

University of North Texas Libraries

LibQUAL+® 2011

Strengths



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Areas in Which UNT Libraries Excels at Satisfying User Wants

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that most closely match what users want.

What users want equates to the desired score. What users experience equates to the perceived score. The difference between what is desired and what is perceived is called the superiority gap. It is an indicator of the extent to which user desires are being met.

LibQUAL+® Item	Fac 2011	Fac 2009	Fac 2007	Grad 2011	Grad 2009	Grad 2007	UG 2011	UG 2009	UG 2007
Giving users individual attention	1	4		2	4	3	1	4	5
Quiet space for individual activities	2		2						
Online course support (readings, links, references)	3								
Willingness to help users	4				5	5		2	
Employees who are consistently courteous	5	2	3	4	2	4			
Community space for group learning and group study		1	1	5	1	1		1	1
Employees who deal with users in a caring fashion		3	5		3				
Teaching me how to access, evaluate, and use information		5		1			5		2
Readiness to respond to users' questions			4			2	3	5	4
Employees who instill confidence in users				3			4		
Timely delivery of the articles and documents that I need							2	3	3

Areas in Which UNT Libraries Excels at Satisfying User Wants – Detail

Note: In the LibQUAL survey, the 22 standard and 5 library selected items each received 3 responses: minimum, desired, and perceived. These are tabulated and mean, or average, scores for each of the three categories are established for each question by user group.

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that most closely match what users want.

What users want equates to the desired score. What users experience equates to the perceived score. The difference between what is desired and what is perceived is called the superiority gap. It is an indicator of the extent to which user desires are being met.

In the table, if the number in parentheses is positive, it means what is perceived exceeds what is desired. Because this situation doesn't occur very often, the table also shows the items with the least difference between what is perceived and what is desired. If the number is negative, it means that what is perceived is less than what is desired. The closer the negative score is to zero, the closer what is perceived is to what is desired, i.e., -0.23 is closer to what is desired than -0.38.

Items are ranked in descending order by superiority gap score, as follows: a. Positive superiority gaps b. Negative superiority gaps.

Example: Faculty 2009 “Community space for group learning and group study”

Superiority Gap = Perceived Performance - Desired Performance (-0.23 = 6.21 - 6.44).

LibQUAL+® Item	Fac 2011	Fac 2009	Fac 2007	Grad 2011	Grad 2009	Grad 2007	UG 2011	UG 2009	UG 2007
Giving users individual attention	1(-0.11)	4(-0.4)		2(-0.31)	4(-0.55)	3(-0.7)	1(-0.14)	4(-0.56)	5(-0.73)
Quiet space for individual activities	2(-0.14)		2(-0.23)						
Online course support (readings, links, references)	3(-0.22)								
Willingness to help users	4(-0.23)				5(-0.56)	5(-0.75)		2(-0.52)	
Employees who are consistently courteous	5(-0.3)	2(-0.31)	3(-0.34)	4(-0.37)	2(-0.52)	4(-0.73)			
Community space for group learning and group study		1(-0.23)	1(-0.11)	5(-0.38)	1(-0.27)	1(-0.45)		1(-0.47)	1(-0.58)
Employees who deal with users in a caring fashion		3(-0.35)	5(-0.38)		3(-0.52)				
Teaching me how to access, evaluate, and use information		5(-0.4)		1(-0.31)			5(-0.33)		2(-0.64)
Readiness to respond to users' questions			4(-0.38)			2(-0.66)	3(-0.31)	5(-0.58)	4(-0.7)
Employees who instill confidence in users				3(-0.37)			4(-0.32)		
Timely delivery of the articles and documents that I need							2(-0.29)	3(-0.53)	3(-0.65)

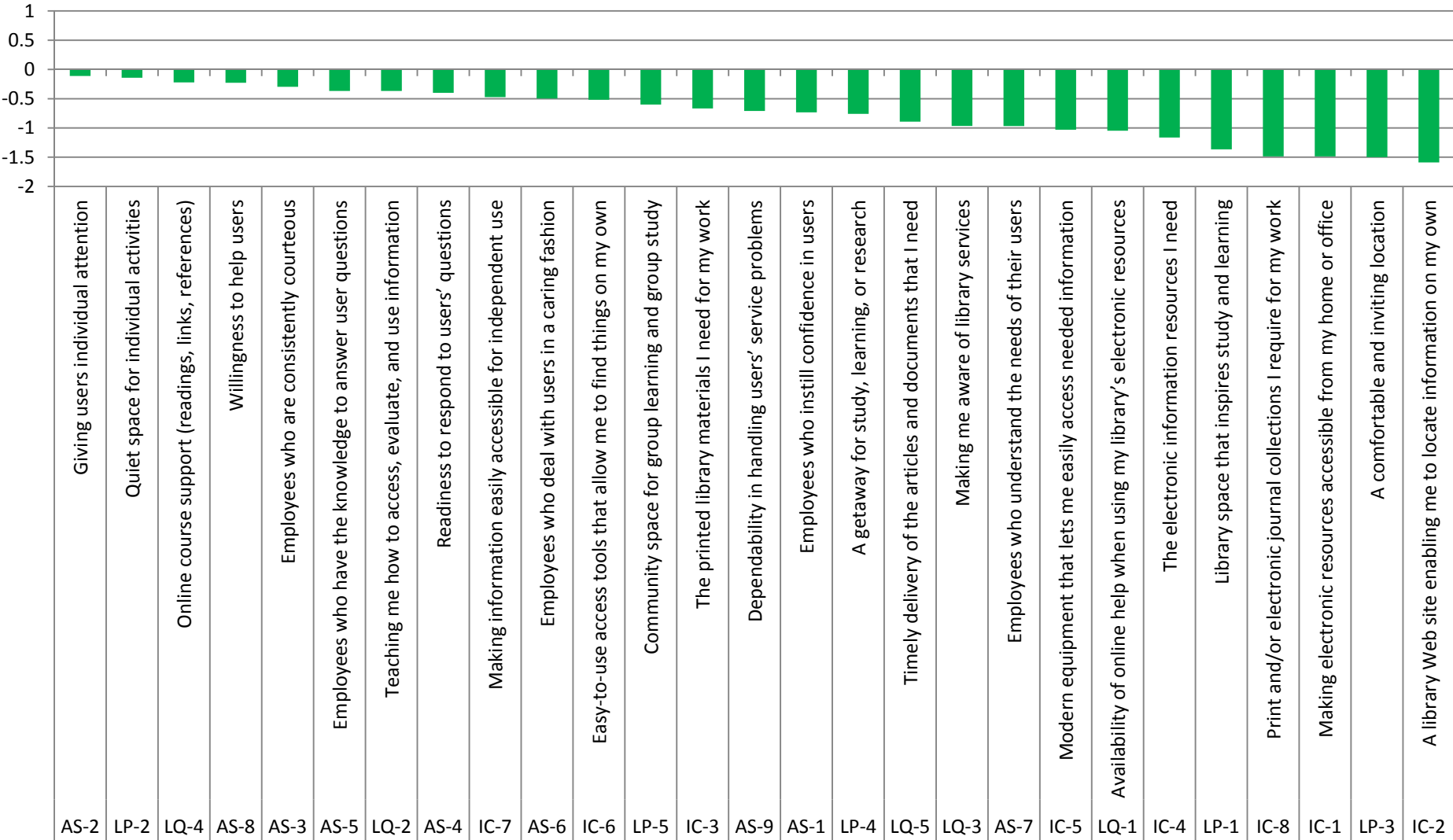
Areas in Which UNT Libraries Excels at Satisfying User Wants – Faculty

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that most closely match what users want.

