



LibQUAL France

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LibQUAL+®

2010 Survey

LibQUAL France

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1 Introduction

1.1 Acknowledgements

This notebook contains information from the 2010 administration of the LibQUAL+® protocol. The material on the following pages is drawn from the analysis of responses from the participating institutions collected in 2010.

The LibQUAL+® project requires the skills of a dedicated group. We would like to thank several members of the LibQUAL+® team for their key roles in the development of this service. From Texas A&M University, the qualitative leadership of Yvonna Lincoln has been key to the project's integrity. The behind-the-scenes roles of Bill Chollet and others from the library Systems and Training units were also formative in the early years. From the Association of Research Libraries, we are appreciative of the past contributions of Consuella Askew, MaShana Davis, Richard Groves, Kaylyn Groves, Amy Hosheth, Kristina Justh, Mary Jackson, Jonathan Sousa, and Benny Yu.

A New Measures initiative of this scope is possible only as the collaborative effort of many libraries. To the directors and liaisons at all participating libraries goes the largest measure of gratitude. Without your commitment, the development of LibQUAL+® would not have been possible. We would like to extend a special thank you to all administrators at the participating consortia and libraries that are making this project happen effectively across various institutions.

We would like to acknowledge the role of the Fund for the Improvement of Post-secondary Education (FIPSE), U.S. Department of Education, which provided grant funds of \$498,368 over a three-year period (2001-03). We would also like to acknowledge the support of the National Science Foundation (NSF) for its grant of \$245,737 over a three-year period (2002-04) to adapt the LibQUAL+® instrument for use in the science, math, engineering, and technology education digital library community, a project known as DigiQUAL. We would like to express our thanks for the financial support that has enabled the researchers engaged in this project to exceed all of our expectations in stated goals and objectives and deliver a remarkable assessment tool to the library community.

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1.2 LibQUAL+®: A Project from StatsQUAL®

I would personally like to say a word about the development of LibQUAL+® over the last few years and to thank the people that have been involved in this effort. LibQUAL+® would not have been possible without the many people who have offered their time and constructive feedback over the years for the cause of improving library services. In a sense, LibQUAL+® has built three kinds of partnerships: one between ARL and Texas A&M University, a second one among the participating libraries and their staff, and a third one comprising the thousands of users who have provided their valuable survey responses over the years.

LibQUAL+® was initiated in 2000 as an experimental project for benchmarking perceptions of library service quality across 13 ARL libraries under the leadership of Fred Heath and Colleen Cook, then both at Texas A&M University Libraries. It matured quickly into a standard assessment tool that has been applied at more than 1,000 libraries. Through 2009, we have had 1,298 surveys implemented in over 20 countries, 20 language translations, and well over 1 million surveys. About 40% of the users who respond to the survey provide rich comments about the ways they use their libraries.

There have been numerous advancements over the years. In 2005, libraries were able to conduct LibQUAL+® over a two session period (Session I: January to May and Session II: July to December). The LibQUAL+® servers were moved from Texas A&M University to an external hosting facility under the ARL brand known as StatsQUAL®. Through the StatsQUAL® gateway we will continue to provide innovative tools for libraries to assess and manage their environments in the coming years. In 2006, we added an experimental version of the LibQUAL+® Analytics (for more information, see Section 1.6). Between 2007 and 2010 we incorporated additional languages including non-roman languages like Chinese, Greek, Hebrew, and Japanese. In 2008, we started experimenting with a new technology platform that incorporates many desired enhancements and tested a shorter version of the LibQUAL+® survey known as LibQUAL+® Lite. In 2010, we launched the new platform in our operational environment after researching extensively the LibQUAL+® Lite behavior [see: Kyrillidou, M. (2009). *Item Sampling in Service Quality Assessment Surveys to Improve Rates and Reduce Respondent Burden: The 'LibQUAL+® Lite' Randomized Control Trial (RCT)* (Doctoral dissertation). Retrieved from <https://www.ideals.illinois.edu/bitstream/handle/2142/14570/Kyrillidou_Martha.pdf?sequence=3>].

LibQUAL+® findings have engaged thousands of librarians in discussions with colleagues and ARL on what these findings mean for local libraries, for their regions, and for the future of libraries across the globe. Consortia have supported their members' participation in LibQUAL+® in order to offer an informed understanding of the changes occurring in their shared environment. Summary highlights have been published on an annual basis showcasing the rich array of information available through LibQUAL+®:

LibQUAL+® 2009 Survey Highlights

<http://libqual.org/documents/admin/LibQUALHighlights2009_Full.pdf>

<http://libqual.org/documents/admin/LibQUALHighlights2009_Full_Supplement.pdf>

LibQUAL+® 2008 Survey Highlights

<http://www.libqual.org/documents/admin/LibQUALHighlights2008_Full1.pdf>

<http://www.libqual.org/documents/admin/LibQUALHighlights2008_Full_Supplement1.pdf>

LibQUAL+® 2007 Survey Highlights

<http://www.libqual.org/documents/admin/LibQUALHighlights2007_Full1.pdf>

<http://www.libqual.org/documents/admin/2007_Highlights_Supplemental.pdf>

LibQUAL+® 2006 Survey Highlights

<<http://www.libqual.org/documents/admin/LibQUALHighlights2006.pdf>>

LibQUAL+® 2005 Survey Highlights

<<http://www.libqual.org/documents/admin/LibQUALHighlights20051.pdf>>

LibQUAL+® 2004 Survey Highlights

<<http://www.libqual.org/documents/admin/ExecSummary%201.3.pdf>>

LibQUAL+® 2003 Survey Highlights

<http://www.libqual.org/documents/admin/ExecSummary1.1_locked.pdf>

Summary published reports have also been made available:

<<http://www.arl.org/resources/pubs/libqualpubs/index.shtml>>

The socio-economic and technological changes that are taking place around us are affecting the ways users interact with libraries. We used to think that libraries could provide *reliable and reasonably complete access* to published and scholarly output, yet we now know from LibQUAL+® that *users have an insatiable appetite for content. No library can ever have sufficient information content that would come close to satisfying this appetite.*

The team at ARL and beyond has worked hard to nurture the community that has been built around LibQUAL+®. We believe that closer collaboration and sharing of resources will bring libraries nearer to meeting the ever changing needs of their demanding users. It is this spirit of collaboration and a willingness to view the world of libraries as an organic, integrated, and cohesive environment that can bring forth major innovations and break new ground. Innovation and aggressive marketing of the role of libraries in benefiting their communities strengthen libraries.

In an example of collaboration, LibQUAL+® participants are sharing their results within the LibQUAL+® community with an openness that nevertheless respects the confidentiality of each institution and its users. LibQUAL+® participants are actively shaping our Share Fair gatherings, our in-person events, and our understanding of how the collected data can be used. LibQUAL+® offers a rich resource that can be viewed using many lenses, should be interpreted in multiple ways, and is a powerful tool libraries can use to understand their environment.

LibQUAL+® is a community mechanism for improving libraries and I hope we see an increasing number of libraries utilizing it successfully in the years to come. I look forward to your continuing active involvement in helping us understand the many ways we can improve library services.

With warm regards,

Martha Kyrillidou

Senior Director, ARL Statistics and Service Quality Programs

1.3 LibQUAL+®: Defining and Promoting Library Service Quality

What is LibQUAL+®?

LibQUAL+® is a suite of services 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 program's centerpiece is a rigorously tested Web-based survey paired with training 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

Since 2000, more than 1,000 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. LibQUAL+® has expanded internationally, with participating institutions in Africa, Asia, Australia and Europe. It has been translated into a number of languages, including Afrikaans, Chinese (Traditional), Danish, Dutch, Finnish, French, German, Greek, Hebrew, Japanese, Norwegian, Spanish, Swedish, and Welsh. The growing LibQUAL+® community of participants and its extensive dataset are rich resources for improving library services.

How will LibQUAL+® benefit your library?

Library administrators have successfully used LibQUAL+® survey data to identify best practices, analyze deficits, and effectively allocate resources. Benefits to participating institutions include:

- Institutional data and reports that enable you to assess whether your library services are meeting user expectations
- Aggregate data and reports that allow you to compare your library's performance with that of peer institutions
- Workshops designed for participants
- Access to an online library of LibQUAL+® research articles
- The opportunity to become part of a community interested in developing excellence in library services

LibQUAL+® gives your library users a chance to tell you where your services need improvement so you can respond to and better manage their expectations. You can develop services that better meet your users' expectations by comparing your library's data with that of peer institutions and examining the practices of those libraries that are evaluated highly by their users.

How is the LibQUAL+® survey conducted?

Conducting the LibQUAL+® survey requires little technical expertise on your part. Use our online Management Center to set up and track the progress of your survey. You invite your users to take the survey by distributing the URL for your library's Web form via e-mail or posting a link to your survey on the library's Web site. Respondents complete the survey form and their answers are sent to the LibQUAL+® database. The data are analyzed and presented to you in reports describing your users' desired, perceived, and minimum expectations of service.

What are the origins of the LibQUAL+® survey?

The LibQUAL+® survey evolved from a conceptual model based on the SERVQUAL instrument, a popular tool for assessing service quality in the private sector. The Texas A&M University Libraries and other libraries used modified SERVQUAL instruments for several years; those applications revealed the need for a newly adapted tool that would serve the particular requirements of libraries. ARL, representing the largest research libraries in North America, partnered with Texas A&M University Libraries to develop, test, and refine LibQUAL+®. 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).

1.4 Web Access to Data

Data summaries from the 2010 iteration of the LibQUAL+® survey will be available to project participants online in the Data Repository via the LibQUAL+® survey management site:

<<http://libqual.org/SurveyInstruments/LibQual/DataRepository.aspx>>

1.5 Explanation of Charts and Tables

A working knowledge of how to read and derive relevant information from the tables and charts used in your LibQUAL+® results notebook is essential. In addition to the explanatory text below, you can find a self-paced tutorial on the project web site at:

< http://libqual.org/about/about_survey/tools>

Both the online tutorial and the text below are designed to help you understand your survey results and present and explain those results to others at your library.

Radar Charts

Radar charts are commonly used throughout the following pages to display both aggregate results and results from individual institutions. Basic information about radar charts is outlined below, and additional descriptive information is included throughout this notebook.

What is a radar chart?

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.

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 is a measure of the spread of data around their mean. The standard deviation (SD) 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.

In this notebook, standard deviations are provided for every mean presented in the tables. In a very real sense, the SD indicates how well a given numerical mean does at representing all the data. If the SD of the scores about a given mean was zero, the mean perfectly represents everyone's scores, and all the scores and the mean are all identical!

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.

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

In consortia notebooks, institution type summaries are not shown if there is only one library for an institution type. Individual library notebooks are produced separately for each participant.

1.6 A Few Words about LibQUAL+® 2010

Libraries today confront escalating pressure to demonstrate impact. As Cullen (2001) has noted,

Academic libraries are currently facing their greatest challenge since the explosion in tertiary education and academic publishing which began after World War II... [T]he emergence of the virtual university, supported by the virtual library, calls into question many of our basic assumptions about the role of the academic library, and the security of its future. Retaining and growing their customer base, and focusing more energy on meeting their customers' expectations is the only way for academic libraries to survive in this volatile environment. (pp. 662-663)

Today, "A measure of library quality based solely on collections has become obsolete" (Nitecki, 1996, p. 181). These considerations have prompted the Association of Research Libraries (ARL) to sponsor a number of "New Measures" initiatives. The New Measures efforts represent a collective determination on the part of the ARL membership to augment the collection-count and fiscal input measures that comprise the ARL Index and ARL Statistics, to date the most consistently collected statistics for research libraries, with outcome measures such as assessments of service quality and satisfaction. One New Measures Initiative is the LibQUAL+® service (Cook, Heath & B. Thompson, 2002, 2003; Heath, Cook, Kyrillidou & Thompson, 2002; Kyrillidou & Cook, 2008; Kyrillidou, Cook, & Rao, 2008; Thompson, Cook & Heath, 2003; Thompson, Cook & Thompson, 2002; Thompson, Kyrillidou & Cook, 2007a, 2007b, 2008).

Within a service-quality assessment model, "only customers judge quality; all other judgments are **essentially irrelevant**" (Zeithaml, Parasuraman, Berry, 1990, p. 16). LibQUAL+® was modeled on the 22-item SERVQUAL tool developed by Parasuraman, Berry and Zeithaml (Parasuraman, Berry & Zeithaml, 1991). However, SERVQUAL has been shown to measure some issues not particularly relevant in libraries, and to not measure some issues of considerable interest to library users.

The final 22 LibQUAL+® items were developed through several iterations of studies involving a larger pool of 56 items. The selection of items employed in the LibQUAL+® survey has been grounded in the *users' perspective* as revealed in a series of qualitative studies involving a larger pool of items. The items were identified following qualitative research interviews with student and faculty library users at several different universities (Cook, 2002a; Cook & Heath, 2001).

LibQUAL+® is **not** just a list of 22 standardized items. First, LibQUAL+® offers libraries the ability to select five optional local service quality assessment items. Second, the survey includes a comments box soliciting open-ended user views. *Almost half of the people responding to the LibQUAL+® survey provide valuable feedback through the comments box.* These open-ended comments are helpful for not only (a) understanding **why** users provide certain ratings, but also (b) understanding **what policy changes** users suggest, because many users feel the obligation to be constructive. Participating libraries are finding the real-time access to user comments one of the most useful devices in challenging library administrators to think outside of the box and develop innovative ways for improving library services.

LibQUAL+® is one of 11 ways of listening to users, called a *total market survey*. As Berry (1995) explained,

When well designed and executed, total market surveys provide a range of information unmatched by any other method... A critical facet of total market surveys (and the reason for using the word 'total') is the measurement of competitors' service quality. This [also] requires

using non-customers in the sample to rate the service of their suppliers. (p. 37)

Although (a) measuring perceptions of both users and non-users, and (b) collecting perceptions data with regard to peer institutions can provide important insights Berry recommended using multiple listening methods and emphasized that "Ongoing data collection... is a necessity. Transactional surveys, total market surveys, and employee research should always be included" (Berry, 1995, p. 54).

LibQUAL+® Lite

In 2010, the LibQUAL+® Lite customization feature was introduced, a shorter version of the survey that takes less time to fill in. The Lite protocol uses item sampling methods to gather data on all 22 LibQUAL+® core items, while only requiring a given single user to respond to a subset of the 22 core questions. Every Lite user responds to one "linking" item from each of the subscales (Affect of Service, Information Control, and Library as Place), and to a randomly-selected subset of five items from the remaining 19 core LibQUAL+® items. However, all 22 core items are completed by at least some users on a given campus. As a consequence, because individual Lite users only complete a subset of the core items, survey response times are roughly cut in half, while the library still receives data on every survey question. Each participating library sets a "Lite-view Percentage" to determine what percentage of individuals will randomly receive the Lite versus the long version of the survey.

The mechanics of item sampling strategy and results from pilot testing are described in Martha Kyrillidou's dissertation. Findings indicate that LibQUAL+® Lite is the preferred and improved alternative to the long form of 22 core items that has been established since 2003. The difference between the long and the Lite version of the survey is enough to result in higher participation rates ranging from 3.1 to 10.6 percent more for surveys that reduce average response times from 10 to 6 minutes (Kyrillidou, 2009, Thompson, Kyrillidou & Cook, 2009a; Thompson, Kyrillidou & Cook, 2009b).

Score Scaling

"Perceived" scores on the 22 LibQUAL+® core items, the three subscales, and the total score, are all scaled 1 to 9, with 9 being the most favorable. Both the gap scores ("Adequacy" = "Perceived" - "Minimum"; "Superiority" = "Perceived" - "Desired") are scaled such that higher scores are more favorable. Thus, an *adequacy* gap score of +1.2 on an item, subscale, or total score is better than an adequacy gap score of +1.0. A *superiority* gap score of -0.5 on an item, subscale, or total score is better than a superiority gap score of -1.0.

Using LibQUAL+® Data

In some cases LibQUAL+® data may confirm prior expectations and library staff will readily formulate action plans to remedy perceived deficiencies. But in many cases library decision-makers will seek additional information to corroborate interpretations or to better understand the dynamics underlying user perceptions.

For example, once an interpretation is formulated, library staff might review recent submissions of users to suggestion boxes to evaluate whether LibQUAL+® data are consistent with interpretations, and the suggestion box data perhaps also provide user suggestions for remedies. User focus groups also provide a powerful way to explore problems and potential solutions. A university-wide retreat with a small-group facilitated discussion to solicit suggestions for improvement is another follow-up mechanism that has been implemented in several LibQUAL+® participating libraries.

Indeed, the open-ended comments gathered as part of LibQUAL+® are themselves useful in fleshing out insights into perceived library service quality. Respondents often use the comments box on the survey to make constructive suggestions on specific ways to address their concerns. Qualitative analysis of these comments can be very fruitful. In short, LibQUAL+® is not 22 items. LibQUAL+® is 22 items plus a comments box!

Cook (2002b) provided case study reports of how staff at various libraries have employed data from prior renditions of LibQUAL+®. Heath, Kyrillidou, and Askew edited a special issue of the Journal of Library Administration (Vol. 40, No. 3/4) reporting additional case studies on the use of LibQUAL+® data to aid the improvement of library service quality. This special issue has also been published by Hayworth Press as a monograph. Kyrillidou (2008) edited a compilation of articles that complements and provides an updated perspective on these earlier special issues. These publications can be ordered by sending an email to libqual@arl.org. Numerous other articles have been published in the literature and a good number of references can be located on the LibQUAL+® publication page search engine under 'Related articles.'

2010 Data Screening

The 22 LibQUAL+® core items measure perceptions of total service quality, as well as three sub-dimensions of perceived library quality: (a) *Service Affect* (9 items, such as "willingness to help users"); (b) *Information Control* (8 items, such as "a library Web site enabling me to locate information on my own" and "print and/or electronic journal collections I require for my work"); and (c) *Library as Place* (5 items, such as "a getaway for study, learning, or research").

However, as happens in any survey, in 2010 some users provided incomplete data, inconsistent data, or both. In compiling the summary data reported here, several criteria were used to determine which respondents to omit from these analyses.

1. Complete Data. The Web software that presents the core items monitors whether a given user has completed all items. On each of these items, 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 leave the Web page presenting the core items, 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," if applicable, were retained in summary statistics.*

2. Excessive "N/A" Responses. Because some institutions provided access to a lottery drawing for an incentive (e.g., an iPod) for completing the survey, some users might have selected "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. *It was decided that 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 should be eliminated from the summary statistics.*

3. Excessive Inconsistent Responses. On the LibQUAL+® survey, user perceptions can be interpreted by locating "perceived" results within the "zone of tolerance" defined by data from the "minimum" and the "desired" ratings. For example, a mean "perceived" rating of 7.5 on the 1-to-9 (9 is highest) scale might be very good if the mean "desired" rating is 6.0. But a 7.5 perception score is less satisfactory if the mean "desired" rating is 8.6, or if the mean "minimum" rating is 7.7.

One appealing feature of such 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. For each user a count of such inconsistencies was made. *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+® Norms

An important way to interpret LibQUAL+® data is by examining the zones of tolerance for items, the three subscale scores, and the total scores. However, the collection of such a huge number of user perceptions has afforded us with the unique opportunity to create norms tables that provide yet another perspective on results.

Norms tell us how scores "stack up" within a particular user group. For example, on the 1-to-9 (9 is highest) scale, users might provide a mean "perceived" rating of 6.5 on an item, "the printed library materials I need for my work." The same users might provide a mean rating on "minimum" for this item of 7.0, and a mean service-adequacy "gap score" (i.e., "perceived" minus "minimum") of -0.5.

The zone-of-tolerance perspective suggests that this library is not doing well on this item, because "perceived" falls below "minimally acceptable." This is important to know. But there is also a second way (i.e., normatively) to interpret the data. Both perspectives can be valuable.

A total market survey administered to more than 100,000 users, as was LibQUAL+® in 2004 and 2005, affords the opportunity to ask normative questions such as, "How does a mean 'perceived' score of 6.5 stack up among all individual users who completed the survey?", or "How does a mean service-adequacy gap score of -0.5 stack up among the gap scores of all institutions participating in the survey?"

If 70 percent of individual users generated "perceived" ratings lower than 6.5, 6.5 might not be so bad. And if 90 percent of institutions had service-adequacy gap scores lower than -0.5 (e.g., -0.7, -1.1), a mean gap score of -0.5 might actually be quite good. Users simply may have quite high expectations in this area. They may also communicate their dissatisfaction by rating both (a) "perceived" lower and (b) "minimum" higher.

This does not mean that a service-adequacy gap score of -0.5 is necessarily a cause for celebration. But a service-adequacy gap score of -0.5 on an item for which 90 percent of institutions have a lower gap score is a different gap score than the same -0.5 for a different item in which 90 percent of institutions have a higher service-adequacy gap score.

Only norms give us insight into this comparative perspective. And a local user-satisfaction survey (as against a total market survey) can never provide this insight.

Common Misconception Regarding Norms. An unfortunate and incorrect misconception is that norms make value statements. Norms do not make value statements! Norms make fact statements. If you are a forest ranger, and you make \$25,000 a year, a norms table might inform you of the fact that you make less money than 85 percent of the adults in the United States.

But if you love the outdoors, you do not care very much about money, and you are very service-oriented, this fact statement might not be relevant to you. Or, in the context of your values, you might interpret this fact as being quite

satisfactory.

LibQUAL+® Norms Tables. Of course, the fact statements made by the LibQUAL+® norms are only valuable if you care about the dimensions being evaluated by the measure. More background on LibQUAL+® norms is provided by Cook and Thompson (2001), and Cook, Heath and B. Thompson (2002). LibQUAL+® norms are available on the Web at the following URLs:

<<http://www.coe.tamu.edu/~bthompson/libq2005.htm>>
<<http://www.coe.tamu.edu/~bthompson/libq2004.htm>>

Response Rates

At the American Library Association (ALA) Midwinter Meeting in San Antonio in January 2000, participants were cautioned that response rates on the final LibQUAL+® survey would probably range from 25-33 percent. Higher response rates can be realized (a) with shorter surveys that (b) are directly action-oriented (Cook, Heath & R.L. Thompson, 2000). For example, a very high response rate could be realized by a library director administering the following one-item survey to users:

Instructions. Please tell us what time to close the library every day. In the future **we will close at whatever time receives the most votes.**

Should we close the library at?

