

The University of Scranton

Association of Research Libraries / Texas A&M University

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The University of Scranton

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1.2 LibQUAL+®: A Project from StatsQUAL®

<http://www.libqual.org/documents/LibQual/publications/LibQUALHighlights2011_Full.pdf>
<http://www.libqual.org/documents/LibQual/publications/LibQUALHighlights2011_Full_Supplement.pdf>

<http://www.libqual.org/documents/LibQual/publications/LibQUALHighlights2010_Full.pdf>
<http://www.libqual.org/documents/LibQual/publications/LibQUALHighlights2010_Full_Supplement.pdf>

<http://www.libqual.org/documents/admin/LibQUALHighlights2009_Full.pdf>
<http://www.libqual.org/documents/admin/LibQUALHighlights2009_Full_Supplement.pdf>

http://www.libqual.org/documents/admin/LibQUALHighlights2008_Full1.pdf

<http://www.libqual.org/documents/admin/LibQUALHighlights2008_Full_Supplement1.pdf>

<http://www.libqual.org/documents/admin/LibQUALHighlights2007_Full1.pdf>

<http://www.libqual.org/documents/admin/2007_Highlights_Supplemental.pdf>

<<http://www.libqual.org/documents/admin/LibQUALHighlights2006.pdf>>

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

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

<http://www.libqual.org/documents/admin/ExecSummary1.1_locked.pdf>

<<http://www.arl.org/resources/pubs/libqualpubs/index.shtml>>

*reliable and reasonably complete access
users have an insatiable appetite for content. No
library can ever have sufficient information content that would come close to satisfying this appetite.*

1.3 LibQUAL+®: Defining and Promoting Library Service Quality

What is LibQUAL+®?

How will LibQUAL+® benefit your library?

How is the LibQUAL+® survey conducted?

What are the origins of the LibQUAL+® survey?

1.4 Web Access to Data

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

1.5 Explanation of Charts and Tables

<http://www.libqual.org/about/about_survey/tools>

Radar Charts

What is a radar chart?

Standard Deviation

Service Adequacy

1.6 A Few Words about LibQUAL+® 2012

LibQUAL+® Lite

Score Scaling

Using LibQUAL+® Data

2012 Data Screening

1. Complete Data.

2. Excessive "N/A" Responses.

3. Excessive Inconsistent Responses.

LibQUAL+® Norms

Common Misconception Regarding Norms.

LibQUAL+® Norms Tables.

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

Response Rates

Representativeness Versus Response Rate.

Alpha University

Omega University

Survey Data

ARL Service Quality Evaluation Academy

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

Library Assessment Conference

<<http://www.libraryassessment.org>>

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

References

1.7 Library Statistics for The University of Scranton

	486,650
	81,522
	45,972
	\$1,589,703
	16
	19

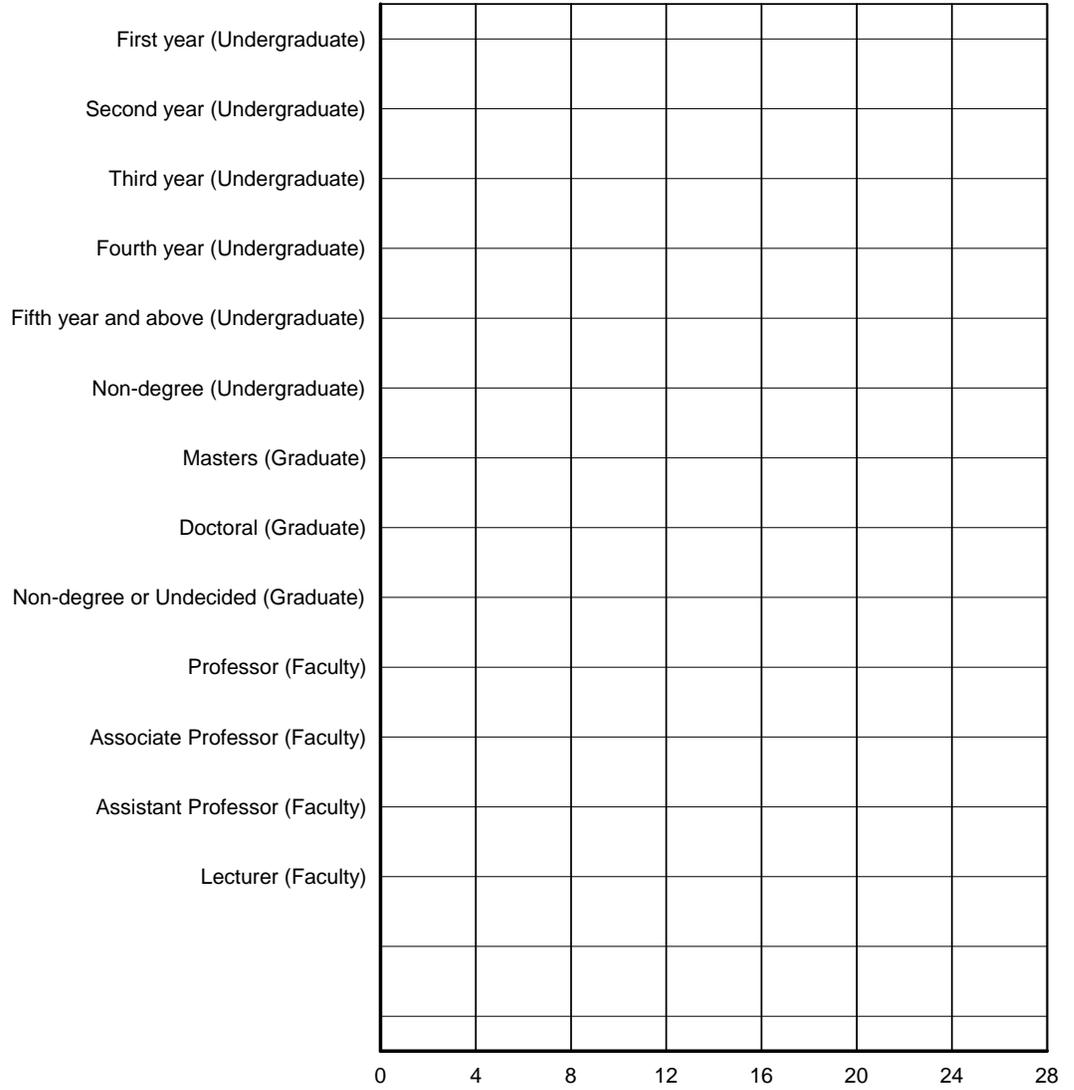
1.8 Contact Information for The University of Scranton

