

University of North Texas Libraries  
LibQUAL+® 2009  
Response Changes Over Time



## TABLE OF CONTENTS

### UNT Faculty Response Changes Over Time

Standard Questions:	Page
Desired	3
Perceived	4
Minimum	5
Local Questions	
Desired	6
Perceived	7
Minimum	8

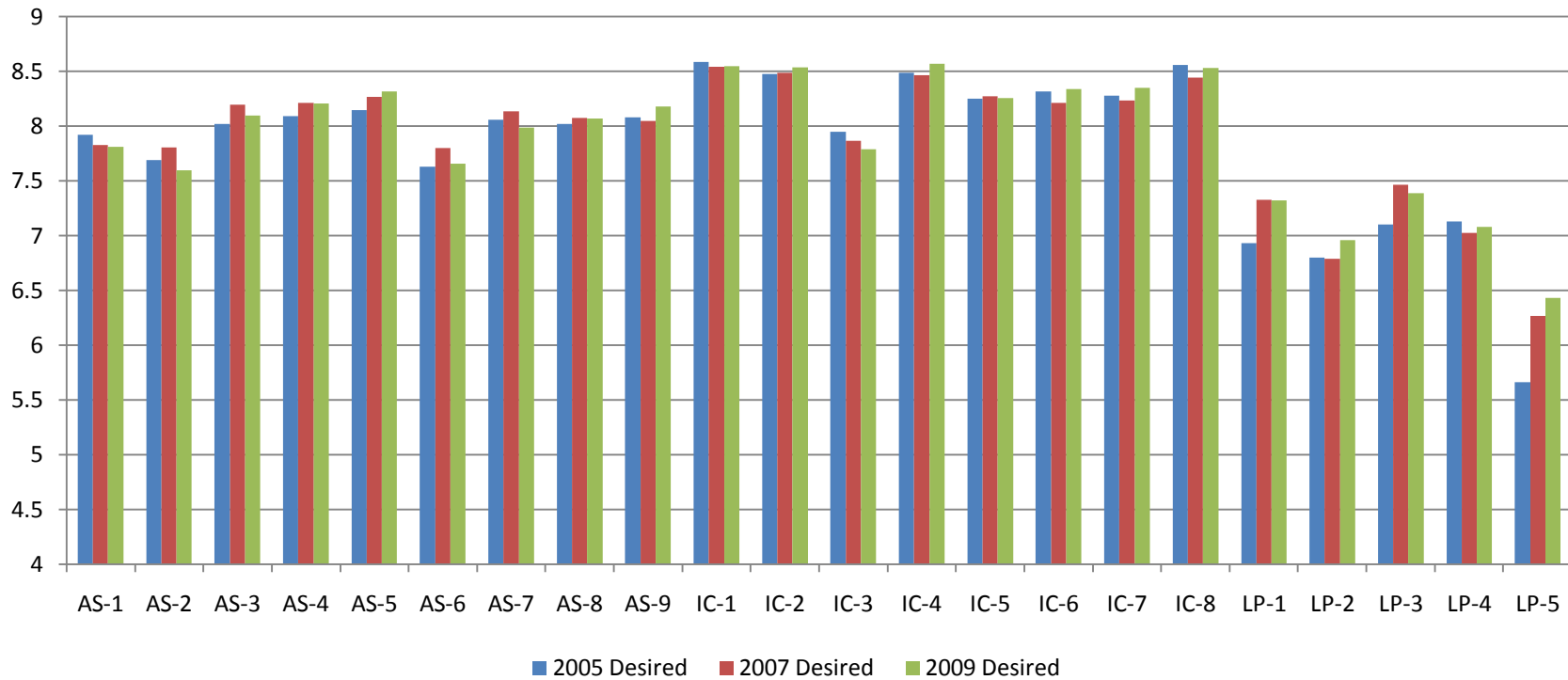
### UNT Graduate Student Response Changes Over Time

Standard Questions:	
Desired	9
Perceived	10
Minimum	11
Local Questions	
Desired	12
Perceived	13
Minimum	14

### UNT Undergraduate Response Changes Over Time

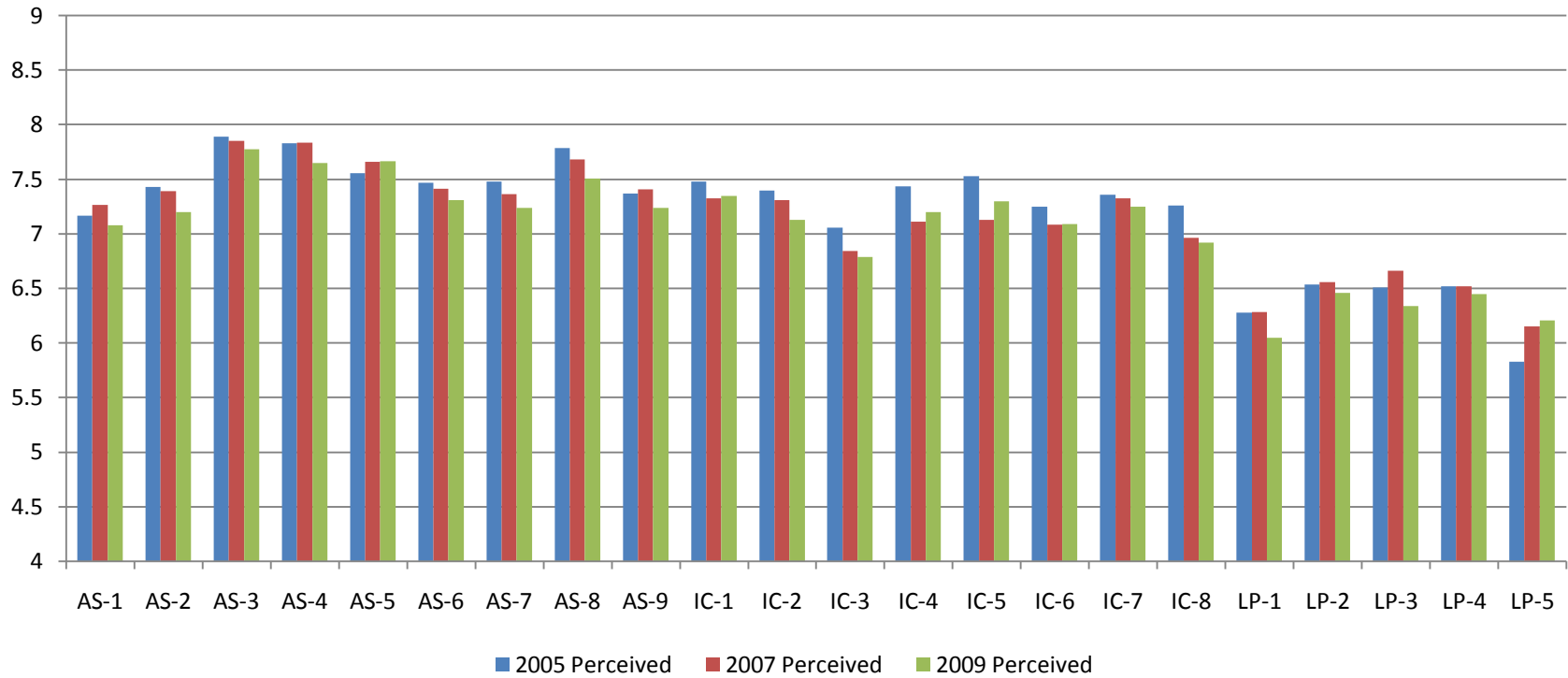
Standard Questions:	
Desired	15
Perceived	16
Minimum	17
Local Questions	
Desired	18
Perceived	19
Minimum	20

