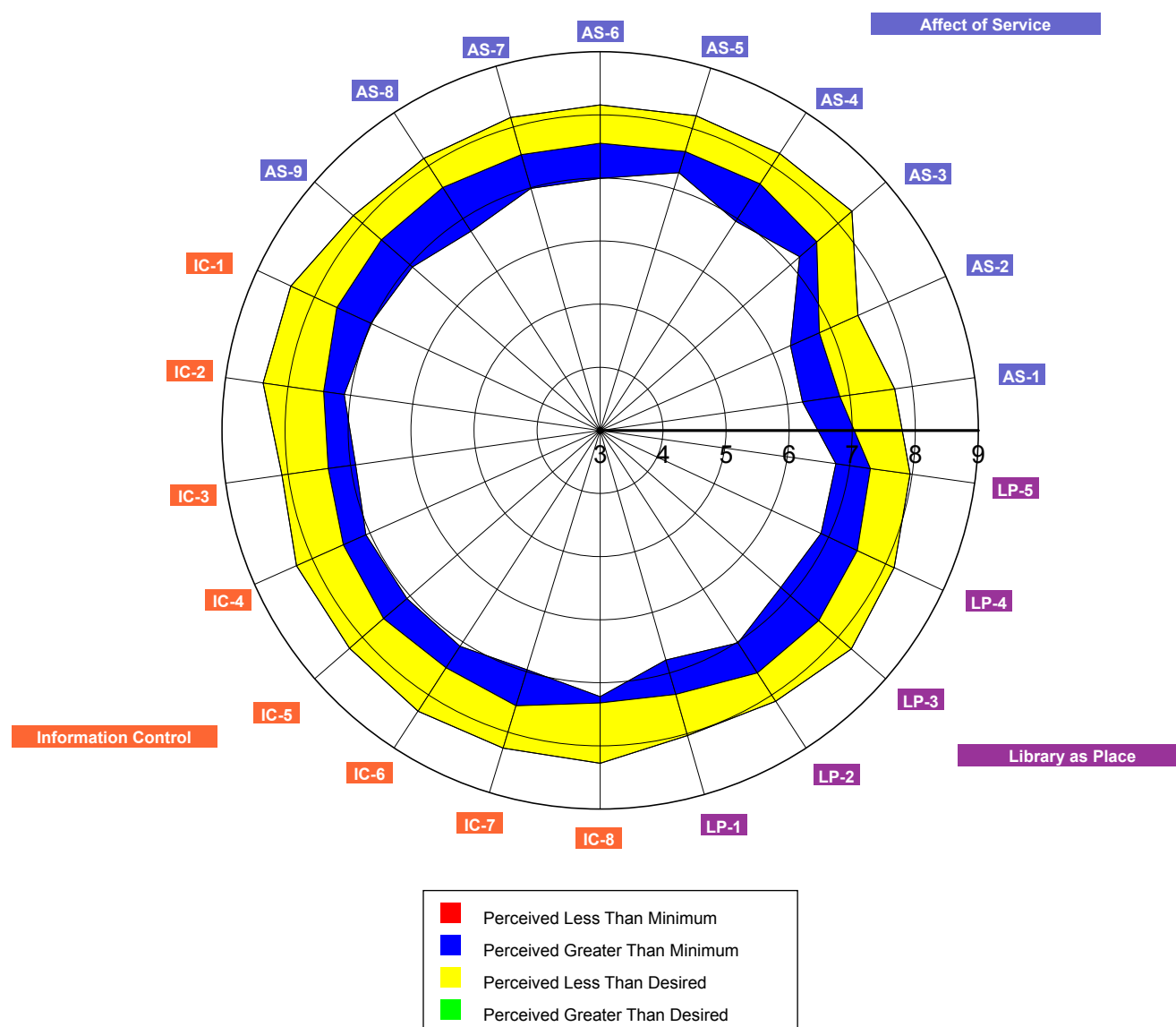


## 4.2 Core Questions Summary for Undergraduate

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
<b>Affect of Service</b>							
AS-1	Employees who instill confidence in users	6.25	7.72	6.84	0.60	-0.88	122
AS-2	Giving users individual attention	6.31	7.48	6.81	0.50	-0.67	121
AS-3	Employees who are consistently courteous	7.19	8.29	7.56	0.36	-0.74	129
AS-4	Readiness to respond to users' questions	6.95	8.23	7.66	0.71	-0.57	126
AS-5	Employees who have the knowledge to answer user questions	7.27	8.21	7.62	0.35	-0.60	121
AS-6	Employees who deal with users in a caring fashion	6.99	8.16	7.55	0.56	-0.61	127
AS-7	Employees who understand the needs of their users	6.99	8.16	7.54	0.55	-0.62	125
AS-8	Willingness to help users	6.76	8.14	7.59	0.83	-0.55	127
AS-9	Dependability in handling users' service problems	6.95	8.19	7.60	0.66	-0.59	111
<b>Information Control</b>							
IC-1	Making electronic resources accessible from my home or office	7.02	8.41	7.61	0.59	-0.80	128
IC-2	A library Web site enabling me to locate information on my own	7.10	8.40	7.43	0.33	-0.97	128
IC-3	The printed library materials I need for my work	6.92	8.10	7.36	0.44	-0.74	114
IC-4	The electronic information resources I need	7.07	8.27	7.46	0.39	-0.81	128
IC-5	Modern equipment that lets me easily access needed information	7.06	8.27	7.55	0.49	-0.72	127
IC-6	Easy-to-use access tools that allow me to find things on my own	7.08	8.31	7.49	0.41	-0.82	127
IC-7	Making information easily accessible for independent use	6.97	8.27	7.56	0.59	-0.70	128
IC-8	Print and/or electronic journal collections I require for my work	7.22	8.28	7.32	0.10	-0.96	119
<b>Library as Place</b>							
LP-1	Library space that inspires study and learning	6.79	8.03	7.35	0.57	-0.68	127
LP-2	Quiet space for individual activities	7.02	8.12	7.58	0.57	-0.54	127
LP-3	A comfortable and inviting location	6.80	8.28	7.60	0.80	-0.68	129
LP-4	A getaway for study, learning, or research	6.87	8.15	7.50	0.64	-0.64	129
LP-5	Community space for group learning and group study	6.78	7.97	7.33	0.55	-0.64	121
<b>Overall:</b>		6.91	8.16	7.43	0.53	-0.72	130