Name:	Bonnie Strohl
Title:	Associate Dean
Address:	800 Linden Street Weinberg Memorial Library University of Scranton Scranton, PENNSYLVANIA 18510 USA
Phone:	5709414006
Email:	bonnie.strohl@scranton.edu

1.9 Survey Protocol and Language for The University of Scranton

		Lite	Total
English (American)		694	694
Total		694	694

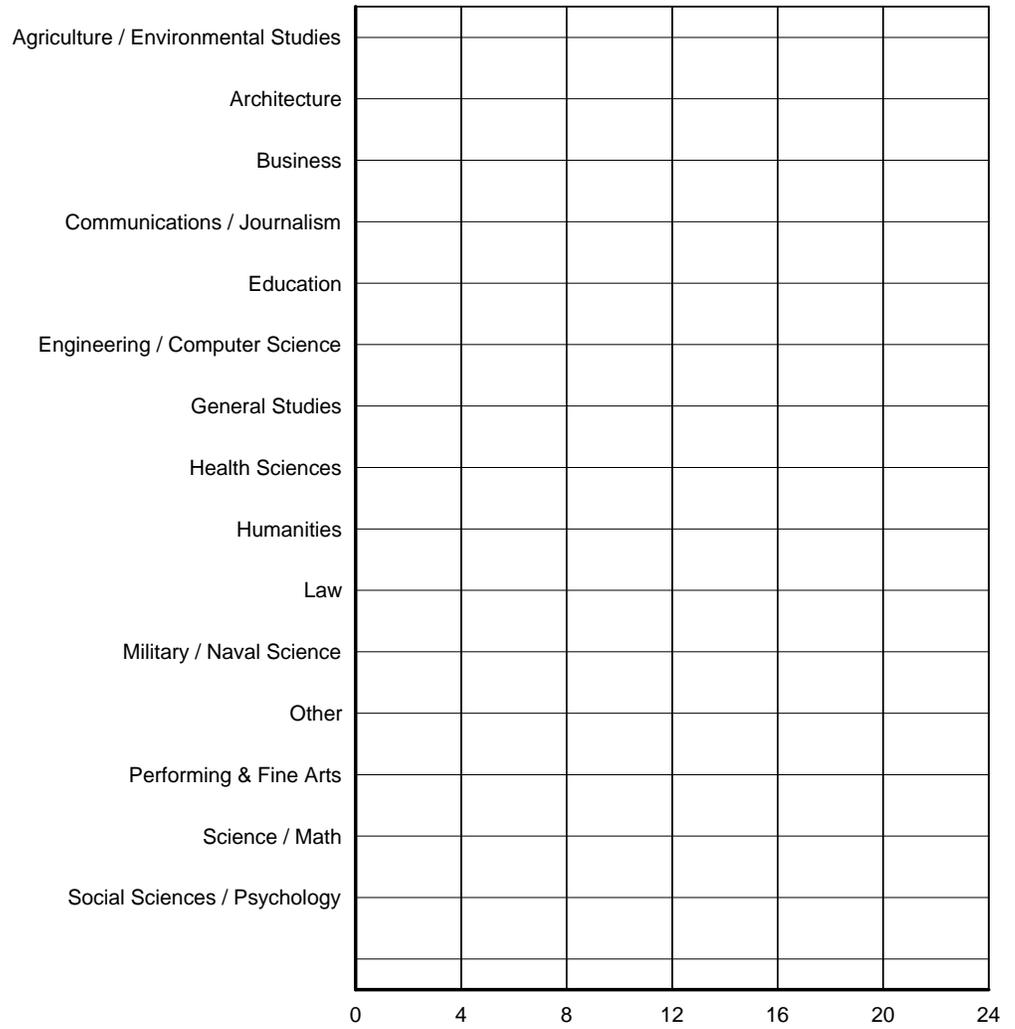
2.2 Population and Respondents by User Sub-Group



User Sub-Group	Population N	Population %	Respondents n	Respondents %	%N - %n
Total:	6,606	100.00	685	100.00	0.00

