

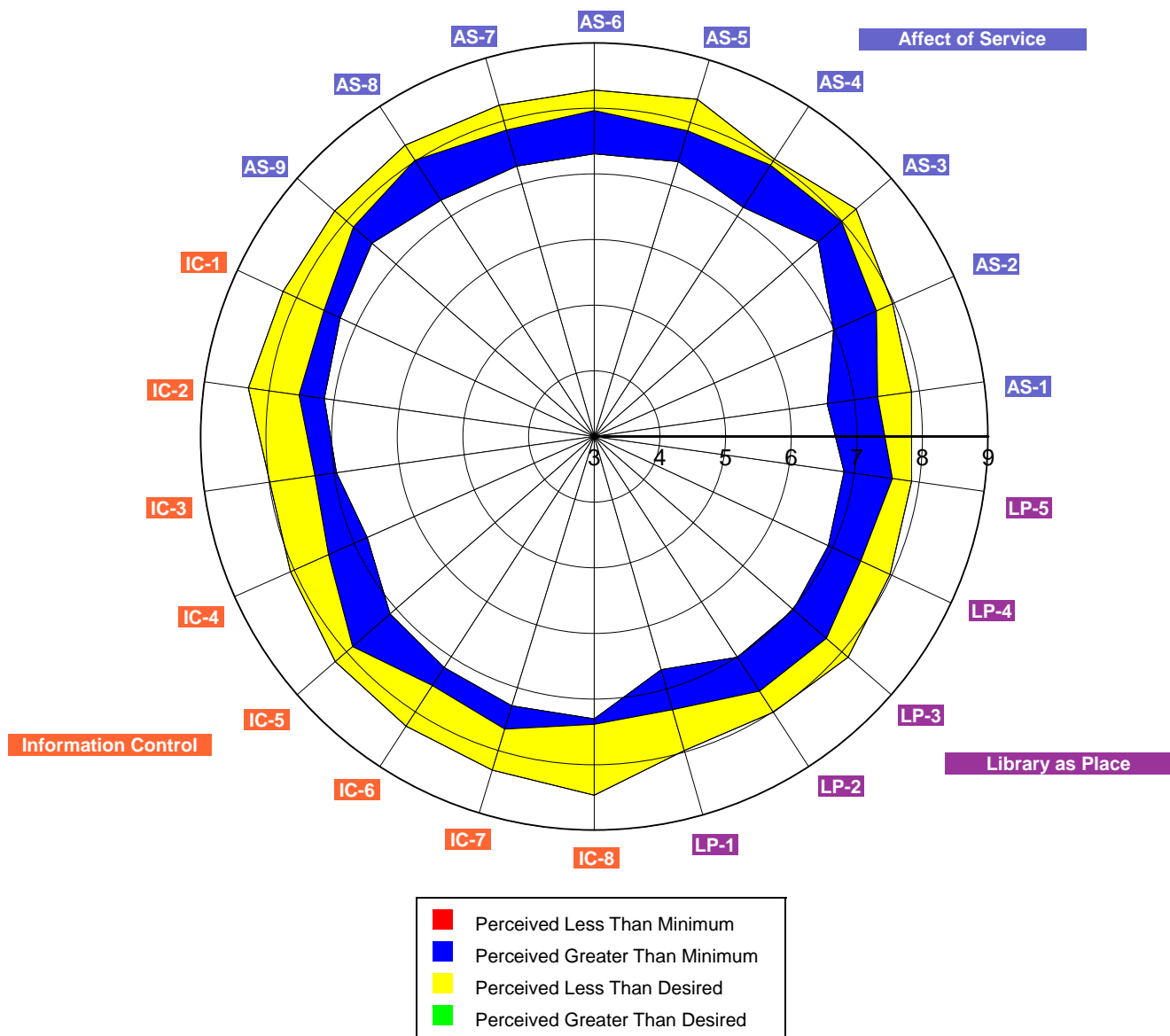
3. Survey Item Summary for Auburn University at Montgomery

