

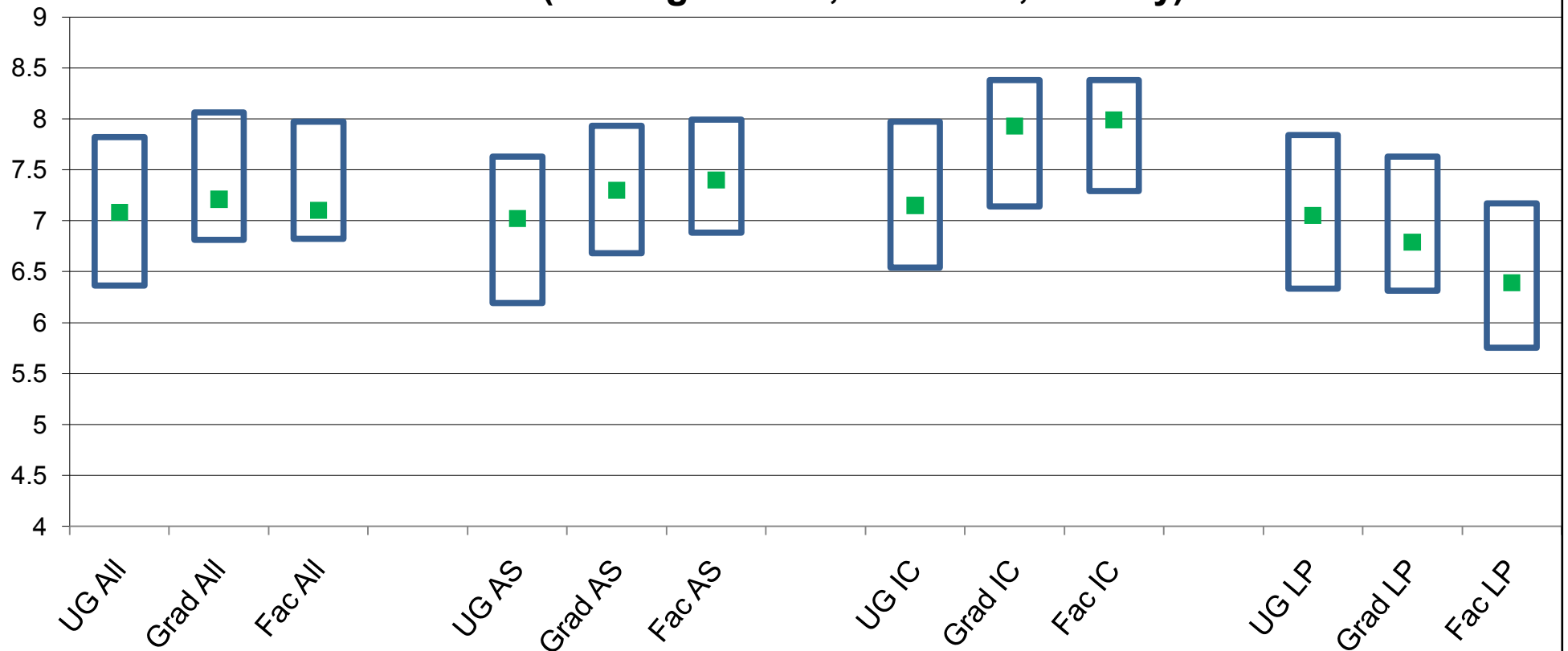
University of North Texas Libraries
LibQual+® User Group Comparisons
for Affect of Service, Information Control,
Library as Place, and Local Questions
2009



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LibQUAL+ 2009 Summary Results by UNT User Group (Undergraduate, Graduate, Faculty)

