2001-2010 LibQual Comparison
Faculty

	2001 RESULTS (63 respondents)					2002 RESULTS (38 respondents)					2003 RESULTS (20 respondents)					2004 RESULTS (34 respondents)					2005 RESULTS (23 respondents)					2010 RESULTS (83 respondents)			
WASHBURN FACULTY	Minimum	**Desired**	Perceived	Gap		Minimum	Desired	Perceived	Gap		Minimum	**Desired**	Perceived	Gap		Minimum	**Desired**	Perceived	Gap		Minimum	**Desired**	Perceived	Gap		Minimum	**Desired**	Perceived	Gap
AFFECT OF SERVICE																													
1/AS-3 Willingness to help users	7.09	**8.37**	7.75	0.66		6.61	**8.26**	7.84	1.24		6.65	**8.25**	7.85	1.20		7.28	**8.47**	8.09	0.81		7.52	**8.52**	8.22	0.70		7.92	**8.69**	8.54	0.62
4/AS-7 Employees who are consistently courteous	6.71	**8.17**	7.40	0.68		7.26	**8.45**	8.21	0.95		6.50	**8.15**	7.85	1.35		7.47	**8.47**	8.24	0.76		7.70	**8.30**	8.09	0.39		7.65	**8.70**	7.75	0.10
11/AS-4 Dependability in handling users' service problems	6.77	**8.02**	7.31	0.54		7.11	**8.34**	7.71	0.60		6.33	**7.93**	7.07	0.73		7.33	**8.48**	7.64	0.30		7.57	**8.48**	7.96	0.39		6.71	**8.14**	7.43	0.71
14/AS-5 Giving users individual attention	6.66	**8.09**	7.63	0.98		6.54	**8.05**	7.95	1.41		5.55	**7.80**	7.35	1.80		6.64	**7.91**	7.61	0.97		7.43	**8.17**	7.74	0.30		7.45	**8.60**	8.30	0.85
15/AS-8 Employees who deal with users in a caring fashion	6.40	**8.06**	7.19	0.79		7.03	**8.35**	8.08	1.05		6.58	**7.95**	7.68	1.11		7.31	**8.34**	8.00	0.69		7.52	**8.22**	8.00	0.48		7.36	**8.53**	7.98	0.61
17/AS-6 Employees who have the knowledge to answer user questions	7.09	**8.43**	7.63	0.55		7.16	**8.47**	7.95	0.79		6.60	**8.20**	7.40	0.80		7.29	**8.53**	7.97	0.68		7.74	**8.70**	8.22	0.48		6.92	**8.29**	7.75	0.83
18/AS-2 Readiness to respond to users' questions	6.57	**8.26**	7.46	0.89		7.26	**8.32**	8.05	0.79		6.32	**8.21**	7.42	1.11		7.16	**8.31**	8.00	0.84		7.83	**8.48**	8.09	0.26		7.28	**8.60**	7.84	0.56
20/AS-1 Employees who instill confidence in users	6.36	**7.81**	7.07	0.71		7.14	**8.31**	7.81	0.67		5.84	**8.05**	7.11	1.26		6.50	**8.06**	7.35	0.85		7.04	**8.48**	7.61	0.57		6.58	**7.96**	7.00	0.42
24/AS-9 Employees who understand the needs of their users	6.77	**8.20**	7.19	0.42		7.08	**8.46**	7.86	0.78		6.28	**7.94**	6.89	0.61		7.00	**8.22**	7.72	0.72		7.30	**8.17**	7.65	0.35		7.35	**8.29**	7.47	0.12
LIBRARY AS PLACE																													
2. Space that facilitates quiet study	5.73	**7.27**	6.46	0.73		6.00	**7.42**	7.14	1.14																				
10. A haven for quiet and solitude	5.26	**6.69**	6.00	0.74		6.00	**7.18**	7.30	1.30																				
13. A place for reflection and creativity	5.34	**6.89**	5.76	0.42		5.70	**7.03**	6.85	1.15																				
21/LP-2 A comfortable and inviting location	6.09	**7.49**	6.40	0.31		6.50	**8.03**	7.21	0.71		5.90	**8.10**	6.75	0.85		6.67	**7.82**	6.52	0.15		7.26	**8.43**	7.13	0.13		6.60	**8.24**	7.64	1.04
23. A contemplative environment	5.36	**6.78**	6.04	0.67		5.88	**7.45**	6.97	1.09																				
LP-1 Quiet space for individual activities											5.42	**7.32**	7.05	1.63		6.42	**7.30**	7.06	0.64		6.91	**7.83**	7.35	0.43		6.13	**6.44**	6.94	0.81
LP-3 Library space that inspires study and learning											5.67	**7.89**	6.61	0.61		6.18	**7.52**	6.09	0.09		7.13	**8.61**	6.78	0.35		5.97	**7.36**	6.74	0.70
