

	2006 Survey Results	Discipline Analysis	- University of Scranton
http://www.libqual.org/documents/admin/LibQUALHighlights20	0051.pdf>		
http://www.libqual.org/documents/admin/ExecSummary%201.3	ndf>		
Tittp://www.iibquai.org/documents/adimin/Excessummary/0201.5	.ραι>		





What are the origins of the LibQUAL+™ survey	y?		

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	<http: th="" www.libqu<=""><th>ıal.org/Inf</th><th>formation/Too</th><th>ls/index.cfm></th><th></th></http:>	ıal.org/Inf	formation/Too	ls/index.cfm>	
Radar Charts					
What is a radar chart?					
How to read a radar chart					

Means	
Standard Deviation	
Service Adequacy	
Service Superiority	



Score Scaling		_
Using LibQUAL+™ Data		
_	_	
	•	
2006 Data Screening		

1.	Complete I	Data.		

	2006 Survey Results - Discipline Analysis - University of Scranton
Common Misconception Regarding Norms.	

Minimum	Response	Rates.				

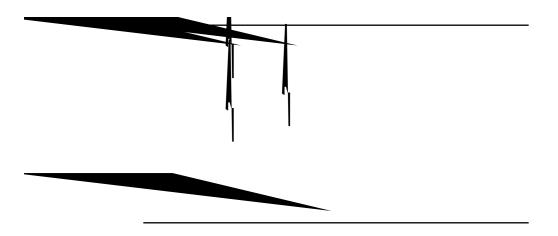
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LibQUAL+™ Interactive Statistics
http://www.libqual.org/Manage/Results/index.cfm
Survey Data
ARL Service Quality Evaluation Academy
<http: events="" index.cfm="" www.libqual.org=""></http:>

http://www.arl.org/stats/>

References

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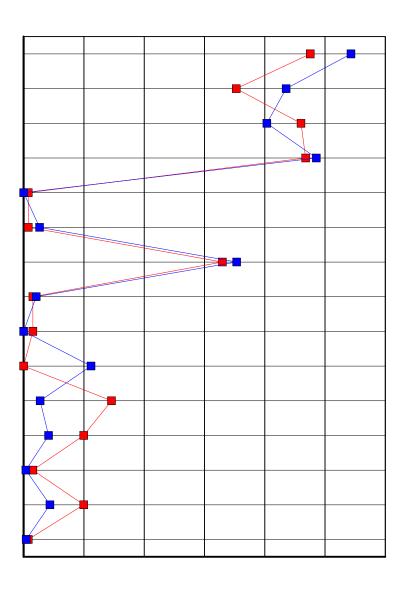
2006 Survey Results - Discipline Analysis - University of Scranton



Discipline		Respondent n	Respondent %
Biology/Chemistry/Environ Science			70
33			
	Sub Total:		
Communications / Journalism			
	Sub Total:		
Counseling/HS/HAHR			
	Sub Total:		
Education			
Figure 1 Figure 1 and 1999	Sub Total:		
English/Foreign Languages			
	Sub Total:		
General Studies			
	Sub Total:		
	_		

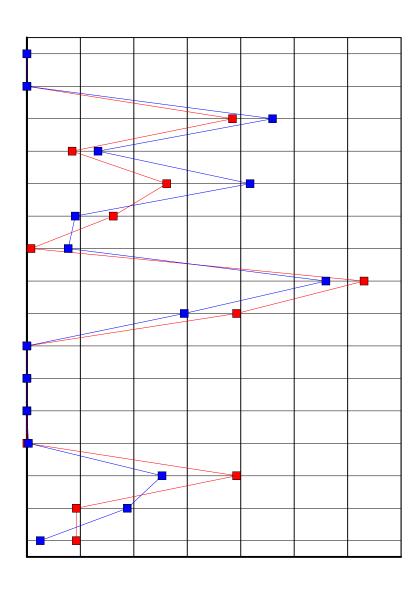
History/Political Science		
	Sub Total:	
Nursing/OT/PT		
	Sub Total:	
Performing & Fine Arts		
	Sub Total:	
Philosophy/Theology/RS		
	Sub Total:	
Physics/EE/Computing Science/Math	Sub Total.	
, ,		
	Sub Total:	
Psychology	Sub Total:	
, ejuliolegj		
School of Management	Sub Total:	
School of Wahagement		
	Sub Total:	

Sociology/Criminal Justice/Gerontology	
Sub	Total:
Undecided	Total.
Officectaed	
Sub	Total:
Total:	325 100.00%



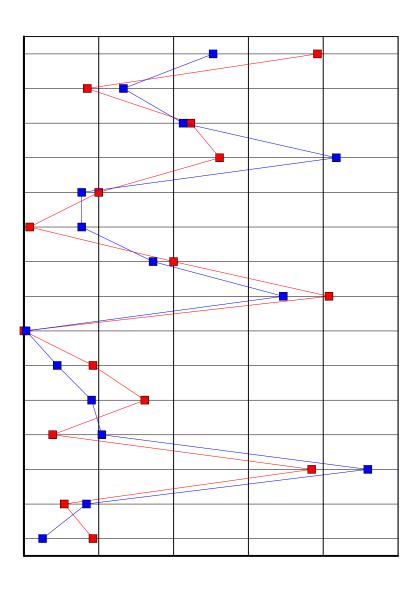


			,	- 1	
	Population	Population	Respondents	Respondents	
User Sub-Group	N	%	n	%	%N - %n