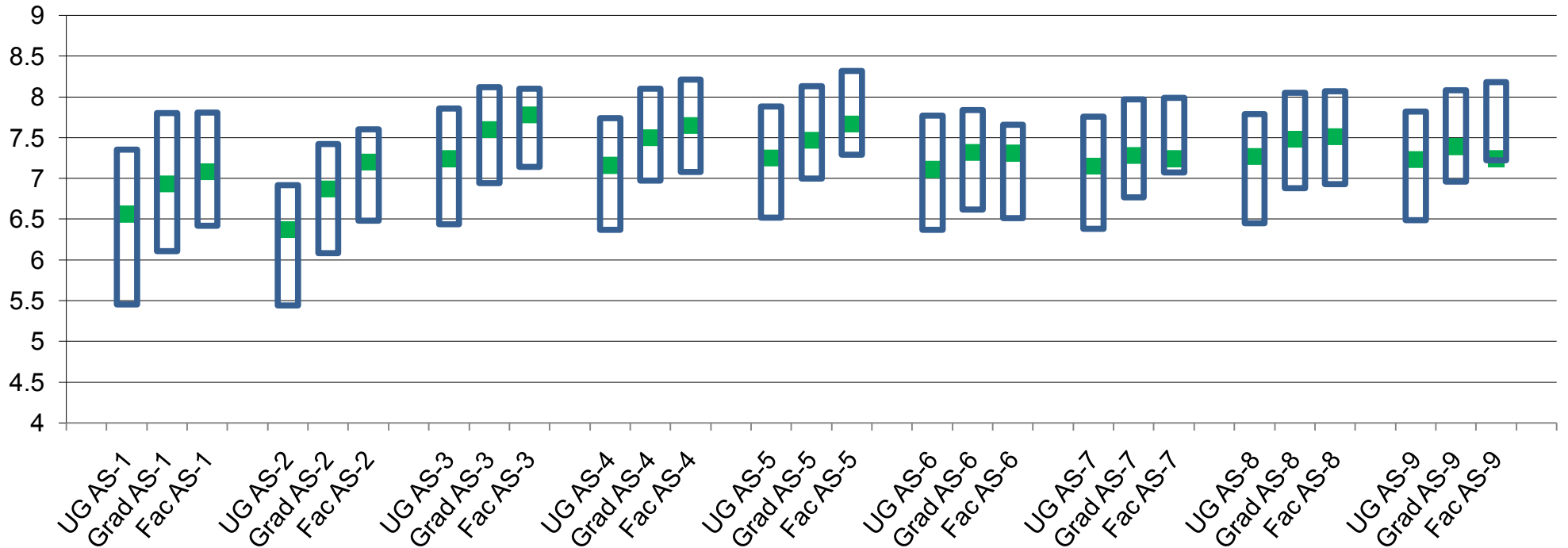


Top of Blue Bar= Desired Level of Services
Bottom of Blue Bar Minimum Level of Service
Green Square= Perceived Level of Service

All = Summary
AS = Affect of Service
IC = Information Control
LP = Library as Place

UNT	UG All	Grad All	Fac All	UG AS	Grad AS	Fac AS	UG IC	Grad IC	Fac IC	UG LP	Grad LP	Fac LP
Perceived	7.08	7.21	7.1	7.02	7.3	7.4	7.15	7.93	7.99	7.05	6.79	6.39
Desired	7.82	8.06	7.97	7.63	7.93	7.99	7.97	8.38	8.38	7.84	7.63	7.17
Minimum	6.36	6.81	6.82	6.19	6.68	6.88	6.54	7.14	7.29	6.33	6.31	5.75

LibQUAL+ 2009 Affect of Service by UNT User Group (Undergraduate, Graduate, Faculty)