## LibQUAL+® Desired Score - Standard Questions: Faculty



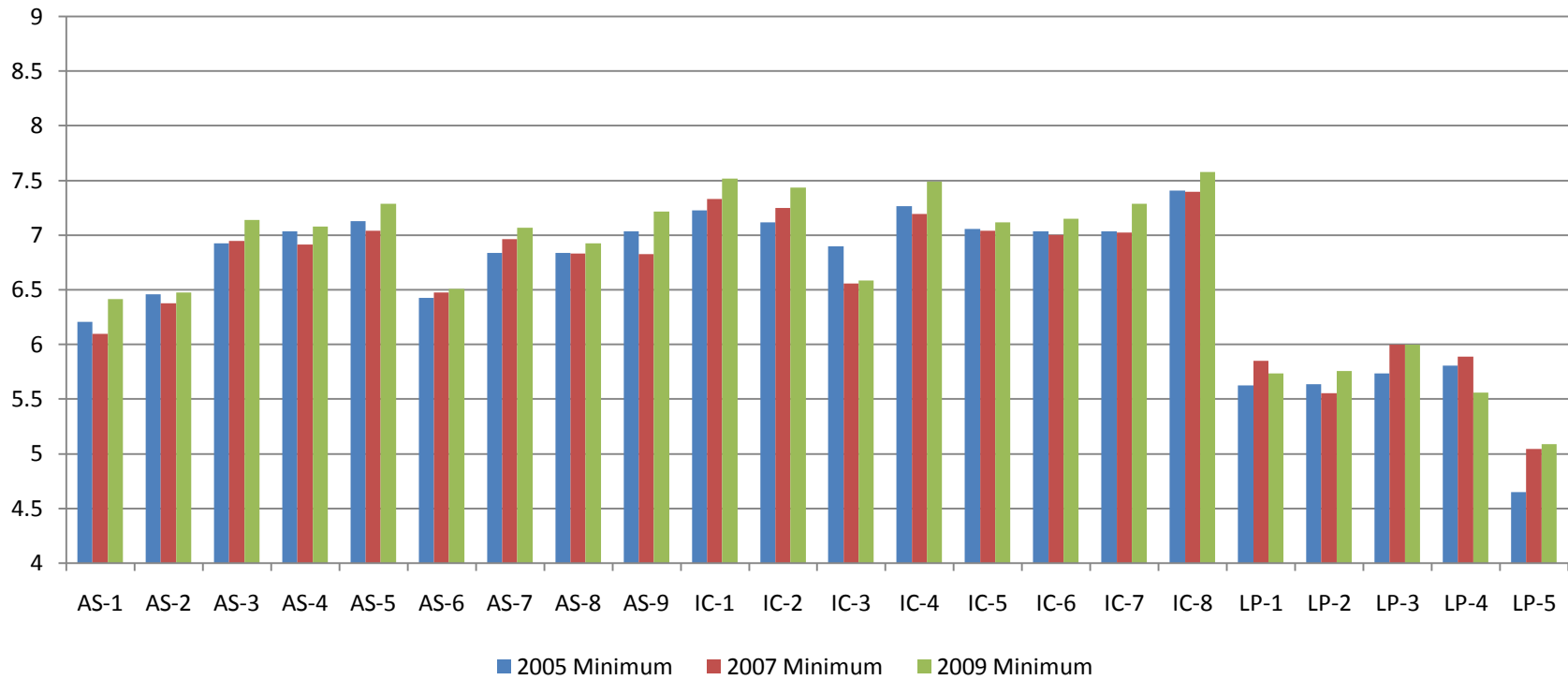
FAC	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
<b>2005 Desired</b>	7.92	7.69	8.02	8.09	8.15	7.63	8.06	8.02	8.08	8.59	8.48	7.95	8.49	8.25	8.32	8.28	8.56	6.93	6.80	7.10	7.13	5.66
<b>2007 Desired</b>	7.83	7.81	8.20	8.21	8.27	7.80	8.13	8.08	8.05	8.55	8.49	7.86	8.46	8.27	8.21	8.24	8.44	7.33	6.79	7.46	7.03	6.27
<b>2009 Desired</b>	7.81	7.6	8.1	8.21	8.32	7.66	7.99	8.07	8.18	8.6	8.54	7.79	8.57	8.26	8.34	8.35	8.53	7.32	6.96	7.39	7.08	6.43

## LibQUAL+® Perceived Score - Standard Questions: Faculty



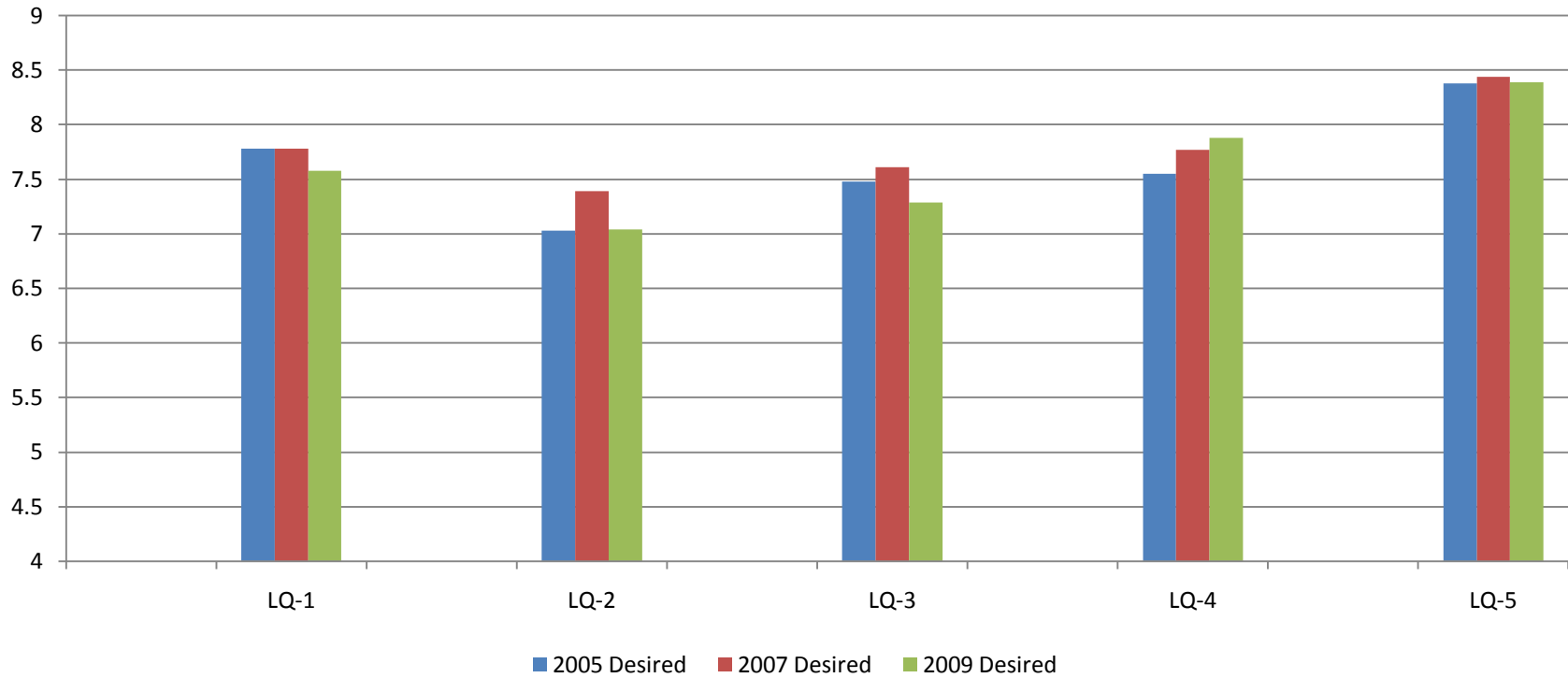
FAC	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
<b>2005 Perceived</b>	7.17	7.43	7.89	7.83	7.56	7.47	7.48	7.79	7.37	7.48	7.40	7.06	7.44	7.53	7.25	7.36	7.26	6.28	6.54	6.51	6.52	5.83
<b>2007 Perceived</b>	7.27	7.39	7.86	7.84	7.66	7.42	7.37	7.68	7.41	7.33	7.31	6.85	7.11	7.13	7.09	7.33	6.97	6.29	6.56	6.66	6.52	6.15
<b>2009 Perceived</b>	7.08	7.2	7.78	7.65	7.67	7.31	7.24	7.51	7.24	7.35	7.13	6.79	7.2	7.3	7.09	7.25	6.92	6.05	6.46	6.34	6.45	6.21

## LibQUAL+® Minimum Acceptable Score - Standard Questions: Faculty



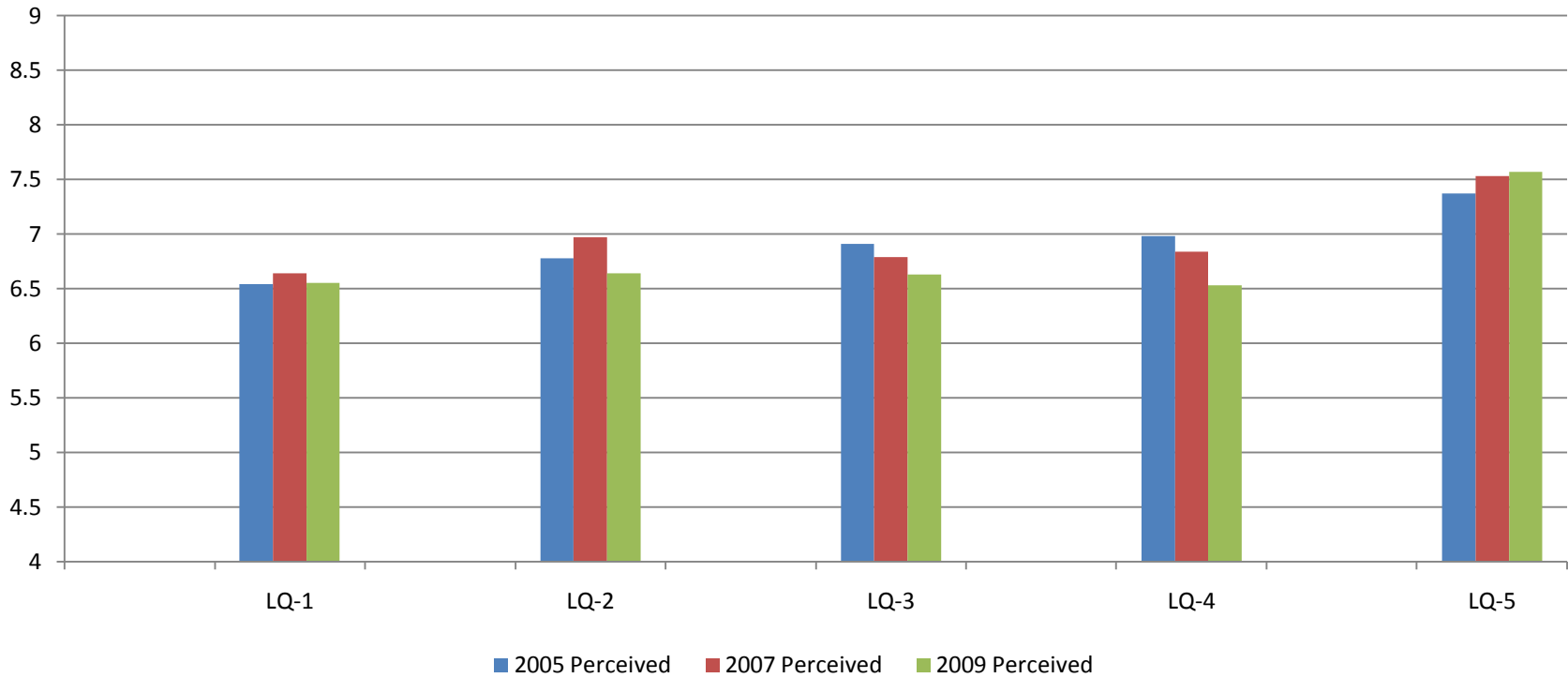
FAC	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
<b>2005 Minimum</b>	6.21	6.46	6.93	7.04	7.13	6.43	6.84	6.84	7.04	7.23	7.12	6.90	7.27	7.06	7.04	7.04	7.41	5.63	5.64	5.74	5.81	4.65
<b>2007 Minimum</b>	6.10	6.38	6.95	6.92	7.04	6.48	6.97	6.84	6.83	7.33	7.25	6.56	7.20	7.04	7.00	7.03	7.40	5.85	5.56	6.00	5.89	5.05
<b>2009 Minimum</b>	6.42	6.48	7.14	7.08	7.29	6.51	7.07	6.93	7.22	7.52	7.44	6.59	7.49	7.12	7.15	7.29	7.58	5.74	5.76	6	5.56	5.09