- (A) 10 p.m. (B) 11 p.m. (C) midnight (D) 2 p.m.

Lower response rates will be expected for total market surveys measuring general perceptions of users across institutions, and when an intentional effort is made to solicit perceptions of both users and non-users. Two considerations should govern the evaluation of LibQUAL+® response rates.

Minimum Response Rates. Response rates are computed by dividing the number of completed surveys at an institution by the number of persons asked to complete the survey. However, we do not know the actual response rates on LibQUAL+®, because we do not know the correct denominators for these calculations.

For example, given inadequacy in records at schools, we are not sure how many e-mail addresses for users are accurate. And we do not know how many messages to invite participation were actually opened. In other words, what we know for LibQUAL+® is the "lower-bound estimate" of response rates.

For example, if 200 out of 800 solicitations result in completed surveys, we know that the response rate is at least 25 percent. But because we are not sure whether 800 e-mail addresses were correct or that 800 e-mail messages were opened, we are not sure that 800 is the correct denominator. The response rate involving only correct e-mail addresses might be 35 or 45 percent. We don't know the exact response rate.

Representativeness Versus Response Rate. If 100 percent of the 800 people we randomly selected to complete our survey did so, then we can be assured that the results are representative of all users. But if only 25 percent of the 800 users complete the survey, the representativeness of the results is not assured. Nor is unrepresentativeness assured.

Representativeness is actually a matter of degree. And several institutions each with 25 percent response rates may have data with different degrees of representativeness.

We can never be sure about how representative our data are as long as not everyone completes the survey. But we can at least address this concern by comparing the demographic profiles of survey completers with the population (Thompson, 2000). At which university below would one feel more confident that LibQUAL+® results were reasonably representative?

Alpha University	
Completers (n=200 / 800)	Population (N=16,000)
Gender	Gender
Students 53% female	Students 51% female
Faculty 45% female	Faculty 41% female
Disciplines	Disciplines
Liberal Arts 40%	Liberal Arts 35%
Science 15%	Science 20%
Other 45%	Other 45%
Omega University	
Completers (n=200 / 800)	Population (N=23,000)
Gender	Gender
Students 35% female	Students 59% female
Faculty 65% female	Faculty 43% female
Disciplines	Disciplines
Liberal Arts 40%	Liberal Arts 15%
Science 20%	Science 35%
Other 40%	Other 50%

The persuasiveness of such analyses is greater as the number of variables used in the comparisons is greater. The LibQUAL+® software has been expanded to automate these comparisons and to output side-by-side graphs and tables comparing sample and population profiles for given institutions. Show these to people who question result representativeness.

However, one caution is in order regarding percentages. When total *n* is small for an institution, or within a particular subgroup, huge changes in percentages can result from very small shifts in numbers.

LibQUAL+® Analytics

The LibQUAL+® Analytics is a new tool that permits participants to dynamically create institution-specific tables and charts for different subgroups and across years. The current interface grants access to 2004-2010 statistical data and has two sections:

- (a) **Institution Explorer** includes a summary of all questions and dimension means for any combination of user groups and disciplines.
- (b) **Longitudinal Analysis** allows participants to perform longitudinal comparisons of their data across survey years.

These two functionalities are only the beginning of our effort to provide more customized analysis. More features are in development based on feedback we receive from our participants. For a subscription to LibQUAL+® Analytics, email libqual@arl.org.

Survey Data

In addition to the notebooks, the norms, and the Analytics, LibQUAL+® also makes available (a) raw survey data in SPSS and (b) raw survey data in Excel for all participating libraries. Additional training using the SPSS data file is

available as a follow-up workshop and through the Service Quality Evaluation Academy (see below), which also offers training on analyzing qualitative data. The survey comments are also downloadable in various formats from the Web site.

ARL Service Quality Evaluation Academy

LibQUAL+® is an important tool in the New Measures toolbox that librarians can use to improve service quality. But, even more fundamentally, the LibQUAL+® initiative is more than a single tool. LibQUAL+® is an effort to create a culture of data-driven service quality assessment and service quality improvement within libraries.

Such a culture must be informed by more than one tool, and by more than only one of the 11 ways of listening to users. To facilitate a culture of service quality assessment, and to facilitate more informed usage of LibQUAL+® data, the Association of Research Libraries has created the ARL Service Quality Evaluation Academy. For more information about the Academy, see the LibQUAL+® events page at

<<http://libqual.org/events>>

The intensive, five-day Academy teaches both qualitative and quantitative skills that library staff can use to evaluate and generate service-quality assessment information. The Academy is one more resource for library staff who would like to develop enhanced service-quality assessment skills.

For more information, about LibQUAL+® or the Association of Research Libraries' Statistics and Measurement program, see:

<<http://www.libqual.org/>>
<<http://www.statsqual.org/>>
<<http://www.arl.org/stats/>>

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1.7 Consortium Contact Information for LibQUAL France

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

Name:

Title:

Organization:

Address:

Phone:

Email:

1.8 Survey Protocol and Language for LibQUAL France

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

		Long	Lite	Total (by Language)
English (France)	<i>Count</i> <i>% of Language</i> <i>% of Protocol</i> <i>% of Total Cases</i>	2 33.33 0.03 0.02	4 66.67 0.08 0.03	6 100.00 0.05
French (France)	<i>Count</i> <i>% of Language</i> <i>% of Protocol</i> <i>% of Total Cases</i>	6,843 58.32 99.97 58.29	4,890 41.68 99.92 41.66	11,733 100.00 99.95
Total (by Survey Protocol)	<i>Count</i> <i>% of Language</i> <i>% of Protocol</i> <i>% of Total Cases</i>	6,845 100.00 58.31	4,894 100.00 41.69	11,739 100.00

2 Respondents by Institution for LibQUAL France

Below is a listing of all the consortium institutions that participated in the 2010 LibQUAL+® survey. Where applicable, they have been separated out by library type (e.g. Academic Health Sciences, College or University, Community College). The number of respondents from each institution and the percentage of the total number of consortium respondents that they represent are provided.

Institution		Respondents n	Respondents %
College or University			
1) Bibliothèque nationale universitaire de Strasbourg	2,637	22.46%	
2) SCD Université Le Havre	940	8.01%	
3) Service Commun de la Documentation Université Lyon 1	673	5.73%	
4) Université de Haute Alsace - Service Commun de Documentation	821	6.99%	
5) Université de Strasbourg - Service commun de la documentation	3,402	28.98%	
6) Université Lille 2 Droit et santé - Service commun de la Documentation	1,888	16.08%	
7) Université Paris-Sorbonne	1,378	11.74%	
Sub Total	11,739	100.00%	
Grand Total:	11,739	100.00%	

3 College or University Summary for LibQUAL France

3.1 Demographic Summary for College or University

3.1.1 Respondents by User Group

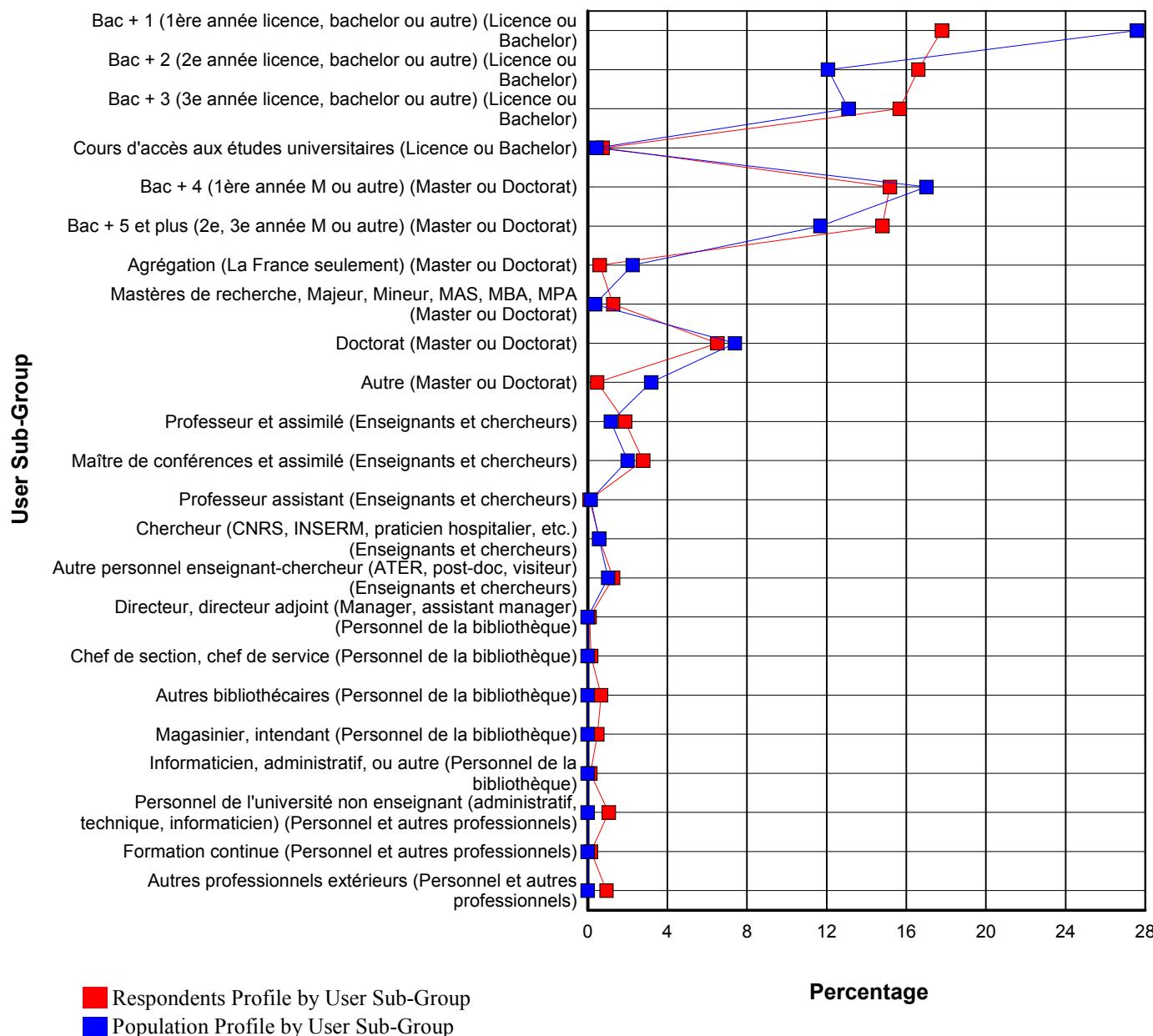
User Group		Respondent n	Respondent %
Licence ou Bachelor			
Bac + 1 (1ère année licence, bachelor ou autre)		2,088	17.79%
Bac + 2 (2e année licence, bachelor ou autre)		1,949	16.60%
Bac + 3 (3e année licence, bachelor ou autre)		1,839	15.67%
Cours d'accès aux études universitaires		89	0.76%
Sub Total:		5,965	50.82%
Master ou Doctorat			
Bac + 4 (1ère année M ou autre)		1,781	15.17%
Bac + 5 et plus (2e, 3e année M ou autre)		1,737	14.80%
Agrégation (La France seulement)		71	0.60%
Mastères de recherche, Majeur, Mineur, MAS, MBA, MPA		150	1.28%
Doctorat		765	6.52%
Autre		56	0.48%
Sub Total:		4,560	38.85%
Enseignants et chercheurs			
Professeur et assimilé		220	1.87%
Maître de conférences et assimilé		327	2.79%
Professeur assistant		11	0.09%
Chercheur (CNRS, INSERM, praticien hospitalier, etc.)		68	0.58%
Autre personnel enseignant-chercheur (ATER, post-doc, visiteur)		150	1.28%
Sub Total:		776	6.61%
Personnel de la bibliothèque			
Directeur, directeur adjoint (Manager, assistant manager)		11	0.09%
Chef de section, chef de service		20	0.17%
Autres bibliothécaires		79	0.67%
Magasinier, intendant		57	0.49%
Informaticien, administratif, ou autre		16	0.14%
Sub Total:		183	1.56%
Personnel et autres profession			
Personnel de l'université non enseignant (administratif, technique, informaticien)		124	1.06%
Formation continue		19	0.16%
Autres professionnels extérieurs		111	0.95%
Sub Total:		254	2.16%
Total:		11,738	100.00%

3.1.2 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.



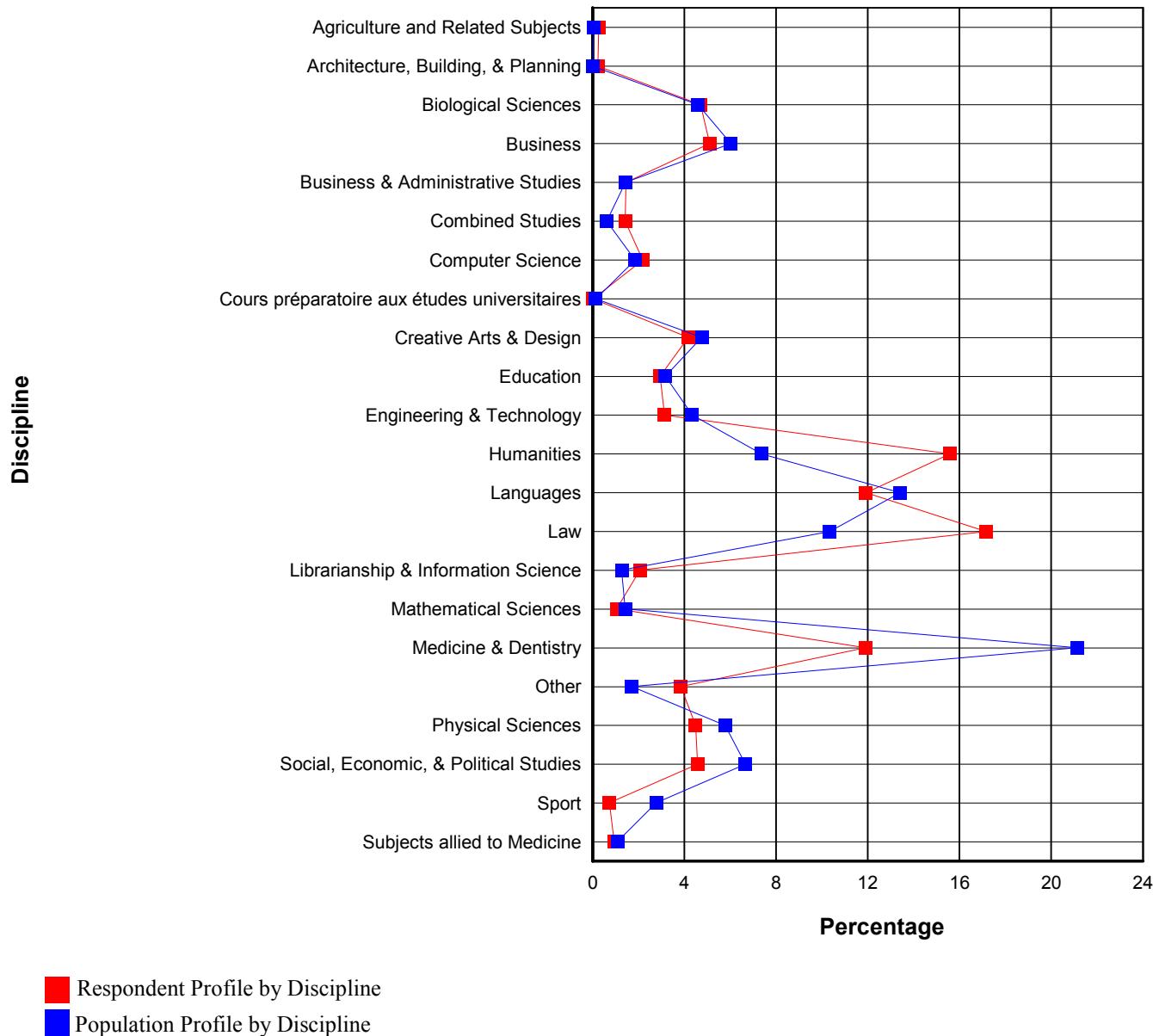
User Sub-Group	Population N	Population %	Respondents n	Respondents %	%N - %n
Bac + 1 (1ère année licence, bachelor ou autre) (Licence ou Bachelor)	45,847	27.59	2,088	17.79	9.80
Bac + 2 (2e année licence, bachelor ou autre) (Licence ou Bachelor)	20,054	12.07	1,949	16.60	-4.54
Bac + 3 (3e année licence, bachelor ou autre) (Licence ou Bachelor)	21,762	13.10	1,839	15.67	-2.57
Cours d'accès aux études universitaires (Licence ou Bachelor)	737	0.44	89	0.76	-0.31
Bac + 4 (1ère année M ou autre) (Master ou Doctorat)	28,267	17.01	1,781	15.17	1.84
Bac + 5 et plus (2e, 3e année M ou autre) (Master ou Doctorat)	19,413	11.68	1,737	14.80	-3.12
Agrégation (La France seulement) (Master ou Doctorat)	3,757	2.26	71	0.60	1.66
Mastères de recherche, Majeur, Mineur, MAS, MBA, MPA (Master ou Doctorat)	593	0.36	150	1.28	-0.92
Doctorat (Master ou Doctorat)	12,286	7.39	765	6.52	0.88
Autre (Master ou Doctorat)	5,295	3.19	56	0.48	2.71
Professeur et assimilé (Enseignants et chercheurs)	1,931	1.16	220	1.87	-0.71
Maître de conférences et assimilé (Enseignants et chercheurs)	3,328	2.00	327	2.79	-0.78
Professeur assistant (Enseignants et chercheurs)	259	0.16	11	0.09	0.06
Chercheur (CNRS, INSERM, praticien hospitalier, etc.) (Enseignants et chercheurs)	953	0.57	68	0.58	-0.01
Autre personnel enseignant-chercheur (ATER, post-doc, visiteur) (Enseignants et chercheurs)	1,701	1.02	150	1.28	-0.25
Directeur, directeur adjoint (Manager, assistant manager) (Personnel de la bibliothèque)	0	0.00	11	0.09	-0.09
Chef de section, chef de service (Personnel de la bibliothèque)	0	0.00	20	0.17	-0.17
Autres bibliothécaires (Personnel de la bibliothèque)	0	0.00	79	0.67	-0.67
Magasinier, intendant (Personnel de la bibliothèque)	0	0.00	57	0.49	-0.49
Informaticien, administratif, ou autre (Personnel de la bibliothèque)	0	0.00	16	0.14	-0.14
Personnel de l'université non enseignant (administratif, technique, informaticien) (Personnel et autres professionnels)	0	0.00	124	1.06	-1.06
Formation continue (Personnel et autres professionnels)	0	0.00	19	0.16	-0.16
Autres professionnels extérieurs (Personnel et autres professionnels)	0	0.00	111	0.95	-0.95
Total:	166,183	100.00	11,738	100.00	0.00

3.1.3 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.*



Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture and Related Subjects	89	0.05	31	0.27	-0.22
Architecture, Building, & Planning	0	0.00	27	0.24	-0.24
Biological Sciences	7,647	4.60	532	4.71	-0.11
Business	10,020	6.03	576	5.10	0.92
Business & Administrative Studies	2,393	1.44	164	1.45	-0.01
Combined Studies	1,034	0.62	161	1.43	-0.80
Computer Science	3,087	1.86	247	2.19	-0.33
Cours préparatoire aux études universitaires	245	0.15	3	0.03	0.12
Creative Arts & Design	7,924	4.77	471	4.17	0.59
Education	5,279	3.18	333	2.95	0.23
Engineering & Technology	7,229	4.35	355	3.14	1.20
Humanities	12,249	7.37	1,760	15.59	-8.22
Languages	22,310	13.42	1,346	11.92	1.50
Law	17,189	10.34	1,937	17.16	-6.82
Librarianship & Information Science	2,112	1.27	234	2.07	-0.80
Mathematical Sciences	2,370	1.43	119	1.05	0.37
Medicine & Dentistry	35,110	21.12	1,344	11.91	9.21
Other	2,841	1.71	435	3.85	-2.14
Physical Sciences	9,604	5.78	507	4.49	1.29
Social, Economic, & Political Studies	11,083	6.67	517	4.58	2.09
Sport	4,629	2.78	83	0.74	2.05
Subjects allied to Medicine	1,810	1.09	107	0.95	0.14
Total:	166,254	100.00	11,289	100.00	0.00

3.1.4 Respondent Profile by Âge:

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.

Âge:	Respondents n	Respondents %
Moins de 18 ans	72	0.62
18 - 22 ans	6,512	56.37
23 - 30 ans	3,459	29.94
31 - 45 ans	965	8.35
46 - 65 ans	489	4.23
Plus de 65 ans	55	0.48
Total:	11,552	100.00

3.1.5 Respondent Profile by Sexe:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*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.