What users want equates to the desired score. What users experience equates to the perceived score. The difference between what is desired and what is perceived is called the superiority gap. It is an indicator of the extent to which user desires are being met.

LibQUAL+® Item	Faculty 2011	Faculty 2009	Faculty 2007
Giving users individual attention	1	4	
Quiet space for individual activities	2		2
Online course support (readings, links, references)	3		
Willingness to help users	4		
Employees who are consistently courteous	5	2	3
Community space for group learning and group study		1	1
Employees who deal with users in a caring fashion		3	5
Teaching me how to access, evaluate, and use information		5	
Readiness to respond to users' questions			4

Gap Between What Faculty Users Desire and What They Perceive



■ Superiority Gap

Faculty Superiority Gap Data – 2011

Dimension ID	Question Text	Superiority Gap 2011
AS-2	Giving users individual attention	-0.11
LP-2	Quiet space for individual activities	-0.14
LQ-4	Online course support (readings, links, references)	-0.22
AS-8	Willingness to help users	-0.23
AS-3	Employees who are consistently courteous	-0.30
AS-5	Employees who have the knowledge to answer user questions	-0.37
LQ-2	Teaching me how to access, evaluate, and use information	-0.37
AS-4	Readiness to respond to users' questions	-0.40
IC-7	Making information easily accessible for independent use	-0.47
AS-6	Employees who deal with users in a caring fashion	-0.50
IC-6	Easy-to-use access tools that allow me to find things on my own	-0.52
LP-5	Community space for group learning and group study	-0.60
IC-3	The printed library materials I need for my work	-0.67
AS-9	Dependability in handling users' service problems	-0.71
AS-1	Employees who instill confidence in users	-0.73
LP-4	A getaway for study, learning, or research	-0.76
LQ-5	Timely delivery of the articles and documents that I need	-0.89
LQ-3	Making me aware of library services	-0.97
AS-7	Employees who understand the needs of their users	-0.97
IC-5	Modern equipment that lets me easily access needed information	-1.03
LQ-1	Availability of online help when using my library's electronic resources	-1.05
IC-4	The electronic information resources I need	-1.16
LP-1	Library space that inspires study and learning	-1.37
IC-8	Print and/or electronic journal collections I require for my work	-1.49
IC-1	Making electronic resources accessible from my home or office	-1.49
LP-3	A comfortable and inviting location	-1.50
IC-2	A library Web site enabling me to locate information on my own	-1.59

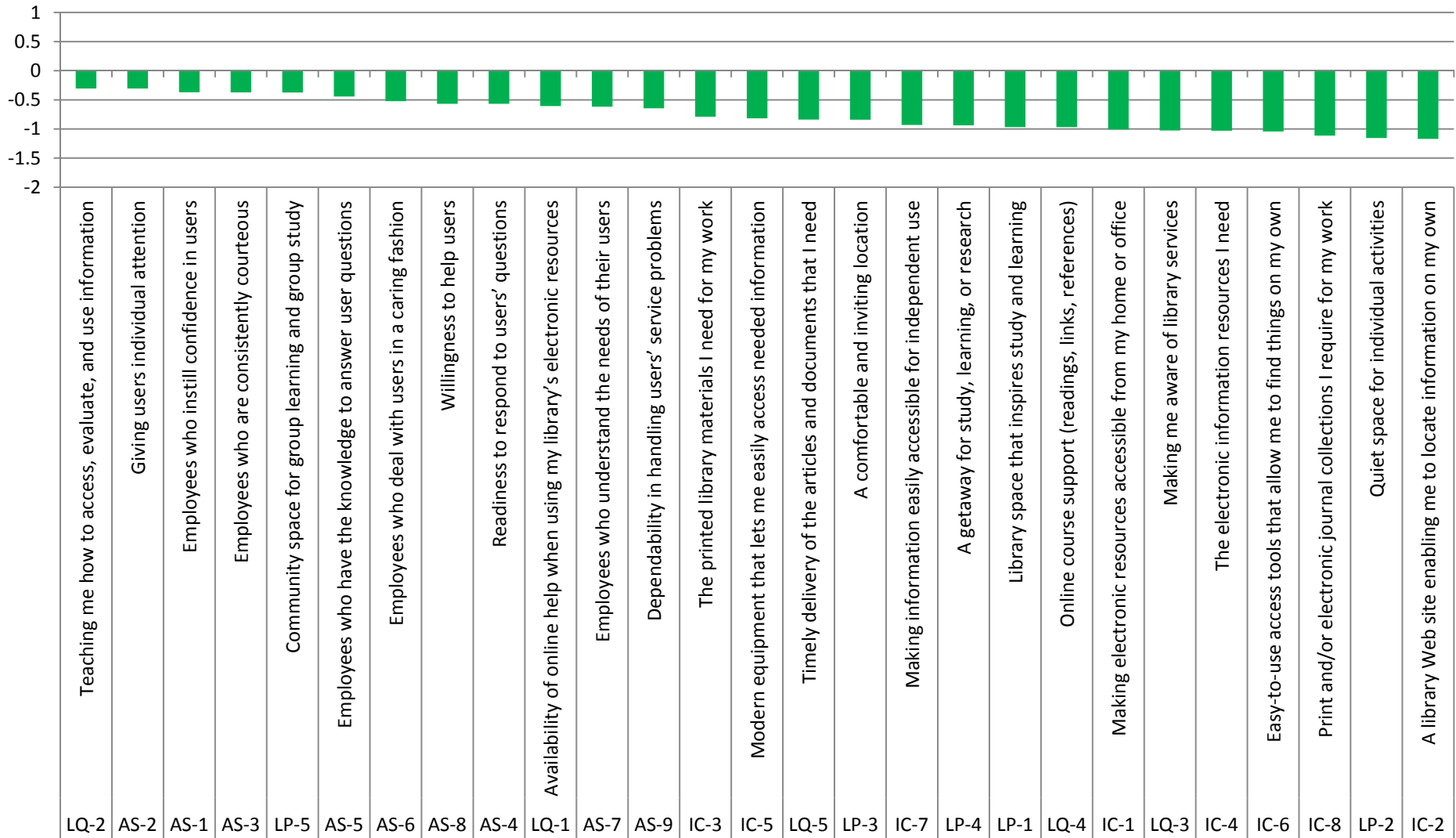
Areas in Which UNT Libraries Excels at Satisfying User Wants – Graduate Students

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that most closely match what users want.

What users want equates to the desired score. What users experience equates to the perceived score. The difference between what is desired and what is perceived is called the superiority gap. It is an indicator of the extent to which user desires are being met.

