

Appendix

Table 3. How often do you use resources on library premises?	16
Table 4. How often do you access library resources through a library web page?	17
Table 5. How often do you use Yahoo!, Google, or non-library gateways for information?	18
Table 7. General Satisfaction Indicators	19
Table 8. Information Literacy Outcomes	20
Table 9. Comparison of 2003 (n=727) and 2006 (n=321) LibQUAL Comment Categories	21
Table 10. Comparison of 2003 (n=727) and 2006 (n=321) LibQUAL Comments Content and Charge	22
Table 11. Zones of Tolerance by Question/Domain – All UM 2003	23
Table 12. Zones of Tolerance by Question/Domain – All UM 2006	24
Table 13. 2003 Comparison of Zones of Tolerance Across Four User Groups	25
Table 14. 2006 Comparison of Zones of Tolerance Across Four User Groups	26

Table 3. How often do you use resources on library premises?

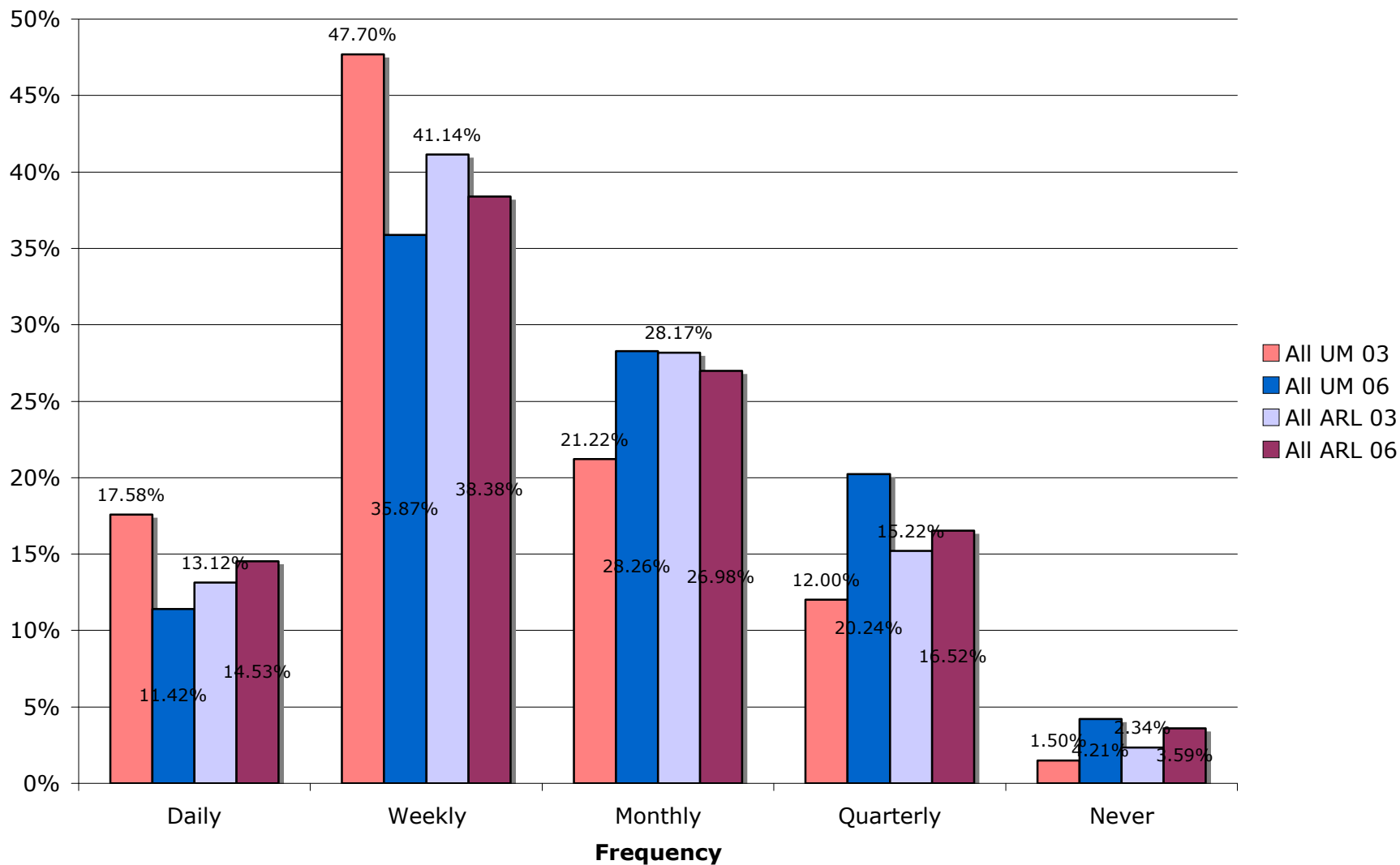


Table 4. How often do you access library resources through a library Web page?