## LibQUAL+® Desired Score - Local Questions: Faculty



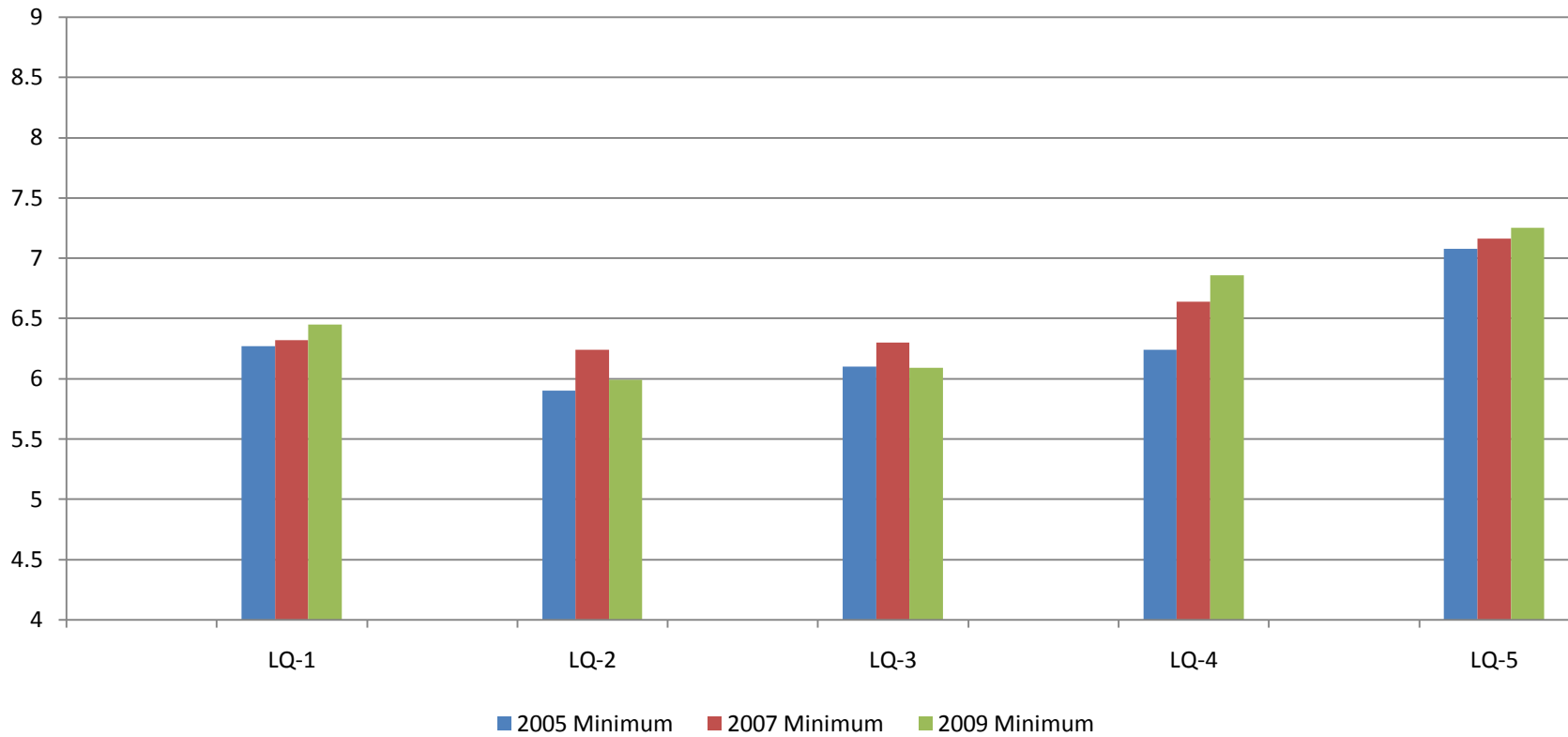
FAC	LQ-1	LQ-2	LQ-3	LQ-4	LQ-5
<b>2005 Desired</b>	7.78	7.03	7.48	7.55	8.38
<b>2007 Desired</b>	7.78	7.39	7.61	7.77	8.44
<b>2009 Desired</b>	7.58	7.04	7.29	7.88	8.39

## LibQUAL+® Perceived Score - Local Questions: Faculty



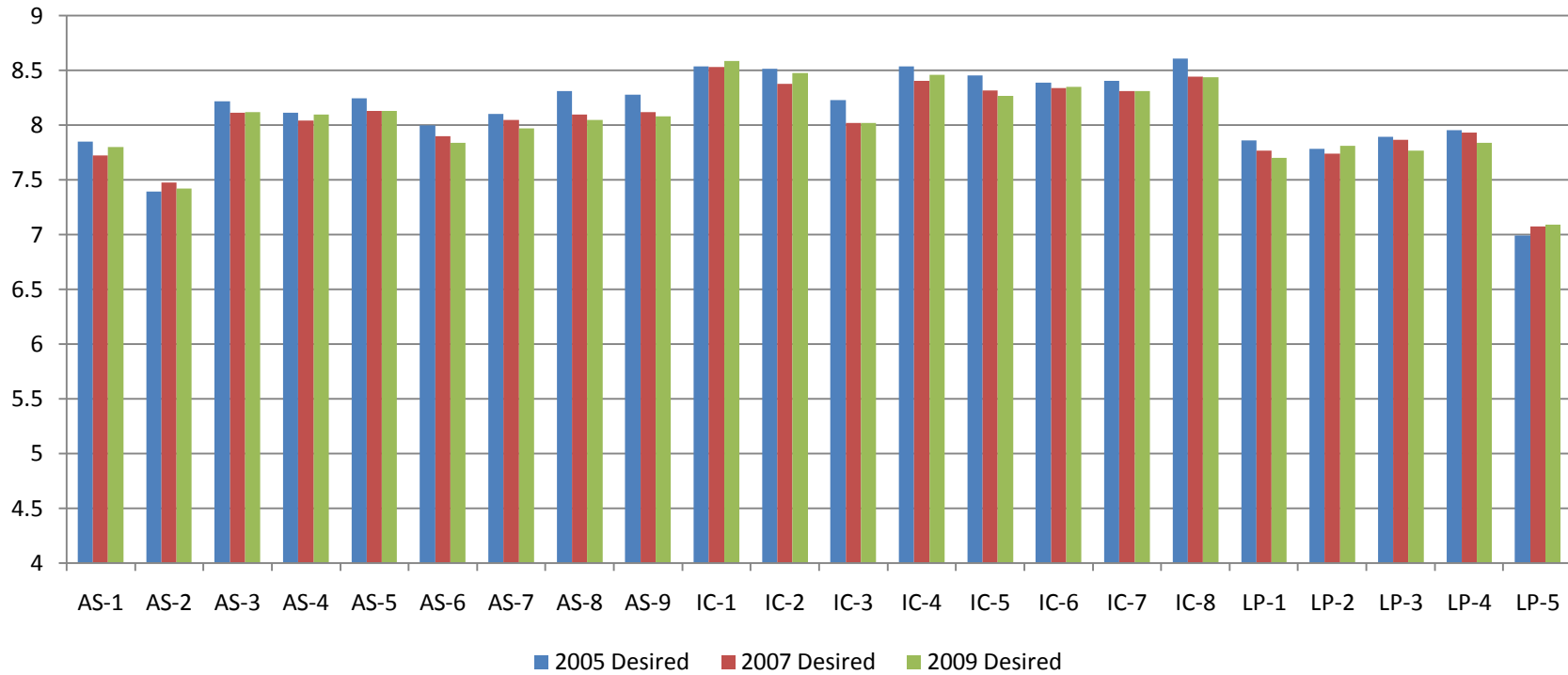
<b>FAC</b>	<b>LQ-1</b>	<b>LQ-2</b>	<b>LQ-3</b>	<b>LQ-4</b>	<b>LQ-5</b>
<b>2005 Perceived</b>	6.54	6.78	6.91	6.98	7.37
<b>2007 Perceived</b>	6.64	6.97	6.79	6.84	7.53
<b>2009 Perceived</b>	6.55	6.64	6.63	6.53	7.57

