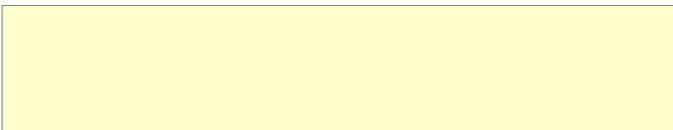


<<http://www.libqual.org/documents/admin/LibQUALHighlights20051.pdf>>

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



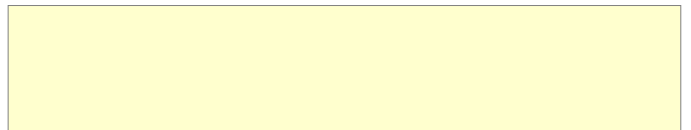
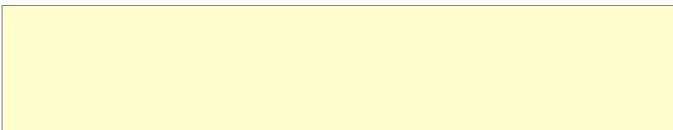


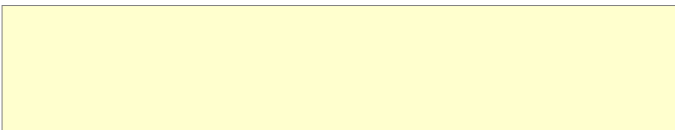
What is LibQUAL+™?

How will LibQUAL+™ benefit your library?

How is the LibQUAL+™ survey conducted?

What are the origins of the LibQUAL+™ survey?



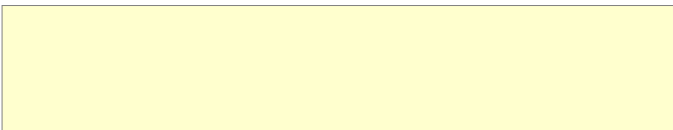


<<http://www.libqual.org/Information/Tools/index.cfm>>

Radar Charts

What is a radar chart?

How to read a radar chart

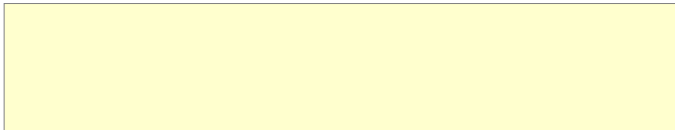


Means

Standard Deviation

Service Adequacy

Service Superiority



Score Scaling

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Using LibQUAL+™ Data

—

—

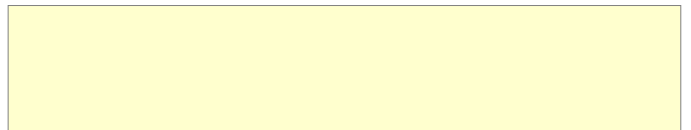
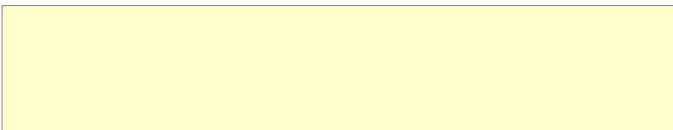
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2006 Data Screening

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

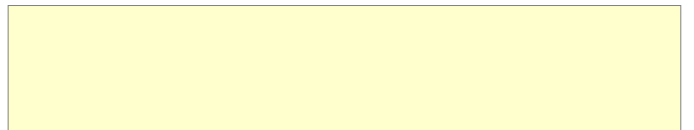
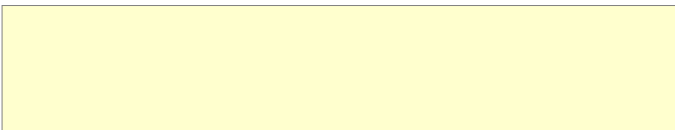
ARL Service Quality Evaluation Academy

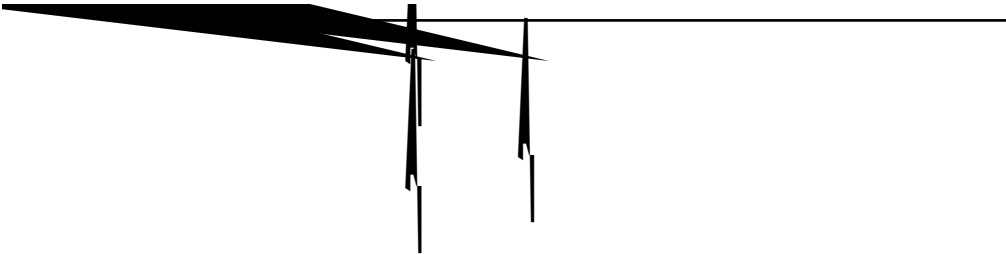
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<<http://www.libqual.org/>>
<<http://www.statsqual.org/>>
<<http://www.arl.org/stats/>>

References







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

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Psychology

Sub Total: _____

School of Management

Sub Total: _____

Sociology/Criminal Justice/Gerontology

Sub Total:

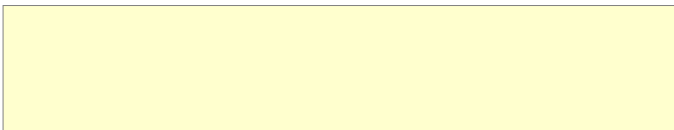
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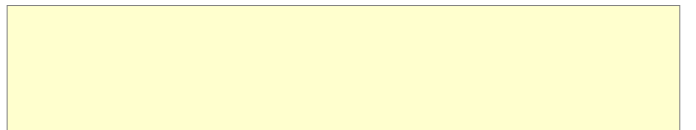
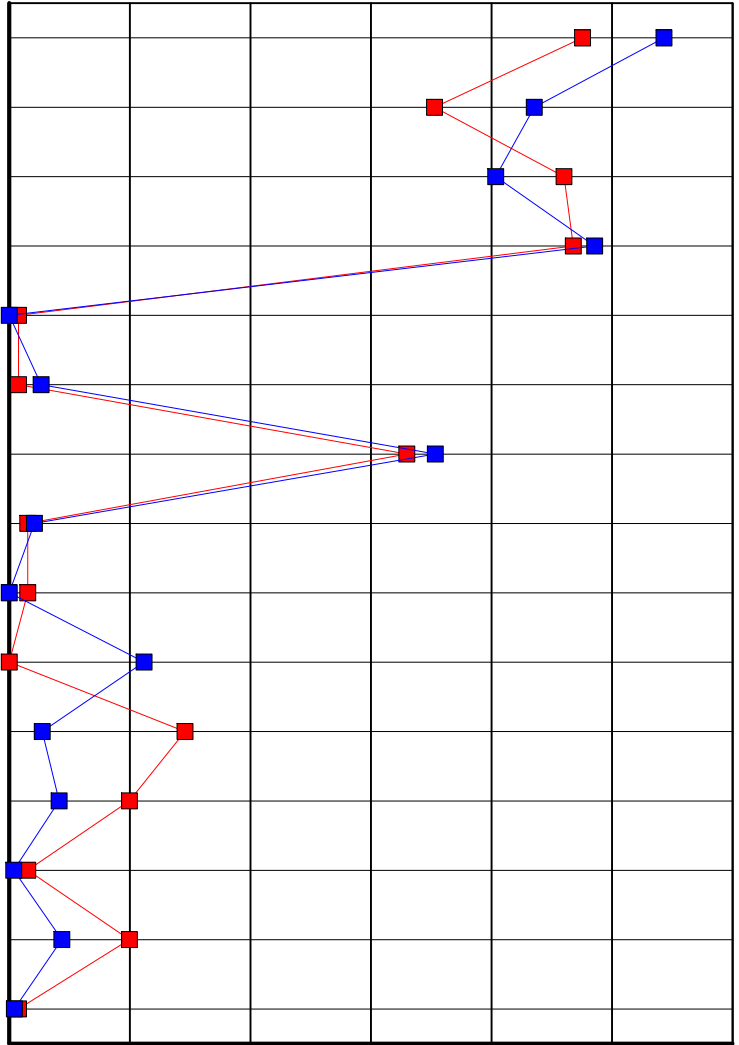
Sub Total:

Total:

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100.00%

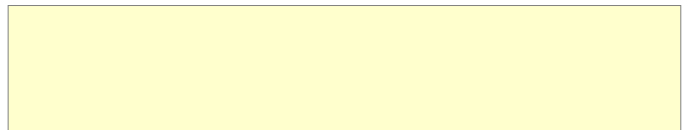
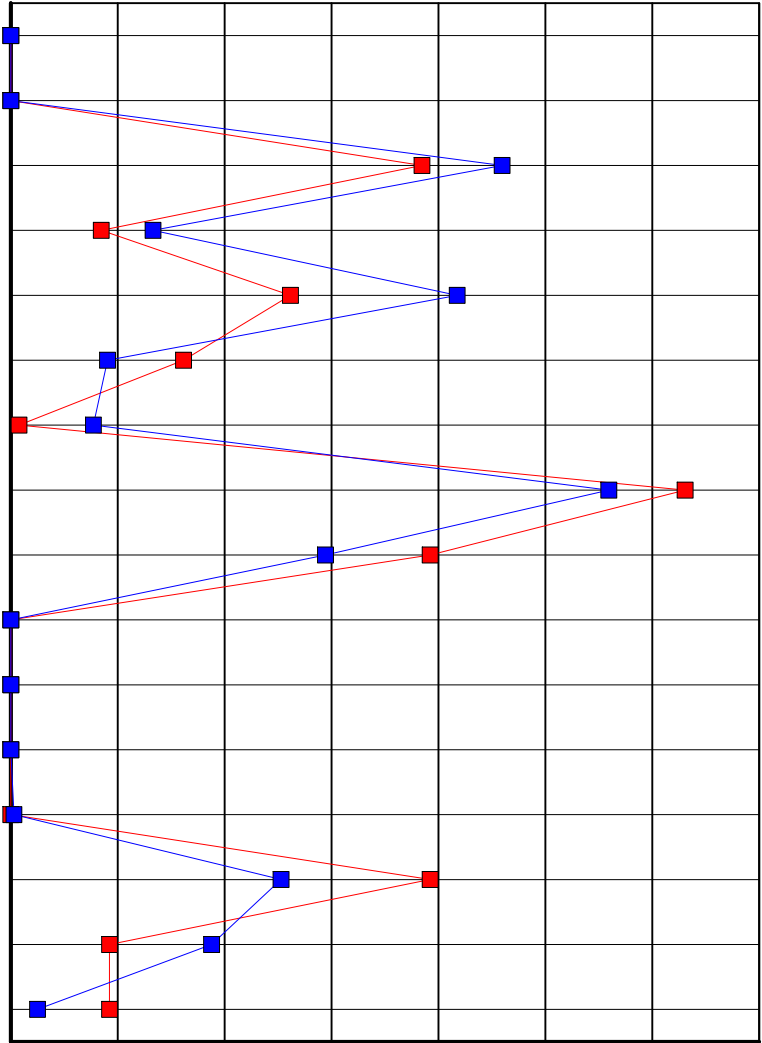




User Sub-Group	Population N	Population %	Respondents n	Respondents %	%N - %n

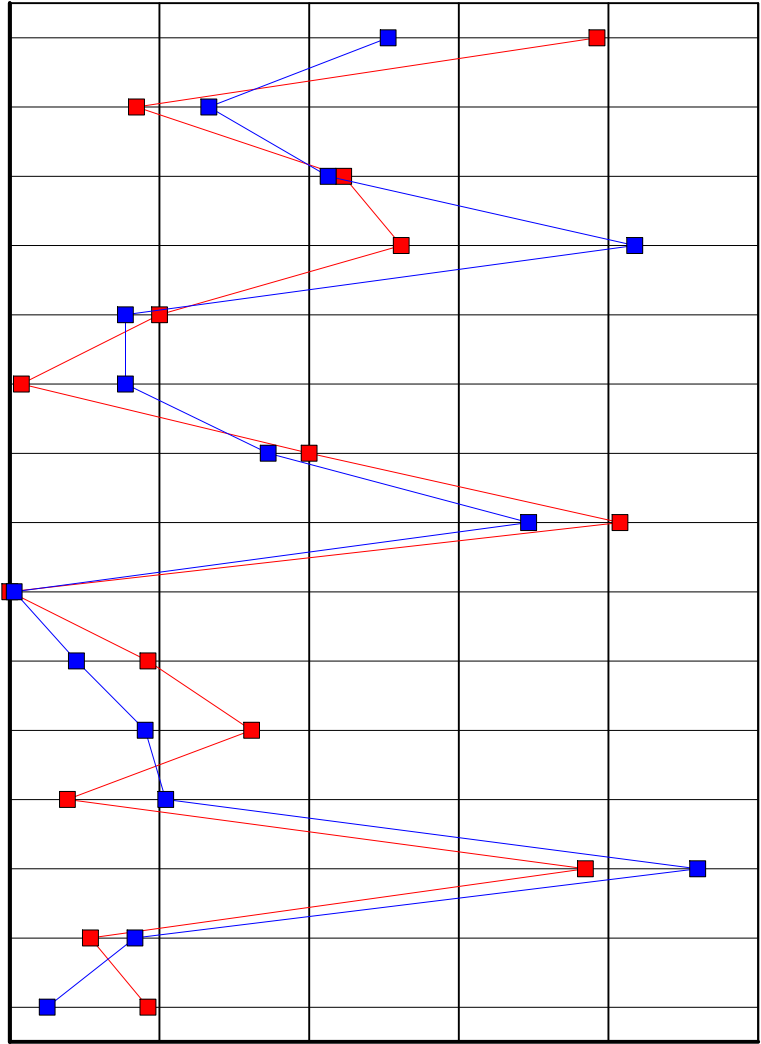
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Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Total:	5,113	100.00%	325	100.00%	

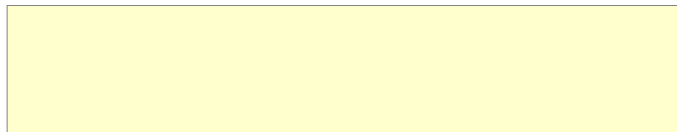


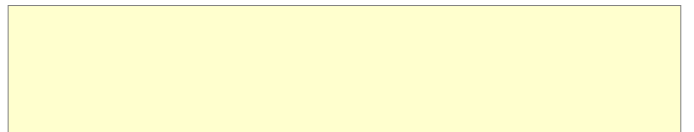
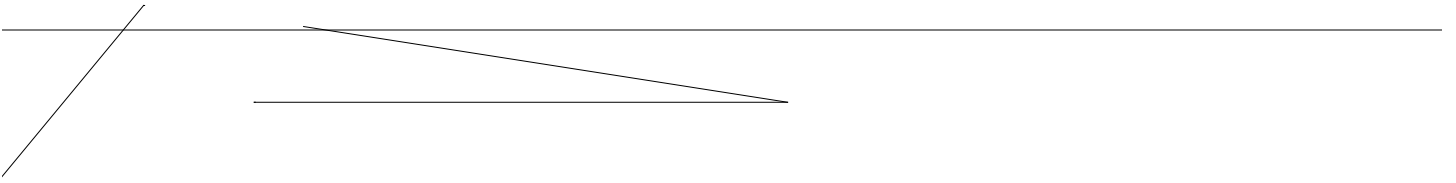


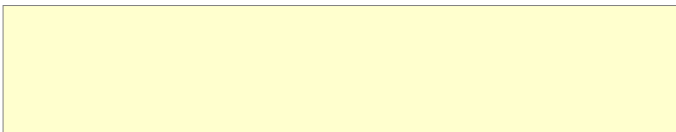
Discipline	Respondents n	Respondents

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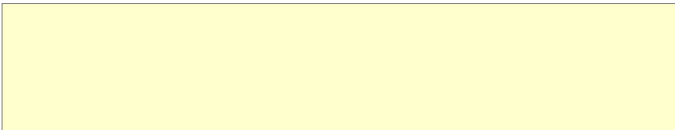
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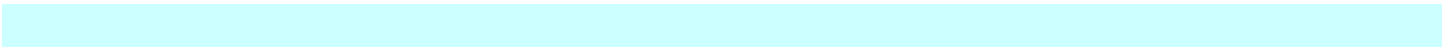




ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
	Affect of Service						

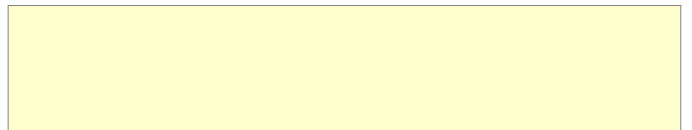
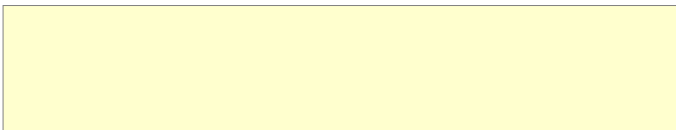