LP-4 Community space for group learning and group study											5.73	**7.60**	6.80	1.07		5.21	**6.28**	5.48	0.28		5.80	**6.95**	6.80	1.00		5.80	**6.80**	6.47	0.67
LP-5 A getaway for study, learning, and research											5.89	**7.67**	6.50	0.61		5.97	**7.09**	6.48	0.52		7.35	**8.43**	7.39	0.04		6.71	**7.94**	6.35	-0.35
INFORMATION CONTROL																													
5/PC-6 Making electronic resources accessible from my home or office	7.02	**8.38**	7.09	0.07		6.89	**8.34**	6.95	0.05		6.95	**8.40**	7.05	0.10		7.12	**8.26**	7.03	0.09		7.59	**8.73**	7.50	0.09		7.44	**8.60**	7.88	0.44
6/PC-4 Modern equipment lets me easily access the information I need	6.91	**8.29**	6.98	0.07		6.95	**8.41**	7.08	0.14		6.63	**8.42**	6.74	0.11		7.52	**8.55**	6.88	0.64		7.70	**8.57**	7.57	0.13		7.68	**8.53**	7.26	-0.42
7/PC-3 A library Web site enabling me to locate information on my own	7.17	**8.17**	7.62	0.45		7.32	**8.65**	7.59	0.27		6.70	**8.40**	7.05	0.35		7.29	**8.41**	6.88	0.04		7.65	**8.17**	7.17	0.48		6.92	**8.35**	662.00	-0.31
12/PC-1 Easy-to-use access tools that allow me to find things on my own	6.54	**8.09**	7.00	0.46		7.00	**8.37**	7.53	0.53		6.37	**8.32**	7.11	0.74		6.97	**8.18**	6.76	0.21		7.30	**8.43**	7.35	0.04		7.05	**8.18**	6.95	-0.09
15/PC-5 Making information easily accessible for independent use	6.86	**8.03**	6.92	0.06		6.97	**8.32**	7.65	0.68		6.20	**8.00**	7.15	0.95		7.12	**8.35**	7.18	0.06		7.43	**8.52**	7.65	0.22		7.11	**8.50**	7.72	0.61
25/PC-2 Convenient access to library collections	6.63	**8.05**	7.05	0.42		7.05	**8.35**	7.59	0.54		6.05	**8.05**	7.11	1.05															
3./AI-1 Complete runs of journal titles, print &/or electronic	6.16	**7.23**	5.89	0.27		6.35	**8.05**	6.11	0.24		6.39	**8.61**	5.11	1.28		7.42	**8.55**	6.39	1.03		7.87	**8.78**	7.13	0.74					
8. Timely document delivery/interlibrary loan	6.39	**7.91**	7.23	0.84		6.97	**8.24**	7.74	0.76		6.25	**7.88**	6.75	0.50															
9. Interdisciplinary library needs being addressed	6.10	**7.27**	6.71	0.60		6.29	7.54	7.04	0.75																				
19. Convenient business hours	6.49	**7.66**	6.75	0.26		6.66	**8.05**	7.18	0.53		6.45	**8.15**	7.40	0.95															
23/AI-3 Comprehensive print collections	6.01	**7.68**	5.73	0.28		6.21	**7.85**	6.53	0.32		6.30	**8.25**	6.30	0.00		7.18	**8.18**	7.00	0.18		7.22	**8.39**	6.91	0.30					
AI-4 Electronic information resources I need											6.60	**8.60**	6.60	0.00		7.47	**8.48**	7.09	0.38		7.32	**8.59**	7.27	0.05		7.10	**8.42**	7.16	0.06
IC-3 The printed library materials I need for my work																										6.80	**7.33**	7.04	0.96
Availability of subject specialist assistance																										5.94	**7.35**	5.71	-0.24
Center for intellectual interaction																										6.22	**7.67**	6.00	-0.22
Efficient interlibrary loan/document delivery																										6.88	**8.56**	7.25	0.38
Space for students to study and work in groups																										6.90	**7.95**	7.10	0.20
Teaching me how to locate, evaluate, and use information																										6.60	**8.20**	8.10	1.50
																													Mean
The library helps me stay abreast of developments in my field(s) of interest																													6.42
The library aids my advancement in my academic discipline or work																													7.32
