

### 3.4 General Satisfaction Questions Summary

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.                     | 8.08 | 1.24 | 140 |
| In general, I am satisfied with library support for my learning, research, and/or teaching needs. | 7.47 | 1.73 | 186 |
| How would you rate the overall quality of the service provided by the library?                    | 7.82 | 1.24 | 244 |

### 3.5 Information Literacy Outcomes Questions Summary

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.       | 6.61 | 1.93 | 113 |
| The library aids my advancement in my academic discipline or work.                  | 7.40 | 1.60 | 151 |
| The library enables me to be more efficient in my academic pursuits or work.        | 7.35 | 1.67 | 147 |
| The library helps me distinguish between trustworthy and untrustworthy information. | 7.19 | 1.68 | 182 |
| The library provides me with the information skills I need in my work or study.     | 7.25 | 1.65 | 141 |

Language: English (American)

Institution Type: College or University

Consortium: Alabama Academic (NAAL)

User Group: All (Excluding Library Staff)