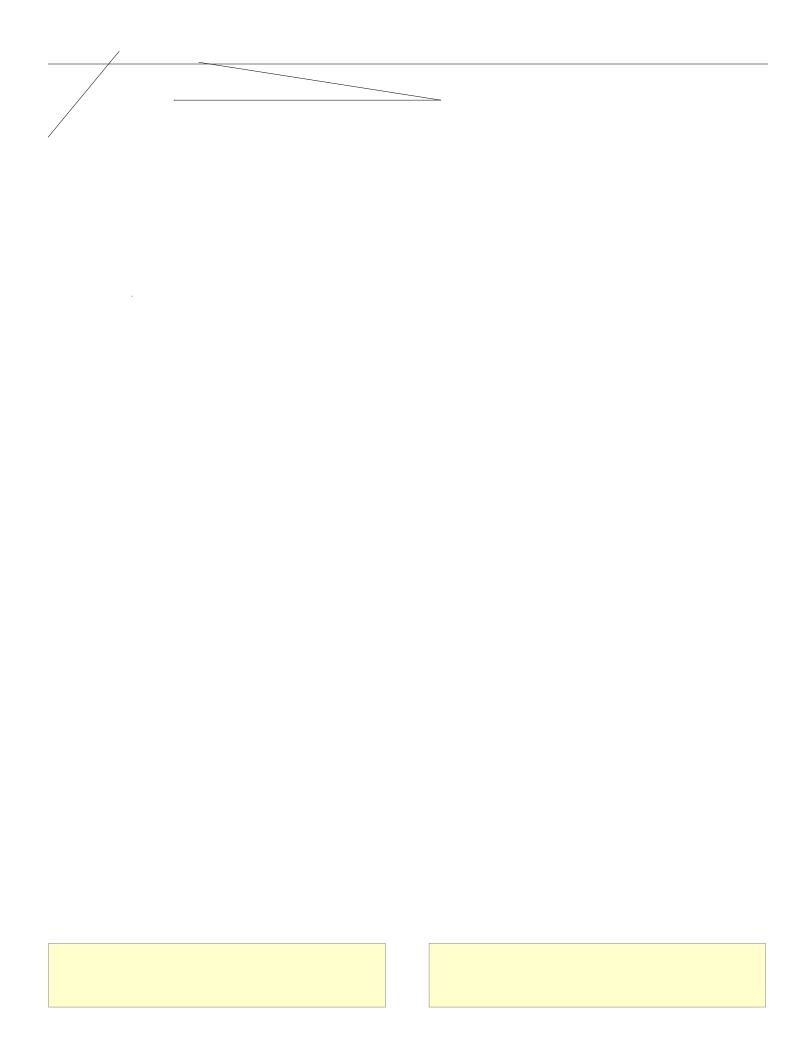


N	%	n	%	%N - %n
5,113	100.00%	325	100.00%	
	5,113	5,113 100.00%	5,113 100.00% 325	5,113 100.00% 325 100.00%

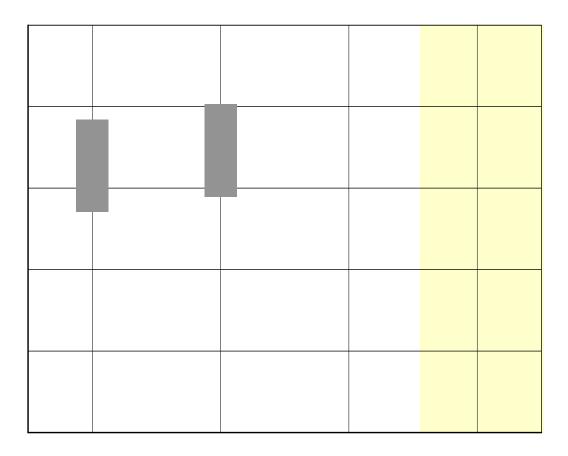




Dissipling		Respondents	Respondents
Discipline		n	



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





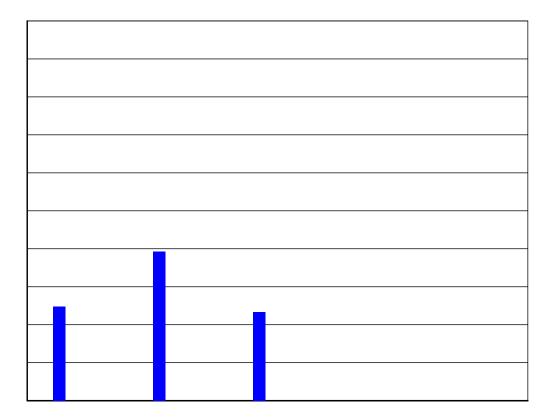
Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Overall:						

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

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

Satisfaction Question	Mean	SD	n

Information Literacy Outcomes Questions	Mean	SD	n

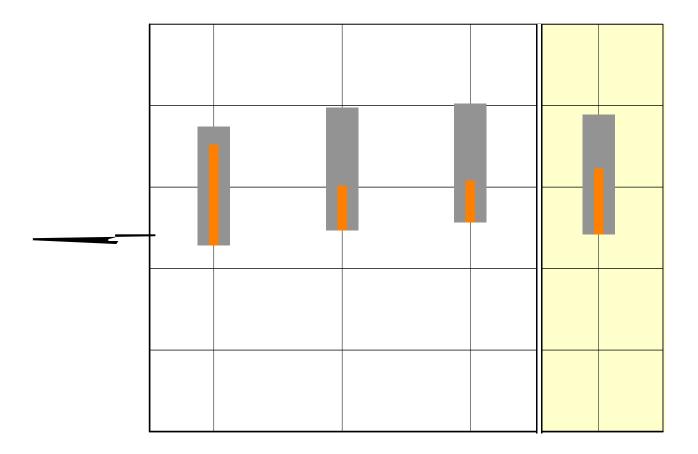


2006 Survey Results - Discipline Analysis - University of Scranton



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect	t of Service						
Inform	mation Control						
Librai	ry as Place						
Ovei	rall:						