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Overall:

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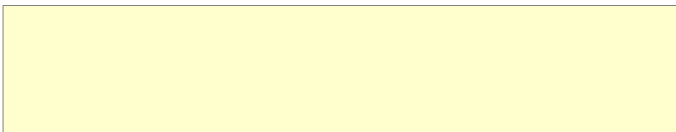
Satisfaction Question	Mean	SD	n
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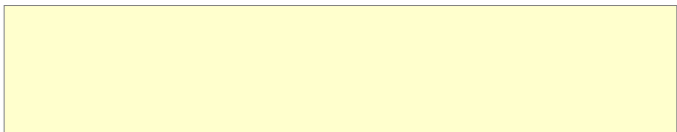
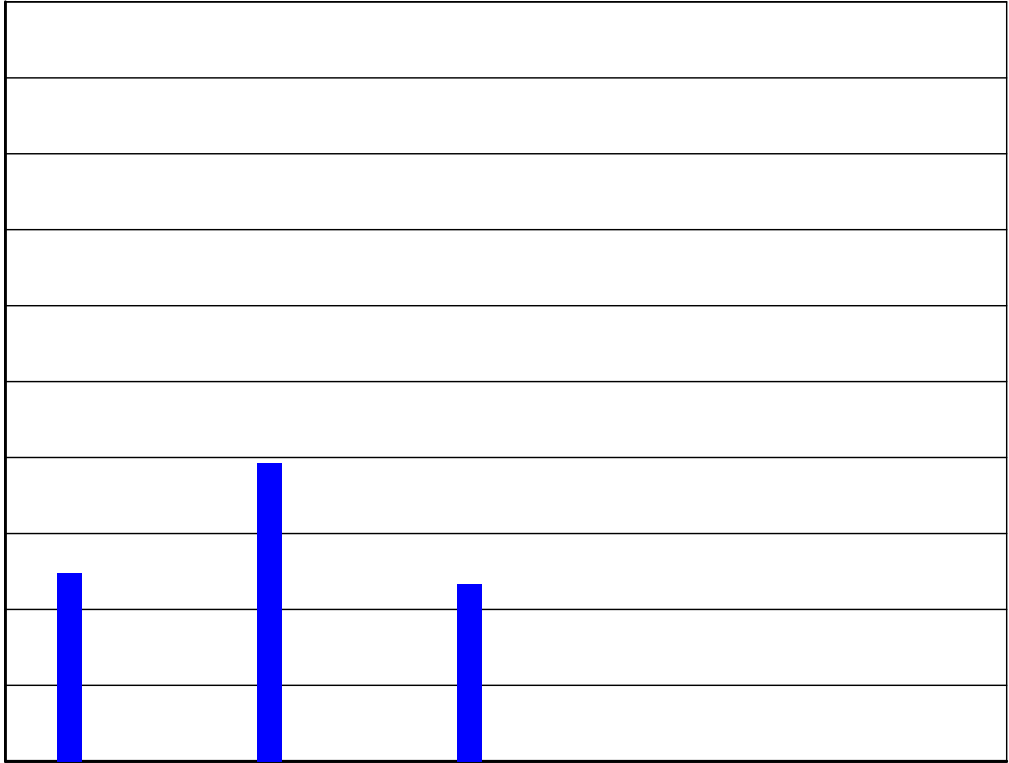
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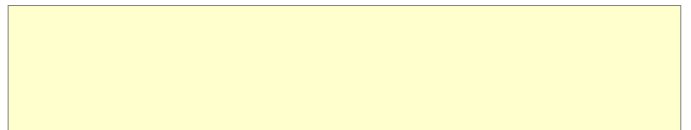
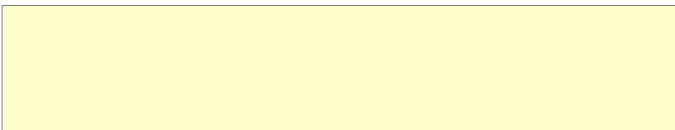
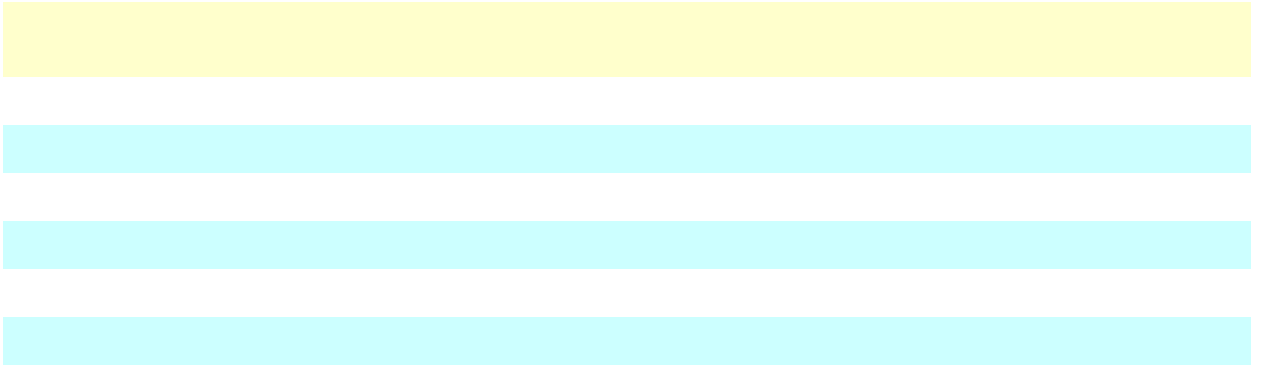
Information Literacy Outcomes Questions	Mean	SD	n
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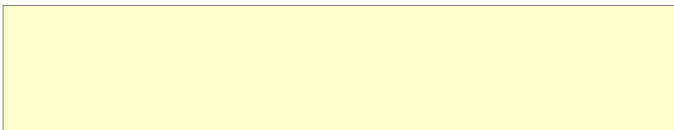
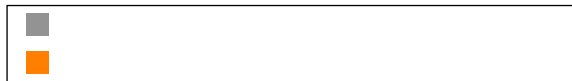
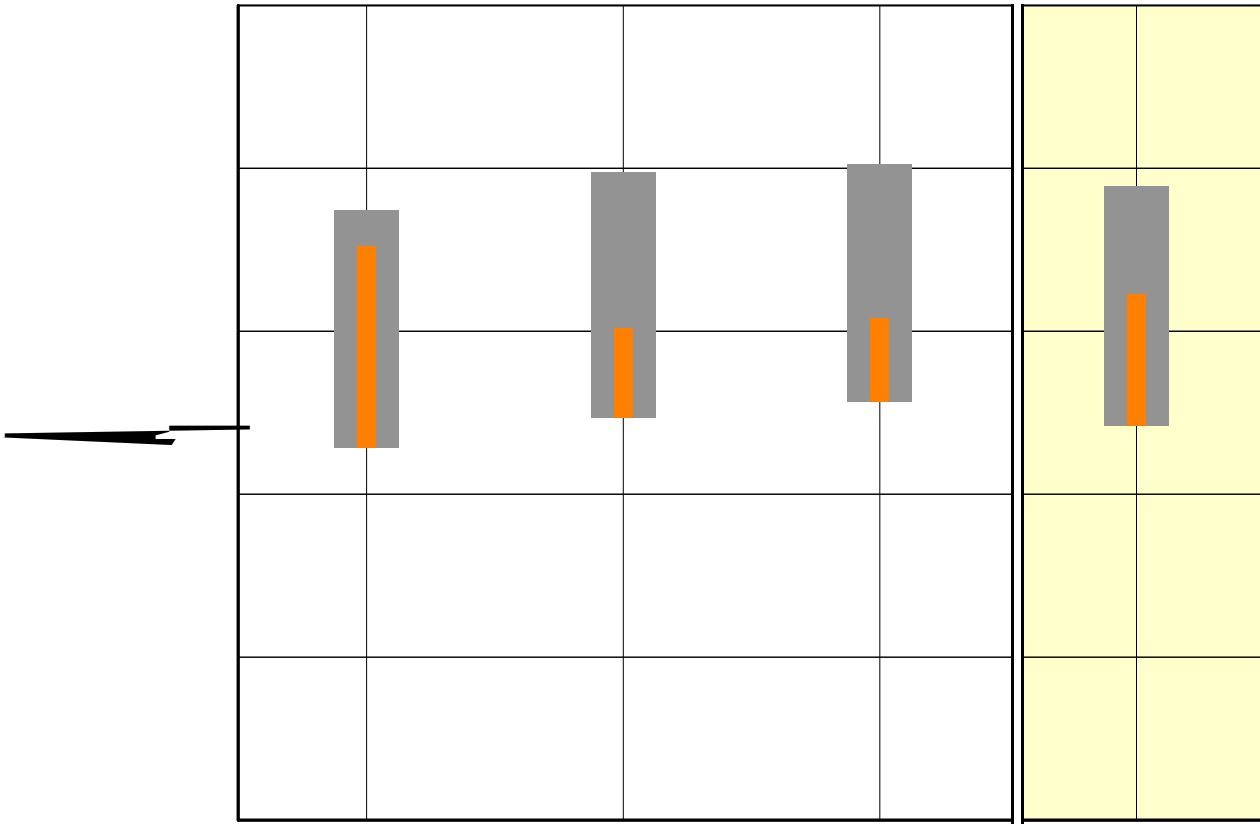






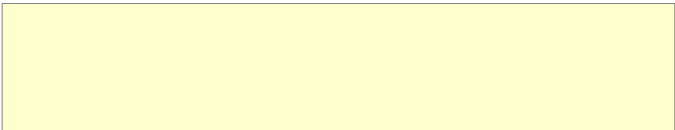
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Affect of Service							
Information Control							
Library as Place							
Overall:							



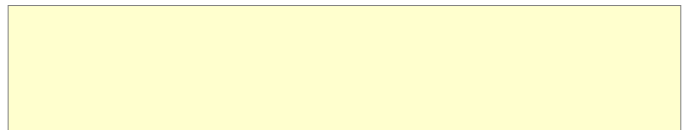


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Overall:						

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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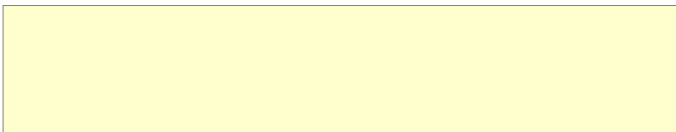
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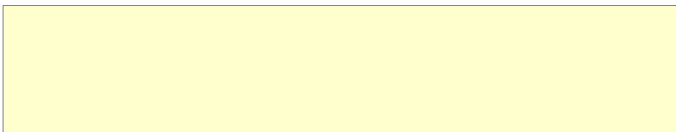
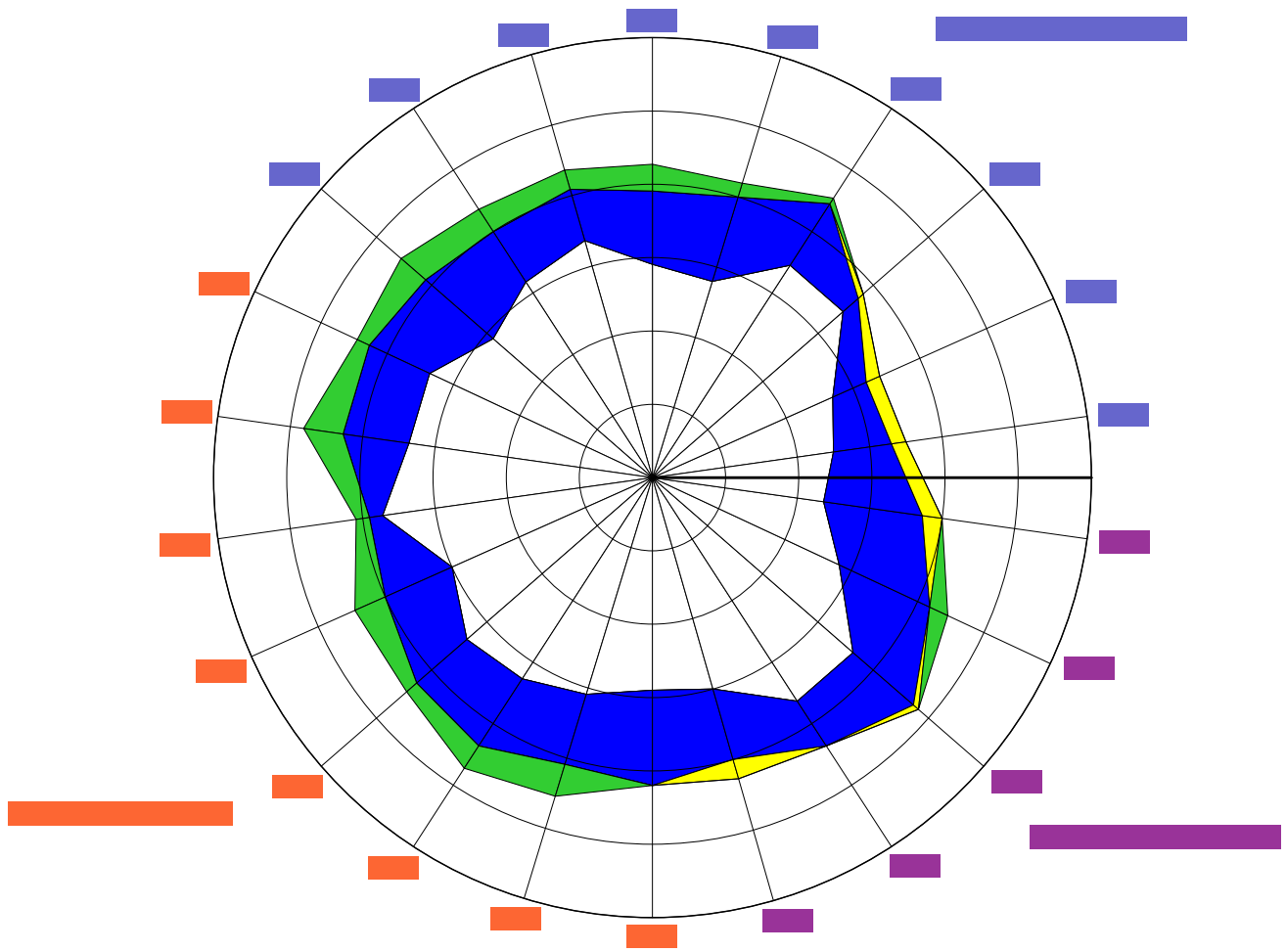
Information Literacy Outcomes Questions	Mean	SD	n
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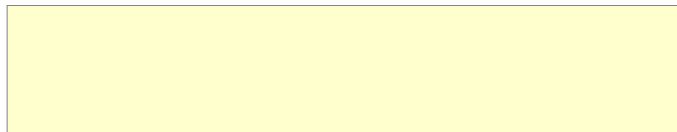
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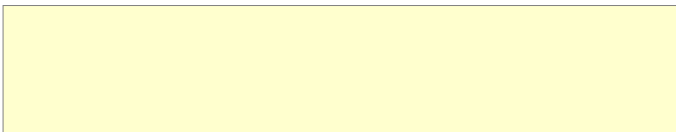


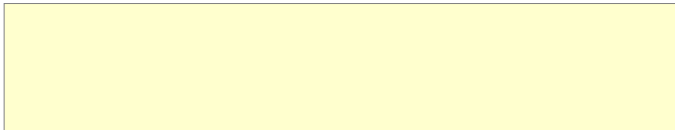






ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
Information Control							
Library as Place							
Overall:							





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

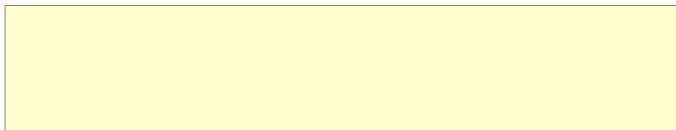
Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Overall:



