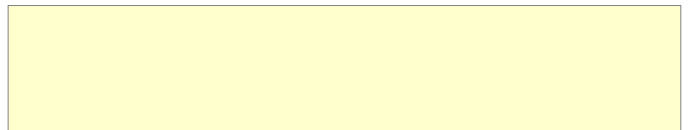
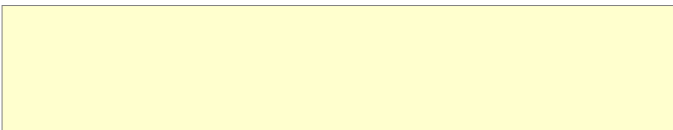
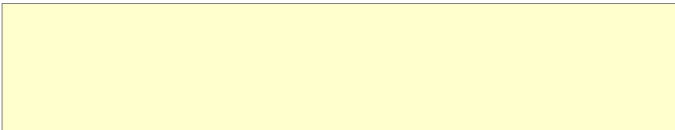




<<http://www.libqual.org/documents/admin/LibQUALHighlights20051.pdf>>

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





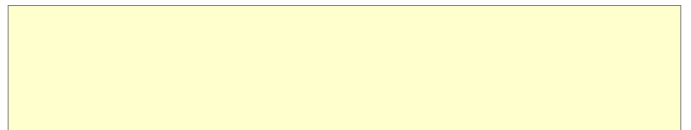
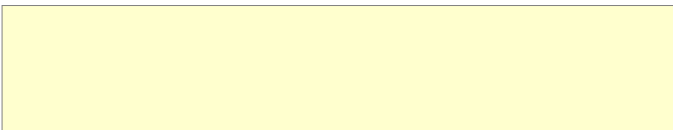
What is LibQUAL+™?

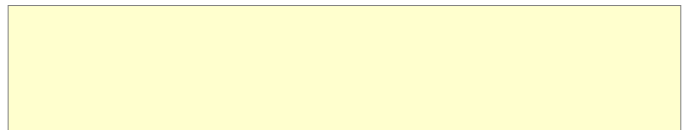
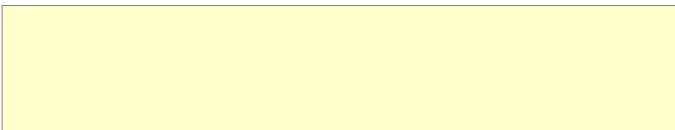
How will LibQUAL+™ benefit your library?

How is the LibQUAL+™ survey conducted?



What are the origins of the LibQUAL+™ survey?



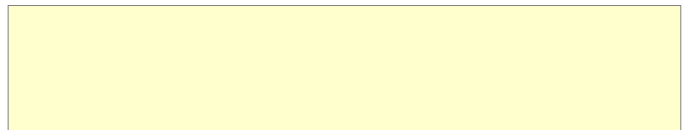
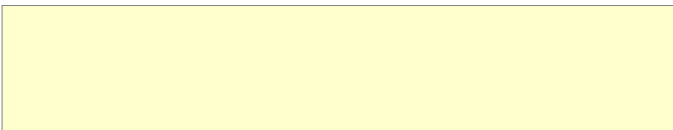


<<http://www.libqual.org/Information/Tools/index.cfm>>

## Radar Charts

What is a radar chart?

How to read a radar chart



Means

Standard Deviation

Service Adequacy

Service Superiority



Score Scaling

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Using LibQUAL+™ Data

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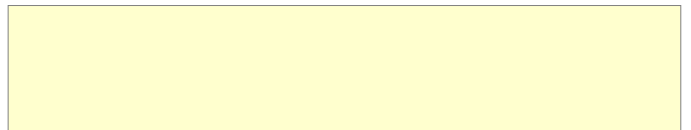
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2006 Data Screening

1. Complete Data.



Common Misconception Regarding Norms.





Minimum Response Rates.



LibQUAL+™ Interactive Statistics

[<http://www.libqual.org/Manage/Results/index.cfm>](http://www.libqual.org/Manage/Results/index.cfm)

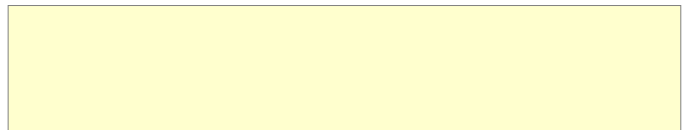
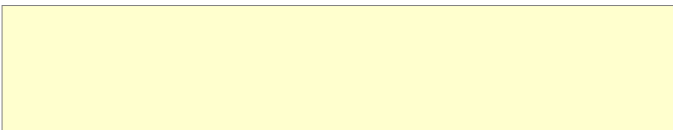
Survey Data

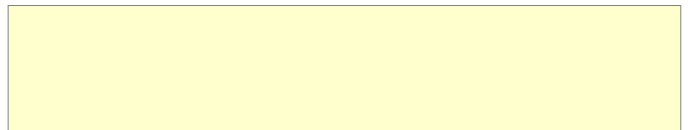
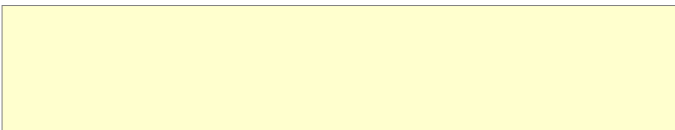
ARL Service Quality Evaluation Academy

[<http://www.libqual.org/Events/index.cfm>](http://www.libqual.org/Events/index.cfm)

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

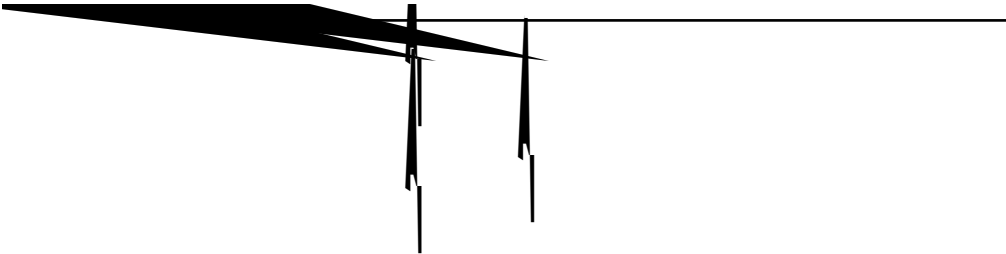
## References



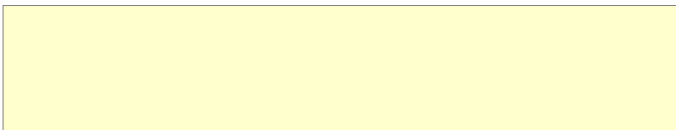


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Discipline	Respondent n	Respondent %
Biology/Chemistry/Environ Science		
Sub Total:	_____	_____
Communications / Journalism		
Sub Total:	_____	_____
Counseling/HS/HAHR		
Sub Total:	_____	_____
Education		
Sub Total:	_____	_____
English/Foreign Languages		
Sub Total:	_____	_____
General Studies		
Sub Total:	_____	_____



History/Political Science

Sub Total: \_\_\_\_\_

Nursing/OT/PT

Sub Total: \_\_\_\_\_

Performing & Fine Arts

Sub Total: \_\_\_\_\_

Philosophy/Theology/RS

Sub Total: \_\_\_\_\_

Physics/EE/Computing Science/Math

Sub Total: \_\_\_\_\_

Psychology

Sub Total: \_\_\_\_\_

School of Management

Sub Total: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Sociology/Criminal Justice/Gerontology

Sub Total:

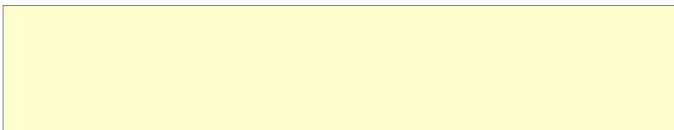
Undecided

Sub Total:

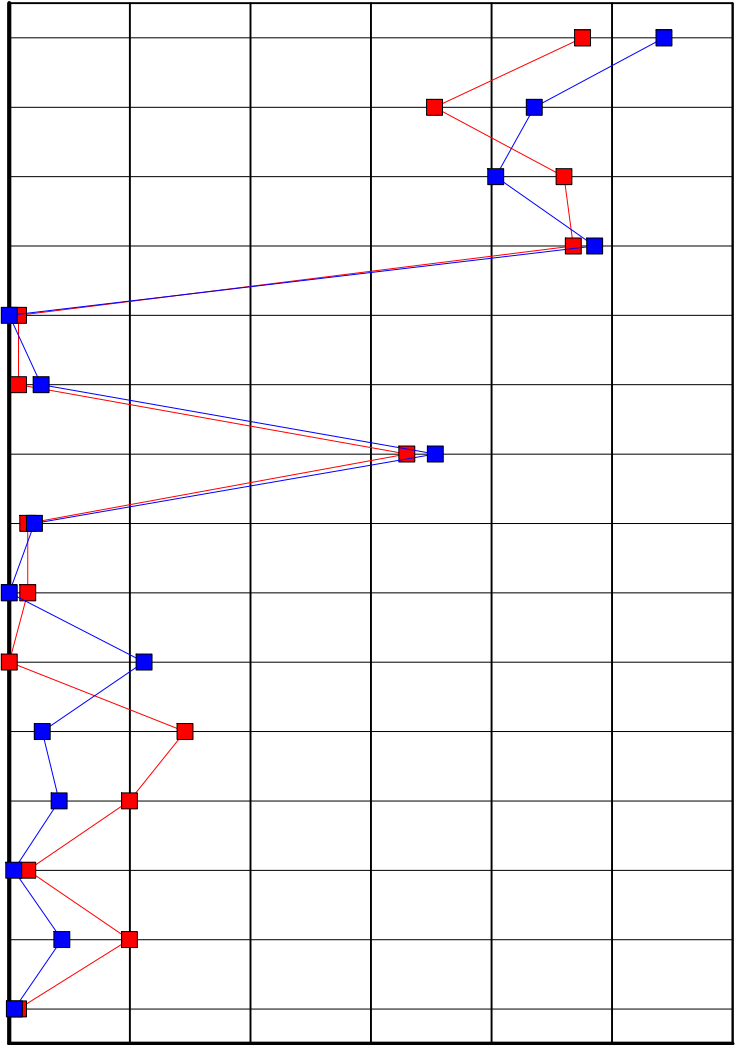
Total:

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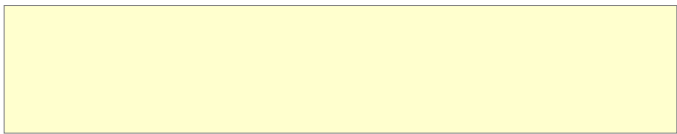
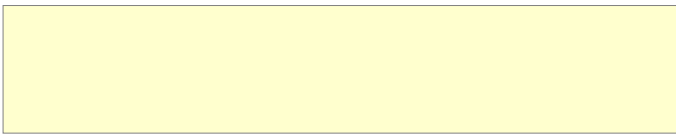
100.00%

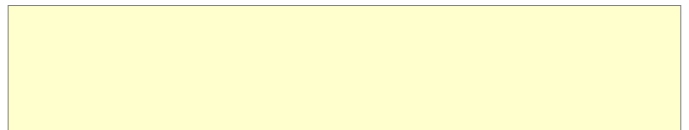
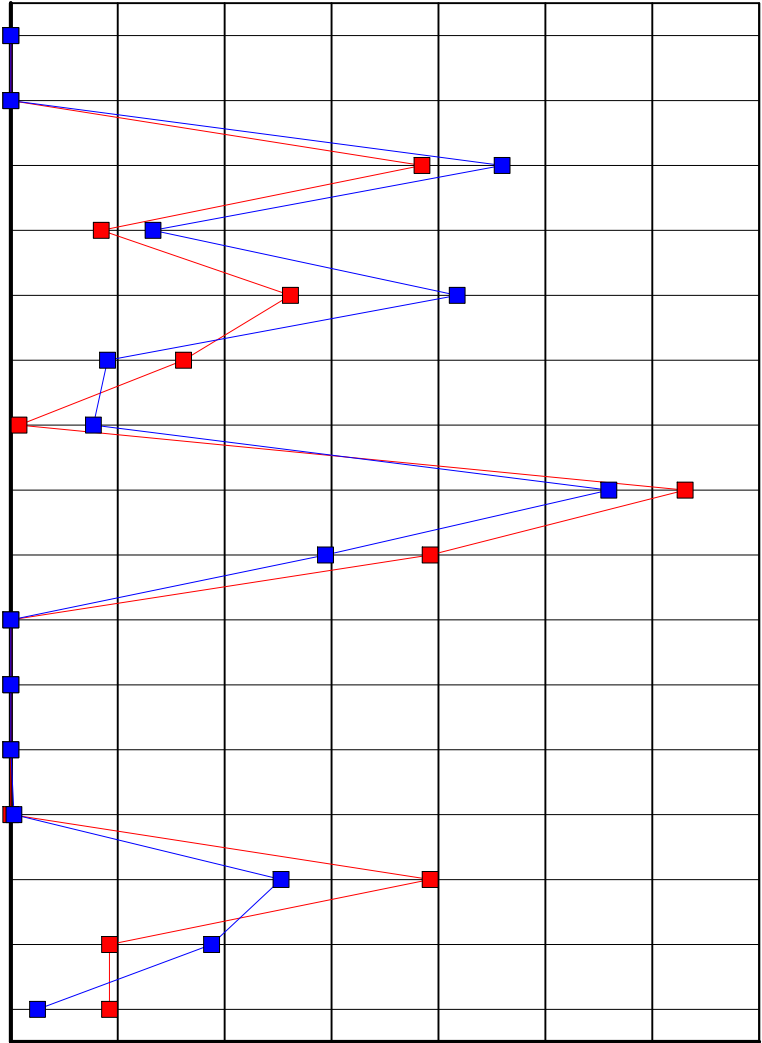




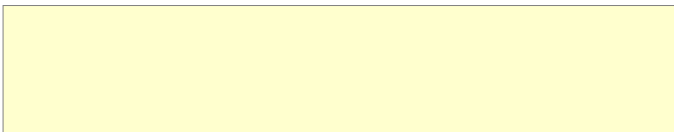


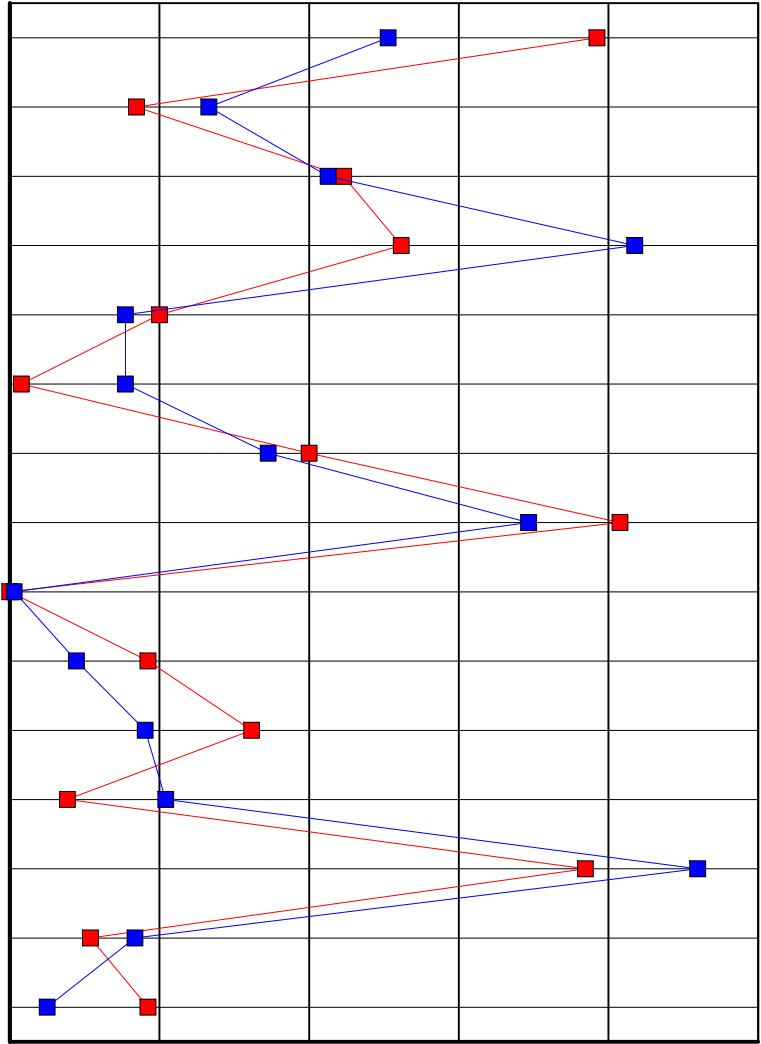
User Sub-Group	Population N	Population %	Respondents n	Respondents %	%N - %n