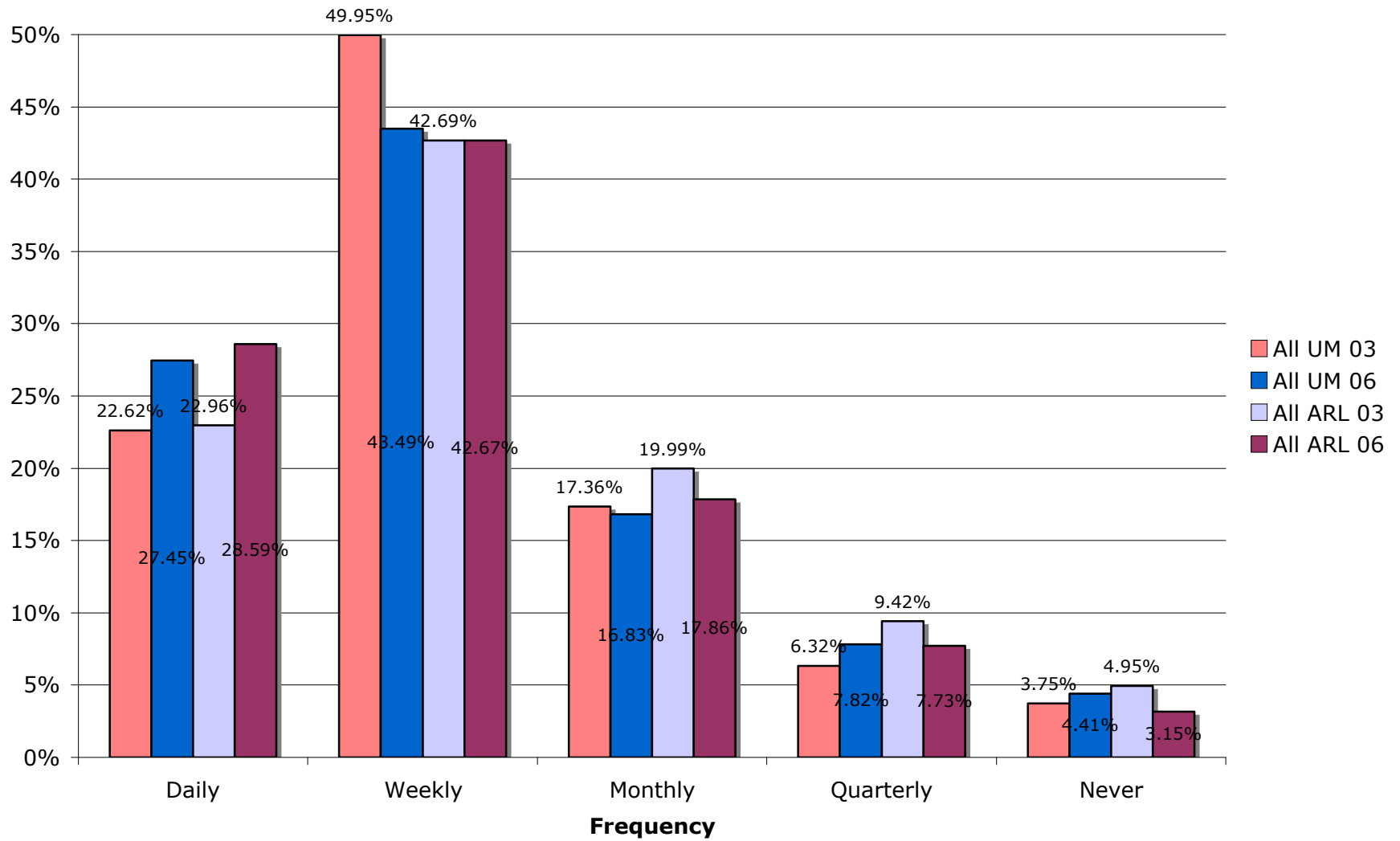


Table 5. How often do you use Yahoo, Google, or non-library gateways for information?