The library enables me to be more efficient in my academic pursuits or work																													7.30
The library helps me distinguish between trustworthy and untrustworthy information																													6.60
The library provides me with the information skills I need in my work or study																													7.14

2001-2005 All User Groups LibQUAL Comparisons

	2001 Results - 216 Respondents					2002 Results - 143 Respondents						2003 Results - 35 Respondents						2004 Results - 204 Respondents						2005 Results - 460 Respondents					
WASHBURN ALL USER GROUPS	Minimum	**Desired**	Perceived	Gap	All Gap	Minimum	**Desired**	Perceived	Gap	All Gap ARL	All Gap OhioLink	Minimum	**Desired**	Perceived	Gap	All Gap OhioLink	All Gap Oberlin	Minimum	**Desired**	Perceived	Gap	All Gap ARL	All Gap Oberlin	Minimum	**Desired**	Perceived	Gap	All Gap SCONUL	All Gap CUNY
AFFECT OF SERVICE																													
1./AS-3 Willingness to help users	7.11	**8.13**	7.30	0.18	0.36	6.23	**7.89**	6.89	0.65	0.79	0.86	6.97	**8.29**	8.06	1.09	0.78	1.09	6.73	**8.07**	7.47	0.75	0.72	1.18	6.75	**8.00**	7.38	0.63	0.54	0.13
4/AS-7. Employees who are consistently courteous	6.85	**8.20**	7.06	0.20	0.55	6.97	**8.15**	7.34	0.37	0.62	0.57	6.77	**8.20**	7.91	1.14	0.78	1.10	6.86	**8.23**	7.45	0.59	0.67	1.23	6.77	**8.08**	7.34	0.57	0.51	0.10
11/AS-4 Dependability in handling users' service problems	6.60	**7.84**	6.82	0.22	0.29	6.70	**7.99**	7.10	0.40	0.35	0.48	6.75	**8.00**	7.36	0.61	0.59	0.72	6.66	**8.04**	7.14	0.48	0.40	0.50	6.58	**7.79**	7.05	0.46	0.32	0.12
14./AS-5 Giving users individual attention	6.52	**7.79**	7.13	0.61	0.73	6.20	**7.62**	6.91	0.71	0.72	0.78	6.11	**7.86**	7.60	1.49	1.02	1.34	6.01	**7.54**	6.91	0.90	0.84	1.40	5.89	**7.24**	6.70	0.82	0.56	0.19
15./AS-8 Employees who deal with users in a caring fashion	6.65	**7.97**	6.90	0.25	0.56	6.67	**7.91**	7.19	0.53	0.61	0.60	6.71	**7.88**	7.79	1.09	0.81	1.12	6.70	**7.99**	7.44	0.74	0.77	1.25	6.67	**7.91**	7.36	0.70	0.64	0.16
17/AS-6. Employees who have the knowledge to answer user questions	6.96	**8.20**	7.13	0.18	0.26	6.93	**8.22**	7.30	0.37	0.27	0.36	6.74	**8.20**	7.34	0.60	0.60	0.87	6.78	**8.19**	7.55	0.77	0.48	0.84	6.81	**8.05**	7.37	0.56	0.48	0.09
18./AS-2 Readiness to respond to users' questions	6.61	**8.27**	7.12	0.50	0.42	6.93	**8.11**	7.30	0.38	0.45	0.55	6.65	**8.24**	7.76	1.12	0.75	1.06	6.69	**8.00**	7.39	0.70	0.64	1.08	6.77	**7.93**	7.23	0.46	0.48	0.12
20/AS-1. Employees who instill confidence in users	6.30	**7.60**	6.61	0.31	0.79	6.41	**7.73**	7.12	0.70	0.67	0.66	6.21	**8.00**	7.24	1.03	0.97	1.26	5.76	**7.64**	6.77	1.02	0.86	1.35	5.75	**7.50**	6.68	0.93	0.73	0.24
24./AS-9 Employees who understand the needs of their users	6.57	**8.00**	6.78	0.21	0.31	6.64	**8.06**	7.18	0.54	0.44	0.50	6.55	**8.00**	7.39	0.85	0.73	0.95	6.64	**7.98**	7.18	0.54	0.56	0.97	6.71	**7.88**	7.21	0.50	0.39	0.05
LIBRARY AS PLACE																													
2. Space that facilitates quiet study	6.27	**7.64**	6.48	0.21	0.10	6.29	**7.84**	6.74	0.45	0.46	0.66																		
10. A haven for quiet and solitude	5.94	**7.24**	6.25	0.30	0.12	6.44	**7.80**	7.11	0.68	0.51	0.61																		
13. A place for reflection and creativity	5.67	**7.22**	5.97	0.03	0.52	5.70	**7.10**	6.36	0.66	0.62	0.67																		