## LibQUAL+® Minimum Acceptable Score - Local Questions: Faculty



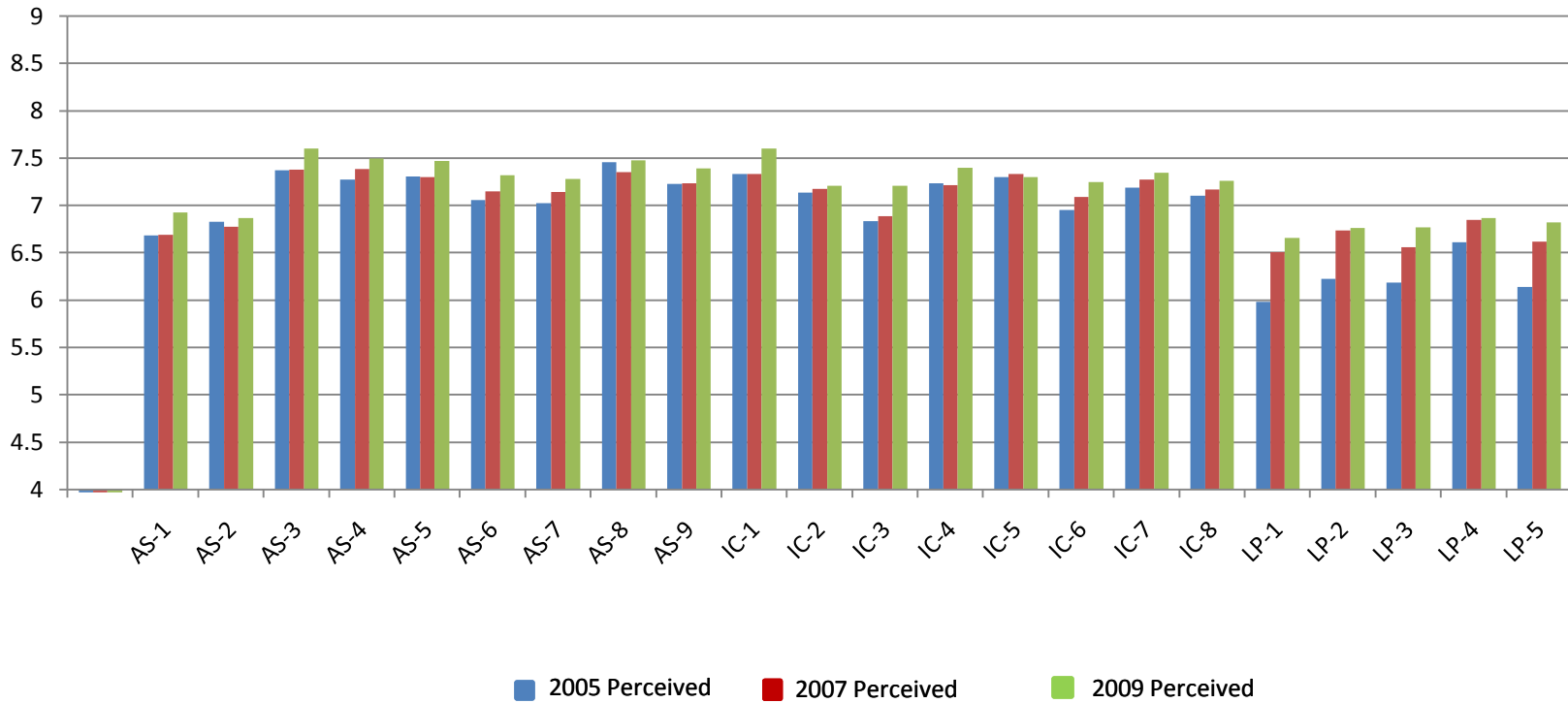
<b>FAC</b>	<b>LQ-1</b>	<b>LQ-2</b>	<b>LQ-3</b>	<b>LQ-4</b>	<b>LQ-5</b>
<b>2005 Minimum</b>	6.27	5.90	6.10	6.24	7.08
<b>2007 Minimum</b>	6.32	6.24	6.30	6.64	7.16
<b>2009 Minimum</b>	6.45	5.99	6.09	6.86	7.25

## LibQUAL+® Desired Score - Standard Questions: Graduate Students



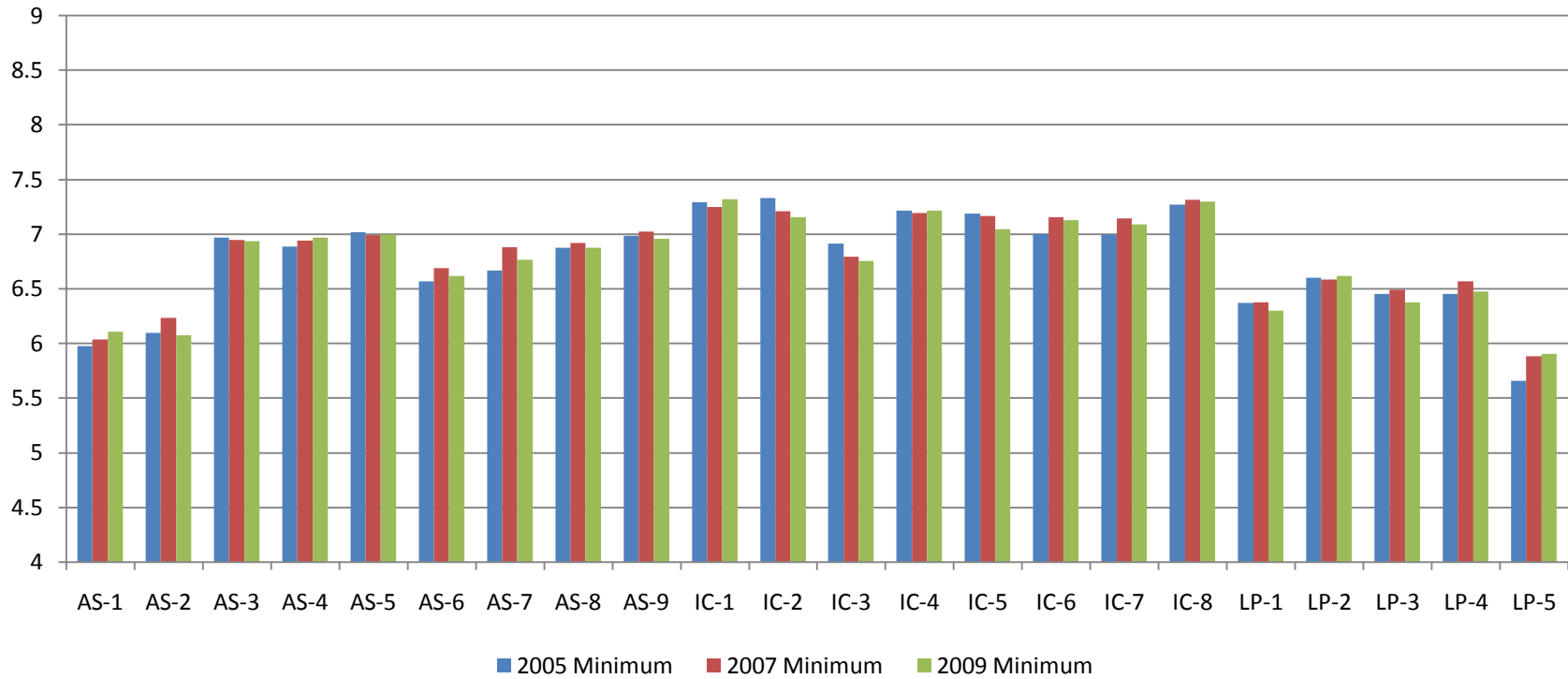
Grad	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
<b>2005 Desired</b>	7.85	7.40	8.22	8.11	8.25	8.00	8.11	8.31	8.28	8.54	8.51	8.23	8.54	8.46	8.39	8.41	8.61	7.86	7.79	7.89	7.96	6.99
<b>2007 Desired</b>	7.72	7.47	8.11	8.04	8.13	7.90	8.05	8.10	8.12	8.53	8.38	8.02	8.41	8.32	8.34	8.31	8.44	7.77	7.74	7.87	7.93	7.07
<b>2009 Desired</b>	7.8	7.42	8.12	8.1	8.13	7.84	7.97	8.05	8.08	8.59	8.48	8.02	8.46	8.27	8.35	8.31	8.44	7.7	7.81	7.77	7.84	7.09