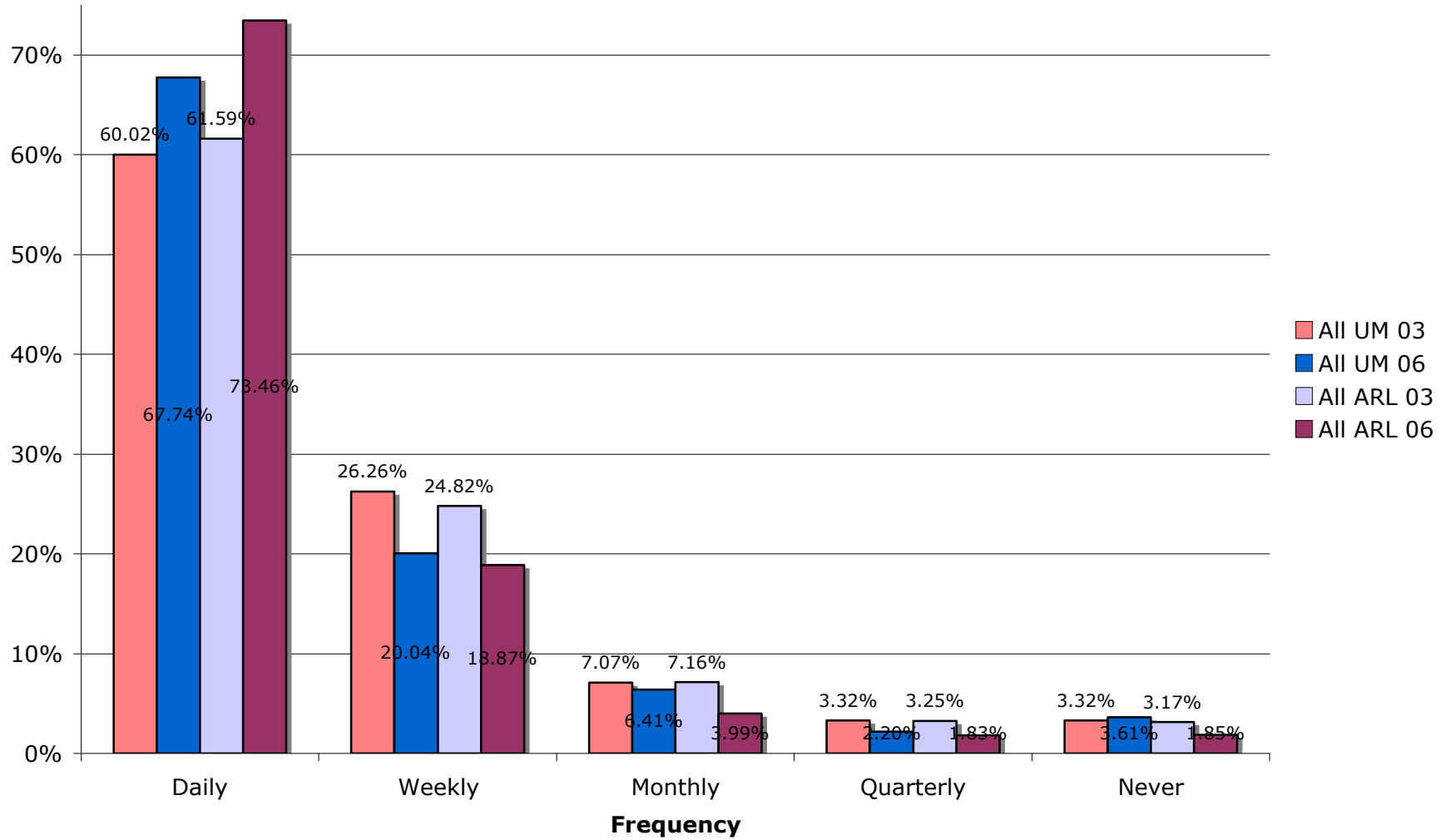


Table 7. General Satisfaction Indicators