Language: English (American)
 Institution Type: College or University
 Consortium: Association of Jesuit Colleges and Universities -
 User Group: Academic Libraries

2.3 Population and Respondents by Standard Discipline



2.4 Population and Respondents by Customized Discipline



2.5 Respondent Profile by Age:

Age:	Respondents n	Respondents %
Total:	693	100.00

2.6 Respondent Profile by Sex:

Sex:	Population N	Population %	Respondents n	Respondents %
Total:	6,378	100.00	692	100.00

3. Survey Item Summary for The University of Scranton

3.1 Core Questions Summary



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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Overall

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

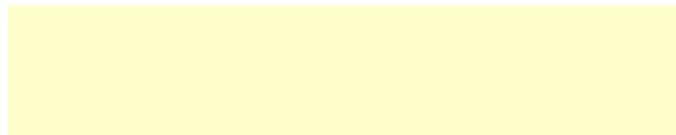
Language: English (American)
 Institution Type: College or University
 Consortium: Association of Jesuit Colleges and Universities -
 User Group: Academic Libraries



3.4 General Satisfaction Questions Summary



3.6 Library Use Summary







4.1.3 Respondent Profile by Age:

Age:	Respondents n	Respondents %
Total:	523	100.00

4.1.4 Respondent Profile by Sex:

Sex:	Population N	Population %	Respondents n	Respondents %
Total:	4,041	100.00	523	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:							



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						

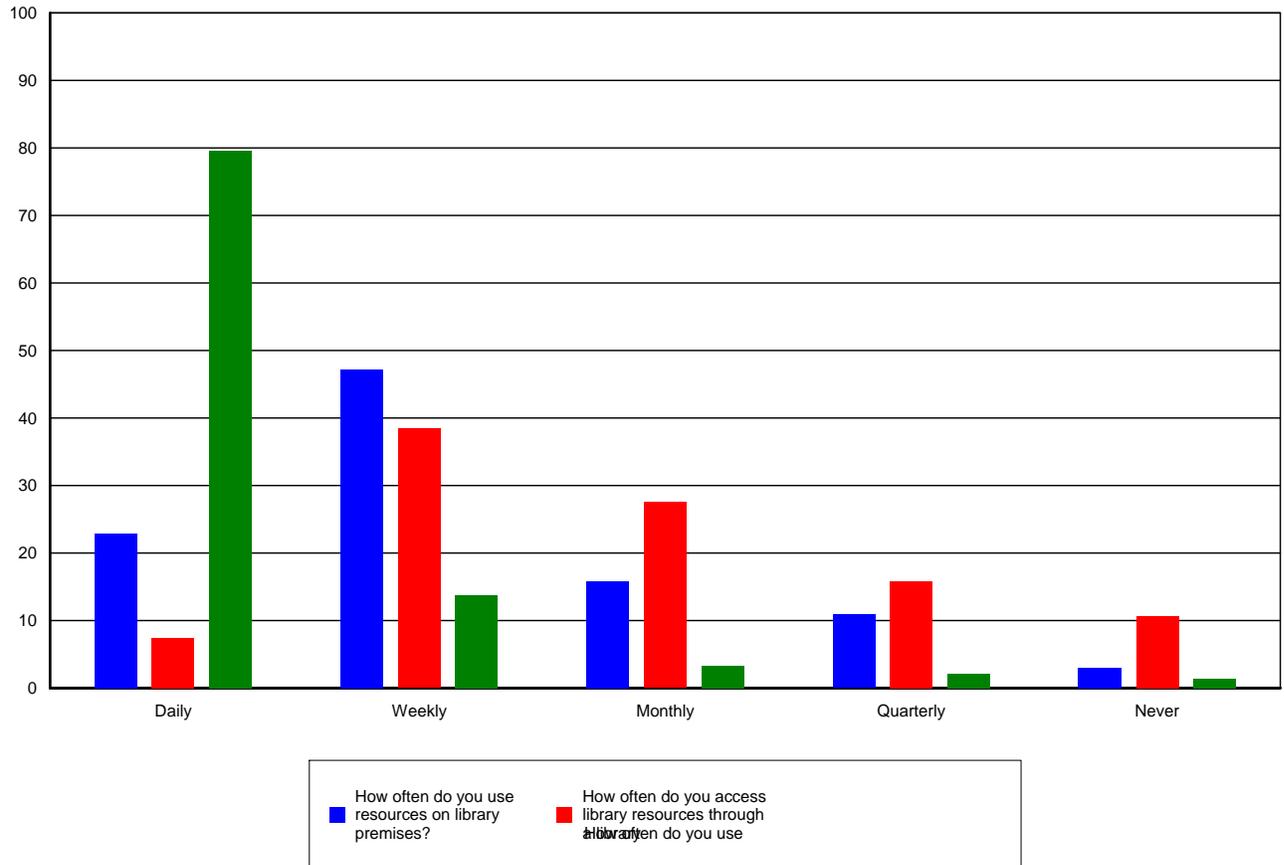
4.4 Local Question Summary for Undergraduate