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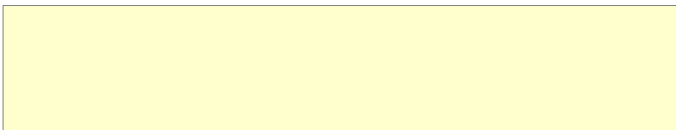
Satisfaction Question	Mean	SD	n
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Information Literacy Outcomes Questions	Mean	SD	n
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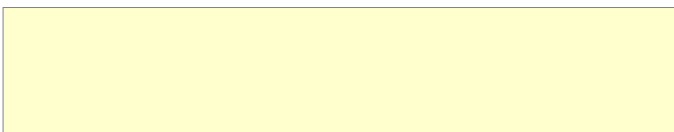
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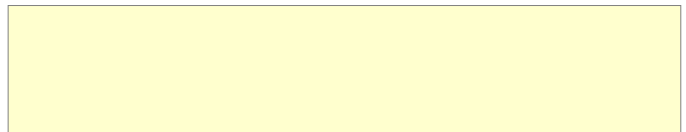
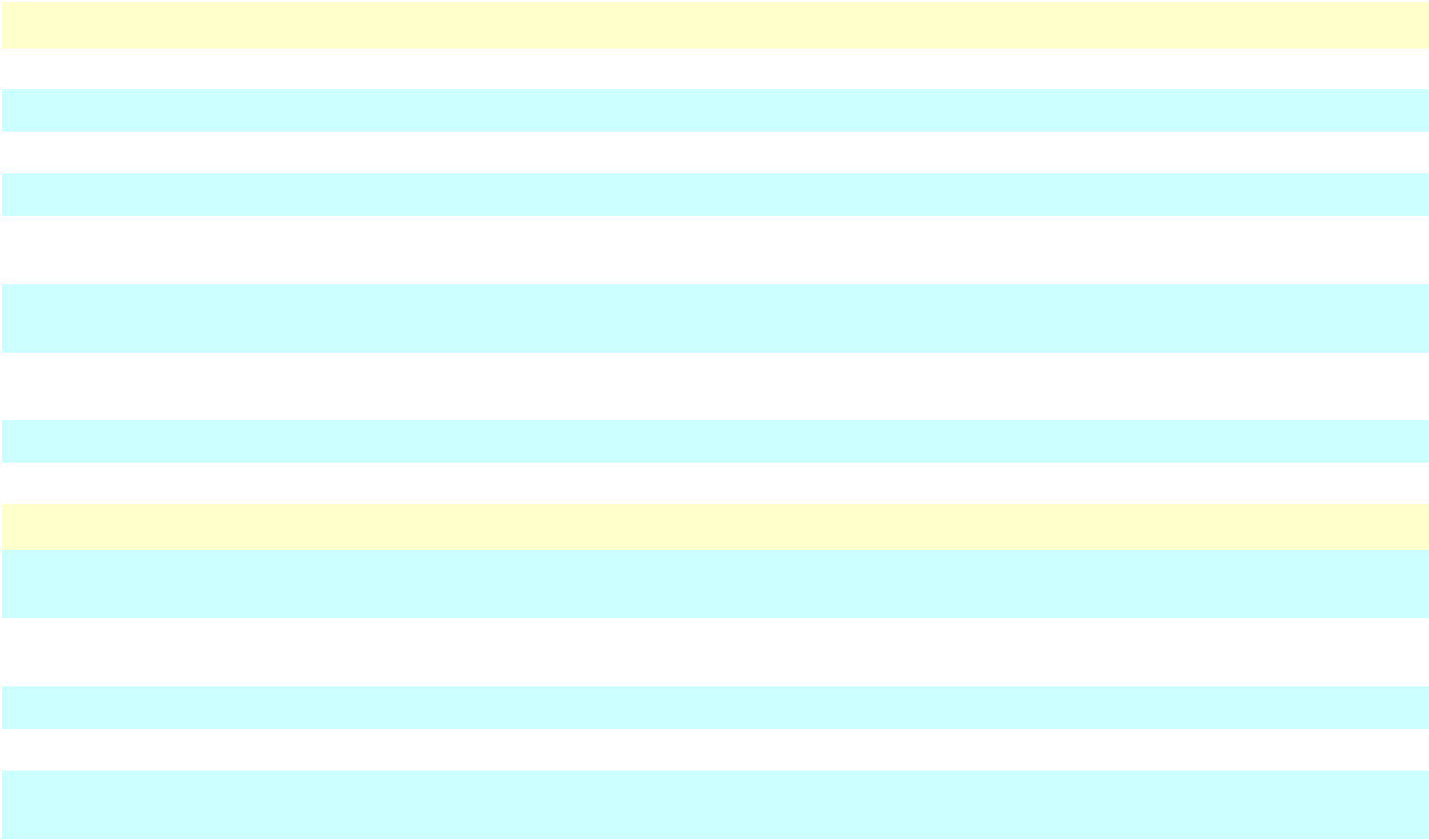




Age	Respondents n	Respondents %
Total:	29	100.00%

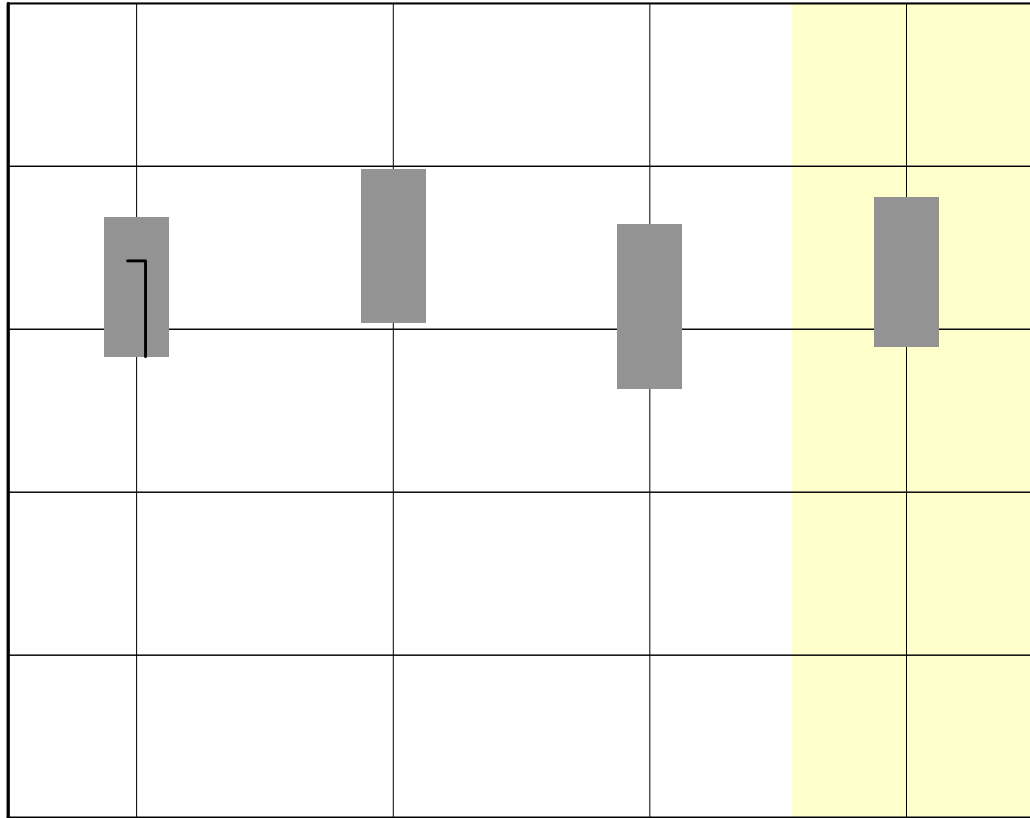
Sex	Respondents n	Respondents %
Total:	29	100.00%





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



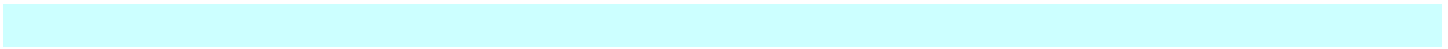


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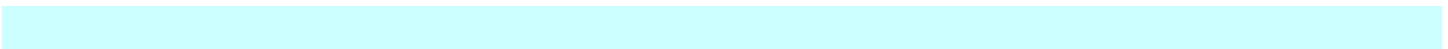
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Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Overall:

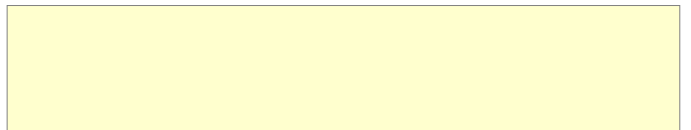
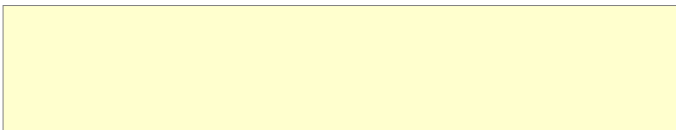
Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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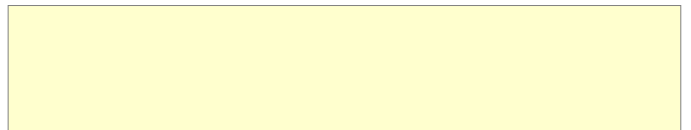
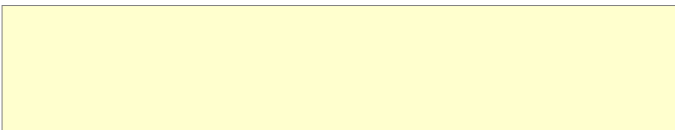


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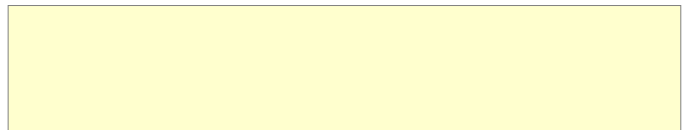
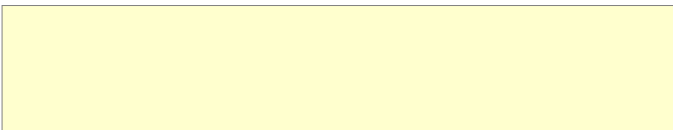
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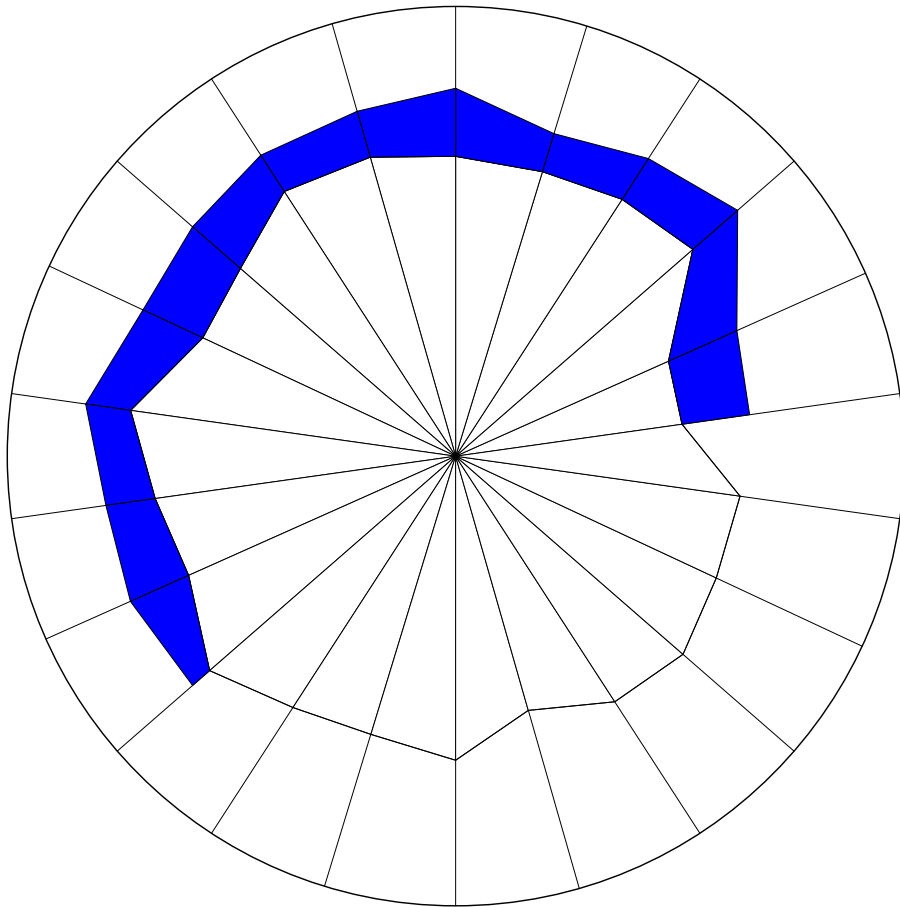




Age	Respondents n	Respondents %
Total:	34	100.00%

Sex	Respondents n	Respondents %
Total:	34	100.00%





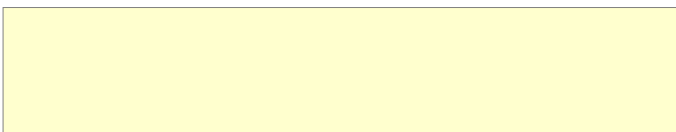
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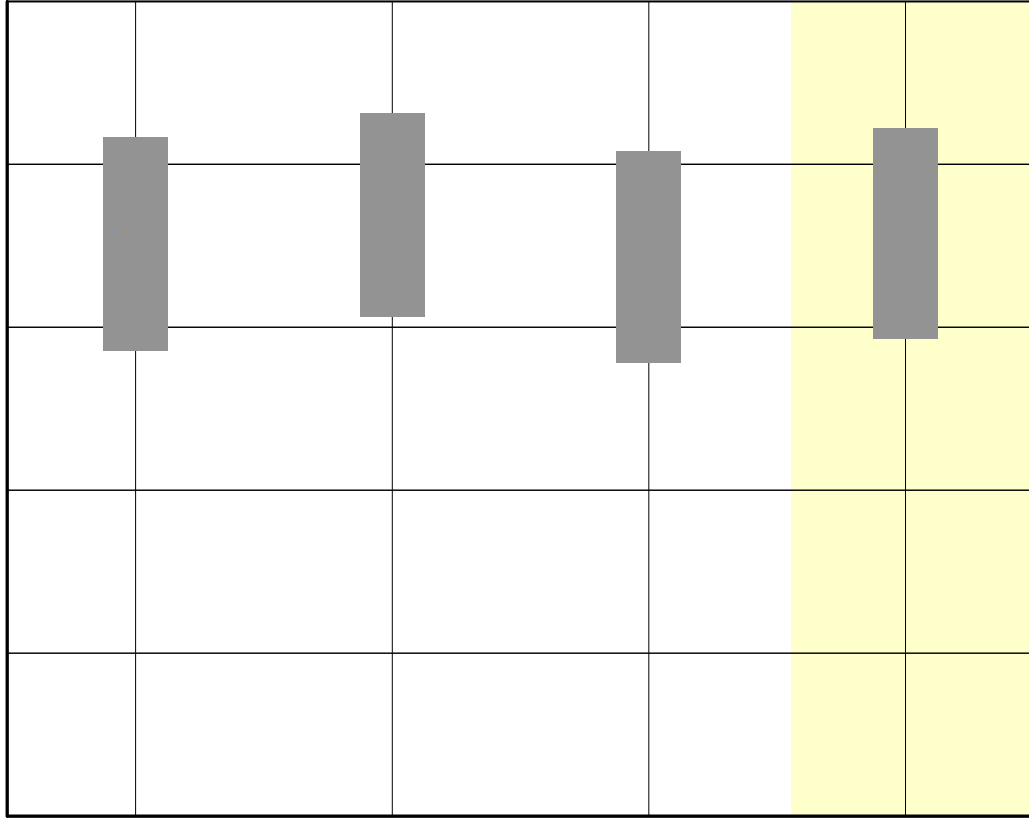
Affect of Service

Information Control

Library as Place

Overall:

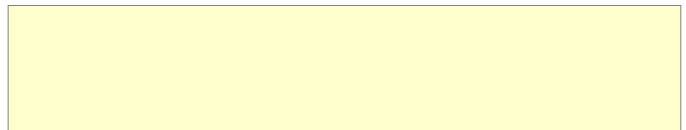
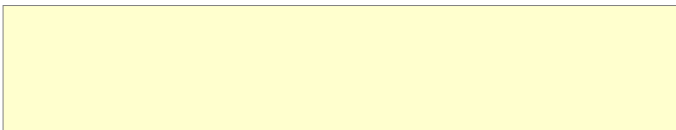