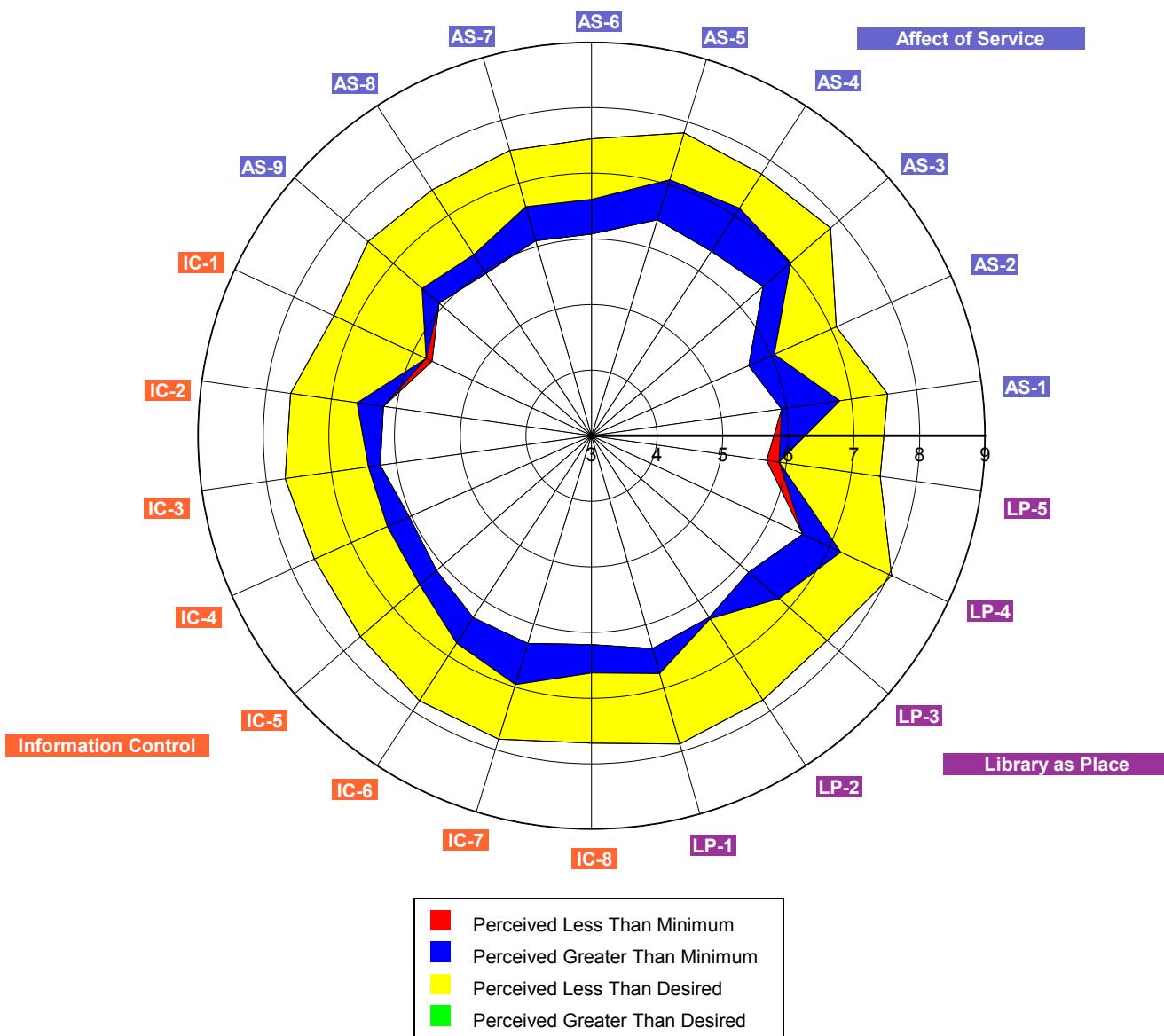
Sexe:	Population N	Population %	Respondents n	Respondents %
Féminin	68,445	58.64	7,197	62.31
Masculin	48,266	41.36	4,353	37.69
Total:	116,711	100.00	11,550	100.00

3.2 Core Questions Summary for College or University

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.)



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Le personnel m'inspire confiance	5.93	7.56	6.82	0.90	-0.74	7,882
AS-2	La bibliothèque rend un service personnalisé à chaque usager	5.62	7.08	6.05	0.43	-1.03	7,528
AS-3	Le personnel est toujours courtois	6.47	7.83	7.02	0.56	-0.80	7,886
AS-4	Le personnel est disponible pour répondre aux questions des usagers	6.35	7.76	7.14	0.79	-0.62	7,863
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	6.44	7.83	7.08	0.64	-0.75	7,669
AS-6	Le personnel est attentif aux besoins des usagers	6.08	7.52	6.60	0.53	-0.92	11,210
AS-7	Un personnel qui comprend les besoins des usagers	6.09	7.52	6.63	0.54	-0.89	7,387
AS-8	Le personnel fait preuve d'une volonté manifeste d'aider les usagers	5.95	7.46	6.29	0.34	-1.17	7,638
AS-9	La bibliothèque apporte une réponse fiable aux problèmes rencontrés par les usagers dans l'utilisation de ses services	6.08	7.51	6.42	0.35	-1.09	6,962
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	5.78	7.33	5.68	-0.10	-1.65	6,774
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	6.20	7.63	6.61	0.41	-1.02	7,647
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	6.25	7.71	6.43	0.18	-1.28	7,560
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	6.04	7.62	6.40	0.36	-1.22	10,787
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	6.13	7.67	6.47	0.34	-1.20	8,014
IC-6	Les outils de repérage me permettent de trouver facilement par moi-même ce que je cherche	6.31	7.82	6.77	0.46	-1.04	7,893
IC-7	La documentation est facilement accessible pour une utilisation autonome	6.31	7.83	6.97	0.66	-0.86	7,888
IC-8	Les revues électroniques ou papier correspondent à mes besoins	6.18	7.69	6.62	0.43	-1.07	7,373
Library as Place							
LP-1	Les locaux de la bibliothèque incitent à l'étude	6.37	7.89	6.77	0.40	-1.12	11,455
LP-2	La bibliothèque m'offre un espace individuel tranquille	6.30	7.80	6.33	0.02	-1.48	7,805
LP-3	Les locaux sont accueillants et confortables	6.17	7.76	6.79	0.61	-0.97	7,897
LP-4	La bibliothèque offre un espace pour étudier, faire des recherches et travailler	6.55	8.05	7.19	0.64	-0.85	7,858
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	5.89	7.44	5.70	-0.19	-1.75	7,457
Overall:		6.16	7.65	6.55	0.39	-1.10	11,555

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Le personnel m'inspire confiance	1.63	1.27	1.65	1.87	1.68	7,882
AS-2	La bibliothèque rend un service personnalisé à chaque usager	1.63	1.44	1.86	1.92	1.84	7,528
AS-3	Le personnel est toujours courtois	1.61	1.24	1.79	2.03	1.85	7,886
AS-4	Le personnel est disponible pour répondre aux questions des usagers	1.55	1.21	1.62	1.82	1.63	7,863
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	1.54	1.22	1.56	1.79	1.62	7,669
AS-6	Le personnel est attentif aux besoins des usagers	1.59	1.32	1.74	1.87	1.76	11,210
AS-7	Un personnel qui comprend les besoins des usagers	1.58	1.33	1.68	1.86	1.75	7,387
AS-8	Le personnel fait preuve d'une volonté manifeste d'aider les usagers	1.65	1.39	1.95	2.04	1.95	7,638
AS-9	La bibliothèque apporte une réponse fiable aux problèmes rencontrés par les usagers dans l'utilisation de ses services	1.55	1.32	1.71	1.87	1.77	6,962
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	1.85	1.65	2.23	2.44	2.40	6,774
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	1.62	1.36	1.81	1.97	1.85	7,647
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	1.57	1.36	1.74	1.93	1.84	7,560
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	1.59	1.31	1.72	1.98	1.88	10,787
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	1.54	1.29	1.80	2.06	1.97	8,014
IC-6	Les outils de repérage me permettent de trouver facilement par moi-même ce que je cherche	1.53	1.24	1.63	1.89	1.72	7,893
IC-7	La documentation est facilement accessible pour une utilisation autonome	1.51	1.20	1.58	1.86	1.66	7,888
IC-8	Les revues électroniques ou papier correspondent à mes besoins	1.57	1.31	1.67	1.97	1.78	7,373
Library as Place							
LP-1	Les locaux de la bibliothèque incitent à l'étude	1.59	1.26	1.82	2.11	1.97	11,455
LP-2	La bibliothèque m'offre un espace individuel tranquille	1.58	1.29	2.01	2.27	2.16	7,805
LP-3	Les locaux sont accueillants et confortables	1.56	1.24	1.80	2.09	1.95	7,897
LP-4	La bibliothèque offre un espace pour étudier, faire des recherches et travailler	1.54	1.16	1.58	1.89	1.67	7,858
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	1.69	1.51	2.39	2.56	2.53	7,457

Language: English (France), French (France)

Institution Type: College or University

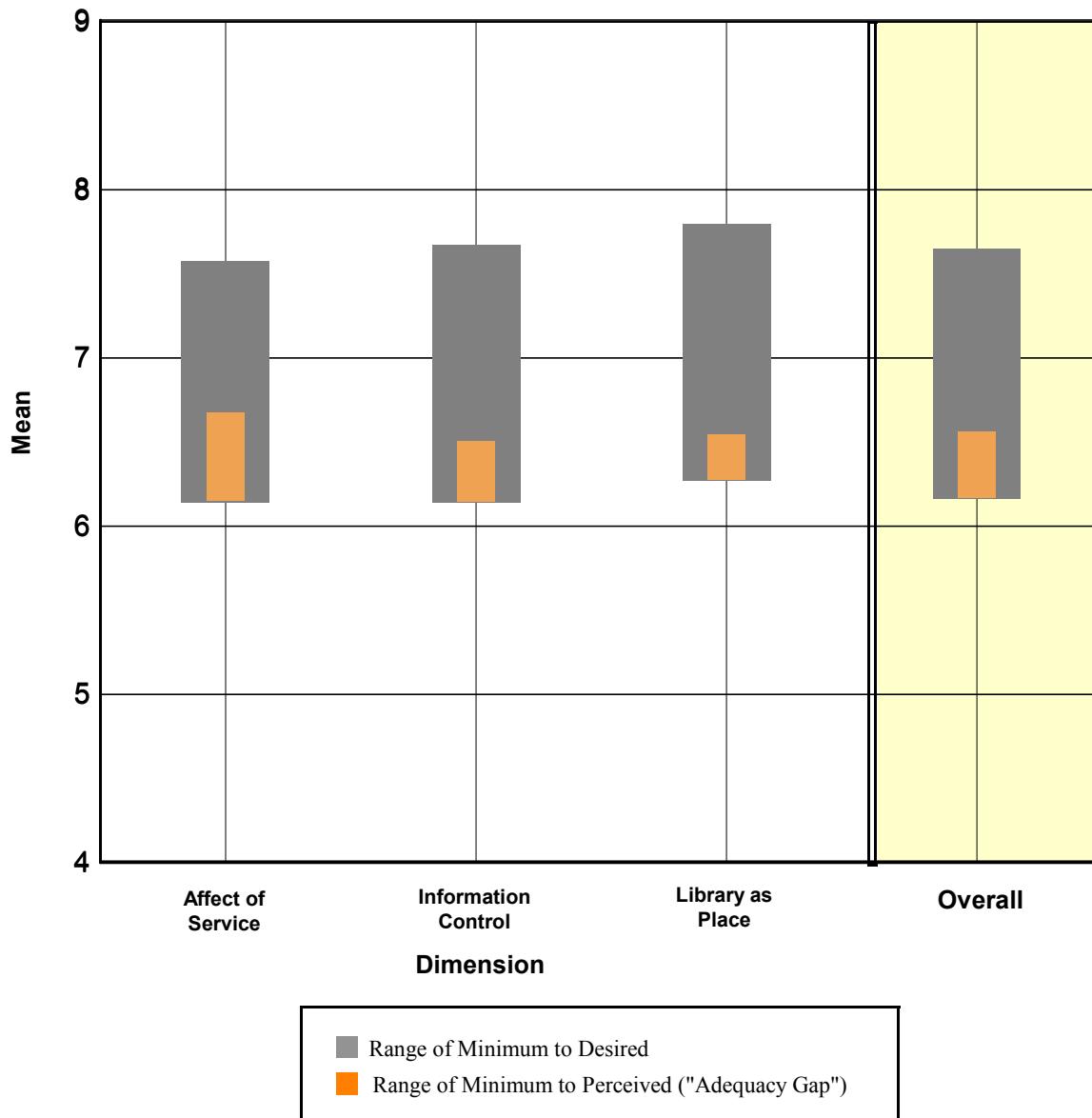
Consortium: LibQUAL France

User Group: All (Excluding Library Staff)

Overall:	1.25	0.95	1.18	1.43	1.28	11,555
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3.3 Core Question Dimensions Summary for College or University

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.



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	<i>n</i>
Affect of Service	6.14	7.58	6.67	0.52	-0.91	11,529
Information Control	6.14	7.67	6.50	0.36	-1.17	11,532
Library as Place	6.27	7.80	6.54	0.27	-1.26	11,526
Overall	6.16	7.65	6.55	0.39	-1.10	11,555

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	<i>n</i>
Affect of Service	1.36	1.06	1.45	1.59	1.45	11,529
Information Control	1.32	1.05	1.30	1.56	1.43	11,532
Library as Place	1.36	1.06	1.57	1.82	1.70	11,526
Overall	1.25	0.95	1.18	1.43	1.28	11,555

3.4 Local Question Summary for College or University

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
Des heures de service commodes	6.36	7.86	7.04	0.68	-0.82	232
Des horaires d'ouverture qui me conviennent	6.42	7.93	6.70	0.28	-1.22	5,720
J'ai reçu de l'aide où et quand j'en ai eu besoin	6.40	7.74	7.14	0.74	-0.59	1,300
Je peux trouver l'information moi-même 24 heures sur 24	5.89	7.31	6.36	0.48	-0.95	716
La bibliothèque m'informe sur ses ressources et services	5.81	7.32	6.19	0.38	-1.12	2,137
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	5.63	7.15	5.88	0.25	-1.27	2,499
La bibliothèque m'informe des services à ma disposition	5.69	7.30	5.78	0.09	-1.52	3,217
L'accès aux services de photocopies et de reproduction	6.22	7.59	6.23	0.01	-1.35	431
Le personnel de la bibliothèque m'a montré comment trouver l'information	6.19	7.60	6.48	0.29	-1.12	452
L'efficacité du prêt entre bibliothèques/de la fourniture des documents	6.23	7.62	6.68	0.45	-0.93	3,463
Les bibliothécaires m'expliquent comment utiliser efficacement les ressources en ligne (bases de données, revues, livres électroniques)	6.00	7.46	6.35	0.35	-1.11	2,073
Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin immédiatement et m'ont montré des techniques de recherche	6.00	7.50	6.50	0.51	-0.99	2,916
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	6.42	7.88	6.94	0.52	-0.94	1,647
L'organisation de visites/présentation de la bibliothèque	5.22	6.65	6.25	1.03	-0.40	691
Mes propositions d'achat de documents sont prises en compte	5.70	6.85	5.56	-0.14	-1.29	249
Un accès pratique aux collections	6.34	7.79	6.99	0.65	-0.80	224
Un catalogue qui signale de façon fiable la disponibilité des documents et mes emprunts en cours	6.60	7.90	6.82	0.22	-1.08	1,798
Une navigation simple dans les pages web du site de la bibliothèque	5.96	7.46	6.17	0.21	-1.30	4,315
Utilisation facile des ressources électroniques	5.95	7.43	6.53	0.58	-0.89	935

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
Des heures de service commodes	1.40	1.07	1.59	2.14	1.93	232
Des horaires d'ouverture qui me conviennent	1.56	1.22	1.99	2.40	2.21	5,720
J'ai reçu de l'aide où et quand j'en ai eu besoin	1.65	1.34	1.67	1.86	1.73	1,300
Je peux trouver l'information moi-même 24 heures sur 24	1.60	1.45	1.86	2.14	1.95	716
La bibliothèque m'informe sur ses ressources et services	1.70	1.45	1.86	2.02	1.93	2,137
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	1.74	1.60	2.00	2.12	2.11	2,499
La bibliothèque m'informe des services à ma disposition	1.58	1.35	1.84	1.97	1.90	3,217
L'accès aux services de photocopies et de reproduction	1.73	1.35	1.90	2.30	2.07	431
Le personnel de la bibliothèque m'a montré comment trouver l'information	1.64	1.44	2.17	2.28	2.09	452
L'efficacité du prêt entre bibliothèques/de la fourniture des documents	1.58	1.31	1.69	1.94	1.80	3,463
Les bibliothécaires m'expliquent comment utiliser efficacement les ressources en ligne (bases de données, revues, livres électroniques)	1.70	1.49	2.03	2.20	2.11	2,073
Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin immédiatement et m'ont montré des techniques de recherche	1.59	1.35	1.95	2.08	1.93	2,916
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	1.65	1.33	1.88	2.25	2.07	1,647
L'organisation de visites/présentation de la bibliothèque	1.87	1.77	1.90	2.17	2.06	691
Mes propositions d'achat de documents sont prises en compte	1.99	1.80	2.12	2.08	2.16	249
Un accès pratique aux collections	1.39	1.17	1.63	1.91	1.68	224
Un catalogue qui signale de façon fiable la disponibilité des documents et mes emprunts en cours	1.67	1.36	1.85	1.96	1.83	1,798
Une navigation simple dans les pages web du site de la bibliothèque	1.51	1.33	1.74	1.97	1.90	4,315
Utilisation facile des ressources électroniques	1.53	1.34	1.62	1.81	1.73	935

3.5 General Satisfaction Questions Summary for College or University

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
En général, je suis satisfait(e) de la façon dont je suis traité(e) à la bibliothèque.	7.08	1.59	9,203
En général, je suis satisfait(e) de l'aide que m'offre la bibliothèque pour mes études, mes recherches et mes travaux.	6.92	1.55	9,073
Comment évaluez-vous globalement la qualité des services offerts par la bibliothèque?	6.84	1.28	11,547

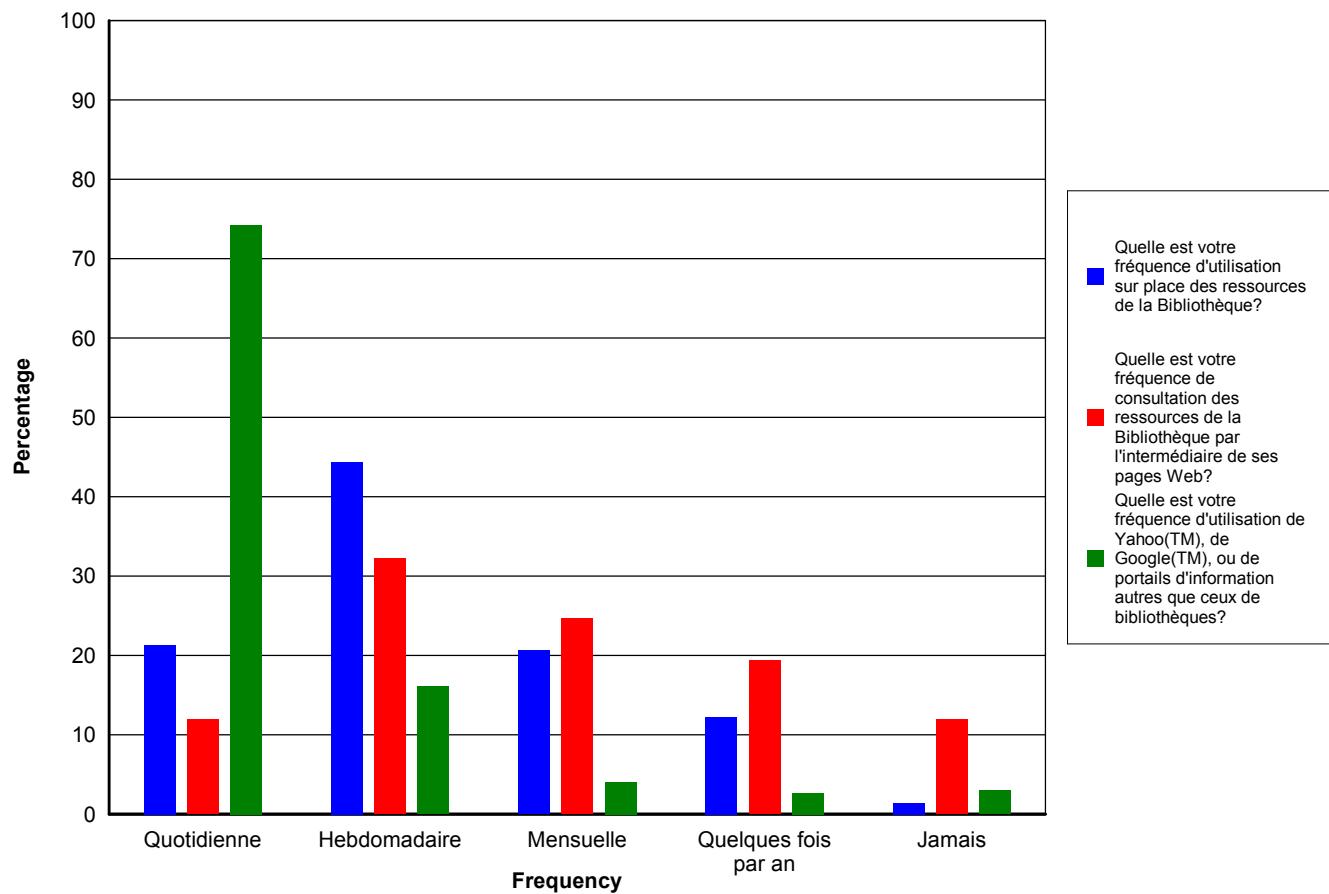
3.6 Information Literacy Outcomes Questions Summary for College or University

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
La bibliothèque m'aide à maintenir mes connaissances à leur meilleur niveau.	6.56	1.48	8,605
La bibliothèque contribue à me faire progresser dans ma discipline ou travail.	6.88	1.49	8,617
La bibliothèque me rend plus efficace dans mon travail universitaire.	6.92	1.63	8,666
La Bibliothèque m'aide à faire la distinction entre une information fiable et une autre qui ne l'est pas.	6.00	1.87	8,694
La bibliothèque m'aide à développer mes capacités à rechercher l'information dont j'ai besoin pour mes études ou mes travaux.	6.51	1.71	8,707

3.7 Library Use Summary for College or University

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.



