

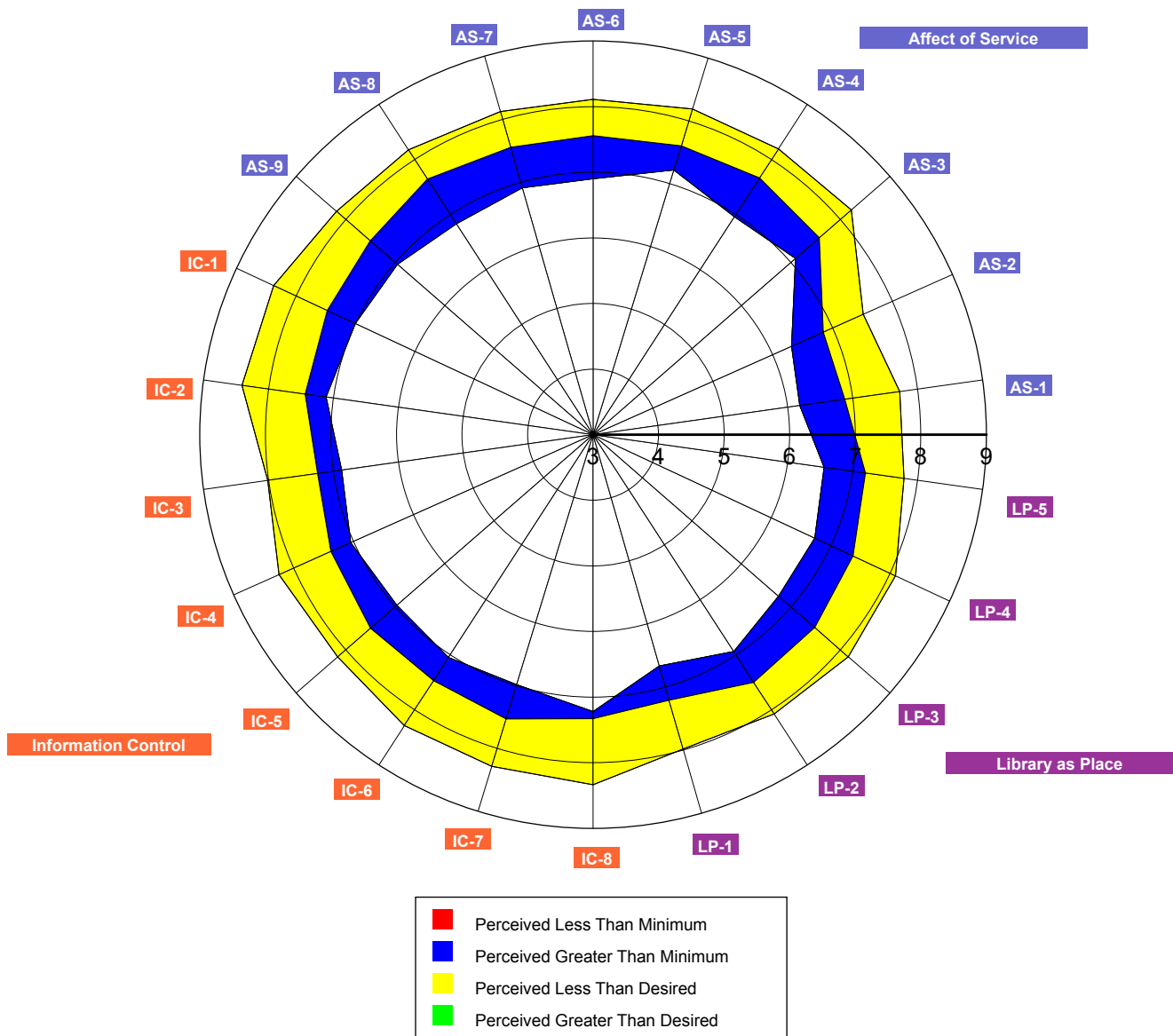
3. Survey Item Summary for Auburn University at Montgomery

3.1 Core Questions Summary

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

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

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



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.18	7.72	6.88	0.70	-0.84	174
AS-2	Giving users individual attention	6.31	7.51	6.84	0.53	-0.67	172
AS-3	Employees who are consistently courteous	7.09	8.22	7.58	0.48	-0.64	182
AS-4	Readiness to respond to users' questions	6.96	8.19	7.67	0.71	-0.52	181
AS-5	Employees who have the knowledge to answer user questions	7.22	8.19	7.60	0.39	-0.59	174
AS-6	Employees who deal with users in a caring fashion	6.90	8.11	7.56	0.66	-0.56	178
AS-7	Employees who understand the needs of their users	6.92	8.12	7.56	0.64	-0.56	179
AS-8	Willingness to help users	6.83	8.18	7.64	0.81	-0.53	177
AS-9	Dependability in handling users' service problems	6.96	8.19	7.51	0.55	-0.68	160
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.01	8.38	7.48	0.47	-0.90	183
IC-2	A library Web site enabling me to locate information on my own	7.11	8.41	7.44	0.32	-0.97	183
IC-3	The printed library materials I need for my work	6.87	8.01	7.24	0.37	-0.77	164
IC-4	The electronic information resources I need	7.05	8.25	7.38	0.33	-0.87	183
IC-5	Modern equipment that lets me easily access needed information	6.97	8.16	7.50	0.53	-0.66	179
IC-6	Easy-to-use access tools that allow me to find things on my own	7.05	8.29	7.47	0.42	-0.82	181
IC-7	Making information easily accessible for independent use	6.98	8.28	7.53	0.55	-0.75	180
IC-8	Print and/or electronic journal collections I require for my work	7.22	8.33	7.33	0.11	-1.01	171
Library as Place							
LP-1	Library space that inspires study and learning	6.67	7.98	7.21	0.54	-0.77	177
LP-2	Quiet space for individual activities	6.94	8.07	7.50	0.56	-0.57	174
LP-3	A comfortable and inviting location	6.75	8.16	7.48	0.73	-0.68	181
LP-4	A getaway for study, learning, or research	6.73	8.09	7.38	0.64	-0.71	177
LP-5	Community space for group learning and group study	6.56	7.79	7.20	0.64	-0.60	163
Overall:		6.87	8.12	7.39	0.52	-0.73	185