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Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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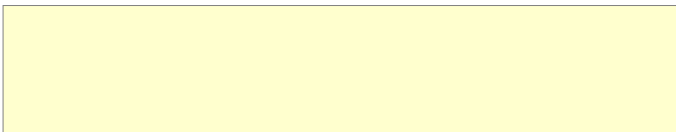
Satisfaction Question	Mean	SD	n
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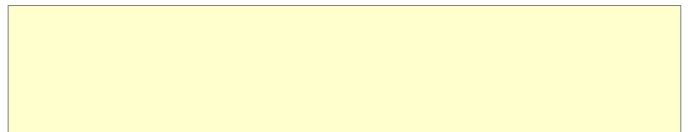
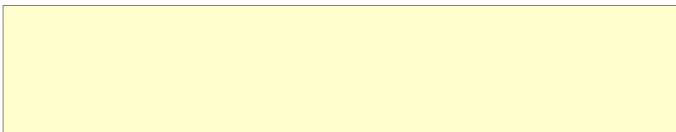
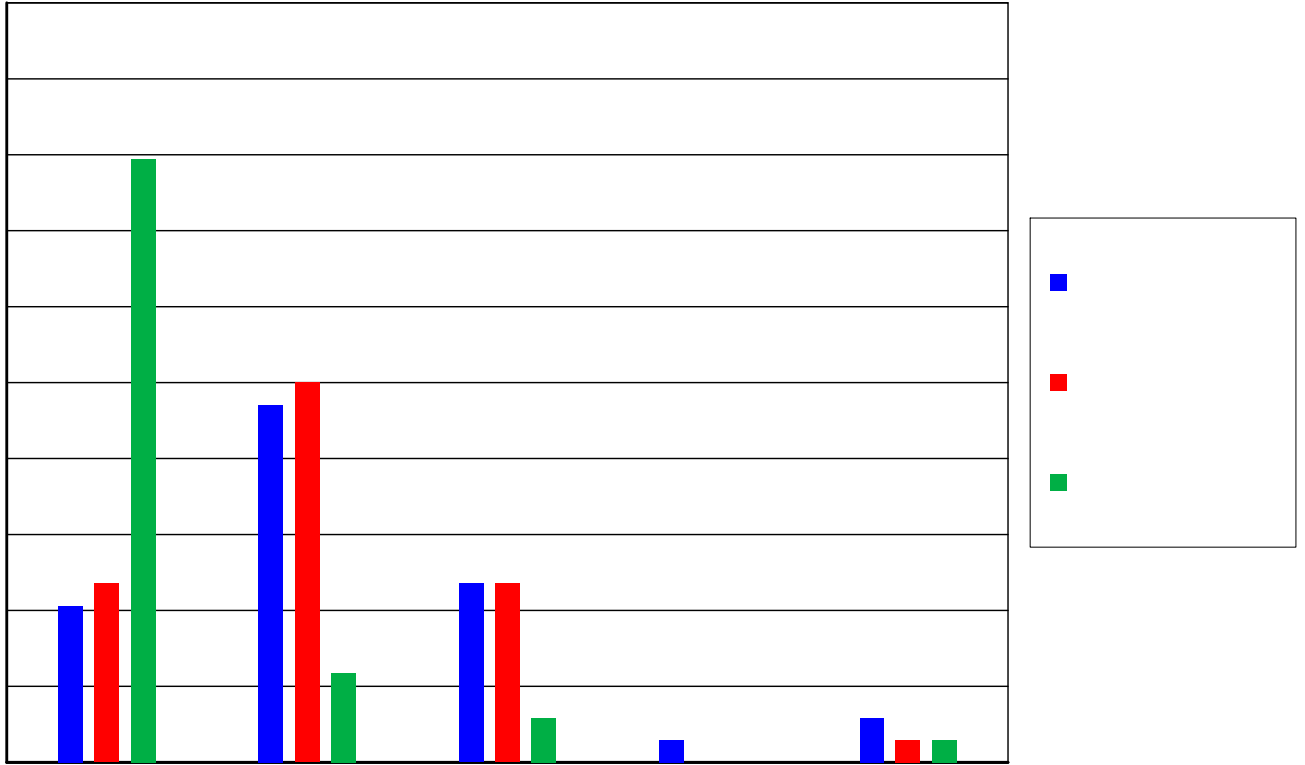
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Information Literacy Outcomes Questions	Mean	SD	n
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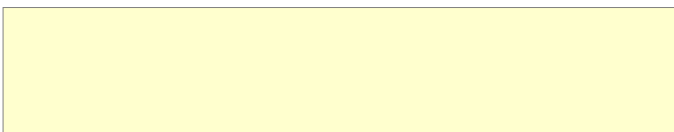
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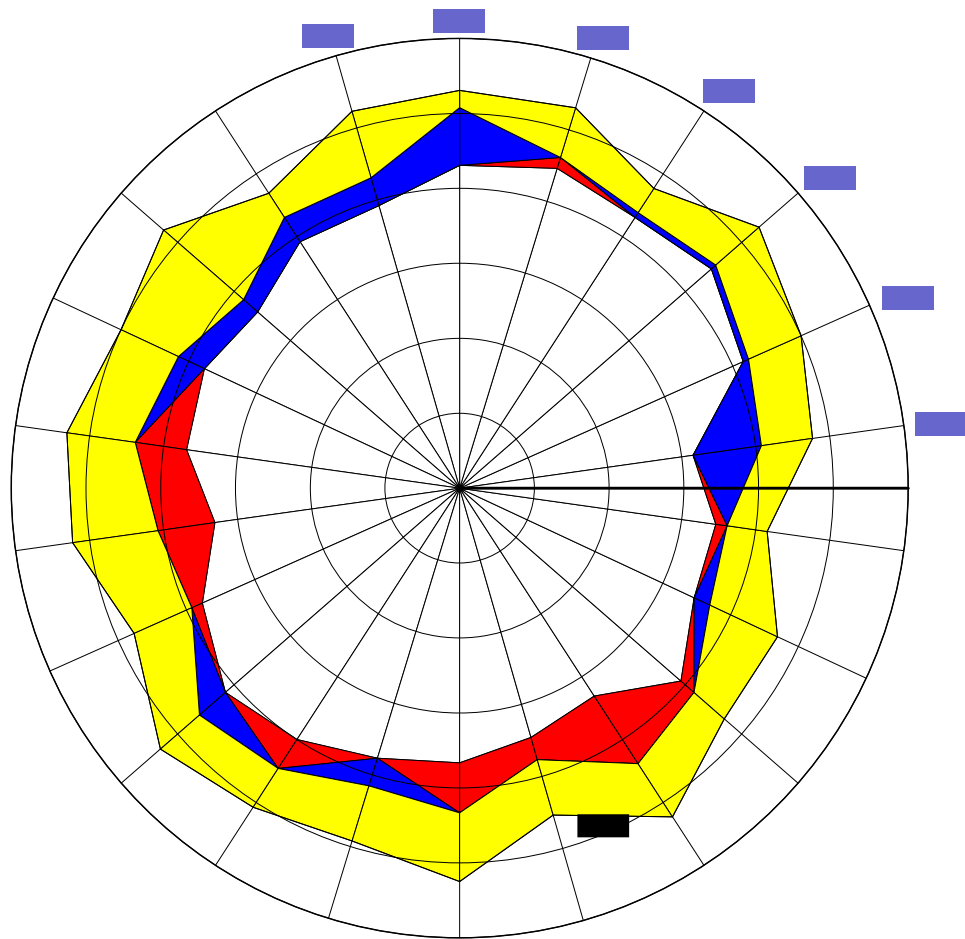




Age	Respondents n	Respondents %
Total:	13	100.00%

Sex	Respondents n	Respondents %
Total:	13	100.00%



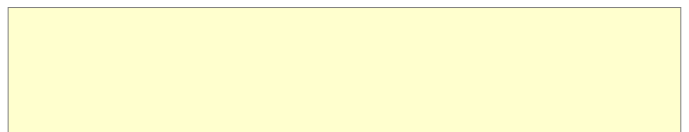
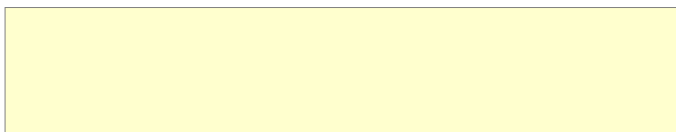


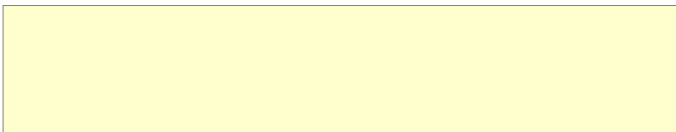
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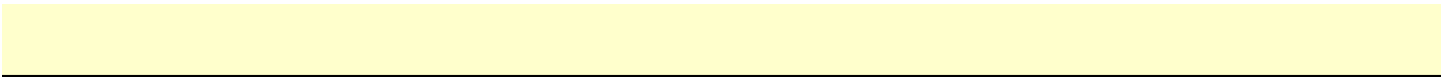
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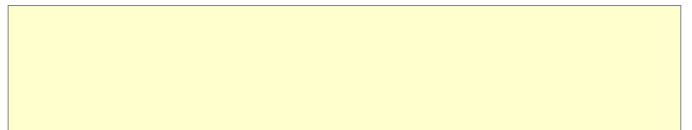
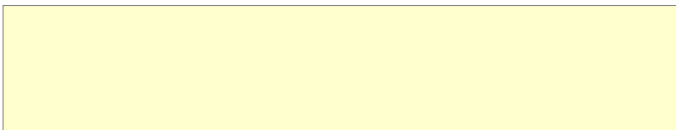
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
	Affect of Service						







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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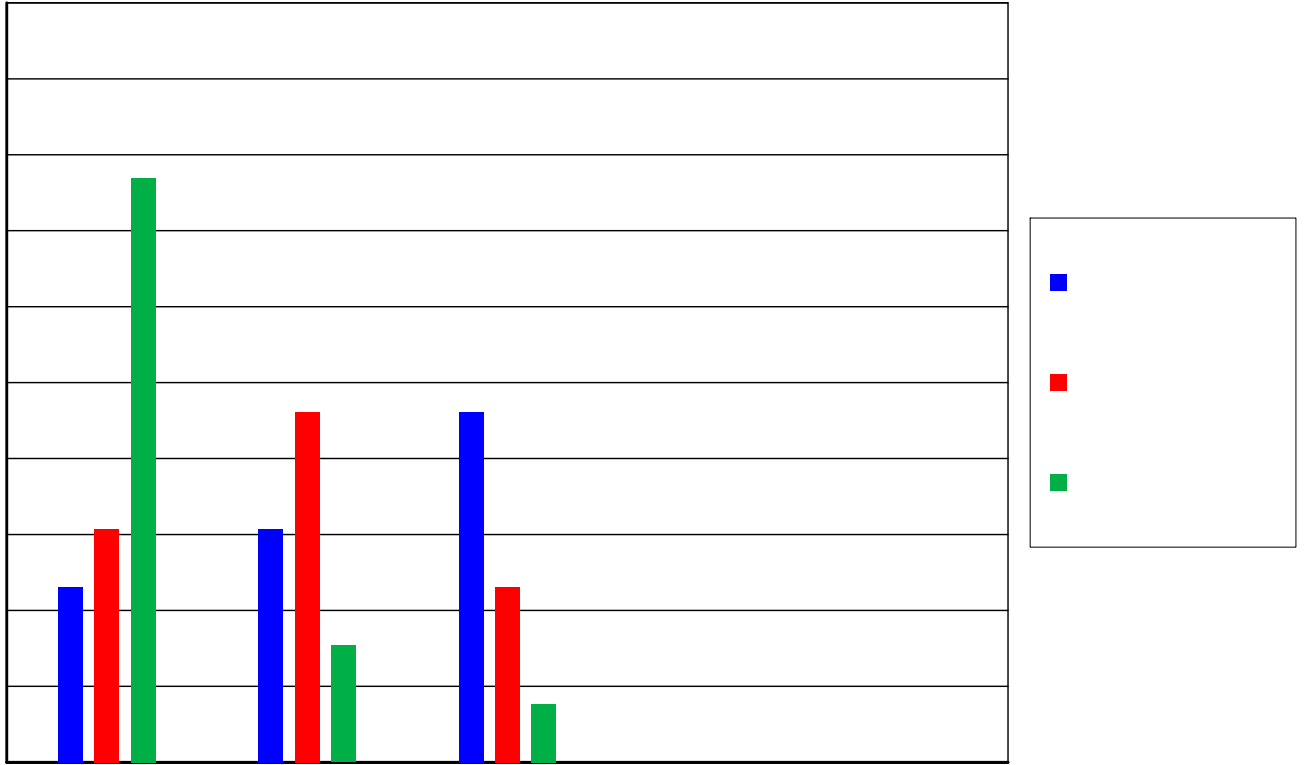
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Information Literacy Outcomes Questions	Mean	SD	n
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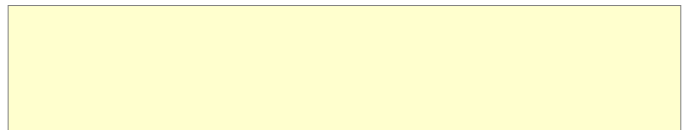
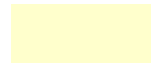
Daily

Weekly

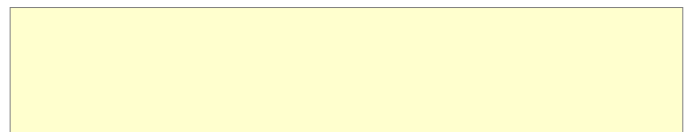
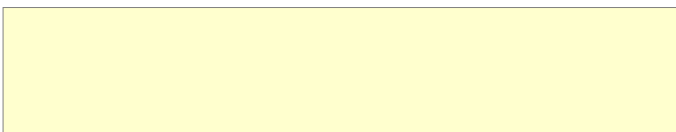
Monthly

Quarterly

Never



Age	Respondents n	Respondents %
Total:	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
Affect of Service							
Information Control							
Library as Place							
Overall:							

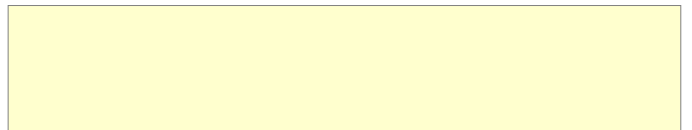
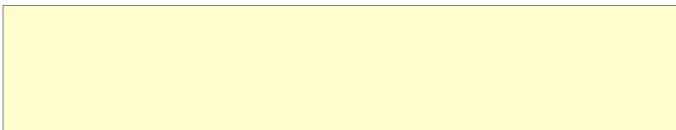
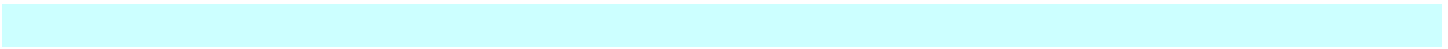


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Overall:

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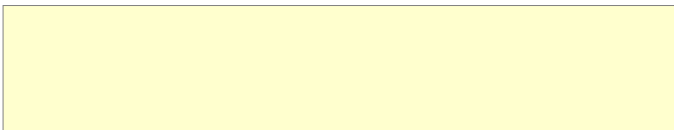
Satisfaction Question	Mean	SD	n
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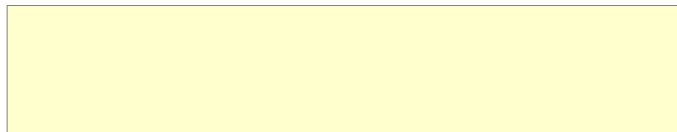
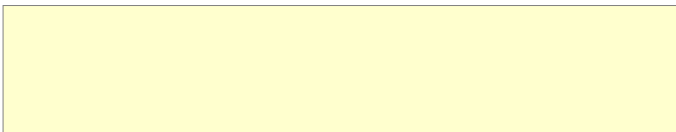
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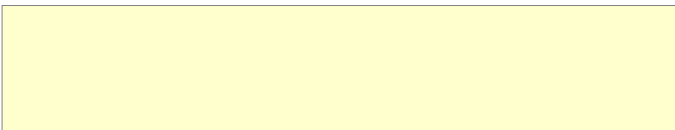
Information Literacy Outcomes Questions	Mean	SD	n
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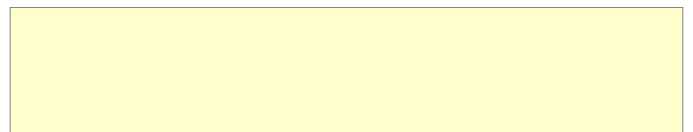
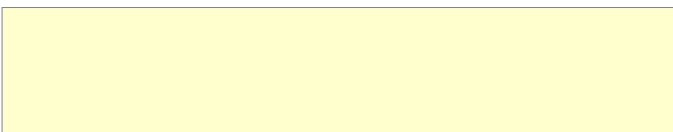


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							
Library as Place							
Overall:							