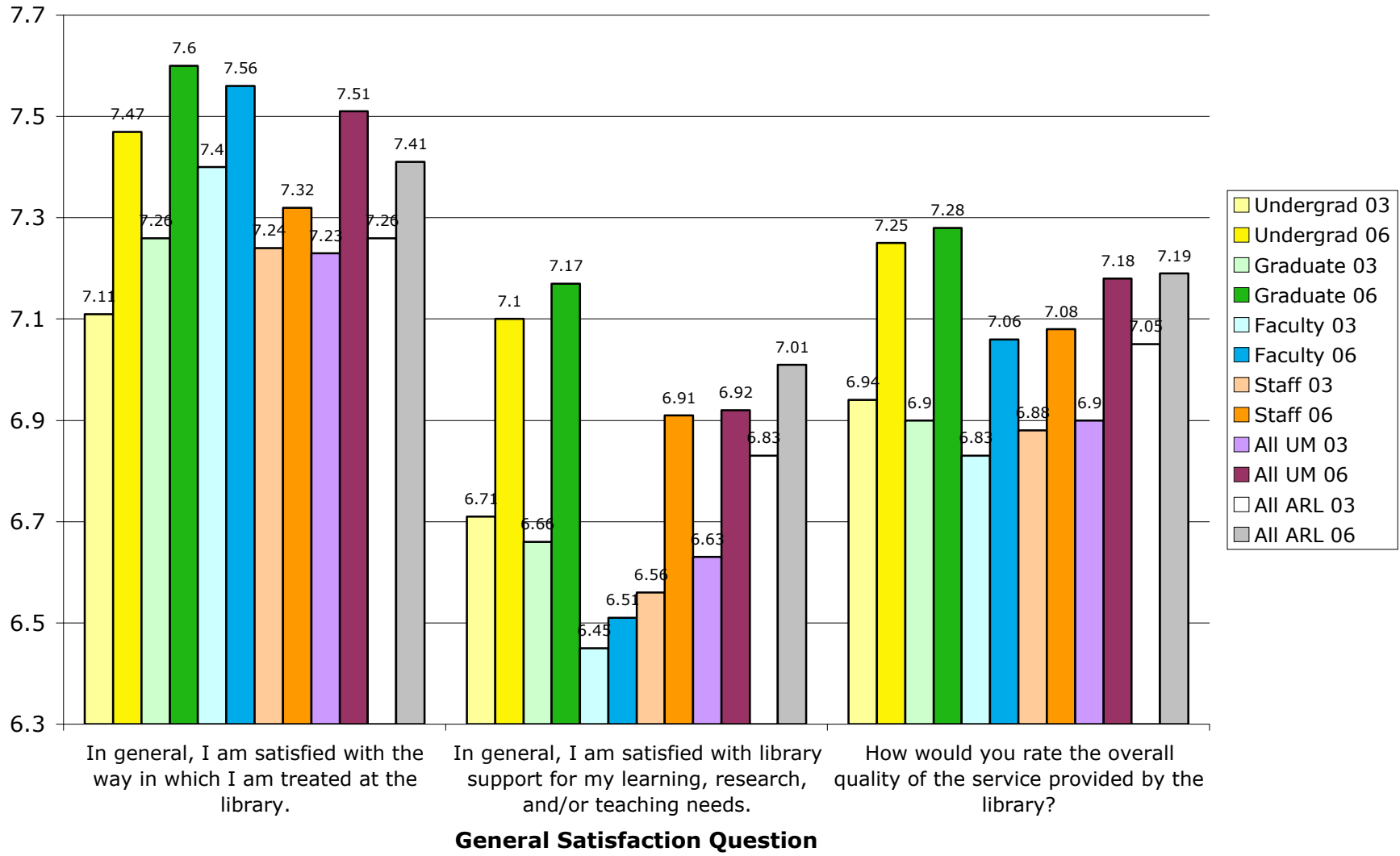
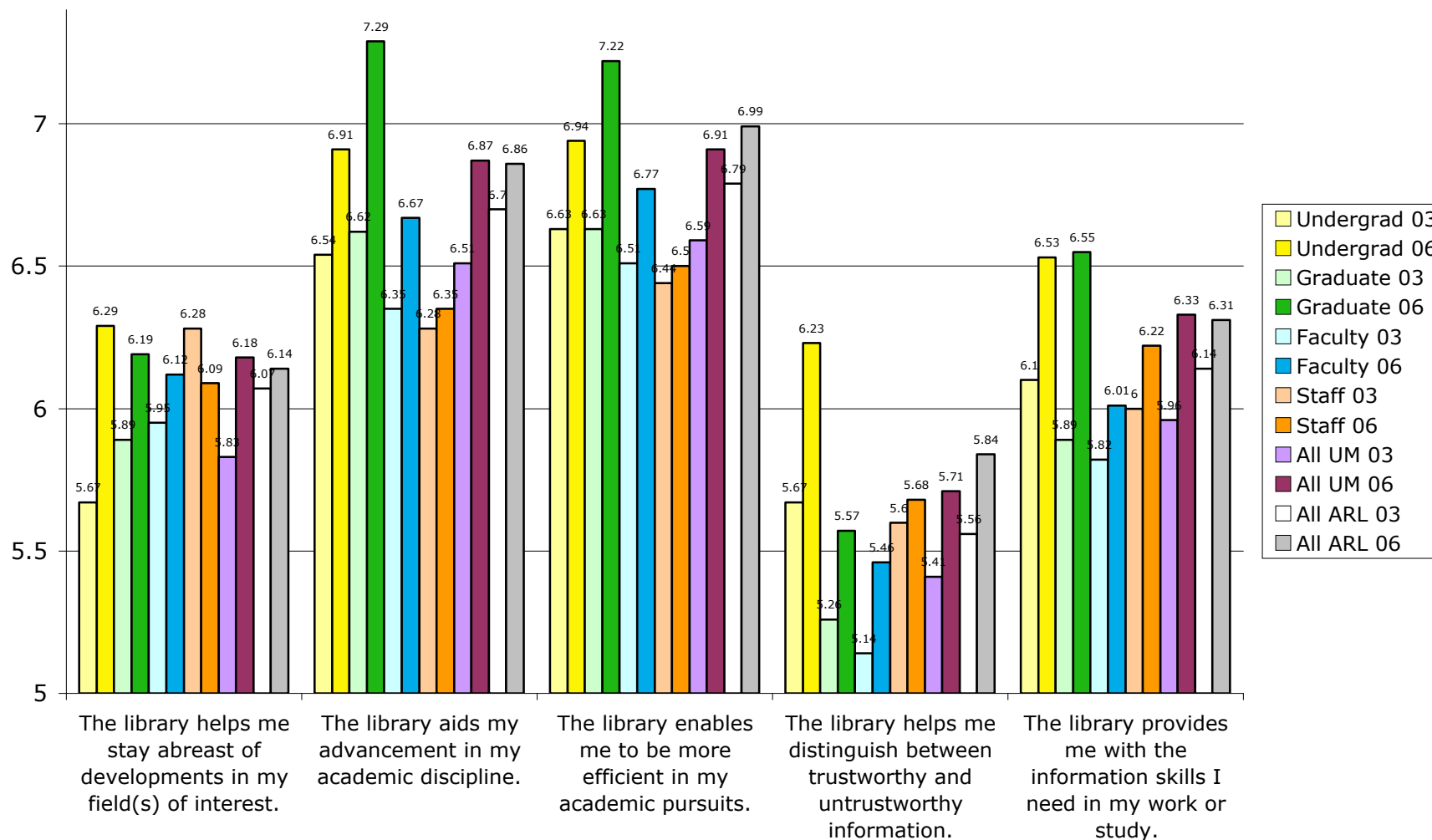
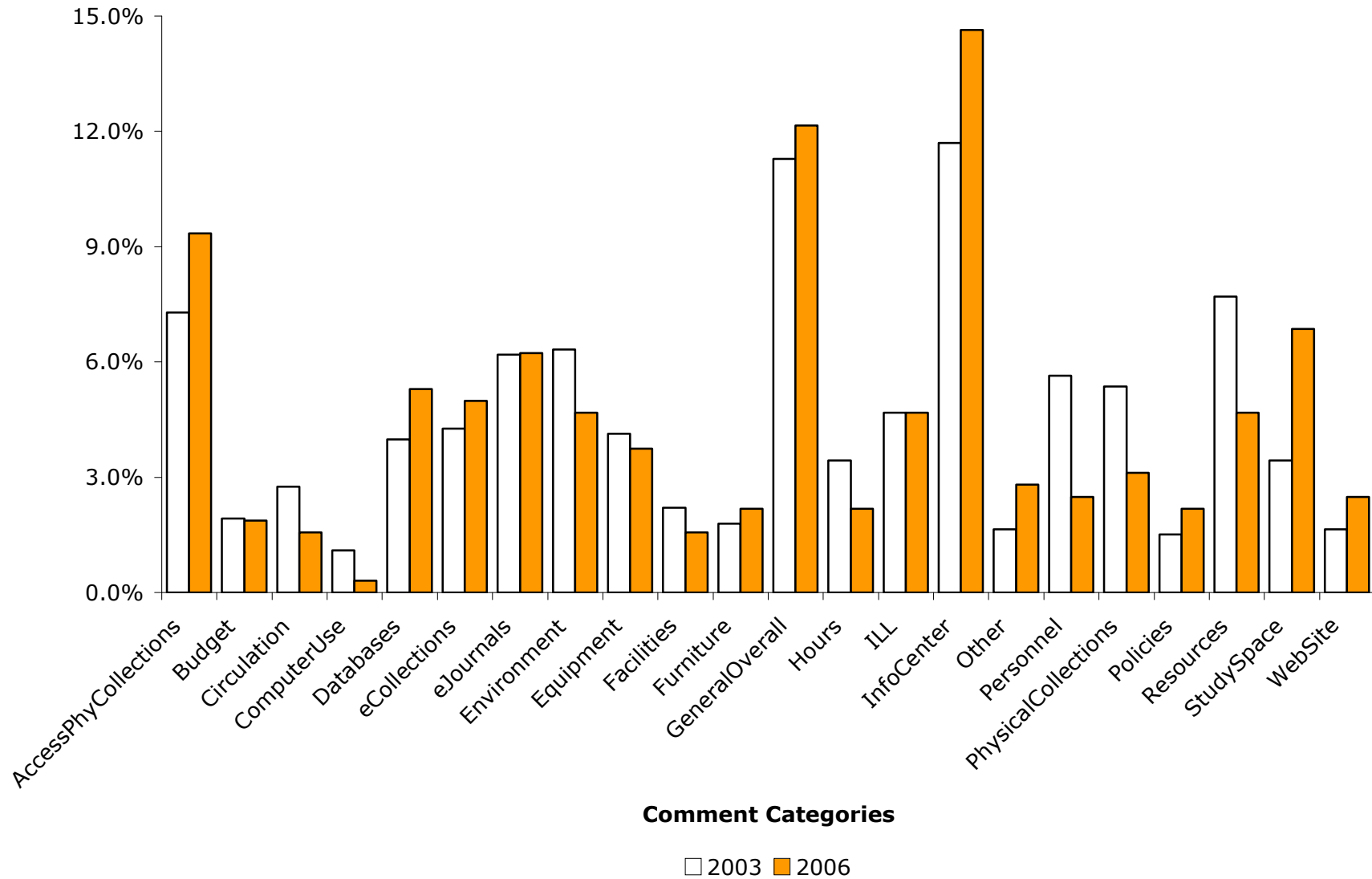