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	6.58	7.88	7.36	0.78	-0.52	108
AS-2	Giving users individual attention	6.99	7.97	7.71	0.71	-0.27	119
AS-3	Employees who are consistently courteous	7.52	8.29	7.99	0.47	-0.29	119
AS-4	Readiness to respond to users' questions	7.16	8.04	7.93	0.77	-0.11	128
AS-5	Employees who have the knowledge to answer user questions	7.38	8.37	7.87	0.49	-0.50	124
AS-6	Employees who deal with users in a caring fashion	7.31	8.28	7.97	0.66	-0.31	241
AS-7	Employees who understand the needs of their users	7.29	8.25	7.86	0.57	-0.39	119
AS-8	Willingness to help users	7.29	8.29	8.02	0.73	-0.27	117
AS-9	Dependability in handling users' service problems	7.49	8.24	7.86	0.38	-0.38	88
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.27	8.23	7.54	0.27	-0.68	114
IC-2	A library Web site enabling me to locate information on my own	7.15	8.32	7.54	0.39	-0.78	131
IC-3	The printed library materials I need for my work	6.97	7.99	7.30	0.33	-0.69	118
IC-4	The electronic information resources I need	6.78	8.06	7.43	0.65	-0.63	232
IC-5	Modern equipment that lets me easily access needed information	7.12	8.23	7.88	0.76	-0.35	132
IC-6	Easy-to-use access tools that allow me to find things on my own	7.20	8.26	7.52	0.33	-0.74	122
IC-7	Making information easily accessible for independent use	7.29	8.31	7.66	0.37	-0.65	127
IC-8	Print and/or electronic journal collections I require for my work	7.30	8.46	7.38	0.08	-1.08	99
Library as Place							
LP-1	Library space that inspires study and learning	6.70	7.98	7.33	0.63	-0.65	231
LP-2	Quiet space for individual activities	7.01	8.01	7.63	0.62	-0.38	112
LP-3	A comfortable and inviting location	7.02	8.13	7.69	0.66	-0.44	128
LP-4	A getaway for study, learning, or research	6.94	7.97	7.48	0.55	-0.49	110
LP-5	Community space for group learning and group study	6.84	7.88	7.59	0.75	-0.29	102
Overall:		7.05	8.12	7.64	0.59	-0.48	244

Language: English (American)
Institution Type: College or University
Consortium: Alabama Academic (NAAL)
User Group: All (Excluding Library Staff)

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.86	1.22	1.65	1.69	1.61	108
AS-2	Giving users individual attention	1.75	1.25	1.43	1.43	1.31	119
AS-3	Employees who are consistently courteous	1.60	1.13	1.34	1.53	1.31	119
AS-4	Readiness to respond to users' questions	1.82	1.21	1.22	1.81	1.40	128
AS-5	Employees who have the knowledge to answer user questions	1.71	1.08	1.41	1.55	1.39	124
AS-6	Employees who deal with users in a caring fashion	1.70	1.09	1.28	1.60	1.28	241
AS-7	Employees who understand the needs of their users	1.66	1.11	1.31	1.29	1.07	119
AS-8	Willingness to help users	1.65	1.08	1.21	1.36	1.12	117
AS-9	Dependability in handling users' service problems	1.71	1.34	1.31	1.30	1.32	88
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.69	1.29	1.66	1.79	1.60	114
IC-2	A library Web site enabling me to locate information on my own	1.90	1.29	1.68	2.13	1.56	131
IC-3	The printed library materials I need for my work	1.88	1.45	1.84	1.88	1.90	118
IC-4	The electronic information resources I need	1.84	1.40	1.60	1.75	1.64	232
IC-5	Modern equipment that lets me easily access needed information	1.64	1.12	1.22	1.43	1.06	132
IC-6	Easy-to-use access tools that allow me to find things on my own	1.77	1.04	1.55	2.02	1.53	122
IC-7	Making information easily accessible for independent use	1.49	0.96	1.39	1.46	1.40	127
IC-8	Print and/or electronic journal collections I require for my work	1.73	1.05	1.73	2.01	1.72	99
Library as Place							
LP-1	Library space that inspires study and learning	2.07	1.50	1.87	2.10	2.09	231
LP-2	Quiet space for individual activities	1.98	1.43	1.59	1.90	1.53	112
LP-3	A comfortable and inviting location	1.78	1.16	1.43	1.61	1.42	128
LP-4	A getaway for study, learning, or research	1.81	1.42	1.58	1.77	1.76	110
LP-5	Community space for group learning and group study	1.96	1.56	1.55	2.00	1.88	102
Overall:		1.51	0.89	1.16	1.37	1.06	244

Language: English (American)

Institution Type: College or University

Consortium: Alabama Academic (NAAL)

User Group: All (Excluding Library Staff)