	Quotidien	Hebdomadaire	Mensuelle	Quelques fois par an	Jamais	n%
Quelle est votre fréquence d'utilisation sur place des ressources de la Bibliothèque?	2,465 21.33%	5,129 44.39%	2,386 20.65%	1,413 12.23%	161 1.39%	11,554 100.00%
Quelle est votre fréquence de consultation des ressources de la Bibliothèque par l'intermédiaire de ses pages Web?	1,372 11.88%	3,719 32.19%	2,846 24.63%	2,238 19.37%	1,378 11.93%	11,553 100.00%
Quelle est votre fréquence d'utilisation de Yahoo(TM), de Google(TM), ou de portails d'information autres que ceux de bibliothèques?	8,578 74.26%	1,853 16.04%	471 4.08%	306 2.65%	343 2.97%	11,551 100.00%

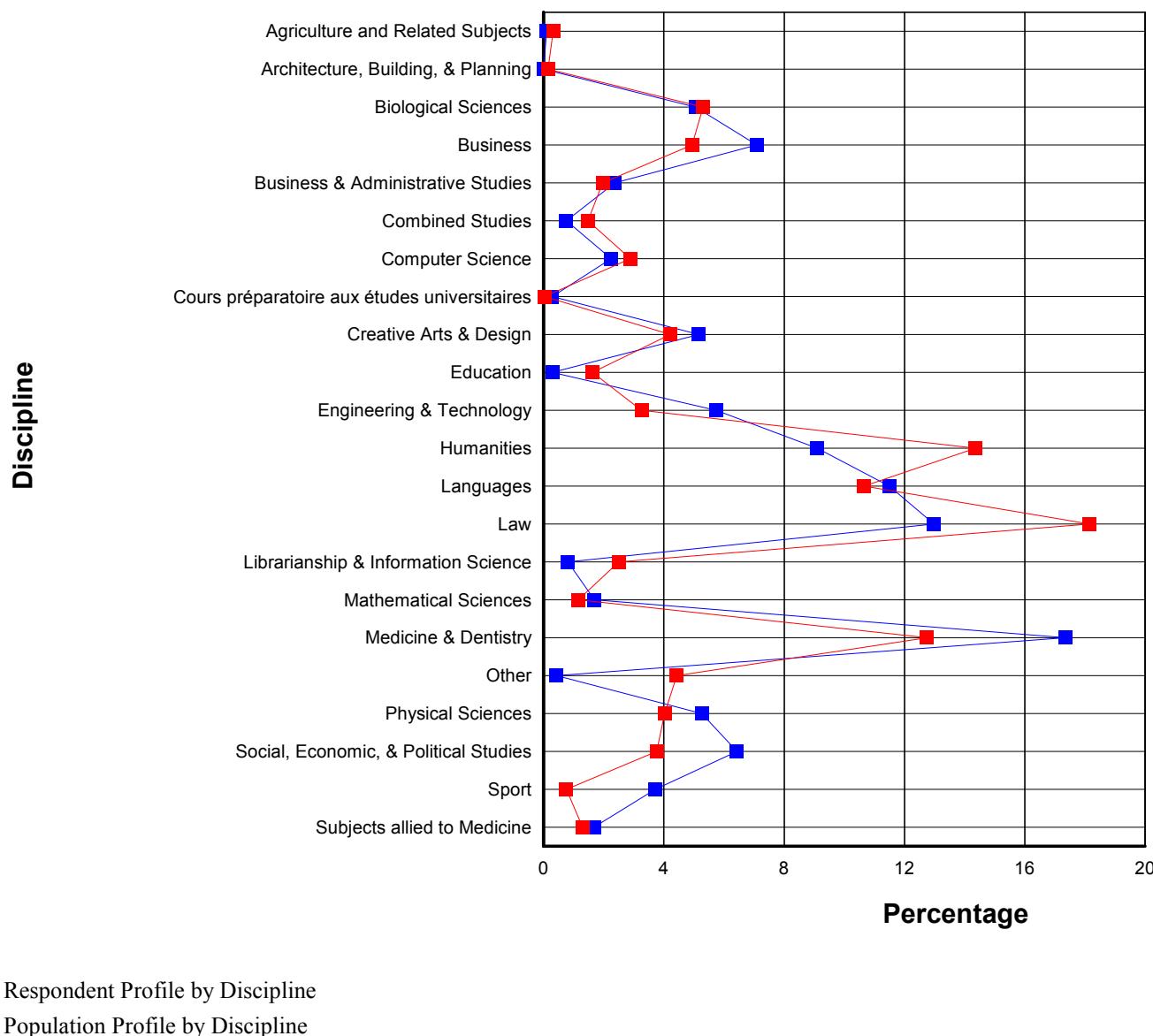
4 Summary for Licence ou Bachelor

4.1 Demographic Summary for Licence ou Bachelor

4.1.1 Population and Respondent Profiles 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).



Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture and Related Subjects	85	0.10	19	0.32	-0.22
Architecture, Building, & Planning	0	0.00	9	0.15	-0.15
Biological Sciences	4,347	5.05	316	5.30	-0.25
Business	6,104	7.09	294	4.93	2.16
Business & Administrative Studies	2,035	2.36	117	1.96	0.40
Combined Studies	651	0.76	88	1.48	-0.72
Computer Science	1,933	2.25	172	2.89	-0.64
Cours préparatoire aux études universitaires	245	0.28	2	0.03	0.25
Creative Arts & Design	4,444	5.16	251	4.21	0.95
Education	250	0.29	97	1.63	-1.34
Engineering & Technology	4,936	5.73	194	3.26	2.48
Humanities	7,832	9.10	856	14.36	-5.27
Languages	9,895	11.49	635	10.65	0.84
Law	11,176	12.98	1,082	18.15	-5.17
Librarianship & Information Science	698	0.81	149	2.50	-1.69
Mathematical Sciences	1,454	1.69	69	1.16	0.53
Medicine & Dentistry	14,945	17.36	760	12.75	4.61
Other	369	0.43	264	4.43	-4.00
Physical Sciences	4,525	5.26	240	4.03	1.23
Social, Economic, & Political Studies	5,536	6.43	224	3.76	2.67
Sport	3,201	3.72	45	0.76	2.96
Subjects allied to Medicine	1,438	1.67	77	1.29	0.38
Total:	86,099	100.00	5,960	100.00	0.00

4.1.2 Respondent Profile by Âge:

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.

Âge:	Respondents n	Respondents %
Moins de 18 ans	72	1.21
18 - 22 ans	5,116	85.81
23 - 30 ans	630	10.57
31 - 45 ans	106	1.78
46 - 65 ans	33	0.55
Plus de 65 ans	5	0.08
Total:	5,962	100.00

4.1.3 Respondent Profile by Sexe:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*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.

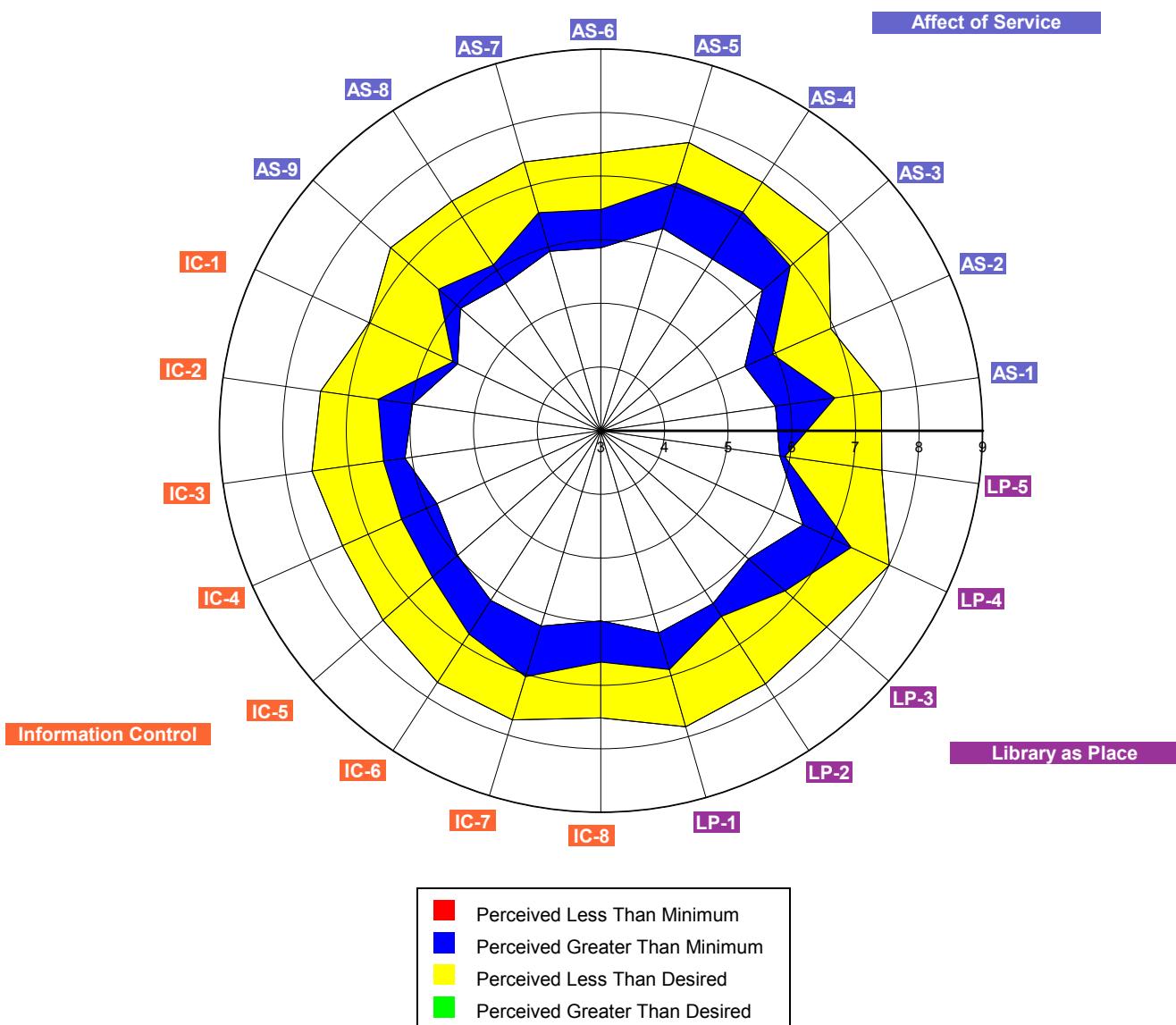
Sexe:	Respondents n	Respondents %
Féminin	3,852	64.62
Masculin	2,109	35.38
Total:	5,961	100.00

4.2 Core Questions Summary for Licence ou Bachelor

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.)



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Le personnel m'inspire confiance	5.77	7.45	6.71	0.94	-0.74	4,242
AS-2	La bibliothèque rend un service personnalisé à chaque usager	5.48	6.95	5.95	0.48	-1.00	4,031
AS-3	Le personnel est toujours courtois	6.37	7.74	6.94	0.58	-0.79	4,219
AS-4	Le personnel est disponible pour répondre aux questions des usagers	6.22	7.65	7.10	0.88	-0.56	4,177
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	6.32	7.73	7.07	0.75	-0.66	4,080
AS-6	Le personnel est attentif aux besoins des usagers	5.87	7.37	6.48	0.60	-0.89	5,762
AS-7	Un personnel qui comprend les besoins des usagers	5.93	7.39	6.57	0.63	-0.83	3,977
AS-8	Le personnel fait preuve d'une volonté manifeste d'aider les usagers	5.76	7.30	6.11	0.35	-1.20	4,105
AS-9	La bibliothèque apporte une réponse fiable aux problèmes rencontrés par les usagers dans l'utilisation de ses services	5.93	7.38	6.38	0.46	-1.00	3,714
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	5.48	7.02	5.57	0.08	-1.45	3,576
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	5.99	7.45	6.54	0.55	-0.91	4,065
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	6.11	7.59	6.45	0.34	-1.14	4,011
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	5.82	7.44	6.43	0.61	-1.01	5,537
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	5.99	7.54	6.51	0.52	-1.03	4,297
IC-6	Les outils de repérage me permettent de trouver facilement par moi-même ce que je cherche	6.18	7.72	6.81	0.63	-0.90	4,210
IC-7	La documentation est facilement accessible pour une utilisation autonome	6.21	7.75	7.04	0.83	-0.71	4,226
IC-8	Les revues électroniques ou papier correspondent à mes besoins	5.99	7.51	6.64	0.65	-0.87	3,864
Library as Place							
LP-1	Les locaux de la bibliothèque incitent à l'étude	6.31	7.84	6.91	0.60	-0.93	5,930
LP-2	La bibliothèque m'offre un espace individuel tranquille	6.24	7.75	6.48	0.24	-1.27	4,203
LP-3	Les locaux sont accueillants et confortables	6.07	7.70	6.84	0.77	-0.86	4,240
LP-4	La bibliothèque offre un espace pour étudier, faire des recherches et travailler	6.51	8.00	7.34	0.83	-0.66	4,212
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	5.84	7.46	5.92	0.08	-1.54	4,110
Overall:		6.00	7.53	6.55	0.56	-0.97	5,965

Language: English (France), French (France)

Institution Type: College or University

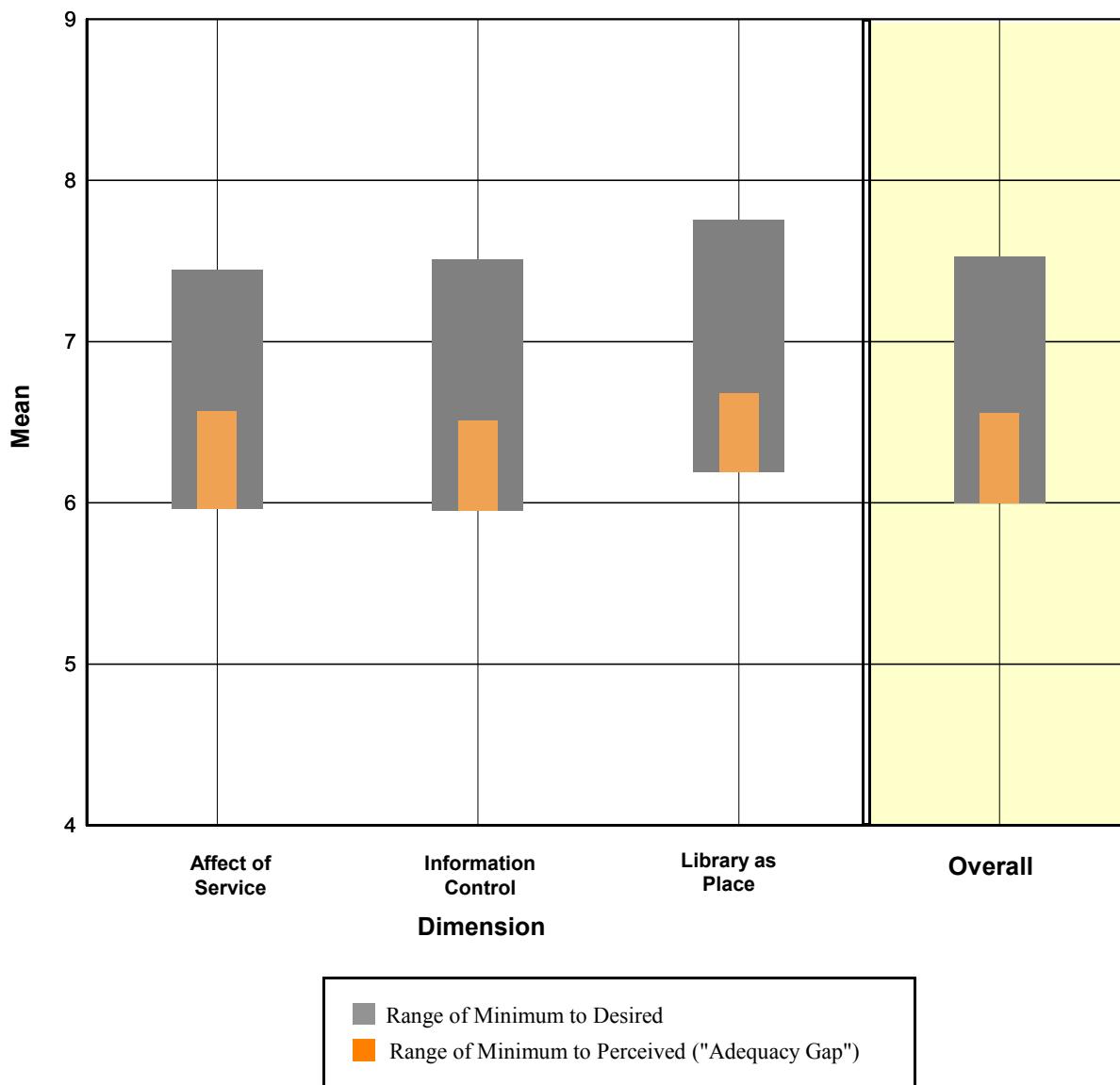
Consortium: LibQUAL France

User Group: Licence ou Bachelor

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Le personnel m'inspire confiance	1.64	1.30	1.64	1.88	1.70	4,242
AS-2	La bibliothèque rend un service personnalisé à chaque usager	1.63	1.46	1.83	1.87	1.81	4,031
AS-3	Le personnel est toujours courtois	1.64	1.28	1.81	2.03	1.87	4,219
AS-4	Le personnel est disponible pour répondre aux questions des usagers	1.59	1.26	1.62	1.82	1.65	4,177
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	1.57	1.27	1.54	1.78	1.59	4,080
AS-6	Le personnel est attentif aux besoins des usagers	1.60	1.36	1.75	1.88	1.77	5,762
AS-7	Un personnel qui comprend les besoins des usagers	1.58	1.36	1.65	1.83	1.74	3,977
AS-8	Le personnel fait preuve d'une volonté manifeste d'aider les usagers	1.67	1.43	1.94	2.03	1.96	4,105
AS-9	La bibliothèque apporte une réponse fiable aux problèmes rencontrés par les usagers dans l'utilisation de ses services	1.55	1.35	1.68	1.80	1.72	3,714
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	1.83	1.71	2.19	2.35	2.32	3,576
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	1.64	1.42	1.80	1.96	1.84	4,065
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	1.60	1.40	1.75	1.88	1.78	4,011
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	1.57	1.34	1.68	1.86	1.79	5,537
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	1.57	1.34	1.78	2.01	1.93	4,297
IC-6	Les outils de repérage me permettent de trouver facilement par moi-même ce que je cherche	1.54	1.28	1.62	1.86	1.69	4,210
IC-7	La documentation est facilement accessible pour une utilisation autonome	1.53	1.23	1.54	1.79	1.60	4,226
IC-8	Les revues électroniques ou papier correspondent à mes besoins	1.57	1.36	1.62	1.84	1.70	3,864
Library as Place							
LP-1	Les locaux de la bibliothèque incitent à l'étude	1.60	1.29	1.77	2.05	1.91	5,930
LP-2	La bibliothèque m'offre un espace individuel tranquille	1.60	1.31	1.96	2.19	2.08	4,203
LP-3	Les locaux sont accueillants et confortables	1.59	1.27	1.80	2.08	1.94	4,240
LP-4	La bibliothèque offre un espace pour étudier, faire des recherches et travailler	1.57	1.18	1.52	1.81	1.57	4,212
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	1.68	1.48	2.37	2.52	2.50	4,110
Overall:		1.23	0.96	1.15	1.37	1.23	5,965

4.3 Core Question Dimensions Summary for Licence ou Bachelor

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.



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	5.96	7.44	6.57	0.61	-0.88	5,954
Information Control	5.95	7.51	6.51	0.56	-1.00	5,953
Library as Place	6.19	7.76	6.68	0.49	-1.08	5,960
Overall	6.00	7.53	6.55	0.56	-0.97	5,965

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	1.35	1.07	1.42	1.55	1.42	5,954
Information Control	1.30	1.07	1.26	1.47	1.36	5,953
Library as Place	1.36	1.07	1.51	1.73	1.61	5,960
Overall	1.23	0.96	1.15	1.37	1.23	5,965

4.4 Local Question Summary for Licence ou Bachelor

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
Utilisation facile des ressources électroniques	5.77	7.23	6.46	0.69	-0.77	562
J'ai reçu de l'aide où et quand j'en ai eu besoin	6.32	7.70	7.08	0.76	-0.62	842
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	5.52	7.07	6.02	0.50	-1.05	1,458
L'organisation de visites/présentation de la bibliothèque	5.16	6.53	6.21	1.05	-0.32	459
Le personnel de la bibliothèque m'a montré comment trouver l'information	5.96	7.44	6.42	0.46	-1.03	259
La bibliothèque m'informe des services à ma disposition	5.50	7.17	5.73	0.24	-1.43	1,662
L'accès aux services de photocopies et de reproduction	5.88	7.35	6.30	0.42	-1.05	157
Les bibliothécaires m'expliquent comment utiliser efficacement les ressources en ligne (bases de données, revues, livres électroniques)	5.84	7.35	6.38	0.54	-0.97	1,201
La bibliothèque m'informe sur ses ressources et services	5.68	7.21	6.22	0.54	-1.00	1,210
L'efficacité du prêt entre bibliothèques/de la fourniture des documents	6.06	7.45	6.65	0.59	-0.80	1,823
Des heures de service commodes	6.27	7.76	7.06	0.79	-0.71	109
Une navigation simple dans les pages web du site de la bibliothèque	5.75	7.25	6.15	0.39	-1.11	2,309
Un catalogue qui signale de façon fiable la disponibilité des documents et mes emprunts en cours	6.34	7.71	6.72	0.38	-0.99	830
Un accès pratique aux collections	6.20	7.72	6.95	0.75	-0.76	102
Des horaires d'ouverture qui me conviennent	6.34	7.86	6.83	0.49	-1.03	3,006
Je peux trouver l'information moi-même 24 heures sur 24	5.74	7.16	6.30	0.56	-0.86	456
Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin immédiatement et m'ont montré des techniques de recherche	5.79	7.32	6.31	0.52	-1.02	1,521
Mes propositions d'achat de documents sont prises en compte	4.95	6.47	5.37	0.42	-1.10	100
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	6.27	7.83	6.91	0.65	-0.92	927

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
Utilisation facile des ressources électroniques	1.51	1.39	1.59	1.73	1.70	562
J'ai reçu de l'aide où et quand j'en ai eu besoin	1.69	1.38	1.70	1.86	1.74	842
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	1.75	1.62	1.94	2.05	2.02	1,458
L'organisation de visites/présentation de la bibliothèque	1.92	1.84	1.93	2.27	2.10	459
Le personnel de la bibliothèque m'a montré comment trouver l'information	1.62	1.50	2.23	2.23	2.11	259
La bibliothèque m'informe des services à ma disposition	1.56	1.36	1.79	1.90	1.84	1,662
L'accès aux services de photocopies et de reproduction	1.80	1.31	1.81	2.20	2.00	157
Les bibliothécaires m'expliquent comment utiliser efficacement les ressources en ligne (bases de données, revues, livres électroniques)	1.72	1.56	2.03	2.16	2.11	1,201
La bibliothèque m'informe sur ses ressources et services	1.70	1.47	1.81	1.95	1.84	1,210
L'efficacité du prêt entre bibliothèques/de la fourniture des documents	1.61	1.38	1.65	1.89	1.74	1,823
Des heures de service commodes	1.49	1.10	1.53	2.23	1.90	109
Une navigation simple dans les pages web du site de la bibliothèque	1.52	1.35	1.70	1.93	1.85	2,309
Un catalogue qui signale de façon fiable la disponibilité des documents et mes emprunts en cours	1.69	1.46	1.88	1.90	1.84	830
Un accès pratique aux collections	1.38	1.25	1.58	1.74	1.65	102
Des horaires d'ouverture qui me conviennent	1.58	1.25	1.94	2.33	2.12	3,006
Je peux trouver l'information moi-même 24 heures sur 24	1.58	1.49	1.81	2.10	1.91	456
Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin immédiatement et m'ont montré des techniques de recherche	1.62	1.39	1.94	2.07	1.94	1,521
Mes propositions d'achat de documents sont prises en compte	1.94	1.79	2.04	1.84	2.05	100
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	1.66	1.39	1.91	2.23	2.06	927