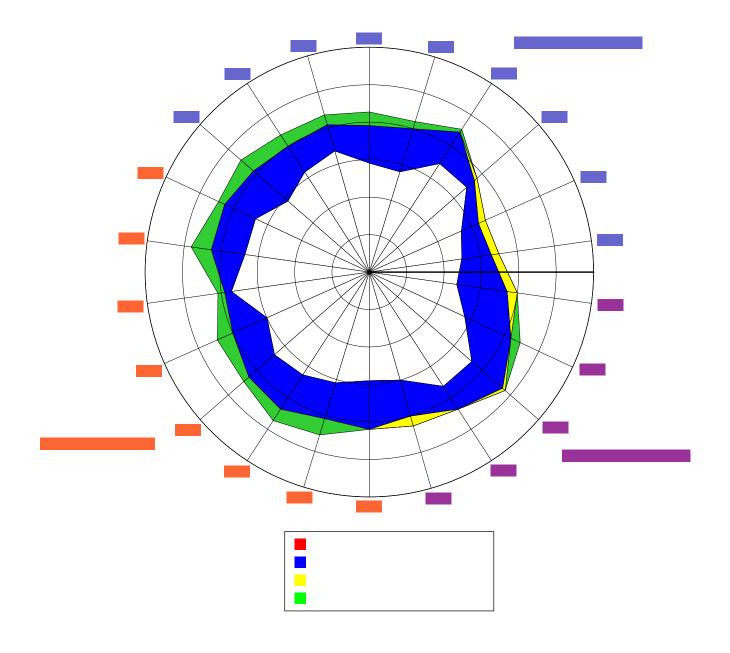


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Difference	TVICUIT	TVICUIT	TVICATI	TVICATI	TVICUIT	
Overall:						
	Minimum	Desired	Perceived	Adequacy	Superiority	
Dimension	SD	SD	SD	SD	SD	n
Overall:						

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Zacston rox	Wicuit	TVICALI	TVICUIT	IVICUIT	ivican	

Satisfaction Question	Mean	SD	n

Information Literacy Outcomes Questions	Mean	SD	n



ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affec	t of Service						
Infor	mation Control						
Libra	ary as Place						
Ove	erall:						



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

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

Satisfaction Question	Mean	SD	n

Information Literacy Outcomes Questions Mean SD n

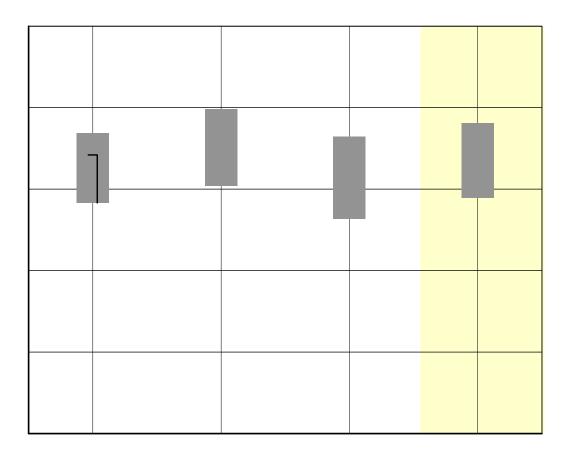


Age	Respondents n	Respondents %
Total:	29	100.00%

Sex	Respondents n	Respondents %
		_
Total:	29	100.00%

2006 Survey Results - Discipline Analysis - University of Scranton

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect	t of Service						
l., 6	waller Oarland						
Inform	mation Control						
Libro	ruge Dioce						
LIDIA	ry as Place						
Ove	rall·						





Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Difficulties	IVICALI	IVICALI	IVICALI	IVICATI	IVICALI	
Overall:						
Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Difficialoff	30	30	30	30	30	
Overall:						

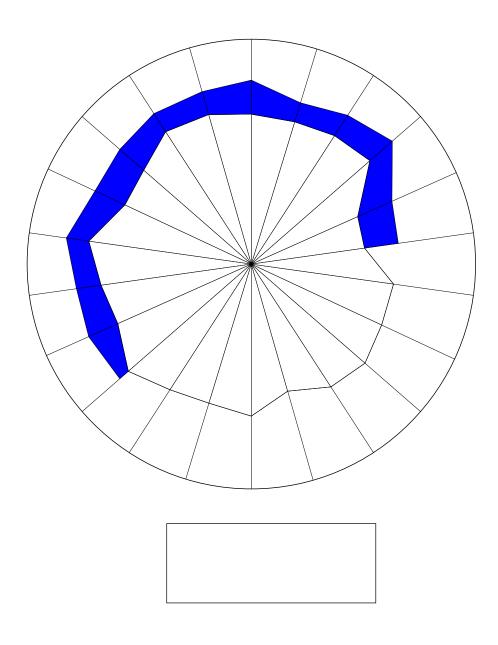
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Zacston rox	Wicuit	TVICALI	TVICUIT	IVICUIT	ivican	

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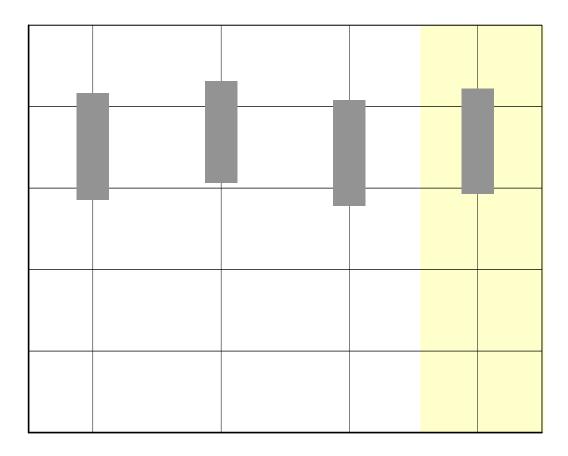
Age	Respondents n	Respondents %
Total:	34	100.00%