LibQUAL+® Item	Graduate 2011	Graduate 2009	Graduate 2007
Teaching me how to access, evaluate, and use information	1		
Giving users individual attention	2	4	3
Employees who instill confidence in users	3		
Employees who are consistently courteous	4	2	4
Community space for group learning and group study	5	1	1
Employees who deal with users in a caring fashion		3	
Willingness to help users		5	5
Readiness to respond to users' questions			2

Gap Between What Graduate Students Desire and What They Perceive



■ Superiority Gap

Graduate Students Superiority Gap Data – 2011

Dimension ID	Question Text	Superiority Gap 2011
LQ-2	Teaching me how to access, evaluate, and use information	-0.31
AS-2	Giving users individual attention	-0.31
AS-1	Employees who instill confidence in users	-0.37
AS-3	Employees who are consistently courteous	-0.37
LP-5	Community space for group learning and group study	-0.38
AS-5	Employees who have the knowledge to answer user questions	-0.44
AS-6	Employees who deal with users in a caring fashion	-0.52
AS-8	Willingness to help users	-0.57
AS-4	Readiness to respond to users' questions	-0.57
LQ-1	Availability of online help when using my library's electronic resources	-0.61
AS-7	Employees who understand the needs of their users	-0.62
AS-9	Dependability in handling users' service problems	-0.64
IC-3	The printed library materials I need for my work	-0.79
IC-5	Modern equipment that lets me easily access needed information	-0.82
LQ-5	Timely delivery of the articles and documents that I need	-0.84
LP-3	A comfortable and inviting location	-0.84
IC-7	Making information easily accessible for independent use	-0.93
LP-4	A getaway for study, learning, or research	-0.94
LP-1	Library space that inspires study and learning	-0.97
LQ-4	Online course support (readings, links, references)	-0.97
IC-1	Making electronic resources accessible from my home or office	-1.01
LQ-3	Making me aware of library services	-1.03
IC-4	The electronic information resources I need	-1.03
IC-6	Easy-to-use access tools that allow me to find things on my own	-1.04
IC-8	Print and/or electronic journal collections I require for my work	-1.11
LP-2	Quiet space for individual activities	-1.15
IC-2	A library Web site enabling me to locate information on my own	-1.17

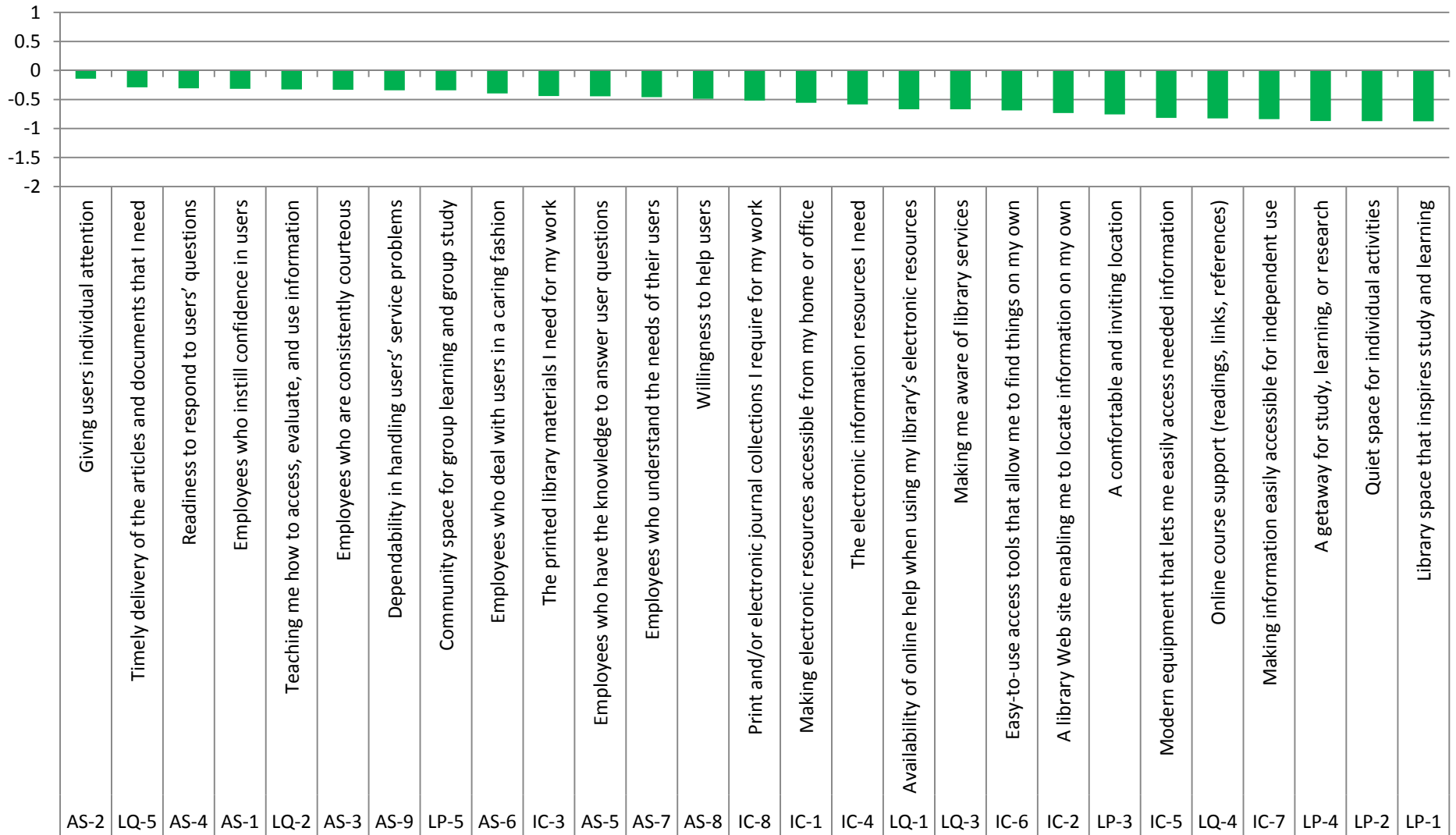
Areas in Which UNT Libraries Excels at Satisfying User Wants – Undergraduate Students

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that most closely match what users want.

What users want equates to the desired score. What users experience equates to the perceived score. The difference between what is desired and what is perceived is called the superiority gap. It is an indicator of the extent to which user desires are being met.

LibQUAL+® Item	Undergrad 2011	Undergrad 2009	Undergrad 2007
Giving users individual attention	1	4	5
Timely delivery of the articles and documents that I need	2	3	3
Readiness to respond to users' questions	3	5	4
Employees who instill confidence in users	4		
Teaching me how to access, evaluate, and use information	5		2
Community space for group learning and group study		1	1
Willingness to help users		2	

