



LibQUAL⁺
2021 Survey

University of Ottawa

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1 Introduction

1.1 LibQUAL+: Defining and Promoting Library Service Quality

This notebook contains information from the 2021 administration of the LibQUAL+ protocol and provides background information in addition to suggestions for interpreting the data.

LibQUAL+ is a tool that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are offered to the library community by the Association of Research Libraries (ARL). The protocol is a rigorously tested web-based survey that helps libraries assess and improve library services, change organizational culture, and market the library. The survey instrument measures library users' minimum, perceived, and desired service levels of service quality across three dimensions: Affect of Service, Information Control, and Library as Place. The goals of LibQUAL+ are to:

- Foster a culture of excellence in providing library service
- Help libraries better understand user perceptions of library service quality
- Collect and interpret library user feedback systematically over time
- Provide comparable assessment information from peer institutions
- Identify best practices in library service
- Enhance library staff members' analytical skills for interpreting and acting on data

LibQUAL+ was initiated in 2000 as an experimental project for benchmarking perceptions of library service quality across 13 Association of Research Libraries member institutions under the leadership of Fred Heath and Colleen Cook, then both at Texas A&M University Libraries, and Martha Kyrillidou, former senior director of statistics and service quality programs at ARL. This effort was supported in part by a three-year grant from the U.S. Department of Education's Fund for the Improvement of Post-Secondary Education (FIPSE).

Since 2000, more than 1,300 libraries have participated in LibQUAL+, including college and university libraries, community college libraries, health sciences libraries, academic law libraries, and public libraries—some through various consortia, others as independent participants. Through 2020, there have been 3,275 institutional surveys implemented across 1,341 institutions in 35 countries, 19 language translations, and over 2.9 million respondents. About 38% of the users who respond to the survey provide rich comments about the ways they use their libraries. The growing LibQUAL+ community of participants and its extensive dataset are rich resources for improving library services.

1.2 Web Access to Data

Data summaries from the 2021 iteration of the LibQUAL+ survey will be available to project participants online in the Data Repository via the LibQUAL+ survey management site:

<<http://www.libqual.org/repository>>

1.3 Interpreting Your Data

Means

The mean of a collection of numbers is their arithmetic average, computed by adding them up and dividing by their total number.

In this notebook, means are provided for users' minimum, desired, and perceived levels of service quality for each item on the LibQUAL+ survey. Means are also provided for the general satisfaction and information literacy outcomes questions.

Standard Deviation

Standard deviation (SD) is a measure of the spread of data around their mean. The standard deviation depends on calculating the average distance of each score from the mean. If all users rated an item identically, the SD would be zero. Larger SDs indicate more disparate opinions of the users about library service quality.

Service Adequacy

The service adequacy gap score is calculated by subtracting the minimum score from the perceived score on any given question, for each user. Both means and standard deviations are provided for service adequacy gap scores on each item of the survey, as well as for each of the three dimensions of library service quality. In general, service adequacy is an indicator of the extent to which you are meeting the minimum expectations of your users. A negative service adequacy gap score indicates that your users' perceived level of service quality is below their minimum level of service quality and is printed in red.

Service Superiority

The service superiority gap score is calculated by subtracting the desired score from the perceived score on any given question, for each user. Both means and standard deviations are provided for service superiority gap scores on each item of the survey, as well as for each of the three dimensions of library service quality. In general, service superiority is an indicator of the extent to which you are exceeding the desired expectations of your users. A positive service superiority gap score indicates that your users' perceived level of service quality is above their desired level of service quality and is printed in green.

Radar Charts

Radar charts are commonly used throughout the following pages to display both aggregate results and results from individual institutions. Radar charts are useful when you want to look at several different factors all related to one item. Sometimes called "spider charts" or "polar charts," radar charts feature multiple axes or spokes along which data can be plotted. Variations in the data are shown by distance from the center of the chart. Lines connect the data points for each series, forming a spiral around the center.

In the case of the LibQUAL+ survey results, each axis represents a different survey question. Questions are identified by a code at the end of each axis. The three dimensions measured by the survey are grouped together on the radar charts, and each dimension is labeled: Affect of Service (AS), Information Control (IC), and Library as Place (LP).

Radar charts are used in this notebook to present the item summaries (the results from the 22 core survey questions).

How to read a radar chart

Radar charts are an effective way to show strengths and weaknesses graphically by enabling you to observe symmetry or uniformity of data. Points close to the center indicate a low value, while points near the edge indicate a high value. When interpreting a radar chart, it is important to check each individual axis as well as the chart's overall shape in order to gain a complete understanding of its meaning. You can see how much data fluctuates by observing whether the spiral is smooth or has spikes of variability.

Respondents' minimum, desired, and perceived levels of service quality are plotted on each axis of your LibQUAL+ radar charts. The resulting gaps between the three levels are shaded in blue, yellow, green, and red. Generally, a radar graph shaded blue and yellow indicates that users' perceptions of service fall within the "zone of tolerance"; the distance between minimum expectations and perceptions of service quality is shaded in blue, and the distance between their desired and perceived levels of service quality is shown in yellow. When users' perceptions fall outside the "zone of tolerance," the graph will include areas of red and green shading. If the distance between users' minimum expectations and perceptions of service delivery is represented in red, that indicates a negative service adequacy gap score. If the distance between the desired level of service and perceptions of service delivery is represented in green, that indicates a positive service superiority gap score.

Note: Sections with charts and tables are omitted from the following pages when there are three or fewer individuals in a specific group.

Data Screening

In compiling the summary data reported here, several criteria were used to determine which responses to include in the analyses.

- 1. Complete Data.** In order to submit the survey successfully, users must provide a rating of (a) minimally-acceptable service, (b) desired service, and (c) perceived service or rate the item "not applicable" ("N/A"). If these conditions are not met, when the user attempts to submit the questionnaire, the software shows the user where missing data are located and requests complete data. The user may of course abandon the survey without completing all the items. *Only records with complete data on the presented core items and where respondents chose a user group were retained in summary statistics.*
- 2. "N/A" Responses.** Because some institutions provide incentive prizes for completing the survey, some users might select "N/A" choices for all or most of the items rather than reporting their actual perceptions. Or, some users may have views on such a narrow range of quality issues that their data are not very informative. *Records of the long version of the survey containing more than 11 "N/A" responses and records of the Lite version containing more than 4 "N/A" responses are eliminated from the summary statistics.*
- 3. Inconsistent Responses.** One appealing feature of a gap measurement model is that the rating format provides a check for inconsistencies (i.e., score inversions) in the response data (Thompson, Cook & Heath, 2000). Logically, on a given item the "minimum" rating should not be higher than the "desired" rating on the same item. *Records of the long version of the survey containing more than 9 logical inconsistencies and records of the Lite version containing more than 3 logical inconsistencies were eliminated from the summary statistics.*

LibQUAL+ Analytics

LibQUAL+ Analytics is a tool that permits participants to dynamically create institution-specific tables and charts for different subgroups and across years. Participants can refine the data by selecting specific years, user groups, and disciplines; view and save the selection in various tables and charts; and download their datasets for further manipulation in their preferred software. As a benefit of registration, libraries have access to their own data in LibQUAL+ Analytics, as well as to the data for other institutions participating in the same year. Expanded access to LibQUAL+ data, encompassing all libraries

in all years from 2000 to the present, is available for an additional fee through a LibQUAL+ membership subscription.

LibQUAL+ Norms

LibQUAL+ norms are available in the appendix of the following conference paper:

<http://arizona.openrepository.com/arizona/bitstream/10150/106442/1/08.Bruce_Thompson_pp52-60_.pdf>

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1.4 Library Statistics for University of Ottawa

The statistical data below were provided by the participating institution in the online Representativeness* section. Definitions for these items can be found in the *ARL Statistics*: <<http://www.arl.org/stats/>>.

Note: Participating institutions were not required to complete the Representativeness section. When statistical data is missing or incomplete, it is because this data was not provided.

Total library expenditures (in U.S. \$):	\$24,062,482
Personnel - professional staff, FTE:	55
Personnel - support staff, FTE:	83
Total library materials expenditures (in U.S. \$):	12,298,735
Total salaries and wages for professional staff (in U.S. \$):	4,920,451

1.5 Contact Information for University of Ottawa

The person below served as the institution's primary LibQUAL+® liaison during this survey implementation.

Name: **Katrine Mallan**

Title:

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Ottawa, Ontario K1N6N5
Canada**

Phone:

Email: **kmallan@uottawa.ca**

1.6 Survey Protocol and Language for University of Ottawa

The data below indicate the number of valid surveys collected by language and long/Lite breakdowns.

		Long	Lite	Total (by Language)
English (American)	Count	113	759	872
	<i>% of Protocol</i>	75.33%	73.19%	73.46%
	<i>% of Language</i>	12.96%	87.04%	100.00%
	<i>% of Total Cases</i>	9.52	63.94	73.46
French (Canada)	Count	37	278	315
	<i>% of Protocol</i>	24.67%	26.81%	26.54%
	<i>% of Language</i>	11.75%	88.25%	100.00%
	<i>% of Total Cases</i>	3.12	23.42	26.54
Total (by Survey Protocol)	Count	150	1,037	1,187
	<i>% of Protocol</i>	100.00%	100.00%	100.00%
	<i>% of Language</i>	12.64%	87.36%	100.00%
	<i>% of Total Cases</i>	12.64	87.36	100.00

2 Demographic Summary for University of Ottawa

2.1 Respondents by User Group

User Group	Respondent n	Respondent %
Undergraduate		
First year	177	14.91%
Second year	221	18.62%
Third year	213	17.94%
Fourth year	171	14.41%
Fifth year and above	36	3.03%
Non-degree	5	0.42%
Sub Total:	823	69.33%
Graduate		
Masters	135	11.37%
Doctoral	97	8.17%
Postdoctoral Fellow	7	0.59%
Non-degree or Undecided	1	0.08%
Sub Total:	240	20.22%
Faculty		
Professor	44	3.71%
Associate Professor	43	3.62%
Assistant Professor	11	0.93%
Lecturer	5	0.42%
Adjunct Faculty	8	0.67%
Other Academic Status	7	0.59%
Sub Total:	118	9.94%
Staff		
Research Staff	1	0.08%
Other Staff Positions	5	0.42%
Sub Total:	6	0.51%
Total:	1,187	100.00%

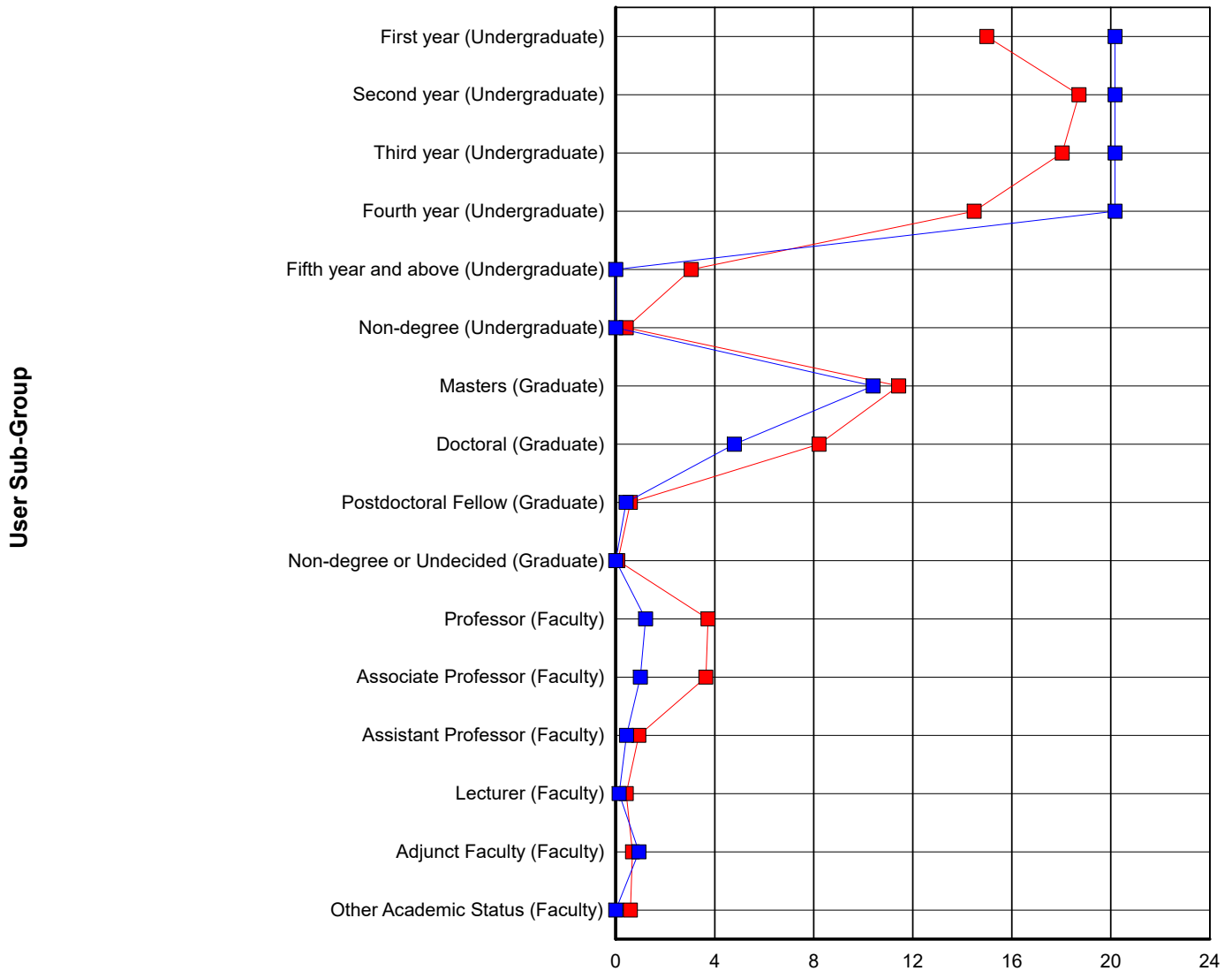
Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All

2.2 Population and Respondents by User Sub-Group

The chart and table below show a breakdown of survey respondents by sub-group (e.g. First year, Masters, Professor), based on user responses to the demographic questions at the end of the survey instrument and the demographic data provided by institutions in the online Representativeness section*.

The chart maps the percentage of respondents for each user subgroup in red. Population percentages for each user subgroup are mapped in blue. The table shows the number and percentage for each user sub-group for the general population (N) and for survey respondents (n).

**Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.*



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff, Staff)

- Respondents Profile by User Sub-Group
- Population Profile by User Sub-Group

Percentage

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: All (Excluding Library Staff, Staff)

User Sub-Group	Population N	Population %	Respondents n	Respondents %	%N - %n
First year (Undergraduate)	9,362	20.17	177	14.99	5.18
Second year (Undergraduate)	9,362	20.17	221	18.71	1.46
Third year (Undergraduate)	9,362	20.17	213	18.04	2.14
Fourth year (Undergraduate)	9,362	20.17	171	14.48	5.69
Fifth year and above (Undergraduate)	0	0.00	36	3.05	-3.05
Non-degree (Undergraduate)	0	0.00	5	0.42	-0.42
Masters (Graduate)	4,826	10.40	135	11.43	-1.03
Doctoral (Graduate)	2,224	4.79	97	8.21	-3.42
Postdoctoral Fellow (Graduate)	194	0.42	7	0.59	-0.17
Non-degree or Undecided (Graduate)	0	0.00	1	0.08	-0.08
Professor (Faculty)	560	1.21	44	3.73	-2.52
Associate Professor (Faculty)	462	1.00	43	3.64	-2.65
Assistant Professor (Faculty)	201	0.43	11	0.93	-0.50
Lecturer (Faculty)	64	0.14	5	0.42	-0.29
Adjunct Faculty (Faculty)	435	0.94	8	0.68	0.26
Other Academic Status (Faculty)	0	0.00	7	0.59	-0.59
Total:	46,414	100.00	1,181	100.00	0.00

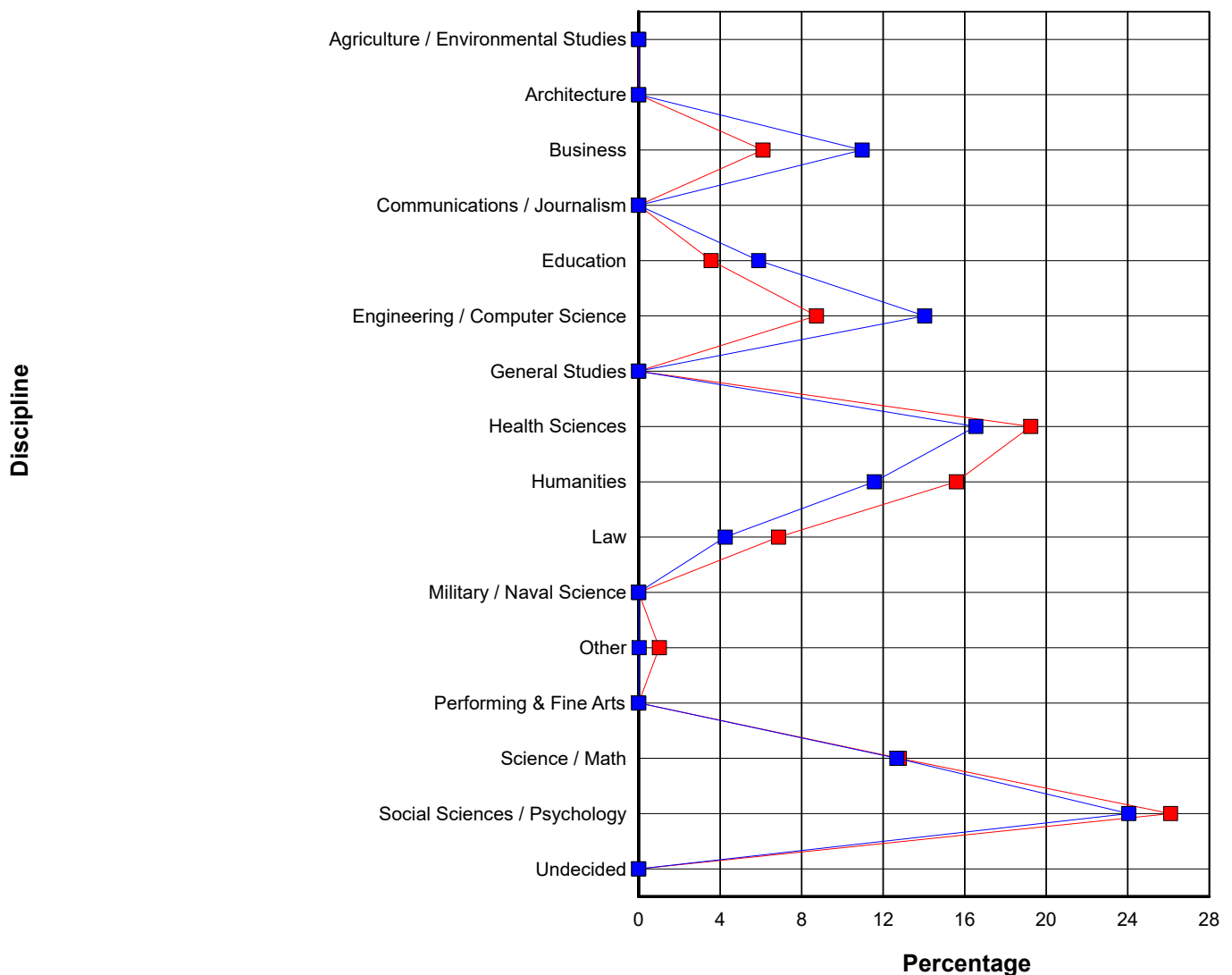
Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: All (Excluding Library Staff, Staff)

2.3 Population and Respondents by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*.

This section shows survey respondents broken down based on the LibQUAL+ standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

**Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.*



■ Respondent Profile by Discipline

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff, Staff)

 Population Profile by Discipline

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: All (Excluding Library Staff, Staff)

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	0	0.00	0	0.00	0.00
Architecture	0	0.00	0	0.00	0.00
Business	5,000	10.97	72	6.10	4.87
Communications / Journalism	0	0.00	0	0.00	0.00
Education	2,684	5.89	42	3.56	2.33
Engineering / Computer Science	6,396	14.03	103	8.73	5.30
General Studies	0	0.00	0	0.00	0.00
Health Sciences	7,542	16.55	227	19.24	-2.69
Humanities	5,273	11.57	184	15.59	-4.02
Law	1,937	4.25	81	6.86	-2.61
Military / Naval Science	0	0.00	0	0.00	0.00
Other	12	0.03	12	1.02	-0.99
Performing & Fine Arts	0	0.00	0	0.00	0.00
Science / Math	5,774	12.67	151	12.80	-0.13
Social Sciences / Psychology	10,962	24.05	308	26.10	-2.05
Undecided	0	0.00	0	0.00	0.00
Total:	45,580	100.00	1,180	100.00	0.00