Sex	Respondents n	Respondents %
Total:	34	100.00%



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

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect	t of Service						
Inform	mation Control						
Libra	ary as Place						
Ove	erall:						



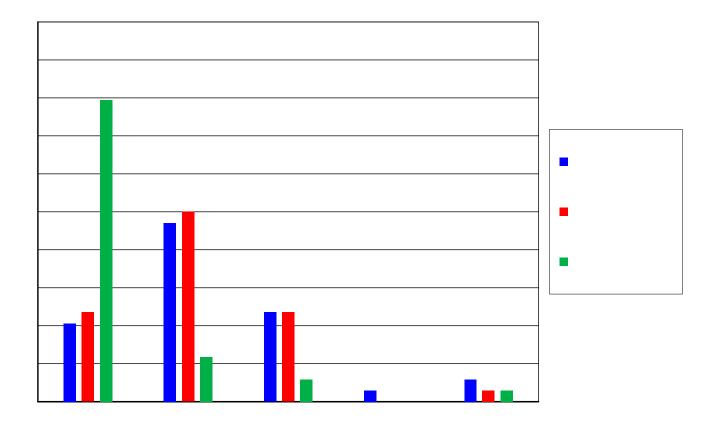


	2006 Survey Results -	. Discipline Analysis .	University of Scrantor
	2000 Survey Results	Discipline Analysis	Oniversity of Scramor

	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	Mean	Mean	Mean	Mean	Mean	n
Outsting Total	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n

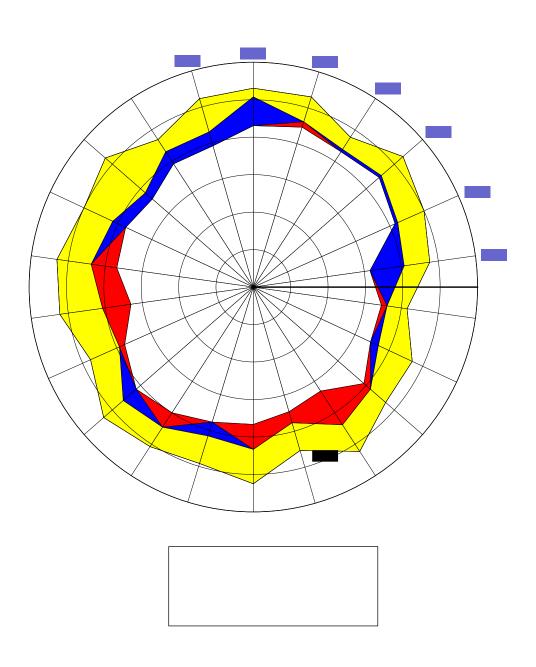
Satisfaction Question	Mean	SD	n

Information Literacy Outcomes Questions Mean SD n



Age	Respondents n	Respondents %
Total:	13	100.00%

Sex	Respondents n	Respondents %
Total:	13	100.00%



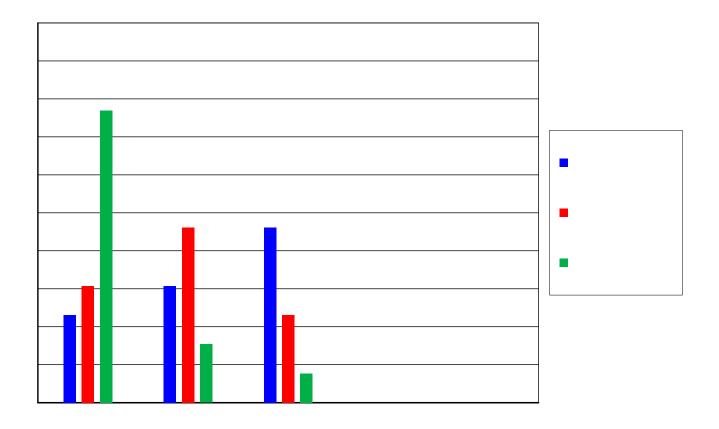
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect	of Service						

2006 Survey Results - Discipline Analysis - University of Scranton	on

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Zacston rox	Wicuit	TVICALI	TVICUIT	IVICUIT	ivican	

Satisfaction Question	Mean	SD	n

Information Literacy Outcomes Questions	Mean	SD	n

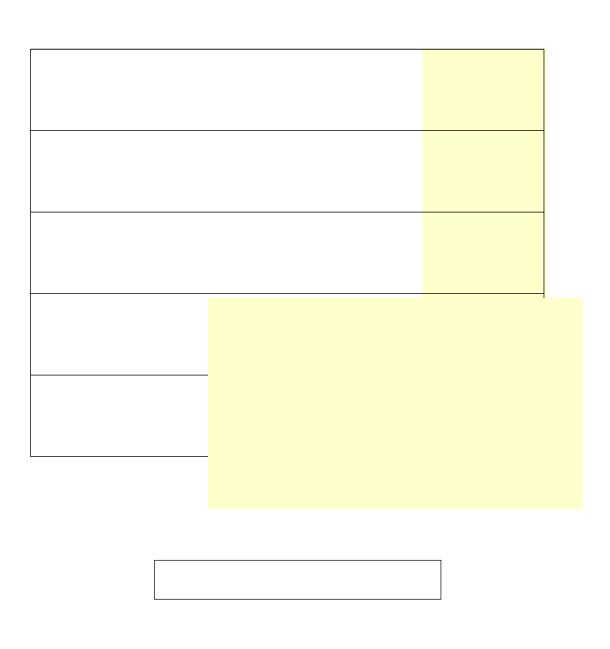


Daily Weekly Monthly Quarterly Never

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						
Inform	mation Control						
Librai	ry as Place						
Ovei	rall:						