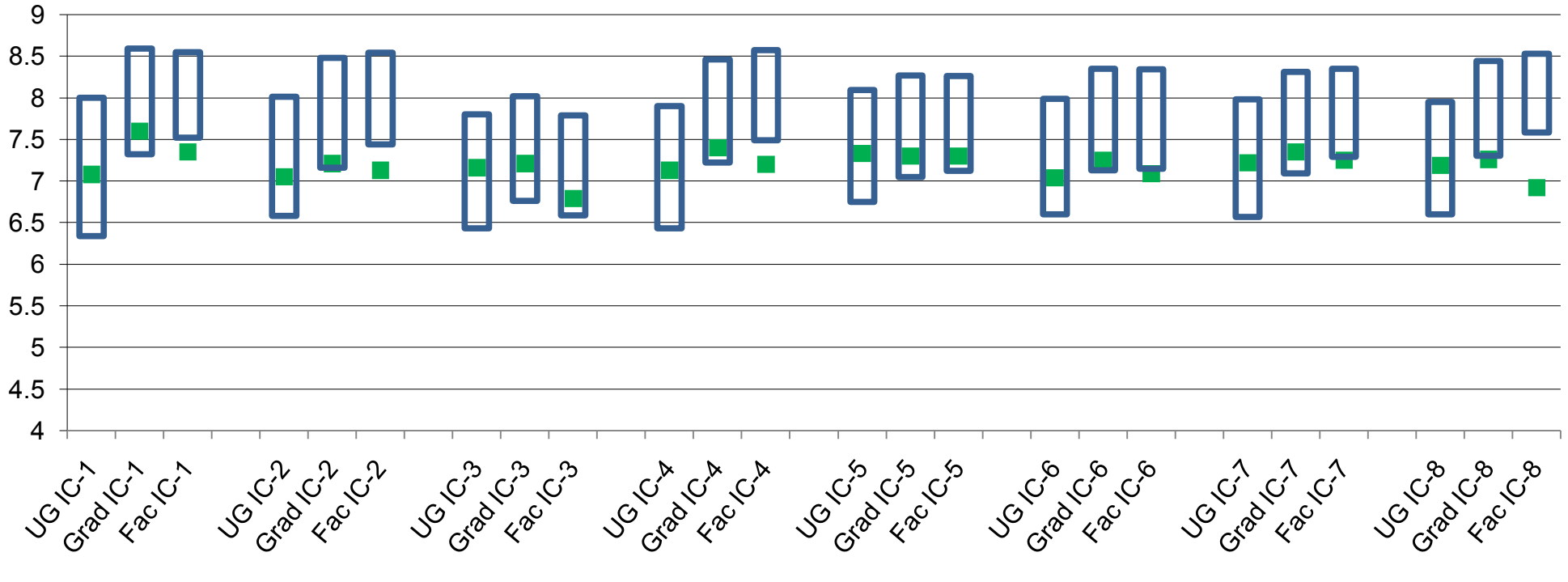


Top of Blue Bar= Desired Level of Services
 Bottom of Blue Bar= Minimum Level of Service
 Green Square= Perceived Level of Service

UNT	UG AS-1	Grad AS-1	Fac AS-1	UG AS-2	Grad AS-2	Fac AS-2	UG AS-3	Grad AS-3	Fac AS-3	UG AS-4	Grad AS-4	Fac AS-4	UG AS-5	Grad AS-5	Fac AS-5	UG AS-6	Grad AS-6	Fac AS-6	UG AS-7	Grad AS-7	Fac AS-7	UG AS-8	Grad AS-8	Fac AS-8	UG AS-9	Grad AS-9	Fac AS-9
Per.	6.56	6.93	7.08	6.37	6.87	7.2	7.24	7.6	7.78	7.16	7.5	7.65	7.25	7.47	7.67	7.11	7.32	7.31	7.15	7.28	7.24	7.27	7.48	7.51	7.23	7.39	7.24
Des.	7.35	7.8	7.81	6.92	7.42	7.6	7.86	8.12	8.1	7.74	8.1	8.21	7.88	8.13	8.32	7.77	7.84	7.66	7.76	7.97	7.99	7.79	8.05	8.07	7.82	8.08	8.18
Min.	5.45	6.11	6.42	5.44	6.08	6.48	6.44	6.94	7.14	6.37	6.97	7.08	6.52	7	7.29	6.37	6.62	6.51	6.38	6.77	7.07	6.45	6.88	6.93	6.49	6.96	7.22