Table 8. Information Literacy Outcomes



Information Literacy Outcomes Question

Table 9. Comparison of 2003 (n=727) & 2006 (n=321) LibQUAL Comment Categories



**Table 10. Comparison of the 2003 (n=727) & 2006 (n=321)
LibQUAL Comments Content and Charge**

Content	Charge	2003 Total	2003%	2006 Total	2006%	%Change
AccessPhyCollections	negative	53	7.3%	25	7.8%	0.5%
	neutral	0	0.0%	4	1.2%	1.2%
	positive	0	0.0%	1	0.3%	0.3%
AccessPhyCollections		53	7.3%	30	9.3%	2.1%
Budget	negative	10	1.4%	5	1.6%	0.2%
	neutral	3	0.4%	1	0.3%	-0.1%
	positive	1	0.1%	0	0.0%	-0.1%
Budget		14	1.9%	6	1.9%	-0.1%
Circulation	negative	17	2.3%	4	1.2%	-1.1%
	neutral	3	0.4%	0	0.0%	-0.4%
	positive	0	0.0%	1	0.3%	0.3%
Circulation		20	2.8%	5	1.6%	-1.2%
ComputerUse	negative	7	1.0%	1	0.3%	-0.7%
	neutral	1	0.1%	0	0.0%	-0.1%
	positive	0	0.0%	0	0.0%	0.0%
ComputerUse		8	1.1%	1	0.3%	-0.8%
Databases	negative	10	1.4%	9	2.8%	1.4%
	neutral	4	0.6%	2	0.6%	0.1%
	positive	15	2.1%	6	1.9%	-0.2%
Databases		29	4.0%	17	5.3%	1.3%
eCollections	negative	10	1.4%	10	3.1%	1.7%
	neutral	3	0.4%	1	0.3%	-0.1%
	positive	18	2.5%	5	1.6%	-0.9%
eCollections		31	4.3%	16	5.0%	0.7%
eJournals	negative	20	2.8%	14	4.4%	1.6%
	neutral	5	0.7%	4	1.2%	0.6%
	positive	20	2.8%	2	0.6%	-2.1%
eJournals		45	6.2%	20	6.2%	0.0%
Environment	negative	42	5.8%	14	4.4%	-1.4%
	neutral	2	0.3%	1	0.3%	0.0%
	positive	2	0.3%	0	0.0%	-0.3%
Environment		46	6.3%	15	4.7%	-1.7%
Equipment	negative	20	2.8%	7	2.2%	-0.6%
	neutral	6	0.8%	2	0.6%	-0.2%
	positive	4	0.6%	3	0.9%	0.4%
Equipment		30	4.1%	12	3.7%	-0.4%
Facilities	negative	13	1.8%	5	1.6%	-0.2%
	neutral	2	0.3%	0	0.0%	-0.3%
	positive	1	0.1%	0	0.0%	-0.1%
Facilities		16	2.2%	5	1.6%	-0.6%
Furniture	negative	11	1.5%	7	2.2%	0.7%
	neutral	2	0.3%	0	0.0%	-0.3%
	positive	0	0.0%	0	0.0%	0.0%
Furniture		13	1.8%	7	2.2%	0.4%
GeneralOverall	negative	8	1.1%	1	0.3%	-0.8%
	neutral	4	0.6%	0	0.0%	-0.6%
	positive	70	9.6%	38	11.8%	2.2%
GeneralOverall		82	11.3%	39	12.1%	0.9%
Hours	negative	24	3.3%	3	0.9%	-2.4%
	neutral	0	0.0%	0	0.0%	0.0%
	positive	1	0.1%	4	1.2%	1.1%
Hours		25	3.4%	7	2.2%	-1.3%
ILL	negative	8	1.1%	3	0.9%	-0.2%
	neutral	3	0.4%	0	0.0%	-0.4%
	positive	23	3.2%	12	3.7%	0.6%
ILL		34	4.7%	15	4.7%	0.0%
InfoCenter	negative	26	3.6%	8	2.5%	-1.1%
	neutral	8	1.1%	3	0.9%	-0.2%
	positive	51	7.0%	36	11.2%	4.2%
InfoCenter		85	11.7%	47	14.6%	2.9%
Other	negative	5	0.7%	5	1.6%	0.9%
	neutral	7	1.0%	4	1.2%	0.3%
	positive	0	0.0%	0	0.0%	0.0%
Other		12	1.7%	9	2.8%	1.2%
Personnel	negative	7	1.0%	2	0.6%	-0.3%
	neutral	5	0.7%	2	0.6%	-0.1%
	positive	29	4.0%	4	1.2%	-2.7%
Personnel		41	5.6%	8	2.5%	-3.1%
PhysicalCollections	negative	31	4.3%	9	2.8%	-1.5%
	neutral	5	0.7%	1	0.3%	-0.4%
	positive	3	0.4%	0	0.0%	-0.4%
PhysicalCollections		39	5.4%	10	3.1%	-2.2%
Policies	negative	10	1.4%	7	2.2%	0.8%
	neutral	0	0.0%	0	0.0%	0.0%
	positive	1	0.1%	0	0.0%	-0.1%
Policies		11	1.5%	7	2.2%	0.7%
Resources	negative	39	5.4%	10	3.1%	-2.2%
	neutral	7	1.0%	4	1.2%	0.3%
	positive	10	1.4%	1	0.3%	-1.1%
Resources		56	7.7%	15	4.7%	-3.0%
StudySpace	negative	19	2.6%	19	5.9%	3.3%
	neutral	1	0.1%	1	0.3%	0.2%
	positive	5	0.7%	2	0.6%	-0.1%
StudySpace		25	3.4%	22	6.9%	3.4%
WebSite	negative	9	1.2%	7	2.2%	0.9%
	neutral	0	0.0%	0	0.0%	0.0%
	positive	3	0.4%	1	0.3%	-0.1%
WebSite		12	1.7%	8	2.5%	0.8%