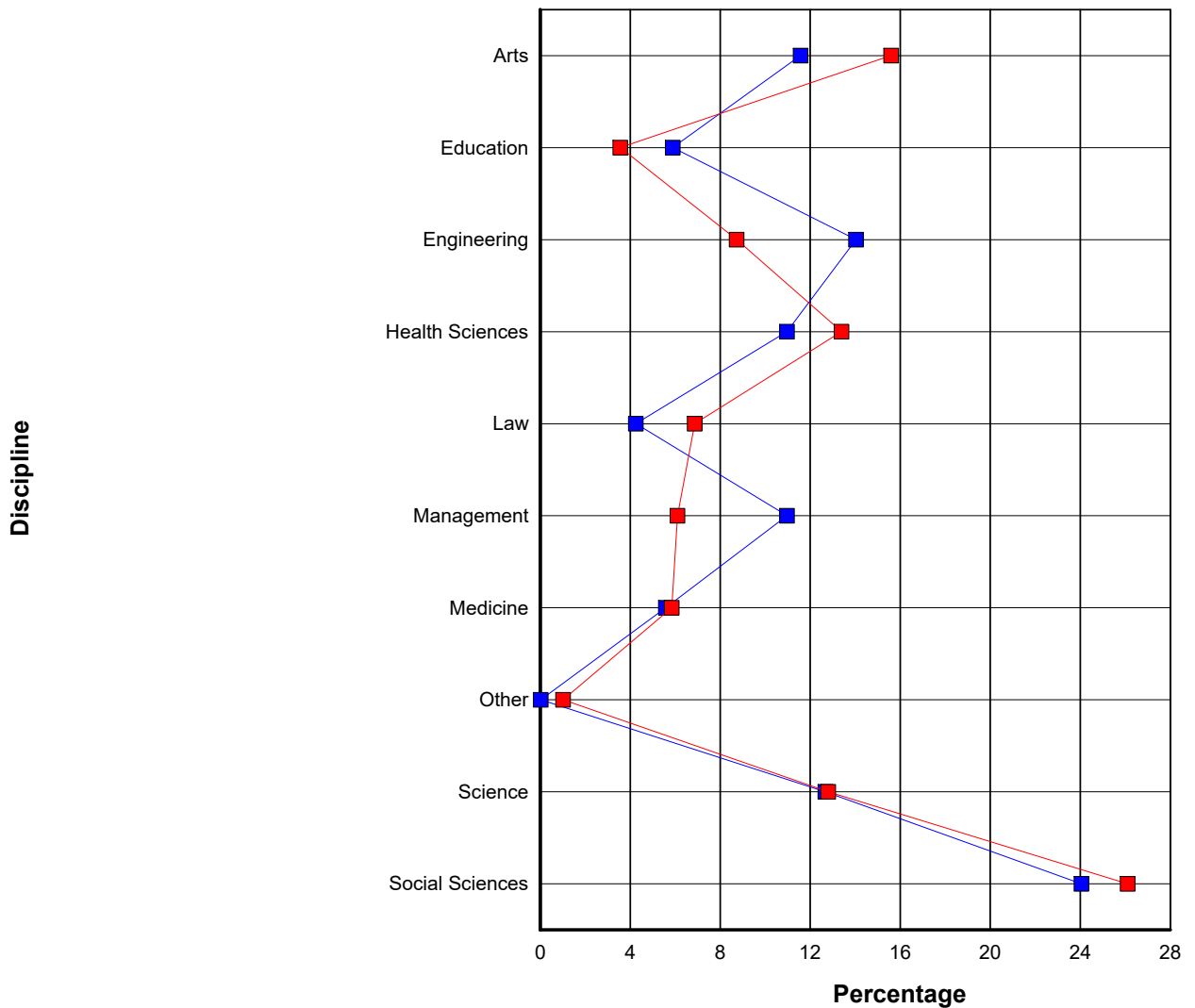
Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: All (Excluding Library Staff, Staff)

2.4 Population and Respondents by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*.

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).

**Note: Participating institutions were not required to complete the Representativeness section. When population data is missing or incomplete, it is because this data was not provided.*



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff, Staff)

- Respondents Profile by User Sub-Group
- Population Profile by User Sub-Group

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: All (Excluding Library Staff, Staff)

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Arts	5,273	11.57	184	15.59	-4.02
Education	2,684	5.89	42	3.56	2.33
Engineering	6,396	14.03	103	8.73	5.30
Health Sciences	4,999	10.97	158	13.39	-2.42
Law	1,937	4.25	81	6.86	-2.61
Management	5,000	10.97	72	6.10	4.87
Medicine	2,543	5.58	69	5.85	-0.27
Other	12	0.03	12	1.02	-0.99
Science	5,774	12.67	151	12.80	-0.13
Social Sciences	10,962	24.05	308	26.10	-2.05
Total:	45,580	100.00	1,180	100.00	0.00

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: All (Excluding Library Staff, Staff)

2.5 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
18 - 22	649	54.72
23 - 30	299	25.21
31 - 45	118	9.95
46 - 65	84	7.08
Over 65	28	2.36
Under 18	8	0.67
Total:	1,186	100.00

2.6 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Archives and Special Collections	4	0.34
Brian Dickson Law Library	77	6.54
Health Sciences Library	126	10.71
Learning Crossroads (CRX)	60	5.10
Management Library	25	2.12
Morisset Library (Arts and Science)	743	63.13
Other	84	7.14
Social Sciences Library	58	4.93
Total:	1,177	100.00

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff)

2.7 Respondent Profile by Full or part-time student?

Full or part-time student?	Population N	Population %	Respondents n	Respondents %
Does not apply / NA		0.00	123	10.55
Full-time	33,481	74.91	1,000	85.76
Part-time	11,212	25.09	43	3.69
Total:	44,693	100.00	1,166	100.00

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff)

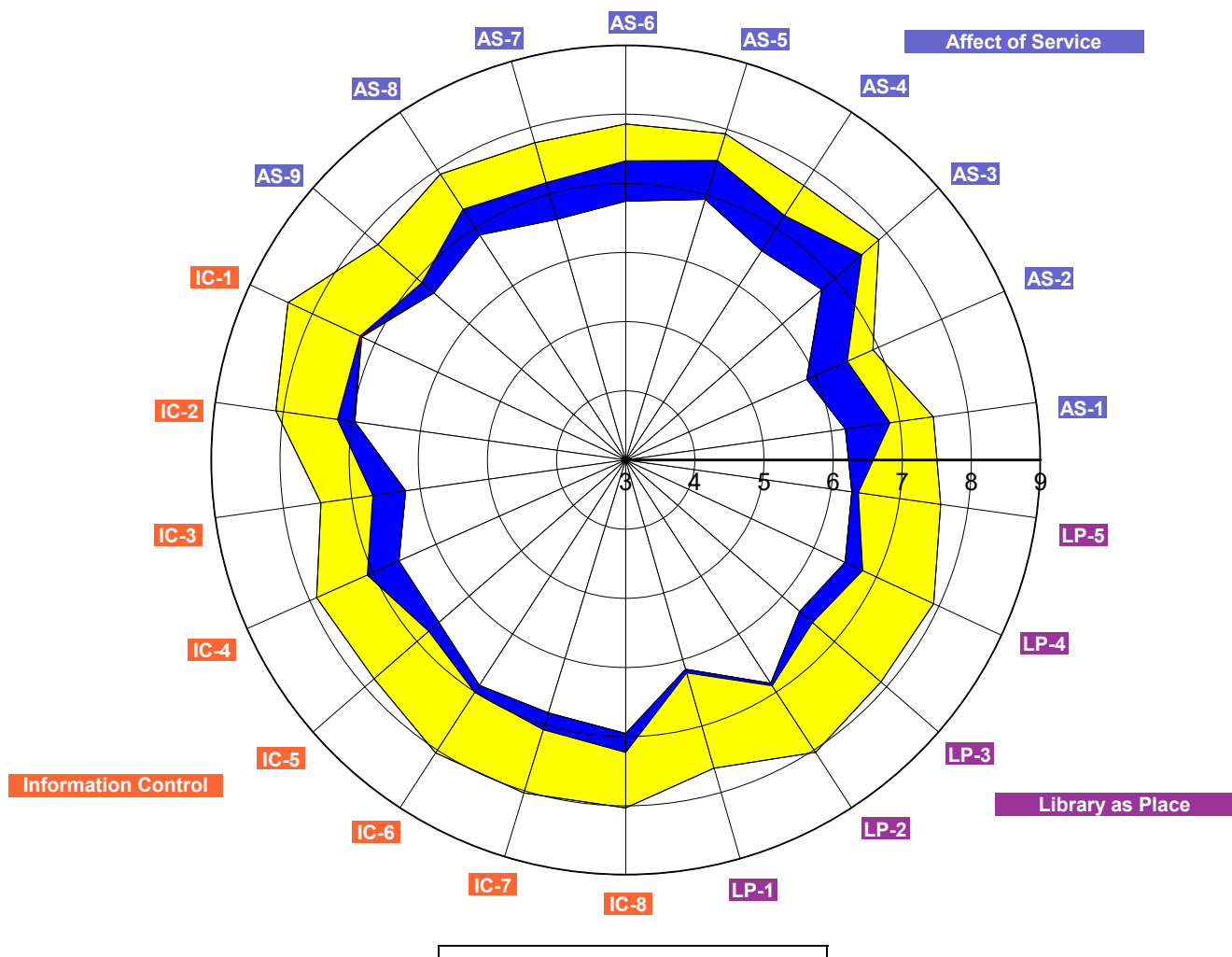
3. Survey Item Summary for University of Ottawa

3.1 Core Questions Summary

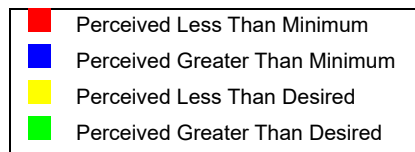
This radar chart shows the aggregate results for the core survey questions. Each axis represents one question. A code to identify each question is displayed at the outer point of each axis. While questions for each dimension of library service quality are scattered randomly throughout the survey, on 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.)



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff)



Language: English (American), French (Canada)

Institution Type: College or University

Consortium: LibQUAL Canada

User Group: All (Excluding Library Staff)

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.21	7.49	6.86	0.65	-0.63	324
AS-2	Giving users individual attention	5.87	6.91	6.51	0.64	-0.40	359
AS-3	Employees who are consistently courteous	6.76	7.85	7.53	0.77	-0.33	369
AS-4	Readiness to respond to users' questions	6.61	7.73	7.22	0.61	-0.52	333
AS-5	Employees who have the knowledge to answer user questions	6.94	7.93	7.53	0.59	-0.40	381
AS-6	Employees who deal with users in a caring fashion	6.74	7.86	7.33	0.58	-0.53	1,027
AS-7	Employees who understand the needs of their users	6.62	7.77	7.17	0.55	-0.60	372
AS-8	Willingness to help users	6.88	7.93	7.32	0.44	-0.60	352
AS-9	Dependability in handling users' service problems	6.68	7.75	6.91	0.23	-0.84	308
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.24	8.39	7.21	-0.03	-1.18	362
IC-2	A library Web site enabling me to locate information on my own	6.96	8.11	7.21	0.25	-0.90	464
IC-3	The printed library materials I need for my work	6.22	7.45	6.69	0.48	-0.76	343
IC-4	The electronic information resources I need	6.59	7.89	7.09	0.50	-0.80	1,162
IC-5	Modern equipment that lets me easily access needed information	6.58	7.82	6.78	0.20	-1.05	415
IC-6	Easy-to-use access tools that allow me to find things on my own	6.89	8.05	7.01	0.12	-1.04	476
IC-7	Making information easily accessible for independent use	6.82	8.04	7.08	0.26	-0.96	448
IC-8	Print and/or electronic journal collections I require for my work	6.96	8.03	7.23	0.27	-0.80	361
Library as Place							
LP-1	Library space that inspires study and learning	6.15	7.63	6.20	0.05	-1.43	1,010
LP-2	Quiet space for individual activities	6.85	8.04	6.89	0.04	-1.15	348
LP-3	A comfortable and inviting location	6.34	7.89	6.58	0.24	-1.31	360
LP-4	A getaway for study, learning, or research	6.50	7.92	6.78	0.28	-1.13	358
LP-5	Community space for group learning and group study	6.30	7.60	6.40	0.10	-1.20	333
Overall:		6.58	7.81	6.96	0.38	-0.85	1,187

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: All (Excluding Library Staff)

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.91	1.57	1.76	1.76	1.67	324
AS-2	Giving users individual attention	2.07	1.86	1.84	1.90	1.77	359
AS-3	Employees who are consistently courteous	1.79	1.29	1.57	1.67	1.53	369
AS-4	Readiness to respond to users' questions	1.79	1.53	1.54	1.67	1.63	333
AS-5	Employees who have the knowledge to answer user questions	1.73	1.34	1.51	1.57	1.50	381
AS-6	Employees who deal with users in a caring fashion	1.71	1.29	1.54	1.71	1.56	1,027
AS-7	Employees who understand the needs of their users	1.74	1.31	1.53	1.64	1.57	372
AS-8	Willingness to help users	1.79	1.31	1.55	1.66	1.50	352
AS-9	Dependability in handling users' service problems	1.77	1.45	1.68	1.81	1.69	308
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.57	1.00	1.52	1.73	1.55	362
IC-2	A library Web site enabling me to locate information on my own	1.68	1.12	1.56	1.84	1.60	464
IC-3	The printed library materials I need for my work	2.05	1.72	1.70	2.11	1.98	343
IC-4	The electronic information resources I need	1.76	1.36	1.50	1.88	1.67	1,162
IC-5	Modern equipment that lets me easily access needed information	1.76	1.37	1.76	1.91	1.81	415
IC-6	Easy-to-use access tools that allow me to find things on my own	1.63	1.20	1.54	1.85	1.64	476
IC-7	Making information easily accessible for independent use	1.67	1.27	1.53	1.83	1.60	448
IC-8	Print and/or electronic journal collections I require for my work	1.78	1.37	1.57	1.86	1.75	361
Library as Place							
LP-1	Library space that inspires study and learning	1.93	1.65	1.92	2.36	2.33	1,010
LP-2	Quiet space for individual activities	1.76	1.35	1.89	2.39	2.18	348
LP-3	A comfortable and inviting location	1.82	1.34	1.82	2.06	2.02	360
LP-4	A getaway for study, learning, or research	1.80	1.42	1.73	1.87	1.88	358
LP-5	Community space for group learning and group study	1.96	1.70	1.90	2.09	2.15	333

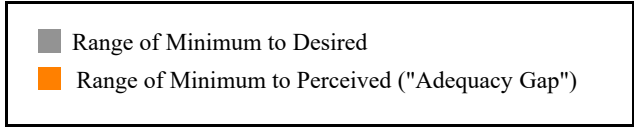
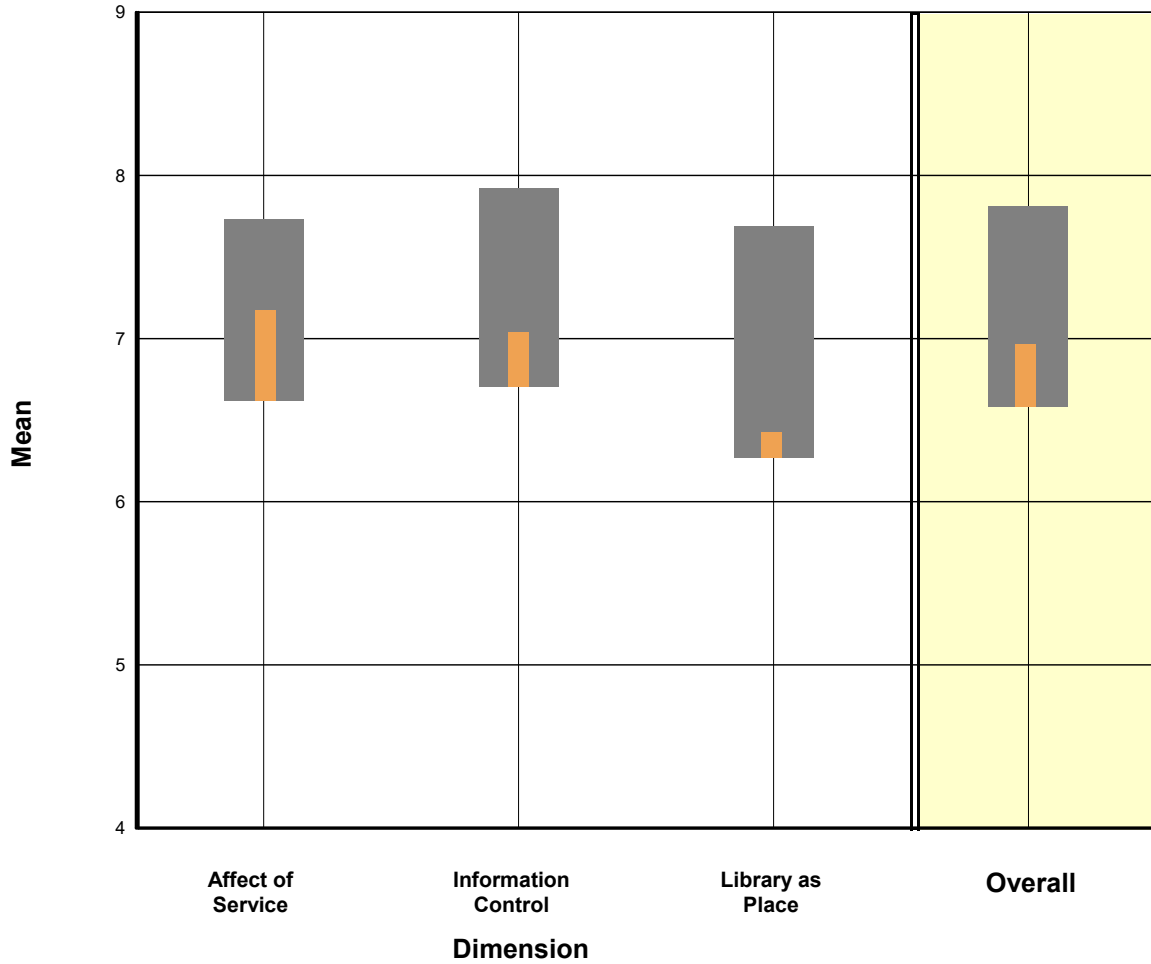
Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff)

Overall:	1.35	0.97	1.22	1.39	1.25	1,187
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Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: All (Excluding Library Staff)

3.2 Core Question Dimensions Summary

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff)

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.62	7.73	7.17	0.56	-0.55	1,137
Information Control	6.71	7.92	7.04	0.34	-0.88	1,185
Library as Place	6.27	7.69	6.43	0.16	-1.26	1,076
Overall	6.58	7.81	6.96	0.38	-0.85	1,187

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+ survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.57	1.21	1.40	1.52	1.38	1,137
Information Control	1.45	1.08	1.32	1.55	1.38	1,185
Library as Place	1.72	1.45	1.70	2.03	2.00	1,076
Overall	1.35	0.97	1.22	1.39	1.25	1,187

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff)

3.3 Local Question Summary

This table shows mean scores of each of the local questions added by the individual library or consortium, 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.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Ability to navigate library Web pages easily	6.92	8.01	6.91	-0.01	-1.10	364
An online catalog that is user-friendly for finding materials	6.88	8.08	6.93	0.05	-1.15	329
Availability of online help when using my library's electronic resources	6.44	7.57	6.62	0.19	-0.94	285
Helpful online guides and tutorials	6.17	7.36	6.66	0.49	-0.70	276
Library keeping me informed about all of its services	6.06	7.27	6.47	0.41	-0.80	372

This table shows the standard deviations for each of the local questions added by the individual library or consortium, 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.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Ability to navigate library Web pages easily	1.61	1.23	1.68	1.93	1.87	364
An online catalog that is user-friendly for finding materials	1.78	1.30	1.73	2.03	1.82	329
Availability of online help when using my library's electronic resources	1.93	1.53	1.91	2.01	2.00	285
Helpful online guides and tutorials	1.94	1.62	1.74	1.76	1.79	276
Library keeping me informed about all of its services	2.00	1.61	1.94	2.03	2.04	372

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff)

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.	7.53	1.43	659
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.12	1.60	678
How would you rate the overall quality of the service provided by the library?	7.21	1.37	1,187

3.5 Information Literacy Outcomes Questions Summary

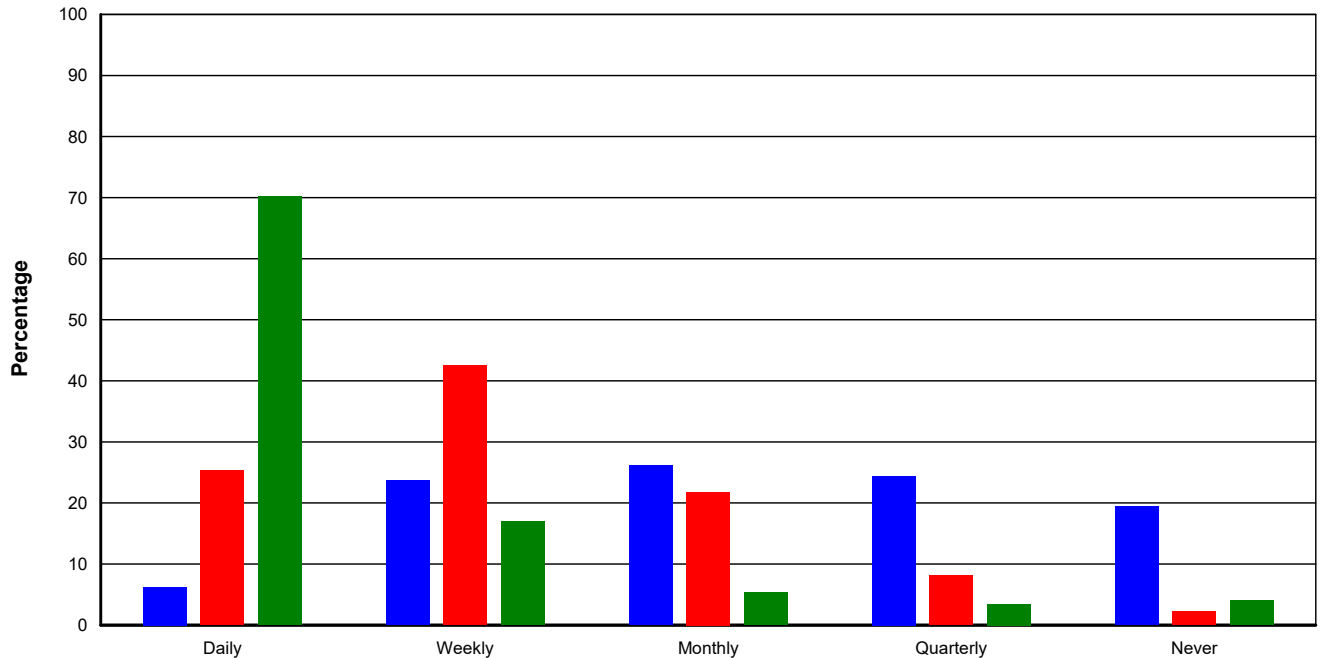
This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+ survey, in which respondents 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.	6.48	1.94	509
The library aids my advancement in my academic discipline or work.	7.16	1.66	612
The library enables me to be more efficient in my academic pursuits or work.	7.27	1.62	638
The library helps me distinguish between trustworthy and untrustworthy information.	6.72	1.90	614
The library provides me with the information skills I need in my work or study.	7.00	1.61	451

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff)

3.6 Library Use Summary

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



Frequency

- How often do you use resources on library premises?
- How often do you access library resources through a library Web page?
- How often do you use Yahoo™, Google™, or non-library gateways for information?