## LibQUAL+® Perceived Score - Standard Questions: Graduate Students



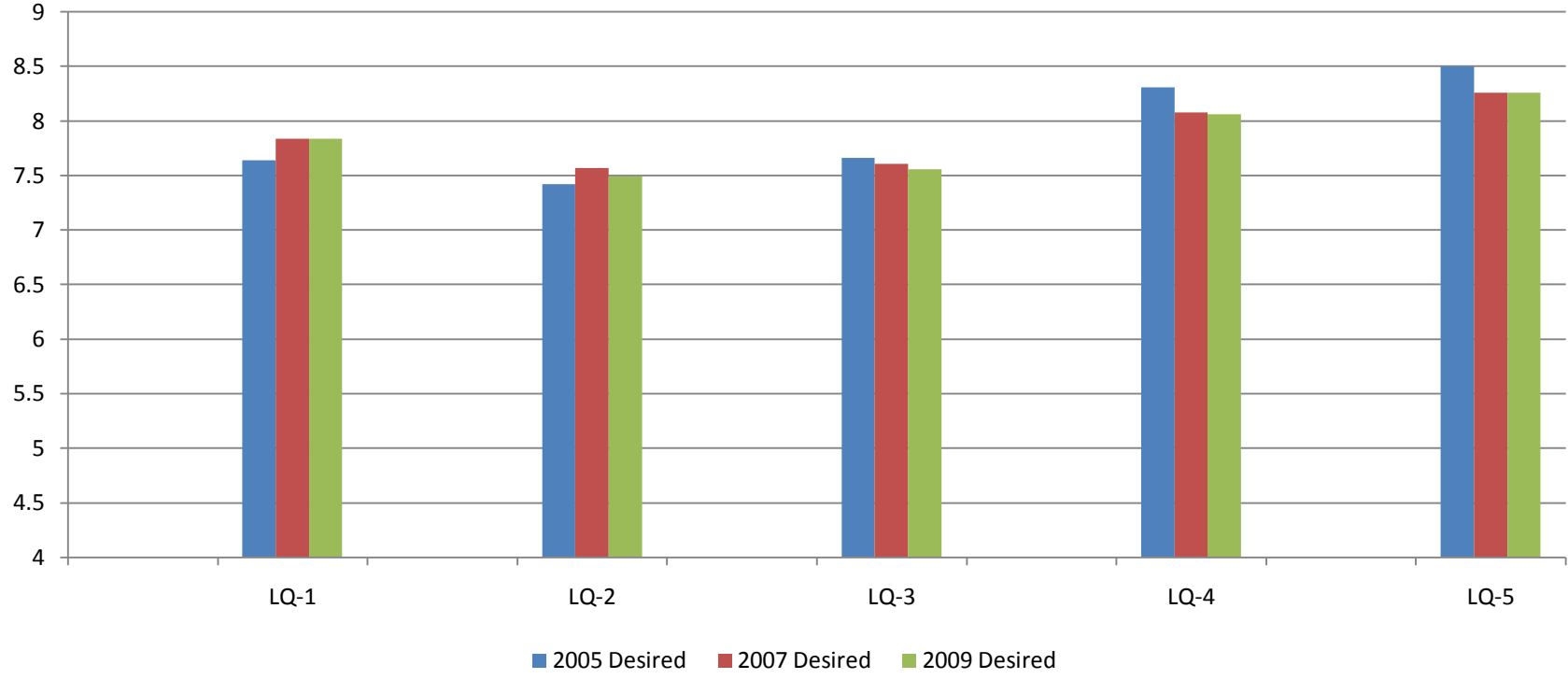
Grad	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
<b>2005 Perceived</b>	6.69	6.83	7.37	7.28	7.30	7.06	7.02	7.46	7.23	7.33	7.14	6.84	7.23	7.30	6.95	7.19	7.10	5.98	6.23	6.19	6.61	6.14
<b>2007 Perceived</b>	6.69	6.78	7.38	7.39	7.30	7.15	7.14	7.35	7.24	7.33	7.18	6.89	7.22	7.33	7.09	7.27	7.17	6.51	6.74	6.56	6.85	6.62
<b>2009 Perceived</b>	6.93	6.87	7.6	7.5	7.47	7.32	7.28	7.48	7.39	7.6	7.21	7.21	7.4	7.3	7.25	7.35	7.26	6.66	6.76	6.77	6.87	6.82

## LibQUAL+® Minimum Acceptable Score - Standard Questions: Graduate Students



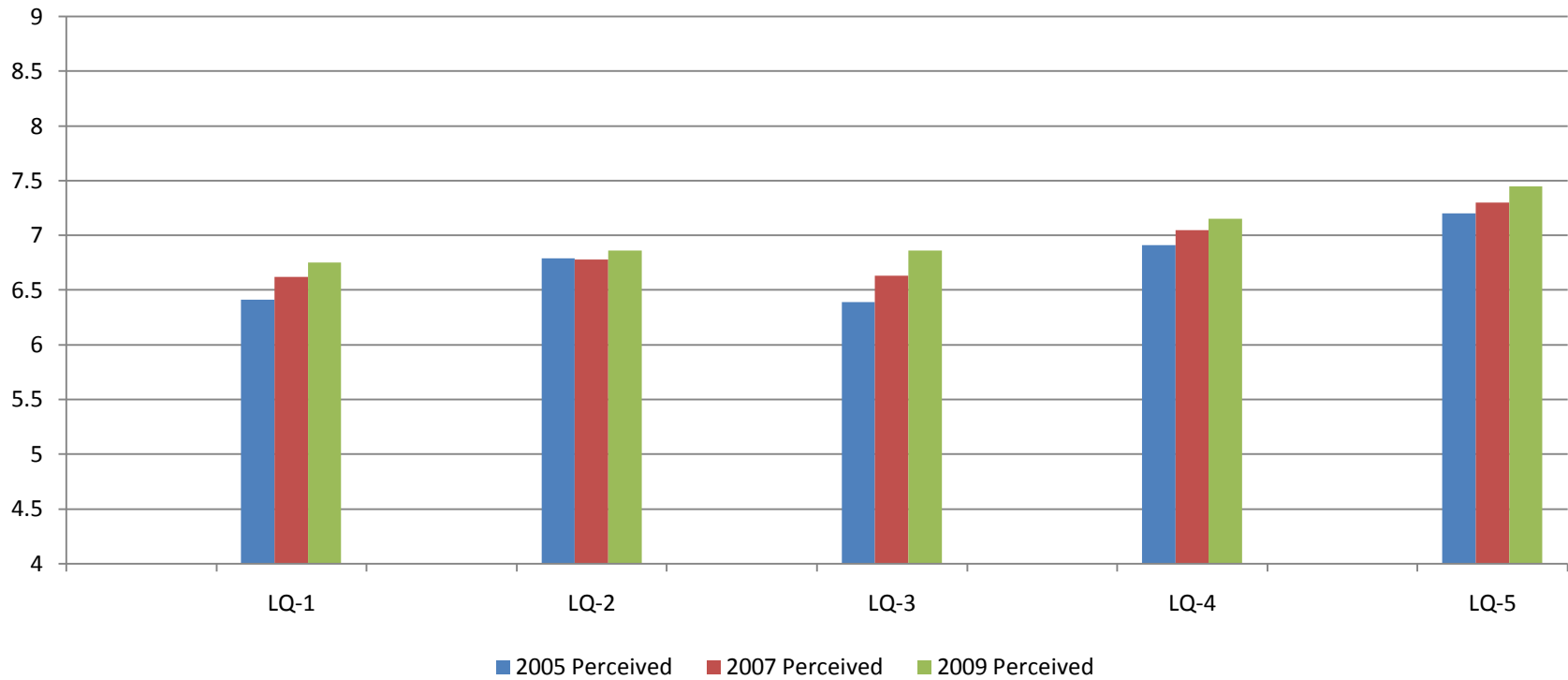
Grad	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
<b>2005 Minimum</b>	5.98	6.10	6.97	6.89	7.02	6.57	6.67	6.88	6.99	7.30	7.33	6.92	7.22	7.19	7.01	7.00	7.27	6.38	6.60	6.46	6.46	5.66
<b>2007 Minimum</b>	6.04	6.24	6.95	6.95	6.99	6.69	6.88	6.92	7.02	7.25	7.21	6.80	7.20	7.17	7.16	7.14	7.32	6.38	6.59	6.50	6.57	5.89
<b>2009 Minimum</b>	6.11	6.08	6.94	6.97	7.00	6.62	6.77	6.88	6.96	7.32	7.16	6.76	7.22	7.05	7.13	7.09	7.30	6.30	6.62	6.38	6.48	5.91

