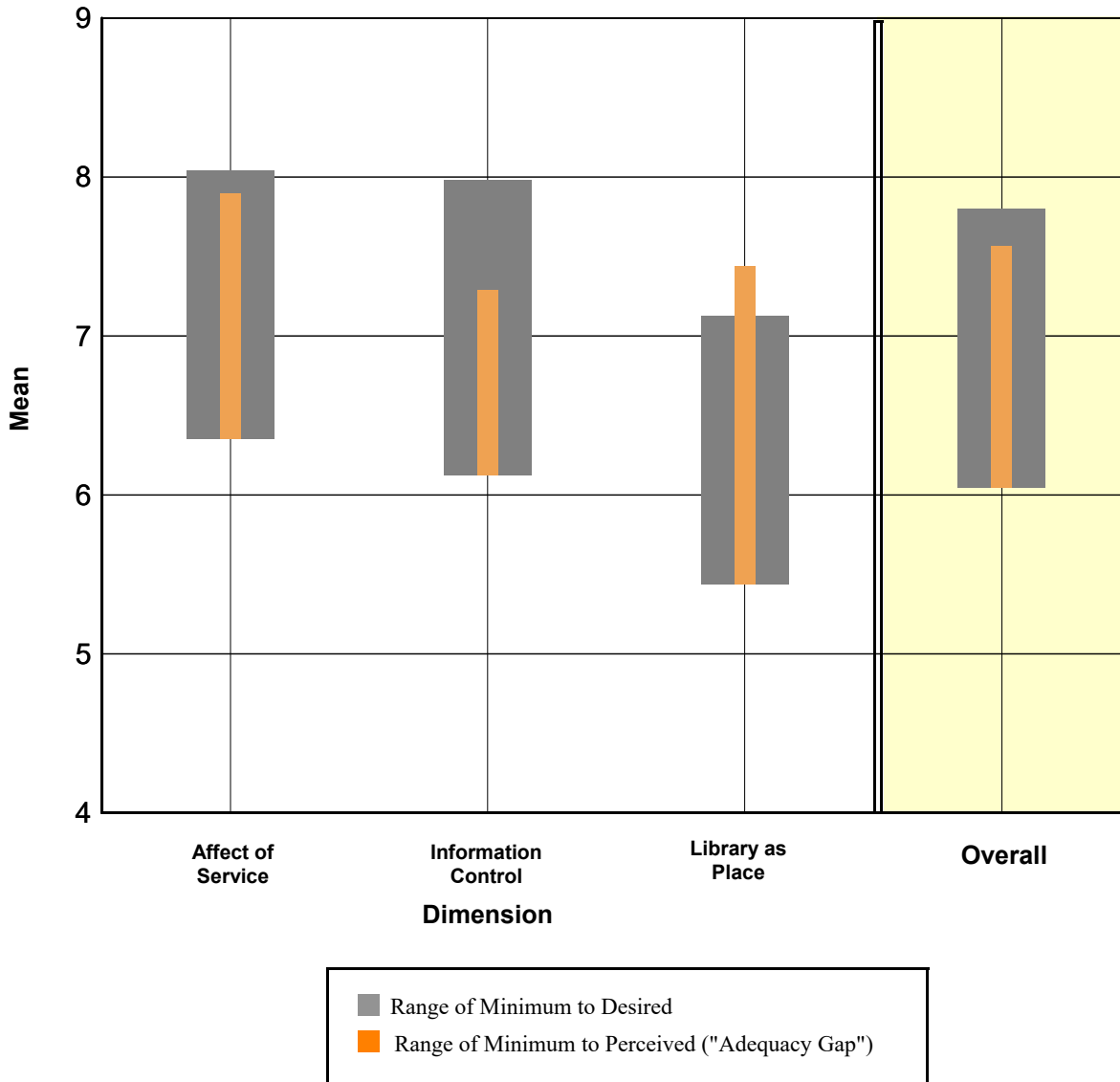
Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Staff

8.3 Core Question Dimensions Summary for Staff

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



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	6.35	8.04	7.90	1.54	-0.15	8
Information Control	6.13	7.98	7.29	1.17	-0.69	8
Library as Place	5.44	7.13	7.44	2.00	0.31	8
Overall	6.05	7.80	7.57	1.52	-0.23	8

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	1.06	0.86	0.74	1.17	1.18	8
Information Control	1.14	0.99	0.83	1.30	1.38	8
Library as Place	1.45	1.25	0.94	1.67	1.62	8
Overall	1.10	0.94	0.77	1.30	1.31	8

Language: English (American)

Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Staff

8.4 Local Question Summary for Staff

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

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Adequate seating with natural light	6.20	8.00	7.00	0.80	-1.00	5
Food services in the library						0
Getting help from a librarian conveniently and in ways other than face-to-face – e.g., email, texting, chat, telephone	6.00	7.00	7.00	1.00	0	1
Spaces and technology that support creativity						0
The library assists me in achieving academic success	6.00	6.00	6.00	0	0	1