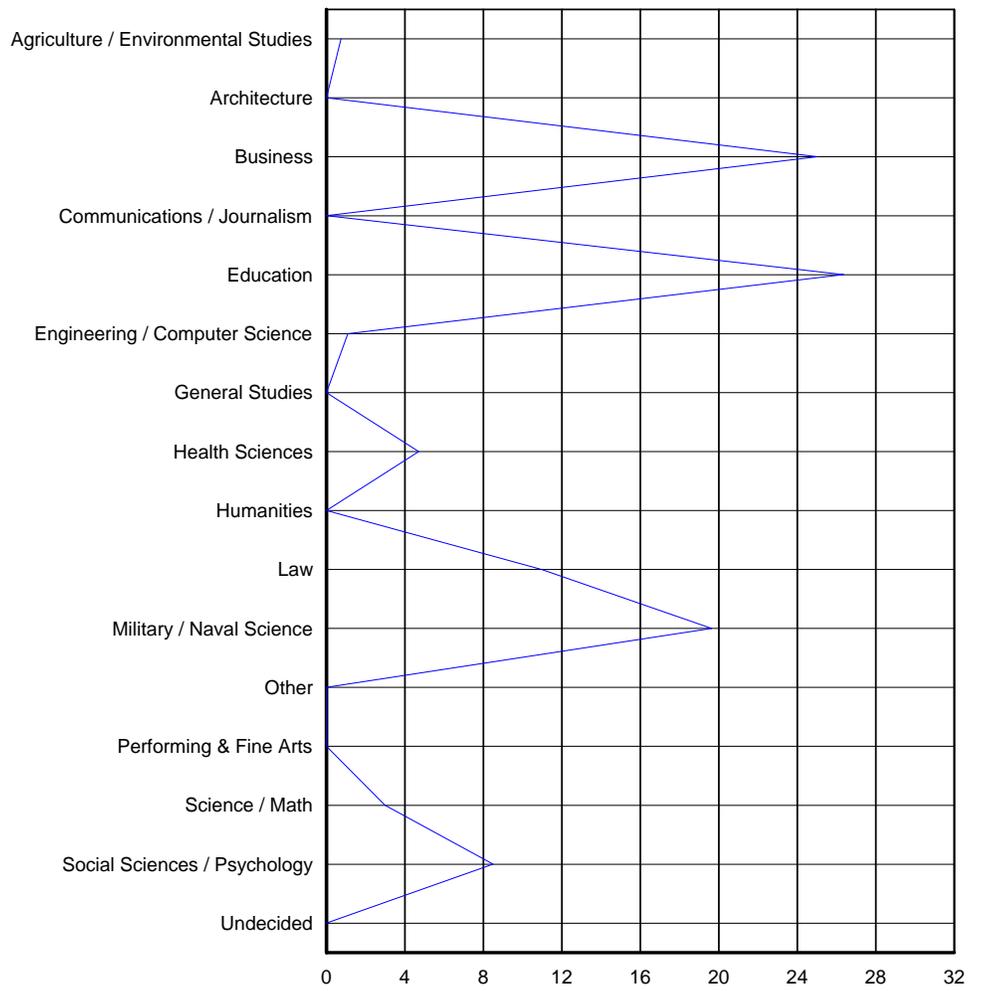
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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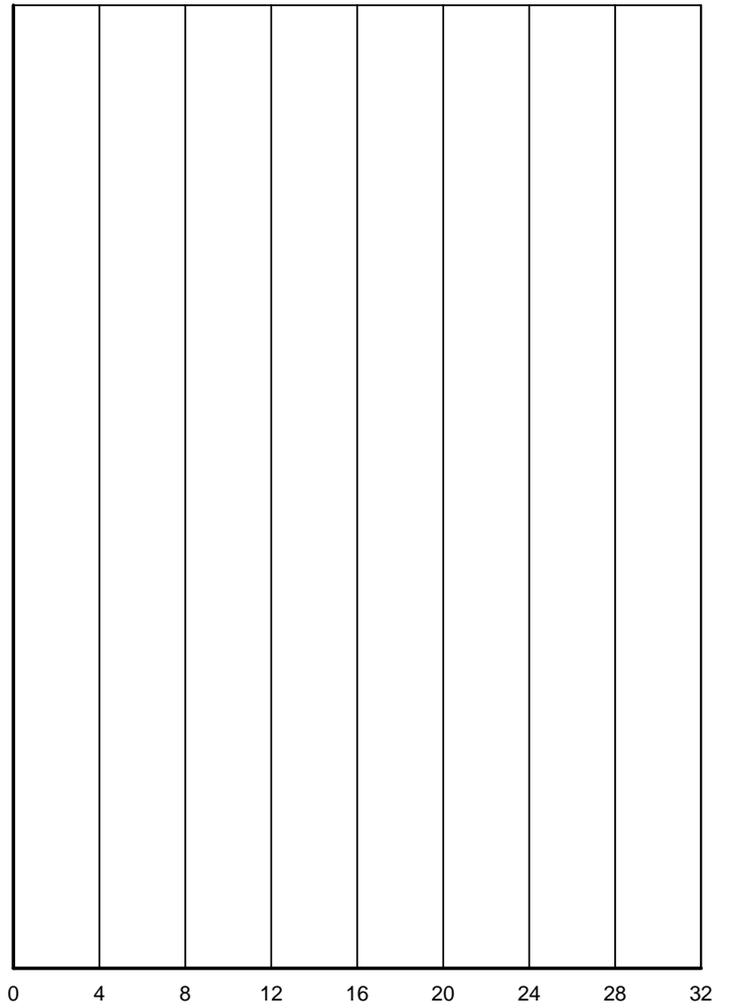