## LibQUAL+® Desired Score - Local Questions: Graduate Students



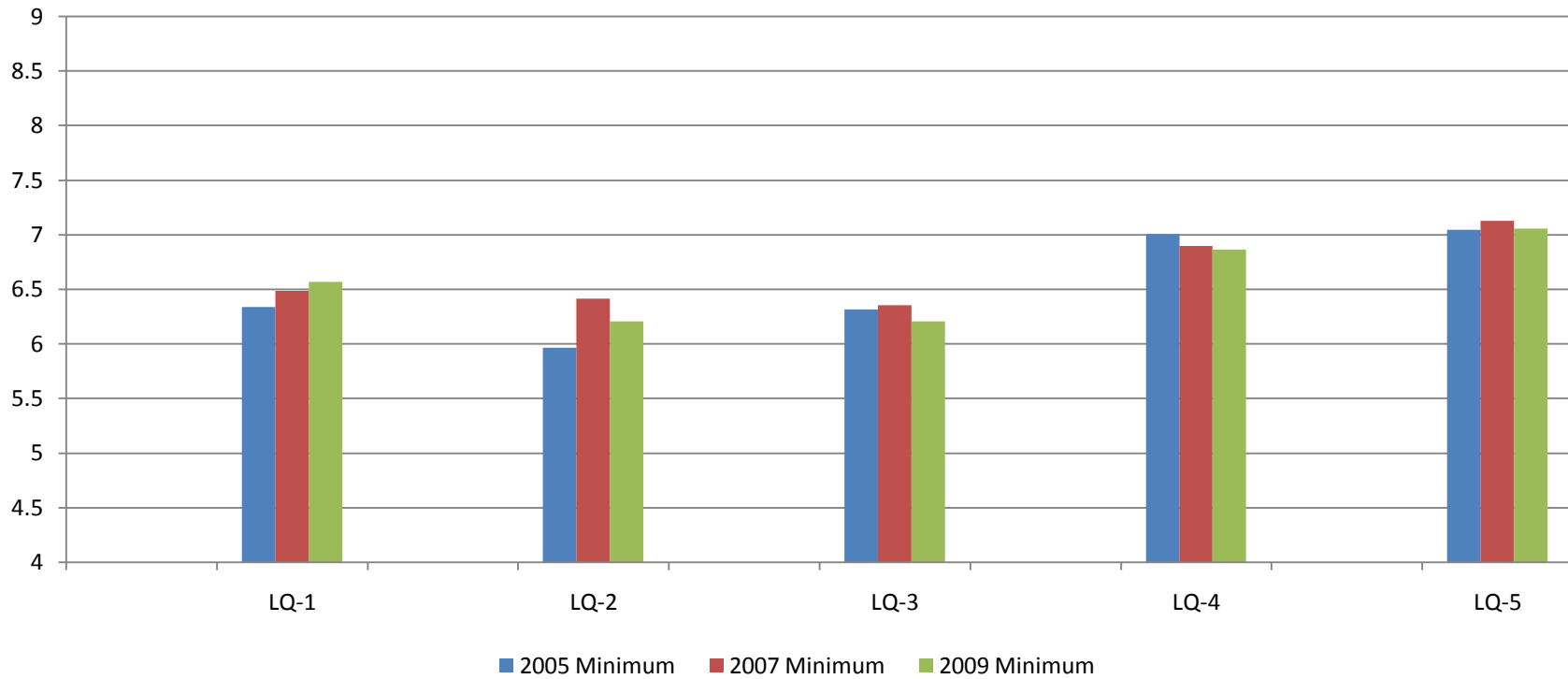
<b>Grad</b>	<b>LQ-1</b>	<b>LQ-2</b>	<b>LQ-3</b>	<b>LQ-4</b>	<b>LQ-5</b>
<b>2005 Desired</b>	7.64	7.42	7.66	8.31	8.50
<b>2007 Desired</b>	7.84	7.57	7.61	8.08	8.26
<b>2009 Desired</b>	7.84	7.49	7.56	8.06	8.26

## LibQUAL+® Perceived Score - Local Questions: Graduate Students



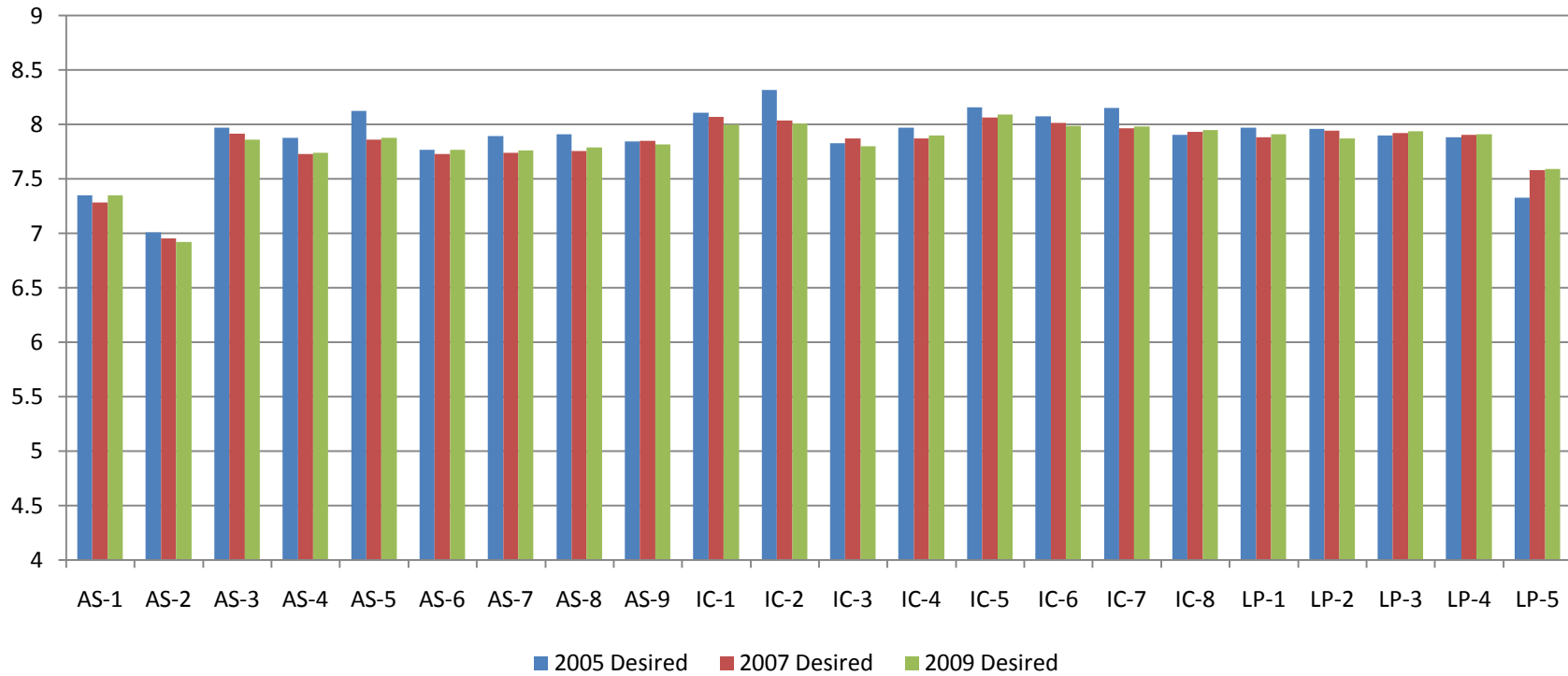
Grad	LQ-1	LQ-2	LQ-3	LQ-4	LQ-5
2005 Perceived	6.41	6.79	6.39	6.91	7.20
2007 Perceived	6.62	6.78	6.63	7.05	7.30
2009 Perceived	6.75	6.86	6.86	7.15	7.45

## LibQUAL+® Minimum Acceptable Score - Local Questions: Graduate Students



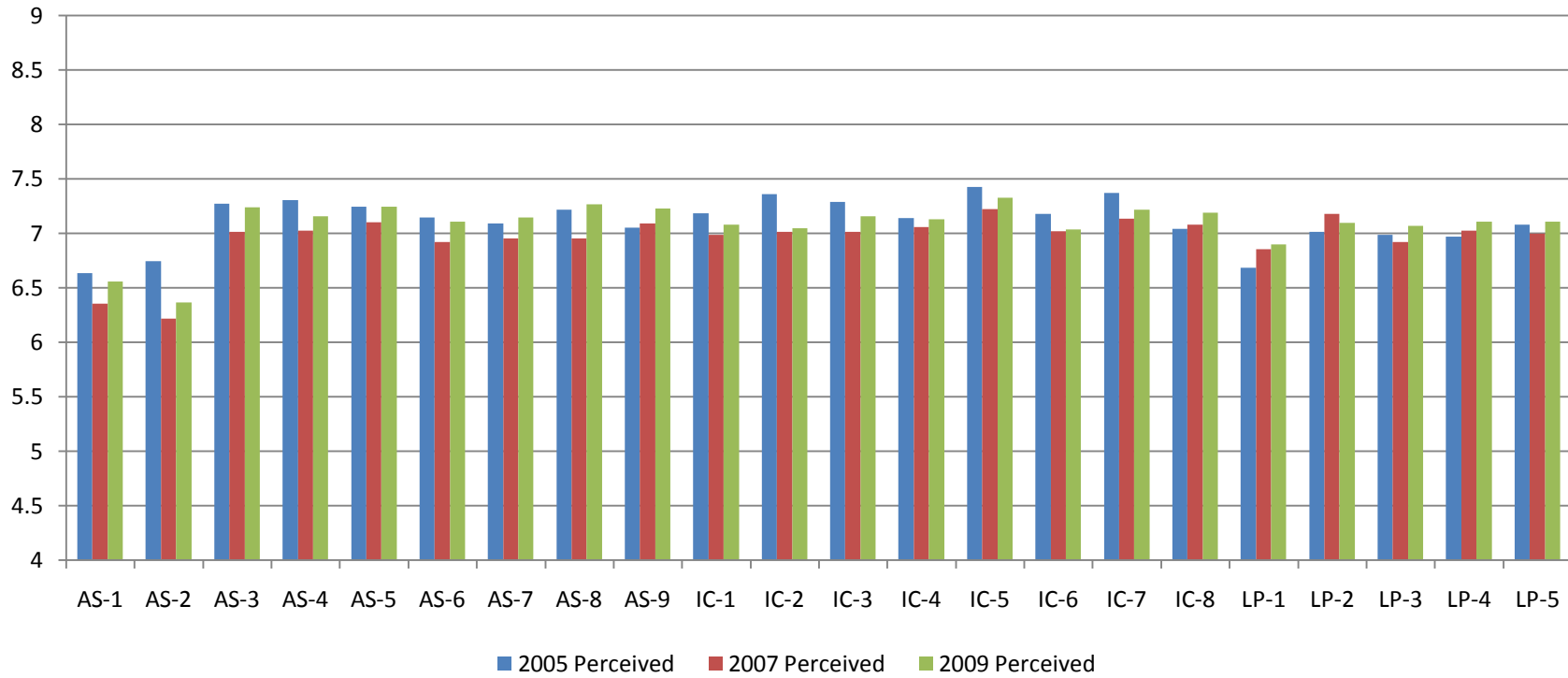
<b>Grad</b>	<b>LQ-1</b>	<b>LQ-2</b>	<b>LQ-3</b>	<b>LQ-4</b>	<b>LQ-5</b>
<b>2005 Minimum</b>	6.34	5.97	6.32	7.01	7.05
<b>2007 Minimum</b>	6.49	6.42	6.36	6.90	7.13
<b>2009 Minimum</b>	6.57	6.21	6.21	6.87	7.06