	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	74 6.23%	281 23.67%	311 26.20%	290 24.43%	231 19.46%	1,187 100.00%
How often do you access library resources through a library Web page?	300 25.27%	505 42.54%	259 21.82%	97 8.17%	26 2.19%	1,187 100.00%

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff)

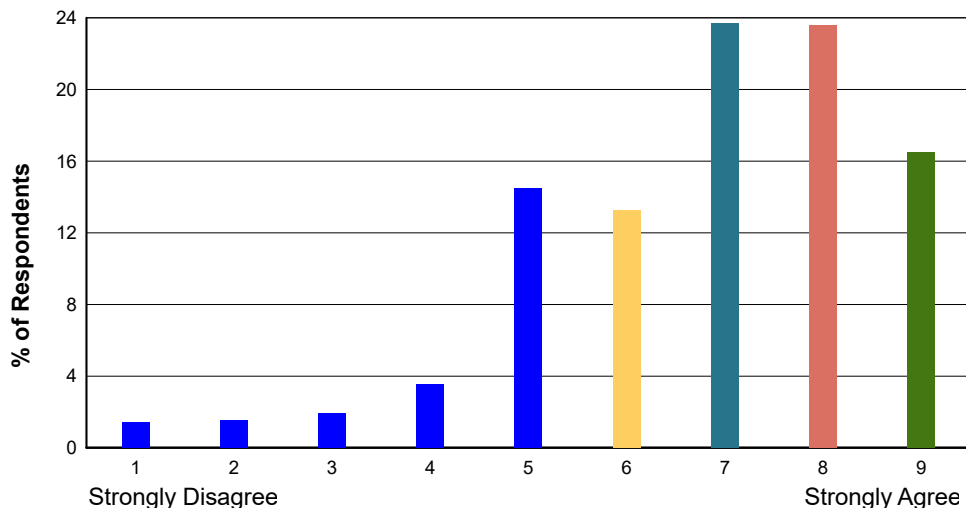
	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use Yahoo™, Google™, or non-library gateways for information?	832	201	64	41	48	1,186
	70.15%	16.95%	5.40%	3.46%	4.05%	100.00%

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff)

3.7 Special Question Summary

This section summarizes results of questions unique to this library's survey. The tables and charts display the number and percentages of respondents and related useful statistics for these questions.

In general, I am satisfied with the Library's COVID-19 response measures.



		Response			
	Respondents n	Respondents %	<i>Range: Strongly Disagree (1) - Strongly Agree (9)</i>		
1	17	1.43			
2	18	1.52			
3	23	1.94			
4	42	3.54			
5	172	14.50			
6	157	13.24			
7	281	23.69			
8	280	23.61			
9	196	16.53			
Total:	1,186	100.00	Mean: 6.80	SD: 1.76	

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: All (Excluding Library Staff)

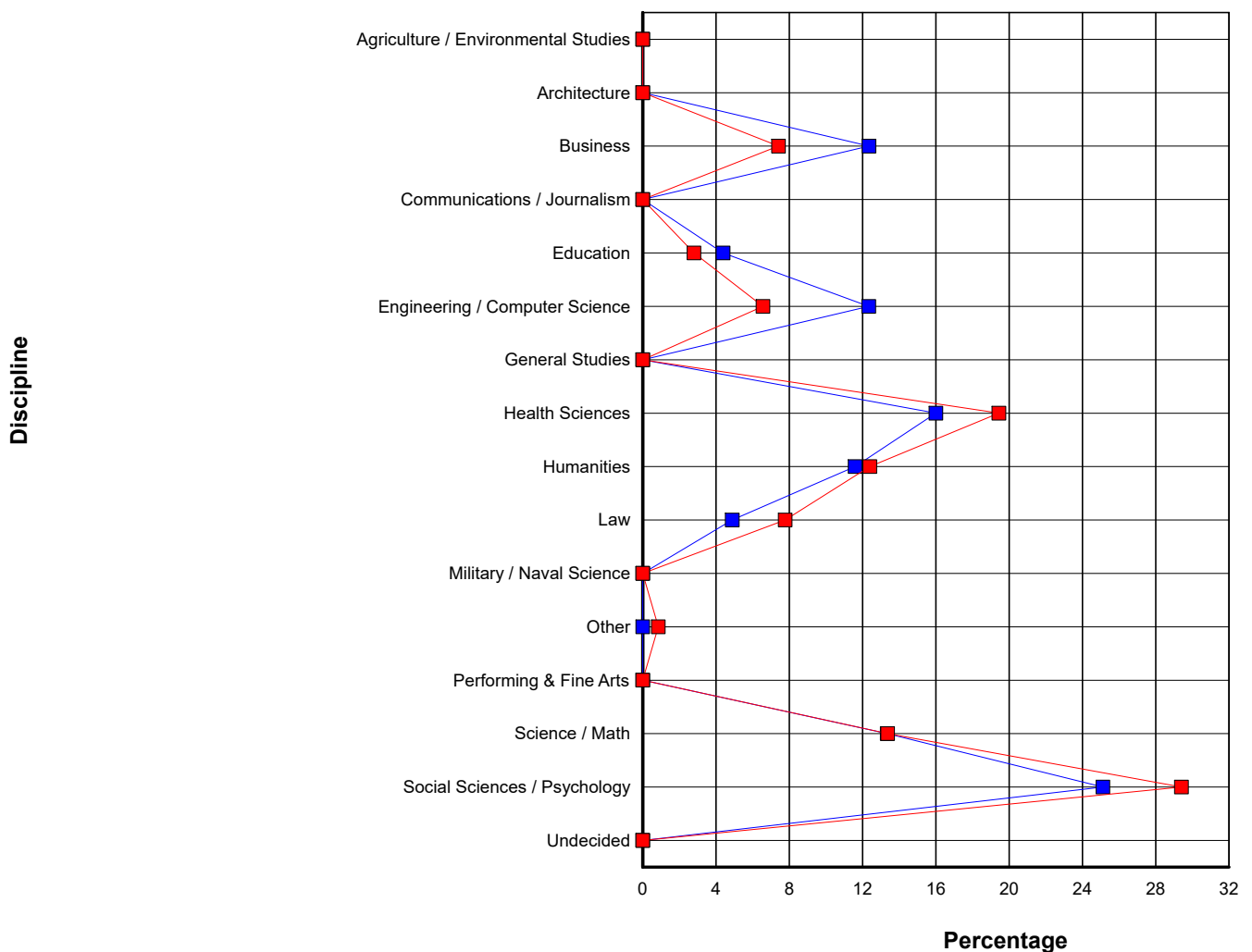
4 Undergraduate Summary for University of Ottawa

4.1 Demographic Summary for Undergraduate

4.1.1 Population and Respondent Profiles for Undergraduate by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the LibQUAL+ standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Undergraduate

- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Undergraduate

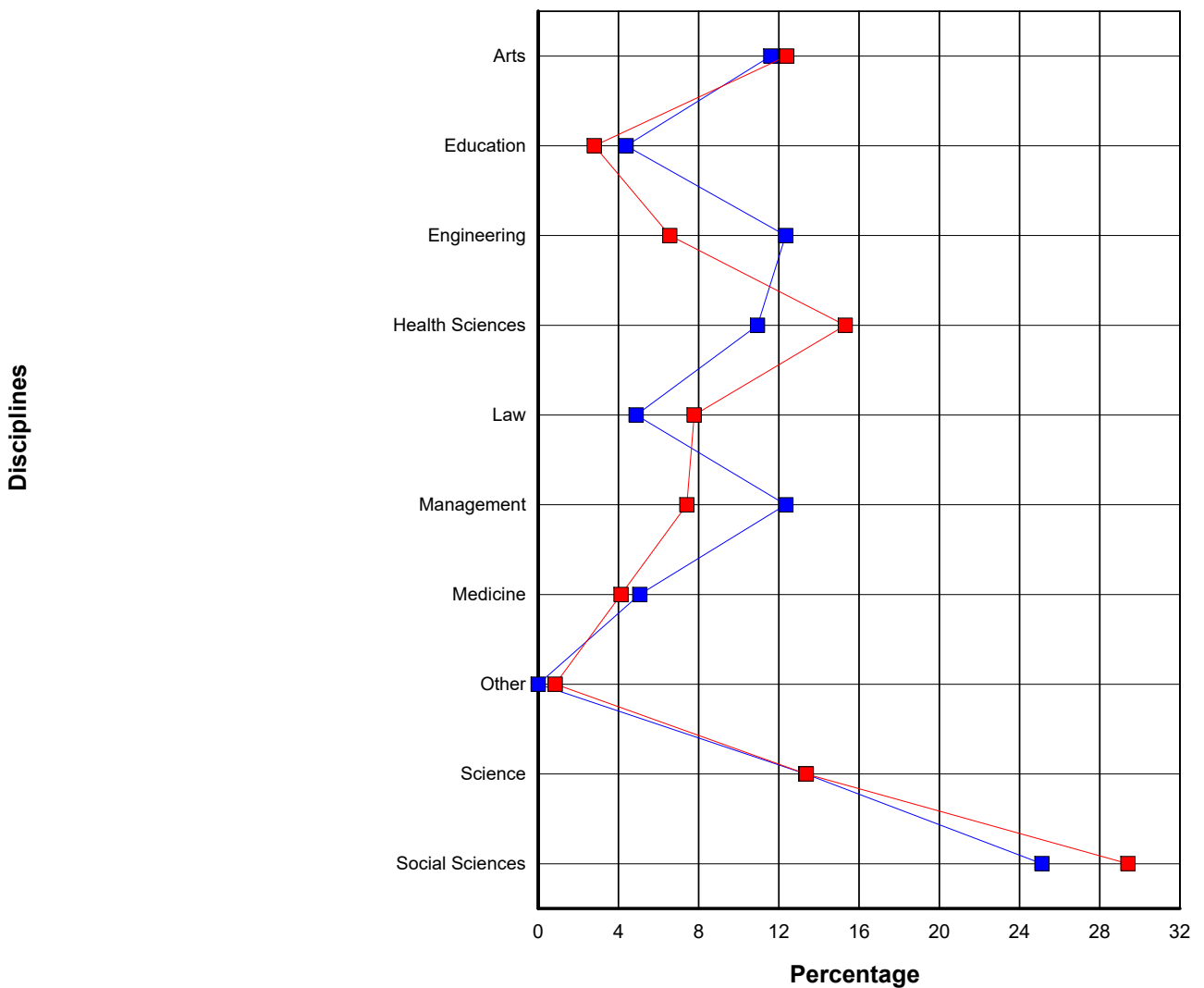
Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	0	0.00	0	0.00	0.00
Architecture	0	0.00	0	0.00	0.00
Business	4,623	12.35	61	7.41	4.93
Communications / Journalism	0	0.00	0	0.00	0.00
Education	1,641	4.38	23	2.79	1.59
Engineering / Computer Science	4,620	12.34	54	6.56	5.78
General Studies	0	0.00	0	0.00	0.00
Health Sciences	5,991	16.00	160	19.44	-3.44
Humanities	4,341	11.59	102	12.39	-0.80
Law	1,829	4.88	64	7.78	-2.89
Military / Naval Science	0	0.00	0	0.00	0.00
Other	0	0.00	7	0.85	-0.85
Performing & Fine Arts	0	0.00	0	0.00	0.00
Science / Math	4,995	13.34	110	13.37	-0.03
Social Sciences / Psychology	9,405	25.12	242	29.40	-4.29
Undecided	0	0.00	0	0.00	0.00
Total:	37,445	100.00	823	100.00	0.00

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Undergraduate

4.1.2 Population and Respondent Profiles for Undergraduate by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Undergraduate

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Undergraduate

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Arts	4,341	11.59	102	12.39	-0.80
Education	1,641	4.38	23	2.79	1.59
Engineering	4,620	12.34	54	6.56	5.78
Health Sciences	4,095	10.94	126	15.31	-4.37
Law	1,829	4.88	64	7.78	-2.89
Management	4,623	12.35	61	7.41	4.93
Medicine	1,896	5.06	34	4.13	0.93
Other	0	0.00	7	0.85	-0.85
Science	4,995	13.34	110	13.37	-0.03
Social Sciences	9,405	25.12	242	29.40	-4.29
Total:	37,445	100.00	823	100.00	0.00

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Undergraduate

4.1.3 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
18 - 22	633	76.91
23 - 30	145	17.62
31 - 45	31	3.77
46 - 65	6	0.73
Over 65	0	0.00
Under 18	8	0.97
Total:	823	100.00

4.1.4 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Archives and Special Collections	2	0.25
Brian Dickson Law Library	60	7.35
Health Sciences Library	70	8.58
Learning Crossroads (CRX)	55	6.74
Management Library	20	2.45
Morisset Library (Arts and Science)	511	62.62
Other	52	6.37
Social Sciences Library	46	5.64
Total:	816	100.00

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Undergraduate

4.1.5 Respondent Profile by Full or part-time student?

Full or part-time student?	Population N	Population %	Respondents n	Respondents %
Does not apply / NA		0.00	2	0.25
Full-time	32,255	86.13	777	95.81
Part-time	5,194	13.87	32	3.95
Total:	37,449	100.00	811	100.00

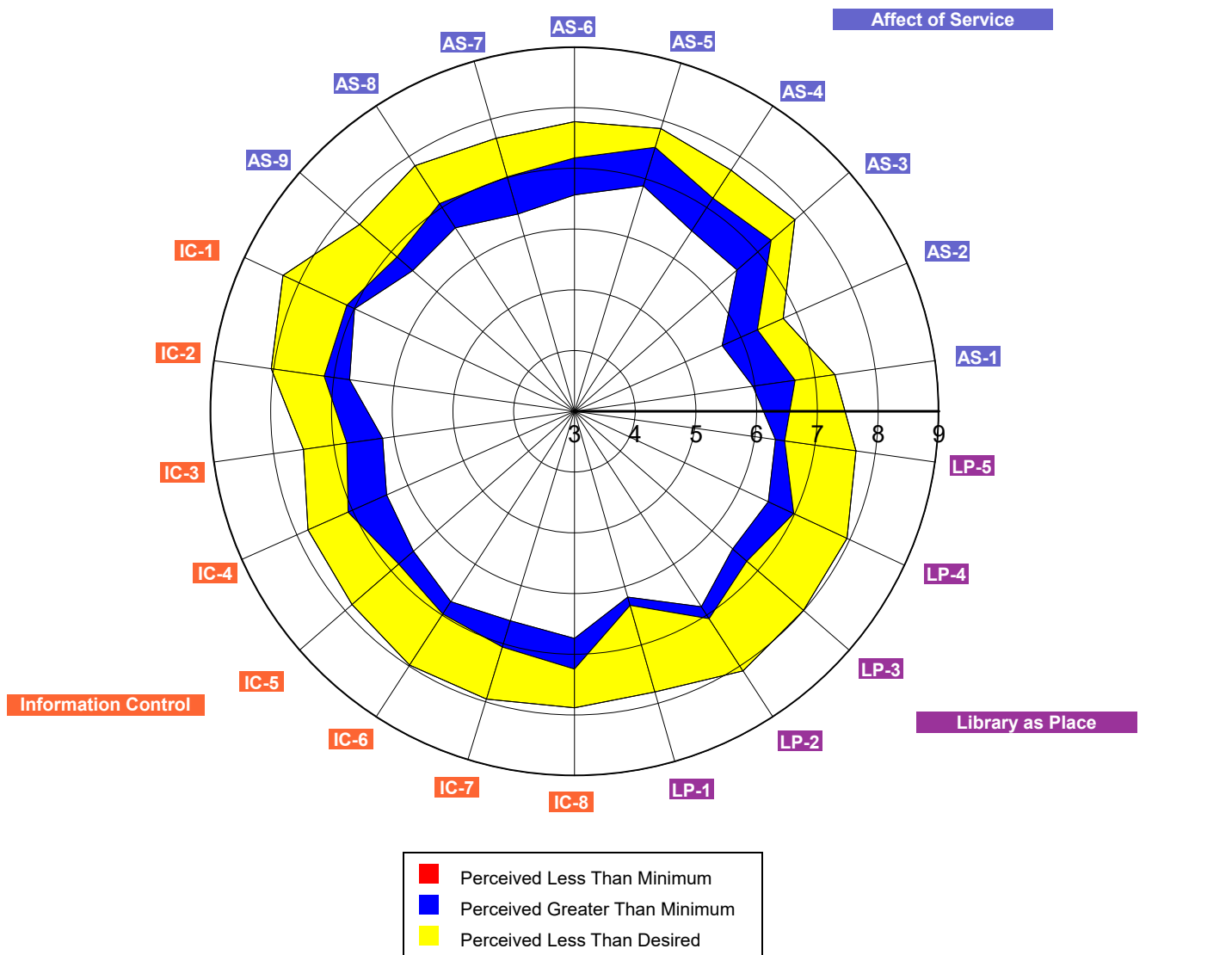
Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Undergraduate

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.)