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
Adequate seating with natural light	1.79	1.00	1.22	1.92	1.22	5
Food services in the library						0
Getting help from a librarian conveniently and in ways other than face-to-face – e.g., email, texting, chat, telephone						1
Spaces and technology that support creativity						0
The library assists me in achieving academic success						1

8.5 General Satisfaction Questions Summary for Staff

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

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	8.00	0.71	5
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	8.00	1.00	3
How would you rate the overall quality of the service provided by the library?	8.00	0.76	8

8.6 Information Literacy Outcomes Questions Summary for Staff

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

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	7.00	2.00	3
The library aids my advancement in my academic discipline or work.	8.50	0.71	2
The library enables me to be more efficient in my academic pursuits or work.	7.40	1.14	5
The library helps me distinguish between trustworthy and untrustworthy information.	6.33	1.15	3
The library provides me with the information skills I need in my work or study.	5.33	0.58	3

Language: English (American)

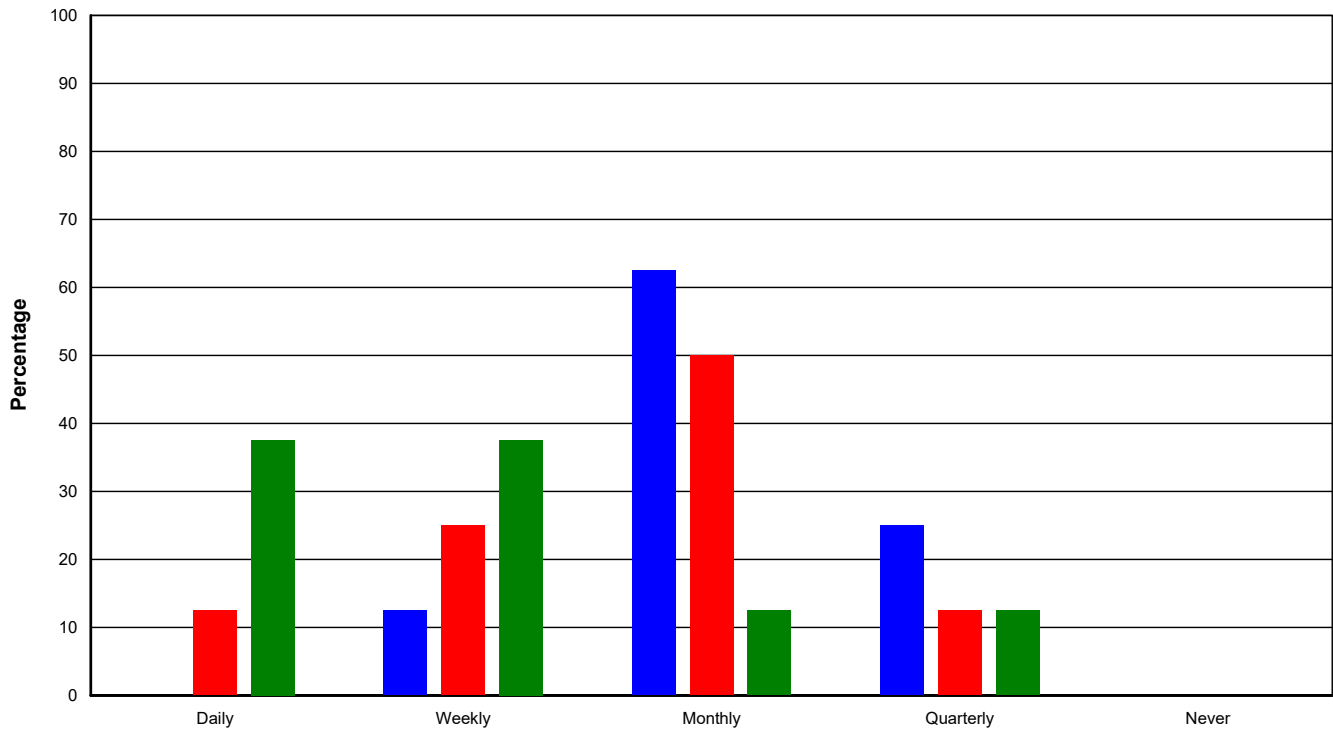
Institution Type: College or University

Consortium: Consortium of Church Libraries and Archives

User Group: Staff

8.7 Library Use Summary for Staff

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ 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.



Frequency

■ How often do you use resources on library premises?

■ How often do you access library resources through a library Web page?

■ How often do you use Yahoo™, Google™, or non-library gateways for information?

	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	0 0 %	1 12.50%	5 62.50%	2 25.00%	0 0 %	8 100.00%
How often do you access library resources through a library Web page?	1 12.50%	2 25.00%	4 50.00%	1 12.50%	0 0 %	8 100.00%
How often do you use Yahoo™, Google™, or non-library gateways for information?	3 37.50%	3 37.50%	1 12.50%	1 12.50%	0 0 %	8 100.00%

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 2012 notebooks, along with the questions that relate to each dimension. *(Note: The questions below are those used in the College and University implementation of the survey, American English version.)*

Affect of Service

- [AS-1] Employees who instill confidence in users
- [AS-2] Giving users individual attention
- [AS-3] Employees who are consistently courteous
- [AS-4] Readiness to respond to 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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