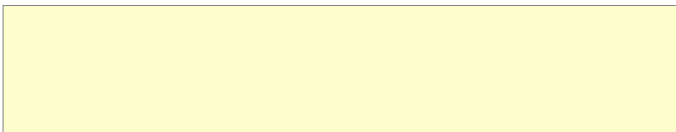


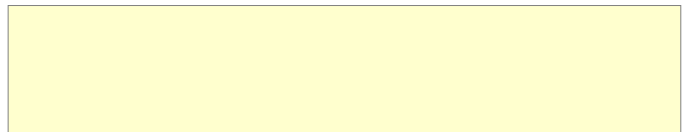
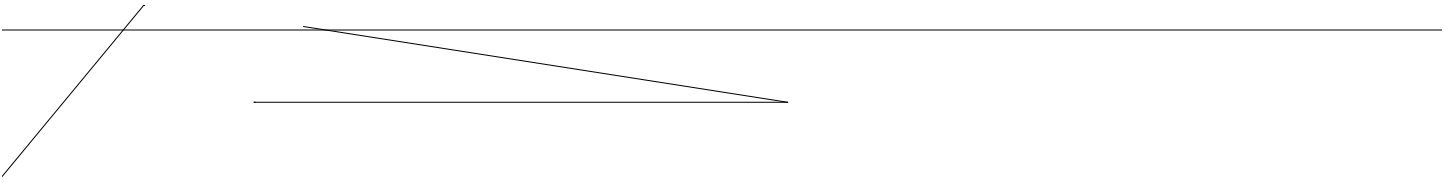
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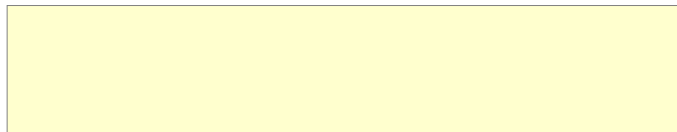
Discipline	Respondents n	Respondents





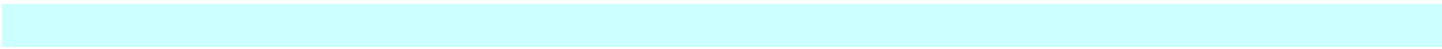


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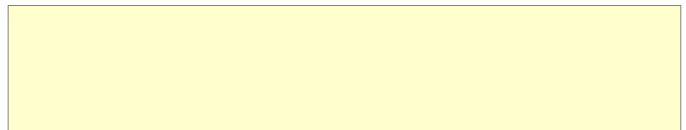



Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Overall:
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Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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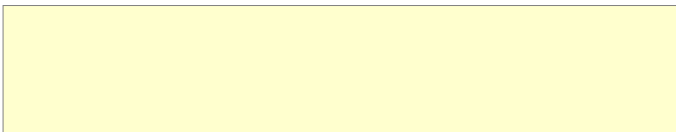
Satisfaction Question	Mean	SD	n
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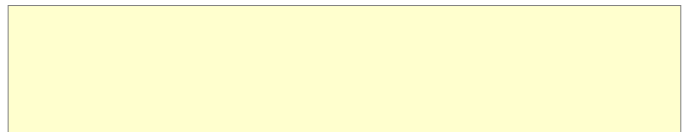
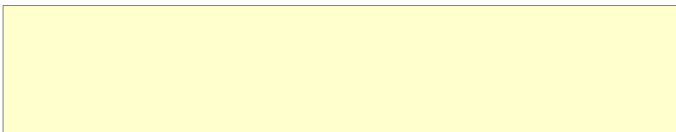
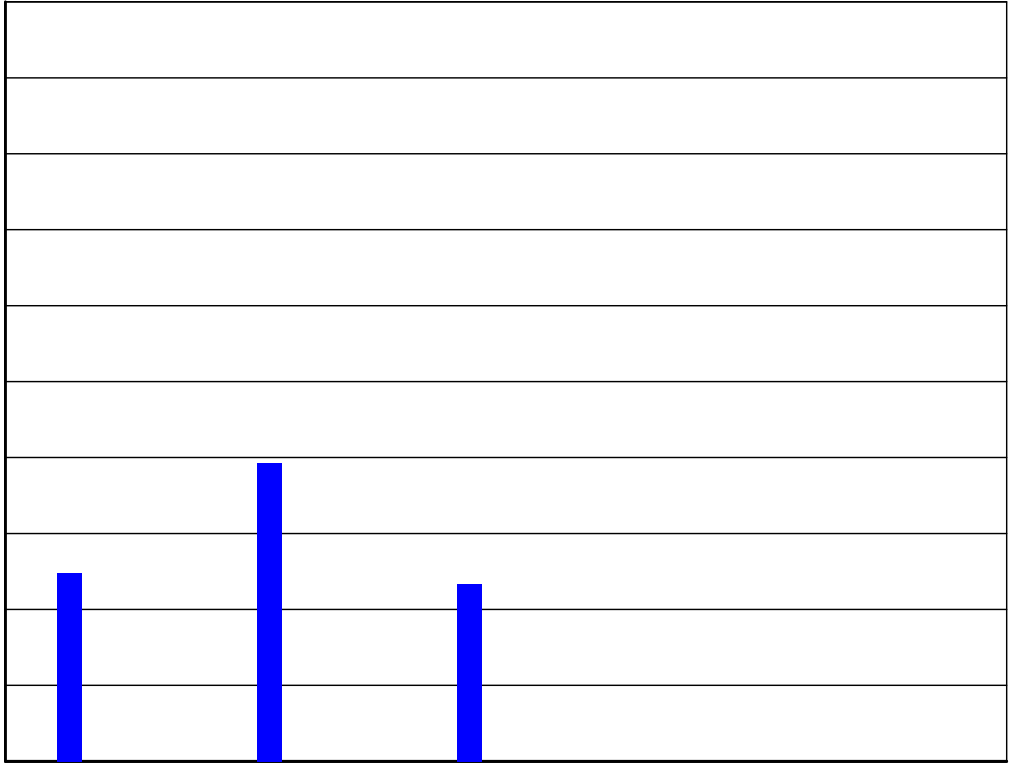
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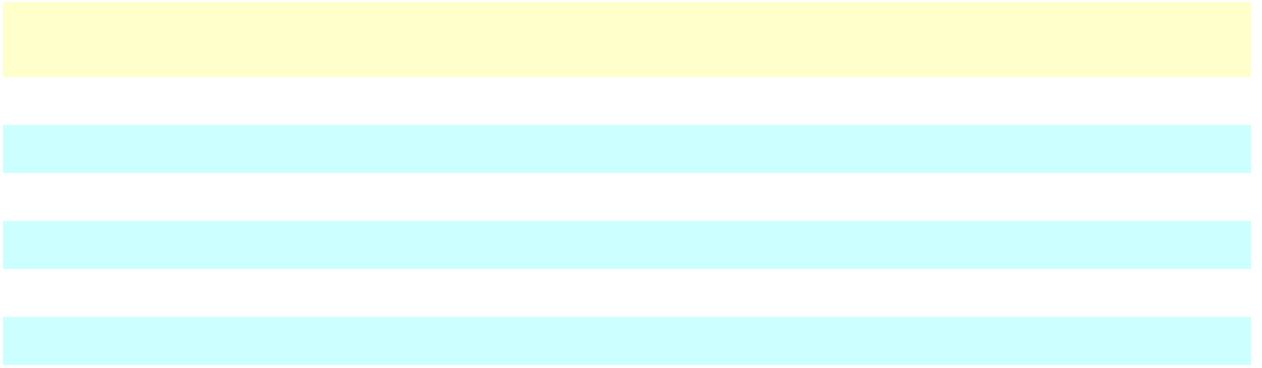
Information Literacy Outcomes Questions	Mean	SD	n
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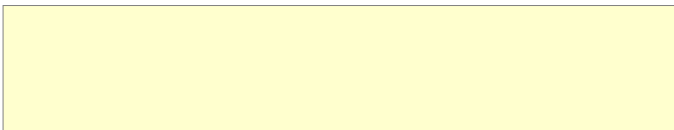
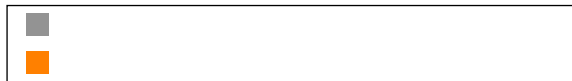
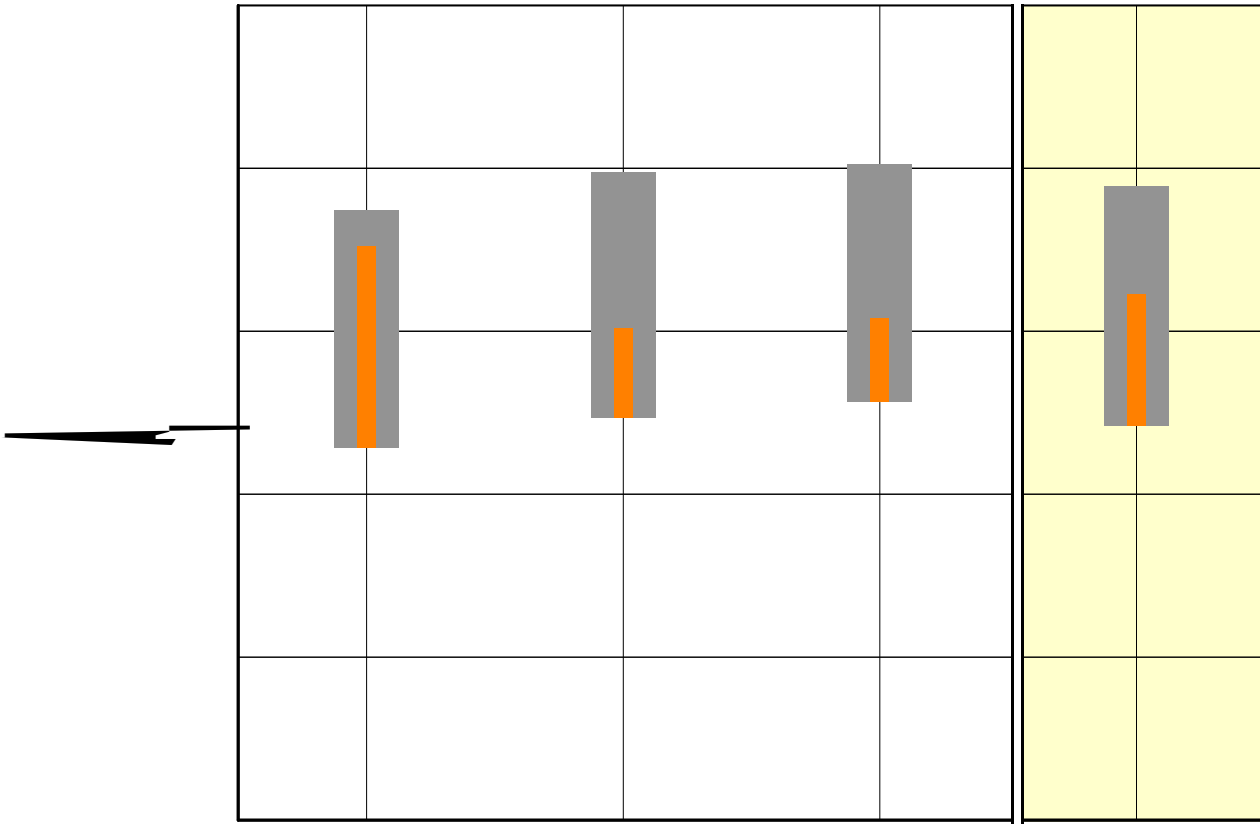






ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							
Library as Place							
Overall:							





Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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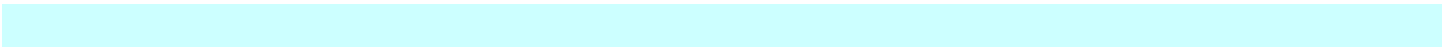


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Overall:

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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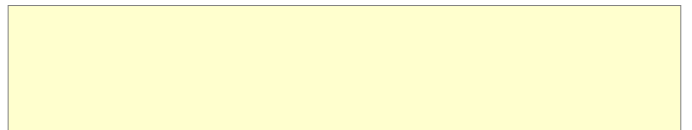
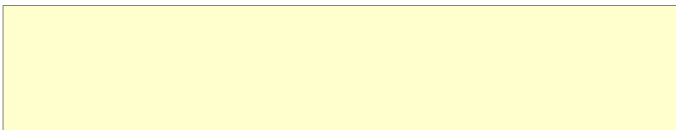
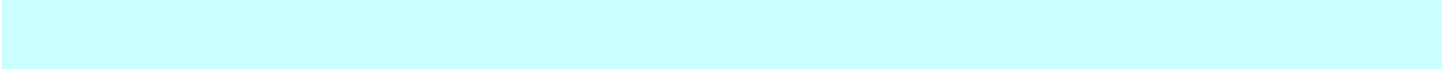
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Overall:



Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Satisfaction Question	Mean	SD	n
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Information Literacy Outcomes Questions	Mean	SD	n
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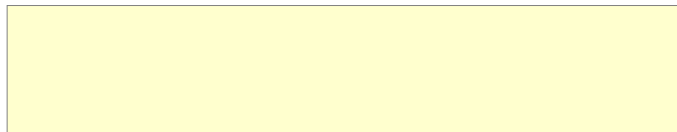
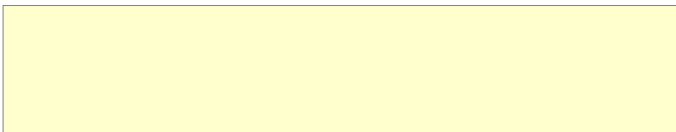
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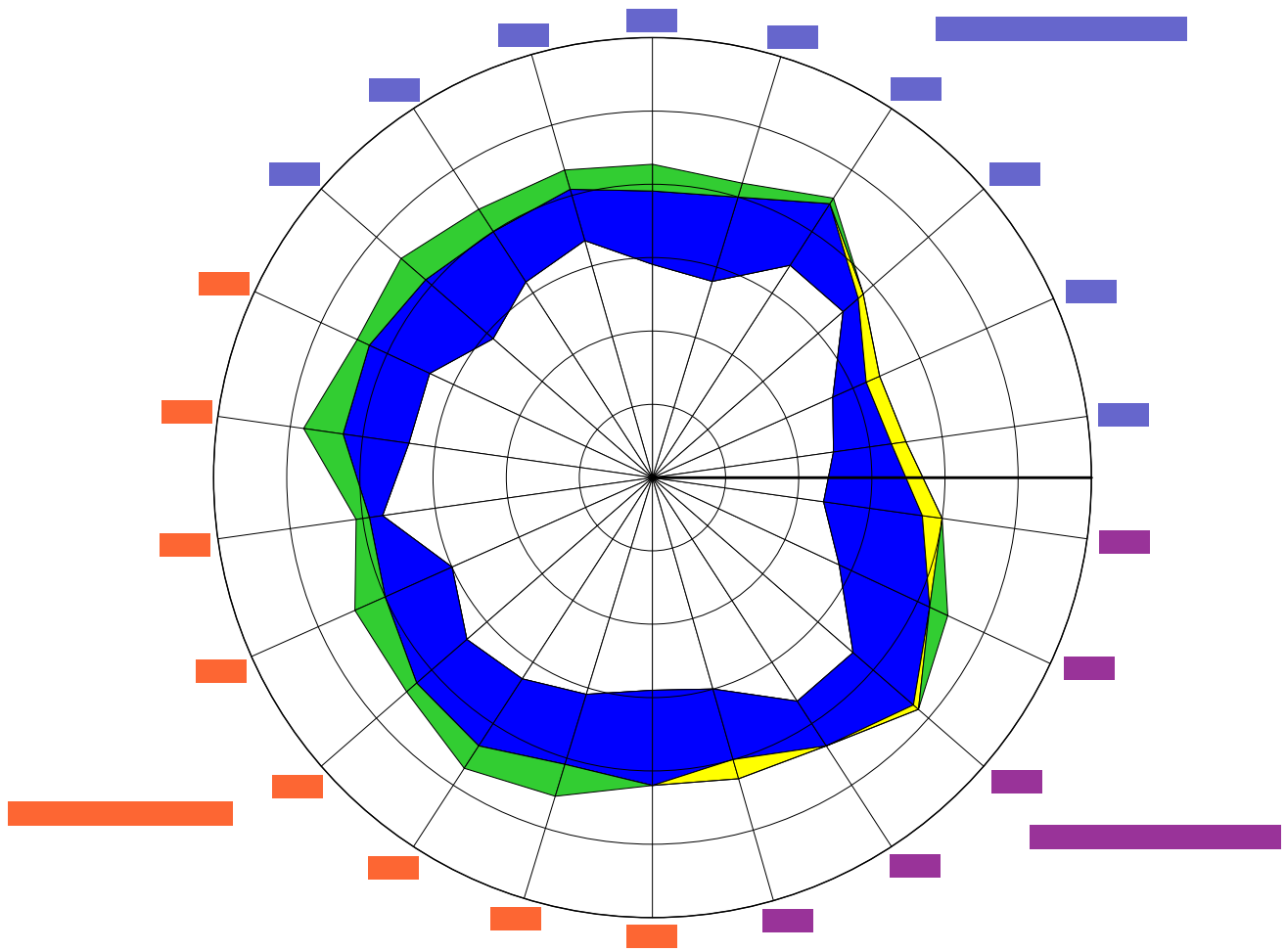
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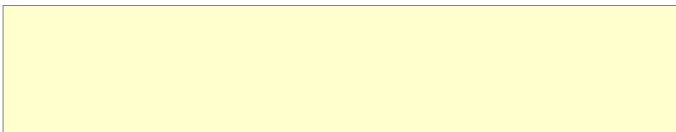












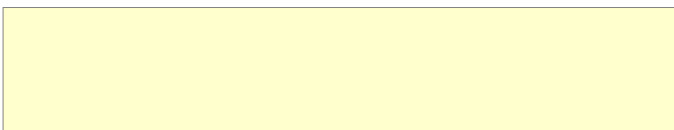
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Affect of Service

Information Control

Library as Place

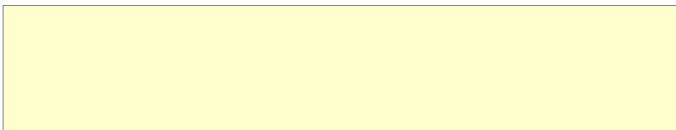
Overall:





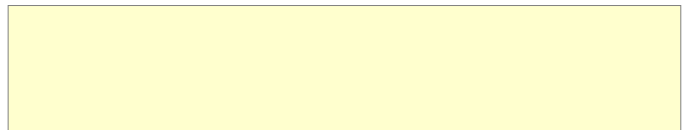
Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Overall:						