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Undergraduate

 Perceived Greater Than Desired

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Undergraduate

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	5.97	7.33	6.67	0.70	-0.66	215
AS-2	Giving users individual attention	5.66	6.76	6.30	0.63	-0.47	249
AS-3	Employees who are consistently courteous	6.55	7.81	7.29	0.74	-0.52	253
AS-4	Readiness to respond to users' questions	6.55	7.73	7.18	0.64	-0.55	222
AS-5	Employees who have the knowledge to answer user questions	6.88	7.87	7.55	0.66	-0.32	255
AS-6	Employees who deal with users in a caring fashion	6.56	7.77	7.17	0.61	-0.60	697
AS-7	Employees who understand the needs of their users	6.38	7.68	7.02	0.64	-0.66	258
AS-8	Willingness to help users	6.60	7.82	7.08	0.48	-0.74	241
AS-9	Dependability in handling users' service problems	6.53	7.69	6.87	0.34	-0.81	204
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.00	8.30	7.14	0.14	-1.16	244
IC-2	A library Web site enabling me to locate information on my own	6.74	8.04	7.16	0.42	-0.88	317
IC-3	The printed library materials I need for my work	6.19	7.50	6.79	0.60	-0.72	228
IC-4	The electronic information resources I need	6.39	7.80	7.08	0.70	-0.72	804
IC-5	Modern equipment that lets me easily access needed information	6.51	7.85	6.83	0.32	-1.02	300
IC-6	Easy-to-use access tools that allow me to find things on my own	6.74	7.98	6.98	0.24	-1.00	332
IC-7	Making information easily accessible for independent use	6.61	7.95	7.06	0.45	-0.90	308
IC-8	Print and/or electronic journal collections I require for my work	6.74	7.88	7.24	0.50	-0.64	250
Library as Place							
LP-1	Library space that inspires study and learning	6.18	7.81	6.32	0.14	-1.48	728
LP-2	Quiet space for individual activities	6.84	8.10	7.07	0.23	-1.02	252
LP-3	A comfortable and inviting location	6.45	8.00	6.76	0.31	-1.24	263
LP-4	A getaway for study, learning, or research	6.52	7.95	6.98	0.46	-0.97	249
LP-5	Community space for group learning and group study	6.34	7.68	6.50	0.15	-1.19	254
Overall:		6.45	7.79	6.92	0.46	-0.87	823

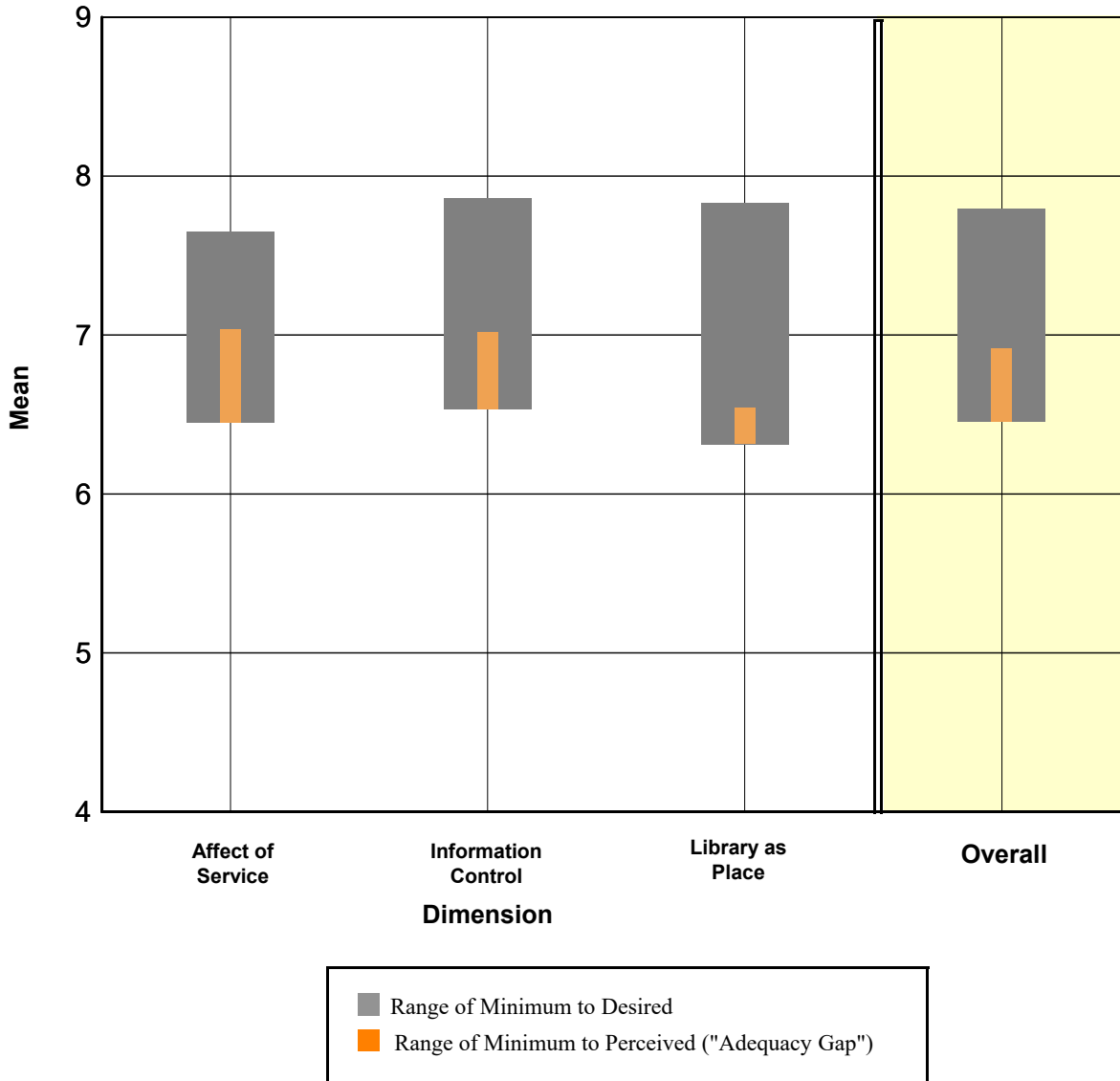
Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Undergraduate

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.87	1.61	1.79	1.72	1.68	215
AS-2	Giving users individual attention	2.02	1.86	1.79	1.92	1.77	249
AS-3	Employees who are consistently courteous	1.80	1.27	1.63	1.71	1.57	253
AS-4	Readiness to respond to users' questions	1.69	1.42	1.42	1.50	1.53	222
AS-5	Employees who have the knowledge to answer user questions	1.67	1.30	1.35	1.52	1.32	255
AS-6	Employees who deal with users in a caring fashion	1.69	1.32	1.54	1.64	1.53	697
AS-7	Employees who understand the needs of their users	1.79	1.33	1.63	1.68	1.60	258
AS-8	Willingness to help users	1.74	1.37	1.59	1.67	1.48	241
AS-9	Dependability in handling users' service problems	1.75	1.40	1.55	1.74	1.51	204
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.60	1.03	1.53	1.64	1.52	244
IC-2	A library Web site enabling me to locate information on my own	1.69	1.08	1.58	1.84	1.54	317
IC-3	The printed library materials I need for my work	1.93	1.57	1.67	1.96	1.89	228
IC-4	The electronic information resources I need	1.75	1.36	1.44	1.75	1.57	804
IC-5	Modern equipment that lets me easily access needed information	1.64	1.21	1.68	1.74	1.77	300
IC-6	Easy-to-use access tools that allow me to find things on my own	1.60	1.20	1.53	1.82	1.61	332
IC-7	Making information easily accessible for independent use	1.61	1.29	1.48	1.79	1.57	308
IC-8	Print and/or electronic journal collections I require for my work	1.82	1.45	1.49	1.67	1.65	250
Library as Place							
LP-1	Library space that inspires study and learning	1.81	1.34	1.81	2.19	2.07	728
LP-2	Quiet space for individual activities	1.72	1.27	1.80	2.28	2.04	252
LP-3	A comfortable and inviting location	1.67	1.13	1.76	1.89	1.80	263
LP-4	A getaway for study, learning, or research	1.76	1.38	1.53	1.80	1.70	249
LP-5	Community space for group learning and group study	1.87	1.52	1.86	2.00	1.98	254
Overall:		1.34	0.92	1.19	1.35	1.19	823

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Undergraduate

4.3 Core Question Dimensions Summary for Undergraduate

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Undergraduate

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where n is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.45	7.65	7.03	0.59	-0.62	780
Information Control	6.53	7.86	7.02	0.49	-0.84	822
Library as Place	6.31	7.83	6.54	0.23	-1.29	767
Overall	6.45	7.79	6.92	0.46	-0.87	823

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+ survey, where n is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.54	1.20	1.39	1.49	1.36	780
Information Control	1.43	1.03	1.28	1.47	1.32	822
Library as Place	1.62	1.20	1.60	1.88	1.78	767
Overall	1.34	0.92	1.19	1.35	1.19	823

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Undergraduate

4.4 Local Question Summary for Undergraduate

This table shows mean scores of each of the local questions added by the individual library or consortium, 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.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Ability to navigate library Web pages easily	6.85	7.91	6.92	0.06	-1.00	239
An online catalog that is user-friendly for finding materials	6.69	8.00	7.02	0.33	-0.97	228
Availability of online help when using my library's electronic resources	6.27	7.48	6.51	0.24	-0.97	201
Helpful online guides and tutorials	6.16	7.41	6.74	0.59	-0.66	192
Library keeping me informed about all of its services	5.87	7.21	6.38	0.52	-0.82	261

This table displays the standard deviations of each of the local questions added by the individual library or consortium, 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.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Ability to navigate library Web pages easily	1.51	1.25	1.68	1.82	1.83	239
An online catalog that is user-friendly for finding materials	1.75	1.25	1.69	1.91	1.72	228
Availability of online help when using my library's electronic resources	1.91	1.54	1.90	2.12	2.08	201
Helpful online guides and tutorials	1.84	1.45	1.55	1.67	1.61	192
Library keeping me informed about all of its services	2.03	1.62	1.97	2.00	2.06	261

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Undergraduate

4.5 General Satisfaction Questions Summary for Undergraduate

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.	7.49	1.41	445
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.13	1.58	478
How would you rate the overall quality of the service provided by the library?	7.19	1.34	823

4.6 Information Literacy Outcomes Questions Summary for Undergraduate

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.	6.43	1.84	347
The library aids my advancement in my academic discipline or work.	7.11	1.63	425
The library enables me to be more efficient in my academic pursuits or work.	7.27	1.61	433
The library helps me distinguish between trustworthy and untrustworthy information.	6.93	1.81	422
The library provides me with the information skills I need in my work or study.	7.08	1.51	319

Language: English (American), French (Canada)

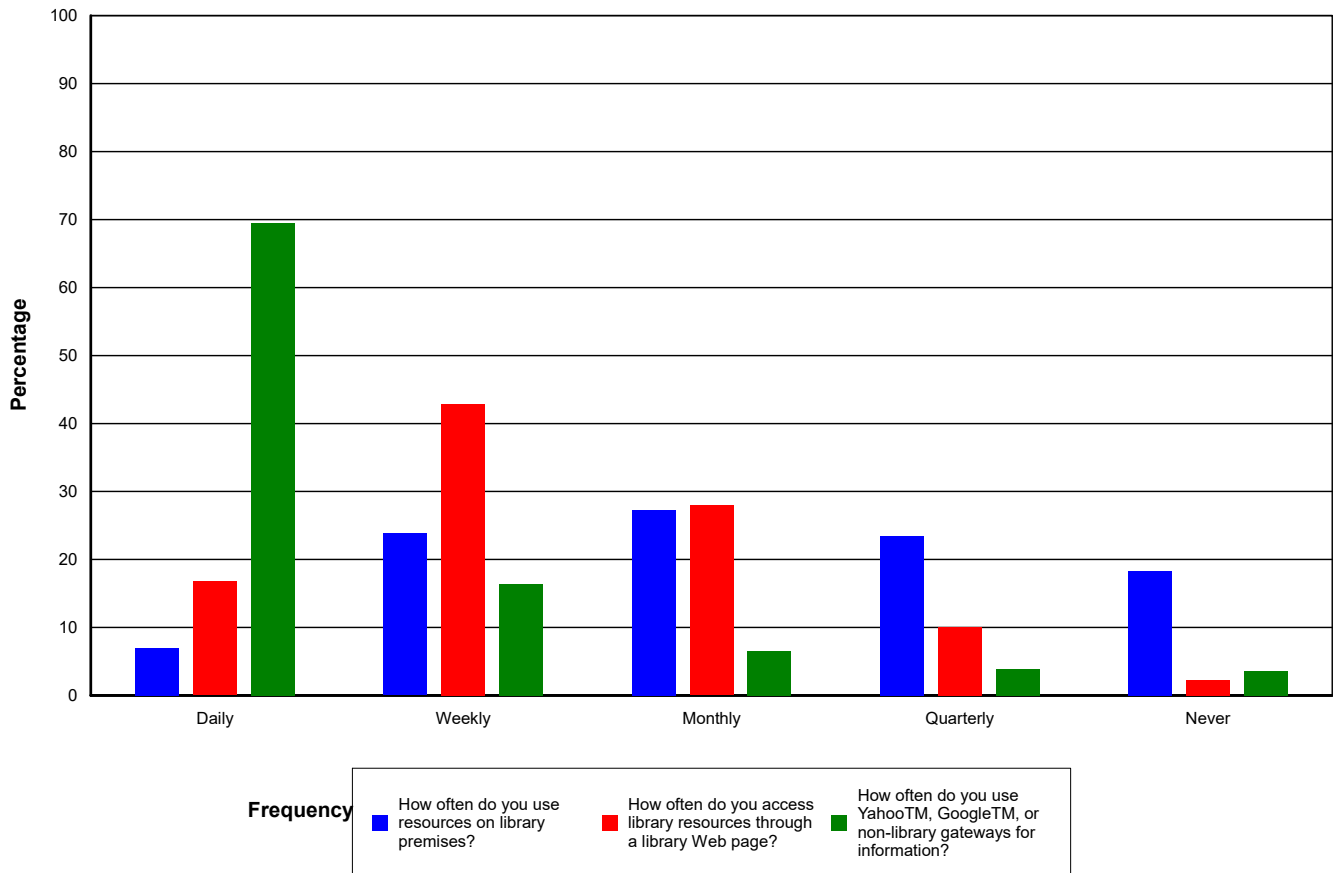
Institution Type: College or University

Consortium: LibQUAL Canada

User Group: Undergraduate

4.7 Library Use Summary for Undergraduate

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	58 7.05%	196 23.82%	225 27.34%	193 23.45%	151 18.35%	823 100.00%
How often do you access library resources through a library Web page?	138 16.77%	353 42.89%	230 27.95%	83 10.09%	19 2.31%	823 100.00%

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Undergraduate

	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use Yahoo™, Google™, or non-library gateways for information?	571 69.46%	135 16.42%	54 6.57%	32 3.89%	30 3.65%	822 100.00%

Language: English (American), French (Canada)

Institution Type: College or University

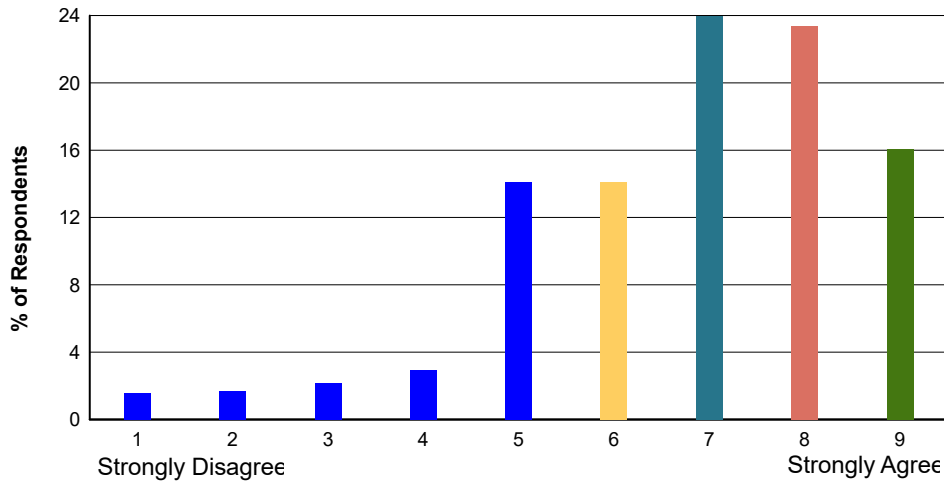
Consortium: LibQUAL Canada

User Group: Undergraduate

4.8 Special Question Summary for Undergraduate

This section summarizes results of questions unique to this library's survey. The tables and charts display the number and percentages of respondents and related useful statistics for these questions.

In general, I am satisfied with the Library's COVID-19 response measures.



Response			
	Respondents n	Respondents %	Range: Strongly Disagree (1) - Strongly Agree (9)
1	13	1.58	
2	14	1.70	
3	18	2.19	
4	24	2.92	
5	116	14.11	
6	116	14.11	
7	197	23.97	
8	192	23.36	
9	132	16.06	
Total:	822	100.00	Mean: 6.78 SD: 1.77

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Undergraduate

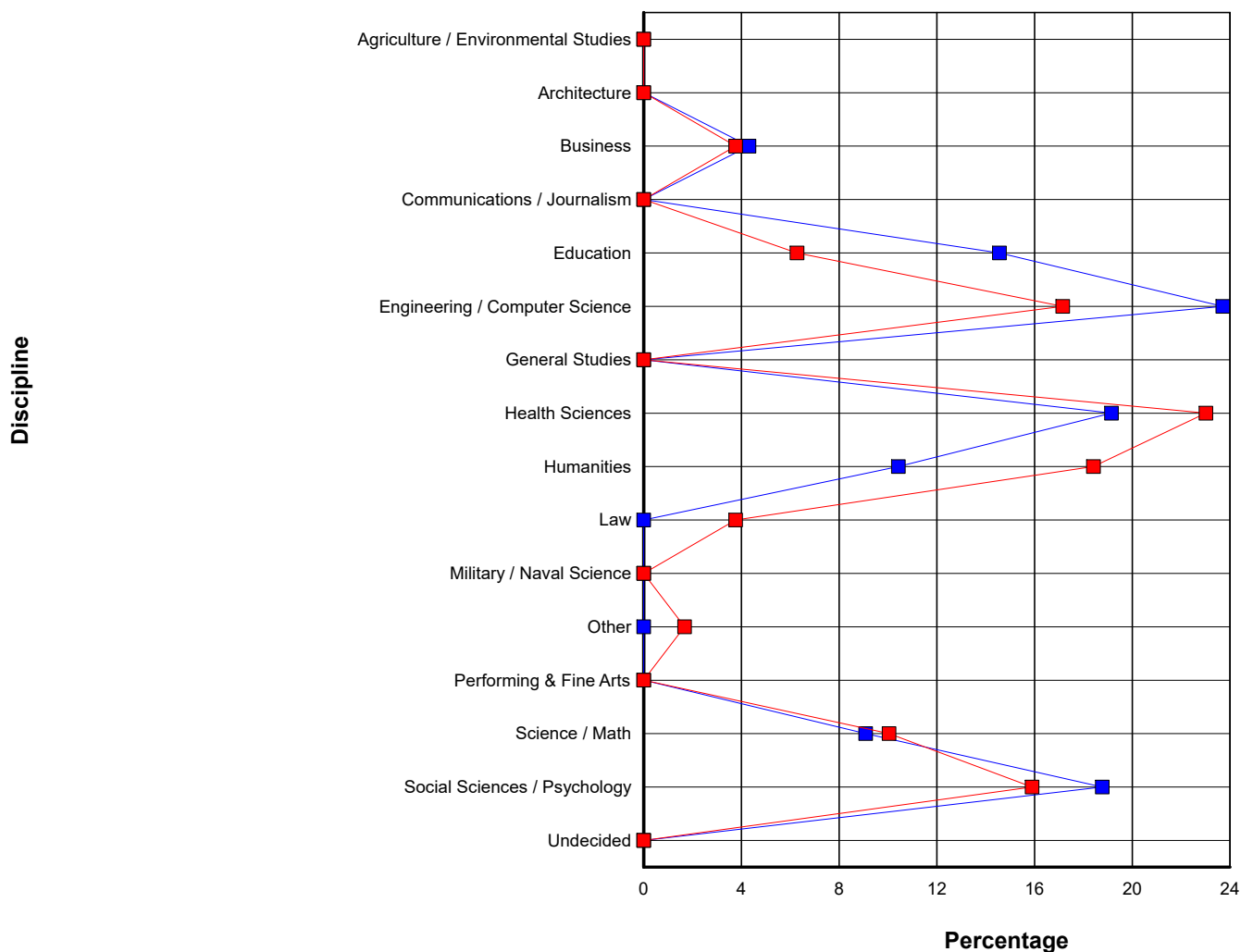
5 Graduate Summary for University of Ottawa

5.1 Demographic Summary for Graduate

5.1.1 Population and Respondent Profiles for Graduate by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the LibQUAL+ standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Graduate

- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Graduate

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	0	0.00	0	0.00	0.00
Architecture	0	0.00	0	0.00	0.00
Business	299	4.31	9	3.77	0.55
Communications / Journalism	0	0.00	0	0.00	0.00
Education	1,010	14.56	15	6.28	8.29
Engineering / Computer Science	1,644	23.70	41	17.15	6.55
General Studies	0	0.00	0	0.00	0.00
Health Sciences	1,328	19.15	55	23.01	-3.87
Humanities	723	10.42	44	18.41	-7.99
Law	0	0.00	9	3.77	-3.77
Military / Naval Science	0	0.00	0	0.00	0.00
Other	0	0.00	4	1.67	-1.67
Performing & Fine Arts	0	0.00	0	0.00	0.00
Science / Math	630	9.08	24	10.04	-0.96
Social Sciences / Psychology	1,302	18.77	38	15.90	2.87
Undecided	0	0.00	0	0.00	0.00
Total:	6,936	100.00	239	100.00	0.00

Language: English (American), French (Canada)