4.5 General Satisfaction Questions Summary for Licence ou Bachelor

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
En général, je suis satisfait(e) de la façon dont je suis traité(e) à la bibliothèque.	7.02	1.59	4,873
En général, je suis satisfait(e) de l'aide que m'offre la bibliothèque pour mes études, mes recherches et mon enseignement.	6.92	1.53	4,764
Comment évaluez-vous globalement la qualité des services offerts par la bibliothèque?	6.82	1.26	5,961

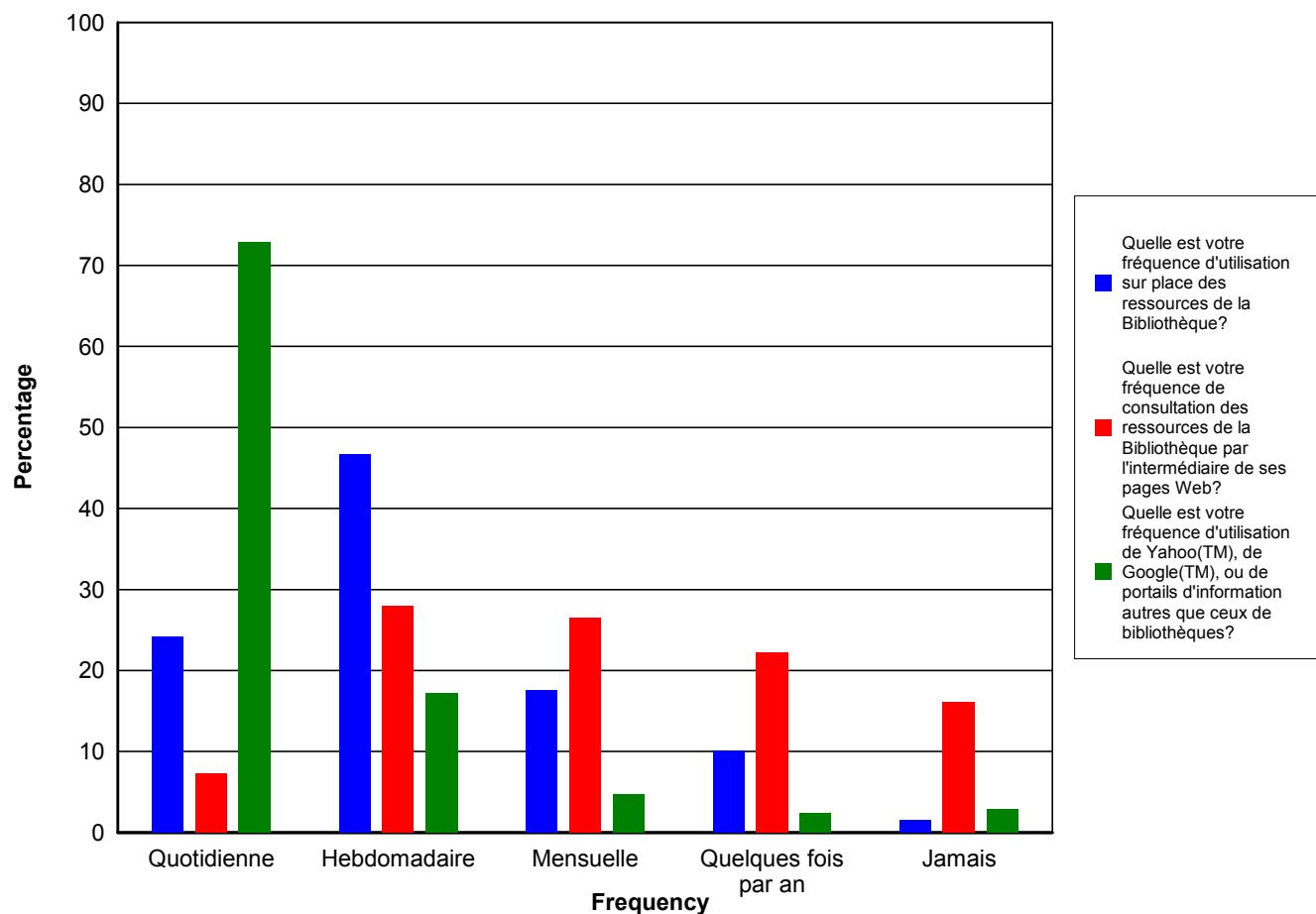
4.6 Information Literacy Outcomes Questions Summary for Licence ou Bachelor

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
La bibliothèque m'aide à maintenir mes connaissances à leur meilleur niveau.	6.47	1.44	4,529
La bibliothèque contribue à me faire progresser dans ma discipline ou travail.	6.82	1.50	4,564
La bibliothèque me rend plus efficace dans mon travail universitaire.	6.90	1.61	4,627
La Bibliothèque m'aide à faire la distinction entre une information fiable et une autre qui ne l'est pas.	6.04	1.81	4,603
La bibliothèque m'aide à développer mes capacités à rechercher l'information dont j'ai besoin pour mes études ou mes travaux.	6.57	1.63	4,638

4.7 Library Use Summary for Licence ou Bachelor

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.



	Quotidienne	Hebdomadaire	Mensuelle	Quelques fois par an	Jamais	n%
Quelle est votre fréquence d'utilisation sur place des ressources de la Bibliothèque?	1,441 24.16%	2,784 46.67%	1,048 17.57%	602 10.09%	90 1.51%	5,965 100.00%
Quelle est votre fréquence de consultation des ressources de la Bibliothèque par l'intermédiaire de ses pages Web?	433 7.26%	1,667 27.95%	1,581 26.51%	1,321 22.15%	962 16.13%	5,964 100.00%
Quelle est votre fréquence d'utilisation de Yahoo(TM), de Google(TM), ou de portails d'information autres que ceux de bibliothèques?	4,346 72.88%	1,025 17.19%	278 4.66%	140 2.35%	174 2.92%	5,963 100.00%

Language: English (France), French (France)

Institution Type: College or University

Consortium: LibQUAL France

User Group: Licence ou Bachelor

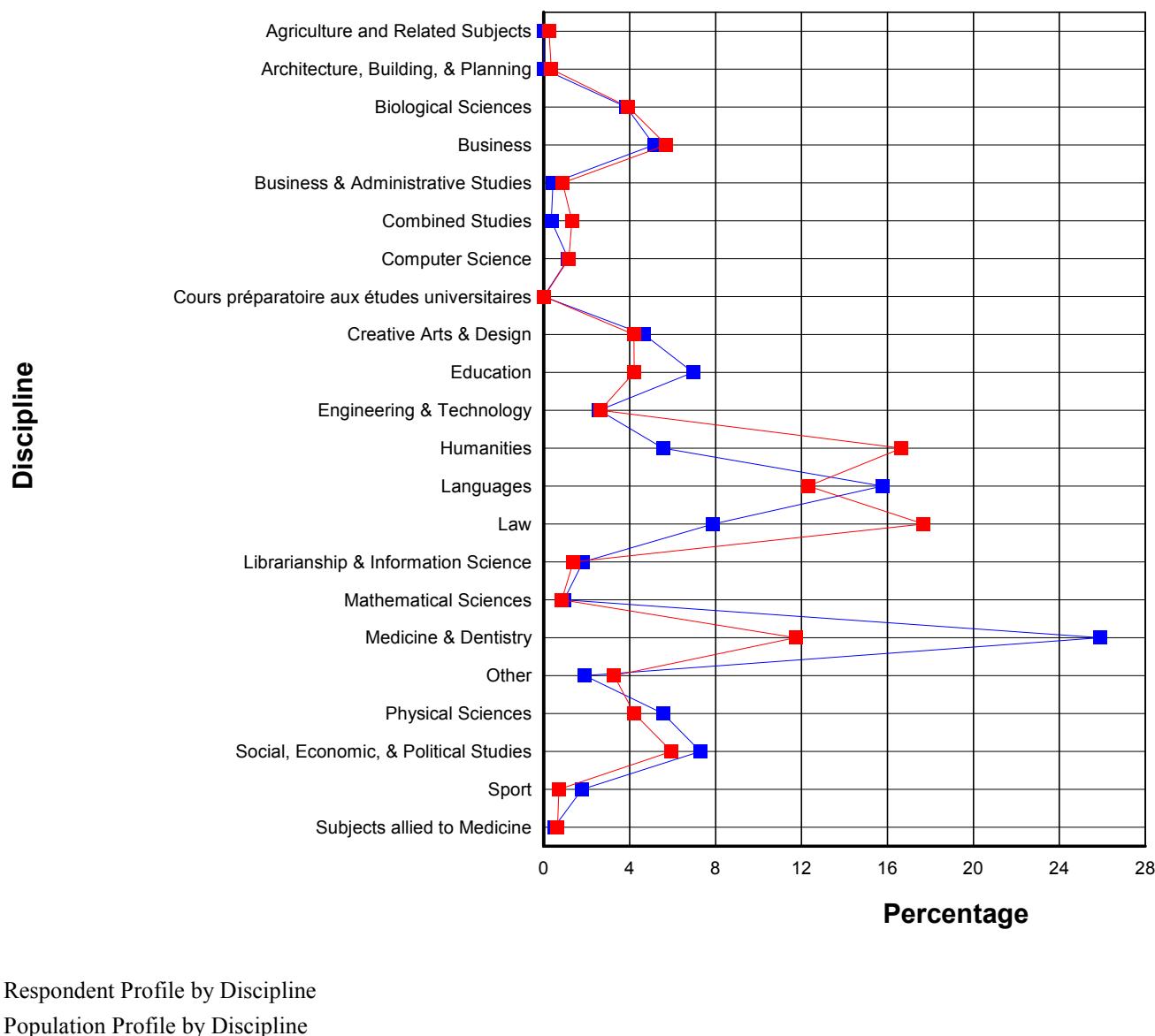
5 Summary for Master ou Doctorat

5.1 Demographic Summary for Master ou Doctorat

5.1.1 Population and Respondent Profiles 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).



Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture and Related Subjects	0	0.00	11	0.24	-0.24
Architecture, Building, & Planning	0	0.00	16	0.35	-0.35
Biological Sciences	2,742	3.84	179	3.93	-0.09
Business	3,664	5.13	260	5.71	-0.57
Business & Administrative Studies	304	0.43	40	0.88	-0.45
Combined Studies	254	0.36	60	1.32	-0.96
Computer Science	811	1.14	53	1.16	-0.03
Cours préparatoire aux études universitaires	0	0.00	1	0.02	-0.02
Creative Arts & Design	3,337	4.68	191	4.19	0.48
Education	4,960	6.95	192	4.21	2.74
Engineering & Technology	1,842	2.58	120	2.63	-0.05
Humanities	3,960	5.55	759	16.66	-11.11
Languages	11,247	15.76	561	12.31	3.45
Law	5,627	7.88	806	17.69	-9.80
Librarianship & Information Science	1,302	1.82	63	1.38	0.44
Mathematical Sciences	671	0.94	38	0.83	0.11
Medicine & Dentistry	18,496	25.92	534	11.72	14.20
Other	1,362	1.91	149	3.27	-1.36
Physical Sciences	3,960	5.55	192	4.21	1.34
Social, Economic, & Political Studies	5,210	7.30	271	5.95	1.35
Sport	1,274	1.79	32	0.70	1.08
Subjects allied to Medicine	347	0.49	29	0.64	-0.15
Total:	71,370	100.00	4,557	100.00	0.00

5.1.2 Respondent Profile by Âge:

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.

Âge:	Respondents n	Respondents %
Moins de 18 ans	0	0.00
18 - 22 ans	1,388	30.44
23 - 30 ans	2,639	57.87
31 - 45 ans	393	8.62
46 - 65 ans	127	2.79
Plus de 65 ans	13	0.29
Total:	4,560	100.00

5.1.3 Respondent Profile by Sexe:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*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.

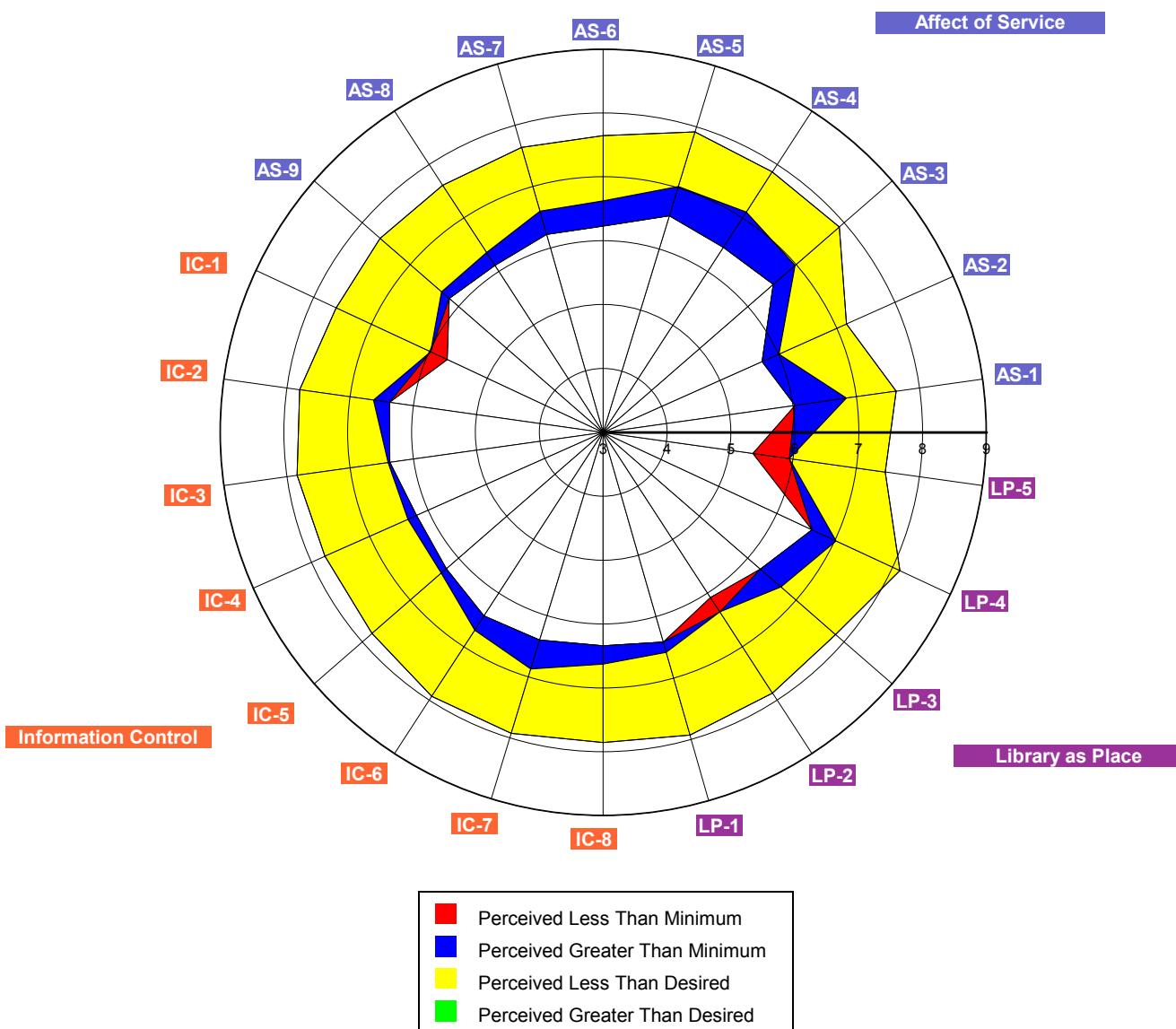
Sexe:	Respondents n	Respondents %
Féminin	2,863	62.80
Masculin	1,696	37.20
Total:	4,559	100.00

5.2 Core Questions Summary for Master ou Doctorat

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.)



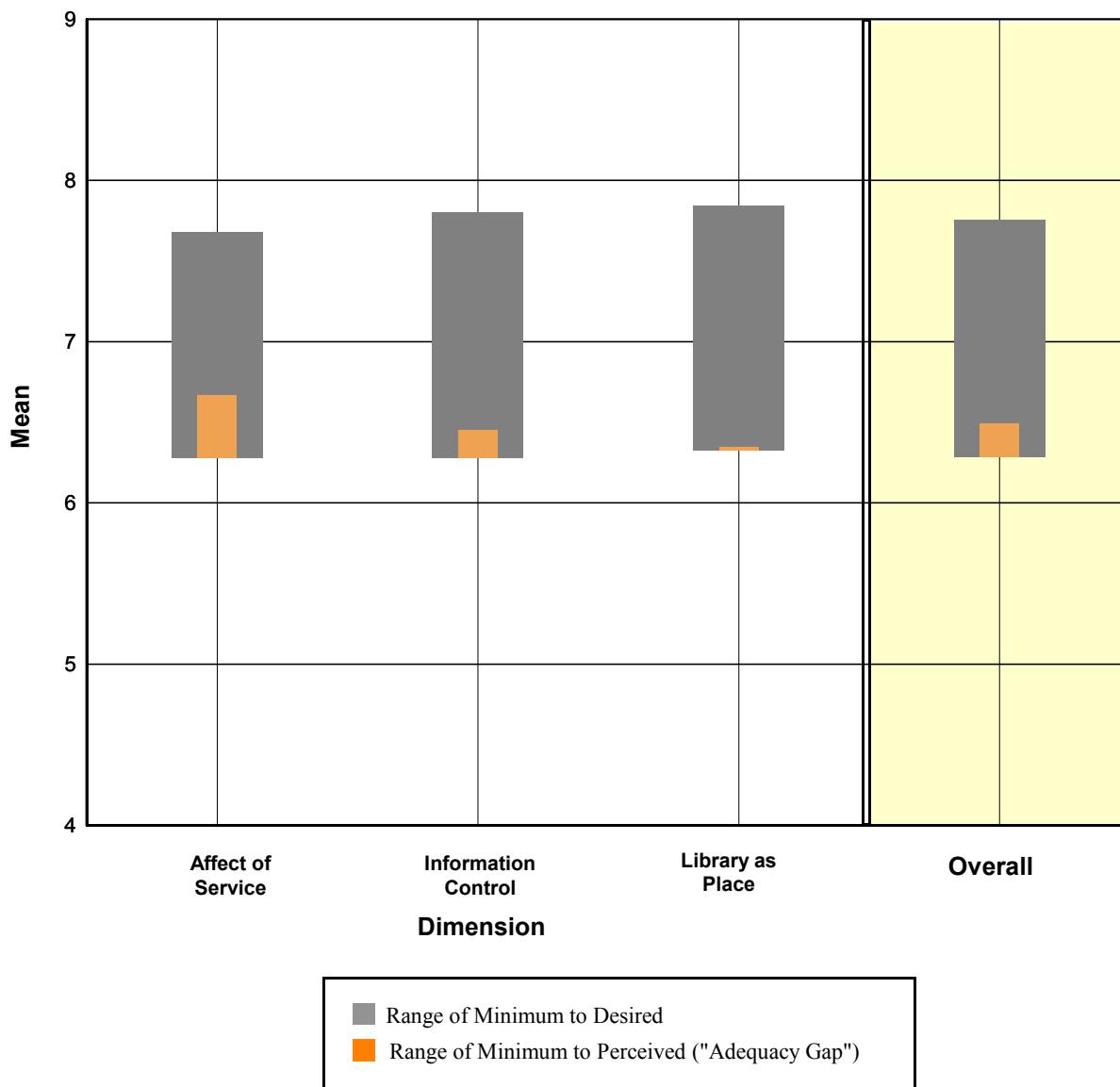
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Le personnel m'inspire confiance	6.03	7.63	6.85	0.81	-0.78	2,989
AS-2	La bibliothèque rend un service personnalisé à chaque usager	5.72	7.17	6.01	0.29	-1.16	2,875
AS-3	Le personnel est toujours courtois	6.53	7.90	6.98	0.45	-0.91	3,014
AS-4	Le personnel est disponible pour répondre aux questions des usagers	6.45	7.86	7.11	0.66	-0.75	3,020
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	6.54	7.92	7.02	0.48	-0.89	2,948
AS-6	Le personnel est attentif aux besoins des usagers	6.23	7.64	6.62	0.40	-1.02	4,454
AS-7	Un personnel qui comprend les besoins des usagers	6.22	7.64	6.60	0.38	-1.04	2,801
AS-8	Le personnel fait preuve d'une volonté manifeste d'aider les usagers	6.11	7.61	6.36	0.24	-1.26	2,904
AS-9	La bibliothèque apporte une réponse fiable aux problèmes rencontrés par les usagers dans l'utilisation de ses services	6.20	7.63	6.35	0.16	-1.28	2,694
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	5.98	7.61	5.69	-0.29	-1.92	2,614
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	6.38	7.80	6.63	0.25	-1.17	2,948
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	6.37	7.84	6.40	0.03	-1.44	2,922
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	6.20	7.77	6.35	0.15	-1.42	4,297
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	6.25	7.80	6.36	0.11	-1.43	3,058
IC-6	Les outils de repérage me permettent de trouver facilement par moi-même ce que je cherche	6.43	7.92	6.69	0.27	-1.23	3,033
IC-7	La documentation est facilement accessible pour une utilisation autonome	6.40	7.93	6.87	0.48	-1.05	3,023
IC-8	Les revues électroniques ou papier correspondent à mes besoins	6.34	7.85	6.63	0.29	-1.22	2,880
Library as Place							
LP-1	Les locaux de la bibliothèque incitent à l'étude	6.42	7.93	6.58	0.17	-1.35	4,531
LP-2	La bibliothèque m'offre un espace individuel tranquille	6.35	7.87	6.09	-0.26	-1.78	2,992
LP-3	Les locaux sont accueillants et confortables	6.26	7.82	6.69	0.43	-1.13	3,012
LP-4	La bibliothèque offre un espace pour étudier, faire des recherches et travailler	6.61	8.12	7.02	0.42	-1.10	3,026
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	5.94	7.46	5.37	-0.58	-2.10	2,823
Overall:		6.29	7.76	6.49	0.21	-1.26	4,560

Language: English (France), French (France)
Institution Type: College or University
Consortium: LibQUAL France
User Group: Master ou Doctorat

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Le personnel m'inspire confiance	1.60	1.23	1.65	1.89	1.68	2,989
AS-2	La bibliothèque rend un service personnalisé à chaque usager	1.62	1.42	1.87	1.96	1.88	2,875
AS-3	Le personnel est toujours courtois	1.58	1.19	1.79	2.04	1.85	3,014
AS-4	Le personnel est disponible pour répondre aux questions des usagers	1.49	1.16	1.63	1.82	1.63	3,020
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	1.48	1.16	1.59	1.78	1.66	2,948
AS-6	Le personnel est attentif aux besoins des usagers	1.55	1.28	1.73	1.84	1.76	4,454
AS-7	Un personnel qui comprend les besoins des usagers	1.57	1.28	1.71	1.90	1.76	2,801
AS-8	Le personnel fait preuve d'une volonté manifeste d'aider les usagers	1.59	1.32	1.94	2.06	1.96	2,904
AS-9	La bibliothèque apporte une réponse fiable aux problèmes rencontrés par les usagers dans l'utilisation de ses services	1.53	1.29	1.74	1.95	1.83	2,694
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	1.80	1.54	2.27	2.52	2.48	2,614
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	1.57	1.28	1.82	1.99	1.87	2,948
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	1.54	1.33	1.72	1.95	1.88	2,922
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	1.57	1.27	1.75	2.02	1.92	4,297
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	1.51	1.23	1.83	2.08	1.98	3,058
IC-6	Les outils de repérage me permettent de trouver facilement par moi-même ce que je cherche	1.52	1.19	1.66	1.95	1.77	3,033
IC-7	La documentation est facilement accessible pour une utilisation autonome	1.49	1.16	1.63	1.91	1.69	3,023
IC-8	Les revues électroniques ou papier correspondent à mes besoins	1.53	1.23	1.67	2.00	1.78	2,880
Library as Place							
LP-1	Les locaux de la bibliothèque incitent à l'étude	1.58	1.24	1.85	2.13	2.01	4,531
LP-2	La bibliothèque m'offre un espace individuel tranquille	1.58	1.28	2.02	2.29	2.18	2,992
LP-3	Les locaux sont accueillants et confortables	1.51	1.20	1.78	2.07	1.94	3,012
LP-4	La bibliothèque offre un espace pour étudier, faire des recherches et travailler	1.52	1.11	1.61	1.93	1.73	3,026
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	1.69	1.52	2.39	2.56	2.54	2,823
Overall:		1.22	0.92	1.19	1.44	1.29	4,560

5.3 Core Question Dimensions Summary for Master ou Doctorat

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.