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



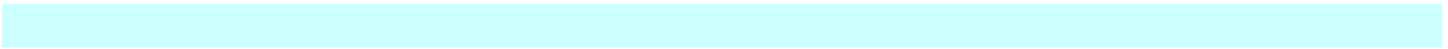


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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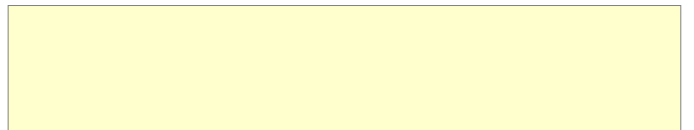
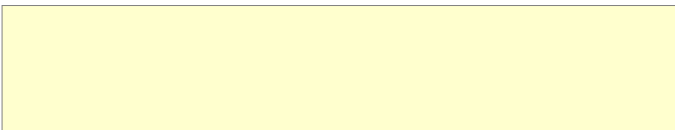
Overall:

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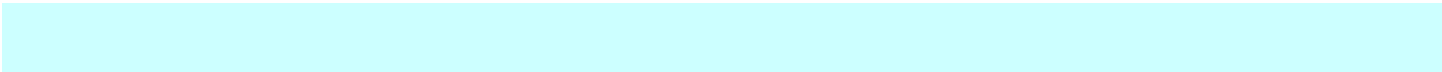


Overall:



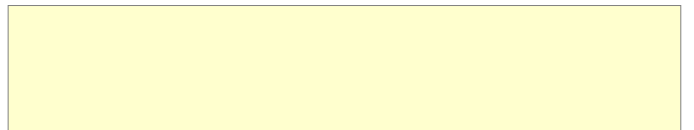


Satisfaction Question	Mean	SD	n
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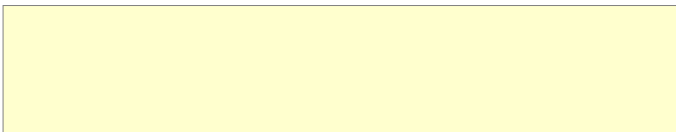


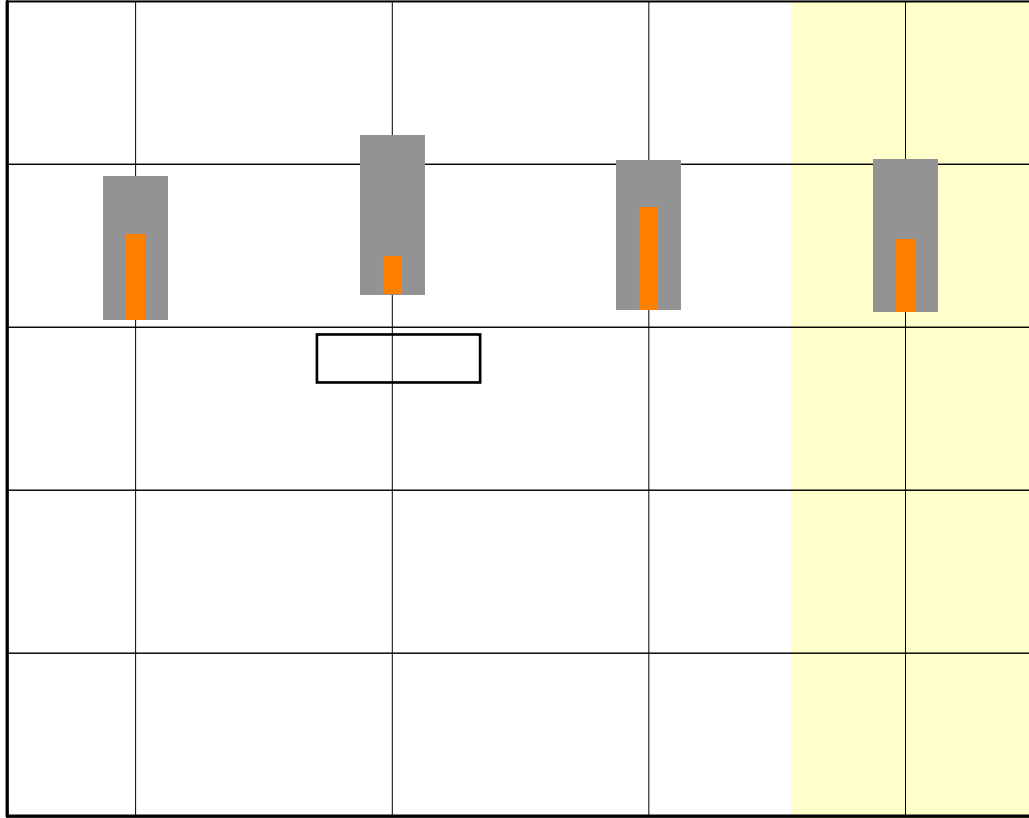


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							



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

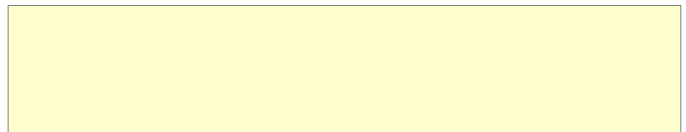
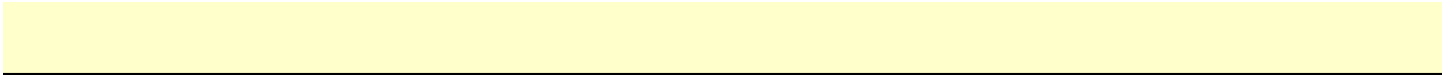




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Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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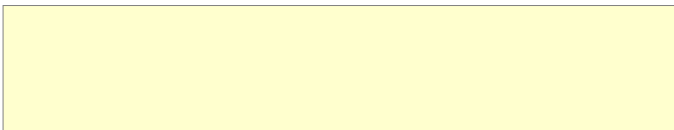
Satisfaction Question	Mean	SD	n
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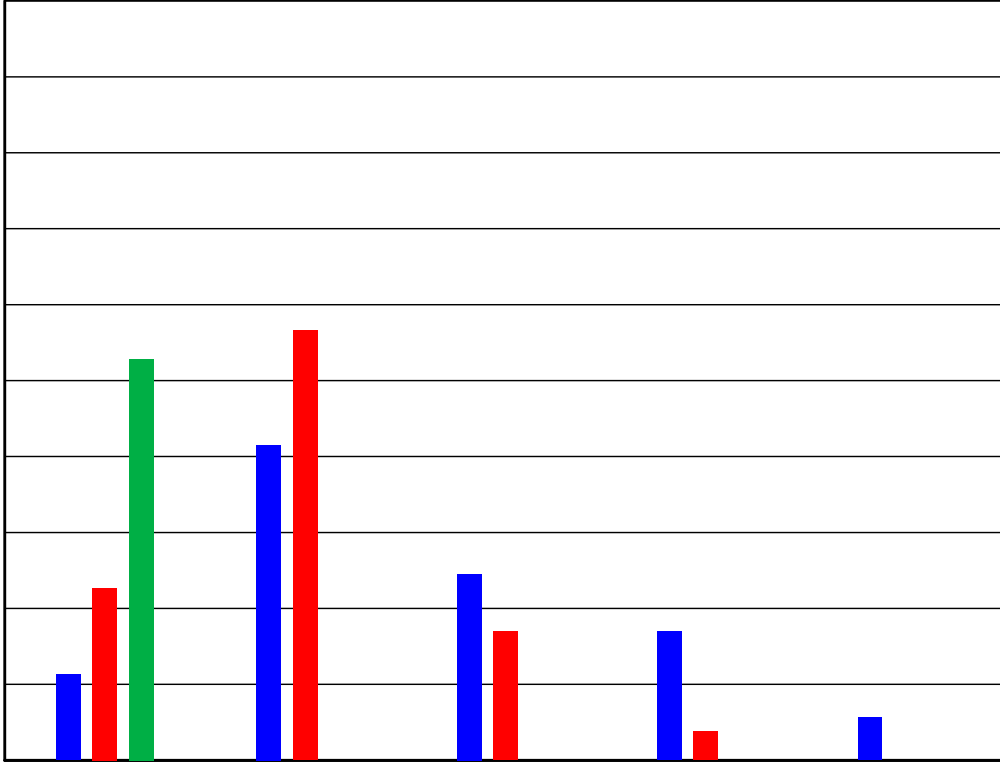
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Information Literacy Outcomes Questions	Mean	SD	n
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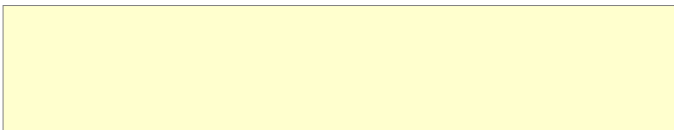
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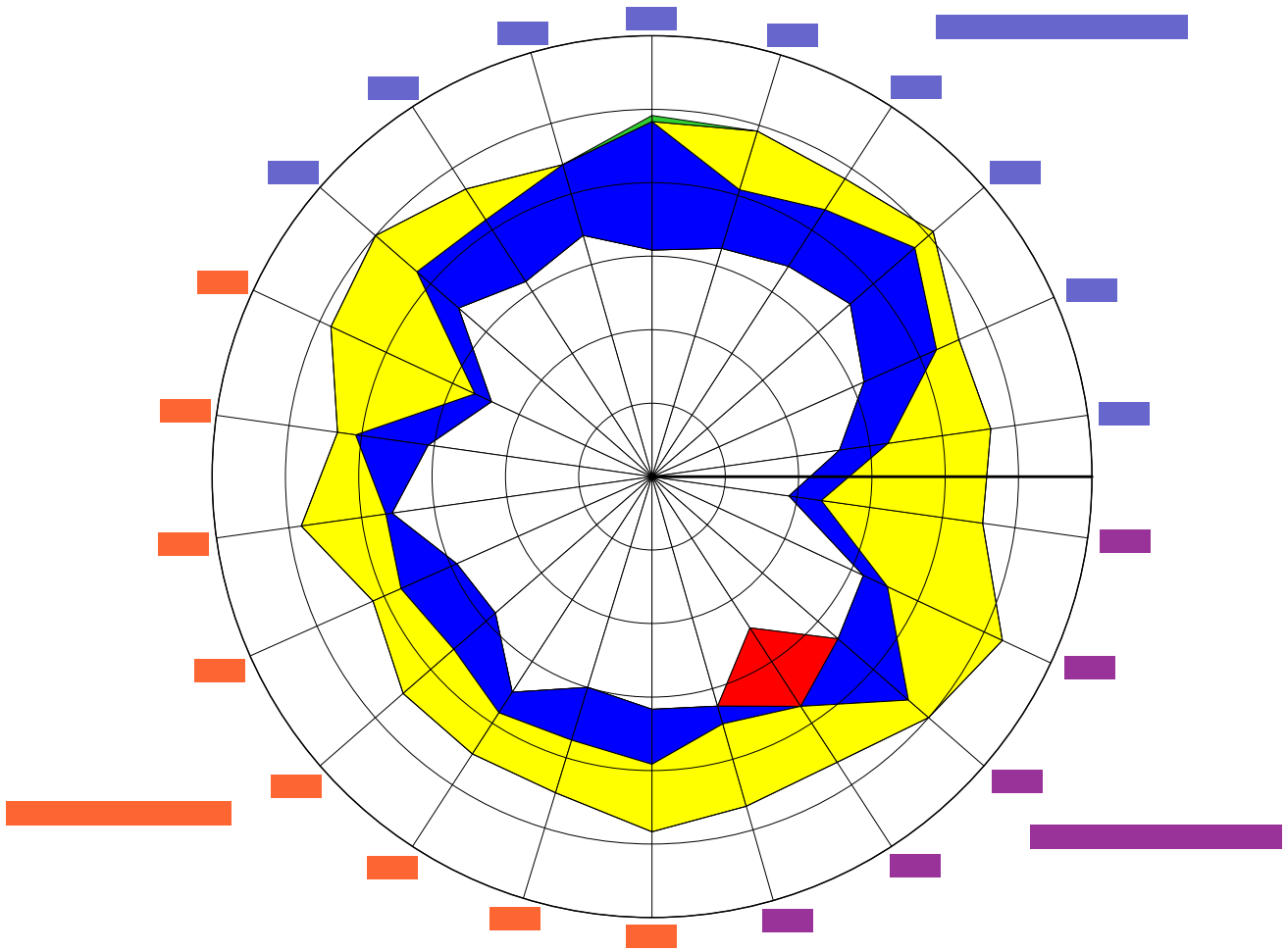




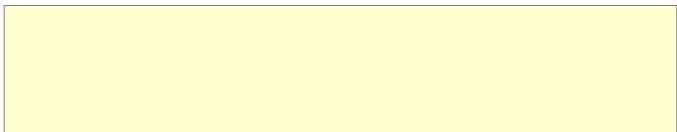
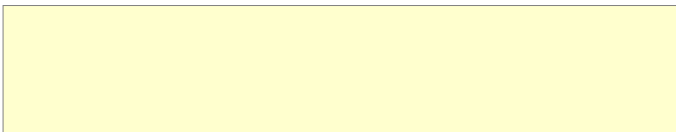
Age	Respondents n	Respondents %
Total:	12	100.00%

Sex	Respondents n	Respondents %
Total:	12	100.00%



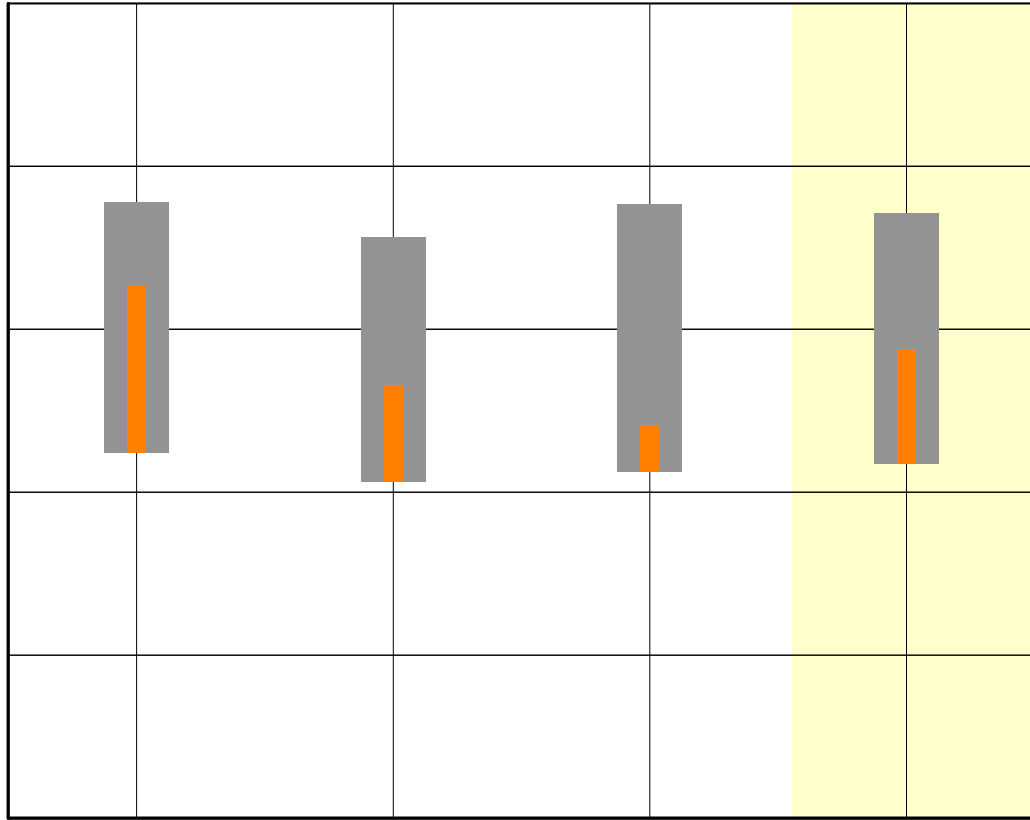


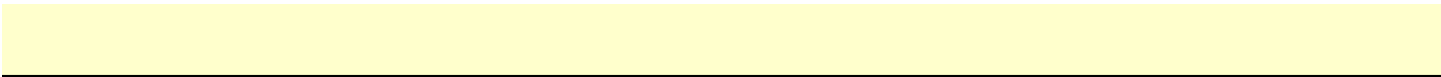
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							