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Overall:						



Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Satisfaction Question	Mean	SD	n
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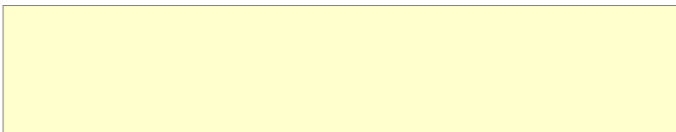
Information Literacy Outcomes Questions	Mean	SD	n
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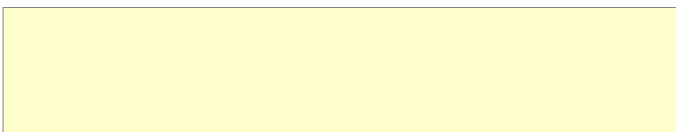




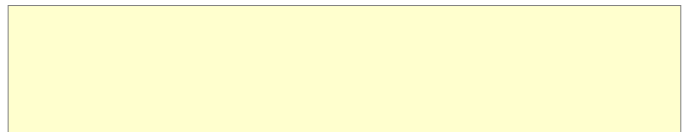
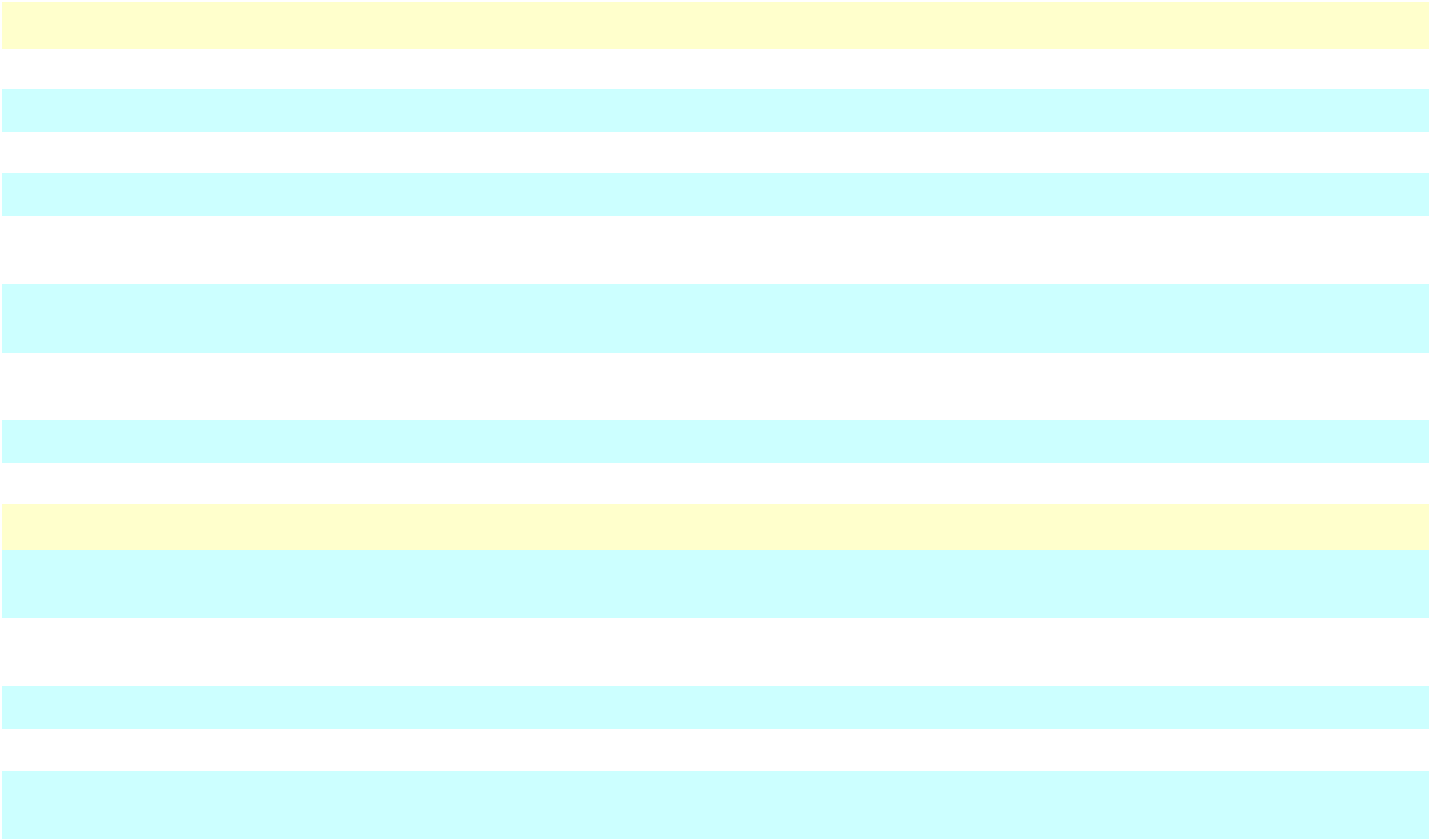


Age	Respondents n	Respondents %
<b>Total:</b>	29	100.00%

Sex	Respondents n	Respondents %
<b>Total:</b>	29	100.00%

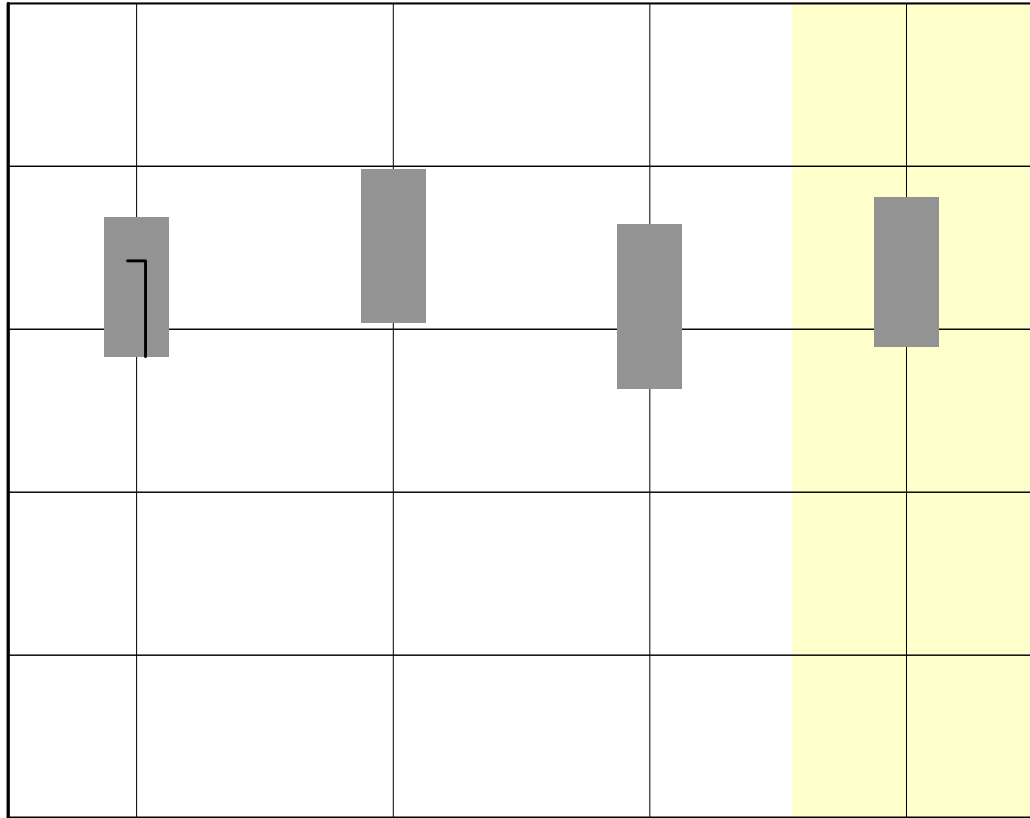






ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
Information Control							
Library as Place							
Overall:							





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Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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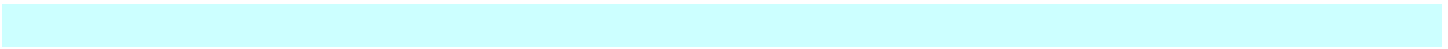


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Overall:

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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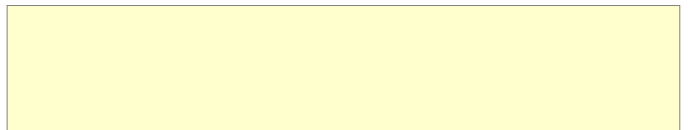
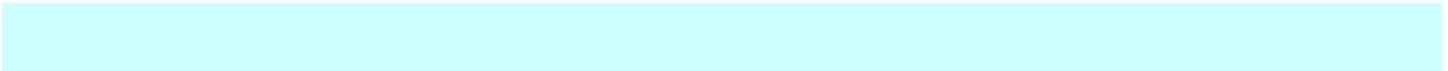
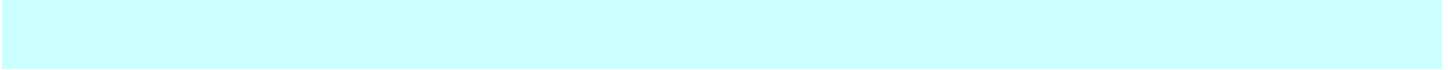
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Overall:



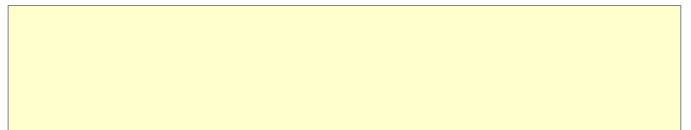
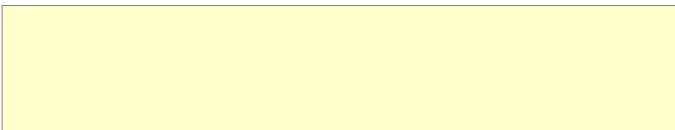
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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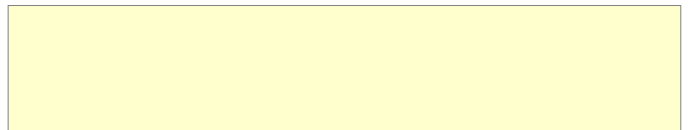
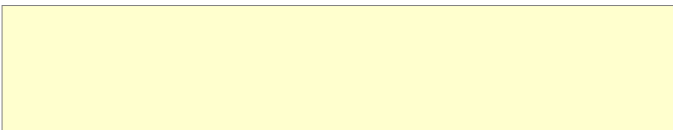


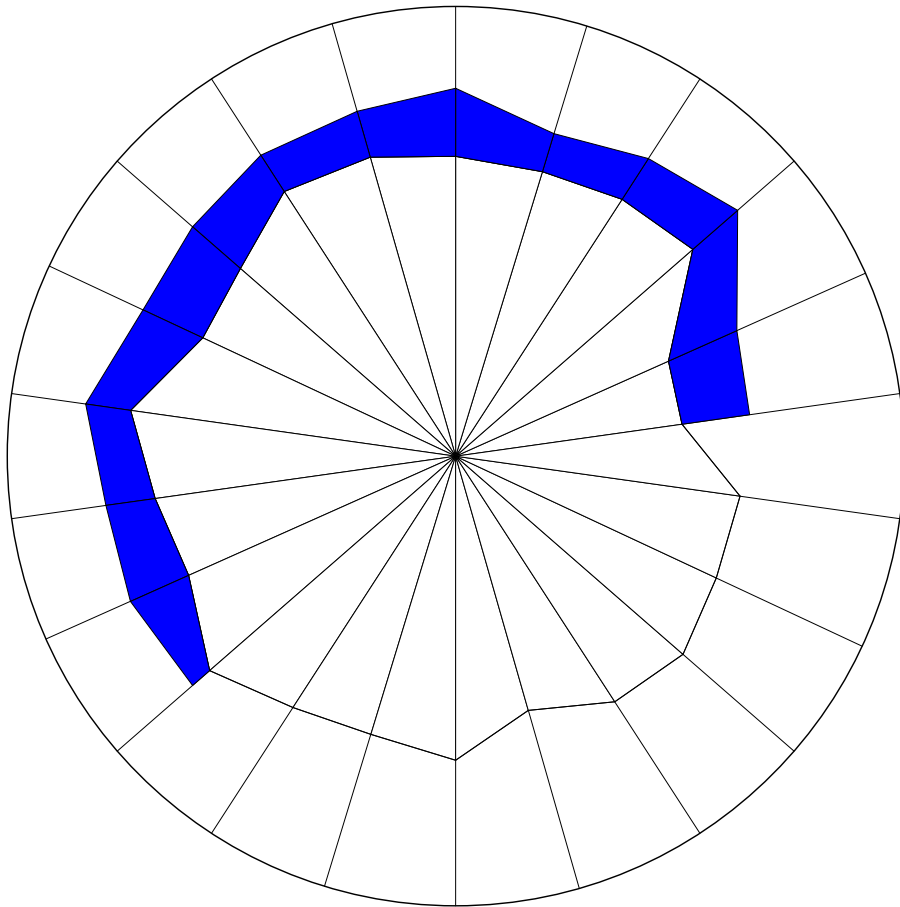




Age	Respondents n	Respondents %
Total:	34	100.00%

Sex	Respondents n	Respondents %
Total:	34	100.00%







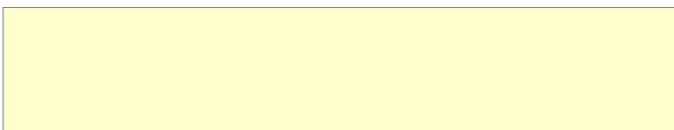
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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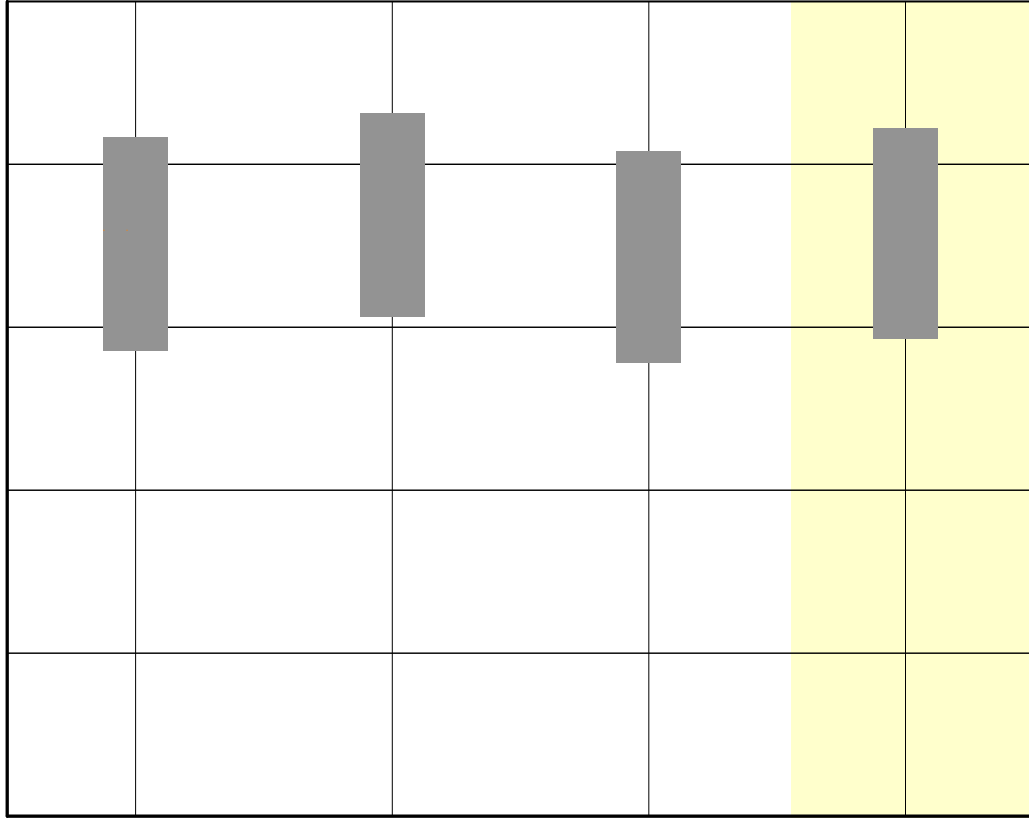
Affect of Service

Information Control

Library as Place

Overall:

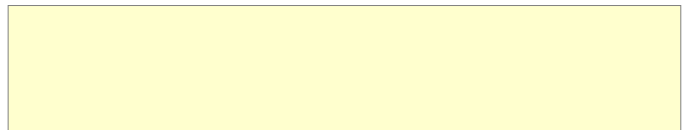
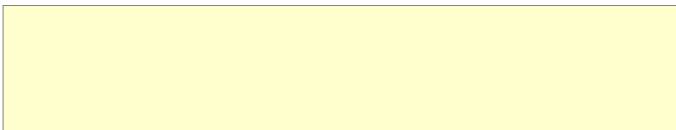