LibQUAL+ 2009

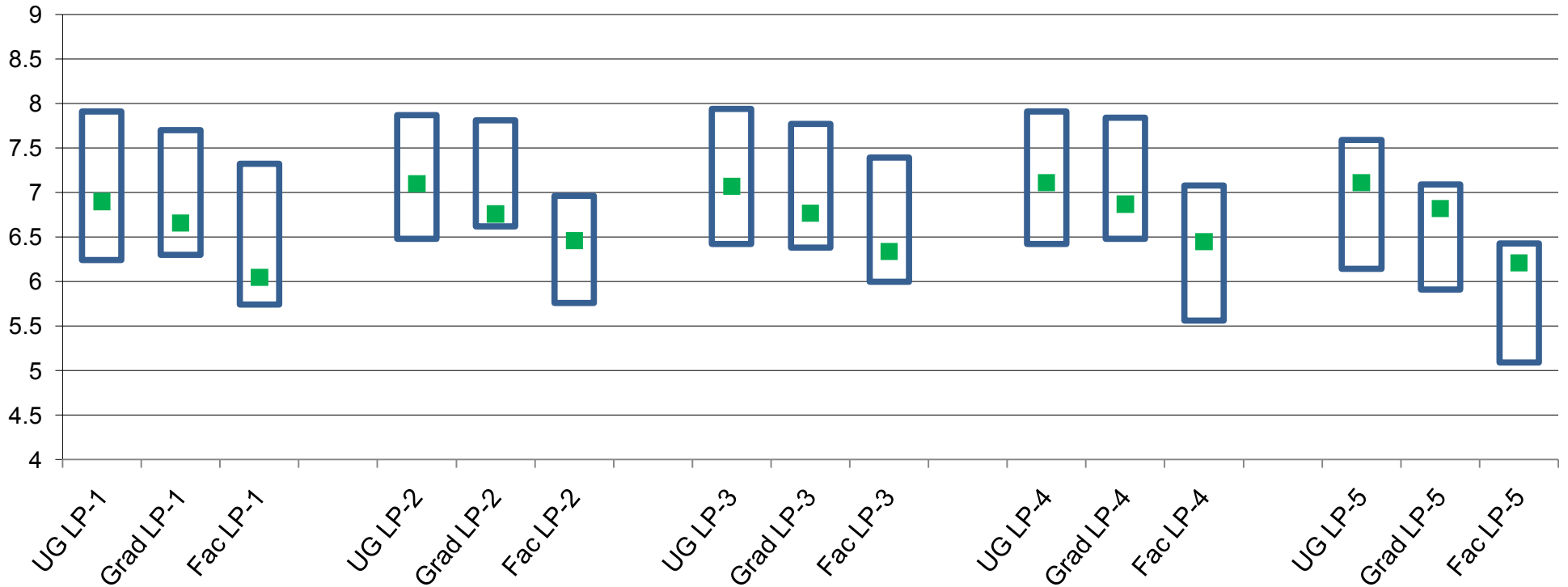
Information Control by UNT User Group (Undergraduate, Graduate, Faculty)



Top of Blue Bar= Desired Level of Services
 Bottom of Blue Bar= Minimum Level of Service
 Green Square= Perceived Level of Service

UNT	UG IC-1	Grad IC-1	Fac IC-1	UG IC-2	Grad IC-2	Fac IC-2	UG IC-3	Grad IC-3	Fac IC-3	UG IC-4	Grad IC-4	Fac IC-4	UG IC-5	Grad IC-5	Fac IC-5	UG IC-6	Grad IC-6	Fac IC-6	UG IC-7	Grad IC-7	Fac IC-7	UG IC-8	Grad IC-8	Fac IC-8
Per.	7.08	7.6	7.35	7.05	7.21	7.13	7.16	7.21	6.79	7.13	7.4	7.2	7.33	7.3	7.3	7.04	7.25	7.09	7.22	7.35	7.25	7.19	7.26	6.92
Des.	8	8.59	8.55	8.01	8.48	8.54	7.8	8.02	7.79	7.9	8.46	8.57	8.09	8.27	8.26	7.99	8.35	8.34	7.98	8.31	8.35	7.95	8.44	8.53
Min.	6.34	7.32	7.52	6.58	7.16	7.44	6.43	6.76	6.59	6.43	7.22	7.49	6.75	7.05	7.12	6.6	7.13	7.15	6.57	7.09	7.29	6.6	7.3	7.58

LibQUAL+ 2009 Library as Place by UNT User Group (Undergraduate, Graduate, Faculty)