Highest charge percentage for each comment content area highlighted.

Table 11. Zones of Tolerance by Question/Domain - All UM 2003

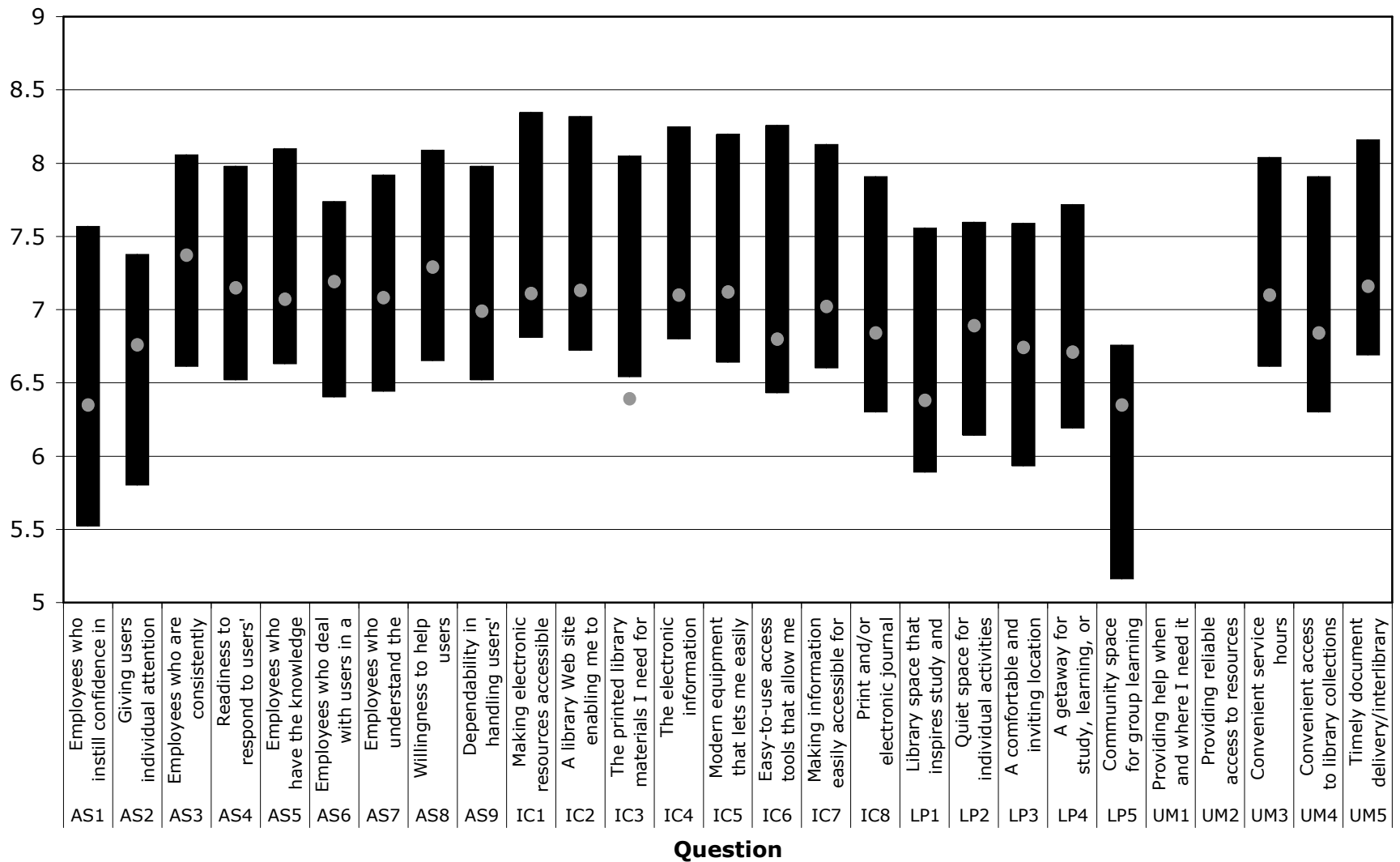


Table 12. Zones of Tolerance by Question/Domain - All UM 2006

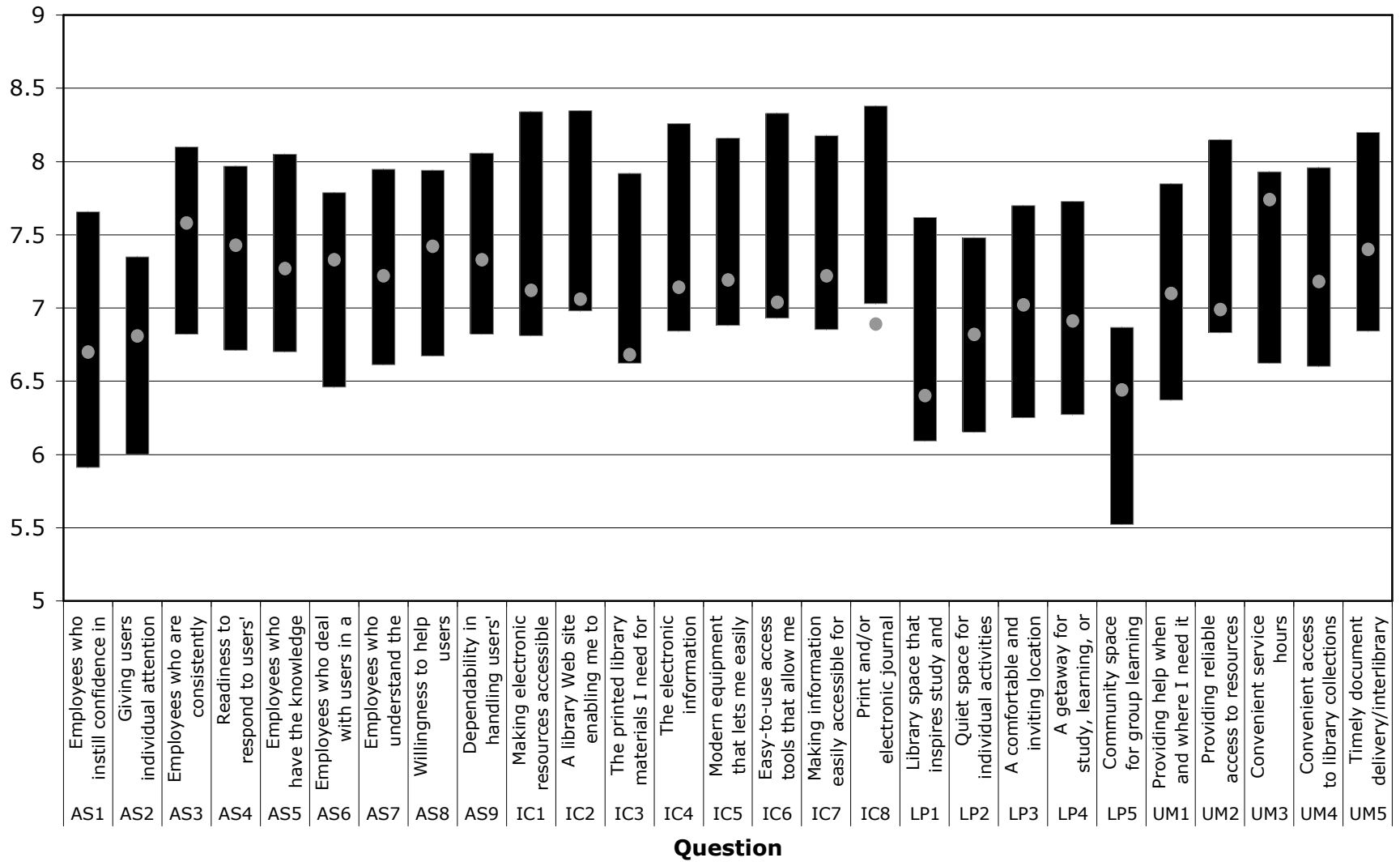


Table 13. 2003 Comparisons of Zones of Tolerance Across Four User Groups

Domain* Question	Minimum				Desired			
	Undergrad Students (n=384)	Graduate Students (n=287)	Faculty (n=237)	Staff (n=25)	Undergrad Students (n=384)	Graduate Students (n=287)	Faculty (n=237)	Staff (n=25)
AS-1 Employees who instill confidence in users	5.20	5.48	6.11	5.38	7.38	7.61	7.82	7.63
AS-2 Giving users individual attention	5.59	5.68	6.31	5.42	7.26	7.24	7.74	7.25
AS-3 Employees who are consistently courteous	6.48	6.65	6.77	6.54	8.04	8.04	8.10	8.13
AS-4 Readiness to respond to users' questions	6.38	6.35	6.97	6.50	7.83	7.99	8.22	8.08
AS-5 Employees who have the knowledge to answer user questions	6.42	6.61	6.99	6.42	8.06	8.06	8.20	8.17
AS-6 Employees who deal with users in a caring fashion	6.28	6.37	6.64	6.17	7.71	7.70	7.87	7.61
AS-7 Employees who understand the needs of their users	6.12	6.55	6.82	6.35	7.75	7.95	8.17	7.96
AS-8 Willingness to help users	<u>6.53</u>	6.60	6.95	6.26	7.98	8.12	8.22	8.22
AS-9 Dependability in handling users' service problems	6.30	6.46	6.97	6.45	7.77	8.07	8.17	<u>8.35</u>
IC-1 Making electronic resources accessible from my home or office	<u>6.49</u>	<u>7.04</u>	7.03	6.64	<u>8.14</u>	<u>8.55</u>	<u>8.41</u>	8.41