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect	of Service						
Inform	nation Control						
Librar	ry as Place						
Over	rall:						



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

2006 Survey Results - Discipline Analysis - University of Scranton	on

Satisfaction Question	Mean	SD	n

Information Literacy Outcomes Questions Mean SD n

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2006 Survey Results - Discipline Analysis - University of Scranton



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect	t of Service						
Inform	mation Control						
Libra	ry as Place						
Ove	rall:						

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect	t of Service						
l., 6	waller Oarland						
Intorr	mation Control						
Libro	ruge Dioce						
LIDIA	ry as Place						
Ove	rall·						

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Difficulties	IVICALI	IVICALI	IVICALI	IVICATI	IVICALI	
Overall:						
Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Difficialoff	30	30	30	30	30	
Overall:						

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2006 Survey Results - Discipline Analysis - University of Scranton

Satisfaction Question		Mean	SD	n

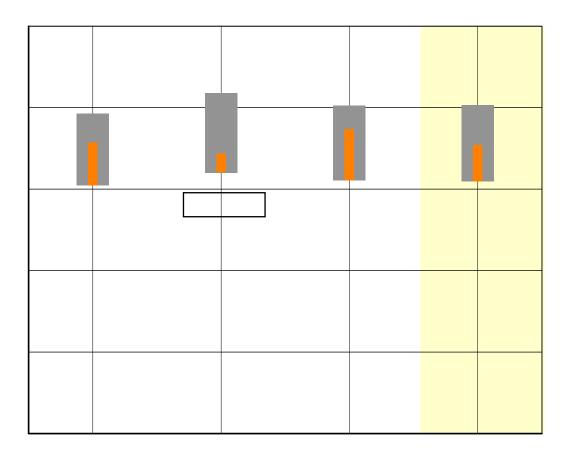


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2006 Survey Results - Discipline Analysis - University of Scranton

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect o	of Service						
Informa	ation Control						

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect	t of Service						
Inform	mation Control						
Libra	ary as Place						
Ove	erall:						



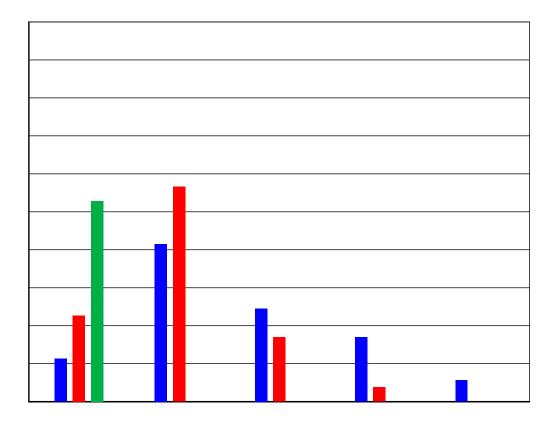


	2006 Survey Results -	. Discipline Analysis .	University of Scrantor
	2000 Survey Results	Discipline Analysis	Oniversity of Scramor

	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	Mean	Mean	Mean	Mean	Mean	n
Outsting Total	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n

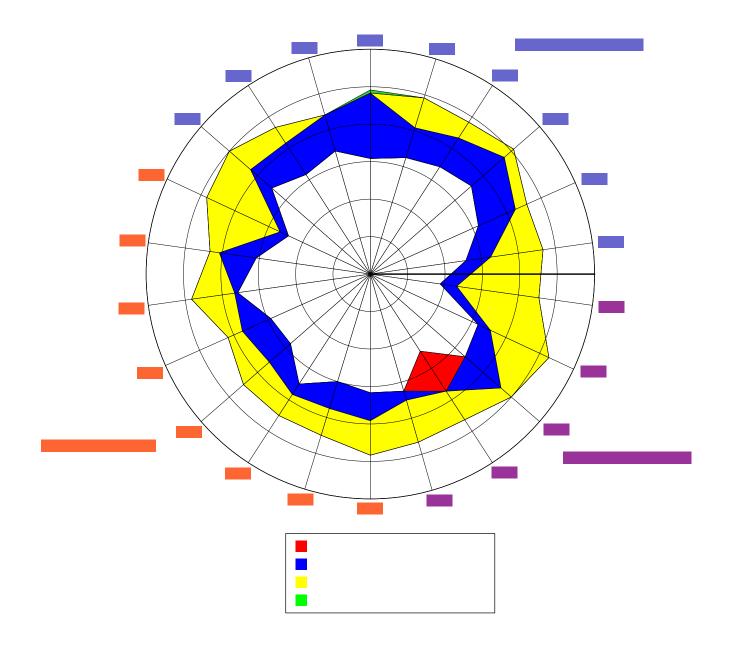
Satisfaction Question	Mean	SD	n

Information Literacy Outcomes Questions Mean SD n



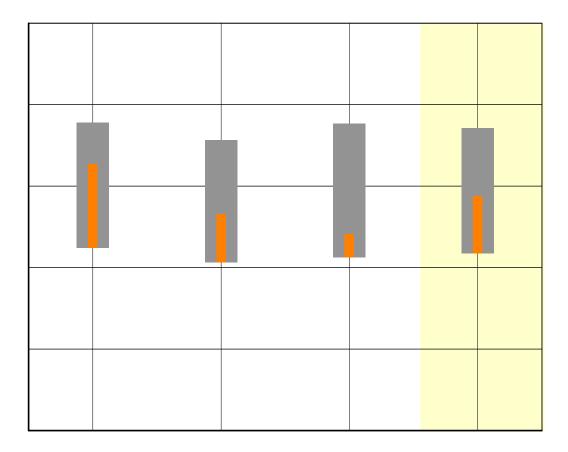
Age	Respondents n	Respondents %
Total:	12	100.00%