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	6.28	7.68	6.67	0.39	-1.01	4,549
Information Control	6.28	7.80	6.45	0.17	-1.35	4,552
Library as Place	6.32	7.84	6.34	0.02	-1.50	4,549
Overall	6.29	7.76	6.49	0.21	-1.26	4,560

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	1.33	1.03	1.46	1.60	1.49	4,549
Information Control	1.30	1.01	1.31	1.59	1.45	4,552
Library as Place	1.35	1.04	1.59	1.84	1.74	4,549
Overall	1.22	0.92	1.19	1.44	1.29	4,560

5.4 Local Question Summary for Master ou Doctorat

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
Utilisation facile des ressources électroniques	6.14	7.63	6.55	0.42	-1.08	266
J'ai reçu de l'aide où et quand j'en ai eu besoin	6.54	7.79	7.10	0.57	-0.68	350
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	5.72	7.21	5.64	-0.08	-1.57	893
L'organisation de visites/présentation de la bibliothèque	5.16	6.82	6.06	0.91	-0.76	185
Le personnel de la bibliothèque m'a montré comment trouver l'information	6.49	7.80	6.45	-0.03	-1.35	181
La bibliothèque m'informe des services à ma disposition	5.82	7.42	5.73	-0.09	-1.69	1,331
L'accès aux services de photocopies et de reproduction	6.31	7.64	6.21	-0.10	-1.43	205
Les bibliothécaires m'expliquent comment utiliser efficacement les ressources en ligne (bases de données, revues, livres électroniques)	6.18	7.59	6.26	0.08	-1.34	723
La bibliothèque m'informe sur ses ressources et services	5.93	7.39	6.03	0.10	-1.36	751
L'efficacité du prêt entre bibliothèques/de la fourniture des documents	6.38	7.79	6.67	0.28	-1.12	1,401
Des heures de service commodes	6.45	8.05	6.88	0.43	-1.17	76
Une navigation simple dans les pages web du site de la bibliothèque	6.12	7.67	6.11	-0.01	-1.55	1,696
Un catalogue qui signale de façon fiable la disponibilité des documents et mes emprunts en cours	6.81	8.06	6.91	0.10	-1.15	828
Un accès pratique aux collections	6.29	7.74	7.19	0.90	-0.54	68
Des horaires d'ouverture qui me conviennent	6.50	8.03	6.53	0.03	-1.50	2,285
Je peux trouver l'information moi-même 24 heures sur 24	6.10	7.59	6.39	0.29	-1.20	196
Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin immédiatement et m'ont montré des techniques de recherche	6.20	7.67	6.63	0.44	-1.04	1,211
Mes propositions d'achat de documents sont prises en compte	6.09	6.98	5.54	-0.54	-1.44	116
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	6.62	7.97	7.03	0.41	-0.94	500

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
Utilisation facile des ressources électroniques	1.54	1.27	1.65	1.87	1.76	266
J'ai reçu de l'aide où et quand j'en ai eu besoin	1.57	1.29	1.65	1.92	1.82	350
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	1.72	1.58	2.07	2.13	2.18	893
L'organisation de visites/présentation de la bibliothèque	1.73	1.65	1.83	1.92	1.93	185
Le personnel de la bibliothèque m'a montré comment trouver l'information	1.60	1.33	2.11	2.36	2.05	181
La bibliothèque m'informe des services à ma disposition	1.58	1.35	1.88	2.03	1.96	1,331
L'accès aux services de photocopies et de reproduction	1.76	1.41	1.93	2.25	2.09	205
Les bibliothécaires m'expliquent comment utiliser efficacement les ressources en ligne (bases de données, revues, livres électroniques)	1.67	1.40	2.02	2.22	2.09	723
La bibliothèque m'informe sur ses ressources et services	1.69	1.45	1.90	2.08	2.01	751
L'efficacité du prêt entre bibliothèques/de la fourniture des documents	1.53	1.21	1.74	1.99	1.86	1,401
Des heures de service commodes	1.31	0.92	1.80	2.27	2.14	76
Une navigation simple dans les pages web du site de la bibliothèque	1.46	1.26	1.80	2.01	1.95	1,696
Un catalogue qui signale de façon fiable la disponibilité des documents et mes emprunts en cours	1.63	1.23	1.81	1.97	1.82	828
Un accès pratique aux collections	1.44	1.27	1.55	1.82	1.45	68
Des horaires d'ouverture qui me conviennent	1.55	1.19	2.05	2.47	2.29	2,285
Je peux trouver l'information moi-même 24 heures sur 24	1.59	1.33	1.98	2.16	2.01	196
Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin immédiatement et m'ont montré des techniques de recherche	1.54	1.28	1.97	2.10	1.94	1,211
Mes propositions d'achat de documents sont prises en compte	1.87	1.80	2.16	2.18	2.27	116
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	1.64	1.26	1.91	2.28	2.15	500

5.5 General Satisfaction Questions Summary for Master ou Doctorat

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
En général, je suis satisfait(e) de la façon dont je suis traité(e) à la bibliothèque.	7.07	1.61	3,532
En général, je suis satisfait(e) de l'aide que m'offre la bibliothèque pour mes études, mes recherches et mon enseignement.	6.88	1.56	3,537
Comment évaluez-vous globalement la qualité des services offerts par la bibliothèque?	6.79	1.27	4,559

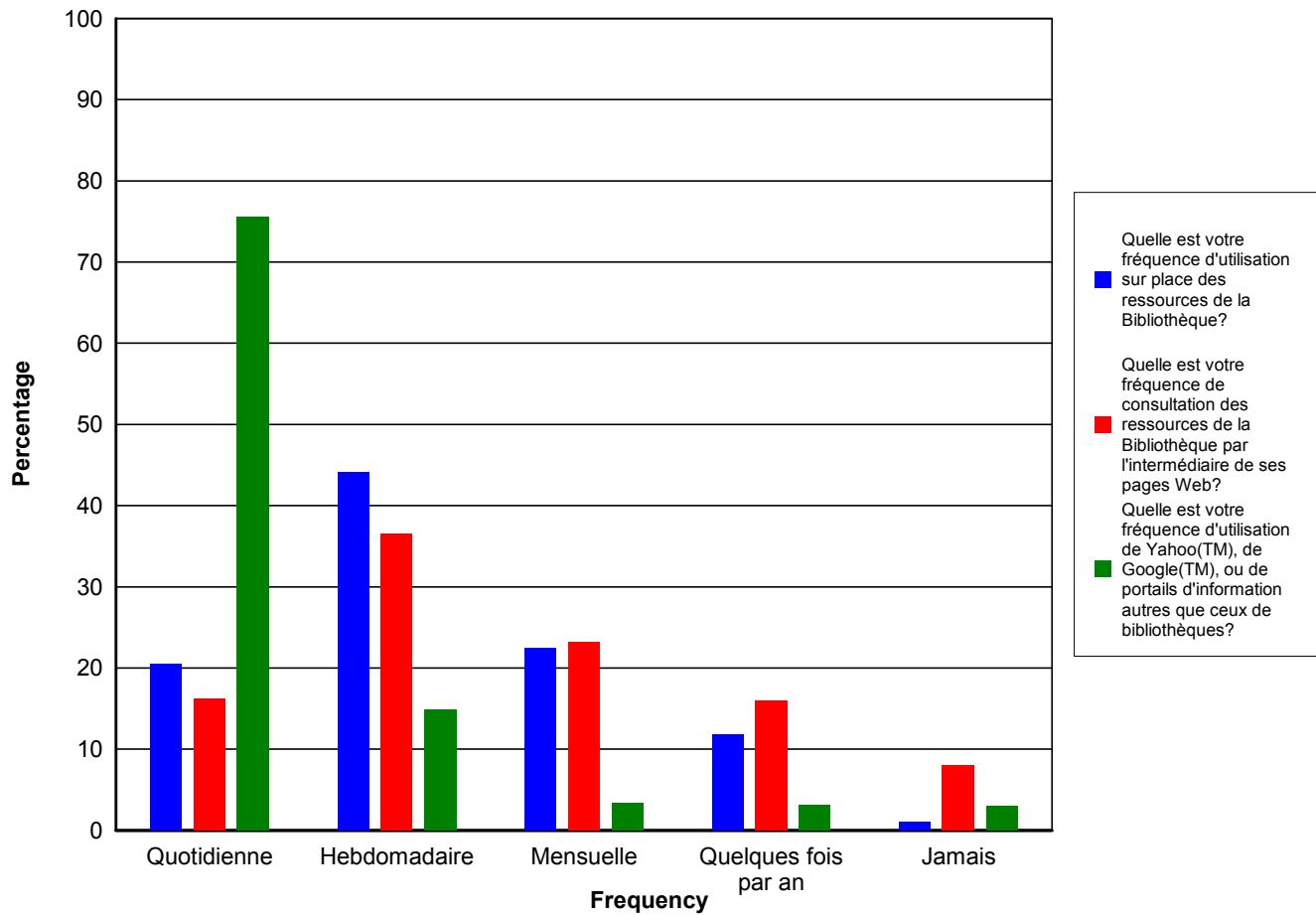
5.6 Information Literacy Outcomes Questions Summary for Master ou Doctorat

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
La bibliothèque m'aide à maintenir mes connaissances à leur meilleur niveau.	6.60	1.51	3,334
La bibliothèque contribue à me faire progresser dans ma discipline ou travail.	6.91	1.50	3,342
La bibliothèque me rend plus efficace dans mon travail universitaire.	6.90	1.66	3,300
La Bibliothèque m'aide à faire la distinction entre une information fiable et une autre qui ne l'est pas.	5.90	1.92	3,348
La bibliothèque m'aide à développer mes capacités à rechercher l'information dont j'ai besoin pour mes études ou mes travaux.	6.42	1.78	3,325

5.7 Library Use Summary for Master ou Doctorat

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.



	Quotidienne	Hebdomadaire	Mensuelle	Quelques fois par an	Jamais	n%
Quelle est votre fréquence d'utilisation sur place des ressources de la Bibliothèque?	935 20.50%	2,013 44.14%	1,026 22.50%	538 11.80%	48 1.05%	4,560 100.00%
Quelle est votre fréquence de consultation des ressources de la Bibliothèque par l'intermédiaire de ses pages Web?	741 16.25%	1,668 36.58%	1,056 23.16%	730 16.01%	365 8.00%	4,560 100.00%
Quelle est votre fréquence d'utilisation de Yahoo(TM), de Google(TM), ou de portails d'information autres que ceux de bibliothèques?	3,445 75.56%	680 14.92%	155 3.40%	140 3.07%	139 3.05%	4,559 100.00%

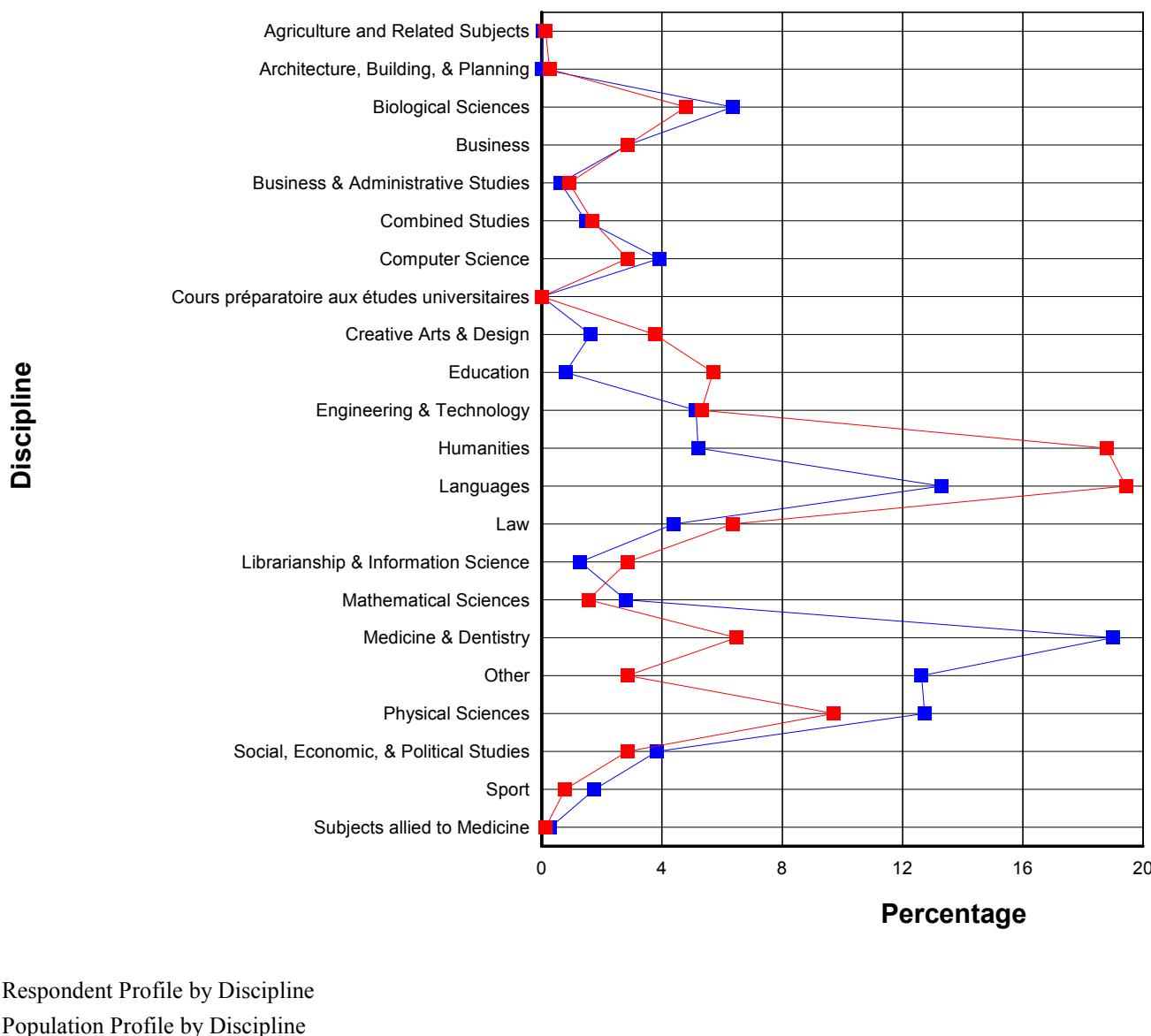
6 Summary for Enseignants et chercheurs

6.1 Demographic Summary for Enseignants et chercheurs

6.1.1 Population and Respondent Profiles 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).



Discipline	Population N	Population %	Respondents n	Respondents %	%N - %n
Agriculture and Related Subjects	4	0.05	1	0.13	-0.08
Architecture, Building, & Planning	0	0.00	2	0.26	-0.26
Biological Sciences	558	6.35	37	4.79	1.56
Business	252	2.87	22	2.85	0.02
Business & Administrative Studies	54	0.61	7	0.91	-0.29
Combined Studies	129	1.47	13	1.68	-0.22
Computer Science	343	3.90	22	2.85	1.05
Cours préparatoire aux études universitaires	0	0.00	0	0.00	0.00
Creative Arts & Design	143	1.63	29	3.76	-2.13
Education	69	0.79	44	5.70	-4.91
Engineering & Technology	451	5.13	41	5.31	-0.18
Humanities	457	5.20	145	18.78	-13.58
Languages	1,168	13.30	150	19.43	-6.13
Law	386	4.39	49	6.35	-1.95
Librarianship & Information Science	112	1.27	22	2.85	-1.57
Mathematical Sciences	245	2.79	12	1.55	1.23
Medicine & Dentistry	1,669	19.00	50	6.48	12.52
Other	1,110	12.64	22	2.85	9.79
Physical Sciences	1,119	12.74	75	9.72	3.02
Social, Economic, & Political Studies	337	3.84	22	2.85	0.99
Sport	154	1.75	6	0.78	0.98
Subjects allied to Medicine	25	0.28	1	0.13	0.16
Total:	8,785	100.00	772	100.00	0.00

6.1.2 Respondent Profile by Âge:

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.

Âge:	Respondents n	Respondents %
Moins de 18 ans	0	0.00
18 - 22 ans	2	0.26
23 - 30 ans	139	17.91
31 - 45 ans	347	44.72
46 - 65 ans	258	33.25
Plus de 65 ans	30	3.87
Total:	776	100.00

6.1.3 Respondent Profile by Sexe:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*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.

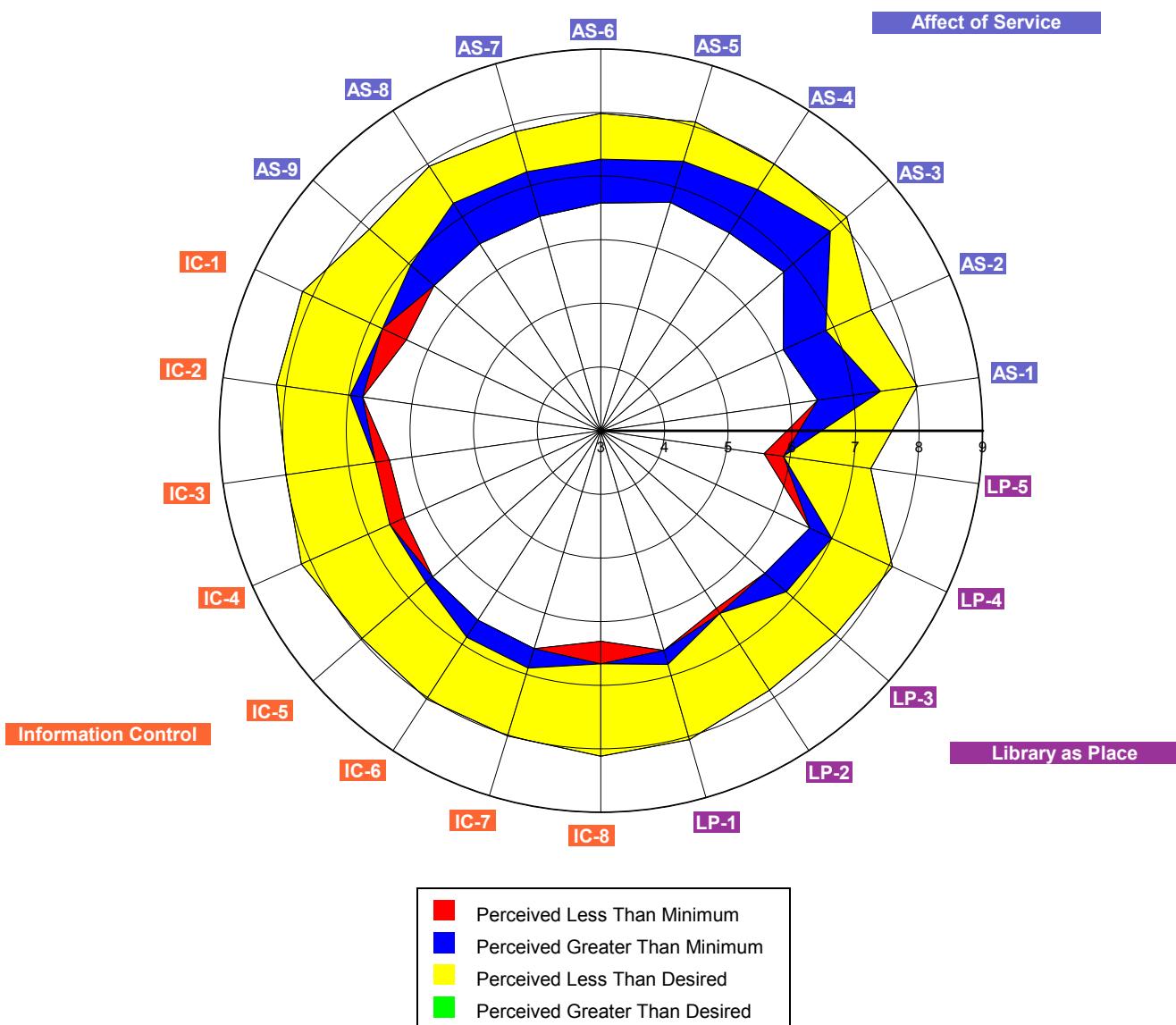
Sexe:	Respondents n	Respondents %
Féminin	347	44.72
Masculin	429	55.28
Total:	776	100.00

6.2 Core Questions Summary for Enseignants et chercheurs

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.)

