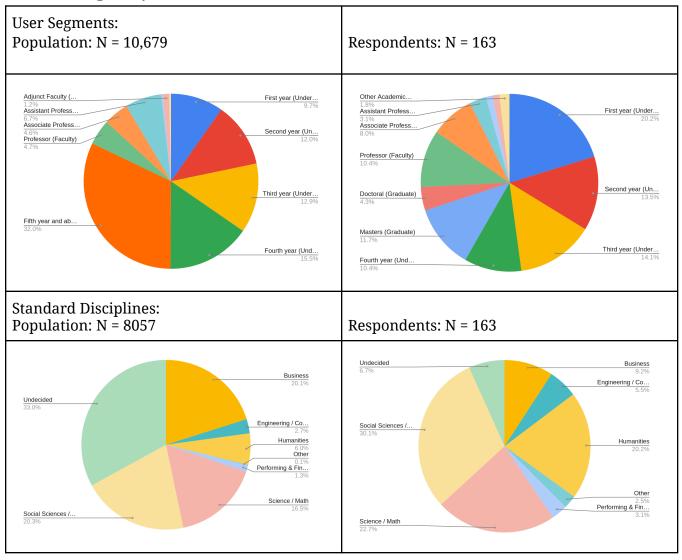
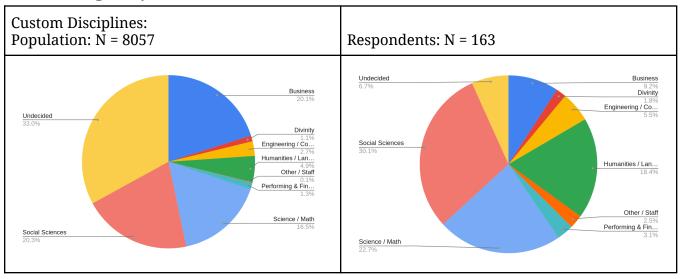
LibQual 2023

User Subgroups



LibQual 2023

User Subgroups cont.

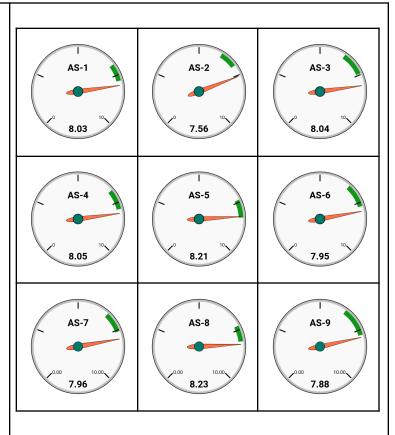


LibQual 2023

Core Questions¹

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



¹ The green bar highlights the respondents' minimum to desired values – essentially, their range of expectations. The needle shows where they perceive us to actually be.

Information Control

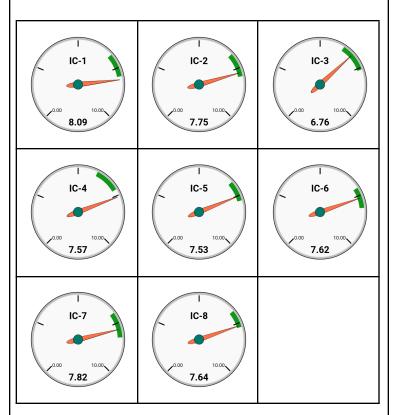
- IC-1 Making electronic resources accessible from my home or office
- IC-2 A library Web site enabling me to locate information on my own

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

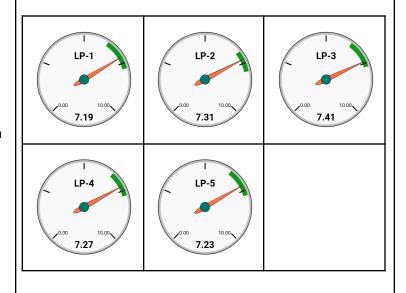


Library as Place

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



Core Questions

Local Questions

Local 1 Access to historical and rare resources both in-person and online digitally

Local 2 Accessing library resources from off-campus

Local 3 Online help availability when I need it

Local 4 The library hosting and organizing programs, activities and meetings that are engaging and relevant

Local 5 Using the library for recreation and popular materials