## LibQUAL+® Desired Score - Standard Questions: Undergraduates



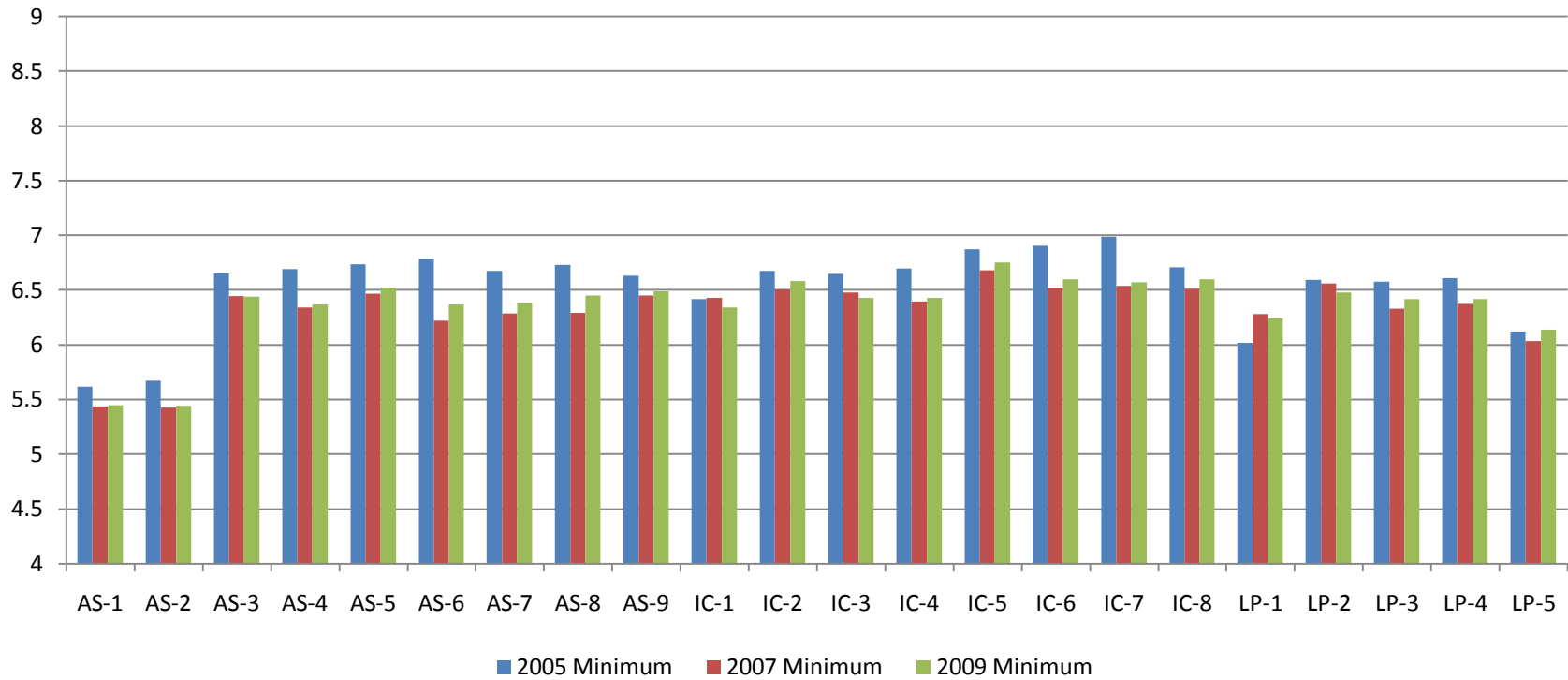
UG	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
<b>2005 Desired</b>	7.35	7.01	7.97	7.88	8.12	7.77	7.90	7.91	7.84	8.11	8.32	7.83	7.97	8.16	8.07	8.15	7.90	7.97	7.96	7.90	7.89	7.33
<b>2007 Desired</b>	7.28	6.95	7.91	7.73	7.86	7.73	7.74	7.76	7.85	8.07	8.04	7.87	7.87	8.06	8.02	7.97	7.93	7.89	7.94	7.92	7.90	7.58
<b>2009 Desired</b>	7.35	6.92	7.86	7.74	7.88	7.77	7.76	7.79	7.82	8.00	8.01	7.80	7.90	8.09	7.99	7.98	7.95	7.91	7.87	7.94	7.91	7.59

## LibQUAL+® Perceived Score - Standard Questions: Undergraduates



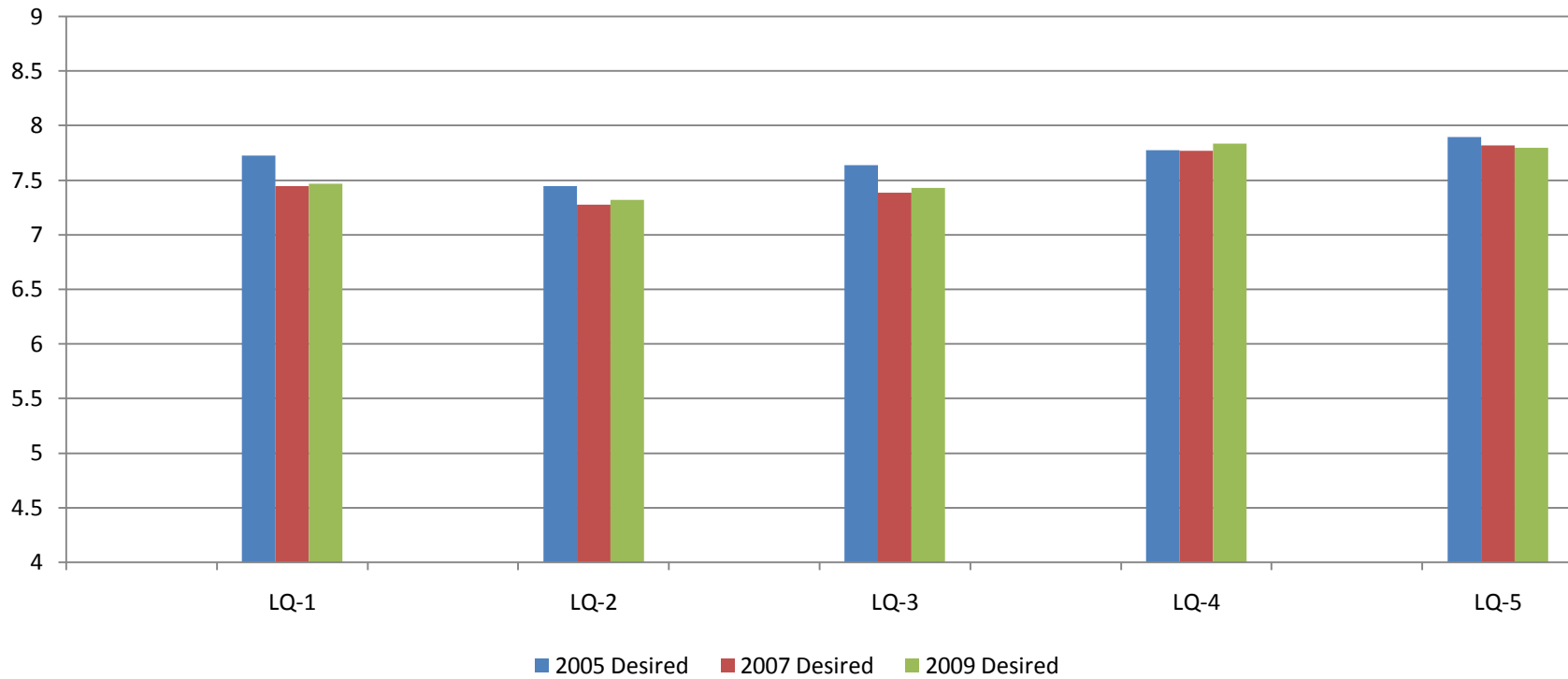
UG	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
<b>2005 Perceived</b>	6.64	6.75	7.27	7.31	7.25	7.15	7.10	7.22	7.06	7.19	7.36	7.29	7.14	7.43	7.18	7.38	7.04	6.69	7.02	6.99	6.97	7.08
<b>2007 Perceived</b>	6.35	6.22	7.02	7.03	7.10	6.92	6.95	6.96	7.10	6.99	7.02	7.02	7.06	7.22	7.02	7.14	7.08	6.86	7.18	6.92	7.03	7.00
<b>2009 Perceived</b>	6.56	6.37	7.24	7.16	7.25	7.11	7.15	7.27	7.23	7.08	7.05	7.16	7.13	7.33	7.04	7.22	7.19	6.9	7.1	7.07	7.11	7.11