Sex	Respondents n	Respondents %
Total:	12	100.00%



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect o	of Service						
Informa	ation Control						

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect	t of Service						
l., 6	waller Oarland						
Inform	mation Control						
Libro	ruge Dioce						
LIDIA	ry as Place						
Ove	rall·						



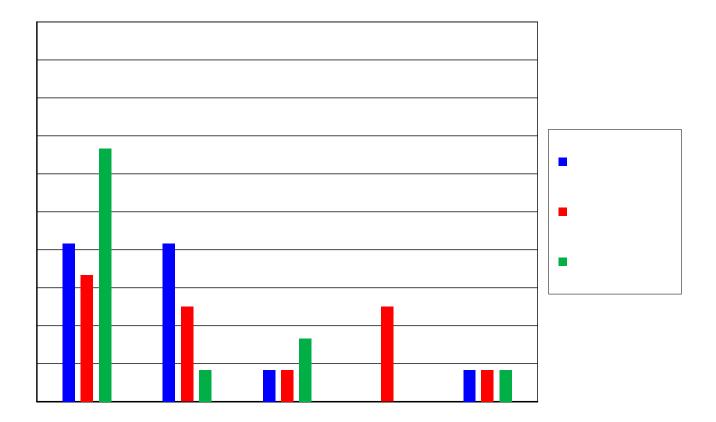


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Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	SD	SD	SD	SD	SD	n

Satisfaction Question	Mean	SD	n

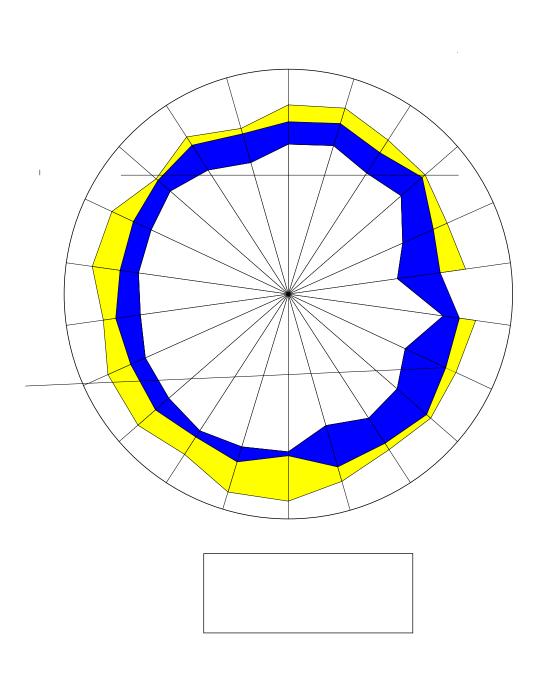
Information Literacy Outcomes Questions	Mean	SD	n



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

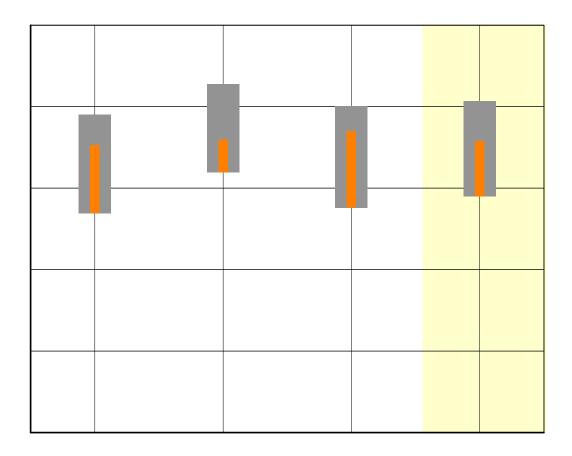
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2006 Survey Results - Discipline Analysis - University of Scranton



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect	t of Service						
Inform	mation Control						
Librai	ry as Place						
Ovei	rall:						

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affec	t of Service						
Infor	mation Control						
Libra	ary as Place						
Ove	erall:						





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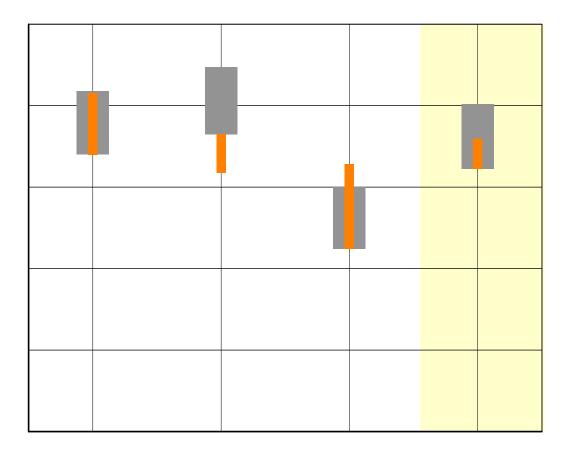
Satisfaction Question	Mean	SD	n

Information Literacy Outcomes Questions Mean SD n



Age	Respondents n	Respondents %
Total:	5	100.00%

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect	t of Service						
l., 6	waller Oarland						
Inform	mation Control						
Libro	ruge Dioce						
LIDIA	ry as Place						
Ove	rall·						