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



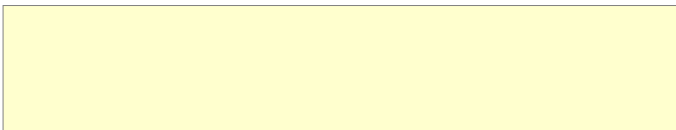




Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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Satisfaction Question	Mean	SD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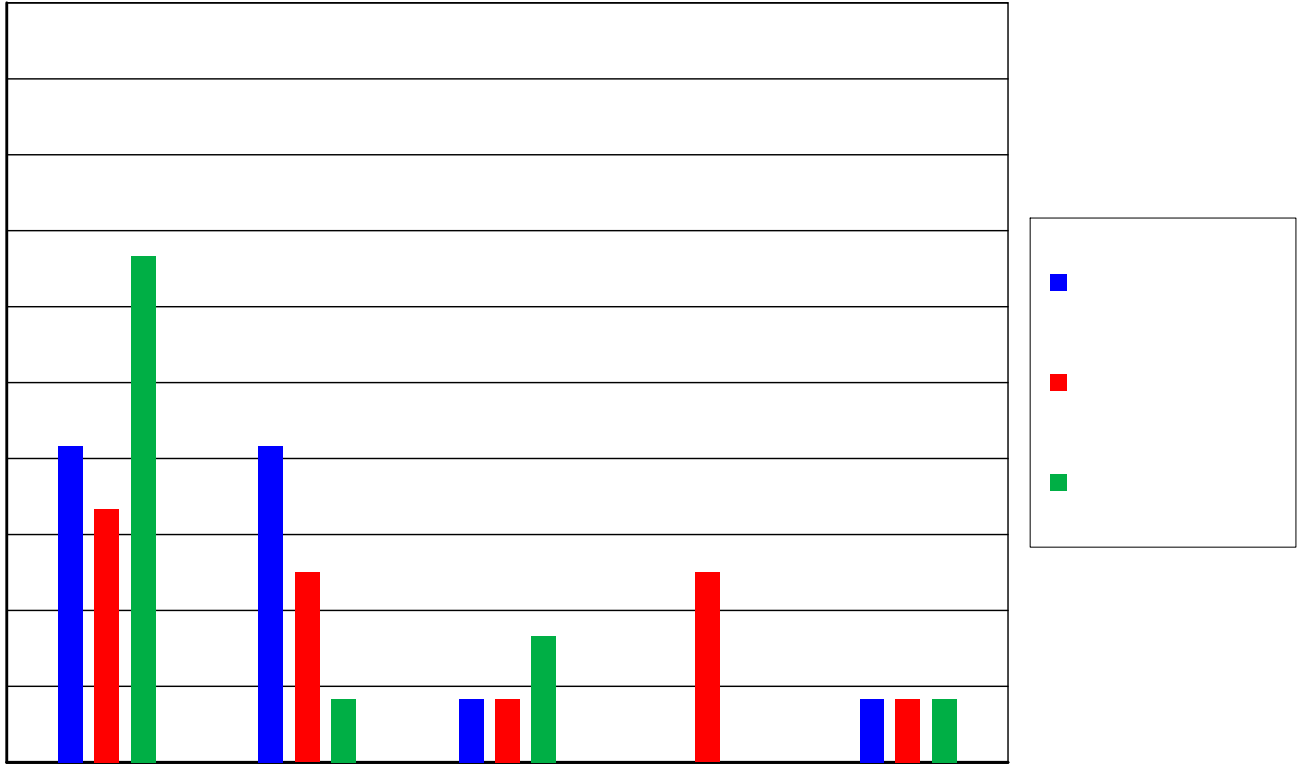
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Information Literacy Outcomes Questions	Mean	SD	n
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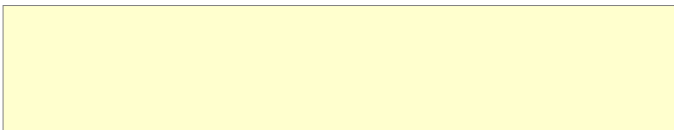
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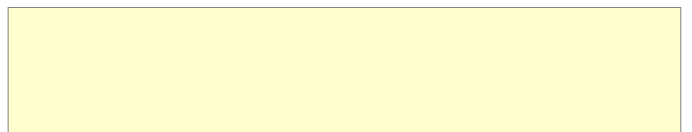
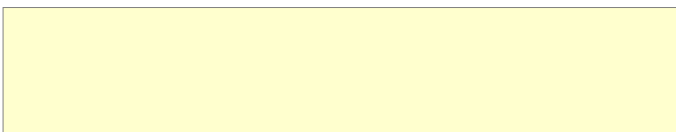
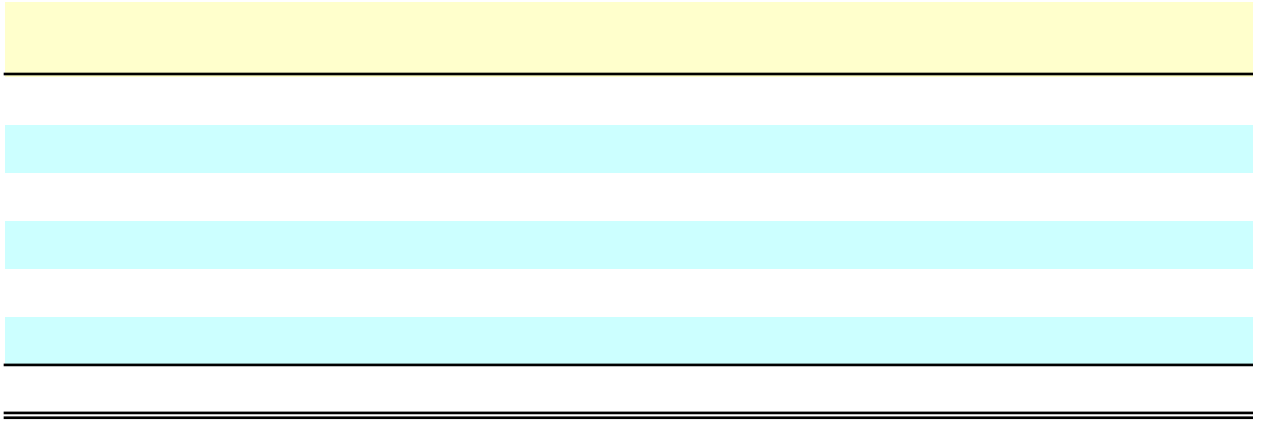
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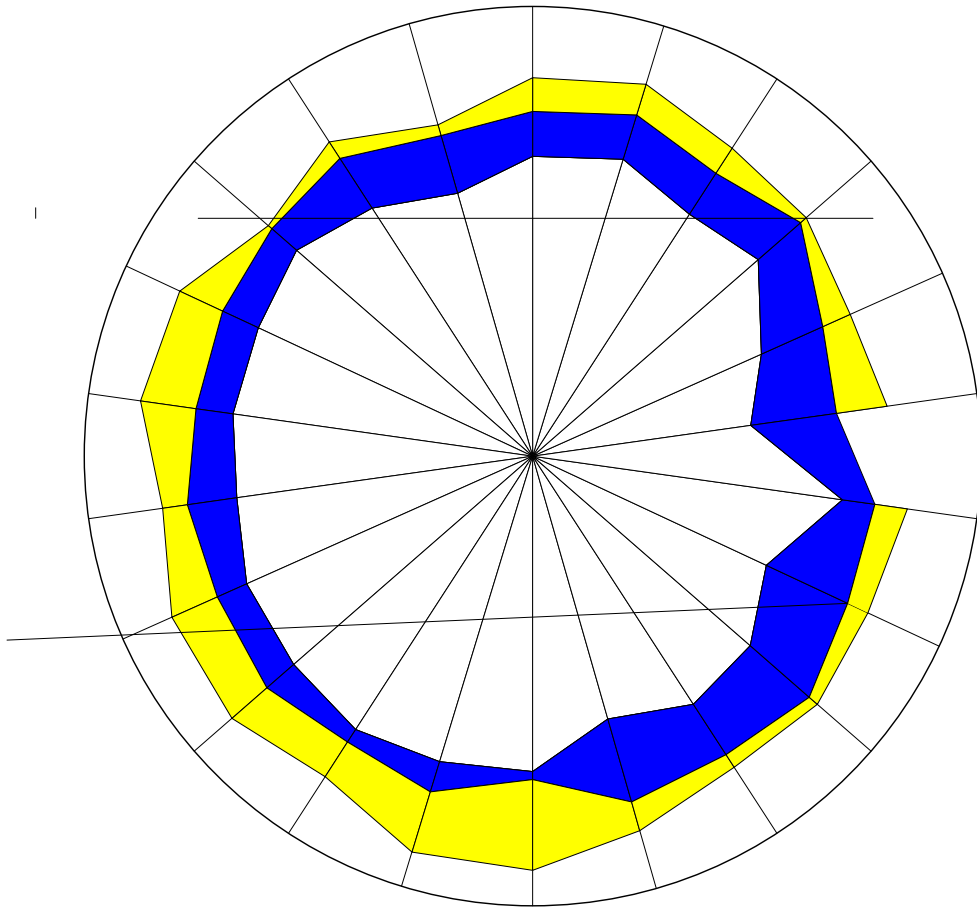




	Daily	Weekly	Monthly	Quarterly	Never	n / %
						12 100.00%
						12 100.00%
						12 100.00%







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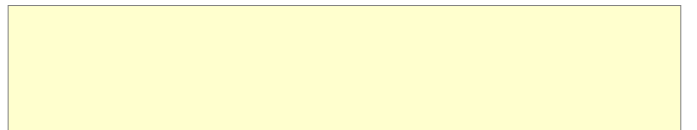
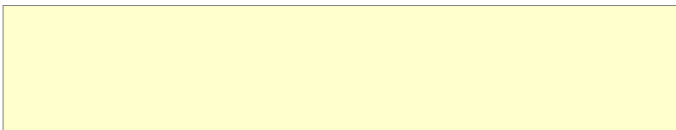
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Affect of Service							
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Information Control							
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Library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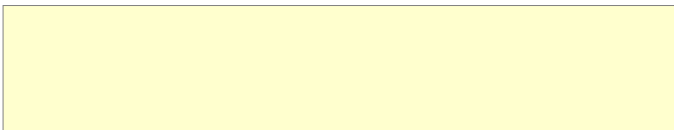
ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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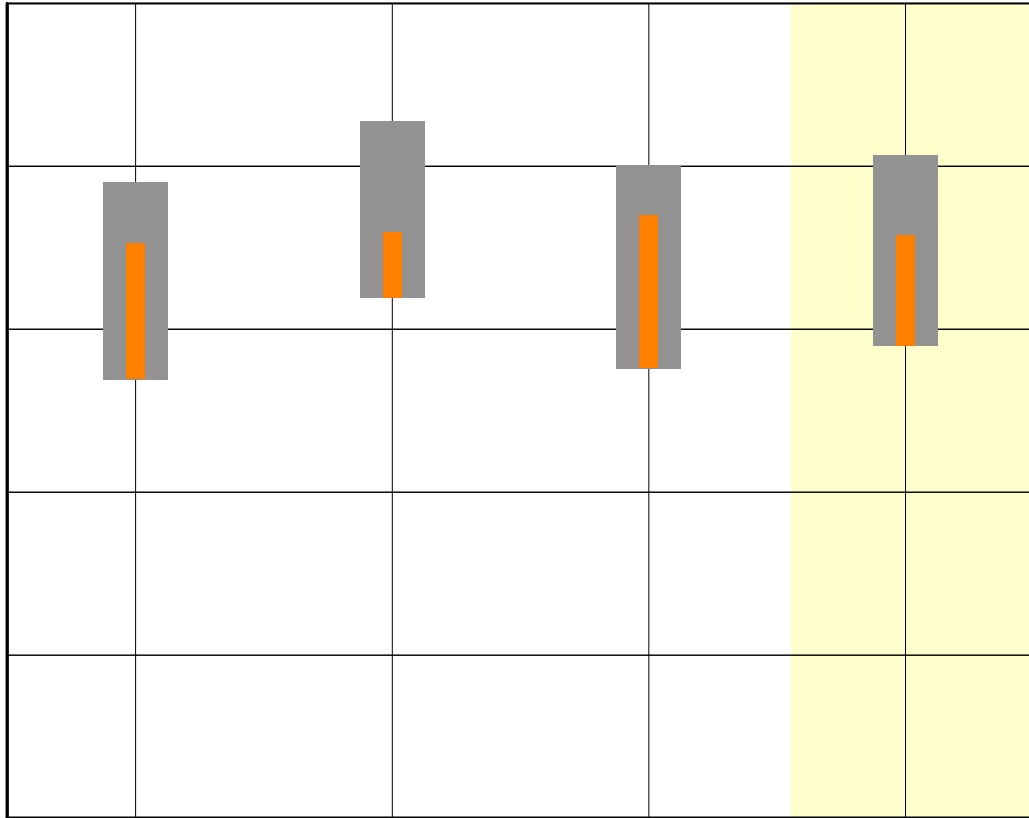
Affect of Service

Information Control

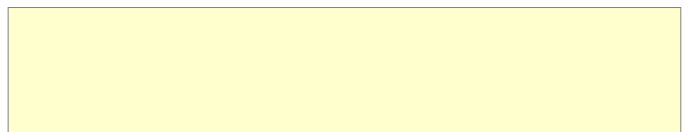
Library as Place

Overall:









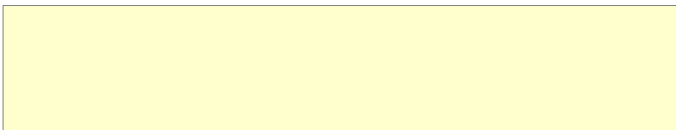
Satisfaction Question	Mean	SD	n
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Information Literacy Outcomes Questions	Mean	SD	n
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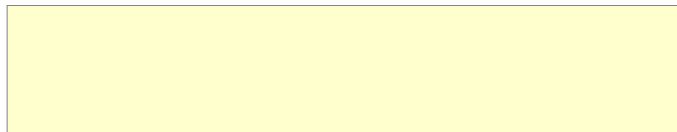
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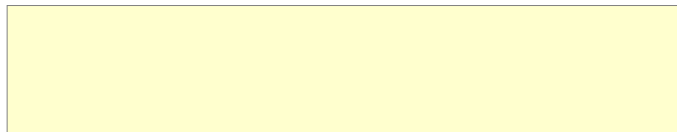
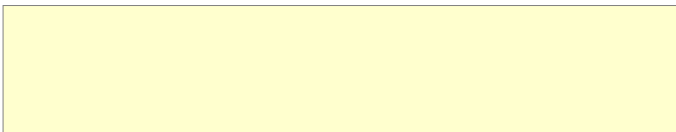




Age	Respondents n	Respondents %
Total:	5	100.00%

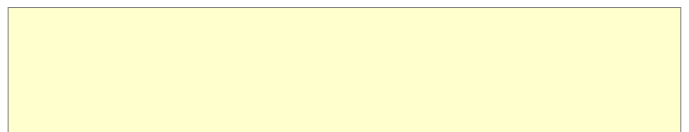
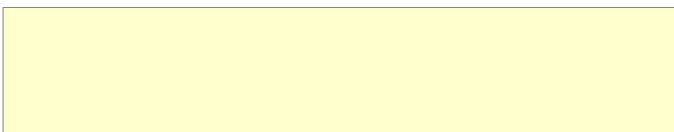
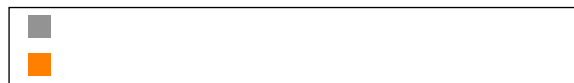
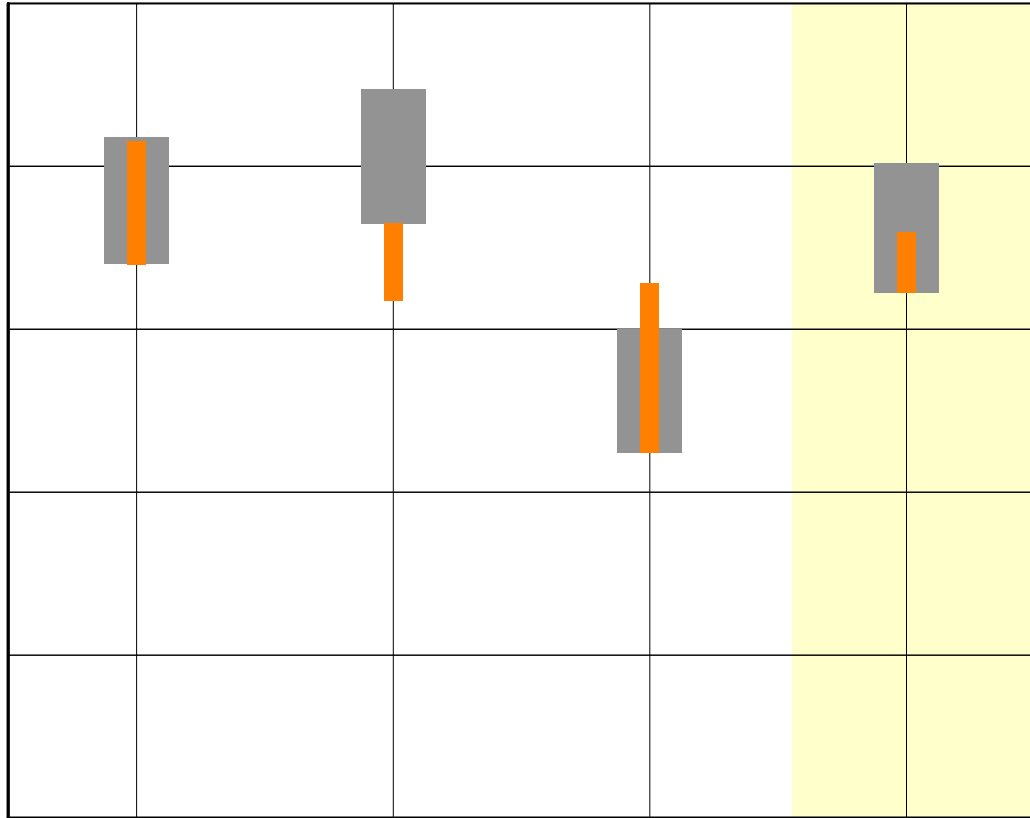