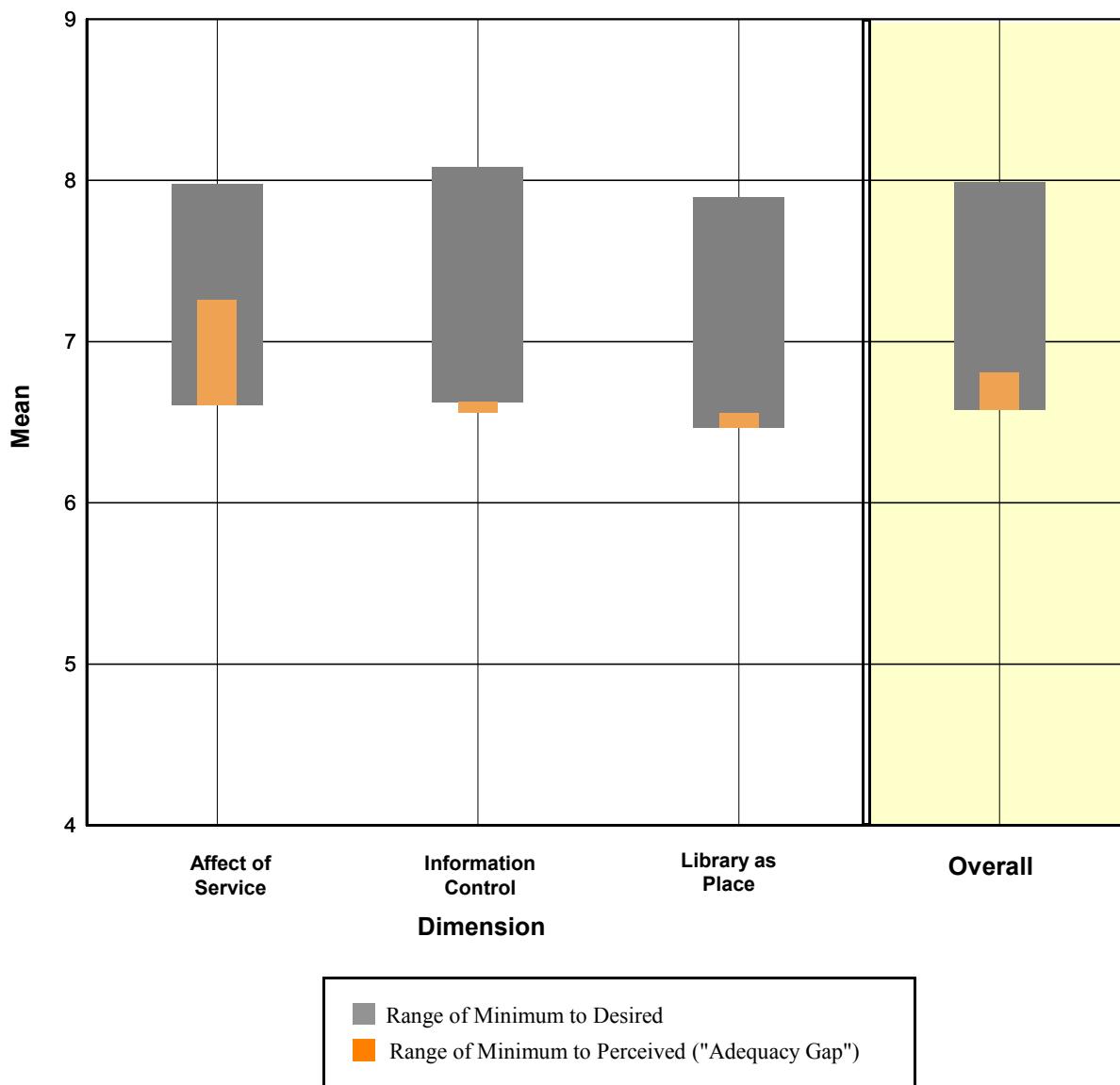


ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Le personnel m'inspire confiance	6.44	8.02	7.44	1.00	-0.58	506
AS-2	La bibliothèque rend un service personnalisé à chaque usager	6.14	7.65	6.87	0.73	-0.78	481
AS-3	Le personnel est toujours courtois	6.81	8.12	7.78	0.97	-0.34	511
AS-4	Le personnel est disponible pour répondre aux questions des usagers	6.71	8.00	7.52	0.81	-0.48	522
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	6.75	8.07	7.43	0.68	-0.64	504
AS-6	Le personnel est attentif aux besoins des usagers	6.58	7.99	7.26	0.69	-0.72	746
AS-7	Un personnel qui comprend les besoins des usagers	6.50	7.89	7.23	0.73	-0.65	475
AS-8	Le personnel fait preuve d'une volonté manifeste d'aider les usagers	6.50	7.95	7.26	0.76	-0.69	496
AS-9	La bibliothèque apporte une réponse fiable aux problèmes rencontrés par les usagers dans l'utilisation de ses services	6.48	7.82	6.96	0.49	-0.86	443
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	6.79	8.17	6.37	-0.41	-1.80	476
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	6.78	8.15	6.98	0.20	-1.16	505
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	6.58	8.00	6.36	-0.22	-1.64	500
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	6.63	8.15	6.38	-0.25	-1.77	735
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	6.50	7.98	6.64	0.14	-1.33	521
IC-6	Les outils de repérage me permettent de trouver facilement par moi-même ce que je cherche	6.55	8.03	6.87	0.32	-1.16	508
IC-7	La documentation est facilement accessible pour une utilisation autonome	6.58	8.02	6.90	0.32	-1.11	508
IC-8	Les revues électroniques ou papier correspondent à mes besoins	6.66	8.11	6.31	-0.36	-1.81	504
Library as Place							
LP-1	Les locaux de la bibliothèque incitent à l'étude	6.59	8.05	6.82	0.23	-1.23	747
LP-2	La bibliothèque m'offre un espace individuel tranquille	6.43	7.86	6.33	-0.10	-1.53	468
LP-3	Les locaux sont accueillants et confortables	6.41	7.89	6.86	0.45	-1.03	510
LP-4	La bibliothèque offre un espace pour étudier, faire des recherches et travailler	6.62	8.06	7.00	0.38	-1.06	489
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	5.90	7.28	5.59	-0.31	-1.69	409
Overall:		6.57	7.99	6.81	0.24	-1.18	776

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Le personnel m'inspire confiance	1.56	1.11	1.55	1.78	1.56	506
AS-2	La bibliothèque rend un service personnalisé à chaque usager	1.55	1.27	1.80	1.96	1.83	481
AS-3	Le personnel est toujours courtois	1.57	1.08	1.45	1.84	1.58	511
AS-4	Le personnel est disponible pour répondre aux questions des usagers	1.43	1.09	1.54	1.78	1.56	522
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	1.50	1.08	1.49	1.84	1.55	504
AS-6	Le personnel est attentif aux besoins des usagers	1.53	1.13	1.61	1.96	1.66	746
AS-7	Un personnel qui comprend les besoins des usagers	1.51	1.18	1.59	1.81	1.66	475
AS-8	Le personnel fait preuve d'une volonté manifeste d'aider les usagers	1.58	1.16	1.76	2.05	1.81	496
AS-9	La bibliothèque apporte une réponse fiable aux problèmes rencontrés par les usagers dans l'utilisation de ses services	1.55	1.20	1.64	1.88	1.70	443
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	1.72	1.30	2.18	2.53	2.33	476
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	1.55	1.08	1.74	1.96	1.77	505
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	1.50	1.17	1.84	2.19	2.03	500
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	1.63	1.12	1.88	2.36	2.05	735
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	1.49	1.12	1.83	2.29	2.05	521
IC-6	Les outils de repérage me permettent de trouver facilement par moi-même ce que je cherche	1.51	1.09	1.56	1.83	1.60	508
IC-7	La documentation est facilement accessible pour une utilisation autonome	1.46	1.11	1.68	1.98	1.79	508
IC-8	Les revues électroniques ou papier correspondent à mes besoins	1.52	1.12	1.94	2.42	2.15	504
Library as Place							
LP-1	Les locaux de la bibliothèque incitent à l'étude	1.56	1.10	1.86	2.27	2.00	747
LP-2	La bibliothèque m'offre un espace individuel tranquille	1.49	1.20	2.18	2.58	2.41	468
LP-3	Les locaux sont accueillants et confortables	1.53	1.21	1.95	2.23	2.11	510
LP-4	La bibliothèque offre un espace pour étudier, faire des recherches et travailler	1.53	1.15	1.76	2.16	1.92	489
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	1.77	1.72	2.45	2.69	2.66	409
Overall:		1.28	0.88	1.25	1.64	1.34	776

6.3 Core Question Dimensions Summary for Enseignants et chercheurs

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.



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	6.61	7.98	7.26	0.66	-0.72	772
Information Control	6.62	8.08	6.56	-0.07	-1.53	776
Library as Place	6.46	7.89	6.55	0.09	-1.34	765
Overall	6.57	7.99	6.81	0.24	-1.18	776

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	1.37	0.97	1.41	1.70	1.45	772
Information Control	1.35	0.94	1.44	1.84	1.57	776
Library as Place	1.39	1.06	1.78	2.11	1.88	765
Overall	1.28	0.88	1.25	1.64	1.34	776

6.4 Local Question Summary for Enseignants et chercheurs

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
Utilisation facile des ressources électroniques	6.44	8.07	6.92	0.48	-1.15	84
J'ai reçu de l'aide où et quand j'en ai eu besoin	6.57	7.83	7.78	1.20	-0.06	89
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	6.07	7.58	5.77	-0.30	-1.81	124
L'organisation de visites/présentation de la bibliothèque	6.17	7.37	7.10	0.93	-0.27	30
Le personnel de la bibliothèque m'a montré comment trouver l'information	7.14	8.14	8.14	1.00	0.00	7
La bibliothèque m'informe des services à ma disposition	6.28	7.65	6.27	-0.01	-1.38	183
L'accès aux services de photocopies et de reproduction	6.76	8.10	6.04	-0.71	-2.06	49
Les bibliothécaires m'expliquent comment utiliser efficacement les ressources en ligne (bases de données, revues, livres électroniques)	6.43	7.74	6.43	0.00	-1.31	128
La bibliothèque m'informe sur ses ressources et services	6.23	7.73	6.66	0.43	-1.07	153
L'efficacité du prêt entre bibliothèques/de la fourniture des documents	6.68	8.04	7.02	0.34	-1.03	182
Des heures de service commodes	6.50	7.78	7.28	0.78	-0.50	36
Une navigation simple dans les pages web du site de la bibliothèque	6.57	7.99	6.56	-0.01	-1.43	244
Un catalogue qui signale de façon fiable la disponibilité des documents et mes emprunts en cours	6.88	8.11	6.72	-0.16	-1.39	110
Un accès pratique aux collections	6.42	8.00	6.74	0.32	-1.26	38
Des horaires d'ouverture qui me conviennent	6.55	7.94	6.60	0.05	-1.34	344
Je peux trouver l'information moi-même 24 heures sur 24	6.42	7.75	6.94	0.52	-0.81	48
Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin immédiatement et m'ont montré des techniques de recherche	6.37	7.80	7.29	0.91	-0.52	147
Mes propositions d'achat de documents sont prises en compte	6.42	7.42	6.15	-0.27	-1.27	26
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	6.54	7.83	6.77	0.23	-1.06	164

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
Utilisation facile des ressources électroniques	1.52	1.03	1.61	2.13	1.70	84
J'ai reçu de l'aide où et quand j'en ai eu besoin	1.71	1.28	1.34	1.59	1.20	89
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	1.64	1.35	1.98	2.42	2.33	124
L'organisation de visites/présentation de la bibliothèque	1.49	1.25	1.77	2.12	2.15	30
Le personnel de la bibliothèque m'a montré comment trouver l'information	1.35	0.90	0.90	1.41	0.82	7
La bibliothèque m'informe des services à ma disposition	1.58	1.29	1.87	2.07	1.84	183
L'accès aux services de photocopies et de reproduction	1.39	1.14	2.25	2.76	2.21	49
Les bibliothécaires m'expliquent comment utiliser efficacement les ressources en ligne (bases de données, revues, livres électroniques)	1.65	1.31	2.10	2.45	2.19	128
La bibliothèque m'informe sur ses ressources et services	1.63	1.27	1.93	2.20	2.10	153
L'efficacité du prêt entre bibliothèques/de la fourniture des documents	1.50	1.09	1.67	2.01	1.81	182
Des heures de service commodes	1.36	1.22	1.45	1.57	1.61	36
Une navigation simple dans les pages web du site de la bibliothèque	1.48	1.18	1.68	2.00	1.87	244
Un catalogue qui signale de façon fiable la disponibilité des documents et mes emprunts en cours	1.59	1.21	1.86	2.27	1.98	110
Un accès pratique aux collections	1.31	0.87	1.95	2.37	2.05	38
Des horaires d'ouverture qui me conviennent	1.46	1.17	2.03	2.50	2.31	344
Je peux trouver l'information moi-même 24 heures sur 24	1.60	1.23	1.83	2.32	2.04	48
Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin immédiatement et m'ont montré des techniques de recherche	1.52	1.26	1.75	1.94	1.69	147
Mes propositions d'achat de documents sont prises en compte	1.86	1.75	2.26	2.27	2.09	26
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	1.55	1.21	1.66	2.19	1.90	164

6.5 General Satisfaction Questions Summary for Enseignants et chercheurs

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
En général, je suis satisfait(e) de la façon dont je suis traité(e) à la bibliothèque.	7.55	1.49	618
En général, je suis satisfait(e) de l'aide que m'offre la bibliothèque pour mes études, mes recherches et mon enseignement.	7.05	1.74	594
Comment évaluez-vous globalement la qualité des services offerts par la bibliothèque?	7.09	1.40	773

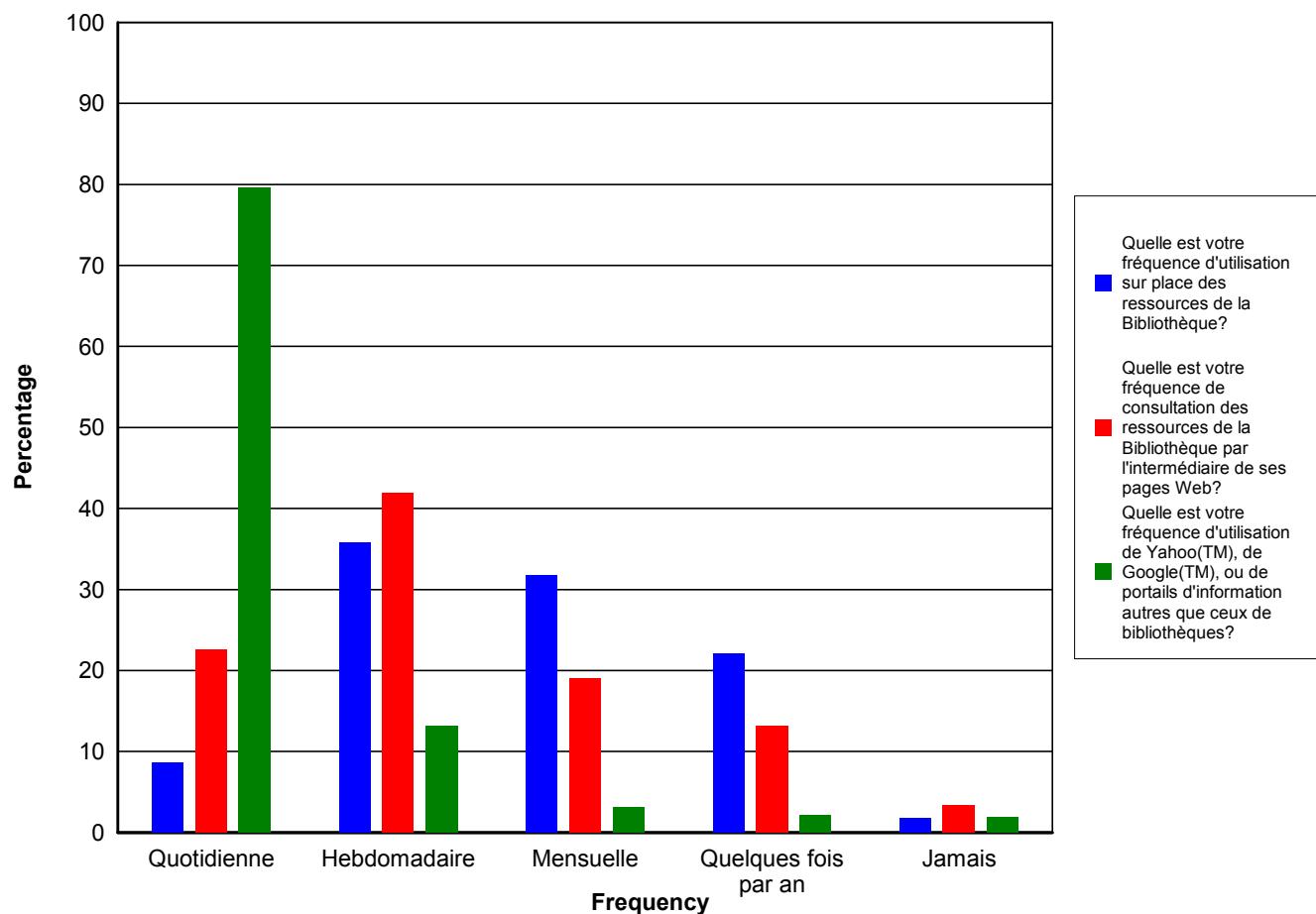
6.6 Information Literacy Outcomes Questions Summary for Enseignants et chercheurs

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
La bibliothèque m'aide à maintenir mes connaissances à leur meilleur niveau.	6.99	1.52	582
La bibliothèque contribue à me faire progresser dans ma discipline ou travail.	7.14	1.48	555
La bibliothèque me rend plus efficace dans mon travail universitaire.	7.17	1.59	587
La Bibliothèque m'aide à faire la distinction entre une information fiable et une autre qui ne l'est pas.	6.18	2.04	568
La bibliothèque m'aide à développer mes capacités à rechercher l'information dont j'ai besoin pour mes études ou mes travaux.	6.53	1.88	569

6.7 Library Use Summary for Enseignants et chercheurs

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.



	Quotidienne	Hebdomadaire	Mensuelle	Quelques fois par an	Jamais	n%
Quelle est votre fréquence d'utilisation sur place des ressources de la Bibliothèque?	67 8.65%	277 35.74%	246 31.74%	171 22.06%	14 1.81%	775 100.00%
Quelle est votre fréquence de consultation des ressources de la Bibliothèque par l'intermédiaire de ses pages Web?	175 22.58%	325 41.94%	147 18.97%	102 13.16%	26 3.35%	775 100.00%
Quelle est votre fréquence d'utilisation de Yahoo(TM), de Google(TM), ou de portails d'information autres que ceux de bibliothèques?	617 79.61%	102 13.16%	24 3.10%	17 2.19%	15 1.94%	775 100.00%

Language: English (France), French (France)

Institution Type: College or University

Consortium: LibQUAL France

User Group: Enseignants et chercheurs

7 Summary for Personnel de la bibliothèque

7.1 Demographic Summary for Personnel de la bibliothèque

7.1.1 Respondent Profile by Âge:

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.

Âge:	Respondents n	Respondents %
Moins de 18 ans	0	0.00
18 - 22 ans	2	1.09
23 - 30 ans	44	24.04
31 - 45 ans	94	51.37
46 - 65 ans	43	23.50
Plus de 65 ans	0	0.00
Total:	183	100.00

7.1.2 Respondent Profile by Sexe:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*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.