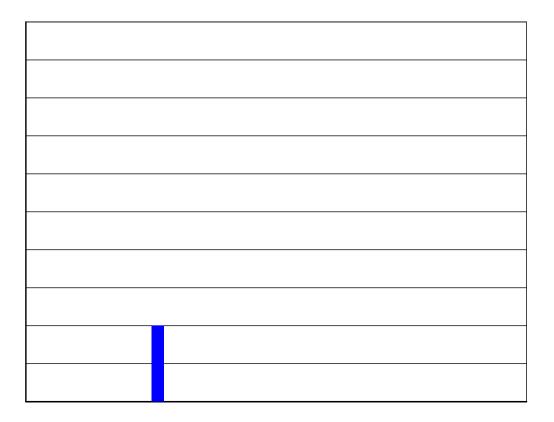


Dimension	Minimum Mean			Perceived Adequacy Mean Mean		n

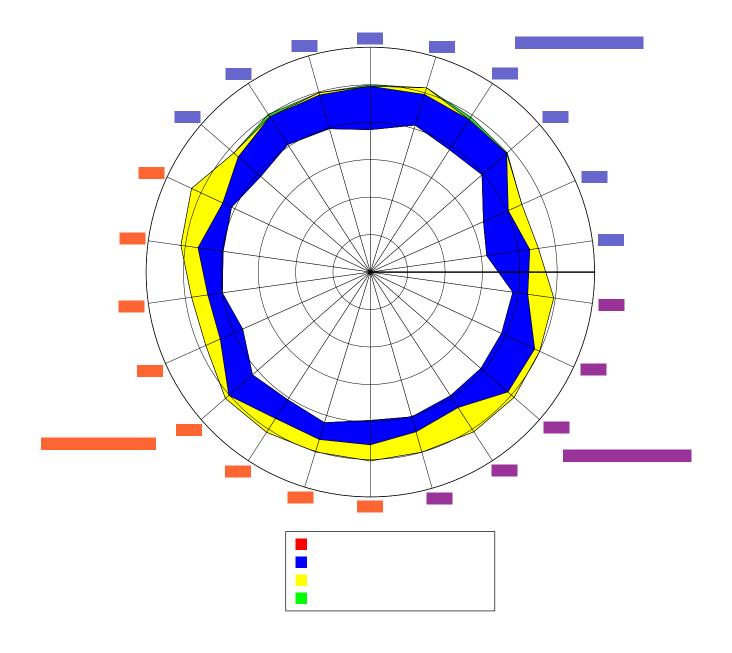
Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Zacston rox	Wicuit	TVICALI	TVICUIT	IVICUIT	ivican	

Satisfaction Question	Mean	SD	n

n

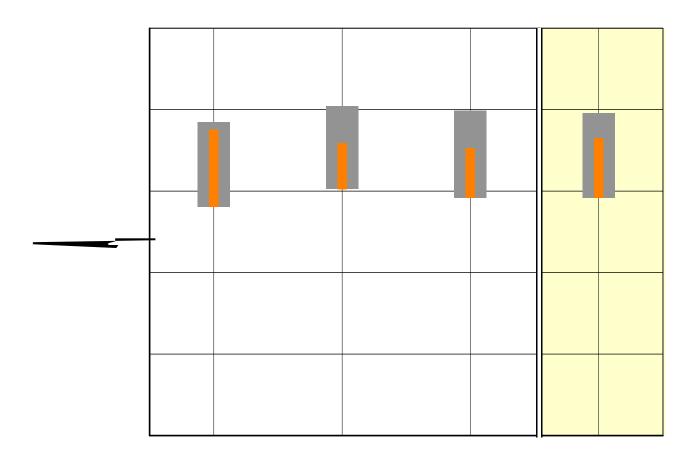


2006 Survey Results - Discipline Analysis - University of Scranton



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect	of Service						
Inform	mation Control						
Librar	ry as Place						
Over	rall:						

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



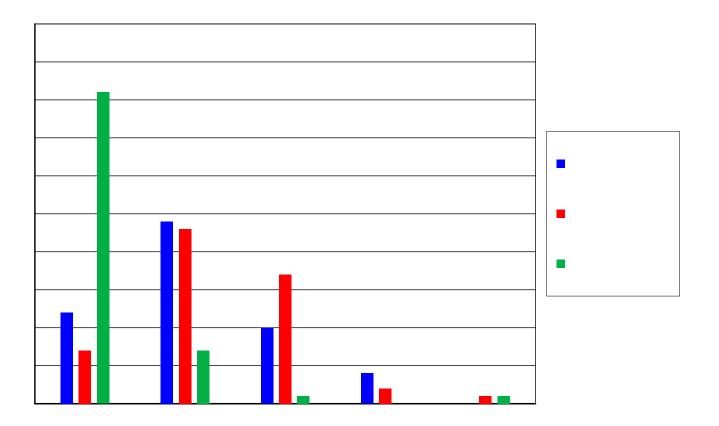


Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n

	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	Mean	Mean	Mean	Mean	Mean	n
Outsting Total	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n

Satisfaction Question	Mean	SD	n

Information Literacy Outcomes Questions Mean SD n



Daily Weekly

Age	Respondents n	Respondents %
Total:	7	100.00%

Sex	Respondents n	Respondents %
Total:	7	100.00%

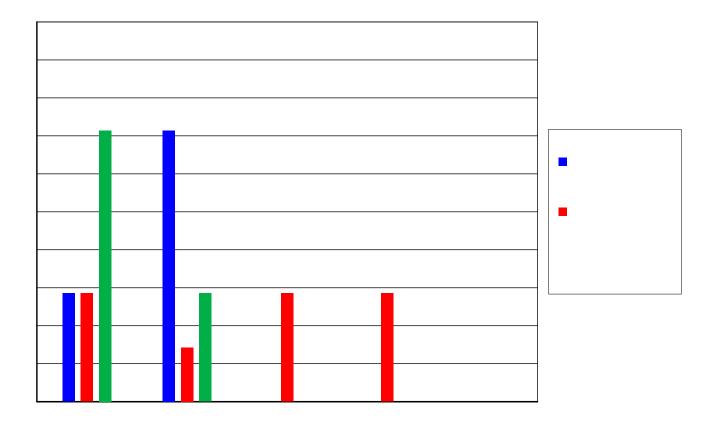


ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect	t of Service						
l., 6	waller Oarland						
Intorr	mation Control						
Libro	ruge Dioce						
LIDIA	ry as Place						
Ove	rall·						