IC-2 A library Web site enabling me to locate information on my own	6.37	<u>6.91</u>	<u>7.05</u>	<u>6.75</u>	<u>8.15</u>	<u>8.44</u>	<u>8.43</u>	<u>8.46</u>
IC-3 The printed library materials I need for my work	6.34	6.80	6.54	6.36	7.95	8.24	7.95	8.27
IC-4 The electronic information resources I need	6.46	<u>7.03</u>	<u>7.08</u>	6.58	8.00	<u>8.51</u>	8.36	8.08
IC-5 Modern equipment that lets me easily access needed information	6.42	6.70	6.90	6.65	8.04	8.30	8.32	8.30
IC-6 Easy-to-use access tools that allow me to find things on my own	6.17	6.51	6.76	6.38	<u>8.15</u>	8.41	8.26	8.25
IC-7 Making information easily accessible for independent use	6.33	6.68	6.90	<u>6.76</u>	8.02	8.21	8.19	<u>8.36</u>
IC-8 Print and/or electronic journal collections I require for my work	6.16	6.73	6.86	6.00	7.83	8.51	8.38	8.22
Local-3 Convenient service hours	<u>6.53</u>	6.68	6.72	6.17	8.13	8.09	7.84	7.96
Local-4 Convenient access to library collections	5.99	6.31	6.77	6.26	7.69	8.07	8.06	8.26
Local-5 Timely document delivery/interlibrary loan	6.05	<u>6.91</u>	<u>7.09</u>	<u>6.71</u>	7.68	8.37	<u>8.42</u>	8.29
LP-1 Library space that inspires study and learning	6.06	5.90	5.66	5.10	7.86	7.63	7.00	6.81
LP-2 Quiet space for individual activities	6.49	6.12	5.56	5.30	7.95	7.70	6.81	7.05
LP-3 A comfortable and inviting location	6.02	5.80	5.99	5.39	7.79	7.55	7.27	7.83
LP-4 A getaway for study, learning, or research	6.42	6.15	5.91	5.17	8.02	7.73	7.24	6.33
LP-5 Community space for group learning and group study	5.57	5.07	4.45	4.43	7.28	6.72	5.78	5.50