Gap Between What Undergraduate Students Desire and What They Perceive



■ Superiority Gap

Undergraduate Students Superiority Gap Data – 2011

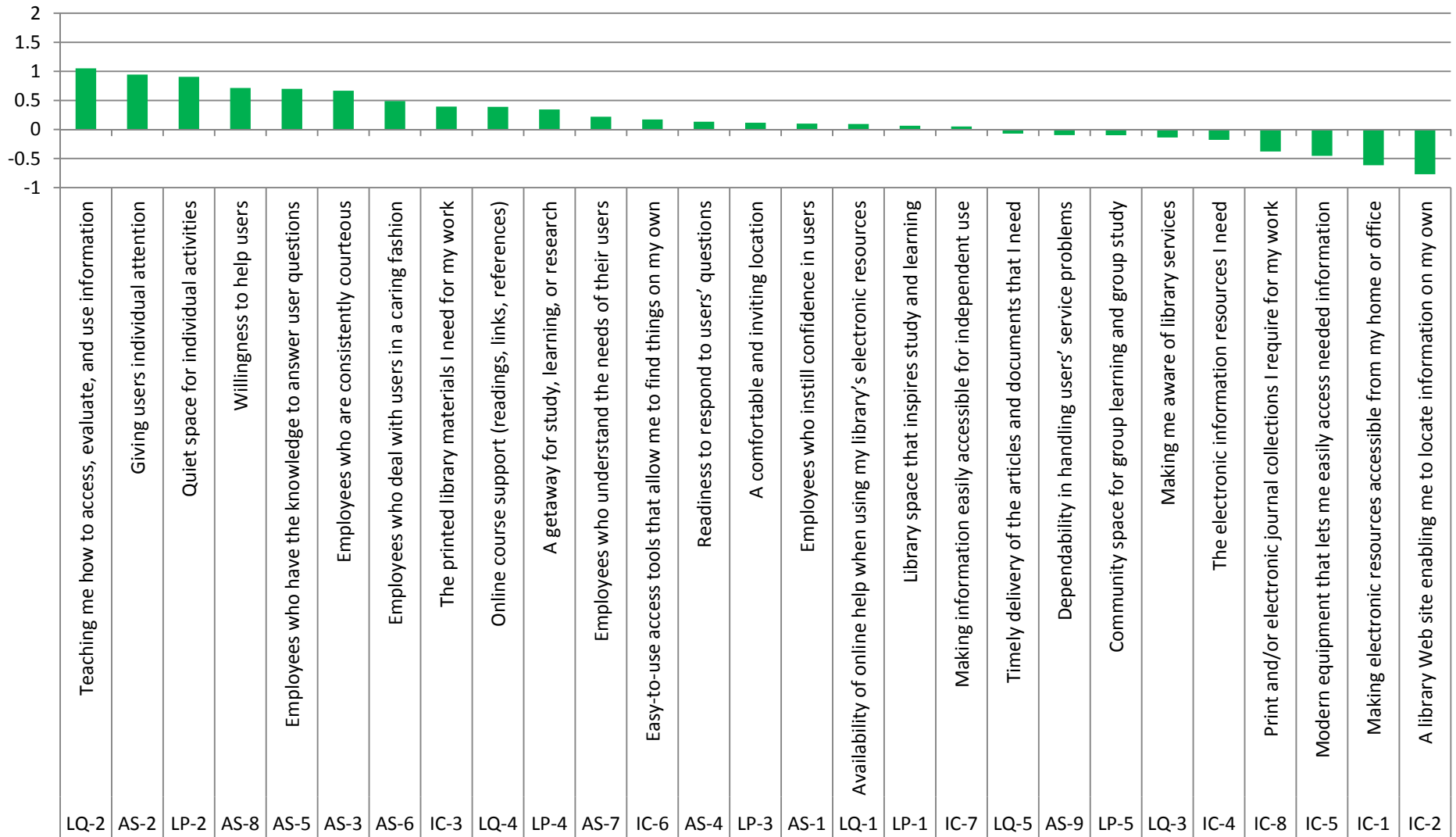
Dimension ID	Question Text	Superiority Gap 2011
AS-2	Giving users individual attention	-0.14
LQ-5	Timely delivery of the articles and documents that I need	-0.29
AS-4	Readiness to respond to users' questions	-0.31
AS-1	Employees who instill confidence in users	-0.32
LQ-2	Teaching me how to access, evaluate, and use information	-0.33
AS-3	Employees who are consistently courteous	-0.33
AS-9	Dependability in handling users' service problems	-0.34
LP-5	Community space for group learning and group study	-0.34
AS-6	Employees who deal with users in a caring fashion	-0.39
IC-3	The printed library materials I need for my work	-0.44
AS-5	Employees who have the knowledge to answer user questions	-0.45
AS-7	Employees who understand the needs of their users	-0.46
AS-8	Willingness to help users	-0.49
IC-8	Print and/or electronic journal collections I require for my work	-0.52
IC-1	Making electronic resources accessible from my home or office	-0.56
IC-4	The electronic information resources I need	-0.58
LQ-1	Availability of online help when using my library's electronic resources	-0.67
LQ-3	Making me aware of library services	-0.67
IC-6	Easy-to-use access tools that allow me to find things on my own	-0.69
IC-2	A library Web site enabling me to locate information on my own	-0.73
LP-3	A comfortable and inviting location	-0.76
IC-5	Modern equipment that lets me easily access needed information	-0.82
LQ-4	Online course support (readings, links, references)	-0.83
IC-7	Making information easily accessible for independent use	-0.84
LP-4	A getaway for study, learning, or research	-0.87
LP-2	Quiet space for individual activities	-0.87
LP-1	Library space that inspires study and learning	-0.87

Areas Where UNT Libraries Most Exceeds Users' Minimum Needs – Faculty

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that exceed user minimum requirements by the widest margins.

LibQUAL+® Item	Faculty 2011	Faculty 2009	Faculty 2007
Teaching me how to access, evaluate, and use information	1		
Giving users individual attention	2	4	3
Quiet space for individual activities	3	5	4
Willingness to help users	4		
Employees who have the knowledge to answer user questions	5		
Community space for group learning and group study		1	2
A getaway for study, learning, or research		2	
Employees who deal with users in a caring fashion		3	5
Employees who instill confidence in users			1