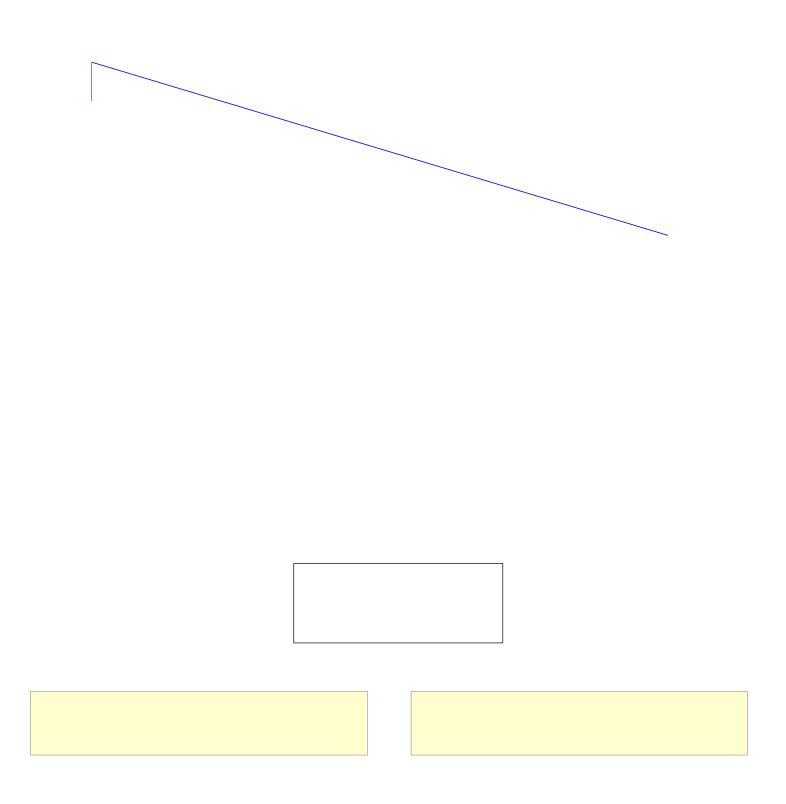
Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Difference	TVICUIT	TVICUIT	TVICATI	TVICATI	TVICUIT	
Overall:						
	Minimum	Desired	Perceived	Adequacy	Superiority	
Dimension	SD	SD	SD	SD	SD	n
Overall:						

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

Satisfaction Question		Mean	SD	n
_				



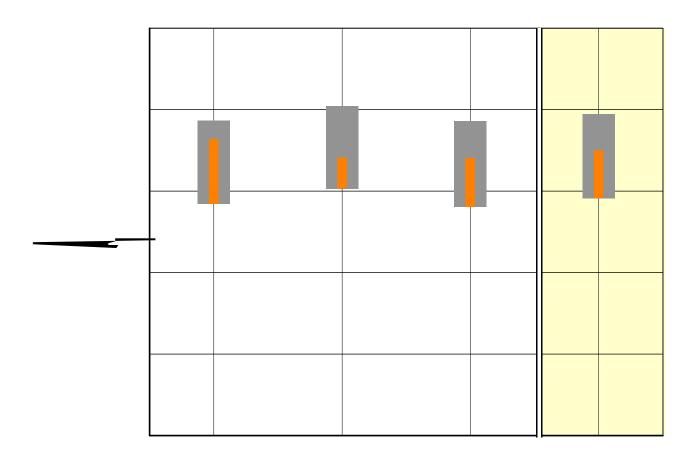
dents %



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect	of Service						
Inform	mation Control						
Librai	ry as Place						
Ovei	rall:						

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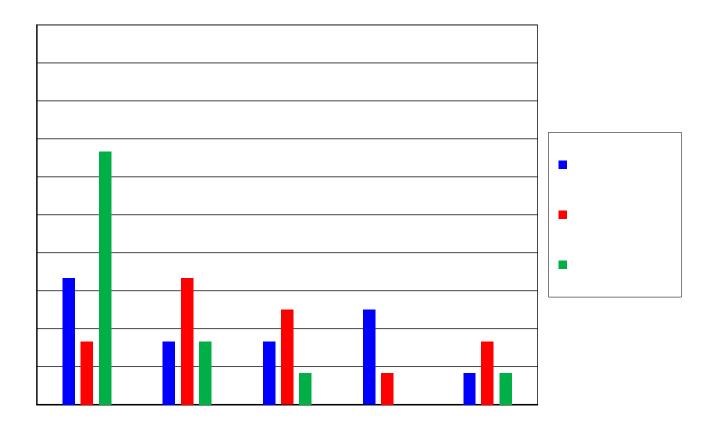




	2006 Survey Results	. Discipline Analysis .	University of Scrantor
	2000 Survey Results	Discipline Analysis	Oniversity of Scramor

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Zucstron Text	IVICALI	TVICATI	TVICATI	IVICALI	IVICAIT	
	Minimum	Desired	Perceived	Adequacy	Superiority	
Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy SD	Superiority SD	n
Question Text				Adequacy	Superiority SD	n

Satisfaction Question	Mean	SD	r
Information Literacy Outcomes Questions	Mean	SD	r
·			



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





LibQUAL+™ 2001 Dimensions

LibQUAL+™ 2002 and 2003 Dimensions

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LibQUAL+™ 2004 - 2006 Dimensions		
Affect of Service		
7.41.001.01.001		
Information Control		