4.7 Library Use Summary for Undergraduate





5.1.2 Population and Respondent Profiles for Graduate by Customized Discipline



5.1.3 Respondent Profile by Age:

Age:	Respondents n	Respondents %
Total:	95	100.00

5.1.4 Respondent Profile by Sex:

Sex:	Population N	Population %	Respondents n	Respondents %
Total:	1,857	100.00	95	100.00

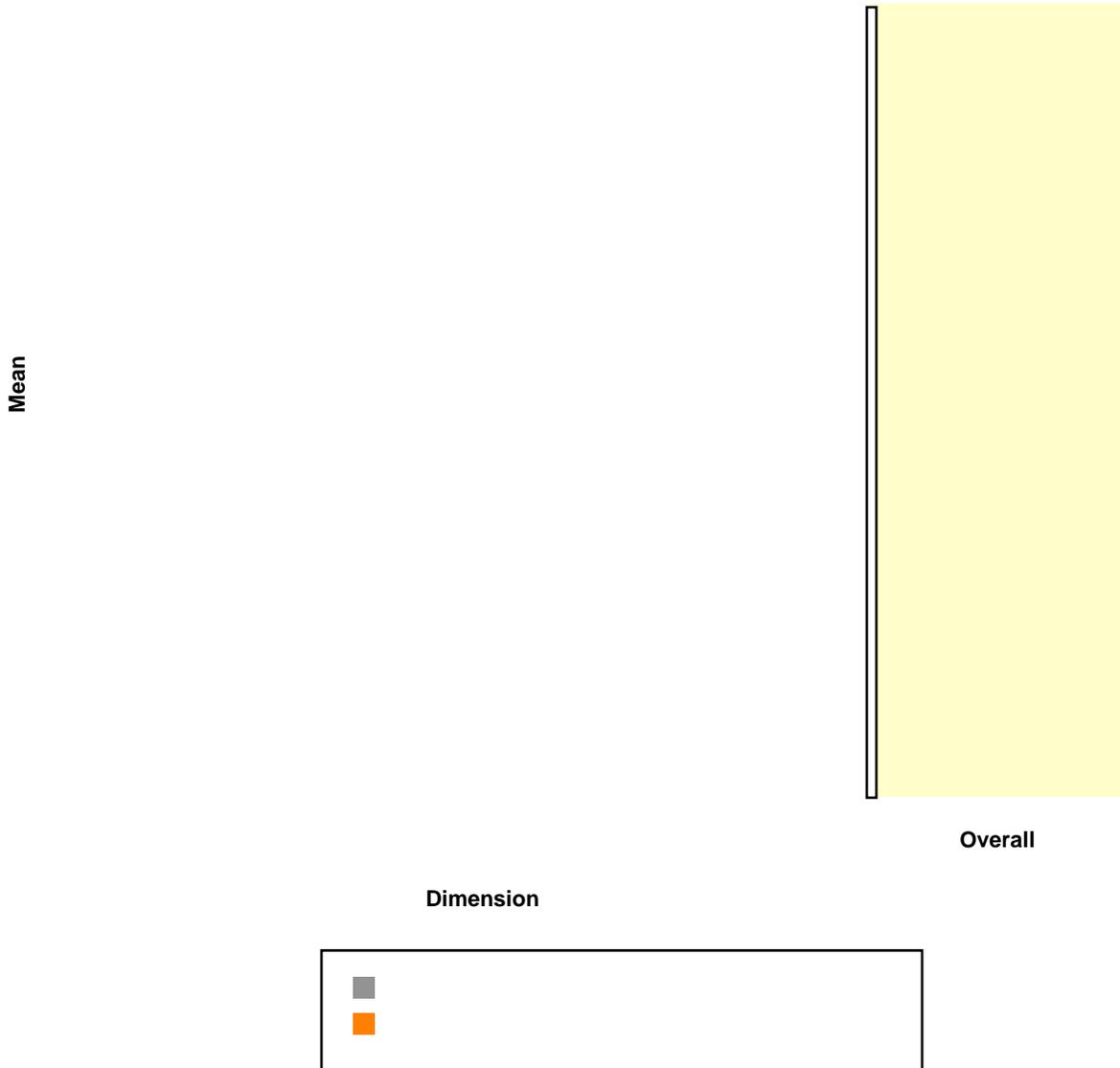
5.2 Core Questions Summary for Graduate



