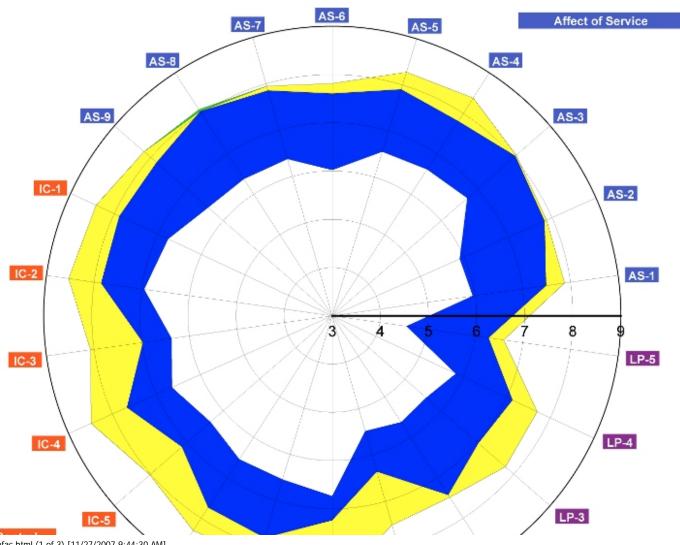
## **Core Questions Summary for Faculty**

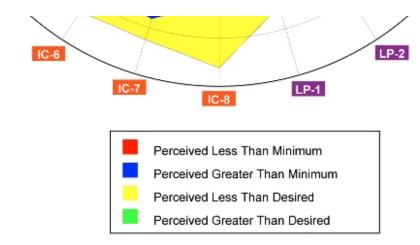
This radar chart shows aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on this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

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 two following tables show mean scores and standard deviations for each question, where n is the number of respondents for each particular question.



Information Control



Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n					
Affect of Service											
Employees who instill confidence in users	5.95	7.88	7.49	1.54	-0.39	41					
Giving users individual attention	5.90	7.88	7.83	1.93	-0.05	41					
Employees who are consistently courteous	6.72	8.07	8.05	1.33	-0.02	43					
Readiness to respond to users' questions	6.62	8.38	7.81	1.19	-0.57	42					
Employees who have the knowledge to answer user questions	6.56	8.28	7.91	1.35	-0.37	43					
Employees who deal with users in a caring fashion	6.02	7.81	7.60	1.58	-0.21	43					
Employees who understand the needs of their users	6.38	7.95	7.86	1.48	-0.10	42					
Willingness to help users	6.38	8.05	8.10	1.71	0.05	42					
Dependability in handling users' service problems	6.42	8.18	7.84	1.42	-0.34	38					
Information Control											
Making electronic resources accessible from my home or office	6.77	8.42	7.88	1.12	-0.53	43					
A library Web site enabling me to locate information on my own	6.95	8.54	7.85	0.90	-0.68	41					
	Employees who instill confidence in users Giving users individual attention Employees who are consistently courteous Readiness to respond to users' questions Employees who have the knowledge to answer user questions Employees who deal with users in a caring fashion Employees who understand the needs of their users Willingness to help users Dependability in handling users' service problems ation Control Making electronic resources accessible from my home or office A library Web site enabling me to locate	Question Text  Mean  Of Service  Employees who instill confidence in users  Giving users individual attention  Employees who are consistently courteous  Employees who are consistently courteous  Employees who have the knowledge to answer user questions  Employees who deal with users in a caring fashion  Employees who understand the needs of their users  Willingness to help users  Dependability in handling users' service problems  Alibrary Web site enabling me to locate information on my own	Question Text       Mean       Mean         of Service         Employees who instill confidence in users       5.95       7.88         Giving users individual attention       5.90       7.88         Employees who are consistently courteous       6.72       8.07         Readiness to respond to users' questions       6.62       8.38         Employees who have the knowledge to answer user questions       6.56       8.28         Employees who deal with users in a caring fashion       6.02       7.81         Employees who understand the needs of their users       6.38       7.95         Willingness to help users       6.38       8.05         Dependability in handling users' service problems       6.42       8.18         ation Control         Making electronic resources accessible from my home or office       6.95       8.54         A library Web site enabling me to locate information on my own       6.95       8.54	Question TextMeanMeanMeanof ServiceEmployees who instill confidence in users5.957.887.49Giving users individual attention5.907.887.83Employees who are consistently courteous6.728.078.05Readiness to respond to users' questions6.628.387.81Employees who have the knowledge to answer user questions6.568.287.91Employees who deal with users in a caring fashion6.027.817.60Employees who understand the needs of their users6.387.957.86Willingness to help users6.388.058.10Dependability in handling users' service problems6.428.187.84attion ControlMaking electronic resources accessible from my home or officeA library Web site enabling me to locate information on my own6.958.547.85	Question Text         Mean         Mean         Mean         Mean           Of Service           Employees who instill confidence in users         5.95         7.88         7.49         1.54           Giving users individual attention         5.90         7.88         7.83         1.93           Employees who are consistently courteous         6.72         8.07         8.05         1.33           Readiness to respond to users' questions         6.62         8.38         7.81         1.19           Employees who have the knowledge to answer user questions         6.56         8.28         7.91         1.35           Employees who deal with users in a caring fashion         6.02         7.81         7.60         1.58           Employees who understand the needs of their users         6.38         7.95         7.86         1.48           Willingness to help users         6.38         8.05         8.10         1.71           Dependability in handling users' service problems         6.42         8.18         7.84         1.42           ation Control         Making electronic resources accessible from my home or office           A library Web site enabling me to locate information on my own         6.95         8.54         7.85         0.90	Question Text         Mean         5.99         7.88         7.49         1.54         -0.39         -0.05         6.02         8.05         8.05         8.05         1.33         -0.02         -0.57         8.05         8.10         1.58         -0.21         -0.23         -0.23         -0.23         -0.23         -0.23         -0.23         -0.23         -0.23         -0.23         -0.23         -0.24         -0.24         -0.24         -0.24         -0.24         -0.24         -0.24         -0.24         -0.24         -0.24         -0.24         -0.24					

1C-3	The printed library materials I need for my work	6.38	8.08	6.98	0.60	-1.10	40
IC-4	The electronic information resources I need	6.65	8.49	7.67	1.02	-0.81	43
IC-5	Modern equipment that lets me easily access needed information	6.36	8.02	7.14	0.79	-0.88	42
IC-6	Easy-to-use access tools that allow me to find things on my own	6.55	8.31	7.74	1.19	-0.57	42
IC-7	Making information easily accessible for independent use	6.55	8.26	7.81	1.26	-0.45	42
IC-8	Print and/or electronic journal collections I require for my work	6.74	8.62	7.24	0.50	-1.38	42
Librar	y as Place						
LP-1	Library space that inspires study and learning	5.49	7.51	6.36	0.87	-1.15	39
LP-2	Quiet space for individual activities	5.63	7.49	7.43	1.80	-0.06	35
LP-3	A comfortable and inviting location	5.59	7.77	7.03	1.44	-0.74	39
LP-4	A getaway for study, learning, or research	5.84	7.70	7.14	1.30	-0.57	37
LP-5	Community space for group learning and group study	4.56	6.60	6.28	1.72	-0.32	25
Over	all:	6.31	8.06	7.54	1.22	-0.52	43