* For comparative purposes, 2006 Domains and corresponding questions are used in presenting this 2003 data.

Note: AS=Affect of Service, IC=Information Control, Local=locally selected question, and LP=Library as Place.

The three highest values in each column are underlined and the three lowest values in each column are presented in **bold**.

Table 14. 2006 Comparisons of Zones of Tolerance Across Four User Groups

Domain	Question	Minimum				Desired			
		Undergrad Students (n=116)	Graduate Students (n=161)	Faculty (n=144)	Staff (n=78)	Undergrad Students (n=116)	Graduate Students (n=161)	Faculty (n=144)	Staff (n=78)
AS-1	Employees who instill confidence in users	5.75	5.80	5.94	6.33	7.48	7.80	7.60	7.74
AS-2	Giving users individual attention	5.64	5.93	6.23	6.21	7.05	7.34	7.54	7.42
AS-3	Employees who are consistently courteous	<u>6.68</u>	6.72	6.74	<u>7.42</u>	<u>7.90</u>	8.18	8.04	8.34
AS-4	Readiness to respond to users' questions	6.40	6.74	6.83	6.91	7.54	8.12	8.15	8.00
AS-5	Employees who have the knowledge to answer user questions	6.43	6.60	6.87	7.01	7.81	8.16	8.11	8.09
AS-6	Employees who deal with users in a caring fashion	6.42	6.41	6.39	6.73	7.67	8.01	7.68	7.75
AS-7	Employees who understand the needs of their users	6.40	6.57	6.71	6.78	7.70	8.08	8.08	7.81
AS-8	Willingness to help users	6.57	6.53	6.80	6.85	7.76	7.99	8.03	7.92
AS-9	Dependability in handling users' service problems	6.51	6.73	7.10	6.90	7.73	8.09	8.29	8.00
IC-1	Making electronic resources accessible from my home or office	6.41	<u>7.00</u>	6.97	6.64	<u>8.01</u>	<u>8.60</u>	8.37	8.19
IC-2	A library Web site enabling me to locate information on my own	6.44	<u>7.06</u>	<u>7.22</u>	<u>7.17</u>	<u>7.90</u>	<u>8.58</u>	<u>8.42</u>	<u>8.36</u>
IC-3	The printed library materials I need for my work	6.33	6.82	6.58	6.74	7.60	8.25	7.87	7.84
IC-4	The electronic information resources I need	6.28	6.96	7.18	6.74	7.83	8.51	8.43	8.03
IC-5	Modern equipment that lets me easily access needed information	6.60	6.93	6.96	<u>7.07</u>	7.86	8.38	8.17	8.16
IC-6	Easy-to-use access tools that allow me to find things on my own	6.59	6.98	7.13	6.95	<u>7.99</u>	8.44	8.52	<u>8.26</u>
IC-7	Making information easily accessible for independent use	6.54	6.93	6.99	6.91	7.86	8.34	8.27	<u>8.19</u>
IC-8	Print and/or electronic journal collections I require for my work	<u>6.61</u>	<u>7.17</u>	<u>7.31</u>	6.77	<u>7.90</u>	<u>8.60</u>	<u>8.58</u>	8.18
Local-1	Providing help when and where I need it	6.19	6.41	6.42	6.49	7.60	8.01	7.95	7.72
Local-2	Providing reliable access to resources when and where I need them	6.39	6.97	7.10	6.68	7.78	8.43	8.32	7.83
Local-3	Convenient service hours	<u>6.62</u>	6.72	6.39	6.84	7.84	8.21	7.72	7.91
Local-4	Convenient access to library collections	6.28	6.72	6.56	6.98	7.71	8.21	7.84	8.02
Local-5	Timely document delivery/interlibrary loan	6.03	6.88	<u>7.30</u>	6.64	7.48	8.38	<u>8.56</u>	7.86
LP-1	Library space that inspires study and learning	6.33	6.20	5.66	6.26	7.77	7.90	7.08	7.75
LP-2	Quiet space for individual activities	6.34	6.36	5.60	6.30	7.72	7.82	6.88	7.37
LP-3	A comfortable and inviting location	6.41	6.25	6.05	6.41	7.84	7.89	7.44	7.51
LP-4	A getaway for study, learning, or research	6.29	6.45	6.04	6.24	7.88	8.03	7.33	7.53
LP-5	Community space for group learning and group study	6.05	5.65	4.72	5.67	7.55	7.15	5.83	6.80

Note: AS=Affect of Service, IC=Information Control, Local=locally selected question, and LP=Library as Place.

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