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



5.3 Core Question Dimensions Summary for Graduate



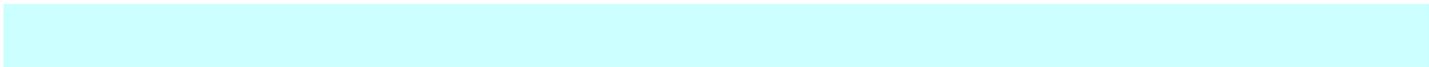


5.4 Local Question Summary for Graduate

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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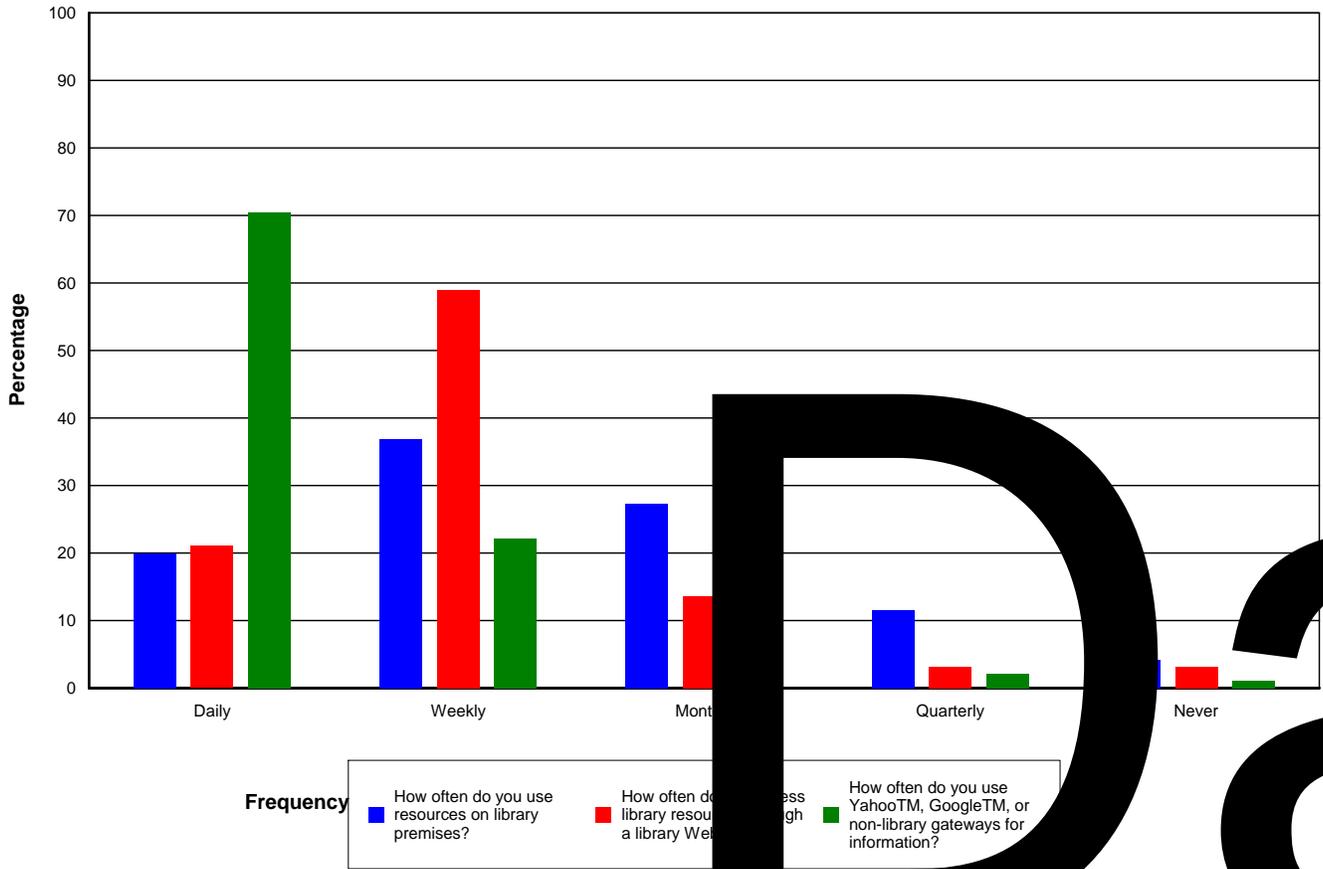
5.5 General Satisfaction Questions Summary for Graduate