Institution Type: College or University

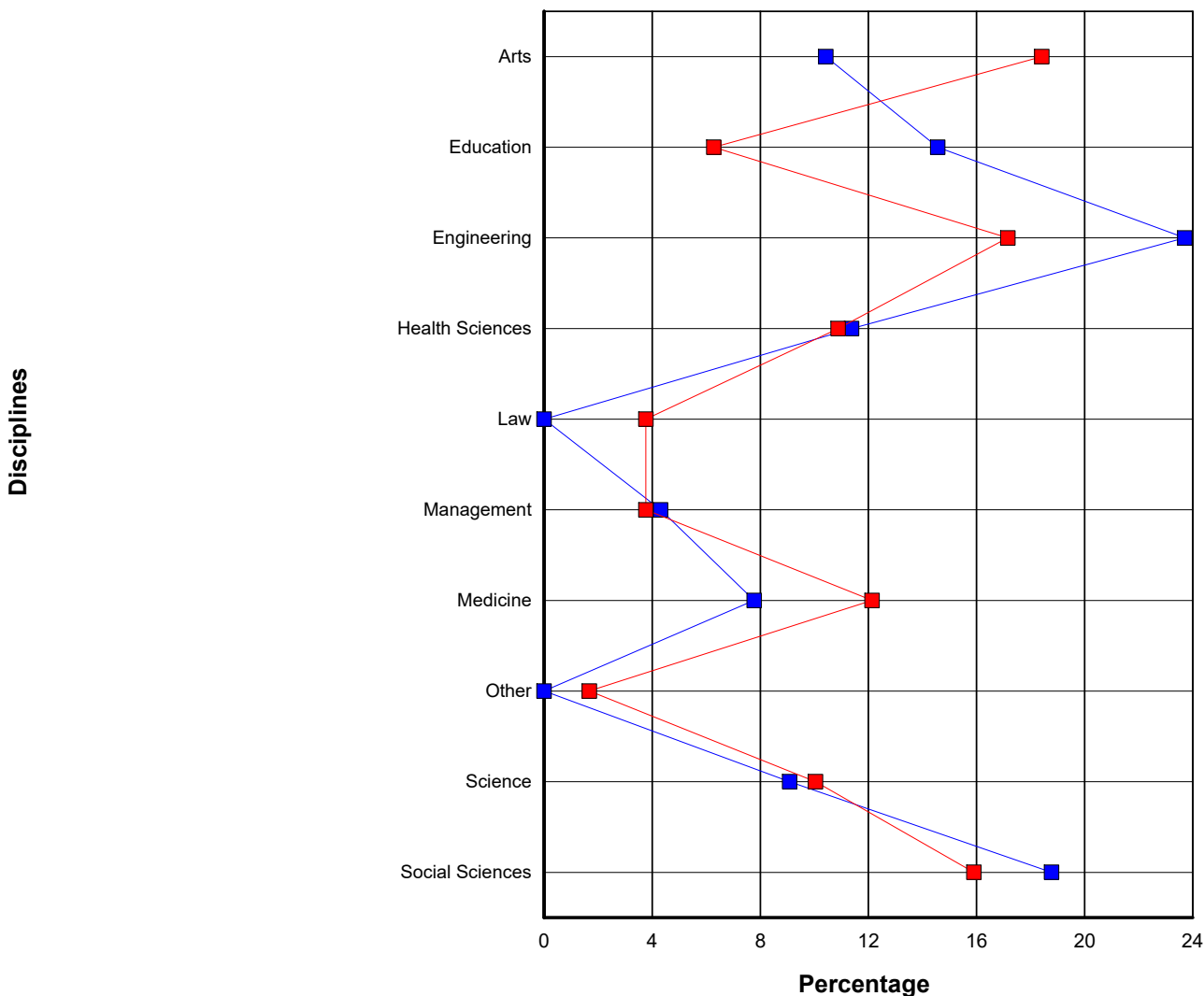
Consortium: LibQUAL Canada

User Group: Graduate

5.1.2 Population and Respondent Profiles for Graduate by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Graduate

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Graduate

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Arts	723	10.42	44	18.41	-7.99
Education	1,010	14.56	15	6.28	8.29
Engineering	1,644	23.70	41	17.15	6.55
Health Sciences	789	11.38	26	10.88	0.50
Law	0	0.00	9	3.77	-3.77
Management	299	4.31	9	3.77	0.55
Medicine	539	7.77	29	12.13	-4.36
Other	0	0.00	4	1.67	-1.67
Science	630	9.08	24	10.04	-0.96
Social Sciences	1,302	18.77	38	15.90	2.87
Total:	6,936	100.00	239	100.00	0.00

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Graduate

5.1.3 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
18 - 22	16	6.69
23 - 30	150	62.76
31 - 45	57	23.85
46 - 65	14	5.86
Over 65	2	0.84
Under 18	0	0.00
Total:	239	100.00

5.1.4 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Archives and Special Collections	1	0.42
Brian Dickson Law Library	10	4.20
Health Sciences Library	44	18.49
Learning Crossroads (CRX)	4	1.68
Management Library	5	2.10
Morisset Library (Arts and Science)	140	58.82
Other	23	9.66
Social Sciences Library	11	4.62
Total:	238	100.00

5.1.5 Respondent Profile by Full or part-time student?

Full or part-time student?	Population N	Population %	Respondents n	Respondents %
Does not apply / NA		0.00	6	2.53
Full-time	1,226	16.92	220	92.83
Part-time	6,018	83.08	11	4.64
Total:	7,244	100.00	237	100.00

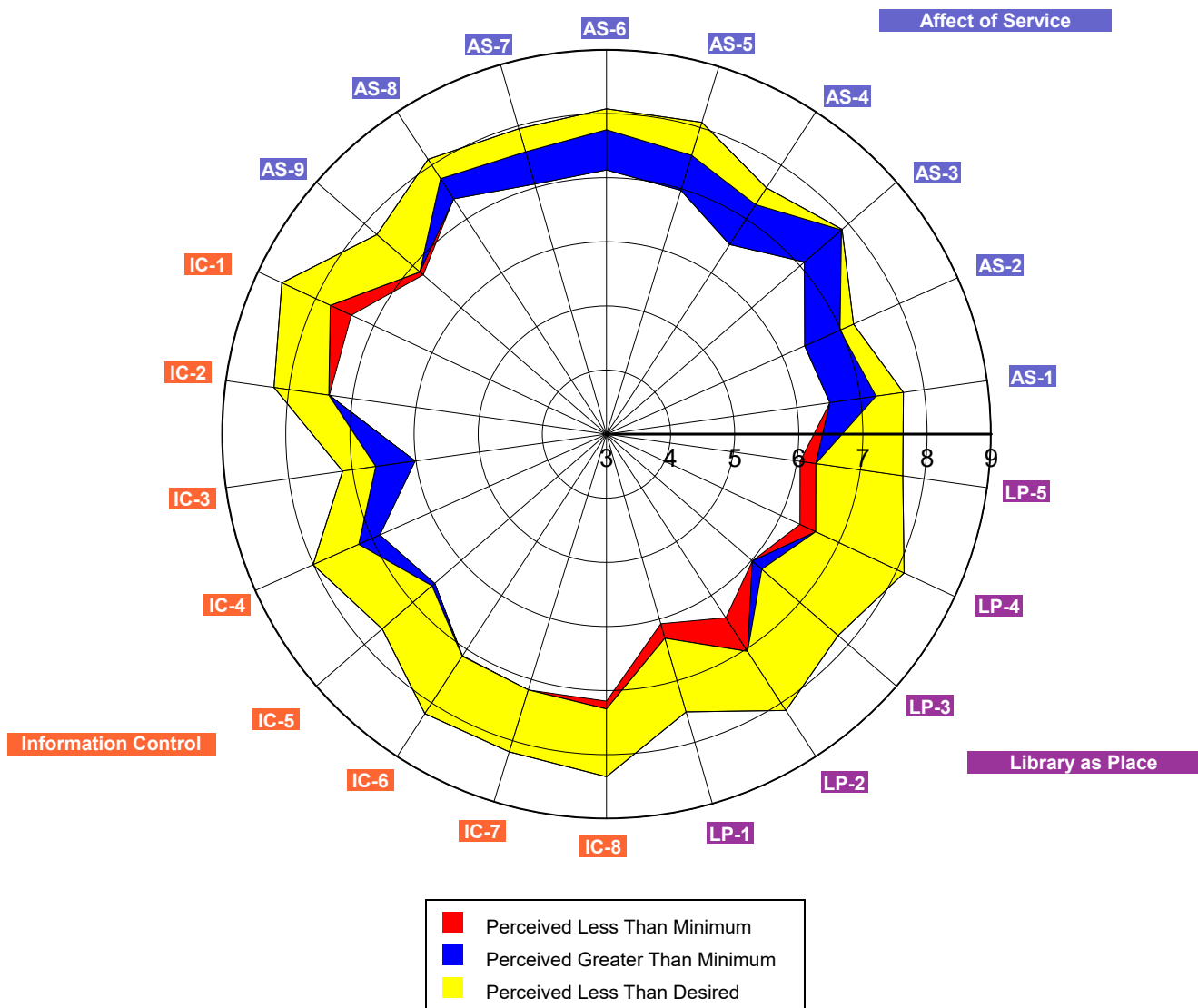
Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Graduate

5.2 Core Questions Summary for Graduate


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.)



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Graduate

 Perceived Greater Than Desired

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Graduate

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.52	7.68	7.25	0.73	-0.43	77
AS-2	Giving users individual attention	6.38	7.22	6.99	0.60	-0.23	78
AS-3	Employees who are consistently courteous	7.09	7.87	7.86	0.76	-0.01	76
AS-4	Readiness to respond to users' questions	6.53	7.58	7.27	0.74	-0.31	74
AS-5	Employees who have the knowledge to answer user questions	6.98	8.09	7.55	0.57	-0.54	82
AS-6	Employees who deal with users in a caring fashion	7.12	8.07	7.75	0.63	-0.33	215
AS-7	Employees who understand the needs of their users	7.06	7.96	7.58	0.52	-0.38	69
AS-8	Willingness to help users	7.38	8.11	7.75	0.38	-0.36	64
AS-9	Dependability in handling users' service problems	6.86	7.74	6.79	-0.07	-0.96	70
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.75	8.58	7.39	-0.36	-1.19	77
IC-2	A library Web site enabling me to locate information on my own	7.37	8.24	7.36	-0.01	-0.87	110
IC-3	The printed library materials I need for my work	6.01	7.15	6.63	0.62	-0.52	71
IC-4	The electronic information resources I need	6.87	8.01	7.23	0.36	-0.78	235
IC-5	Modern equipment that lets me easily access needed information	6.55	7.63	6.61	0.06	-1.03	71
IC-6	Easy-to-use access tools that allow me to find things on my own	7.13	8.20	7.12	-0.01	-1.08	91
IC-7	Making information easily accessible for independent use	7.17	8.18	7.17	0.00	-1.01	93
IC-8	Print and/or electronic journal collections I require for my work	7.29	8.34	7.16	-0.12	-1.18	73
Library as Place							
LP-1	Library space that inspires study and learning	6.31	7.51	6.08	-0.24	-1.43	199
LP-2	Quiet space for individual activities	7.04	8.14	6.42	-0.63	-1.72	72
LP-3	A comfortable and inviting location	6.02	7.79	6.21	0.20	-1.58	66
LP-4	A getaway for study, learning, or research	6.60	8.12	6.33	-0.27	-1.79	73
LP-5	Community space for group learning and group study	6.30	7.67	6.05	-0.25	-1.62	60
Overall:		6.80	7.88	7.13	0.33	-0.75	240

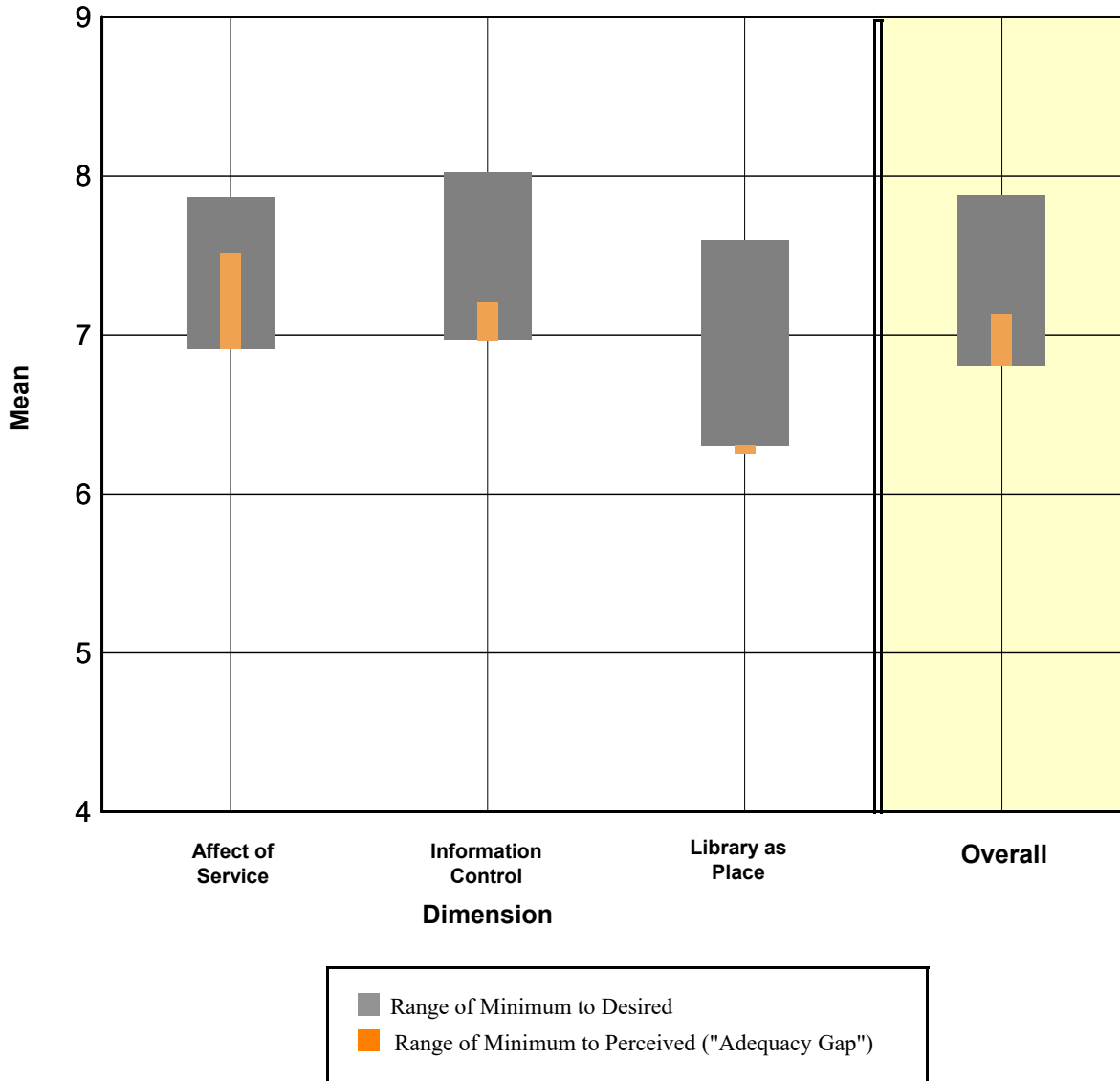
Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Graduate

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	2.06	1.53	1.66	1.65	1.53	77
AS-2	Giving users individual attention	2.16	1.79	1.80	1.95	1.55	78
AS-3	Employees who are consistently courteous	1.78	1.37	1.39	1.71	1.39	76
AS-4	Readiness to respond to users' questions	2.09	1.84	1.77	1.92	1.80	74
AS-5	Employees who have the knowledge to answer user questions	1.85	1.33	1.75	1.69	1.75	82
AS-6	Employees who deal with users in a caring fashion	1.68	1.12	1.41	1.79	1.55	215
AS-7	Employees who understand the needs of their users	1.61	1.23	1.17	1.47	1.42	69
AS-8	Willingness to help users	1.92	1.18	1.36	1.63	1.52	64
AS-9	Dependability in handling users' service problems	1.82	1.44	2.03	2.17	2.23	70
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.38	0.83	1.55	1.83	1.66	77
IC-2	A library Web site enabling me to locate information on my own	1.63	1.19	1.58	1.83	1.76	110
IC-3	The printed library materials I need for my work	2.31	2.12	1.81	2.25	2.04	71
IC-4	The electronic information resources I need	1.73	1.38	1.57	2.05	1.83	235
IC-5	Modern equipment that lets me easily access needed information	2.08	1.85	1.88	2.16	1.82	71
IC-6	Easy-to-use access tools that allow me to find things on my own	1.83	1.15	1.60	1.86	1.61	91
IC-7	Making information easily accessible for independent use	1.72	1.15	1.65	1.78	1.56	93
IC-8	Print and/or electronic journal collections I require for my work	1.68	1.04	1.88	2.20	1.95	73
Library as Place							
LP-1	Library space that inspires study and learning	2.03	1.82	2.10	2.46	2.51	199
LP-2	Quiet space for individual activities	1.76	1.17	2.09	2.63	2.35	72
LP-3	A comfortable and inviting location	2.19	1.59	1.85	2.30	2.39	66
LP-4	A getaway for study, learning, or research	1.88	1.15	2.14	2.17	2.38	73
LP-5	Community space for group learning and group study	2.13	1.73	2.04	2.21	2.37	60
Overall:		1.35	1.02	1.26	1.43	1.32	240

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Graduate

5.3 Core Question Dimensions Summary for Graduate

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Graduate

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.91	7.87	7.52	0.60	-0.35	235
Information Control	6.97	8.02	7.21	0.24	-0.82	239
Library as Place	6.30	7.59	6.25	-0.06	-1.35	212
Overall	6.80	7.88	7.13	0.33	-0.75	240

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+ survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.60	1.19	1.35	1.56	1.36	235
Information Control	1.47	1.18	1.33	1.60	1.42	239
Library as Place	1.80	1.58	1.86	2.16	2.23	212
Overall	1.35	1.02	1.26	1.43	1.32	240

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Graduate

5.4 Local Question Summary for Graduate

This table shows mean scores of each of the local questions added by the individual library or consortium, 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.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Ability to navigate library Web pages easily	6.85	8.15	7.09	0.24	-1.06	80
An online catalog that is user-friendly for finding materials	7.06	8.25	6.84	-0.22	-1.41	68
Availability of online help when using my library's electronic resources	6.77	7.81	7.00	0.23	-0.81	62
Helpful online guides and tutorials	6.20	7.39	6.43	0.22	-0.96	54
Library keeping me informed about all of its services	6.44	7.36	6.59	0.15	-0.77	75

This table displays the standard deviations of each of the local questions added by the individual library or consortium, 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.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Ability to navigate library Web pages easily	1.90	1.20	1.69	2.08	1.90	80
An online catalog that is user-friendly for finding materials	1.79	1.26	1.77	2.09	1.93	68
Availability of online help when using my library's electronic resources	2.00	1.41	1.76	1.66	1.76	62
Helpful online guides and tutorials	2.05	1.73	2.05	1.83	2.24	54
Library keeping me informed about all of its services	1.97	1.64	1.94	2.24	2.10	75

Language: English (American), French (Canada)

Institution Type: College or University

Consortium: LibQUAL Canada

User Group: Graduate

5.5 General Satisfaction Questions Summary for Graduate

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.	7.54	1.58	141
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.20	1.54	133
How would you rate the overall quality of the service provided by the library?	7.26	1.43	240