Gap Between Faculty Users Minimum Requirements and What They Perceive



■ Adequacy Gap

Faculty Adequacy Gap Data – 2011

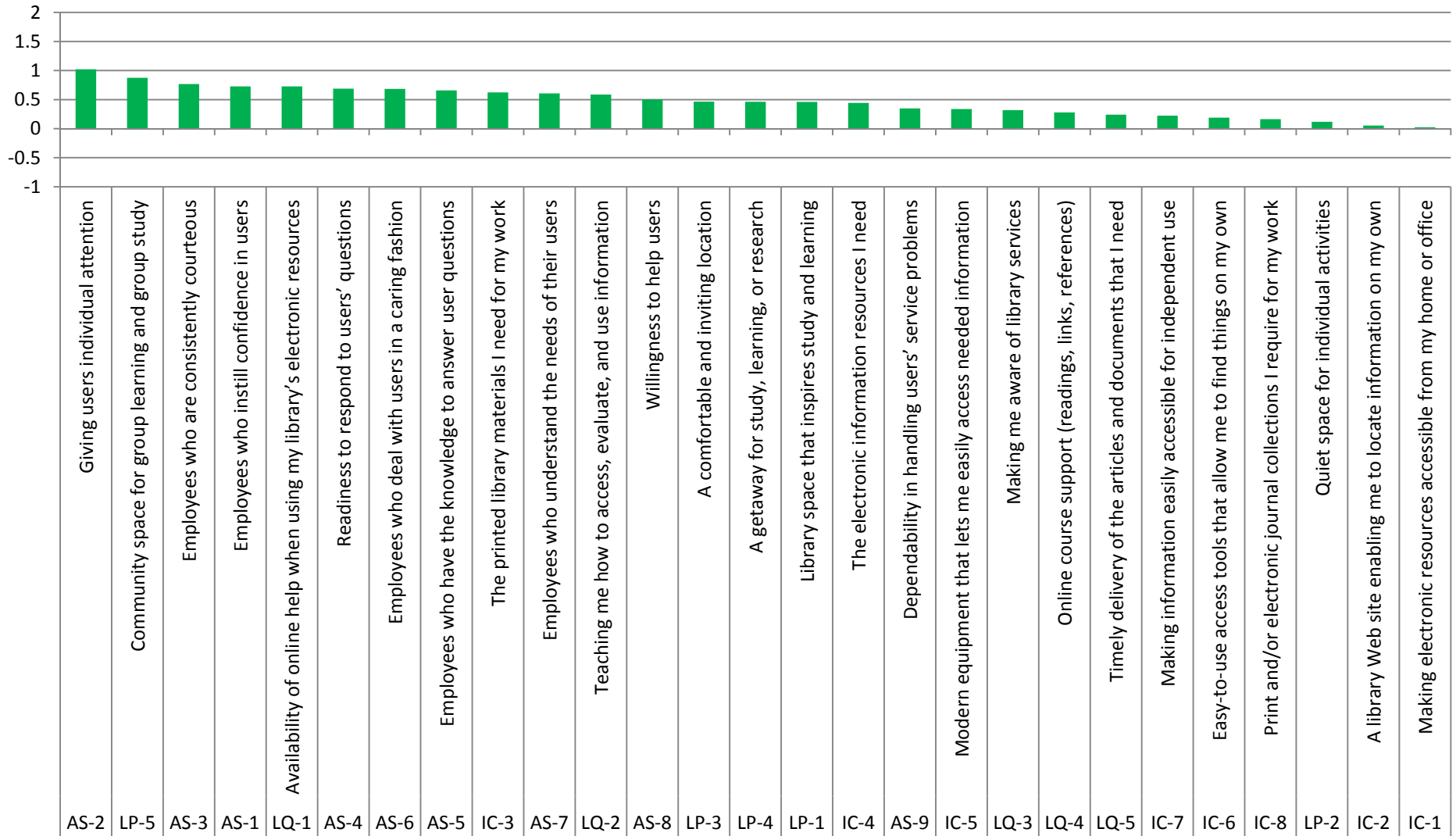
Dimension ID	Question Text	Adequacy Gap 2011
LQ-2	Teaching me how to access, evaluate, and use information	1.05
AS-2	Giving users individual attention	0.94
LP-2	Quiet space for individual activities	0.90
AS-8	Willingness to help users	0.71
AS-5	Employees who have the knowledge to answer user questions	0.70
AS-3	Employees who are consistently courteous	0.67
AS-6	Employees who deal with users in a caring fashion	0.49
IC-3	The printed library materials I need for my work	0.39
LQ-4	Online course support (readings, links, references)	0.39
LP-4	A getaway for study, learning, or research	0.34
AS-7	Employees who understand the needs of their users	0.22
IC-6	Easy-to-use access tools that allow me to find things on my own	0.17
AS-4	Readiness to respond to users' questions	0.13
LP-3	A comfortable and inviting location	0.12
AS-1	Employees who instill confidence in users	0.10
LQ-1	Availability of online help when using my library's electronic resources	0.10
LP-1	Library space that inspires study and learning	0.06
IC-7	Making information easily accessible for independent use	0.05
LQ-5	Timely delivery of the articles and documents that I need	-0.07
AS-9	Dependability in handling users' service problems	-0.10
LP-5	Community space for group learning and group study	-0.10
LQ-3	Making me aware of library services	-0.14
IC-4	The electronic information resources I need	-0.18
IC-8	Print and/or electronic journal collections I require for my work	-0.38
IC-5	Modern equipment that lets me easily access needed information	-0.45
IC-1	Making electronic resources accessible from my home or office	-0.62
IC-2	A library Web site enabling me to locate information on my own	-0.77

Areas Where UNT Libraries Most Exceeds Users' Minimum Needs – Graduate Students

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that exceed user minimum requirements by the widest margins.

LibQUAL+® Item	Graduate 2011	Graduate 2009	Graduate 2007
Giving users individual attention	1	3	3
Community space for group learning and group study	2	1	1
Employees who are consistently courteous	3	5	
Employees who instill confidence in users	4	2	2
Availability of online help when using my library's electronic resources	5		
Employees who deal with users in a caring fashion		4	4
Readiness to respond to users' questions			5

Gap Between Graduate Students Minimum Requirements and What They Perceive



■ Adequacy Gap

Graduate Students Adequacy Gap Data – 2011

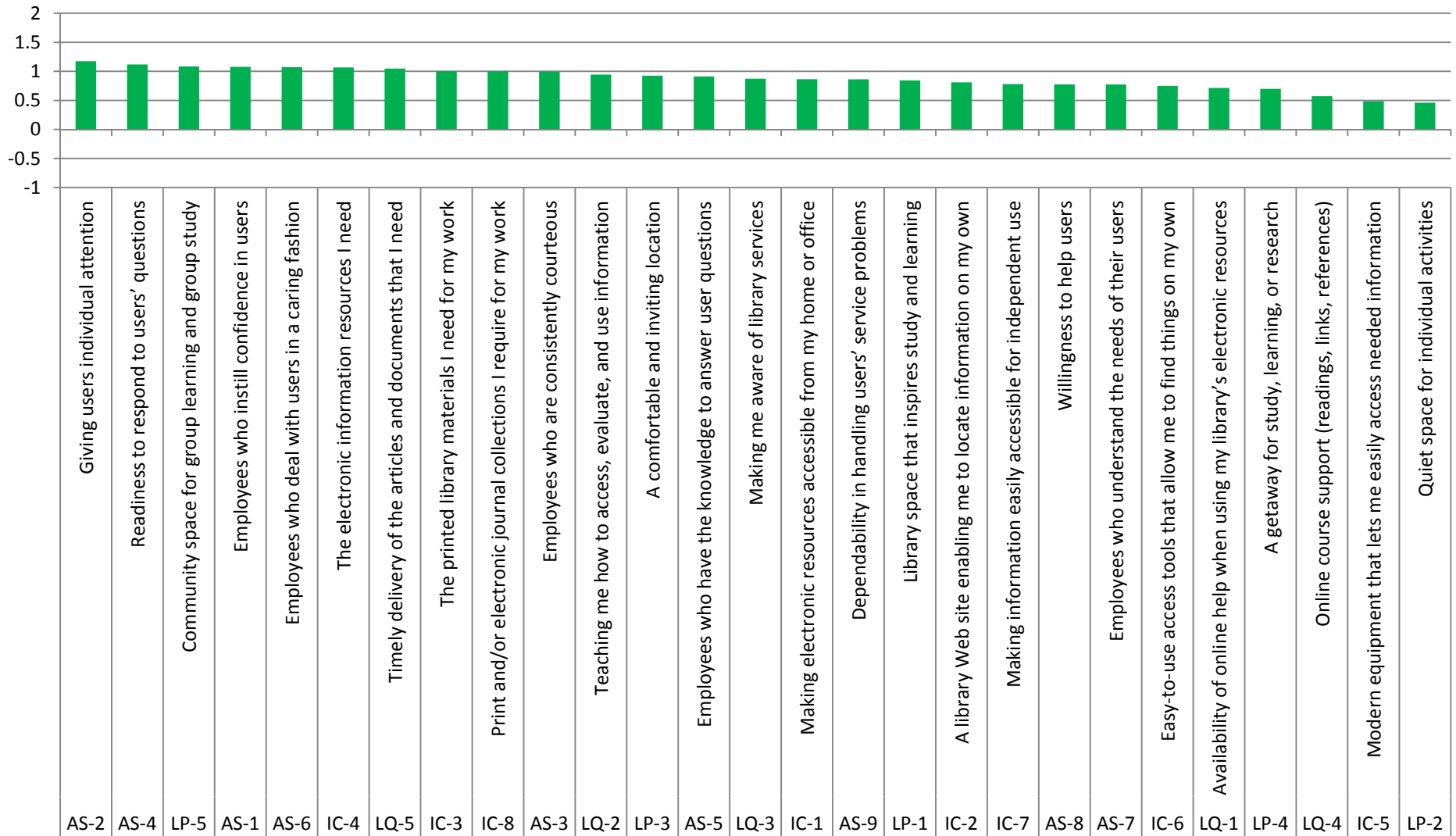
Dimension ID	Question Text	Adequacy Gap 2011
AS-2	Giving users individual attention	1.02
LP-5	Community space for group learning and group study	0.88
AS-3	Employees who are consistently courteous	0.77
AS-1	Employees who instill confidence in users	0.73
LQ-1	Availability of online help when using my library's electronic resources	0.73
AS-4	Readiness to respond to users' questions	0.69
AS-6	Employees who deal with users in a caring fashion	0.68
AS-5	Employees who have the knowledge to answer user questions	0.66
IC-3	The printed library materials I need for my work	0.62
AS-7	Employees who understand the needs of their users	0.61
LQ-2	Teaching me how to access, evaluate, and use information	0.59
AS-8	Willingness to help users	0.50
LP-3	A comfortable and inviting location	0.46
LP-4	A getaway for study, learning, or research	0.46
LP-1	Library space that inspires study and learning	0.46
IC-4	The electronic information resources I need	0.44
AS-9	Dependability in handling users' service problems	0.35
IC-5	Modern equipment that lets me easily access needed information	0.34
LQ-3	Making me aware of library services	0.32
LQ-4	Online course support (readings, links, references)	0.28
LQ-5	Timely delivery of the articles and documents that I need	0.24
IC-7	Making information easily accessible for independent use	0.22
IC-6	Easy-to-use access tools that allow me to find things on my own	0.19
IC-8	Print and/or electronic journal collections I require for my work	0.16
LP-2	Quiet space for individual activities	0.12
IC-2	A library Web site enabling me to locate information on my own	0.05
IC-1	Making electronic resources accessible from my home or office	0.02