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Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Satisfaction Question	Mean	SD	n
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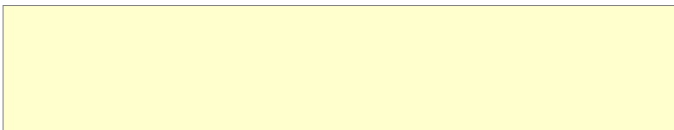
Information Literacy Outcomes Questions	Mean	SD	n
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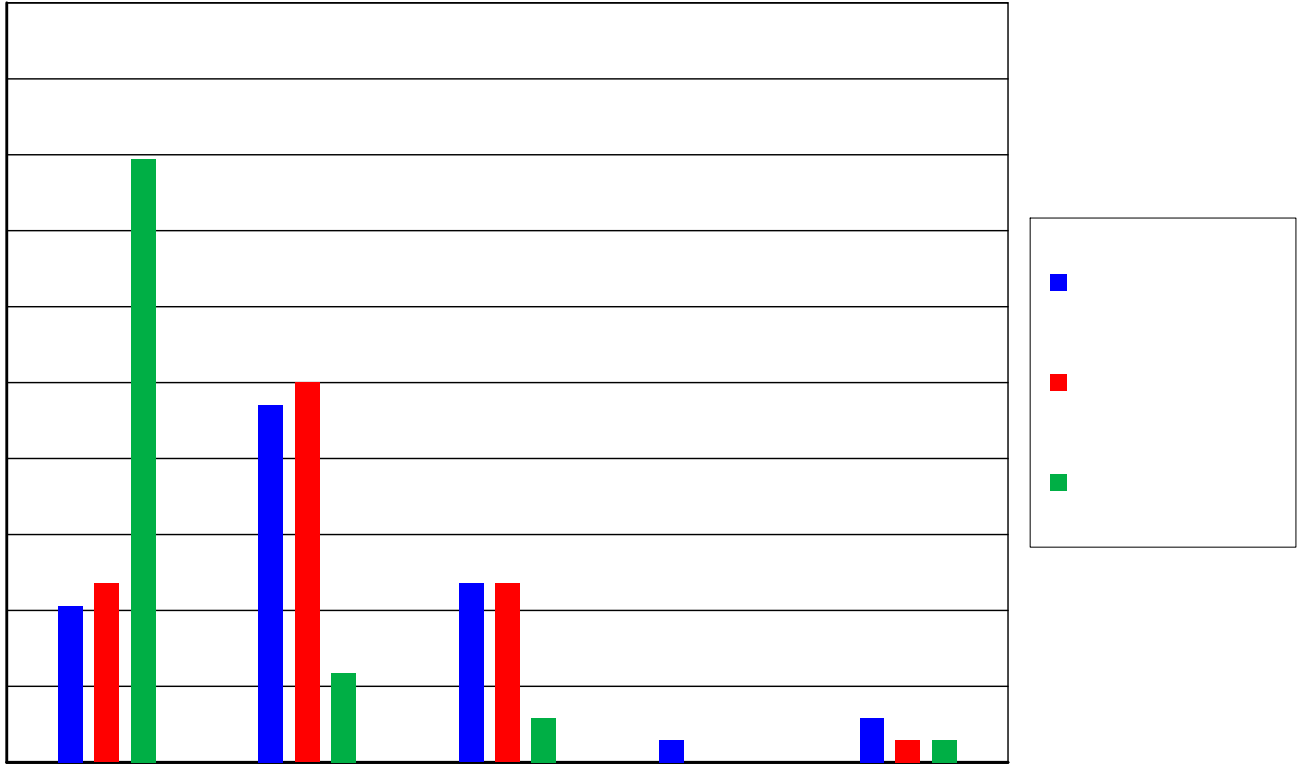
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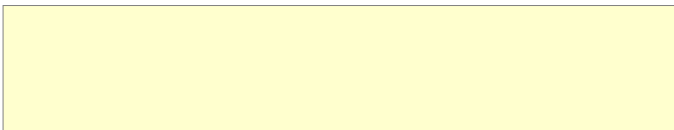
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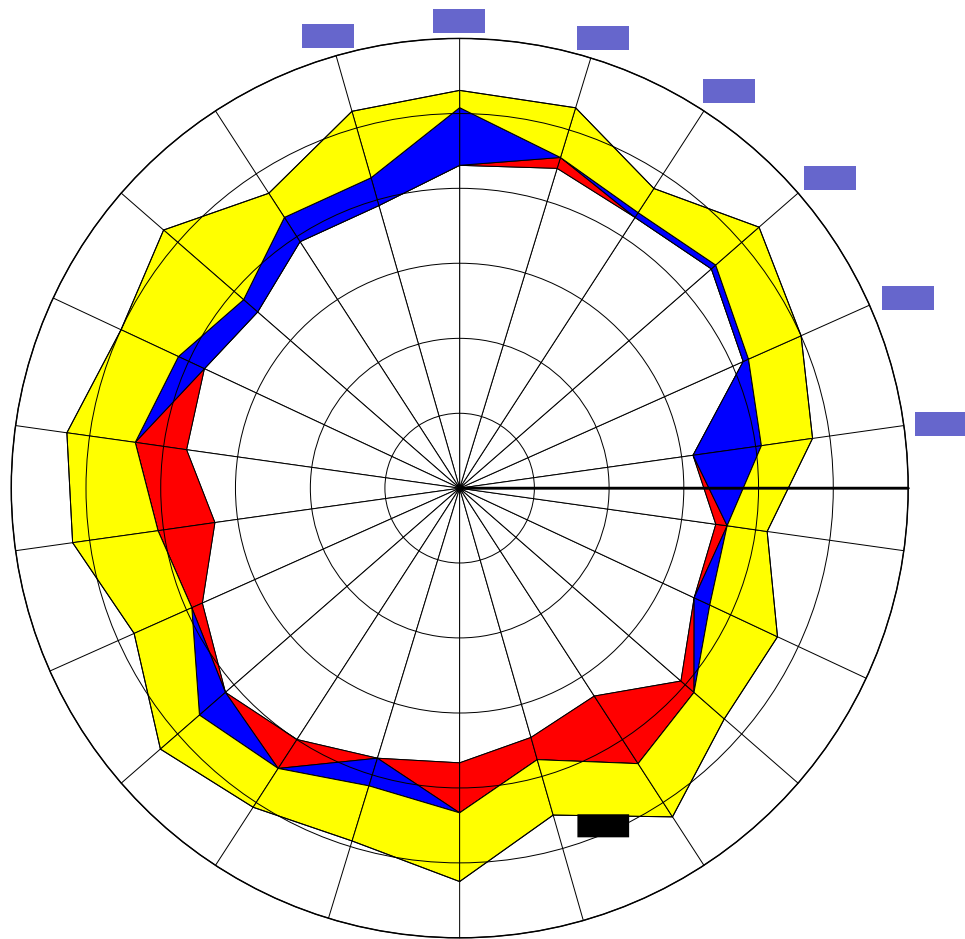




Age	Respondents n	Respondents %
Total:	13	100.00%

Sex	Respondents n	Respondents %
Total:	13	100.00%





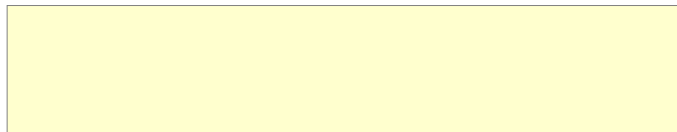
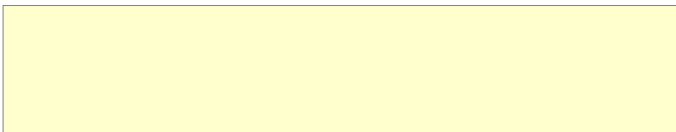
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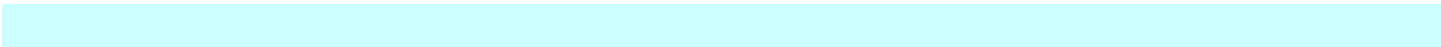
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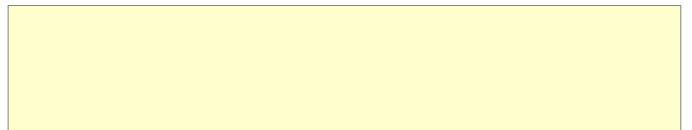




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Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Satisfaction Question	Mean	SD	n
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Information Literacy Outcomes Questions	Mean	SD	n
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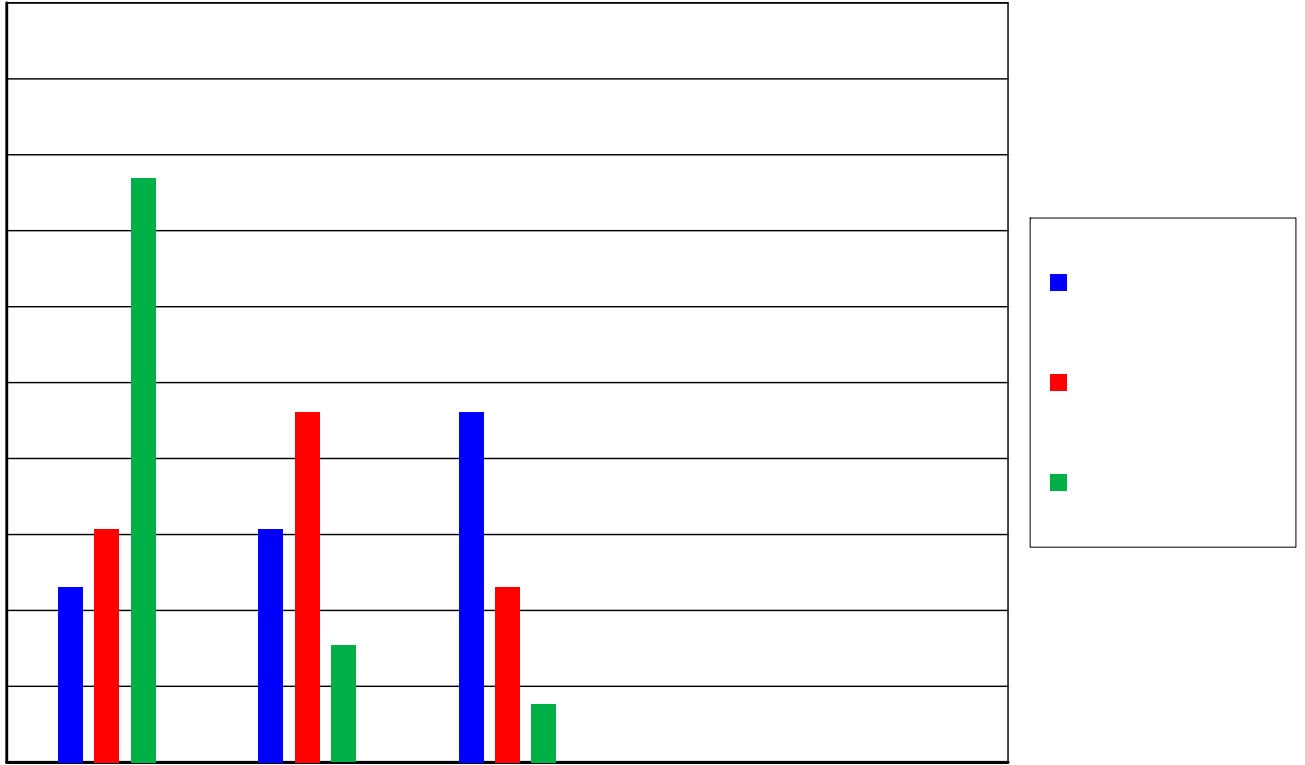
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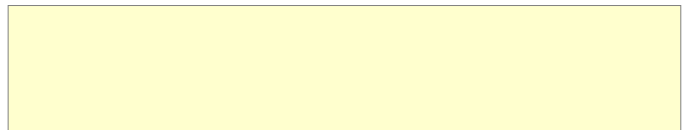
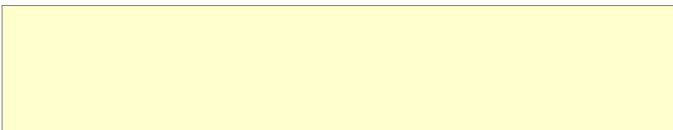
Daily

Weekly

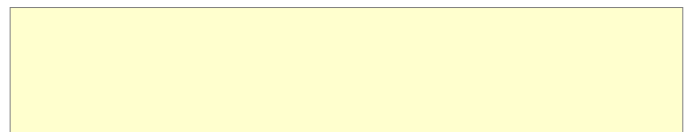
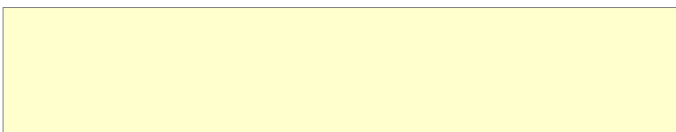
Monthly

Quarterly

Never



Age	Respondents n	Respondents %
<b>Total:</b>	1	100.00%



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							
Library as Place							
Overall:							



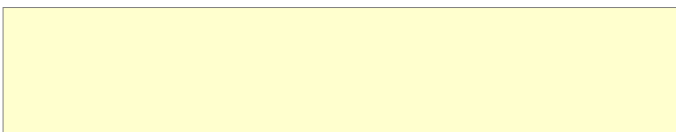
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Affect of Service

Information Control

Library as Place

Overall:






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Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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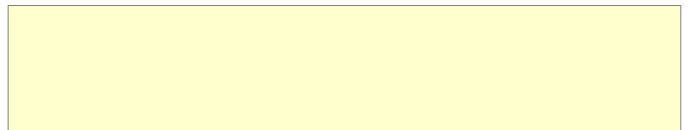
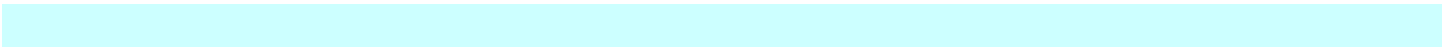
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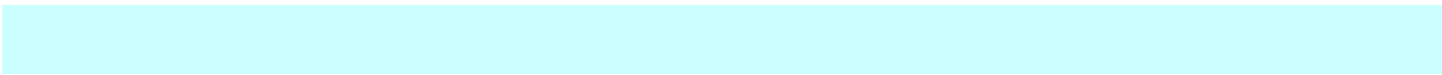
Overall:
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Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Satisfaction Question	Mean	SD	n
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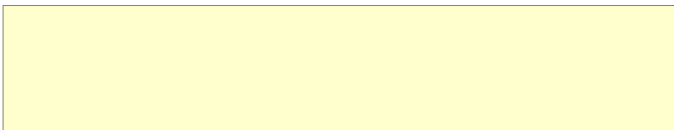
Information Literacy Outcomes Questions	Mean	SD	n
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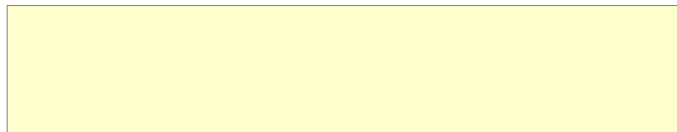
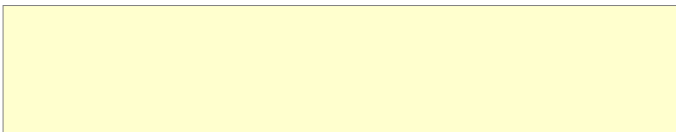
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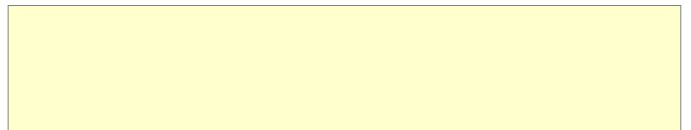
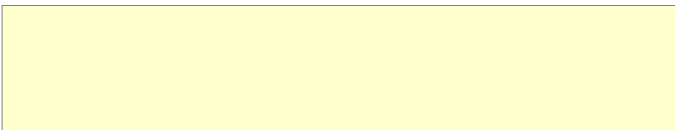
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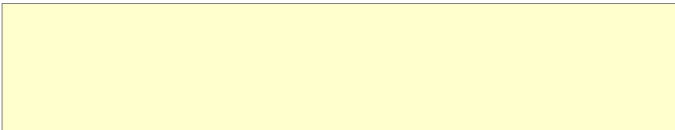
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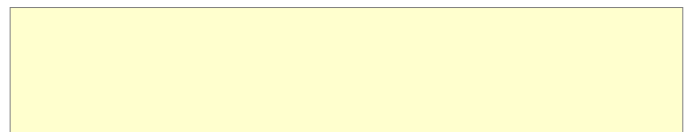
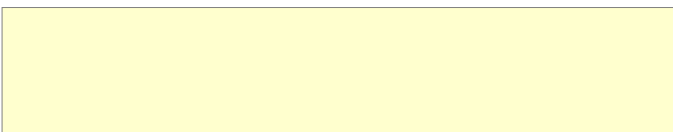
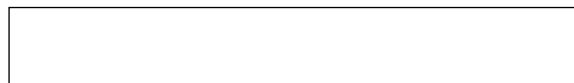
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							
Library as Place							
Overall:							



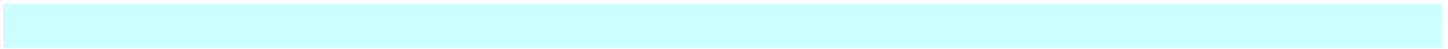


ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
Information Control							
Library as Place							
Overall:							





Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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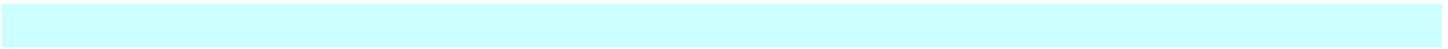


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Overall:

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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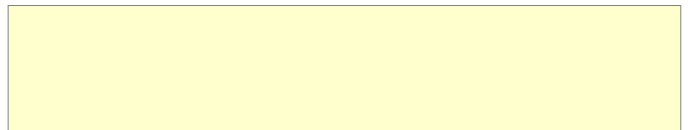
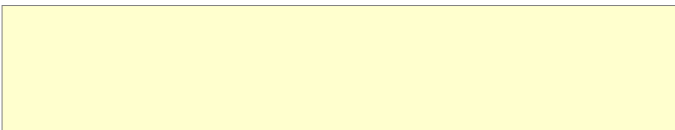