21./LP-2. A comfortable and inviting location	6.34	**7.88**	6.36	0.02	0.57	6.39	**7.93**	6.94	0.55	0.49	0.66	6.37	**8.11**	7.20	0.83	1.00	1.12	6.36	**7.91**	6.70	0.34	0.62	1.15	6.40	**7.87**	6.94	0.54	0.37	0.07
23. A contemplative environment	5.87	**7.19**	6.26	0.39	0.42	6.05	**7.52**	6.66	0.62	0.60	0.69																		
LP-1. Quiet space for individual activities												6.06	**7.59**	7.50	1.44	0.80	0.87	6.36	**7.69**	7.20	0.85	0.46	0.73	6.62	**7.86**	7.24	0.62	0.24	0.26
LP-3. Library space that inspires study and learning												6.09	**7.91**	6.97	0.88	0.71	0.72	6.15	**7.74**	6.57	0.42	0.35	0.75	6.36	**7.89**	6.78	0.42	0.22	0.14
LP-4 Community space for group learning and group study												6.19	**7.59**	7.26	1.07	1.08	0.96	5.65	**7.08**	6.33	0.68	0.92	0.93	6.06	**7.42**	6.69	0.63	0.33	0.16
LP-5. A getaway for study, learning and research												6.44	**7.97**	7.13	0.69	0.76	0.80	6.17	**7.57**	6.75	0.58	0.58	0.93	6.54	**7.95**	7.07	0.52	0.07	0.05
INFORMATION CONTROL																													
5./PC-6 Making electronic resources accessible from my home or office	6.81	**8.13**	6.71	0.10	0.16	6.51	**7.99**	6.40	0.10	0.12	0.43	7.10	**8.45**	7.23	0.13	0.39	0.59	6.55	**8.23**	6.93	0.38	0.25	0.71	6.52	**8.06**	6.99	0.47	0.12	0.17
6/PC-4. Modern equipment lets me easily access the information I need	6.92	**8.25**	6.63	0.28	0.19	6.65	**8.12**	6.58	0.07	0.37	0.46	6.84	**8.44**	6.97	0.13	0.57	0.89	6.91	**8.26**	6.49	0.43	0.39	0.78	6.97	**8.25**	6.83	0.14	0.25	0.10
7/PC-3. A library Web site enabling me to locate information on my own	6.84	**8.16**	7.10	0.27	0.28	6.87	**8.17**	7.07	0.20	0.30	0.59	6.97	**8.29**	7.21	0.24	0.61	0.90	6.70	**8.24**	6.97	0.27	0.22	0.82	6.77	**8.11**	7.08	0.30	0.38	0.02
12./PC-1 Easy-to-use access tools that allow me to find things on my own	6.61	**7.91**	6.73	0.12	0.20	6.82	**8.10**	6.99	0.16	0.23	0.43	6.59	**8.29**	7.12	0.53	0.53	0.77	6.55	**8.10**	6.85	0.30	0.26	0.66	6.63	**8.05**	6.84	0.21	0.27	0.08
16. /PC-5Making information easily accessible for independent use	6.62	**7.84**	6.71	0.10	0.30	6.66	**8.05**	7.06	0.39	0.33	0.51	6.49	**8.03**	7.31	0.83	0.59	0.77	6.75	**8.13**	7.06	0.32	0.38	0.77	6.77	**8.04**	7.02	0.25	0.31	0.03
25./PC-2 Convenient access to library collections	6.53	**7.70**	6.71	0.19	0.30	6.67	**8.04**	7.08	0.41	0.16	0.39	6.45	**8.12**	7.39	0.94	0.67	0.93												
3./AI-1. Complete runs of journal titles. Print &/or electronic	6.31	**7.52**	6.16	0.15	0.37	6.24	**7.80**	6.26	0.02	0.10	0.07	6.90	**8.47**	5.97	0.93	0.30	0.51	6.80	**8.07**	6.48	0.32	0.10	0.41	6.78	**8.10**	6.80	0.02	0.21	0.44
8. Timely document delivery/interlibrary loan	6.19	**7.44**	6.96	0.77	0.46	6.49	**7.84**	7.19	0.69	0.39	0.61	6.96	**8.16**	7.32	0.36	0.64	0.79												
9. Interdisciplinary library needs being addressed	5.95	**7.26**	6.45	0.50	0.47	6.05	**7.44**	6.80	0.75	0.34	0.50																		
19./A!-2 Convenient business hours	6.53	**7.85**	6.65	0.11	0.19	6.94	**8.23**	7.22	0.27	0.26	0.24	6.66	**8.23**	7.40	0.74	0.61	0.70												
23./AI-3. Comprehensive print collections	6.30	**7.49**	6.14	0.17	0.43	6.16	**7.72**	6.59	0.43	0.20	0.22	6.73	**8.36**	6.67	0.06	0.28	0.46	6.63	**8.13**	6.83	0.20	0.11	0.50	6.61	**7.91**	6.82	0.21	0.17	0.40
AI-4 Electronic information resources												6.91	**8.40**	7.14	0.23	0.49	0.68	6.83	**8.20**	7.06	0.23	0.25	0.78	6.78	**8.01**	7.02	0.24	0.12	0.07