Areas Where UNT Libraries Most Exceeds Users' Minimum Needs – Undergraduate Students

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries that exceed user minimum requirements by the widest margins.

LibQUAL+® Item	Undergrad 2011	Undergrad 2009	Undergrad 2007
Giving users individual attention	1	3	4
Readiness to respond to users' questions	2		
Community space for group learning and group study	3	2	1
Employees who instill confidence in users	4	1	2
Employees who deal with users in a caring fashion	5		
Willingness to help users		4	
Employees who are consistently courteous		5	
Teaching me how to access, evaluate, and use information			3
Timely delivery of the articles and documents that I need			5

Gap Between Undergraduate Students Minimum Requirements and What They Perceive



■ Adequacy Gap

Undergraduate Students Adequacy Gap Data – 2011

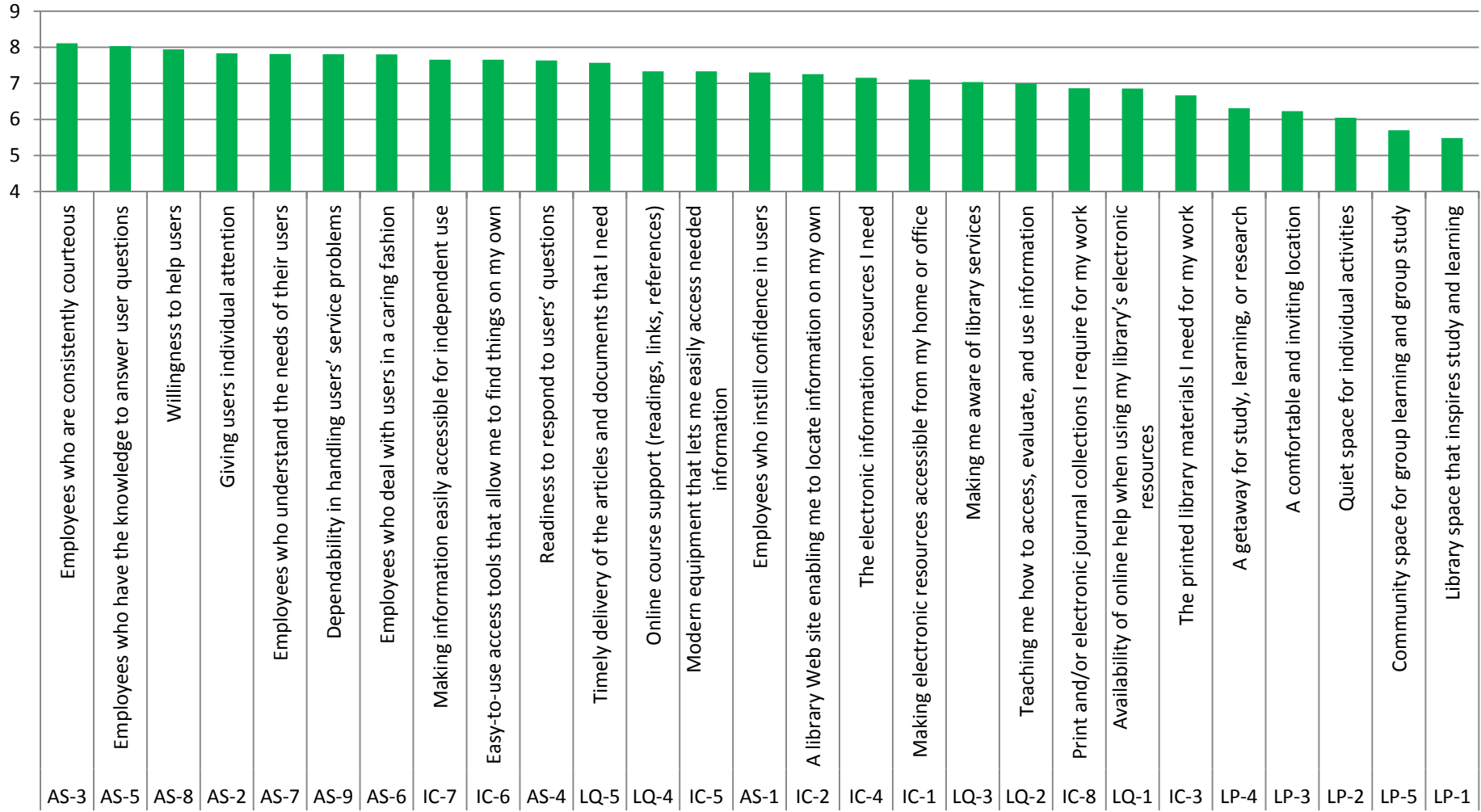
Dimension ID	Question Text	Adequacy Gap 2011
AS-2	Giving users individual attention	1.17
AS-4	Readiness to respond to users' questions	1.12
LP-5	Community space for group learning and group study	1.08
AS-1	Employees who instill confidence in users	1.08
AS-6	Employees who deal with users in a caring fashion	1.07
IC-4	The electronic information resources I need	1.07
LQ-5	Timely delivery of the articles and documents that I need	1.05
IC-3	The printed library materials I need for my work	1.00
IC-8	Print and/or electronic journal collections I require for my work	1.00
AS-3	Employees who are consistently courteous	1.00
LQ-2	Teaching me how to access, evaluate, and use information	0.94
LP-3	A comfortable and inviting location	0.93
AS-5	Employees who have the knowledge to answer user questions	0.91
LQ-3	Making me aware of library services	0.87
IC-1	Making electronic resources accessible from my home or office	0.87
AS-9	Dependability in handling users' service problems	0.86
LP-1	Library space that inspires study and learning	0.84
IC-2	A library Web site enabling me to locate information on my own	0.81
IC-7	Making information easily accessible for independent use	0.78
AS-8	Willingness to help users	0.78
AS-7	Employees who understand the needs of their users	0.77
IC-6	Easy-to-use access tools that allow me to find things on my own	0.75
LQ-1	Availability of online help when using my library's electronic resources	0.71
LP-4	A getaway for study, learning, or research	0.70
LQ-4	Online course support (readings, links, references)	0.57
IC-5	Modern equipment that lets me easily access needed information	0.49
LP-2	Quiet space for individual activities	0.46

Top Performing Areas at UNT Libraries – Faculty

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries to which users gave the highest scores for perceived performance. Items are ranked in descending order by scores given for perceived performance.