Satisfaction Question	Mean	SD	n

5.6 Information Literacy Outcomes Questions Summary for Graduate

Information Literacy Outcomes Questions	Mean	SD	n

5.7 Library Use Summary for Graduate



Frequency

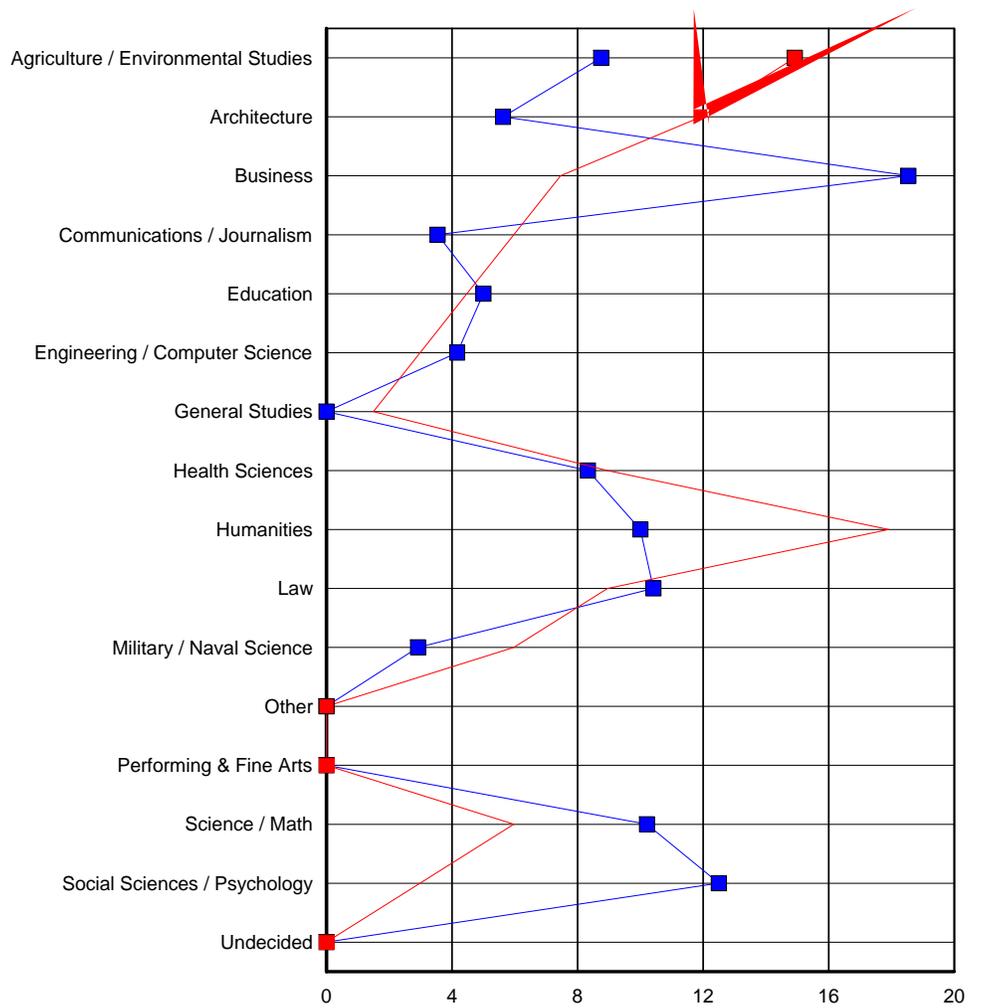
How often do you use resources on library premises?

How often do you use library resources through a library Web page?

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

Daily





6.1.2 Population and Respondent Profiles for Faculty by Customized Discipline



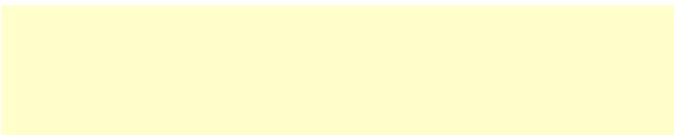
6.1.3 Respondent Profile by Age:

Age:	Respondents n	Respondents %
Total:	67	100.00

6.1.4 Respondent Profile by Sex:

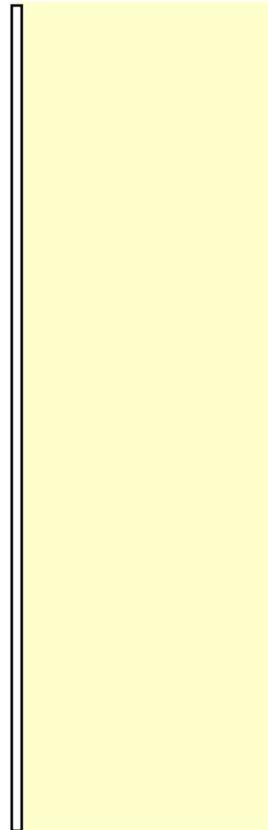
Sex:	Population N	Population %	Respondents n	Respondents %
Total:	480	100.00	66	100.00

6.2 Core Questions Summary for Faculty



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

6.3 Core Question Dimensions Summary for Faculty



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



6.4 Local Question Summary for Faculty

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

[Redacted]

[Redacted]

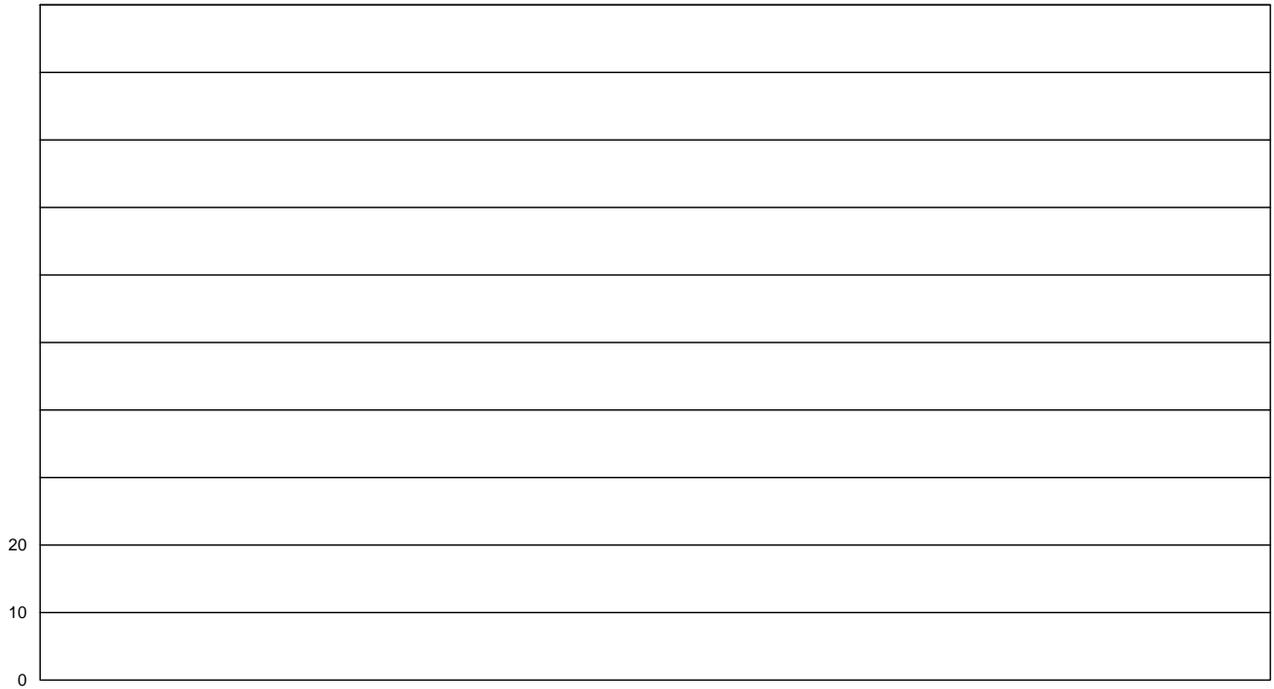
[Redacted]