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Overall:





Satisfaction Question	Mean	SD	n
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Information Literacy Outcomes Questions	Mean	SD	n
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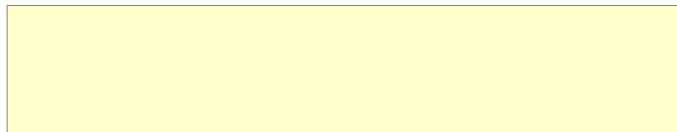
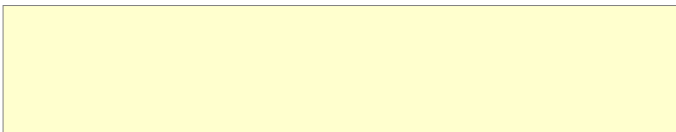
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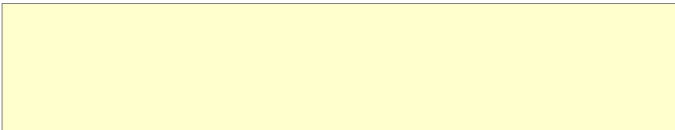
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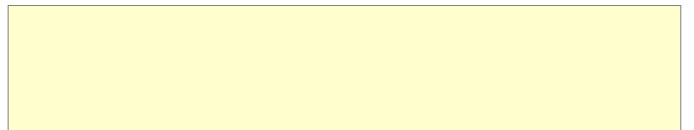
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ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							

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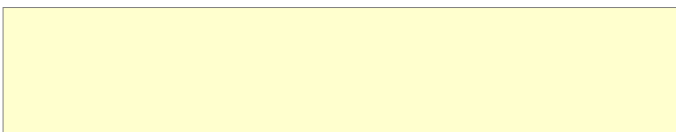
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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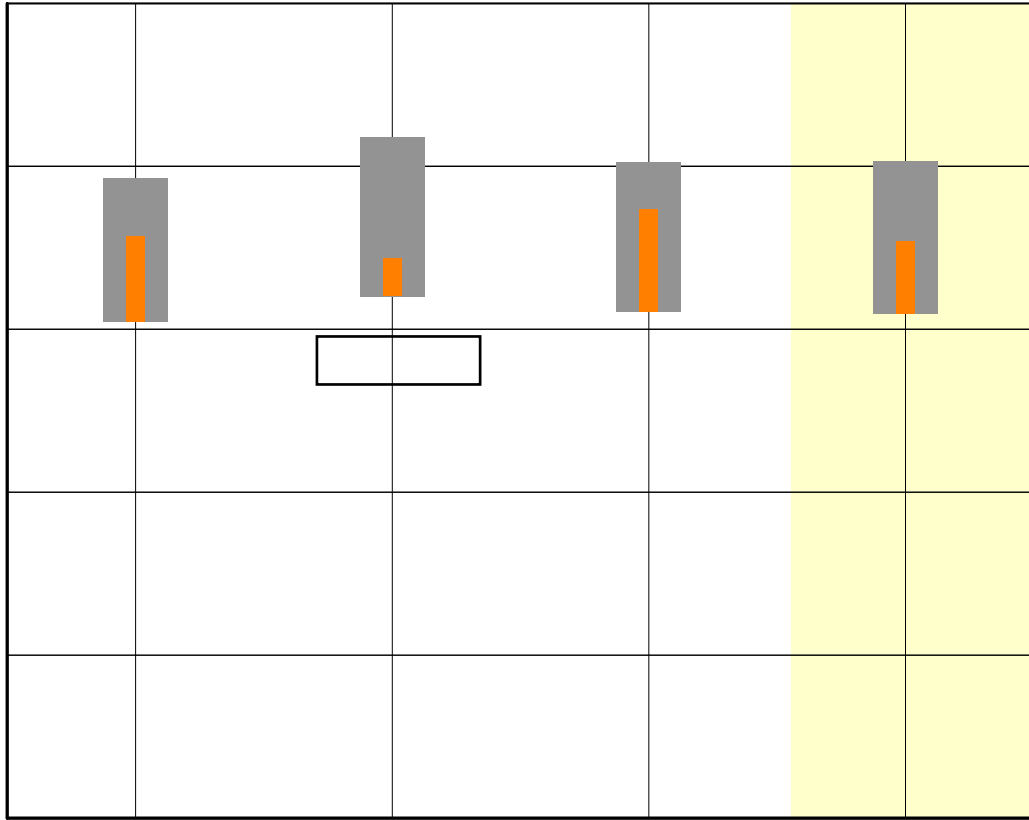
Affect of Service

Information Control

Library as Place

Overall:

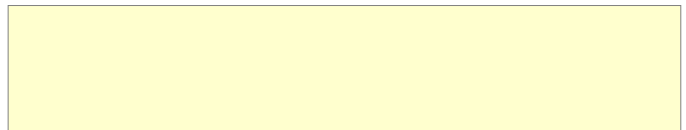
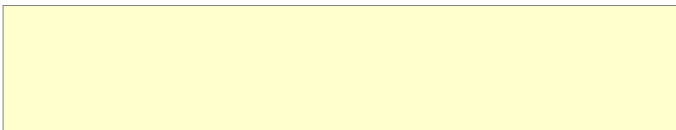
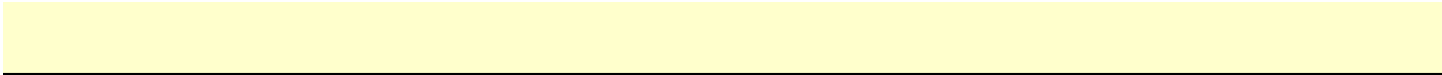




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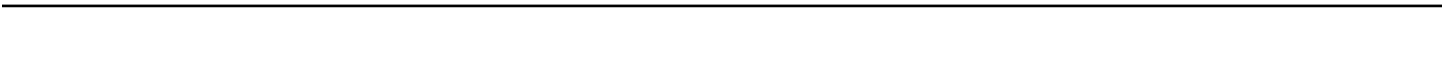
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[Yellow rectangular box]



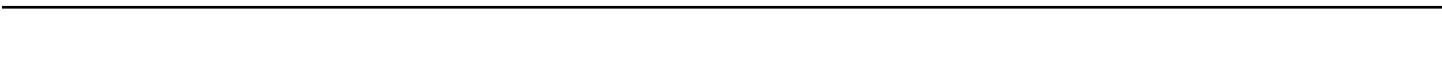
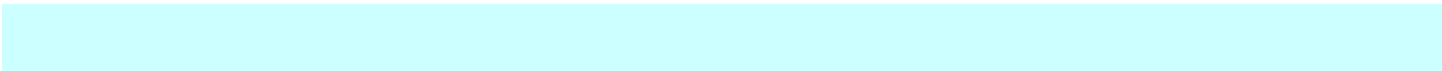
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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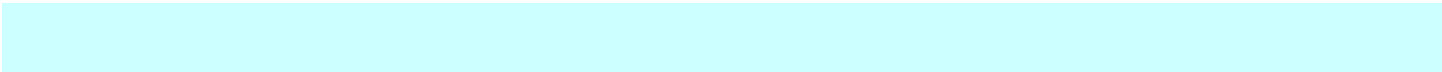
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Satisfaction Question	Mean	SD	n
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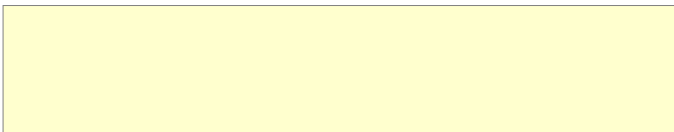
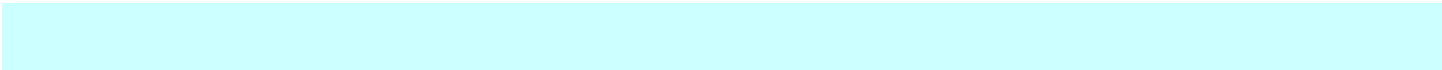
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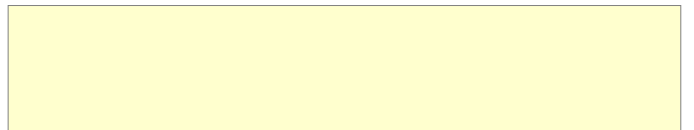
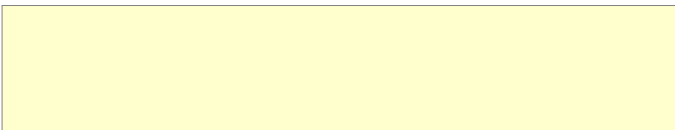
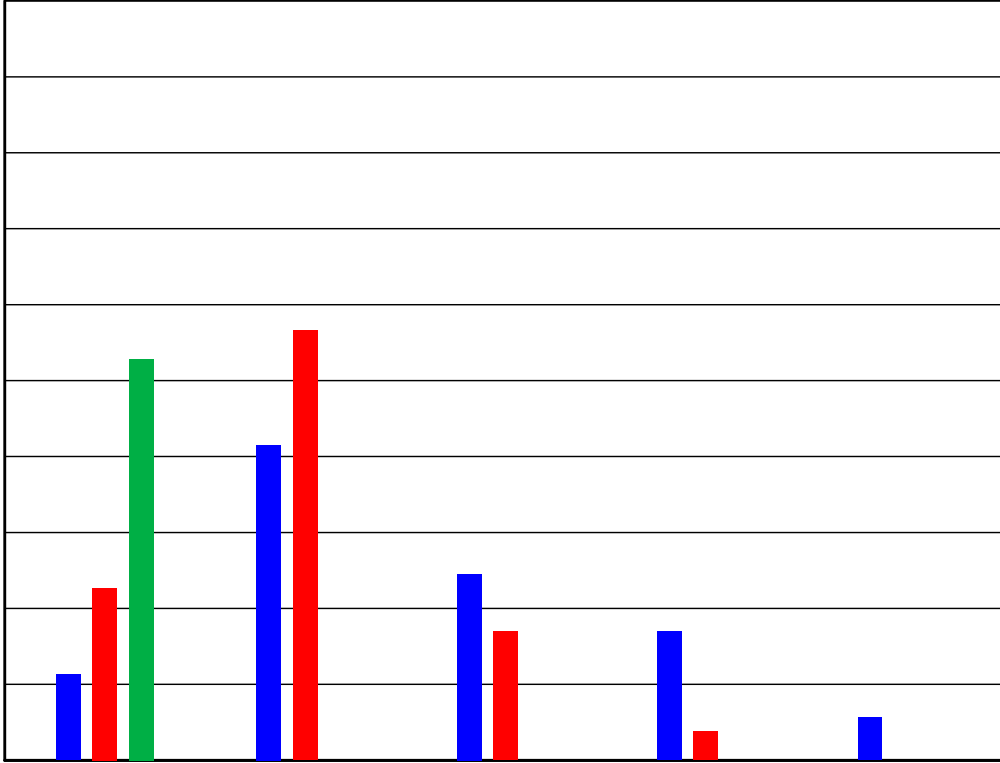


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Information Literacy Outcomes Questions	Mean	SD	n
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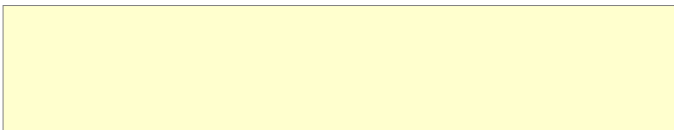
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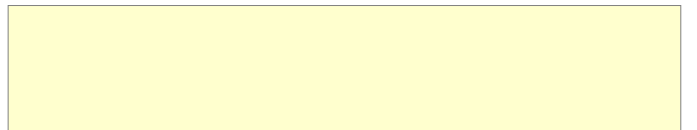
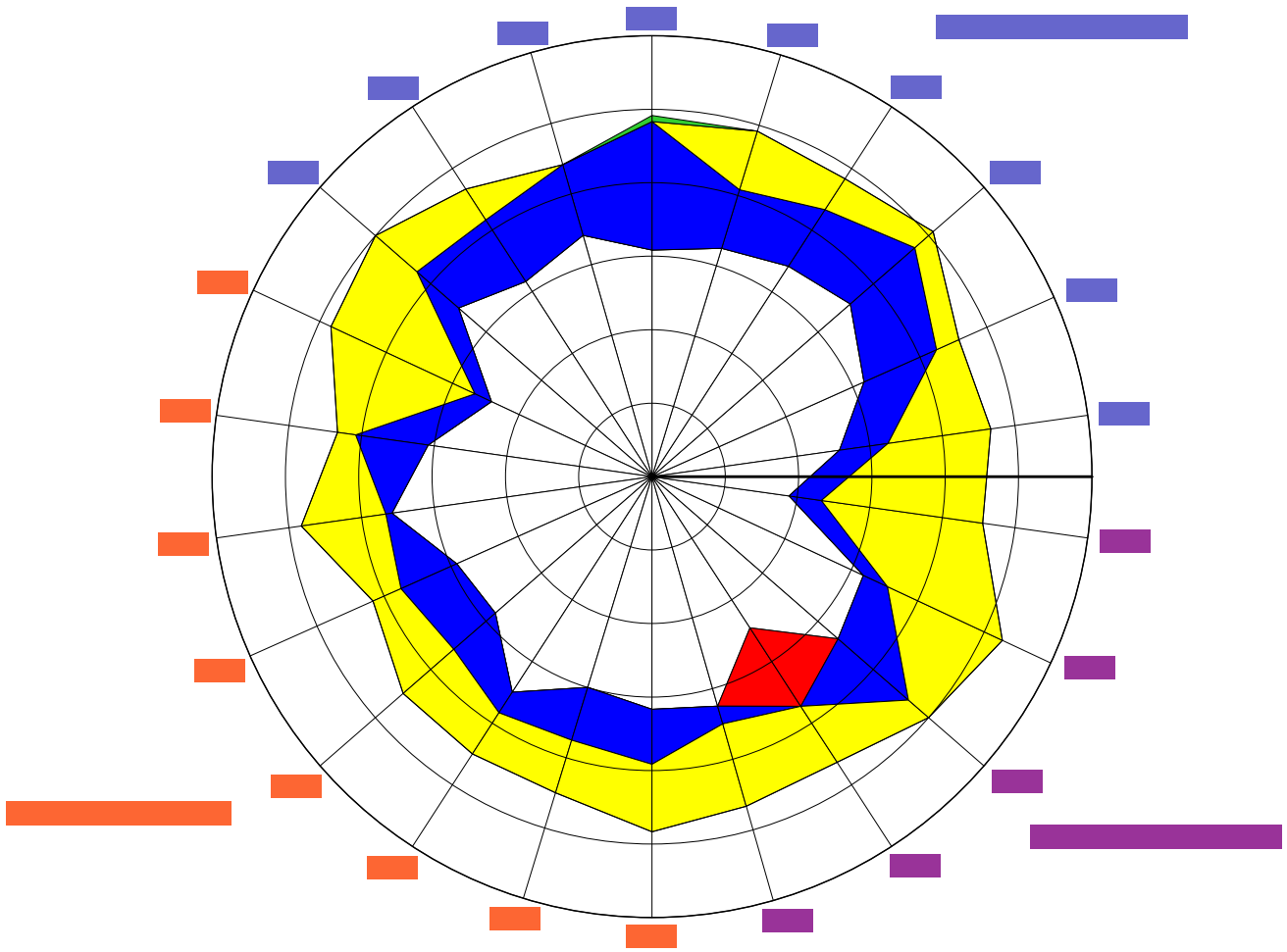


Age	Respondents n	Respondents %
<b>Total:</b>	<b>12</b>	<b>100.00%</b>

Sex	Respondents n	Respondents %
<b>Total:</b>	<b>12</b>	<b>100.00%</b>





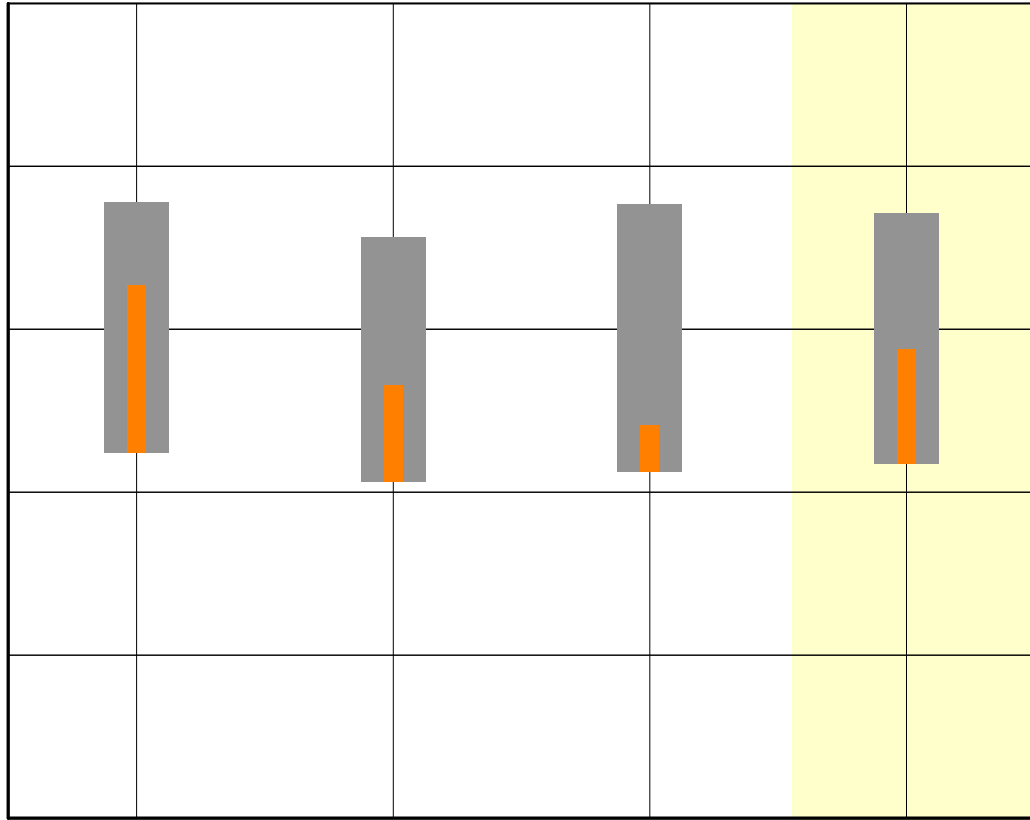


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							



ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
Information Control							
Library as Place							
Overall:							