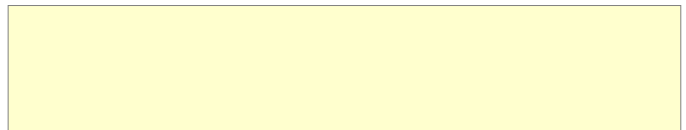
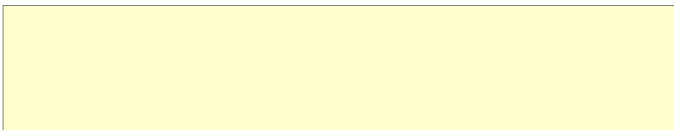


ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
Information Control							
Library as Place							
Overall:							

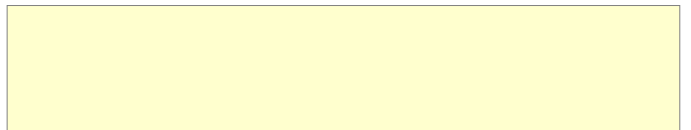
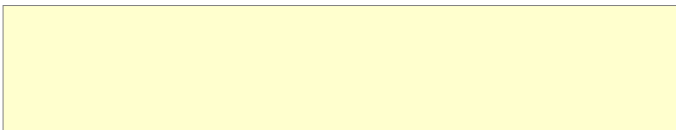
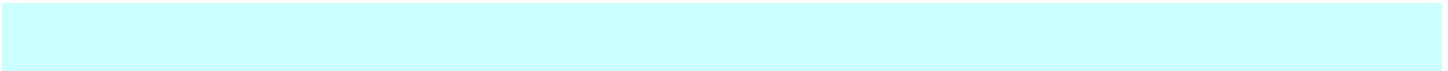




Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Satisfaction Question	Mean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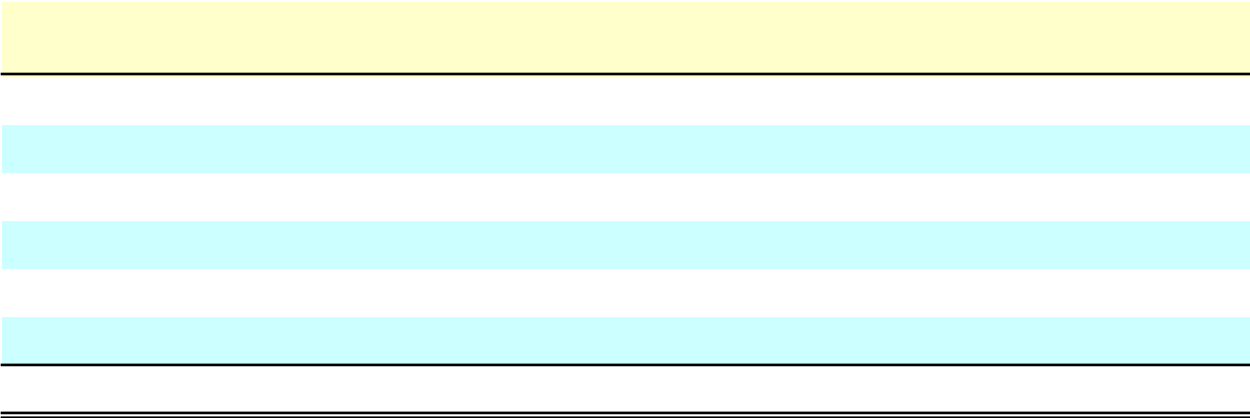
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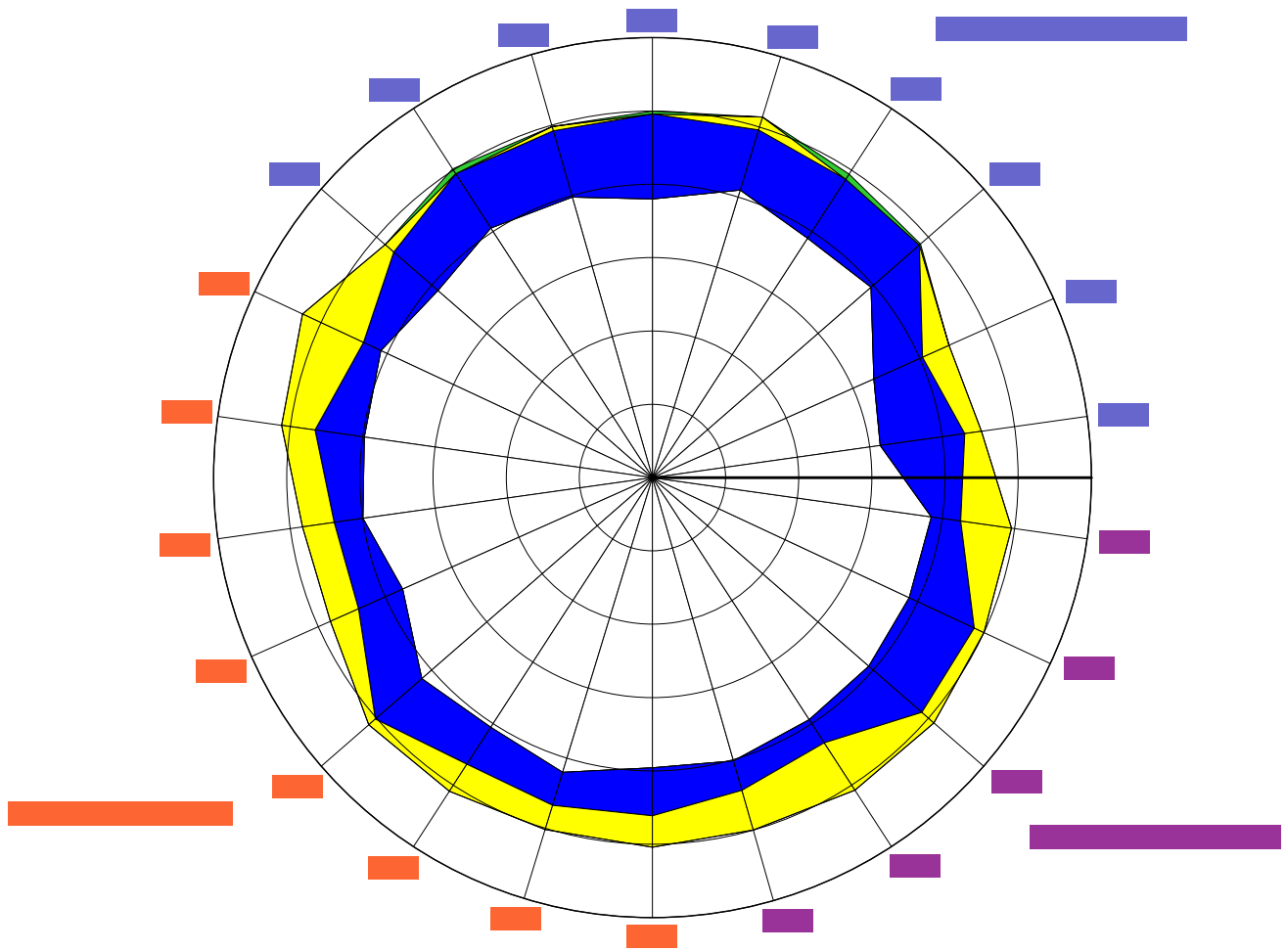
Information Literacy Outcomes Questions	Mean	SD	n
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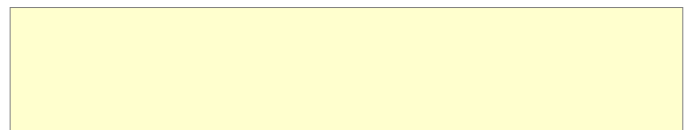
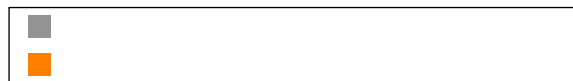
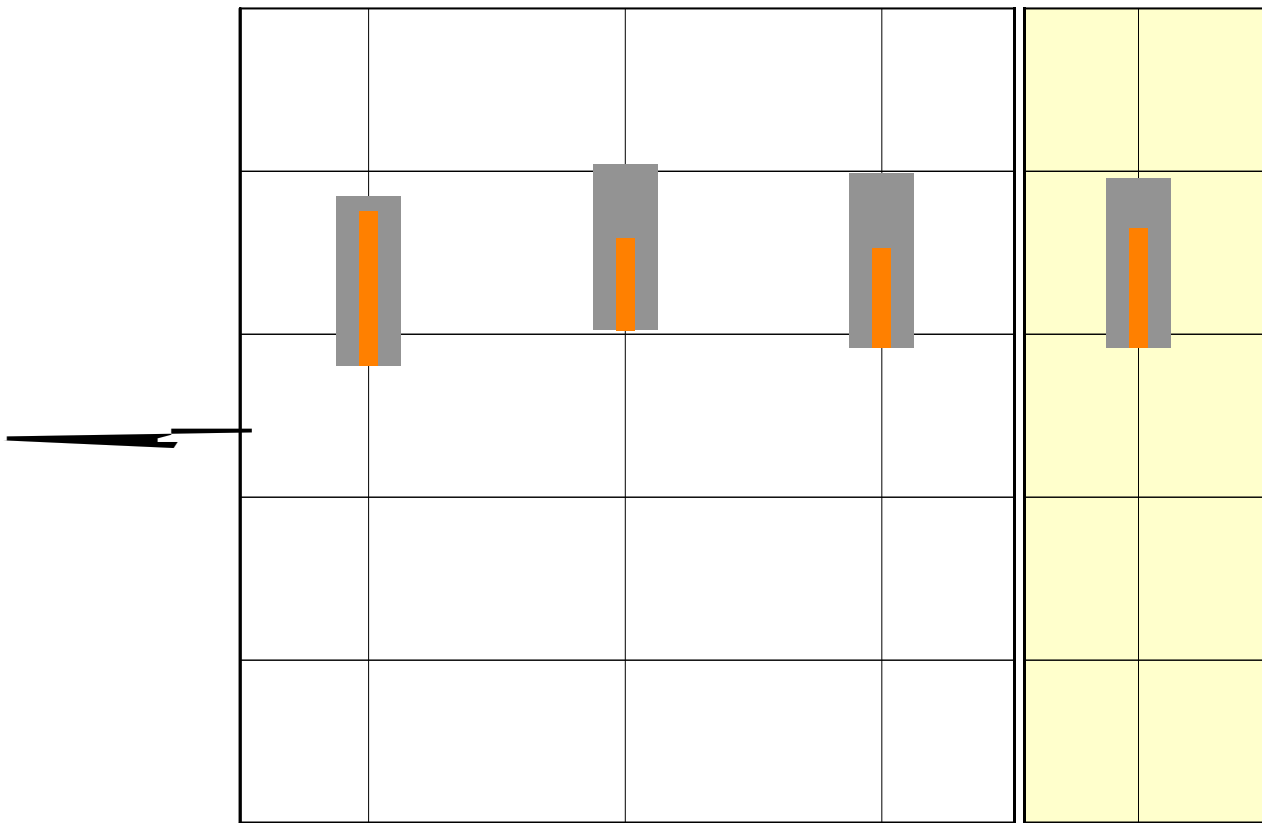




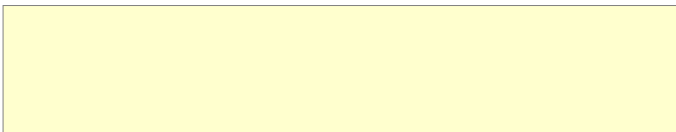
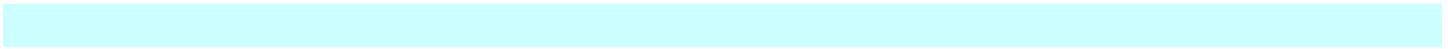


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							
Library as Place							
Overall:							





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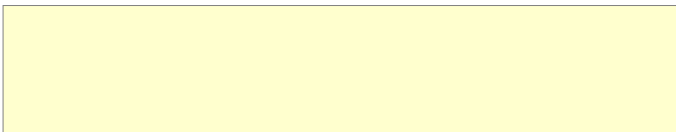
Satisfaction Question	Mean	SD	n
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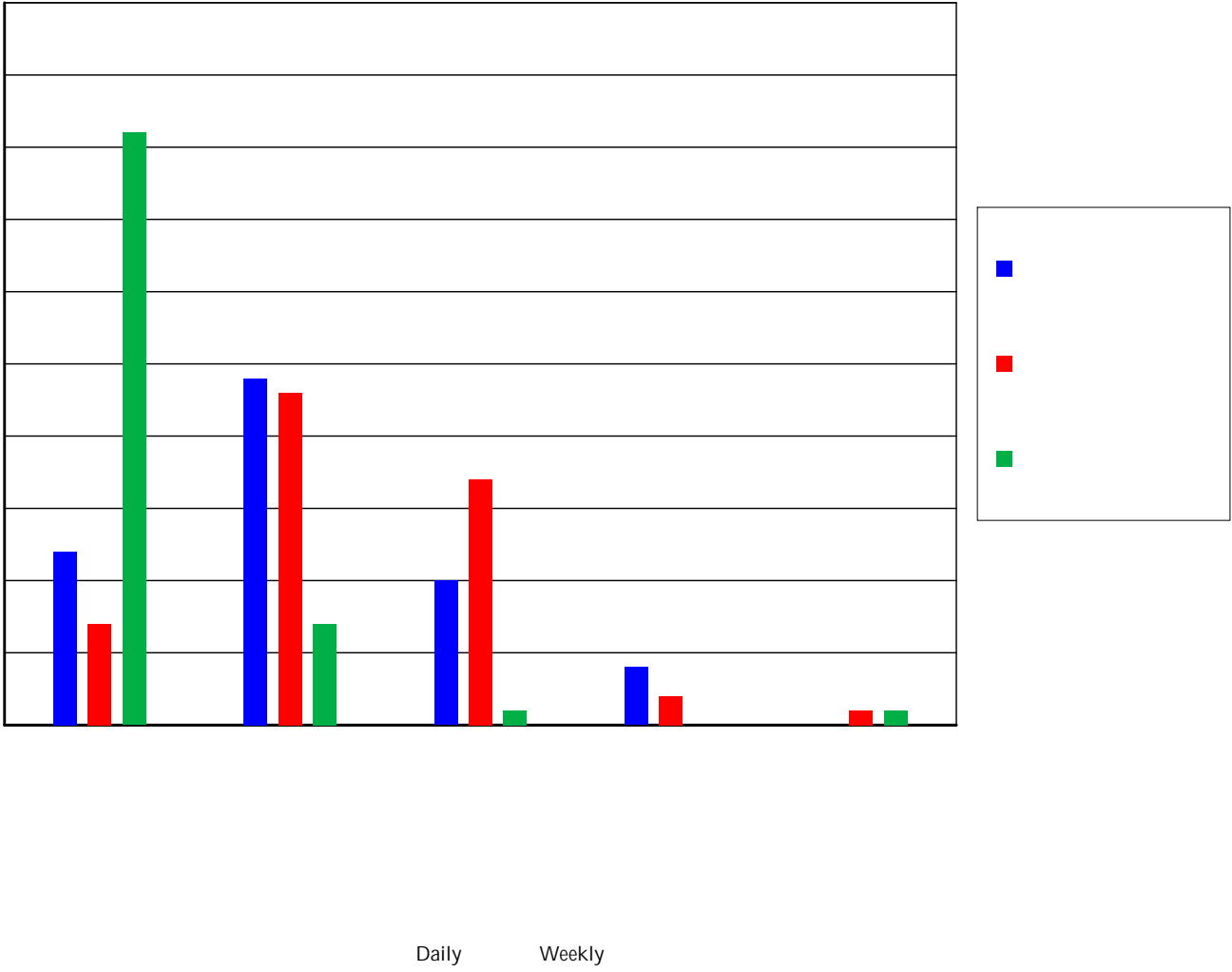
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Information Literacy Outcomes Questions	Mean	SD	n
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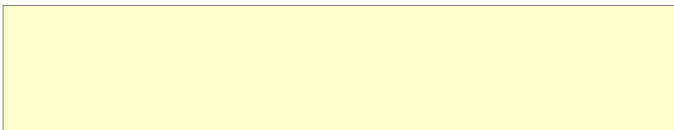
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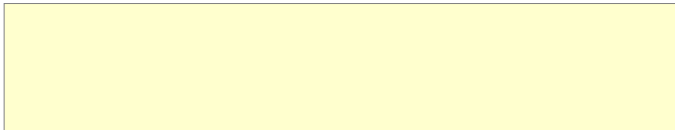