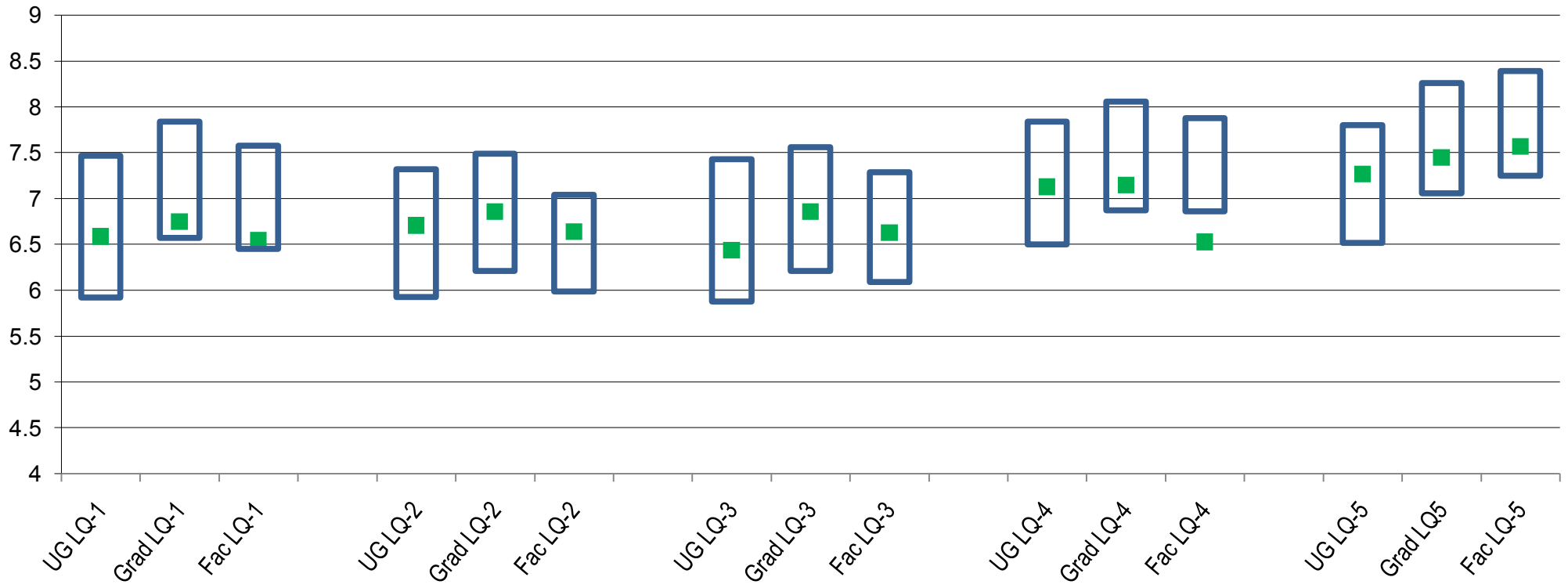


Top of Blue Bar= Desired Level of Services
 Bottom of Blue Bar= Minimum Level of Service
 Green Square= Perceived Level of Service

UNT	UG LP-1	Grad LP-1	Fac LP-1	UG LP-2	Grad LP-2	Fac LP-2	UG LP-3	Grad LP-3	Fac LP-3	UG LP-4	Grad LP-4	Fac LP-4	UG LP-5	Grad LP-5	Fac LP-5
Perceived	6.9	6.66	6.05	7.1	6.76	6.46	7.07	6.77	6.34	7.11	6.87	6.45	7.11	6.82	6.21
Desired	7.91	7.7	7.32	7.87	7.81	6.96	7.94	7.77	7.39	7.91	7.84	7.08	7.59	7.09	6.43
Minimum	6.24	6.3	5.74	6.48	6.62	5.76	6.42	6.38	6	6.42	6.48	5.56	6.14	5.91	5.09

LibQUAL+ 2009

Local Questions by UNT User Group (Undergraduate, Graduate, Faculty)



Top of Blue Bar= Desired Level of Services
 Bottom of Blue Bar= Minimum Level of Service
 Green Square= Perceived Level of Service

UNT	UG LQ-1	Grad LQ-1	Fac LQ-1	UG LQ-2	Grad LQ-2	Fac LQ-2	UG LQ-3	Grad LQ-3	Fac LQ-3	UG LQ-4	Grad LQ-4	Fac LQ-4	UG LQ-5	Grad LQ-5	Fac LQ-5
Perceived	6.59	6.75	6.55	6.71	6.86	6.64	6.44	6.86	6.63	7.13	7.15	6.53	7.27	7.45	7.57
Desired	7.47	7.84	7.58	7.32	7.49	7.04	7.43	7.56	7.29	7.84	8.06	7.88	7.8	8.26	8.39
Minimum	5.92	6.57	6.45	5.93	6.21	5.99	5.88	6.21	6.09	6.5	6.87	6.86	6.52	7.06	7.25