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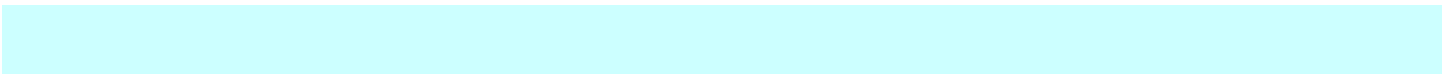




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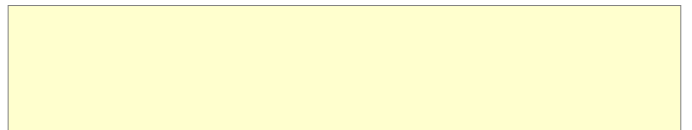
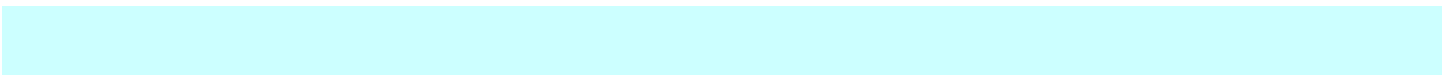
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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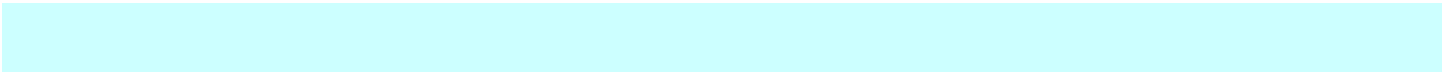
Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Satisfaction Question	Mean	SD	n
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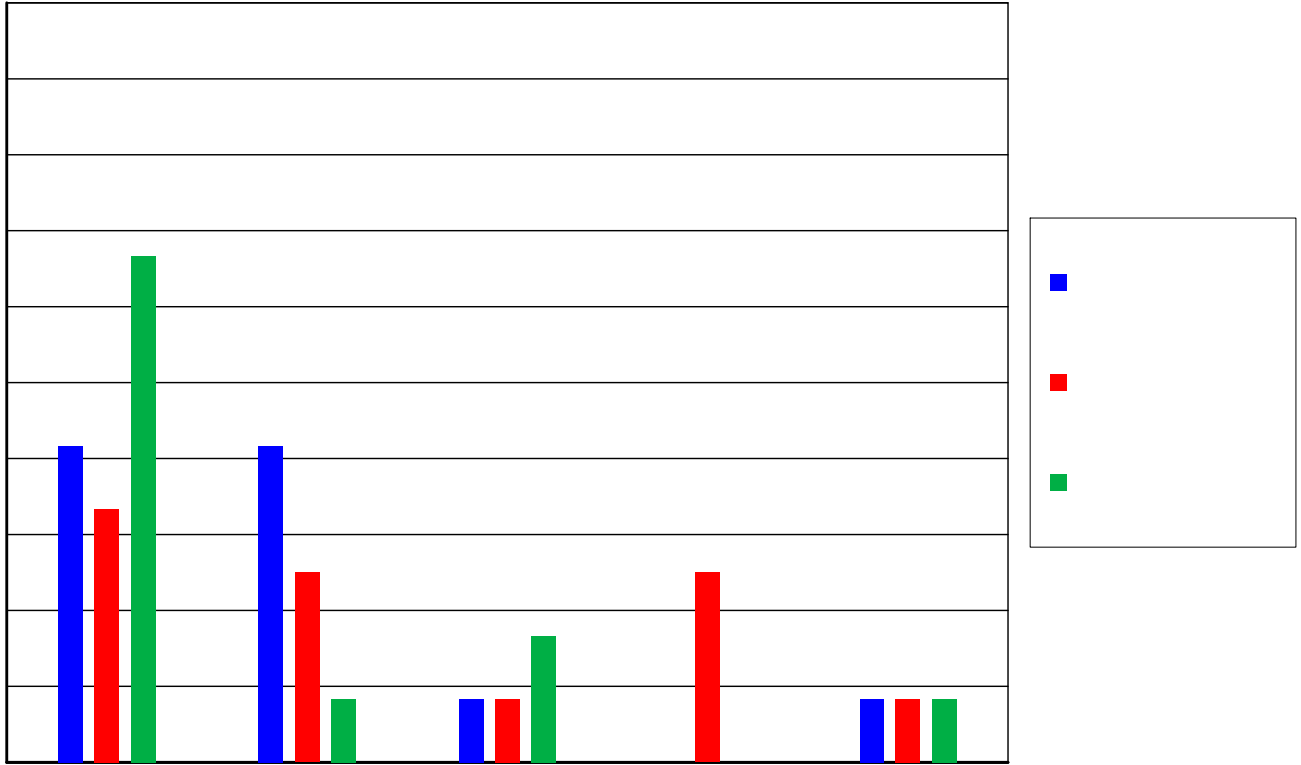
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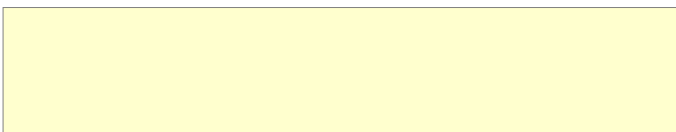
Information Literacy Outcomes Questions	Mean	SD	n
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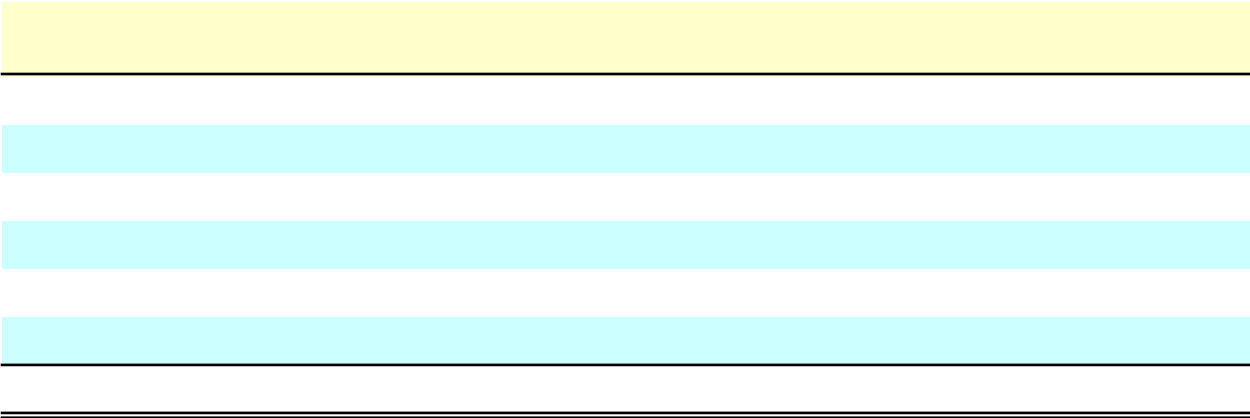


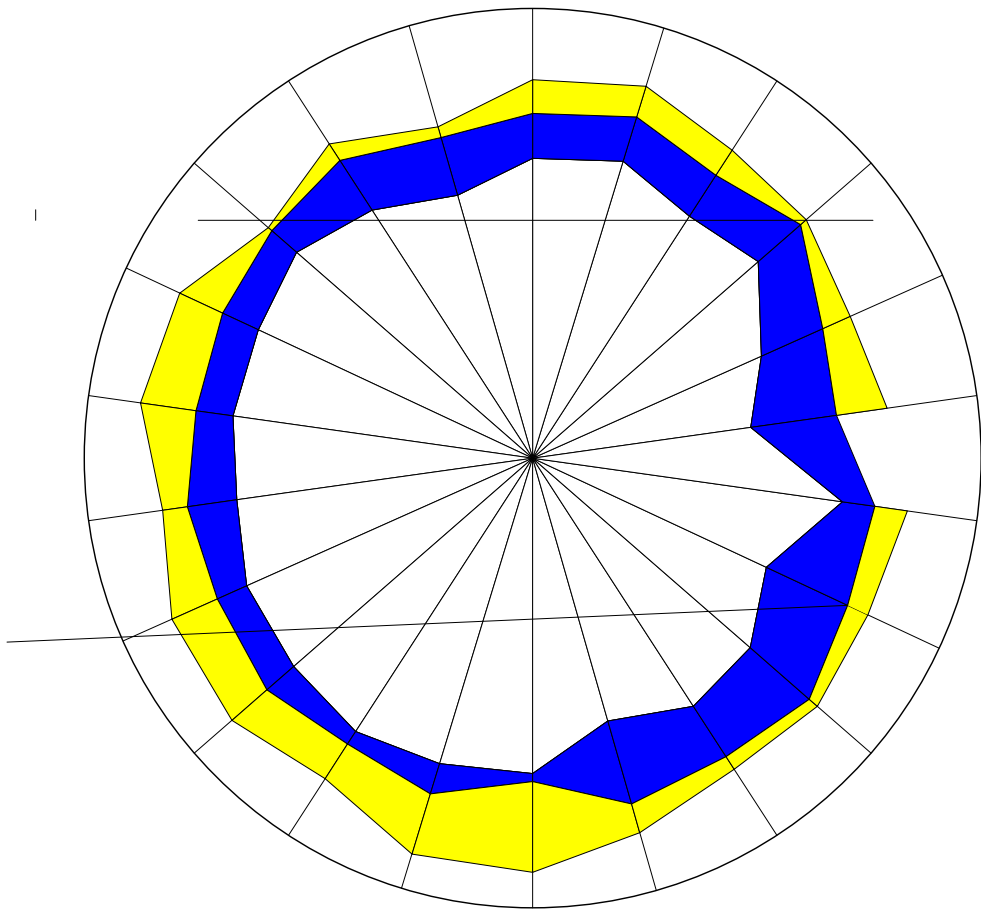


	Daily	Weekly	Monthly	Quarterly	Never	n / %
						12 100.00%
						12 100.00%
						12 100.00%









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ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							
Library as Place							
Overall:							

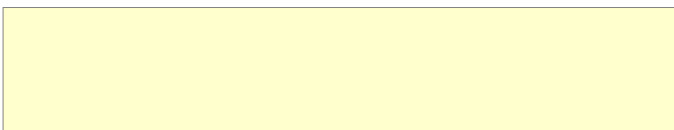
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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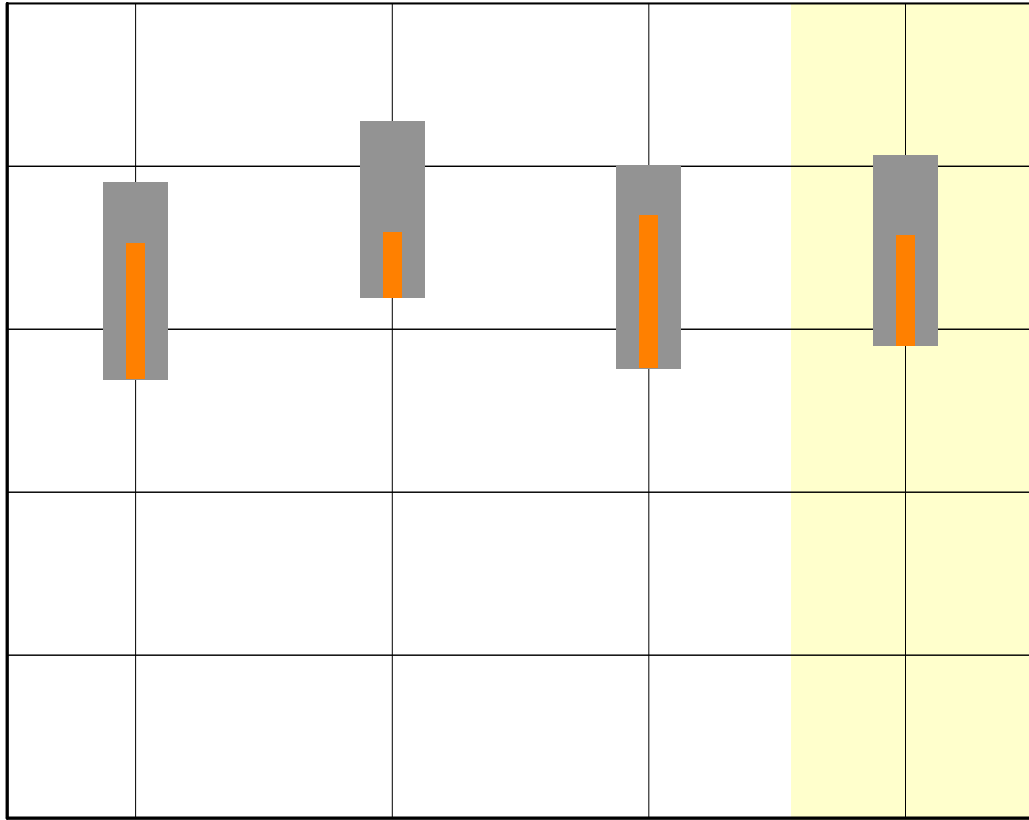
Affect of Service

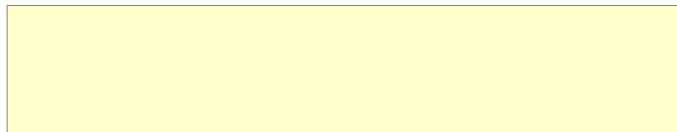
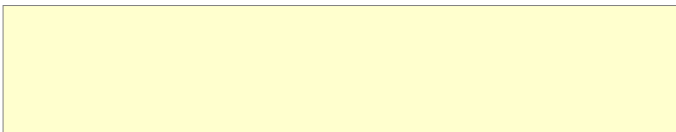
Information Control

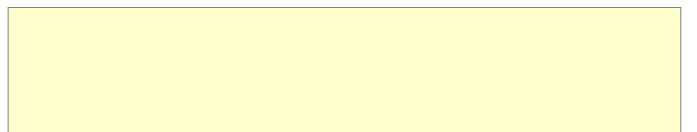
Library as Place

Overall:









Satisfaction Question	Mean	SD	n
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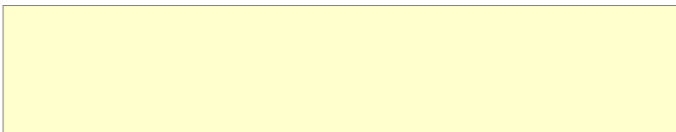
Information Literacy Outcomes Questions	Mean	SD	n
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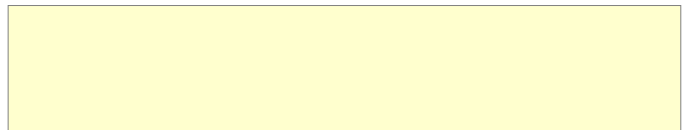
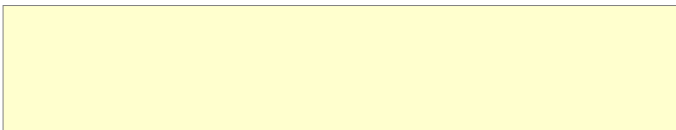
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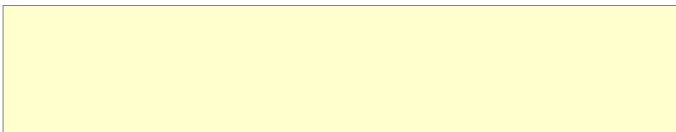


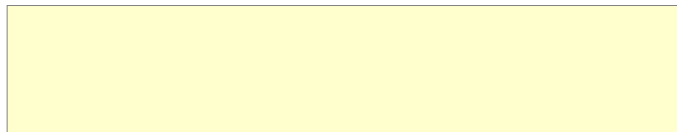
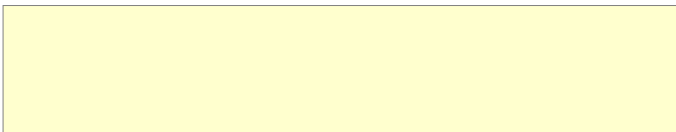