5.6 Information Literacy Outcomes Questions Summary for Graduate

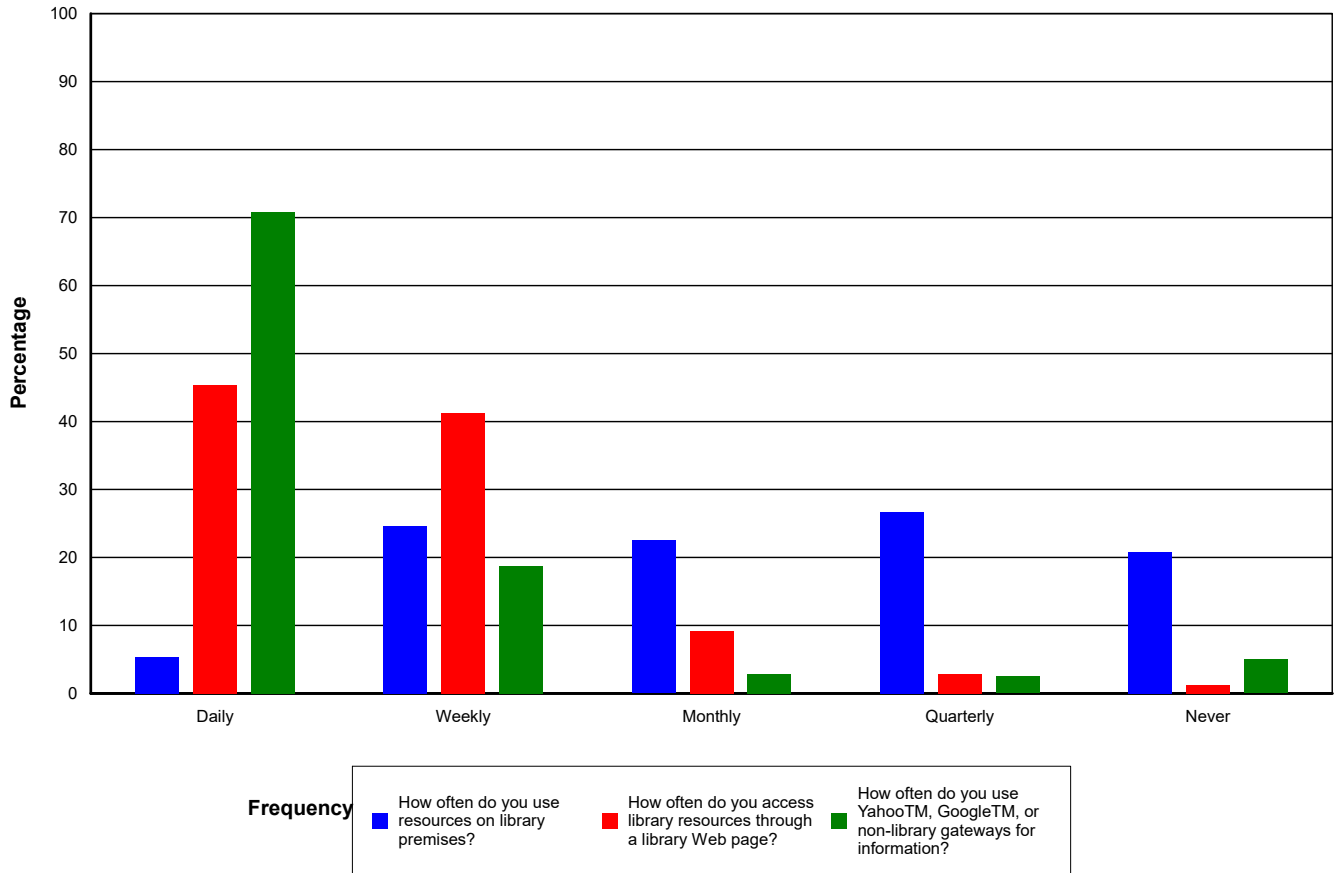
This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+ survey, in which respondents 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.	6.59	2.21	107
The library aids my advancement in my academic discipline or work.	7.26	1.77	126
The library enables me to be more efficient in my academic pursuits or work.	7.19	1.58	137
The library helps me distinguish between trustworthy and untrustworthy information.	6.33	2.00	126
The library provides me with the information skills I need in my work or study.	6.83	1.97	86

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Graduate

5.7 Library Use Summary for Graduate

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	13 5.42%	59 24.58%	54 22.50%	64 26.67%	50 20.83%	240 100.00%
How often do you access library resources through a library Web page?	109 45.42%	99 41.25%	22 9.17%	7 2.92%	3 1.25%	240 100.00%

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Graduate

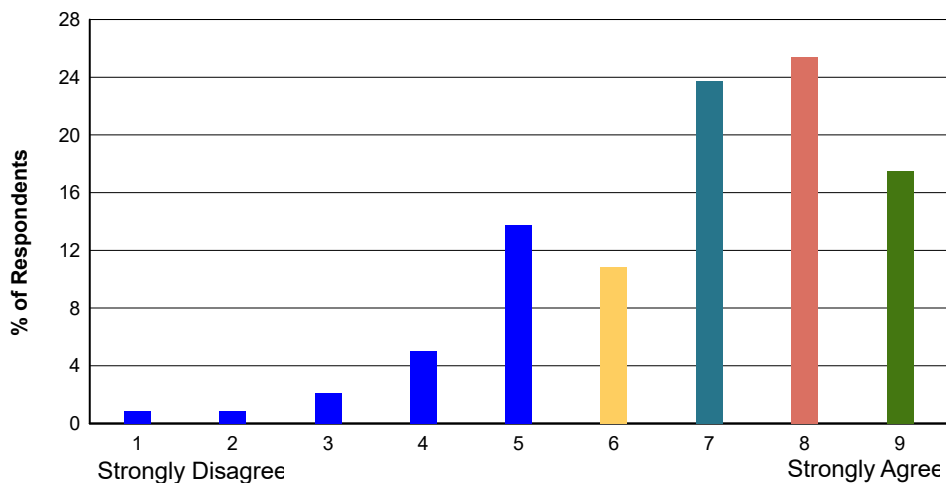
	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use Yahoo™, Google™, or non-library gateways for information?	170 70.83%	45 18.75%	7 2.92%	6 2.50%	12 5.00%	240 100.00%

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Graduate

5.8 Special Question Summary for Graduate

This section summarizes results of questions unique to this library's survey. The tables and charts display the number and percentages of respondents and related useful statistics for these questions.

In general, I am satisfied with the Library's COVID-19 response measures.



		Response			
	Respondents n	Respondents %	Range: Strongly Disagree (1) - Strongly Agree (9)		
1	2	0.83			
2	2	0.83			
3	5	2.08			
4	12	5.00			
5	33	13.75			
6	26	10.83			
7	57	23.75			
8	61	25.42			
9	42	17.50			
Total:	240	100.00	Mean: 6.90	SD: 1.70	

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Graduate

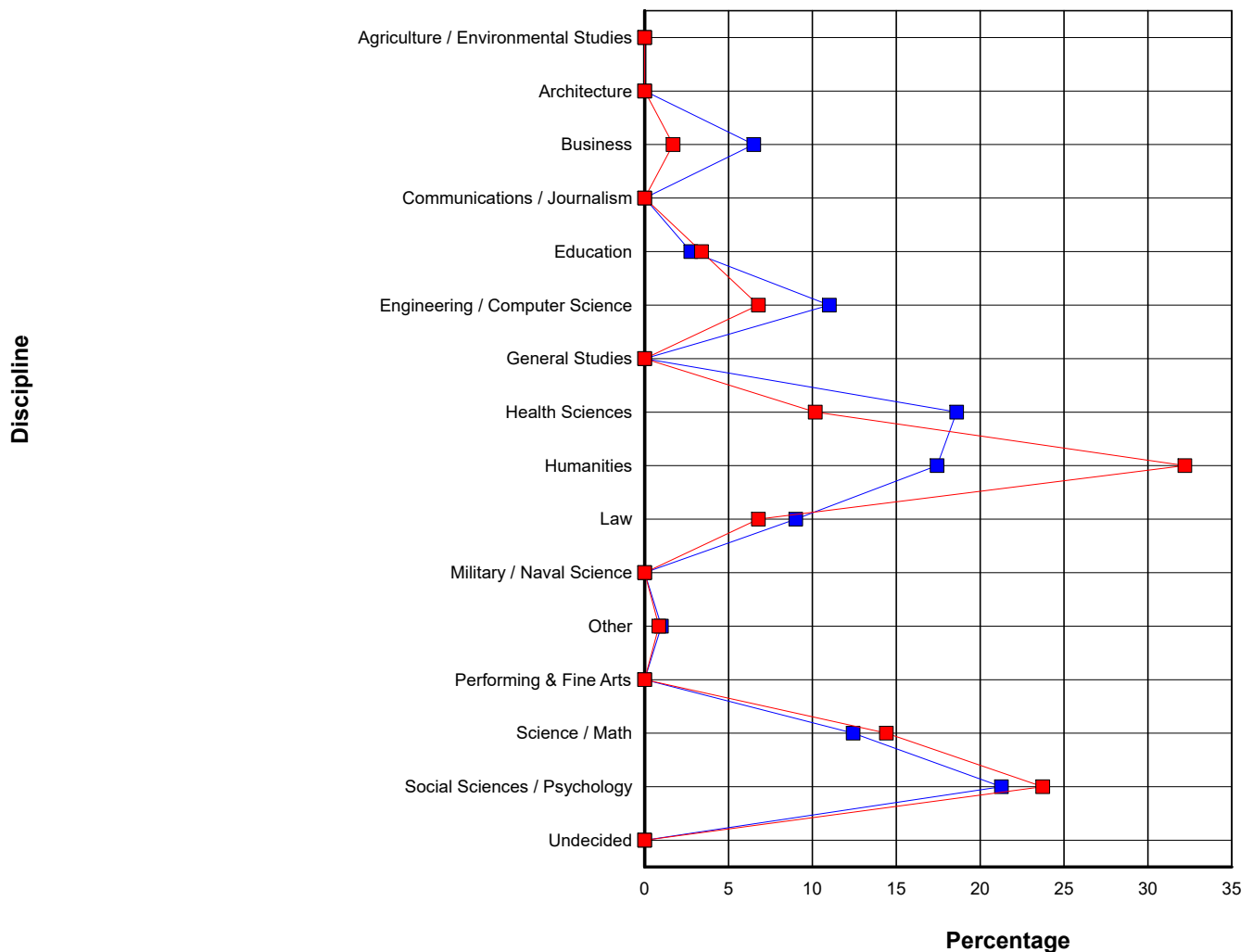
6 Faculty Summary for University of Ottawa

6.1 Demographic Summary for Faculty

6.1.1 Population and Respondent Profiles for Faculty by Standard Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the LibQUAL+ standard discipline categories. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Faculty

- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Faculty

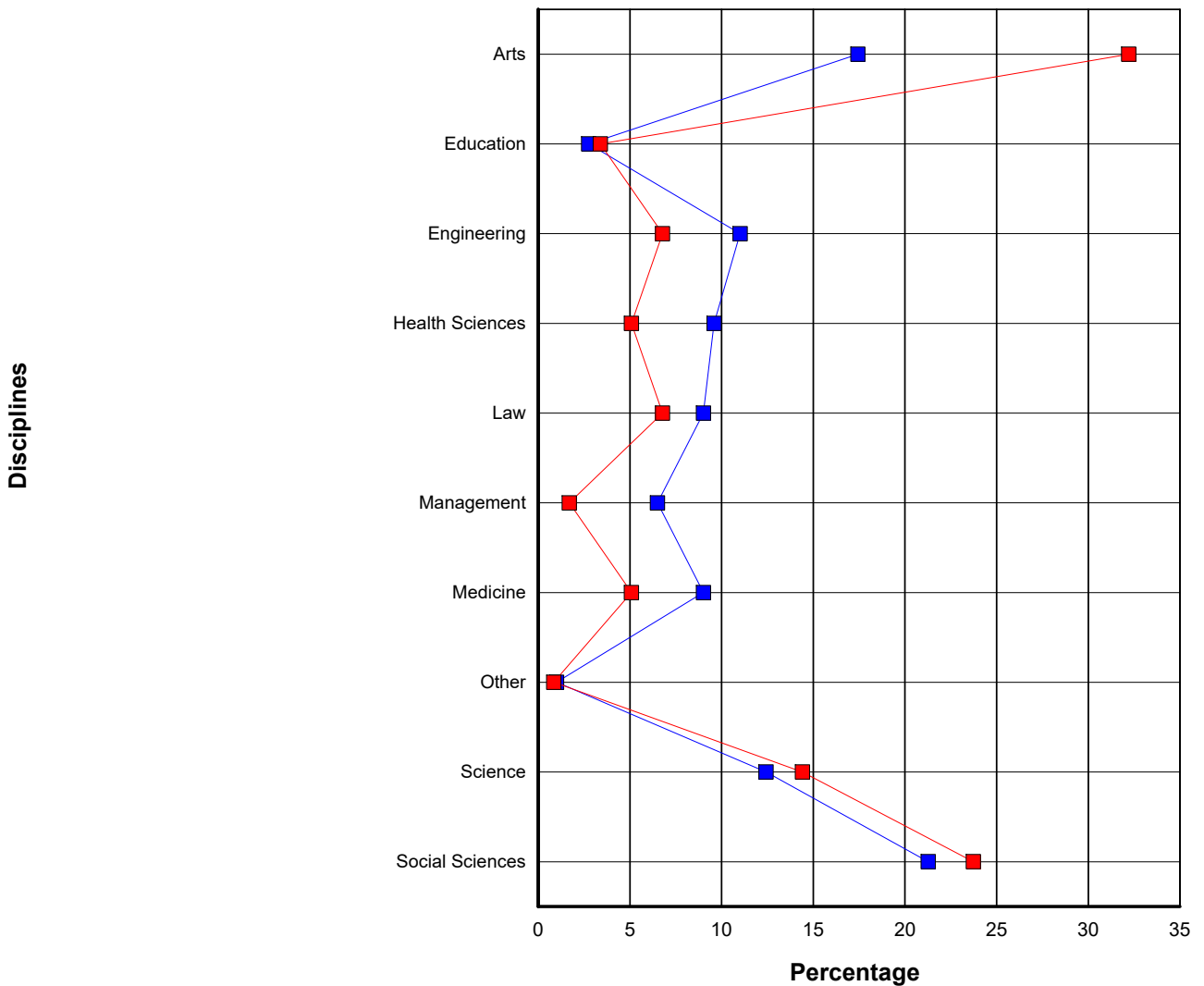
Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture / Environmental Studies	0	0.00	0	0.00	0.00
Architecture	0	0.00	0	0.00	0.00
Business	78	6.51	2	1.69	4.81
Communications / Journalism	0	0.00	0	0.00	0.00
Education	33	2.75	4	3.39	-0.64
Engineering / Computer Science	132	11.01	8	6.78	4.23
General Studies	0	0.00	0	0.00	0.00
Health Sciences	223	18.60	12	10.17	8.43
Humanities	209	17.43	38	32.20	-14.77
Law	108	9.01	8	6.78	2.23
Military / Naval Science	0	0.00	0	0.00	0.00
Other	12	1.00	1	0.85	0.15
Performing & Fine Arts	0	0.00	0	0.00	0.00
Science / Math	149	12.43	17	14.41	-1.98
Social Sciences / Psychology	255	21.27	28	23.73	-2.46
Undecided	0	0.00	0	0.00	0.00
Total:	1,199	100.00	118	100.00	0.00

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Faculty

6.1.2 Population and Respondent Profiles for Faculty by Customized Discipline

The chart and table below show a breakdown of survey respondents by discipline, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section.

This section shows survey respondents broken down based on the customized discipline categories supplied by the participating library. The chart maps percentage of respondents for each discipline in red. Population percentages for each discipline are mapped in blue. The table shows the number and percentage for each discipline, for the general population (N) and for survey respondents (n).



- Respondent Profile by Discipline
- Population Profile by Discipline

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Faculty

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Faculty

Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Arts	209	17.43	38	32.20	-14.77
Education	33	2.75	4	3.39	-0.64
Engineering	132	11.01	8	6.78	4.23
Health Sciences	115	9.59	6	5.08	4.51
Law	108	9.01	8	6.78	2.23
Management	78	6.51	2	1.69	4.81
Medicine	108	9.01	6	5.08	3.92
Other	12	1.00	1	0.85	0.15
Science	149	12.43	17	14.41	-1.98
Social Sciences	255	21.27	28	23.73	-2.46
Total:	1,199	100.00	118	100.00	0.00

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Faculty

6.1.3 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
18 - 22	0	0.00
23 - 30	0	0.00
31 - 45	29	24.58
46 - 65	64	54.24
Over 65	25	21.19
Under 18	0	0.00
Total:	118	100.00

6.1.4 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Archives and Special Collections	1	0.85
Brian Dickson Law Library	7	5.98
Health Sciences Library	9	7.69
Learning Crossroads (CRX)	1	0.85
Management Library	0	0.00
Morisset Library (Arts and Science)	91	77.78
Other	7	5.98
Social Sciences Library	1	0.85
Total:	117	100.00

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Faculty

6.1.5 Respondent Profile by Full or part-time student?

Full or part-time student?	Respondents n	Respondents %
Does not apply / NA	112	100.00
Full-time	0	0.00
Part-time	0	0.00
Total:	112	100.00

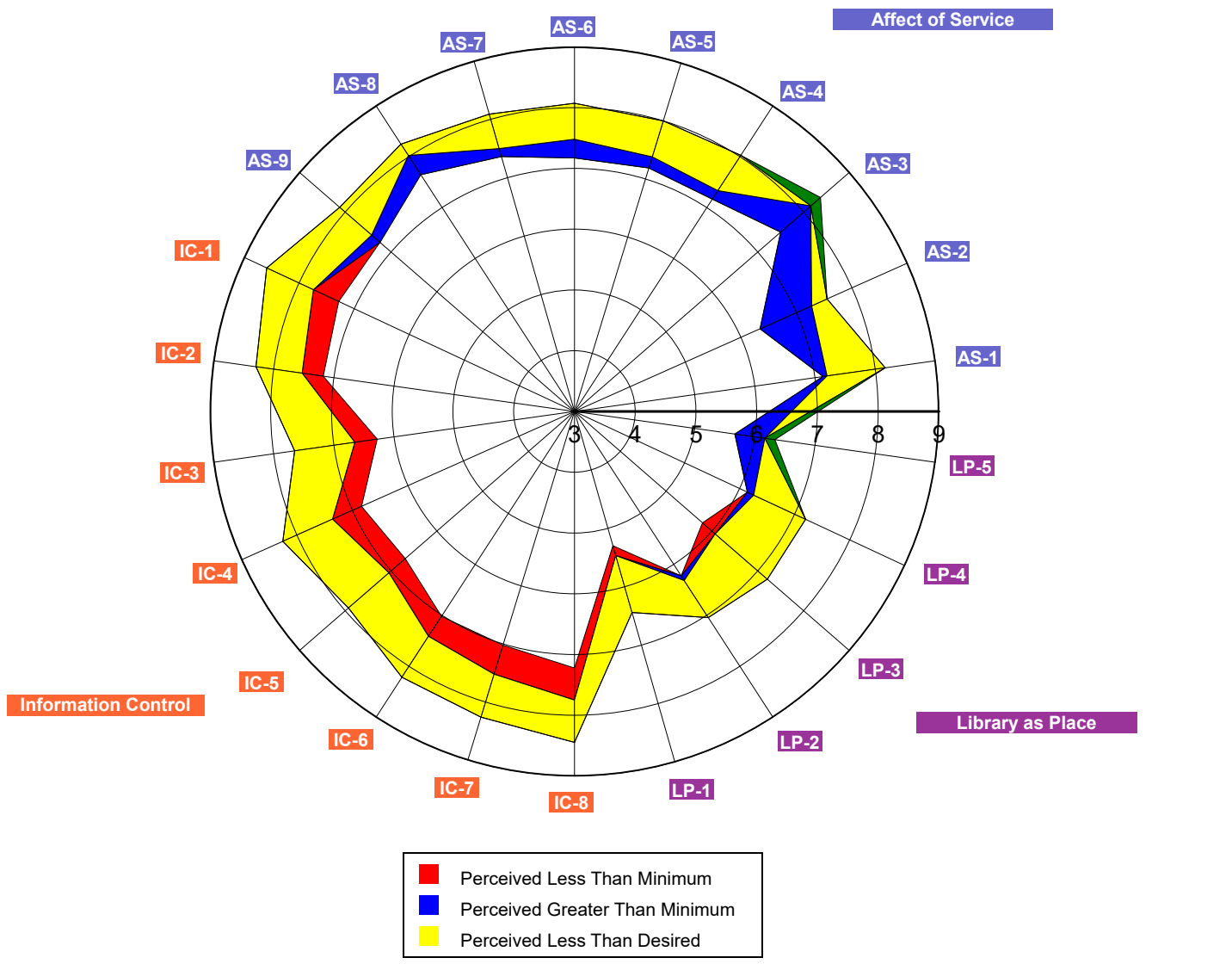
Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Faculty

6.2 Core Questions Summary for Faculty


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.)



