

4.5 General Satisfaction Questions Summary for Undergraduate

This table displays the mean score and standard deviation for each of the general satisfaction questions: Satisfaction with Treatment, Satisfaction with Support, and Satisfaction with Overall Quality of Service, where n is the number of respondents for each question. These scores are calculated from responses to the general satisfaction questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9.

Satisfaction Question	Mean	SD	n
In general, I am satisfied with the way in which I am treated at the library.	7.59	1.76	130
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.45	1.65	130
How would you rate the overall quality of the service provided by the library?	7.41	1.60	130

4.6 Information Literacy Outcomes Questions Summary for Undergraduate

This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+® survey, in which respondents rated their levels of general satisfaction on a scale from 1-9 with 1 being "strongly disagree" and 9 representing "strongly agree".

Information Literacy Outcomes Questions	Mean	SD	n
The library helps me stay abreast of developments in my field(s) of interest.	6.42	2.04	130
The library aids my advancement in my academic discipline or work.	7.15	1.84	130
The library enables me to be more efficient in my academic pursuits or work.	7.36	1.88	130
The library helps me distinguish between trustworthy and untrustworthy information.	7.11	1.86	130
The library provides me with the information skills I need in my work or study.	7.11	1.77	130