## LibQUAL+® Minimum Acceptable Score - Standard Questions: Undergraduates



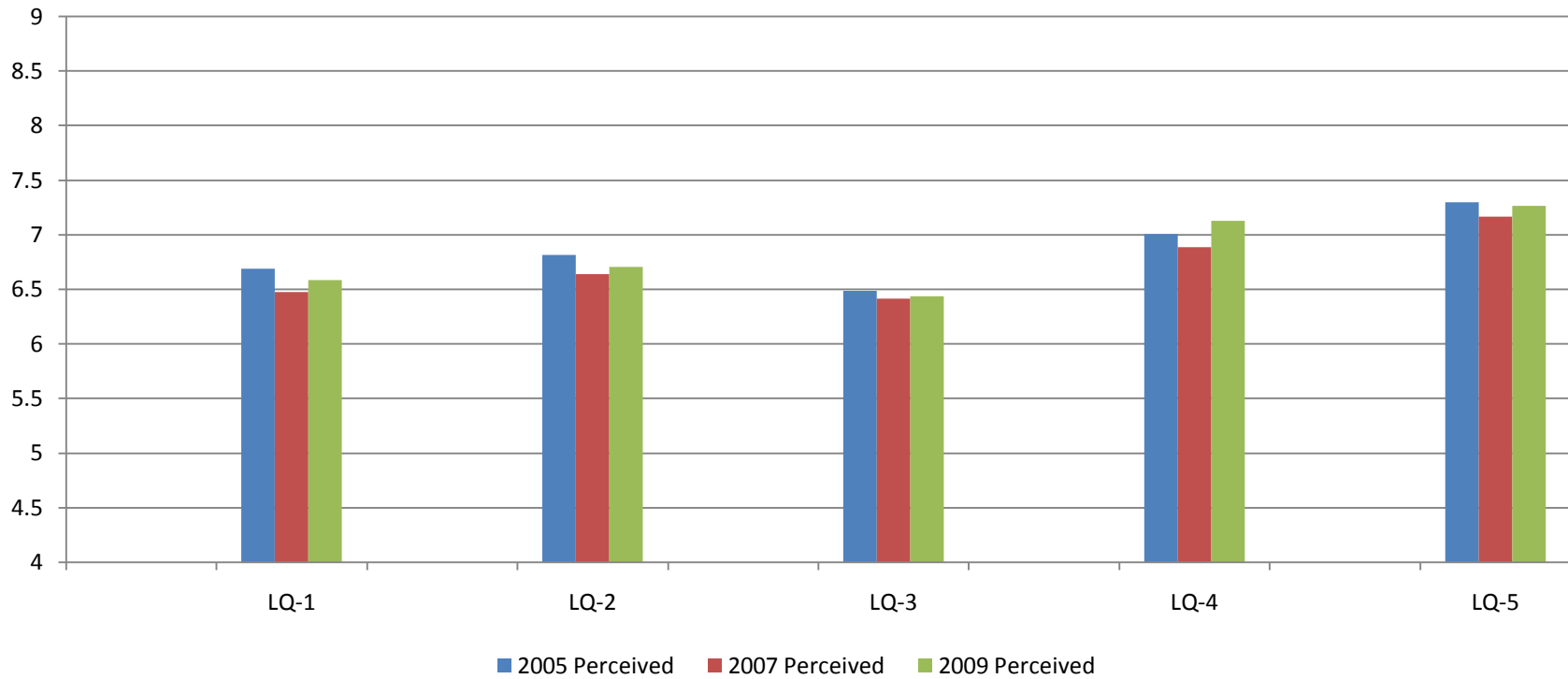
UG	AS-1	AS-2	AS-3	AS-4	AS-5	AS-6	AS-7	AS-8	AS-9	IC-1	IC-2	IC-3	IC-4	IC-5	IC-6	IC-7	IC-8	LP-1	LP-2	LP-3	LP-4	LP-5
<b>2005 Minimum</b>	5.62	5.67	6.65	6.69	6.73	6.79	6.68	6.73	6.63	6.42	6.67	6.65	6.70	6.87	6.91	6.99	6.71	6.02	6.59	6.57	6.61	6.12
<b>2007 Minimum</b>	5.44	5.42	6.44	6.34	6.47	6.22	6.29	6.29	6.45	6.43	6.50	6.48	6.40	6.68	6.52	6.54	6.51	6.28	6.56	6.33	6.37	6.04
<b>2009 Minimum</b>	5.45	5.44	6.44	6.37	6.52	6.37	6.38	6.45	6.49	6.34	6.58	6.43	6.43	6.75	6.6	6.57	6.6	6.24	6.48	6.42	6.42	6.14

## LibQUAL+® Desired Score - Local Questions: Undergraduates



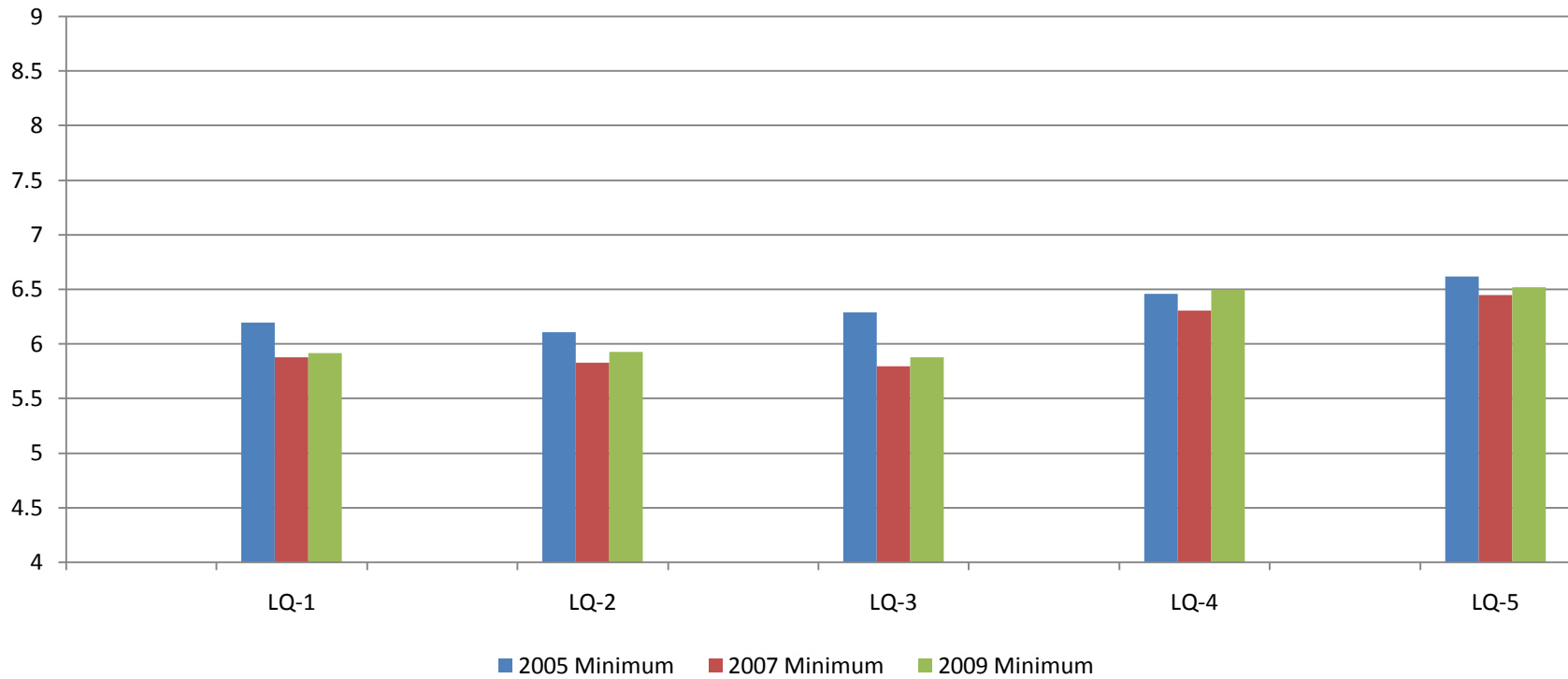
UG	LQ-1	LQ-2	LQ-3	LQ-4	LQ-5
<b>2005 Desired</b>	7.73	7.45	7.64	7.78	7.90
<b>2007 Desired</b>	7.45	7.28	7.39	7.77	7.82
<b>2009 Desired</b>	7.47	7.32	7.43	7.84	7.8

## LibQUAL+® Perceived Score - Local Questions: Undergraduates



UG	LQ-1	LQ-2	LQ-3	LQ-4	LQ-5
<b>2005 Perceived</b>	6.69	6.82	6.49	7.01	7.30
<b>2007 Perceived</b>	6.48	6.64	6.42	6.89	7.17
<b>2009 Perceived</b>	6.59	6.71	6.44	7.13	7.27

## LibQUAL+® Minimum Acceptable Score - Local Questions: Undergraduates



UG	LQ-1	LQ-2	LQ-3	LQ-4	LQ-5
<b>2005 Minimum</b>	6.20	6.11	6.29	6.46	6.62
<b>2007 Minimum</b>	5.88	5.83	5.80	6.31	6.45
<b>2009 Minimum</b>	5.92	5.93	5.88	6.5	6.52