Age	Respondents n	Respondents %
Total:	5	100.00%

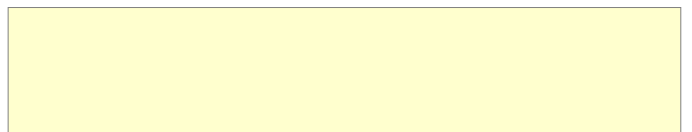
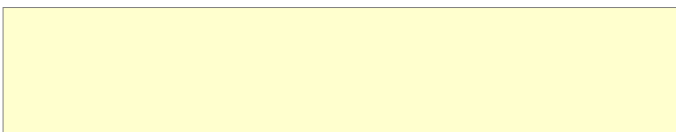
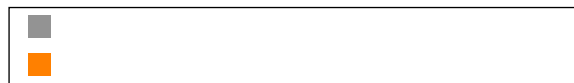
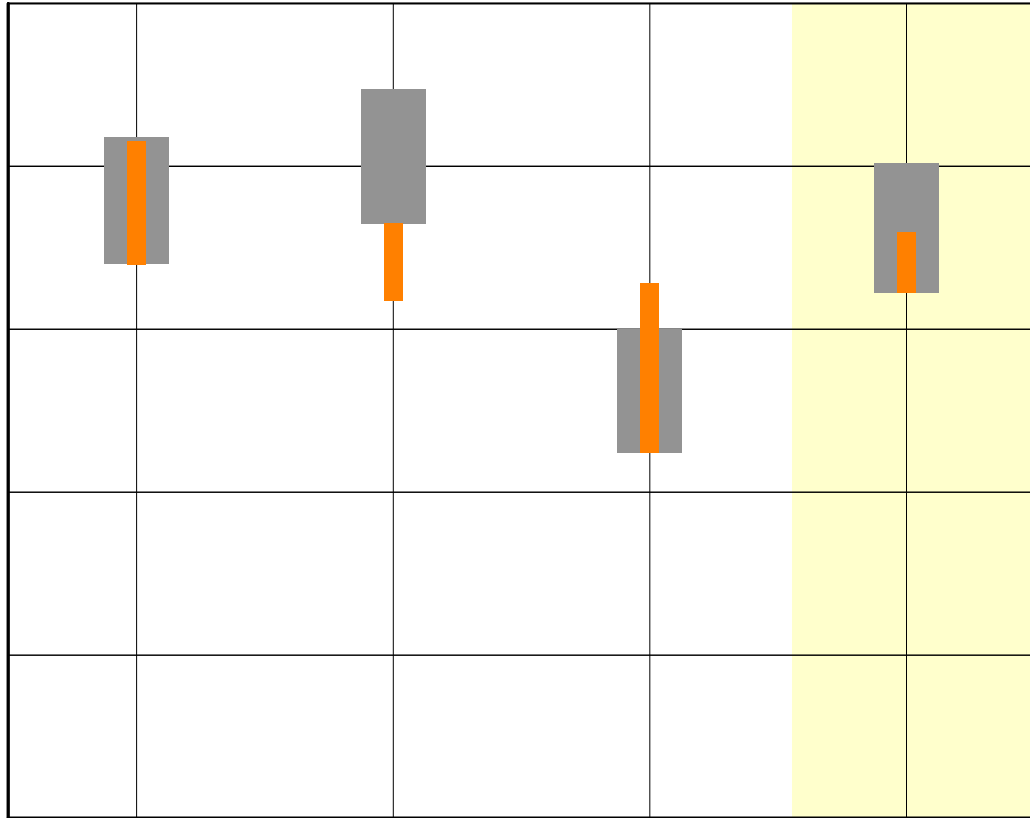







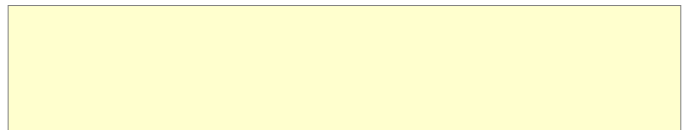
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
Information Control							
Library as Place							
Overall:							





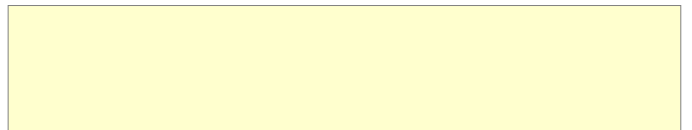
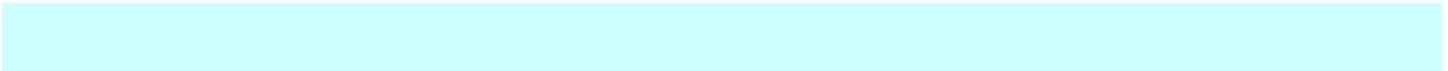
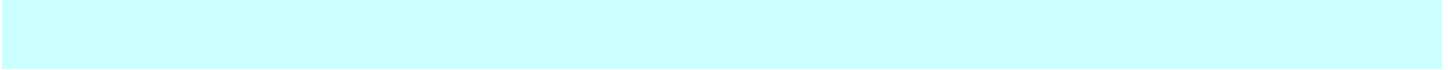
Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Satisfaction Question	Mean	SD	n
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Information Literacy Outcomes Questions	Mean	SD	n
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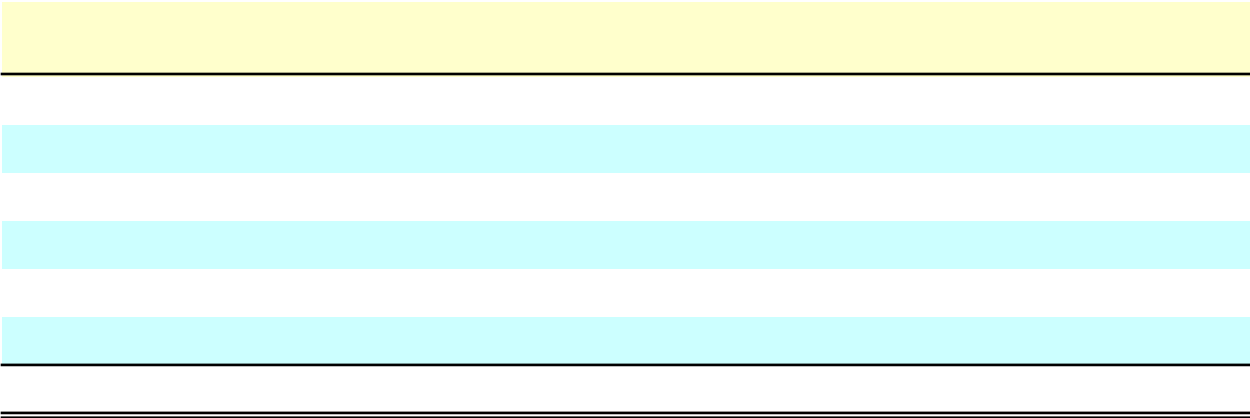
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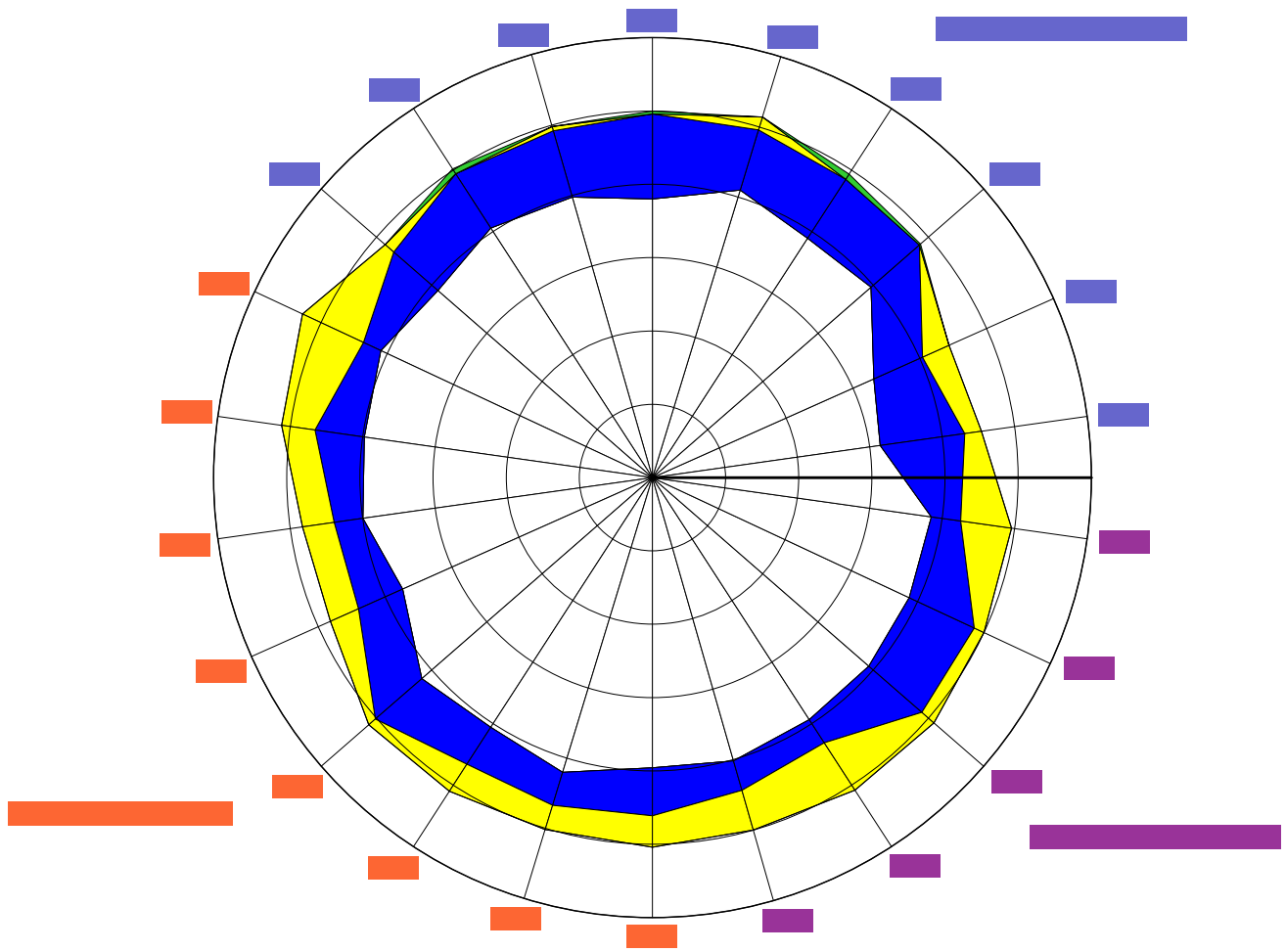
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[Yellow box]





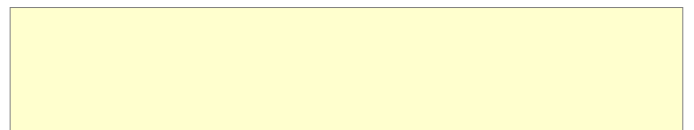
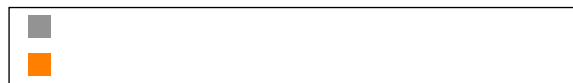
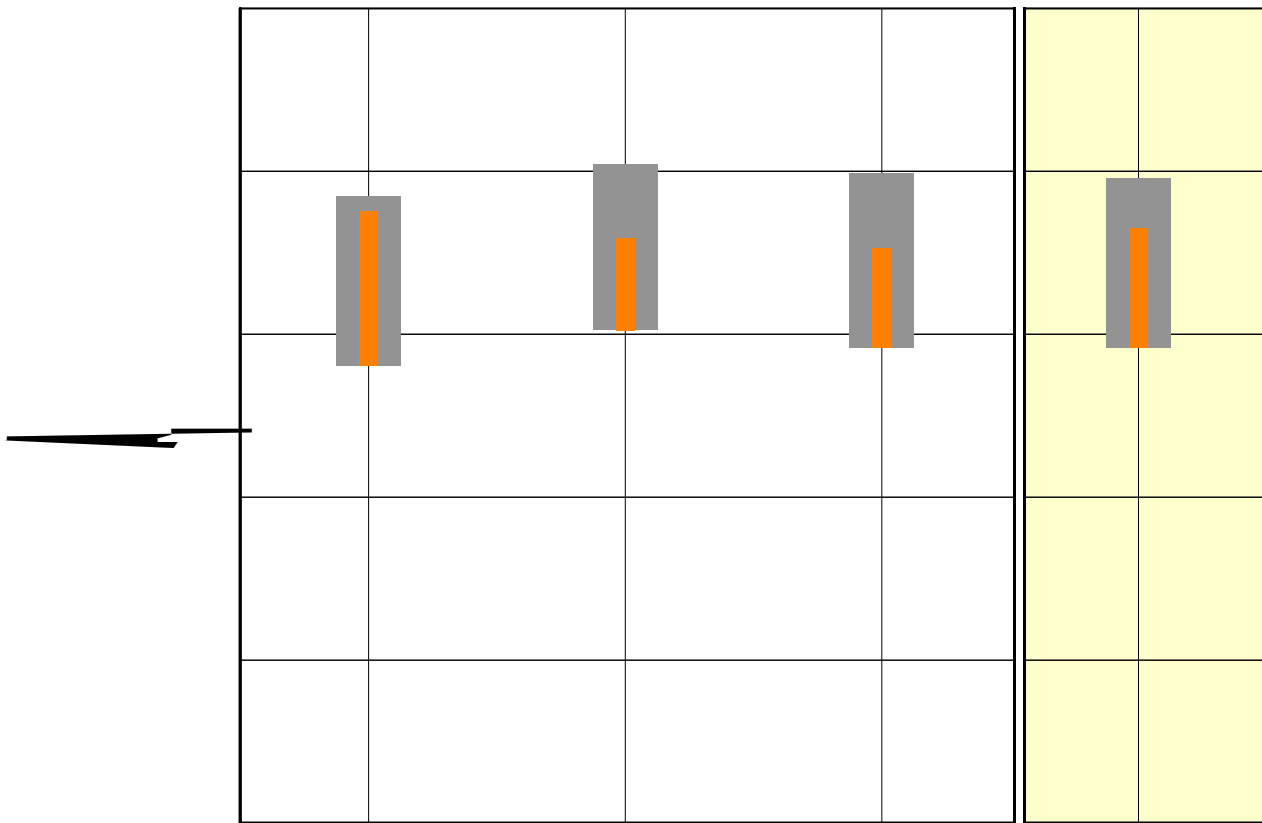
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							
Library as Place							
Overall:							



ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							

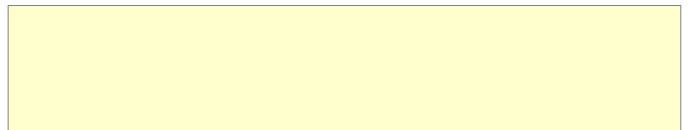
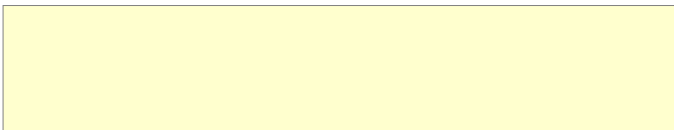
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[Empty yellow box]



Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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[Redacted]

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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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[Redacted]

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Satisfaction Question	Mean	SD	n
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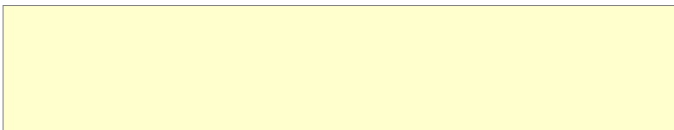
Information Literacy Outcomes Questions	Mean	SD	n
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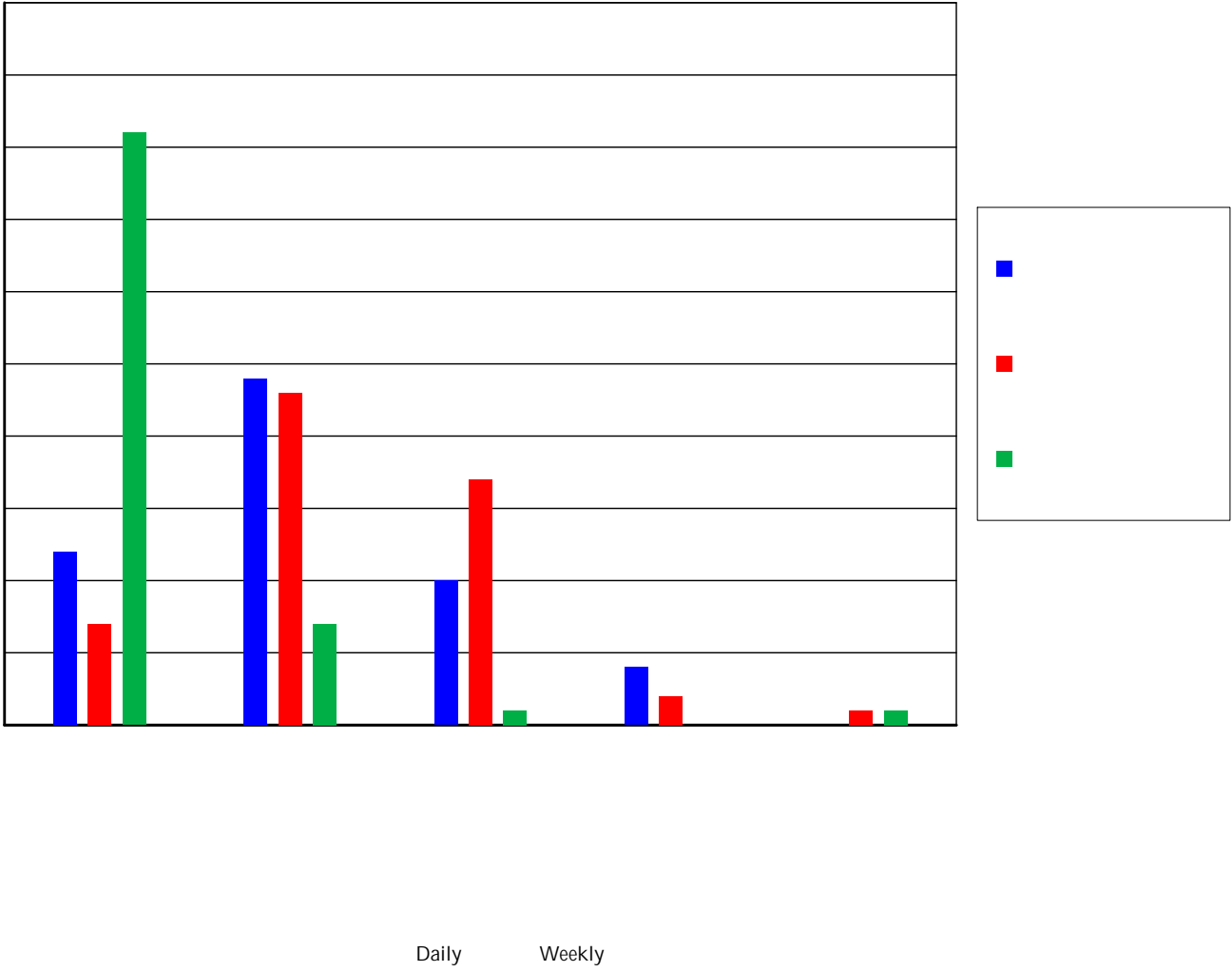
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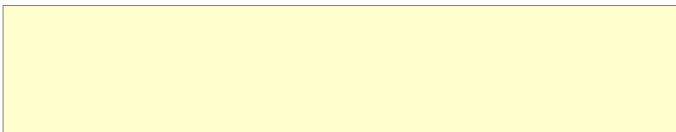


