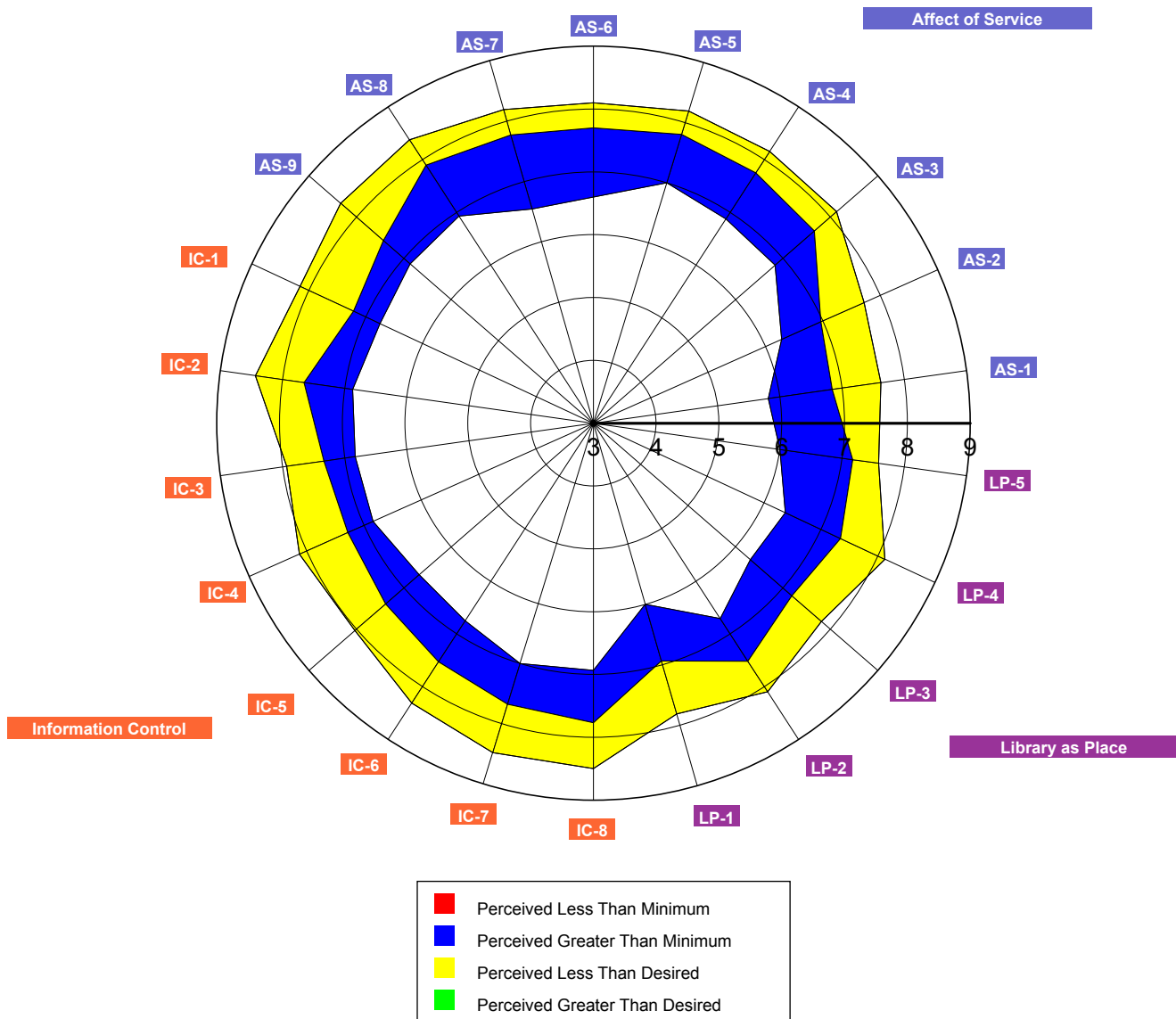


5.2 Core Questions Summary for Graduate

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	5.81	7.63	6.84	1.03	-0.78	32
AS-2	Giving users individual attention	6.28	7.72	6.97	0.69	-0.75	32
AS-3	Employees who are consistently courteous	6.83	8.13	7.67	0.83	-0.47	30
AS-4	Readiness to respond to users' questions	6.88	8.16	7.75	0.88	-0.41	32
AS-5	Employees who have the knowledge to answer user questions	7.00	8.19	7.81	0.81	-0.39	31
AS-6	Employees who deal with users in a caring fashion	6.60	8.10	7.70	1.10	-0.40	30
AS-7	Employees who understand the needs of their users	6.55	8.19	7.77	1.23	-0.42	31
AS-8	Willingness to help users	6.93	8.38	7.90	0.97	-0.48	29
AS-9	Dependability in handling users' service problems	6.87	8.33	7.43	0.57	-0.90	30
Information Control							
IC-1	Making electronic resources accessible from my home or office	6.75	8.16	7.22	0.47	-0.94	32
IC-2	A library Web site enabling me to locate information on my own	6.88	8.44	7.66	0.78	-0.78	32
IC-3	The printed library materials I need for my work	6.83	7.93	7.33	0.50	-0.60	30
IC-4	The electronic information resources I need	6.84	8.13	7.28	0.44	-0.84	32
IC-5	Modern equipment that lets me easily access needed information	6.68	8.03	7.39	0.71	-0.65	31
IC-6	Easy-to-use access tools that allow me to find things on my own	6.75	8.31	7.53	0.78	-0.78	32
IC-7	Making information easily accessible for independent use	7.00	8.48	7.68	0.68	-0.81	31
IC-8	Print and/or electronic journal collections I require for my work	6.93	8.50	7.77	0.83	-0.73	30
Library as Place							
LP-1	Library space that inspires study and learning	6.00	7.81	6.94	0.94	-0.88	32
LP-2	Quiet space for individual activities	6.71	8.10	7.52	0.81	-0.58	31
LP-3	A comfortable and inviting location	6.31	7.81	7.19	0.88	-0.63	32
LP-4	A getaway for study, learning, or research	6.38	8.13	7.34	0.97	-0.78	32
LP-5	Community space for group learning and group study	6.00	7.59	7.17	1.17	-0.41	29
Overall:		6.62	8.09	7.38	0.76	-0.71	32