[Redacted]

[Redacted]

[Redacted]

6.7 Library Use Summary for Faculty



7 Staff Summary for The University of Scranton

7.1 Demographic Summary for Staff

7.1.1 Respondent Profile by Age:

Age:	Respondents n	Respondents %
Total:	8	100.00

7.1.2 Respondent Profile by Sex:

Sex:	Respondents n	Respondents %
Total:	8	100.00

7.2 Core Questions Summary for Staff





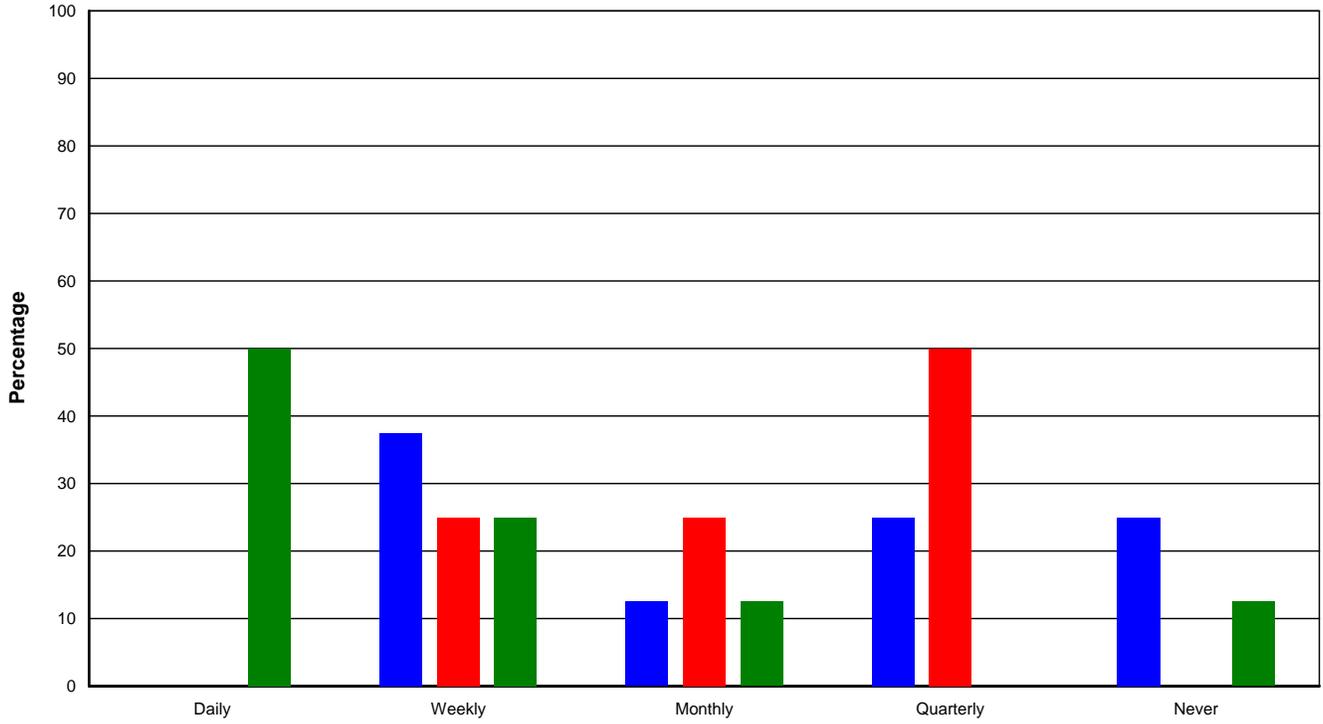
7.3 Core Question Dimensions Summary for Staff

Mean				
	Affect of Service	Information Control	Library as Place	Overall
	Dimension			





7.7 Library Use Summary for Staff



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 YahooTM, GoogleTM, or non-library gateways for information?

	Daily	Weekly	Monthly	Quarterly	Never	n/%

Language:
 Institution Type:
 Consortium:

Appendix A: LibQUAL+® Dimensions

Affect of Service

Information Control

Library as Place



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