LibQUAL+® Item	Faculty 2011	Faculty 2009	Faculty 2007
Employees who are consistently courteous	1	1	1
Employees who have the knowledge to answer user questions	2	2	4
Willingness to help users	3	5	3
Giving users individual attention	4		
Employees who understand the needs of their users	5		
Readiness to respond to users' questions		3	2
Timely delivery of the articles and documents that I need		4	5

Faculty Users Perceptions of Top Performing Areas



■ Perceived

Faculty Perception Data – 2011

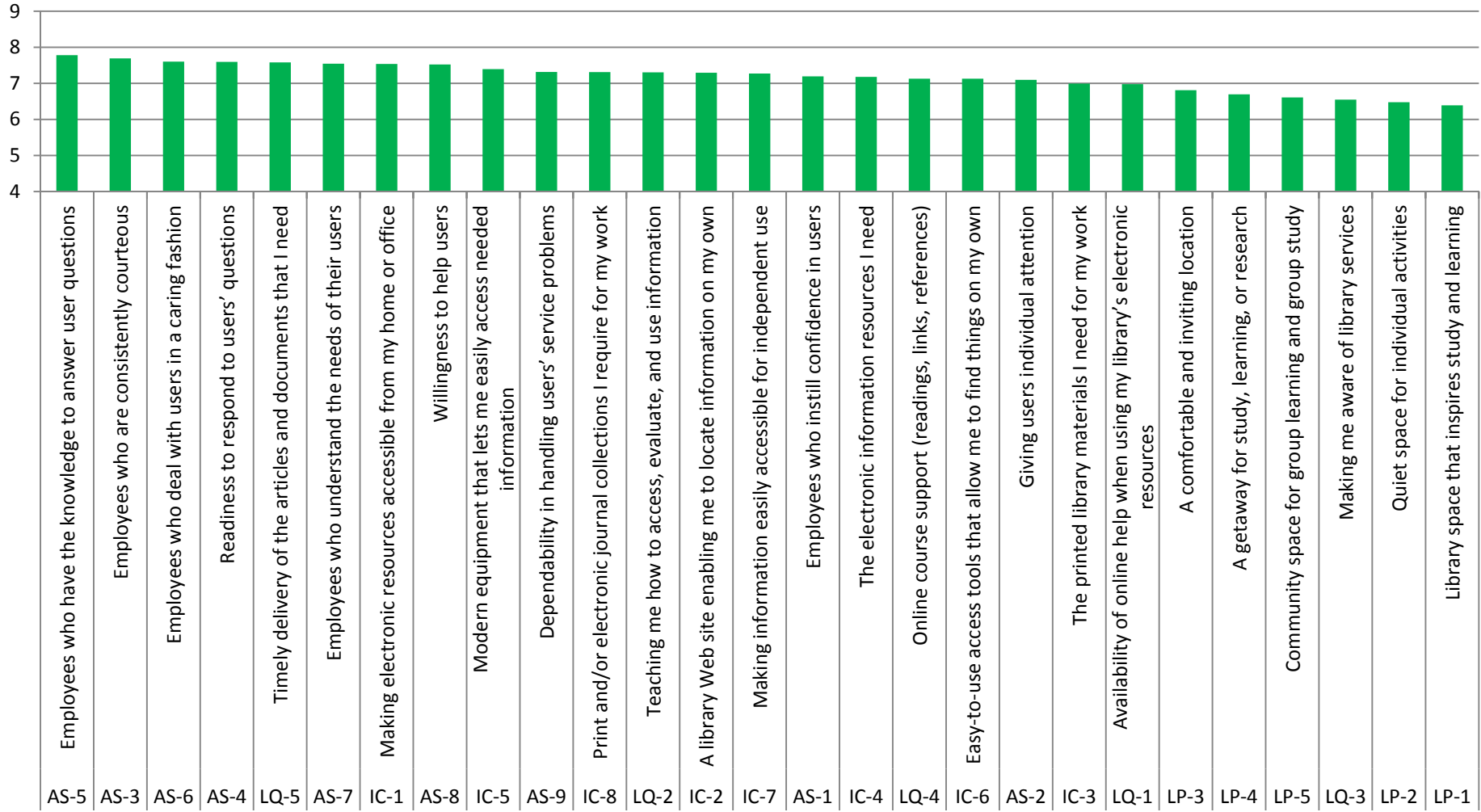
Dimension ID	Question Text	Perception 2011
AS-3	Employees who are consistently courteous	8.11
AS-5	Employees who have the knowledge to answer user questions	8.03
AS-8	Willingness to help users	7.94
AS-2	Giving users individual attention	7.83
AS-7	Employees who understand the needs of their users	7.81
AS-9	Dependability in handling users' service problems	7.81
AS-6	Employees who deal with users in a caring fashion	7.80
IC-7	Making information easily accessible for independent use	7.66
IC-6	Easy-to-use access tools that allow me to find things on my own	7.66
AS-4	Readiness to respond to users' questions	7.63
LQ-5	Timely delivery of the articles and documents that I need	7.57
LQ-4	Online course support (readings, links, references)	7.33
IC-5	Modern equipment that lets me easily access needed information	7.33
AS-1	Employees who instill confidence in users	7.30
IC-2	A library Web site enabling me to locate information on my own	7.26
IC-4	The electronic information resources I need	7.16
IC-1	Making electronic resources accessible from my home or office	7.10
LQ-3	Making me aware of library services	7.03
LQ-2	Teaching me how to access, evaluate, and use information	7.00
IC-8	Print and/or electronic journal collections I require for my work	6.86
LQ-1	Availability of online help when using my library's electronic resources	6.86
IC-3	The printed library materials I need for my work	6.67
LP-4	A getaway for study, learning, or research	6.31
LP-3	A comfortable and inviting location	6.23
LP-2	Quiet space for individual activities	6.05
LP-5	Community space for group learning and group study	5.70
LP-1	Library space that inspires study and learning	5.48

Top Performing Areas at UNT Libraries – Graduate Students

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries to which users gave the highest scores for perceived performance. Items are ranked in descending order by scores given for perceived performance.