Age	Respondents n	Respondents %
Total:	7	100.00%

Sex	Respondents n	Respondents %
Total:	7	100.00%

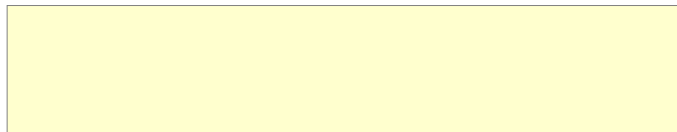
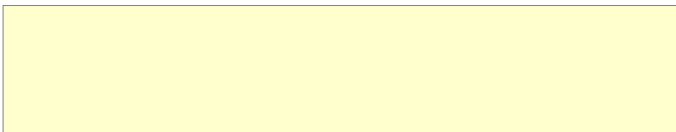






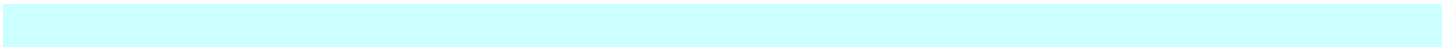
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
Information Control							
Library as Place							
Overall:							







Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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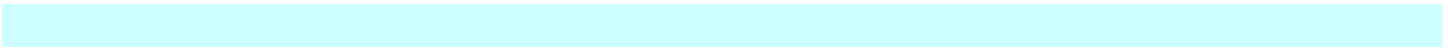


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Overall:

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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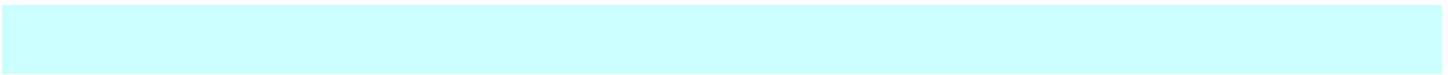
Overall:



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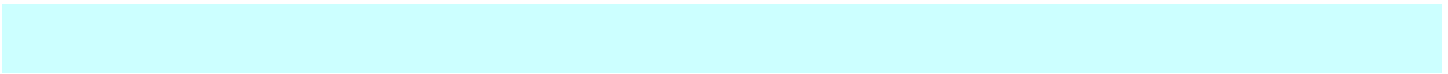
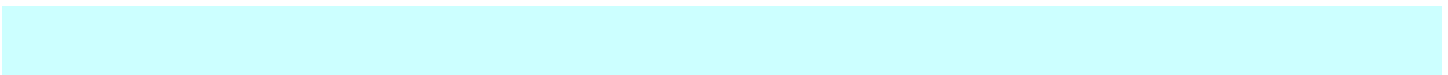
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Satisfaction Question	Mean	SD	n
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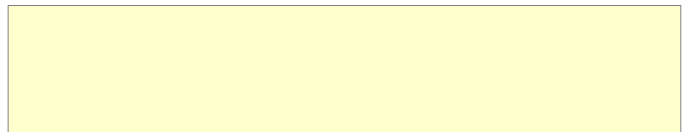
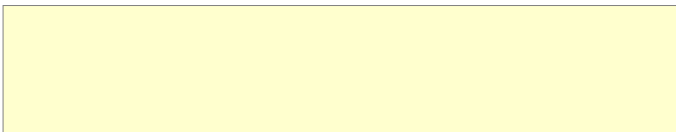
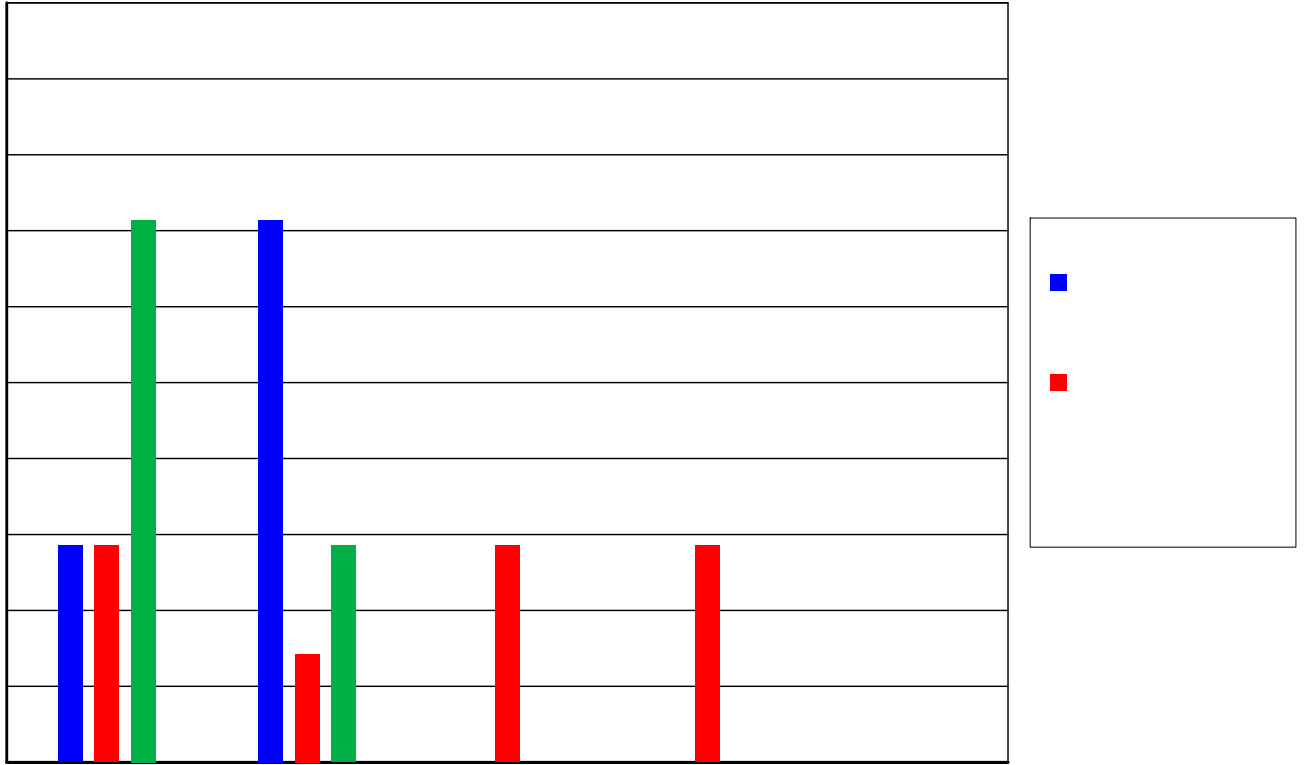
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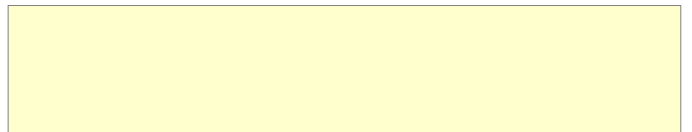
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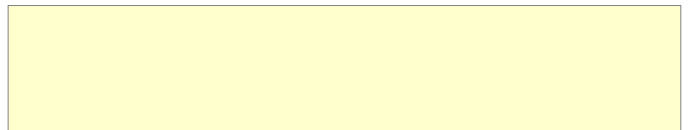
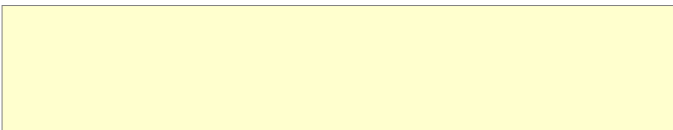


Age	Respondents n	Respondents %

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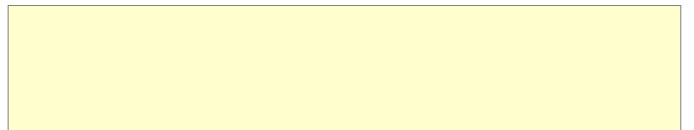
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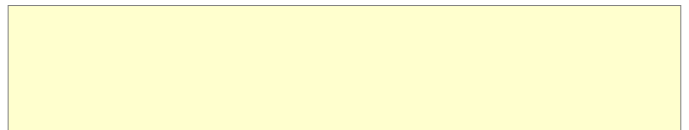
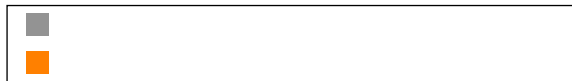
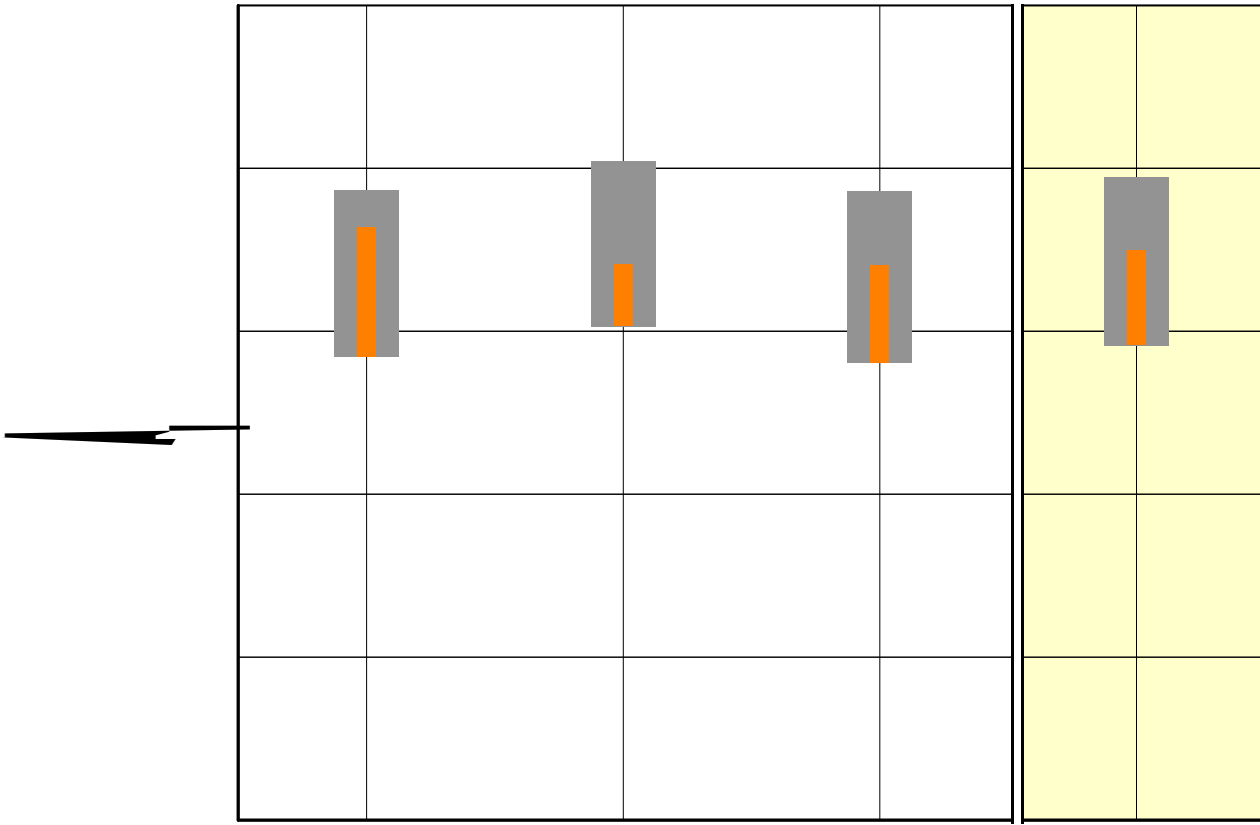


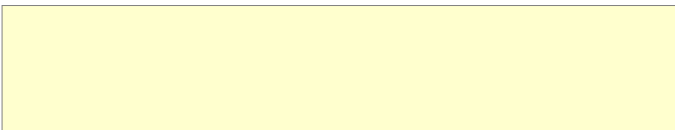
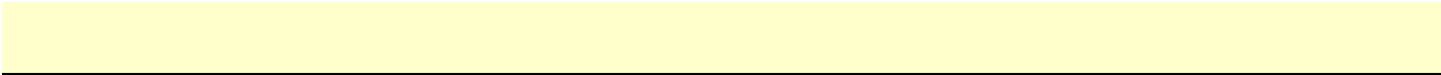
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							
Library as Place							
Overall:							











Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Satisfaction Question	Mean	SD	n
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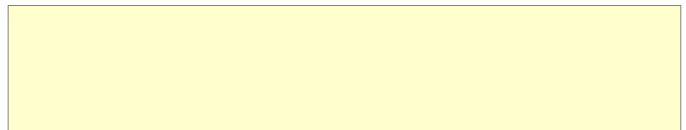
Information Literacy Outcomes Questions	Mean	SD	n
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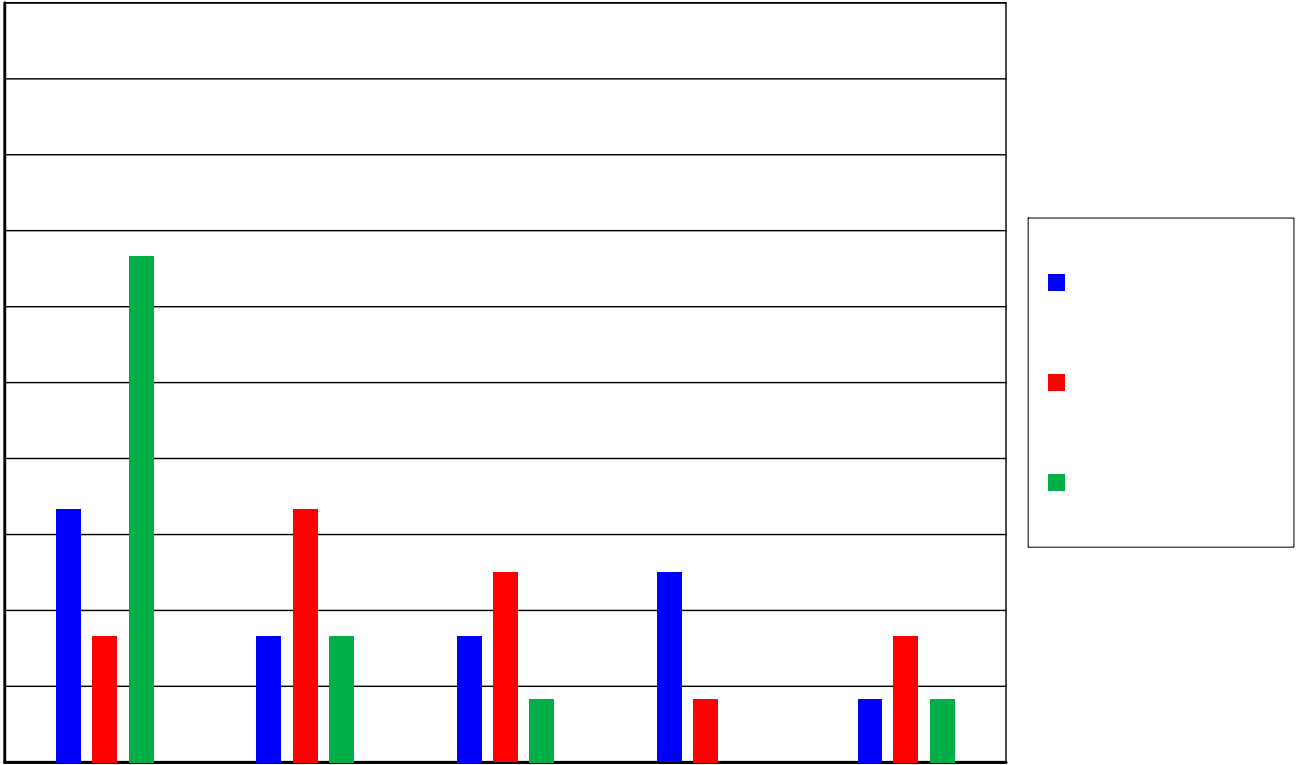
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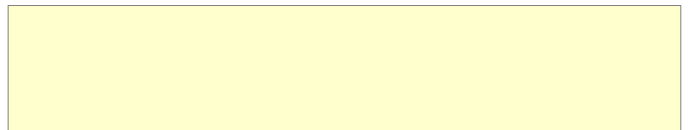
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	Daily	Weekly	Monthly	Quarterly	Never	n / %
						12 100.00%
						12 100.00%
						12 100.00%



LibQUAL+™ 2000 Dimensions

LibQUAL+™ 2001 Dimensions

LibQUAL+™ 2002 and 2003 Dimensions

LibQUAL+™ 2004 - 2006 Dimensions

Affect of Service

Information Control