Age	Respondents n	Respondents %
Total:	7	100.00%

Sex	Respondents n	Respondents %
Total:	7	100.00%

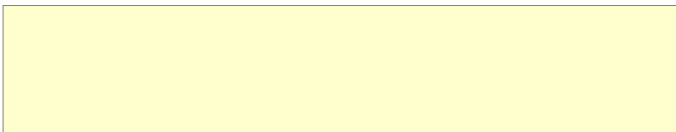






ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
Information Control							
Library as Place							
Overall:							





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

[Redacted]

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

[Redacted]

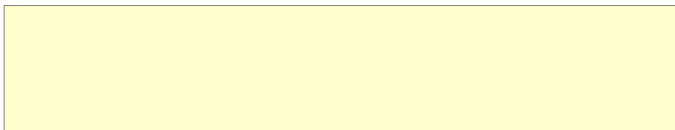
Satisfaction Question	Mean	SD	n
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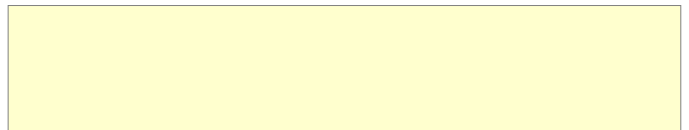
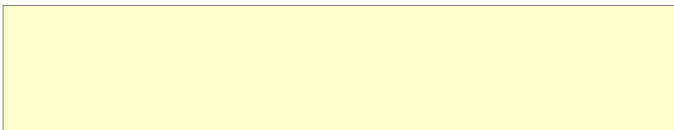
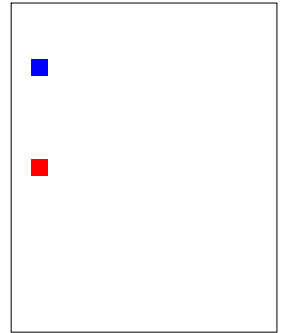
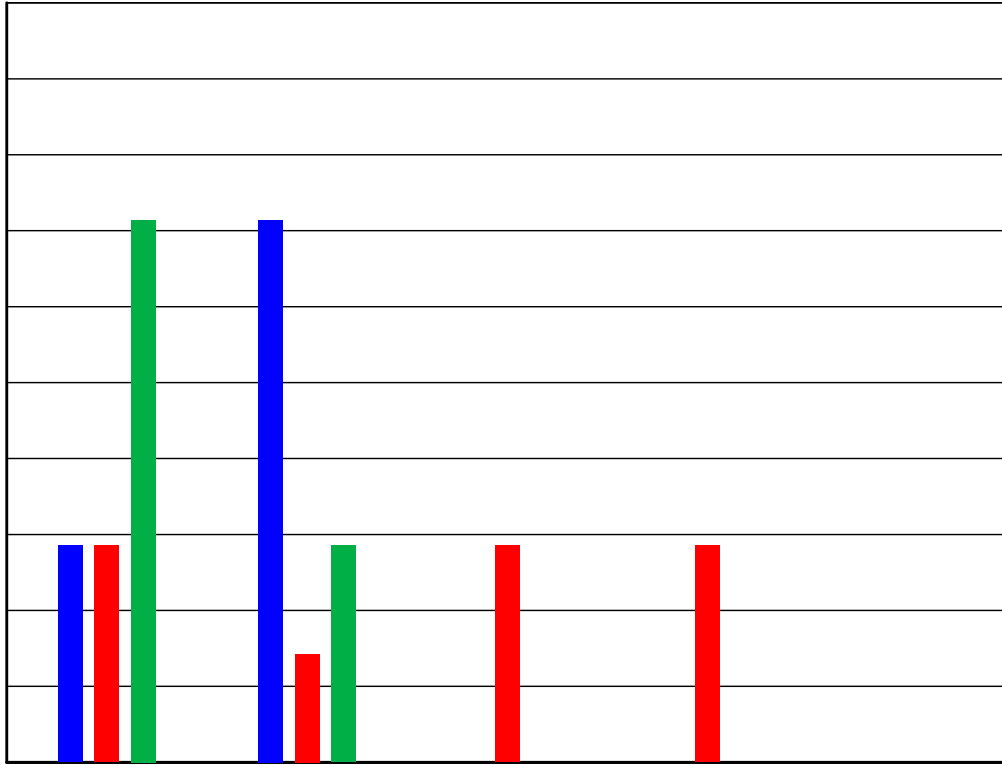
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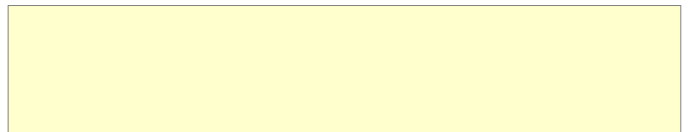
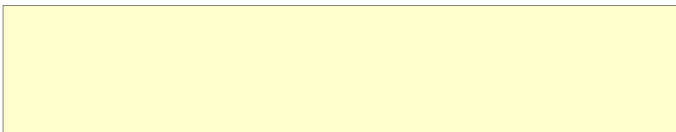
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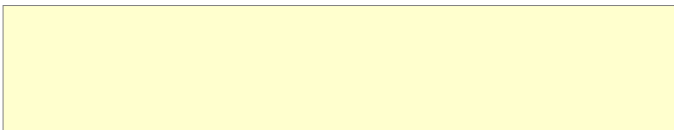
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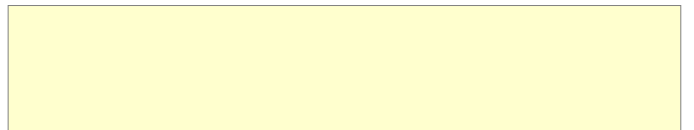
Age	Respondents n	Respondents %

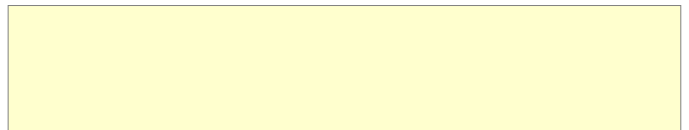
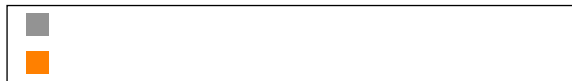
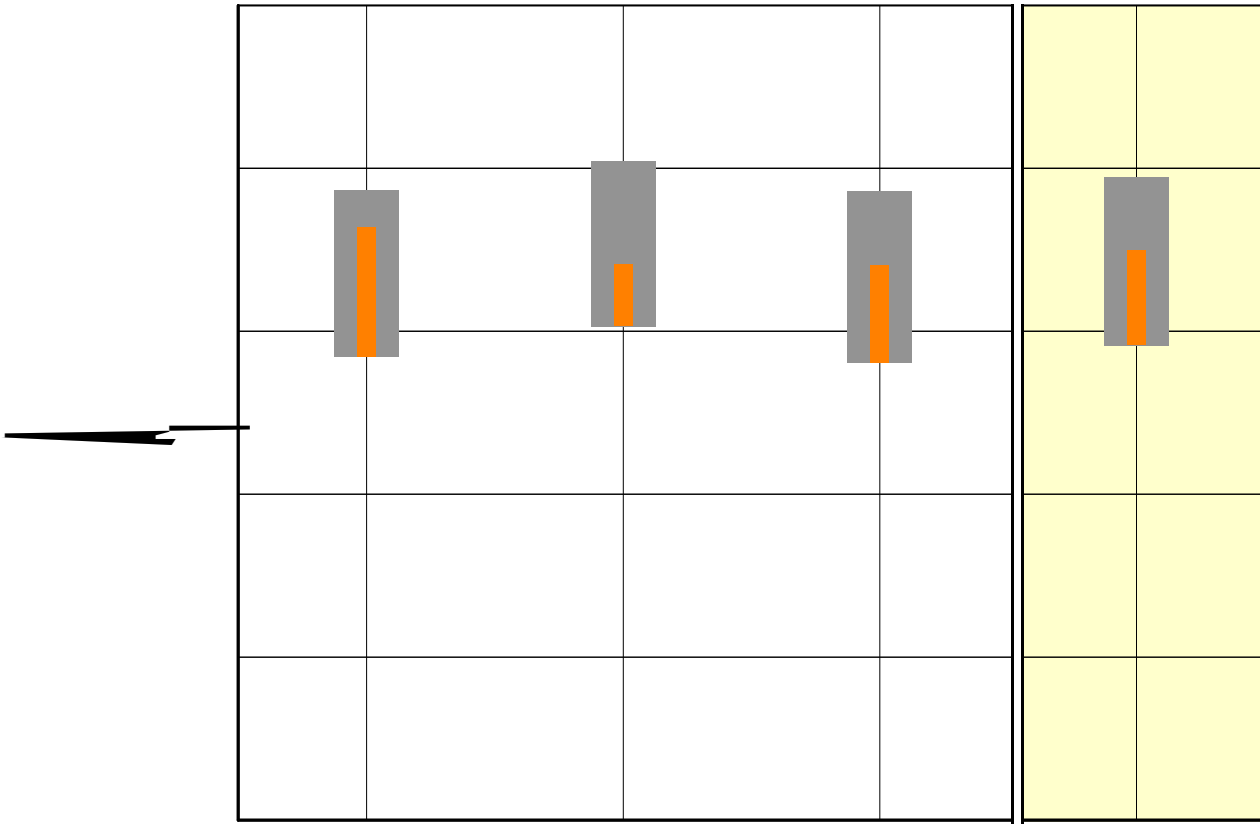


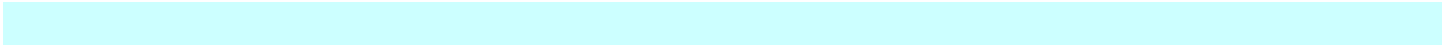
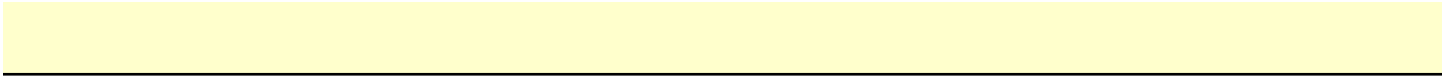


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
Information Control							
Library as Place							
Overall:							





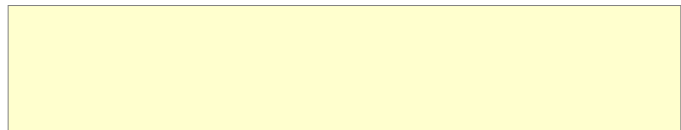
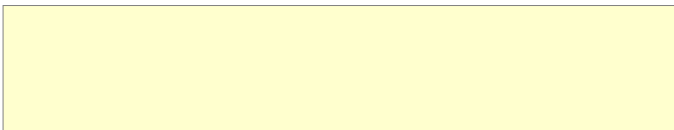
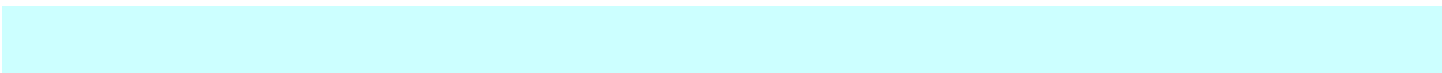




Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
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Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
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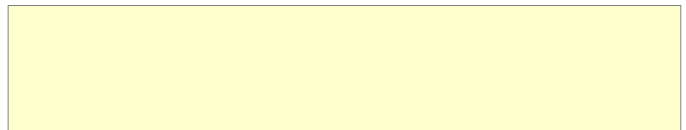
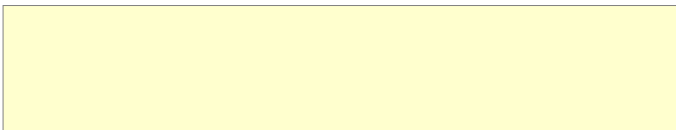
Satisfaction Question	Mean	SD	n
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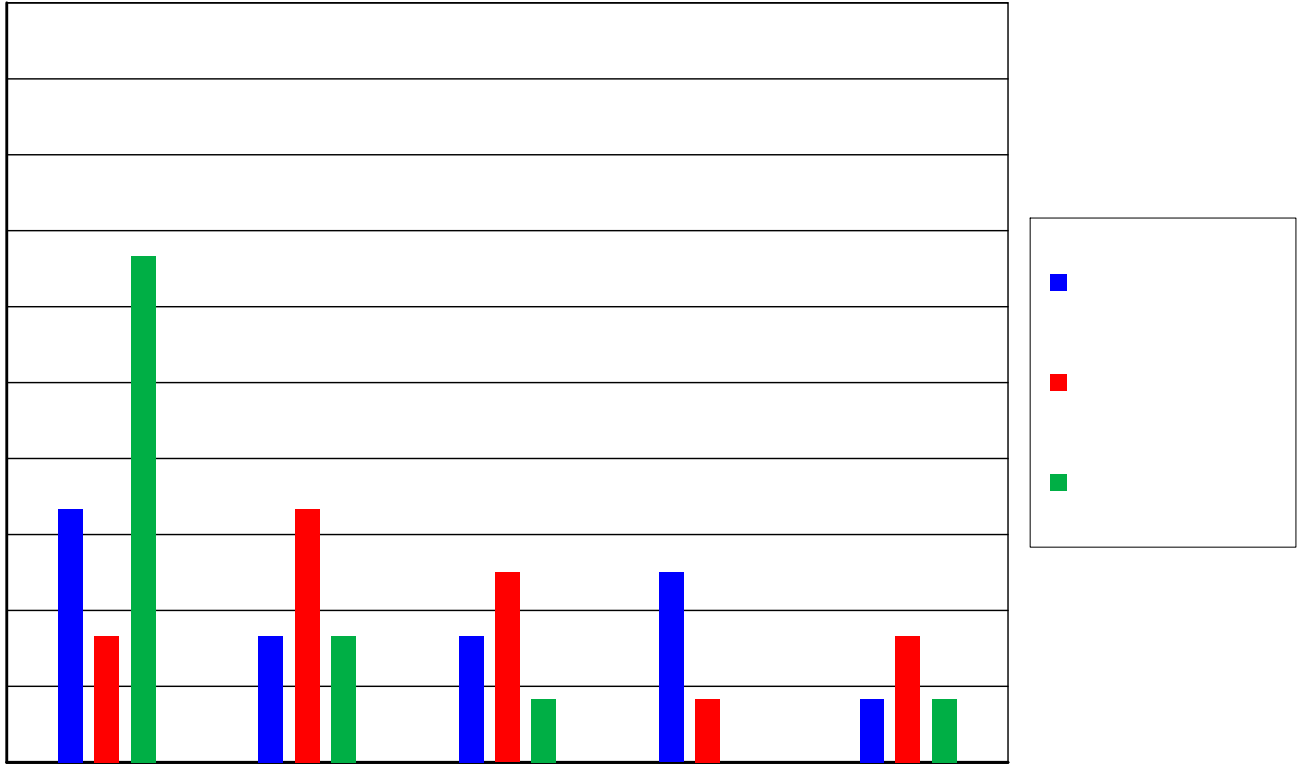
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Information Literacy Outcomes Questions	Mean	SD	n
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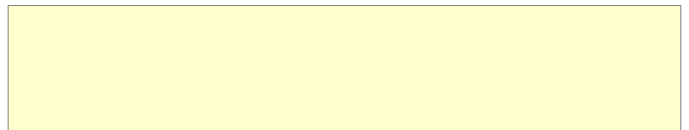
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	Daily	Weekly	Monthly	Quarterly	Never	n / %
						12 100.00%
						12 100.00%
						12 100.00%



LibQUAL+™ 2000 Dimensions

LibQUAL+™ 2001 Dimensions

LibQUAL+™ 2002 and 2003 Dimensions

LibQUAL+™ 2004 - 2006 Dimensions

Affect of Service

Information Control