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Faculty

 Perceived Greater Than Desired

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Faculty

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	7.13	8.17	7.20	0.07	-0.97	30
AS-2	Giving users individual attention	6.34	7.55	7.28	0.93	-0.28	29
AS-3	Employees who are consistently courteous	7.50	8.16	8.37	0.87	0.21	38
AS-4	Readiness to respond to users' questions	7.17	8.03	7.33	0.17	-0.69	36
AS-5	Employees who have the knowledge to answer user questions	7.19	8.00	7.38	0.19	-0.62	42
AS-6	Employees who deal with users in a caring fashion	7.17	8.07	7.48	0.31	-0.59	110
AS-7	Employees who understand the needs of their users	7.36	8.09	7.50	0.14	-0.59	44
AS-8	Willingness to help users	7.64	8.24	8.02	0.38	-0.22	45
AS-9	Dependability in handling users' service problems	7.24	8.12	7.42	0.18	-0.70	33
Information Control							
IC-1	Making electronic resources accessible from my home or office	7.74	8.59	7.28	-0.46	-1.31	39
IC-2	A library Web site enabling me to locate information on my own	7.53	8.29	7.18	-0.35	-1.12	34
IC-3	The printed library materials I need for my work	6.65	7.65	6.28	-0.37	-1.37	43
IC-4	The electronic information resources I need	7.36	8.26	6.84	-0.52	-1.42	117
IC-5	Modern equipment that lets me easily access needed information	7.05	7.93	6.69	-0.36	-1.24	42
IC-6	Easy-to-use access tools that allow me to find things on my own	7.41	8.22	7.02	-0.39	-1.20	51
IC-7	Making information easily accessible for independent use	7.52	8.26	7.02	-0.50	-1.24	46
IC-8	Print and/or electronic journal collections I require for my work	7.75	8.44	7.22	-0.53	-1.22	36
Library as Place							
LP-1	Library space that inspires study and learning	5.47	6.44	5.30	-0.17	-1.14	77
LP-2	Quiet space for individual activities	6.23	7.05	6.32	0.09	-0.73	22
LP-3	A comfortable and inviting location	6.07	7.21	5.79	-0.28	-1.41	29
LP-4	A getaway for study, learning, or research	6.14	7.20	6.26	0.11	-0.94	35
LP-5	Community space for group learning and group study	5.67	6.17	6.33	0.67	0.17	18
Overall:		7.01	7.84	6.91	-0.10	-0.93	118

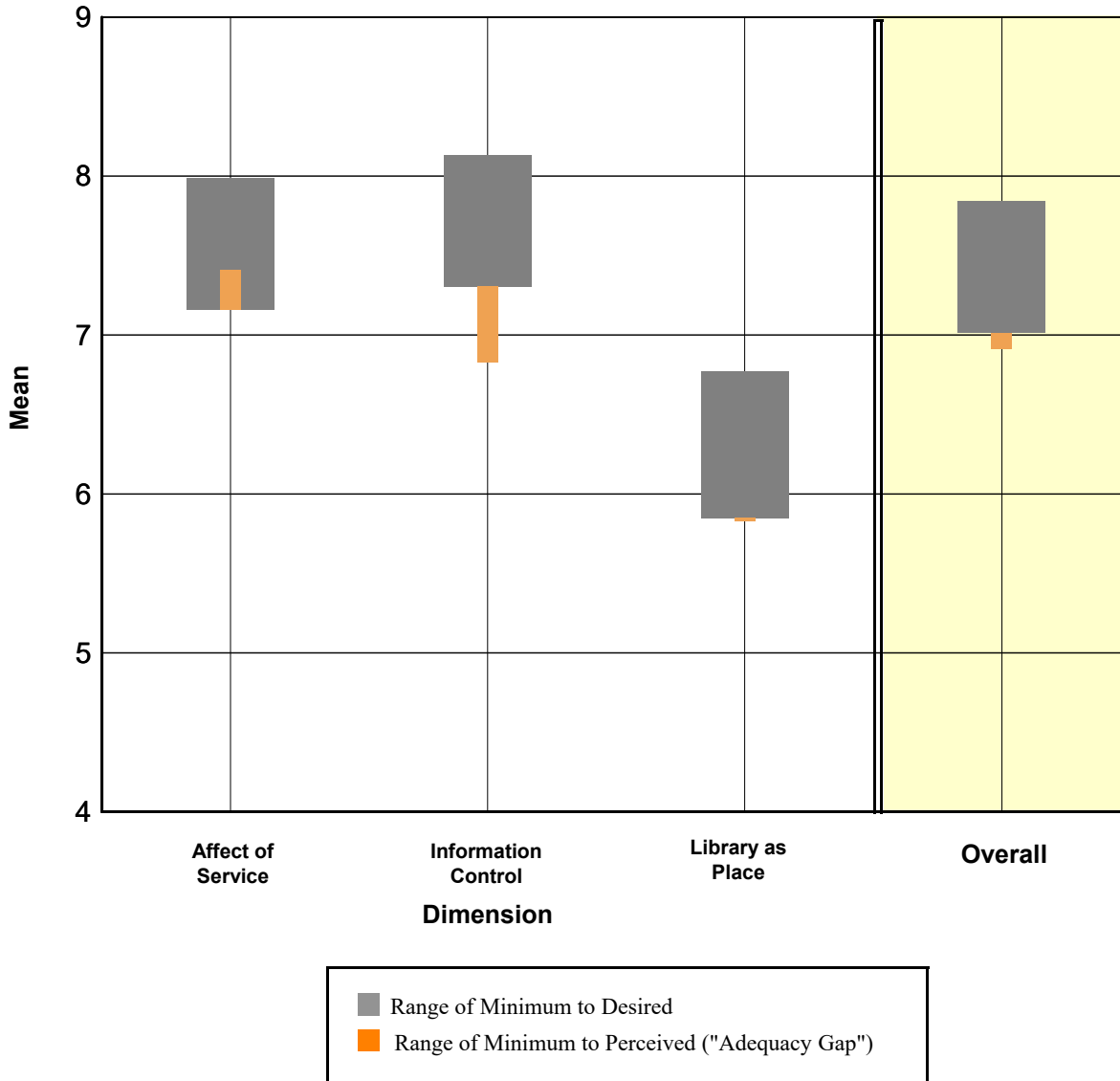
Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Faculty

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	1.36	1.12	1.63	2.16	1.99	30
AS-2	Giving users individual attention	1.88	1.74	1.71	1.79	2.28	29
AS-3	Employees who are consistently courteous	1.50	1.20	0.94	1.23	1.21	38
AS-4	Readiness to respond to users' questions	1.70	1.52	1.80	2.05	1.85	36
AS-5	Employees who have the knowledge to answer user questions	1.84	1.56	1.92	1.67	1.97	42
AS-6	Employees who deal with users in a caring fashion	1.73	1.30	1.66	1.97	1.75	110
AS-7	Employees who understand the needs of their users	1.37	1.22	1.32	1.66	1.63	44
AS-8	Willingness to help users	1.49	1.11	1.25	1.70	1.52	45
AS-9	Dependability in handling users' service problems	1.73	1.71	1.58	1.29	1.45	33
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.45	1.04	1.39	1.97	1.59	39
IC-2	A library Web site enabling me to locate information on my own	1.38	1.22	1.29	1.72	1.67	34
IC-3	The printed library materials I need for my work	2.15	1.73	1.61	2.47	2.23	43
IC-4	The electronic information resources I need	1.55	1.31	1.72	2.04	1.93	117
IC-5	Modern equipment that lets me easily access needed information	1.94	1.49	2.12	2.42	2.13	42
IC-6	Easy-to-use access tools that allow me to find things on my own	1.25	1.25	1.56	1.92	1.90	51
IC-7	Making information easily accessible for independent use	1.62	1.37	1.67	1.97	1.85	46
IC-8	Print and/or electronic journal collections I require for my work	1.38	1.18	1.48	2.08	1.77	36
Library as Place							
LP-1	Library space that inspires study and learning	2.44	2.76	2.21	3.24	3.66	77
LP-2	Quiet space for individual activities	2.11	2.26	1.94	2.52	2.81	22
LP-3	A comfortable and inviting location	2.12	2.08	2.11	2.84	2.80	29
LP-4	A getaway for study, learning, or research	1.97	1.98	1.82	1.55	1.70	35
LP-5	Community space for group learning and group study	2.66	3.00	1.88	2.61	2.96	18
Overall:		1.32	1.16	1.35	1.52	1.51	118

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Faculty

6.3 Core Question Dimensions Summary for Faculty

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Faculty

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	7.16	7.99	7.41	0.25	-0.58	117
Information Control	7.31	8.13	6.83	-0.48	-1.31	118
Library as Place	5.85	6.77	5.83	-0.02	-0.94	91
Overall	7.01	7.84	6.91	-0.10	-0.93	118

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+ survey, where *n* is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.54	1.27	1.43	1.66	1.58	117
Information Control	1.33	1.21	1.51	1.77	1.68	118
Library as Place	2.20	2.33	1.94	2.69	2.83	91
Overall	1.32	1.16	1.35	1.52	1.51	118

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Faculty

6.4 Local Question Summary for Faculty

This table shows mean scores of each of the local questions added by the individual library or consortium, 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.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Ability to navigate library Web pages easily	7.41	8.30	6.59	-0.82	-1.70	44
An online catalog that is user-friendly for finding materials	7.68	8.29	6.45	-1.23	-1.84	31
Availability of online help when using my library's electronic resources	7.20	8.00	7.05	-0.15	-0.95	20
Helpful online guides and tutorials	6.17	7.00	6.52	0.34	-0.48	29
Library keeping me informed about all of its services	6.74	7.68	6.97	0.24	-0.71	34

This table displays the standard deviations of each of the local questions added by the individual library or consortium, 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.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Ability to navigate library Web pages easily	1.50	1.13	1.66	2.08	1.96	44
An online catalog that is user-friendly for finding materials	1.72	1.66	1.96	2.20	2.16	31
Availability of online help when using my library's electronic resources	1.64	1.49	1.90	1.66	1.93	20
Helpful online guides and tutorials	2.42	2.38	2.26	2.21	1.99	29
Library keeping me informed about all of its services	1.56	1.39	1.78	1.83	1.85	34

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Faculty

6.5 General Satisfaction Questions Summary for Faculty

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.	7.72	1.30	69
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	6.92	1.87	64
How would you rate the overall quality of the service provided by the library?	7.21	1.44	118

6.6 Information Literacy Outcomes Questions Summary for Faculty

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.	6.60	2.14	52
The library aids my advancement in my academic discipline or work.	7.30	1.68	56
The library enables me to be more efficient in my academic pursuits or work.	7.38	1.83	65
The library helps me distinguish between trustworthy and untrustworthy information.	6.10	2.05	63
The library provides me with the information skills I need in my work or study.	6.82	1.56	45

Language: English (American), French (Canada)

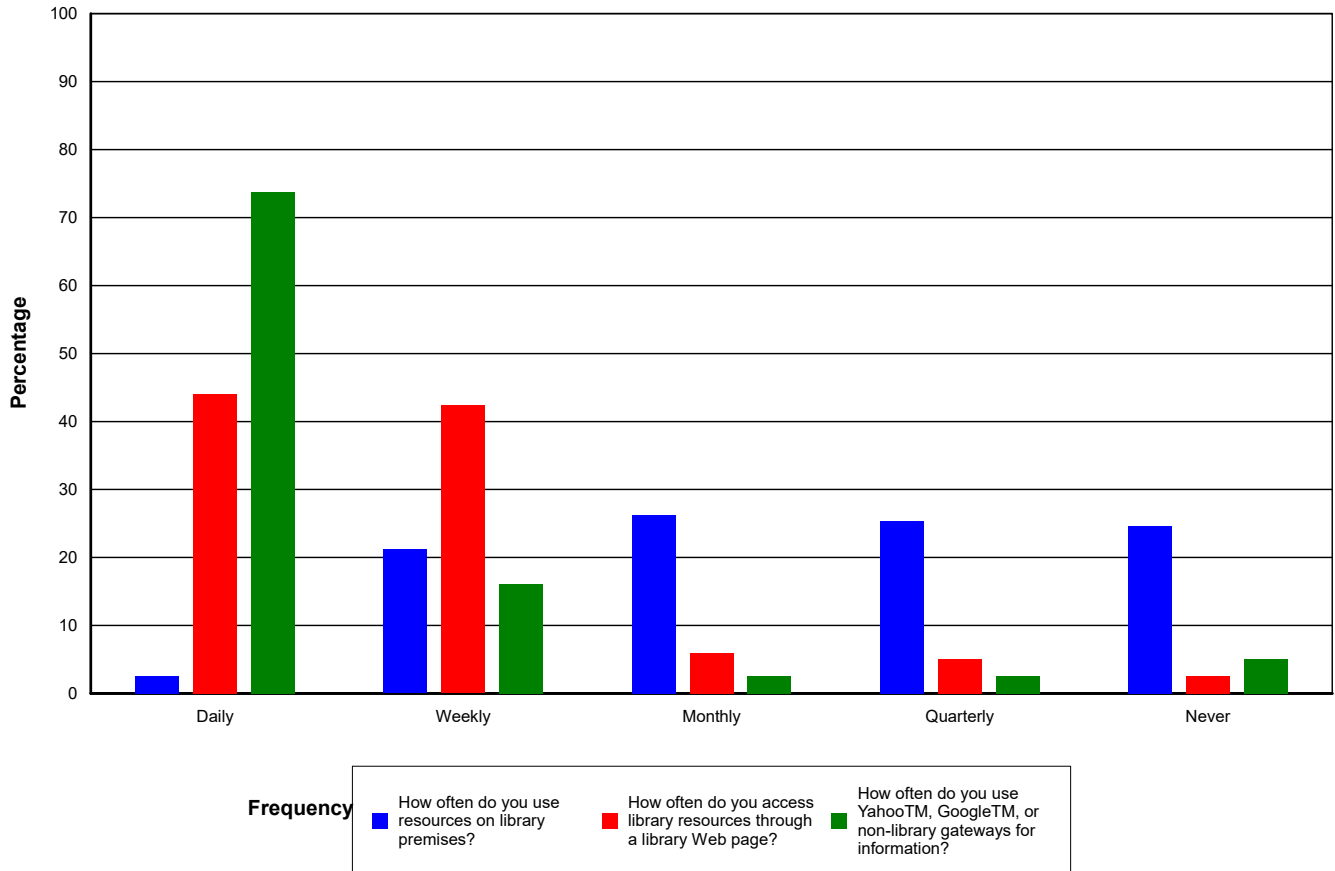
Institution Type: College or University

Consortium: LibQUAL Canada

User Group: Faculty

6.7 Library Use Summary for Faculty

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	3 2.54%	25 21.19%	31 26.27%	30 25.42%	29 24.58%	118 100.00%
How often do you access library resources through a library Web page?	52 44.07%	50 42.37%	7 5.93%	6 5.08%	3 2.54%	118 100.00%

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Faculty

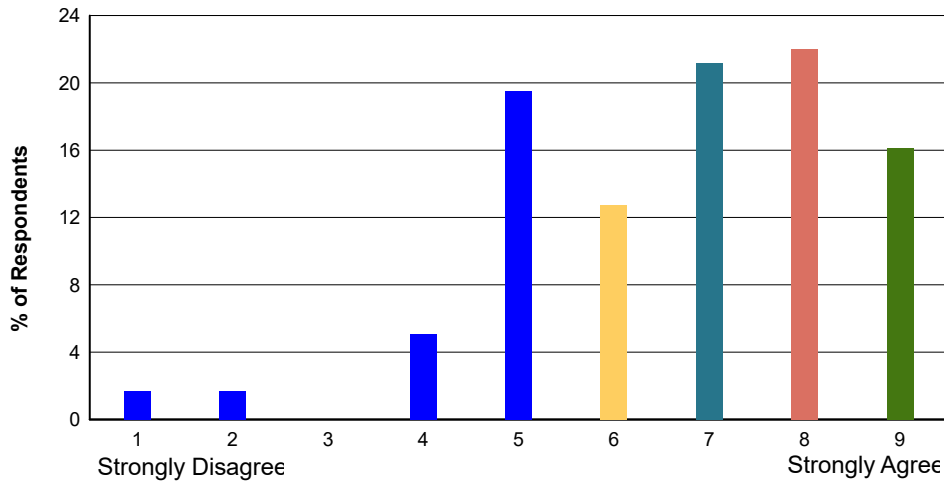
	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use Yahoo™, Google™, or non-library gateways for information?	87 73.73%	19 16.10%	3 2.54%	3 2.54%	6 5.08%	118 100.00%

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Faculty

6.8 Special Question Summary for Faculty

This section summarizes results of questions unique to this library's survey. The tables and charts display the number and percentages of respondents and related useful statistics for these questions.

In general, I am satisfied with the Library's COVID-19 response measures.



		Response			
	Respondents n	Respondents %	Range: Strongly Disagree (1) - Strongly Agree (9)		
1	2	1.69			
2	2	1.69			
3	0	0.00			
4	6	5.08			
5	23	19.49			
6	15	12.71			
7	25	21.19			
8	26	22.03			
9	19	16.10			
Total:	118	100.00	Mean: 6.69	SD: 1.79	

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Faculty

7 Staff Summary for University of Ottawa

7.1 Demographic Summary for Staff

7.1.1 Respondent Profile by Age:

This table shows a breakdown of survey respondents by age; both the number of respondents (n) and the percentage of the total number of respondents represented by each age group are displayed.

Age:	Respondents n	Respondents %
18 - 22	0	0.00
23 - 30	4	66.67
31 - 45	1	16.67
46 - 65	0	0.00
Over 65	1	16.67
Under 18	0	0.00
Total:	6	100.00

7.1.2 Respondent Profile by Answer to the Question: The library that you use most often:

The library that you use most often:	Respondents n	Respondents %
Archives and Special Collections	0	0.00
Brian Dickson Law Library	0	0.00
Health Sciences Library	3	50.00
Learning Crossroads (CRX)	0	0.00
Management Library	0	0.00
Morisset Library (Arts and Science)	1	16.67
Other	2	33.33
Social Sciences Library	0	0.00
Total:	6	100.00

7.1.3 Respondent Profile by Full or part-time student?

Full or part-time student?	Respondents n	Respondents %
Does not apply / NA	3	50.00
Full-time	3	50.00
Part-time	0	0.00
Total:	6	100.00

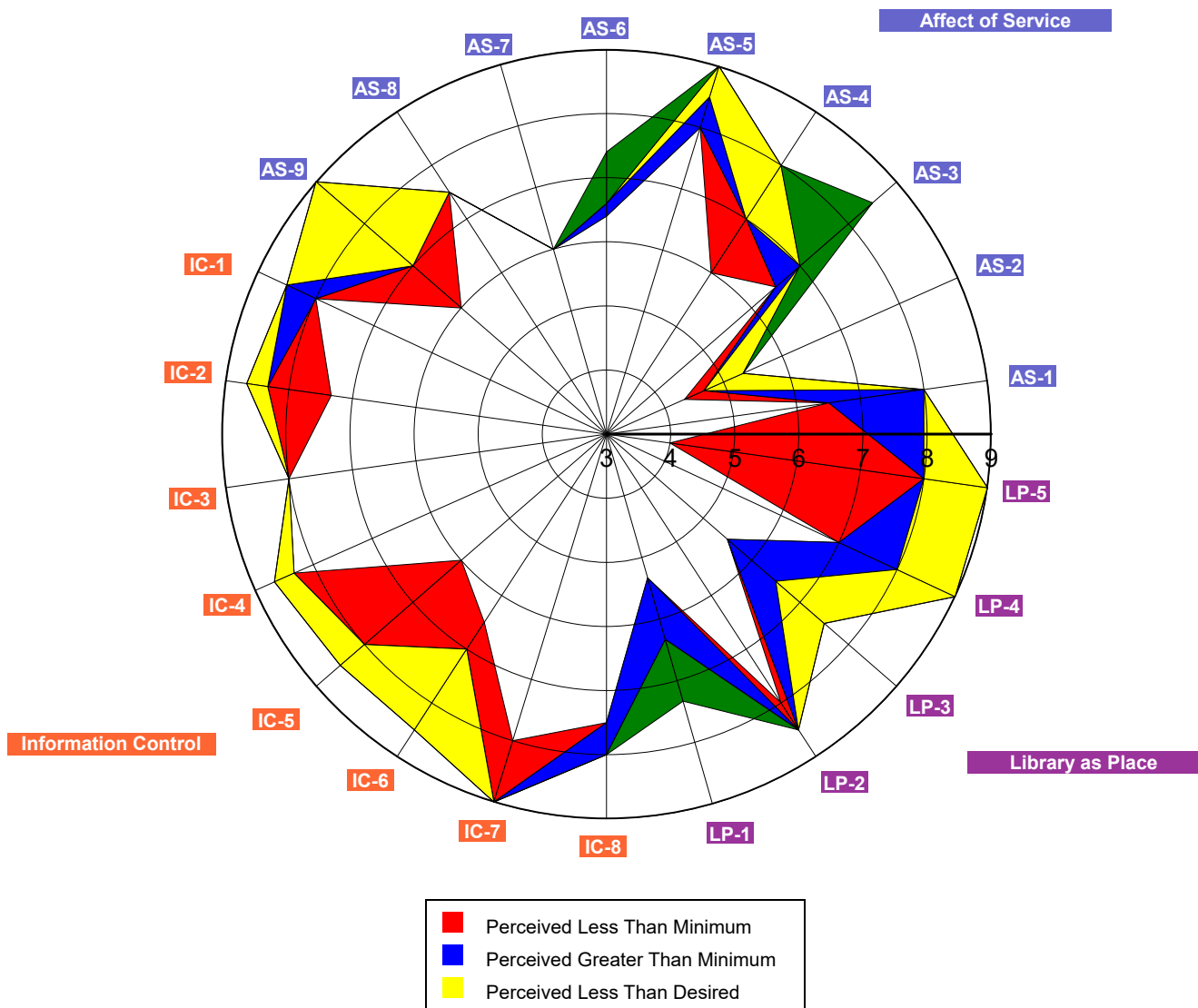
Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Staff

7.2 Core Questions Summary for Staff


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.)