LibQUAL+® Item	Graduate 2011	Graduate 2009	Graduate 2007
Employees who have the knowledge to answer user questions	1	5	
Employees who are consistently courteous	2	1	2
Employees who deal with users in a caring fashion	3		
Readiness to respond to users' questions	4	3	1
Timely delivery of the articles and documents that I need	5		
Making electronic resources accessible from my home or office		2	4
Willingness to help users		4	3
Modern equipment that lets me easily access needed information			5

Graduate Students Perceptions of Top Performing Areas



■ Perceived

Graduate Students Perception Data – 2011

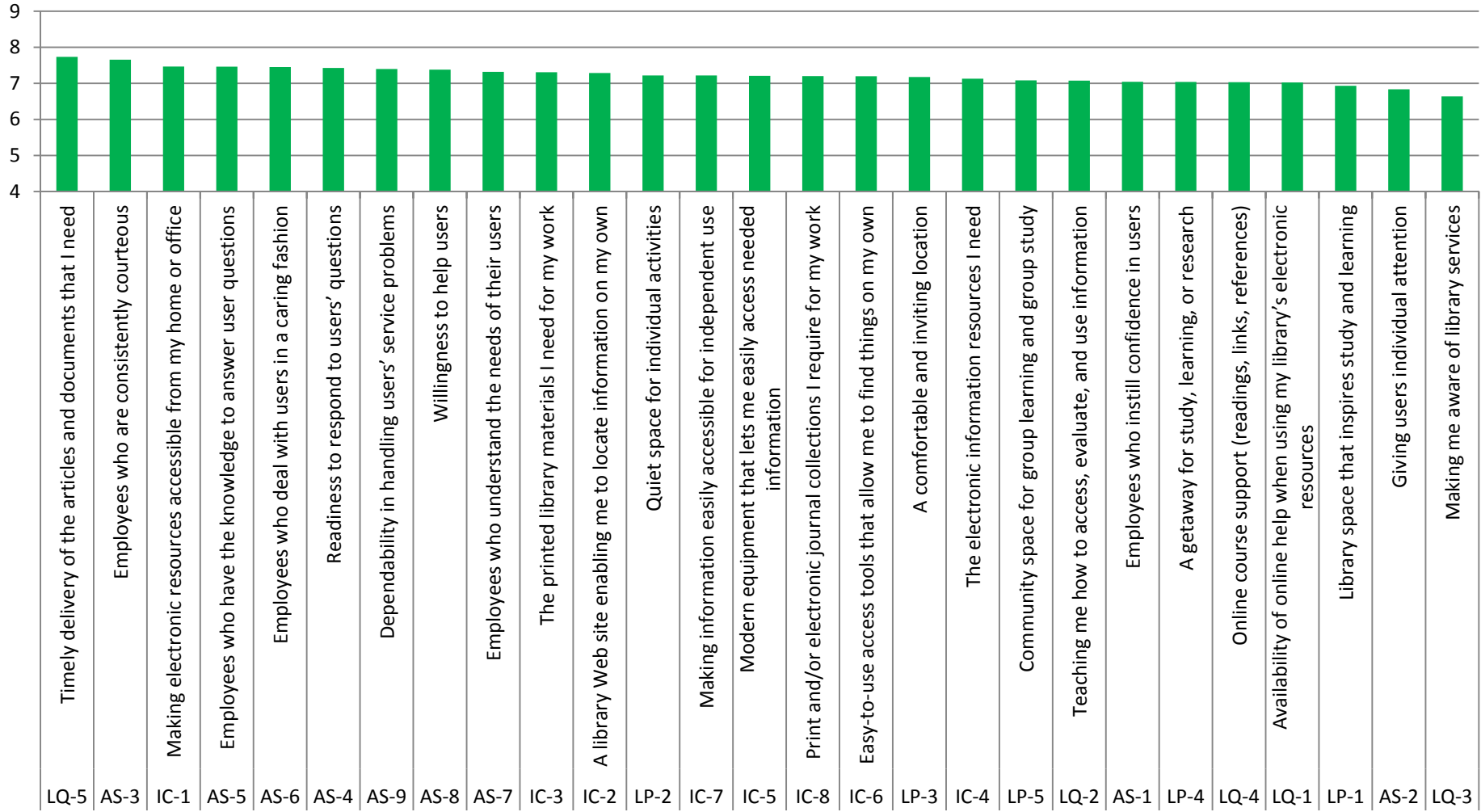
Dimension ID	Question Text	Perception 2011
AS-5	Employees who have the knowledge to answer user questions	7.78
AS-3	Employees who are consistently courteous	7.69
AS-6	Employees who deal with users in a caring fashion	7.60
AS-4	Readiness to respond to users' questions	7.60
LQ-5	Timely delivery of the articles and documents that I need	7.58
AS-7	Employees who understand the needs of their users	7.55
IC-1	Making electronic resources accessible from my home or office	7.54
AS-8	Willingness to help users	7.52
IC-5	Modern equipment that lets me easily access needed information	7.40
AS-9	Dependability in handling users' service problems	7.32
IC-8	Print and/or electronic journal collections I require for my work	7.31
LQ-2	Teaching me how to access, evaluate, and use information	7.31
IC-2	A library Web site enabling me to locate information on my own	7.29
IC-7	Making information easily accessible for independent use	7.27
AS-1	Employees who instill confidence in users	7.19
IC-4	The electronic information resources I need	7.18
LQ-4	Online course support (readings, links, references)	7.13
IC-6	Easy-to-use access tools that allow me to find things on my own	7.13
AS-2	Giving users individual attention	7.10
IC-3	The printed library materials I need for my work	6.99
LQ-1	Availability of online help when using my library's electronic resources	6.98
LP-3	A comfortable and inviting location	6.81
LP-4	A getaway for study, learning, or research	6.69
LP-5	Community space for group learning and group study	6.61
LQ-3	Making me aware of library services	6.55
LP-2	Quiet space for individual activities	6.48
LP-1	Library space that inspires study and learning	6.39

Top Performing Areas at UNT Libraries – Undergraduate Students

This table identifies aspects of the services, spaces, and collections provided by UNT Libraries to which users gave the highest scores for perceived performance. Items are ranked in descending order by scores given for perceived performance.

LibQUAL+® Item	Undergrad 2011	Undergrad 2009	Undergrad 2007
Timely delivery of the articles and documents that I need	1	3	3
Employees who are consistently courteous	2	5	
Making electronic resources accessible from my home or office	3		
Employees who have the knowledge to answer user questions	4	4	5
Employees who deal with users in a caring fashion	5		
Modern equipment that lets me easily access needed information		1	1
Willingness to help users		2	
Quiet space for individual activities			2
Making information easily accessible for independent use			4

Undergraduate Students Perceptions of Top Performing Areas



■ Perceived

Undergraduate Students Perception Data – 2011

Dimension ID	Question Text	Perception 2011
LQ-5	Timely delivery of the articles and documents that I need	7.74
AS-3	Employees who are consistently courteous	7.66
IC-1	Making electronic resources accessible from my home or office	7.46
AS-5	Employees who have the knowledge to answer user questions	7.46
AS-6	Employees who deal with users in a caring fashion	7.45
AS-4	Readiness to respond to users' questions	7.43
AS-9	Dependability in handling users' service problems	7.40
AS-8	Willingness to help users	7.38
AS-7	Employees who understand the needs of their users	7.32
IC-3	The printed library materials I need for my work	7.31
IC-2	A library Web site enabling me to locate information on my own	7.29
LP-2	Quiet space for individual activities	7.22
IC-7	Making information easily accessible for independent use	7.22
IC-5	Modern equipment that lets me easily access needed information	7.21
IC-8	Print and/or electronic journal collections I require for my work	7.20
IC-6	Easy-to-use access tools that allow me to find things on my own	7.20
LP-3	A comfortable and inviting location	7.18
IC-4	The electronic information resources I need	7.13
LP-5	Community space for group learning and group study	7.08
LQ-2	Teaching me how to access, evaluate, and use information	7.07
AS-1	Employees who instill confidence in users	7.04
LP-4	A getaway for study, learning, or research	7.04
LQ-4	Online course support (readings, links, references)	7.03
LQ-1	Availability of online help when using my library's electronic resources	7.03
LP-1	Library space that inspires study and learning	6.93
AS-2	Giving users individual attention	6.84
LQ-3	Making me aware of library services	6.64