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Staff

 Perceived Greater Than Desired

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Staff

ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Employees who instill confidence in users	6.50	8.00	8.00	1.50	0.00	2
AS-2	Giving users individual attention	4.67	5.33	4.33	-0.33	-1.00	3
AS-3	Employees who are consistently courteous	6.50	7.00	8.50	2.00	1.50	2
AS-4	Readiness to respond to users' questions	7.00	8.00	6.00	-1.00	-2.00	1
AS-5	Employees who have the knowledge to answer user questions	8.00	9.00	8.50	0.50	-0.50	2
AS-6	Employees who deal with users in a caring fashion	6.40	6.60	7.40	1.00	0.80	5
AS-7	Employees who understand the needs of their users	6.00	6.00	6.00	0.00	0.00	1
AS-8	Willingness to help users	7.50	7.50	7.50	0.00	0.00	2
AS-9	Dependability in handling users' service problems	7.00	9.00	6.00	-1.00	-3.00	1
Information Control							
IC-1	Making electronic resources accessible from my home or office	8.00	8.50	8.50	0.50	0.00	2
IC-2	A library Web site enabling me to locate information on my own	8.33	8.67	7.33	-1.00	-1.33	3
IC-3	The printed library materials I need for my work	8.00	8.00	8.00	0.00	0.00	1
IC-4	The electronic information resources I need	8.33	8.67	8.33	0.00	-0.33	6
IC-5	Modern equipment that lets me easily access needed information	8.00	8.50	6.00	-2.00	-2.50	2
IC-6	Easy-to-use access tools that allow me to find things on my own	7.00	8.50	6.50	-0.50	-2.00	2
IC-7	Making information easily accessible for independent use	9.00	9.00	8.00	-1.00	-1.00	1
IC-8	Print and/or electronic journal collections I require for my work	7.50	8.00	8.00	0.50	0.00	2
Library as Place							
LP-1	Library space that inspires study and learning	5.33	6.33	7.33	2.00	1.00	6
LP-2	Quiet space for individual activities	8.50	8.50	8.00	-0.50	-0.50	2
LP-3	A comfortable and inviting location	5.50	7.50	6.50	1.00	-1.00	2
LP-4	A getaway for study, learning, or research	7.00	9.00	8.00	1.00	-1.00	1
LP-5	Community space for group learning and group study	8.00	9.00	4.00	-4.00	-5.00	1
Overall:		6.94	7.51	7.51	0.58	0	6

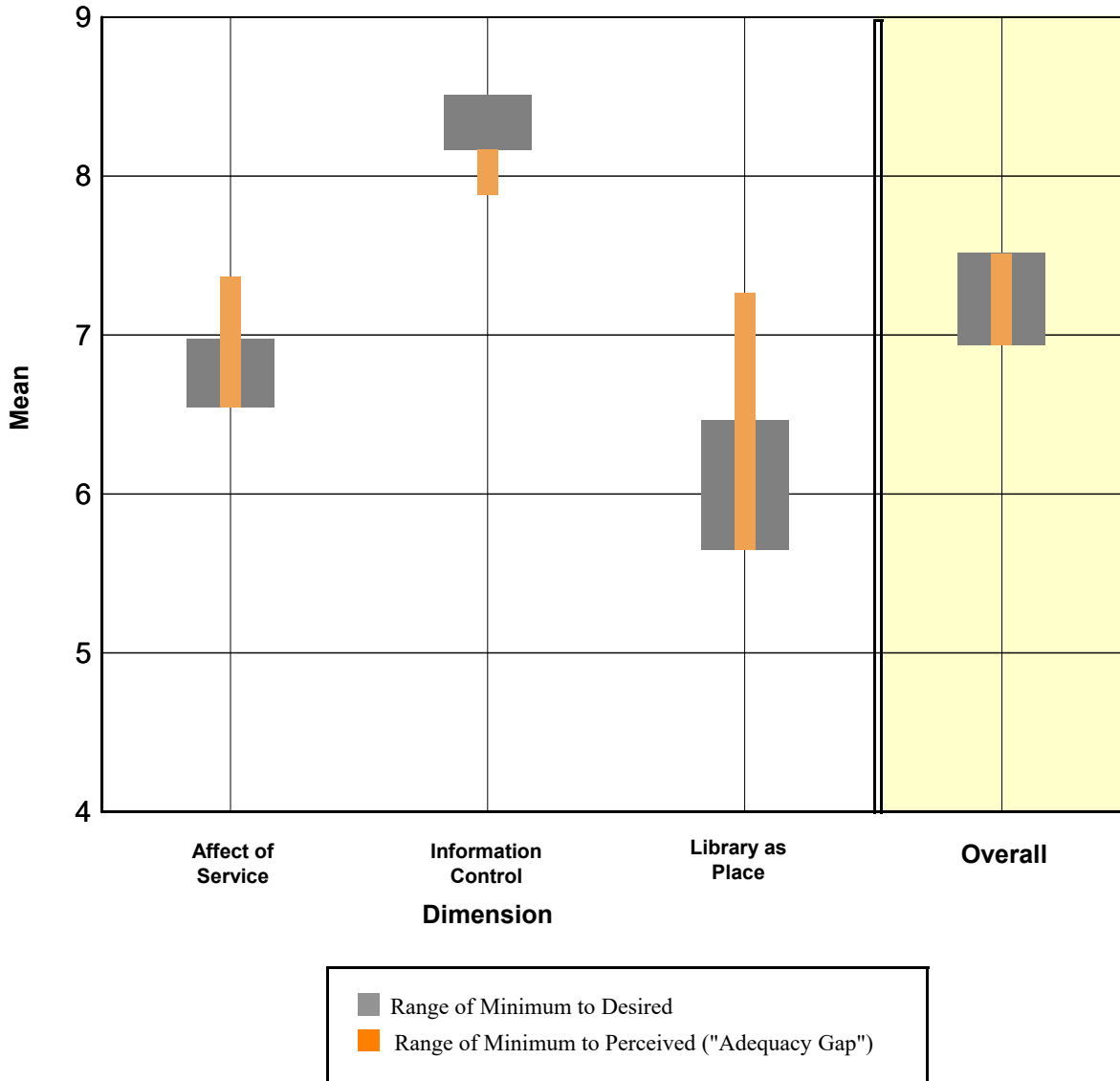
Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Staff

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Employees who instill confidence in users	3.54	1.41	1.41	2.12	0	2
AS-2	Giving users individual attention	2.89	2.52	3.21	0.58	1.73	3
AS-3	Employees who are consistently courteous	2.12	2.83	0.71	1.41	2.12	2
AS-4	Readiness to respond to users' questions						1
AS-5	Employees who have the knowledge to answer user questions	1.41	0	0.71	0.71	0.71	2
AS-6	Employees who deal with users in a caring fashion	1.67	1.82	1.14	1.00	1.10	5
AS-7	Employees who understand the needs of their users						1
AS-8	Willingness to help users	2.12	2.12	2.12	0	0	2
AS-9	Dependability in handling users' service problems						1
Information Control							
IC-1	Making electronic resources accessible from my home or office	1.41	0.71	0.71	0.71	0	2
IC-2	A library Web site enabling me to locate information on my own	0.58	0.58	1.15	1.00	0.58	3
IC-3	The printed library materials I need for my work						1
IC-4	The electronic information resources I need	0.82	0.52	0.82	0.89	1.03	6
IC-5	Modern equipment that lets me easily access needed information	1.41	0.71	1.41	2.83	2.12	2
IC-6	Easy-to-use access tools that allow me to find things on my own	0	0.71	0.71	0.71	0	2
IC-7	Making information easily accessible for independent use						1
IC-8	Print and/or electronic journal collections I require for my work	0.71	1.41	1.41	2.12	2.83	2
Library as Place							
LP-1	Library space that inspires study and learning	3.44	3.20	1.63	4.05	4.00	6
LP-2	Quiet space for individual activities	0.71	0.71	1.41	2.12	2.12	2
LP-3	A comfortable and inviting location	2.12	2.12	0.71	2.83	2.83	2
LP-4	A getaway for study, learning, or research						1
LP-5	Community space for group learning and group study						1
Overall:		1.18	1.03	0.73	0.78	0.72	6

Language: English (American), French (Canada)
Institution Type: College or University
Consortium: LibQUAL Canada
User Group: Staff

7.3 Core Question Dimensions Summary for Staff

On the chart below, scores for each dimension of library service quality have been plotted graphically. The exterior bars represent the range of minimum to desired mean scores for each dimension. The interior bars represent the range of minimum to perceived mean scores (the service adequacy gap) for each dimension of library service quality.



Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Staff

The following table displays mean scores for each dimension of library service quality measured by the LibQUAL+® survey, where n is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service	6.54	6.98	7.37	0.82	0.39	5
Information Control	8.17	8.51	7.88	-0.28	-0.63	6
Library as Place	5.65	6.47	7.27	1.62	0.80	6
Overall	6.94	7.51	7.51	0.58	0	6

The following table displays standard deviation for each dimension of library service quality measured by the LibQUAL+ survey, where n is the number of respondents for each particular dimension. (For a more detailed explanation of the headings, see the Introduction to this notebook.) A complete listing of the survey questions and their dimensions can be found in Appendix A.

Dimension	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service	1.72	1.65	1.23	1.02	1.26	5
Information Control	0.78	0.55	0.75	0.95	0.89	6
Library as Place	3.15	3.05	1.40	3.88	3.85	6
Overall	1.18	1.03	0.73	0.78	0.72	6

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Staff

7.4 Local Question Summary for Staff

This table shows mean scores of each of the local questions added by the individual library or consortium, 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.

Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Ability to navigate library Web pages easily	8.00	9.00	6.00	-2.00	-3.00	1
An online catalog that is user-friendly for finding materials	9.00	9.00	7.00	-2.00	-2.00	2
Availability of online help when using my library's electronic resources	4.50	4.50	2.00	-2.50	-2.50	2
Helpful online guides and tutorials	6.00	6.00	6.00	0	0	1
Library keeping me informed about all of its services	6.00	6.00	5.50	-0.50	-0.50	2

This table displays the standard deviations of each of the local questions added by the individual library or consortium, 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.

Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Ability to navigate library Web pages easily						1
An online catalog that is user-friendly for finding materials	0	0	1.41	1.41	1.41	2
Availability of online help when using my library's electronic resources	0.71	0.71	1.41	0.71	0.71	2
Helpful online guides and tutorials						1
Library keeping me informed about all of its services	1.41	1.41	0.71	0.71	0.71	2

Language: English (American), French (Canada)

Institution Type: College or University

Consortium: LibQUAL Canada

User Group: Staff

7.5 General Satisfaction Questions Summary for Staff

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.	8.25	0.96	4
In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.67	0.58	3
How would you rate the overall quality of the service provided by the library?	7.67	0.52	6

7.6 Information Literacy Outcomes Questions Summary for Staff

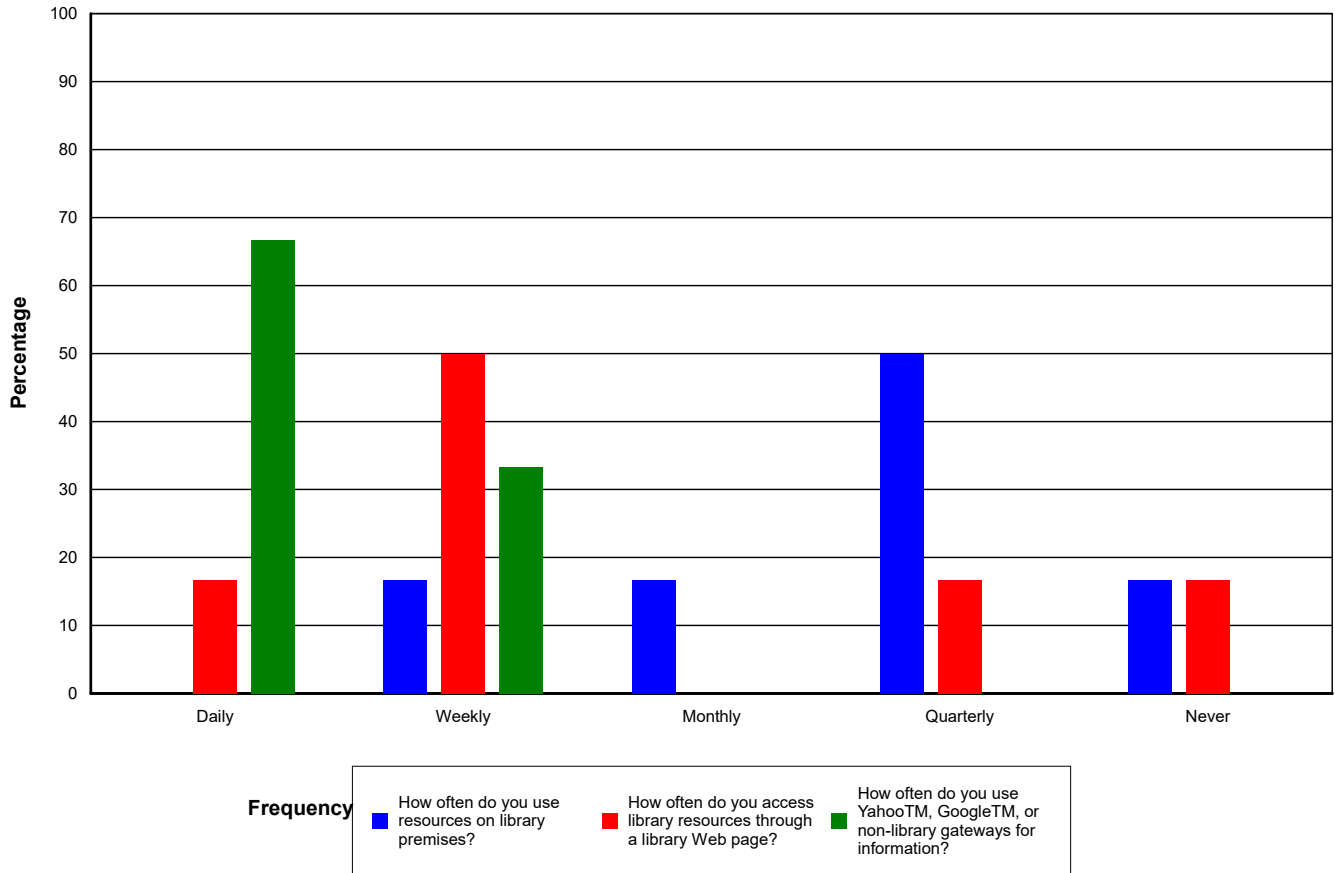
This table displays the mean score and standard deviation for each of the information literacy outcomes questions, where n is the number of respondents for each question. These scores are calculated from responses to the information literacy outcomes questions on the LibQUAL+ survey, in which respondents 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.	6.67	0.58	3
The library aids my advancement in my academic discipline or work.	7.20	1.48	5
The library enables me to be more efficient in my academic pursuits or work.	8.00	1.00	3
The library helps me distinguish between trustworthy and untrustworthy information.	7.33	2.08	3
The library provides me with the information skills I need in my work or study.	7.00		1

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Staff

7.7 Library Use Summary for Staff

This chart shows a graphic representation of library use (both on the premises and electronically), as well as use of non-library information gateways such as Yahoo™ and Google™. Bars represent the frequency with which respondents report using these resources: Daily, Weekly, Monthly, Quarterly, or Never. The table below the chart displays the number and percentage of respondents who selected each option.



	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use resources on library premises?	0 0 %	1 16.67%	1 16.67%	3 50.00%	1 16.67%	6 100.00%
How often do you access library resources through a library Web page?	1 16.67%	3 50.00%	0 0 %	1 16.67%	1 16.67%	6 100.00%

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Staff

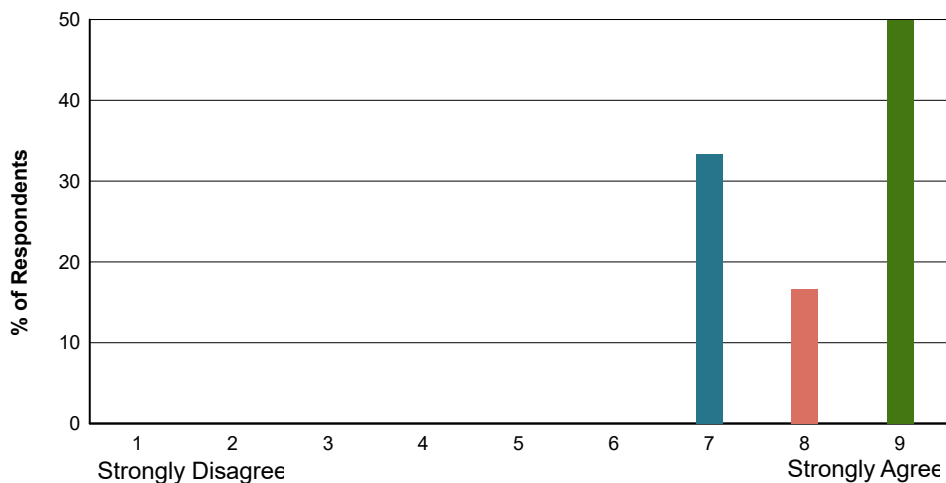
	Daily	Weekly	Monthly	Quarterly	Never	n/%
How often do you use Yahoo™, Google™, or non-library gateways for information?	4 66.67%	2 33.33%	0 0 %	0 0 %	0 0 %	6 100.00%

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Staff

7.8 Special Question Summary for Staff

This section summarizes results of questions unique to this library's survey. The tables and charts display the number and percentages of respondents and related useful statistics for these questions.

In general, I am satisfied with the Library's COVID-19 response measures.



Response			
	Respondents n	Respondents %	Range: Strongly Disagree (1) - Strongly Agree (9)
1	0	0.00	
2	0	0.00	
3	0	0.00	
4	0	0.00	
5	0	0.00	
6	0	0.00	
7	2	33.33	
8	1	16.67	
9	3	50.00	
Total:	6	100.00	Mean: 8.17 SD: 0.98

Language: English (American), French (Canada)
 Institution Type: College or University
 Consortium: LibQUAL Canada
 User Group: Staff

Appendix A: LibQUAL+® Dimensions

LibQUAL+ measures dimensions of perceived library quality—that is, each survey question is part of a broader category (a dimension), and scores within those categories are analyzed in order to derive more general information about library users' perceptions of service. These dimensions were first based on the original SERVQUAL survey instrument (the framework for the LibQUAL+ survey tool; for more information on the origins of LibQUAL+, go to [<http://www.libqual.org/Publications/>](http://www.libqual.org/Publications/)). The LibQUAL+ survey dimensions have evolved with each iteration, becoming more refined and focused for application to the library context. Dimensions for each iteration of the LibQUAL+ survey are outlined below.

LibQUAL+ 2000 Dimensions

The 2000 iteration of the LibQUAL+ survey, which had 41 questions, measured eight separate dimensions:

- Assurance (the knowledge and courtesy of employees, and their ability to convey trust and confidence)
- Empathy (caring, individual attention)
- Library as Place (library as a sanctuary/haven or site for learning and contemplation)
- Reliability (ability to perform the promised service dependably and accurately)
- Responsiveness (willingness to help customers and provide prompt service)
- Tangibles (appearance of physical facilities, equipment, personnel and communications materials)
- Instructions/Custom Items
- Self-Reliance

LibQUAL+ 2001 Dimensions

After careful analysis of the results from the 2000 survey, the dimensions were further refined to re-ground the SERVQUAL items in the library context. Four sub-dimensions resulted for the 2001 iteration:

- Service Affect (nine items, such as “willingness to help users”)
- Library as Place (five items, such as “a haven for quiet and solitude”)
- Personal Control (six items, such as “website enabling me to locate information on my own”), and
- Information Access (five items, such as “comprehensive print collections” and “convenient business hours”)

LibQUAL+ 2002 and 2003 Dimensions

For the 2002 iteration of the LibQUAL+ survey, the dimensions were once again refined based on analysis of the previous year's results. While the four dimensions were retained, their titles were changed slightly to more clearly represent the questions and data. The same four dimensions were also used on the 2003 survey:

- Access to Information
- Affect of Service
- Library as Place

- Personal Control

LibQUAL+ 2004 to Present Dimensions

After the 2003 survey was completed, factor and reliability analyses on the resulting data revealed that two of the dimensions measured by the survey-Access to Information and Personal Control-had collapsed into one. The following three dimensions have been measured since then: Affect of Service, Information Control, and Library as Place. In addition, three core items were eliminated from the 2003 version of the survey, leaving 22 core items on the final survey instrument.

The list below displays the dimensions used to present the results in the 2012 notebooks, along with the questions that relate to each dimension. *(Note: The questions below are those used in the College and University implementation of the survey, American English version.)*

Affect of Service

- [AS-1] Employees who instill confidence in users
- [AS-2] Giving users individual attention
- [AS-3] Employees who are consistently courteous
- [AS-4] Readiness to respond to users' questions
- [AS-5] Employees who have the knowledge to answer user questions
- [AS-6] Employees who deal with users in a caring fashion
- [AS-7] Employees who understand the needs of their users
- [AS-8] Willingness to help users
- [AS-9] Dependability in handling users' service problems

Information Control

- [IC-1] Making electronic resources accessible from my home or office
- [IC-2] A library Web site enabling me to locate information on my own
- [IC-3] The printed library materials I need for my work
- [IC-4] The electronic information resources I need
- [IC-5] Modern equipment that lets me easily access needed information
- [IC-6] Easy-to-use access tools that allow me to find things on my own
- [IC-7] Making information easily accessible for independent use
- [IC-8] Print and/or electronic journal collections I require for my work

Library as Place

- [LP-1] Library space that inspires study and learning
- [LP-2] Quiet space for individual activities
- [LP-3] A comfortable and inviting location
- [LP-4] A getaway for study, learning or research
- [LP-5] Community space for group learning and group study



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