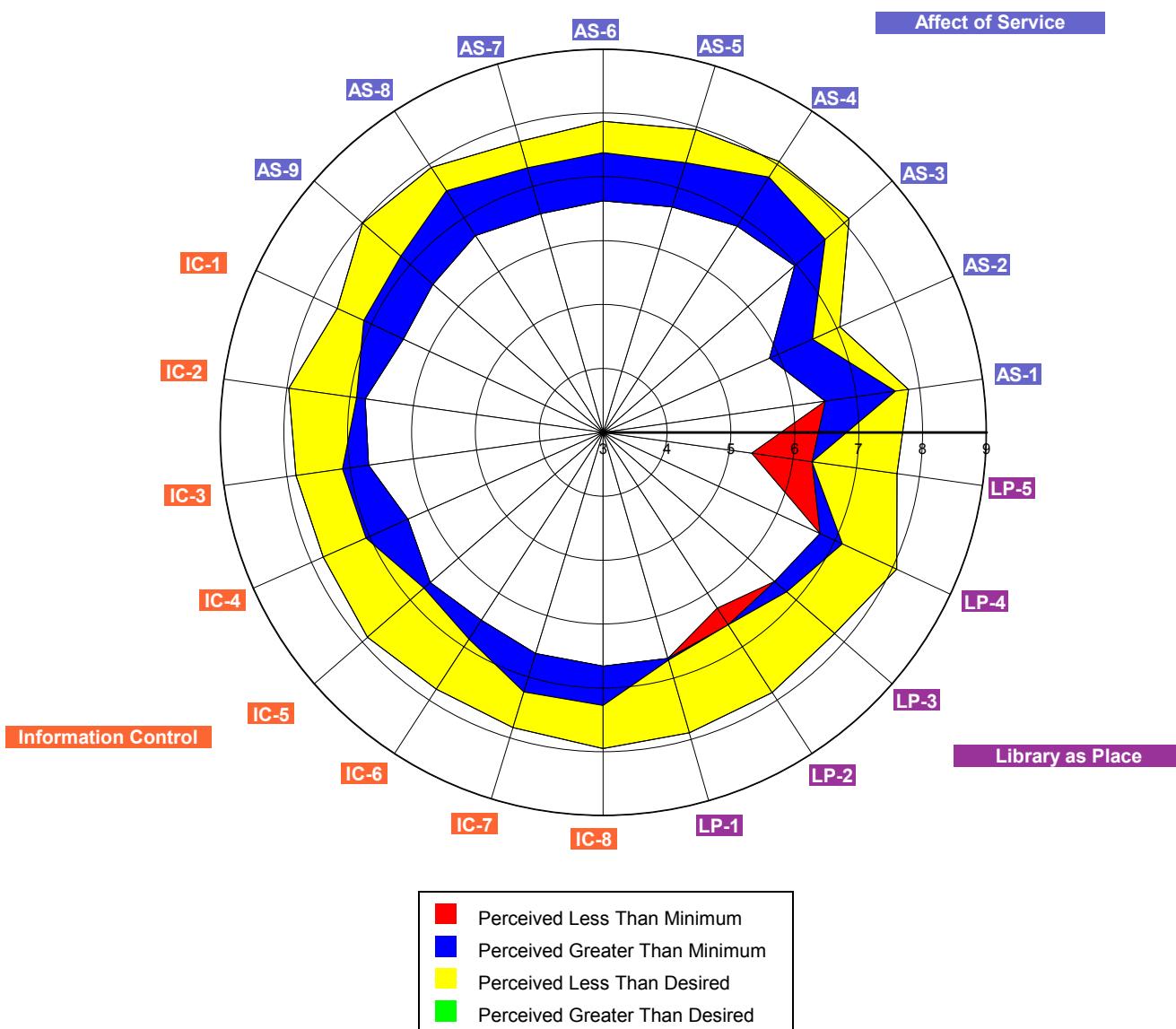
Sexe:	Respondents n	Respondents %
Féminin	121	66.12
Masculin	62	33.88
Total:	183	100.00

7.2 Core Questions Summary for Personnel de la bibliothèque

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.)



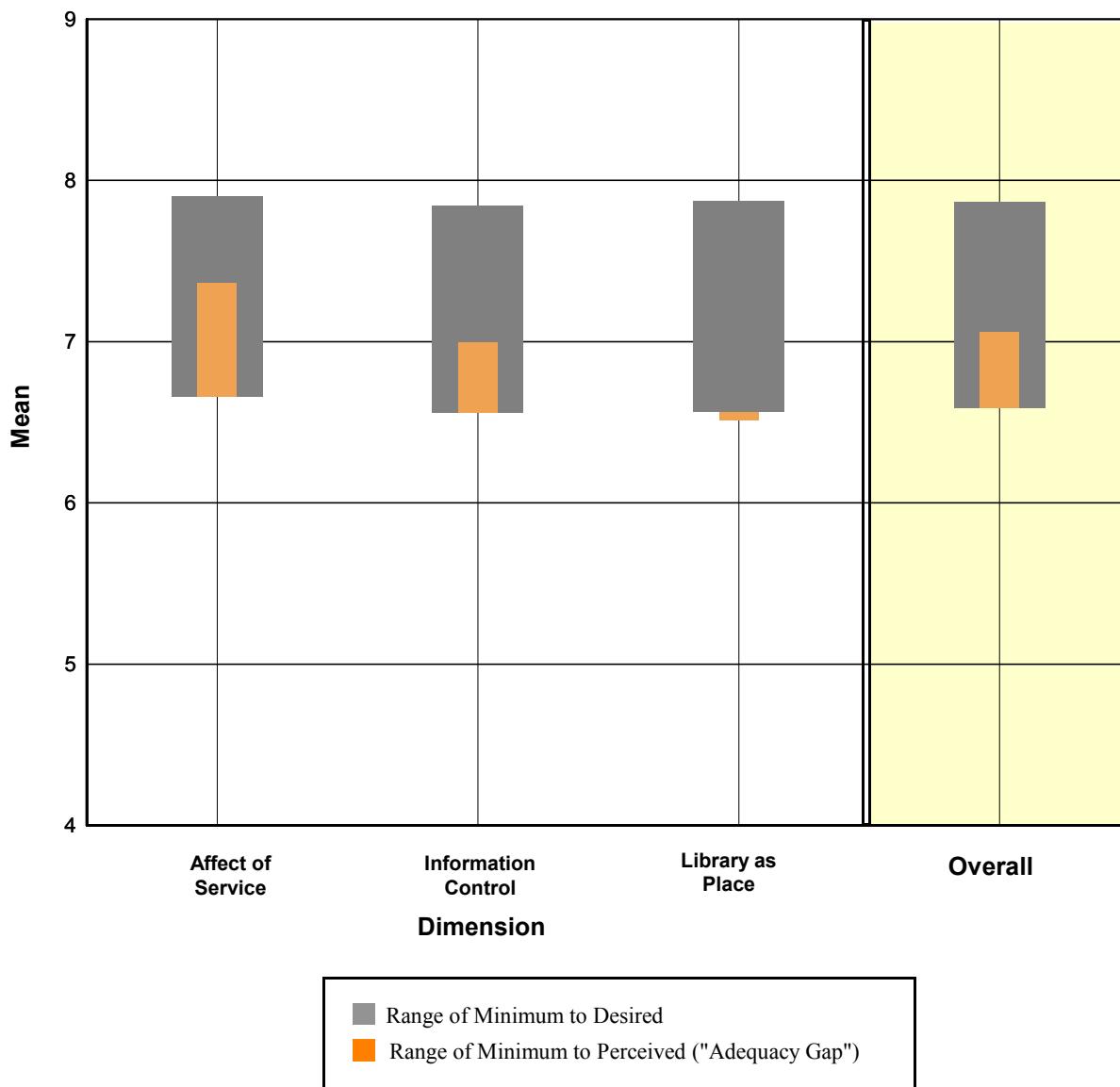
ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Le personnel m'inspire confiance	6.51	7.82	7.62	1.11	-0.20	125
AS-2	La bibliothèque rend un service personnalisé à chaque usager	5.85	7.06	6.59	0.74	-0.47	122
AS-3	Le personnel est toujours courtois	6.98	8.10	7.60	0.63	-0.50	129
AS-4	Le personnel est disponible pour répondre aux questions des usagers	6.85	8.06	7.76	0.91	-0.29	127
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	6.69	7.96	7.41	0.72	-0.54	116
AS-6	Le personnel est attentif aux besoins des usagers	6.62	7.87	7.38	0.76	-0.49	180
AS-7	Un personnel qui comprend les besoins des usagers	6.56	7.74	7.31	0.75	-0.43	118
AS-8	Le personnel fait preuve d'une volonté manifeste d'aider les usagers	6.67	7.94	7.51	0.84	-0.43	122
AS-9	La bibliothèque apporte une réponse fiable aux problèmes rencontrés par les usagers dans l'utilisation de ses services	6.53	7.99	7.20	0.67	-0.79	130
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	6.45	7.59	7.14	0.69	-0.45	115
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	6.77	7.97	6.90	0.13	-1.07	128
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	6.71	7.85	7.12	0.41	-0.73	124
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	6.35	7.80	7.07	0.72	-0.73	164
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	6.59	7.89	6.72	0.13	-1.17	135
IC-6	Les outils de repérage me permettent de trouver facilement par moi-même ce que je cherche	6.50	7.79	6.86	0.36	-0.93	121
IC-7	La documentation est facilement accessible pour une utilisation autonome	6.62	7.83	7.25	0.63	-0.58	124
IC-8	Les revues électroniques ou papier correspondent à mes besoins	6.66	7.95	7.28	0.62	-0.67	123
Library as Place							
LP-1	Les locaux de la bibliothèque incitent à l'étude	6.68	7.89	6.71	0.03	-1.18	179
LP-2	La bibliothèque m'offre un espace individuel tranquille	6.59	7.86	6.28	-0.31	-1.57	127
LP-3	Les locaux sont accueillants et confortables	6.56	7.80	6.81	0.25	-0.99	125
LP-4	La bibliothèque offre un espace pour étudier, faire des recherches et travailler	6.75	8.07	7.13	0.39	-0.94	126
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	6.30	7.64	5.35	-0.95	-2.29	126
Overall:		6.59	7.86	7.06	0.47	-0.81	183

Language: English (France), French (France)
Institution Type: College or University
Consortium: LibQUAL France
User Group: Personnel de la bibliothèque

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Le personnel m'inspire confiance	1.44	1.14	1.19	1.56	1.24	125
AS-2	La bibliothèque rend un service personnalisé à chaque usager	1.51	1.27	1.49	1.55	1.46	122
AS-3	Le personnel est toujours courtois	1.30	0.97	1.18	1.59	1.43	129
AS-4	Le personnel est disponible pour répondre aux questions des usagers	1.36	0.98	1.00	1.53	1.16	127
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	1.31	1.10	1.06	1.39	1.25	116
AS-6	Le personnel est attentif aux besoins des usagers	1.35	1.10	1.22	1.53	1.49	180
AS-7	Un personnel qui comprend les besoins des usagers	1.35	1.15	1.30	1.59	1.39	118
AS-8	Le personnel fait preuve d'une volonté manifeste d'aider les usagers	1.39	1.02	1.22	1.47	1.32	122
AS-9	La bibliothèque apporte une réponse fiable aux problèmes rencontrés par les usagers dans l'utilisation de ses services	1.39	1.01	1.17	1.54	1.36	130
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	1.45	1.21	1.61	1.87	1.85	115
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	1.23	1.13	1.58	1.78	1.58	128
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	1.17	1.03	1.05	1.40	1.33	124
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	1.33	1.02	1.33	1.61	1.43	164
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	1.25	0.97	1.54	1.79	1.73	135
IC-6	Les outils de repérage me permettent de trouver facilement par moi-même ce que je cherche	1.29	1.07	1.52	1.69	1.56	121
IC-7	La documentation est facilement accessible pour une utilisation autonome	1.24	0.98	1.29	1.41	1.39	124
IC-8	Les revues électroniques ou papier correspondent à mes besoins	1.32	0.96	1.11	1.47	1.11	123
Library as Place							
LP-1	Les locaux de la bibliothèque incitent à l'étude	1.28	1.16	1.84	2.00	1.94	179
LP-2	La bibliothèque m'offre un espace individuel tranquille	1.40	1.07	1.91	2.18	2.18	127
LP-3	Les locaux sont accueillants et confortables	1.27	1.08	1.92	2.01	2.07	125
LP-4	La bibliothèque offre un espace pour étudier, faire des recherches et travailler	1.33	0.98	1.55	1.92	1.66	126
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	1.48	1.23	2.67	2.72	2.75	126
Overall:		1.07	0.82	0.89	1.21	1.07	183

7.3 Core Question Dimensions Summary for Personnel de la bibliothèque

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.



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	6.66	7.90	7.37	0.70	-0.54	183
Information Control	6.56	7.84	7.00	0.44	-0.85	183
Library as Place	6.56	7.87	6.51	-0.05	-1.36	183
Overall	6.59	7.86	7.06	0.47	-0.81	183

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	1.18	0.90	0.99	1.30	1.15	183
Information Control	1.09	0.87	1.02	1.25	1.14	183
Library as Place	1.14	0.89	1.58	1.78	1.75	183
Overall	1.07	0.82	0.89	1.21	1.07	183

7.4 Local Question Summary for Personnel de la bibliothèque

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
Utilisation facile des ressources électroniques	6.21	7.61	6.67	0.45	-0.94	33
J'ai reçu de l'aide où et quand j'en ai eu besoin	6.46	7.88	7.42	0.96	-0.46	24
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	6.22	7.83	6.64	0.42	-1.19	36
L'organisation de visites/présentation de la bibliothèque	6.00	7.13	7.39	1.39	0.26	31
Le personnel de la bibliothèque m'a montré comment trouver l'information	7.43	8.14	8.00	0.57	-0.14	7
La bibliothèque m'informe des services à ma disposition	6.44	7.90	7.00	0.56	-0.90	39
L'accès aux services de photocopies et de reproduction	6.60	7.80	6.60	0.00	-1.20	5
Les bibliothécaires m'expliquent comment utiliser efficacement les ressources en ligne (bases de données, revues, livres électroniques)	6.47	8.03	7.27	0.80	-0.77	30
La bibliothèque m'informe sur ses ressources et services	6.13	7.74	6.94	0.81	-0.81	31
L'efficacité du prêt entre bibliothèques/de la fourniture des documents	6.23	7.50	7.48	1.25	-0.02	48
Des heures de service commodes	7.00	7.80	7.40	0.40	-0.40	5
Une navigation simple dans les pages web du site de la bibliothèque	6.64	7.83	6.88	0.24	-0.95	83
Un catalogue qui signale de façon fiable la disponibilité des documents et mes emprunts en cours	7.23	8.27	6.82	-0.41	-1.45	22
Un accès pratique aux collections	6.11	7.89	6.78	0.67	-1.11	9
Des horaires d'ouverture qui me conviennent	6.59	7.67	7.55	0.95	-0.13	88
Je peux trouver l'information moi-même 24 heures sur 24	6.20	7.27	7.07	0.87	-0.20	30
Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin immédiatement et m'ont montré des techniques de recherche	6.86	8.11	7.97	1.11	-0.14	37
Mes propositions d'achat de documents sont prises en compte	6.33	6.33	6.67	0.33	0.33	3
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	6.77	8.17	7.67	0.90	-0.50	30

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
Utilisation facile des ressources électroniques	1.24	0.93	1.43	2.02	1.58	33
J'ai reçu de l'aide où et quand j'en ai eu besoin	1.10	0.99	1.14	1.00	1.02	24
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	1.53	1.13	1.69	1.52	1.62	36
L'organisation de visites/présentation de la bibliothèque	2.03	1.50	1.23	2.06	1.26	31
Le personnel de la bibliothèque m'a montré comment trouver l'information	0.79	0.69	1.00	1.40	1.46	7
La bibliothèque m'informe des services à ma disposition	1.35	1.07	1.50	1.67	1.77	39
L'accès aux services de photocopies et de reproduction	1.34	0.45	1.14	1.22	0.84	5
Les bibliothécaires m'expliquent comment utiliser efficacement les ressources en ligne (bases de données, revues, livres électroniques)	1.38	0.96	1.20	1.63	1.45	30
La bibliothèque m'informe sur ses ressources et services	1.36	1.00	1.34	1.17	1.30	31
L'efficacité du prêt entre bibliothèques/de la fourniture des documents	1.52	1.30	1.15	1.39	1.36	48
Des heures de service commodes	0.71	0.45	0.89	0.55	0.89	5
Une navigation simple dans les pages web du site de la bibliothèque	1.26	1.18	1.61	1.78	1.50	83
Un catalogue qui signale de façon fiable la disponibilité des documents et mes emprunts en cours	1.34	0.83	1.53	1.47	1.47	22
Un accès pratique aux collections	1.36	0.93	1.39	1.73	1.45	9
Des horaires d'ouverture qui me conviennent	1.52	1.13	1.21	1.74	1.33	88
Je peux trouver l'information moi-même 24 heures sur 24	1.56	1.70	1.51	1.70	1.45	30
Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin immédiatement et m'ont montré des techniques de recherche	1.38	0.97	0.90	1.35	1.27	37
Mes propositions d'achat de documents sont prises en compte	2.52	1.53	1.53	3.79	0.58	3
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	1.10	1.05	1.27	1.49	1.28	30

7.5 General Satisfaction Questions Summary for Personnel de la bibliothèque

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
En général, je suis satisfait(e) de la façon dont je suis traité(e) à la bibliothèque.	7.61	1.09	146
En général, je suis satisfait(e) de l'aide que m'offre la bibliothèque pour mes études, mes recherches et mon enseignement.	7.37	1.05	147
Comment évaluez-vous globalement la qualité des services offerts par la bibliothèque?	7.21	0.98	183

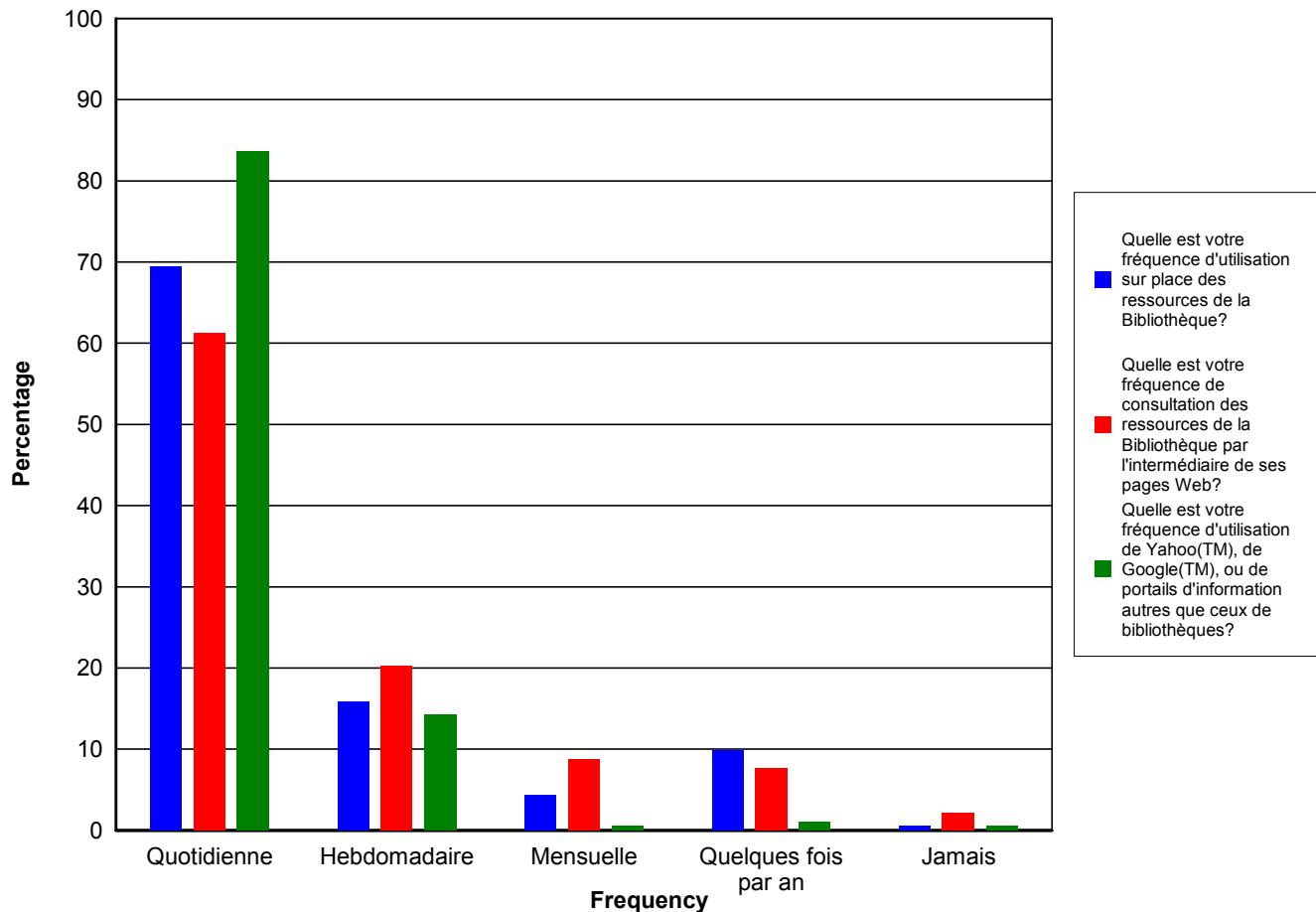
7.6 Information Literacy Outcomes Questions Summary for Personnel de la bibliothèque

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
La bibliothèque m'aide à maintenir mes connaissances à leur meilleur niveau.	7.24	1.06	133
La bibliothèque contribue à me faire progresser dans ma discipline ou travail.	7.35	1.13	134
La bibliothèque me rend plus efficace dans mon travail universitaire.	7.24	1.24	139
La Bibliothèque m'aide à faire la distinction entre une information fiable et une autre qui ne l'est pas.	6.80	1.44	143
La bibliothèque m'aide à développer mes capacités à rechercher l'information dont j'ai besoin pour mes études ou mes travaux.	7.26	1.24	147

7.7 Library Use Summary for Personnel de la bibliothèque

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.



	Quotidienne	Hebdomadaire	Mensuelle	Quelques fois par an	Jamais	n%
Quelle est votre fréquence d'utilisation sur place des ressources de la Bibliothèque?	127 69.40%	29 15.85%	8 4.37%	18 9.84%	1 0.55%	183 100.00%
Quelle est votre fréquence de consultation des ressources de la Bibliothèque par l'intermédiaire de ses pages Web?	112 61.20%	37 20.22%	16 8.74%	14 7.65%	4 2.19%	183 100.00%
Quelle est votre fréquence d'utilisation de Yahoo(TM), de Google(TM), ou de portails d'information autres que ceux de bibliothèques?	153 83.61%	26 14.21%	1 0.55%	2 1.09%	1 0.55%	183 100.00%

Language: English (France), French (France)
Institution Type: College or University
Consortium: LibQUAL France
User Group: Personnel de la bibliothèque

8 Summary for Personnel et autres professionnels

8.1 Demographic Summary for Personnel et autres professionnels

8.1.1 Respondent Profile by Âge:

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.

Âge:	Respondents n	Respondents %
Moins de 18 ans	0	0.00
18 - 22 ans	6	2.36
23 - 30 ans	51	20.08
31 - 45 ans	119	46.85
46 - 65 ans	71	27.95
Plus de 65 ans	7	2.76
Total:	254	100.00

8.1.2 Respondent Profile by Sexe:

The table below shows a breakdown of survey respondents by sex, based on user responses to the demographic questions and the demographic data provided by institutions in the online Representativeness section*. The number and percentage for each sex are given for the general population and for survey respondents.

*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.

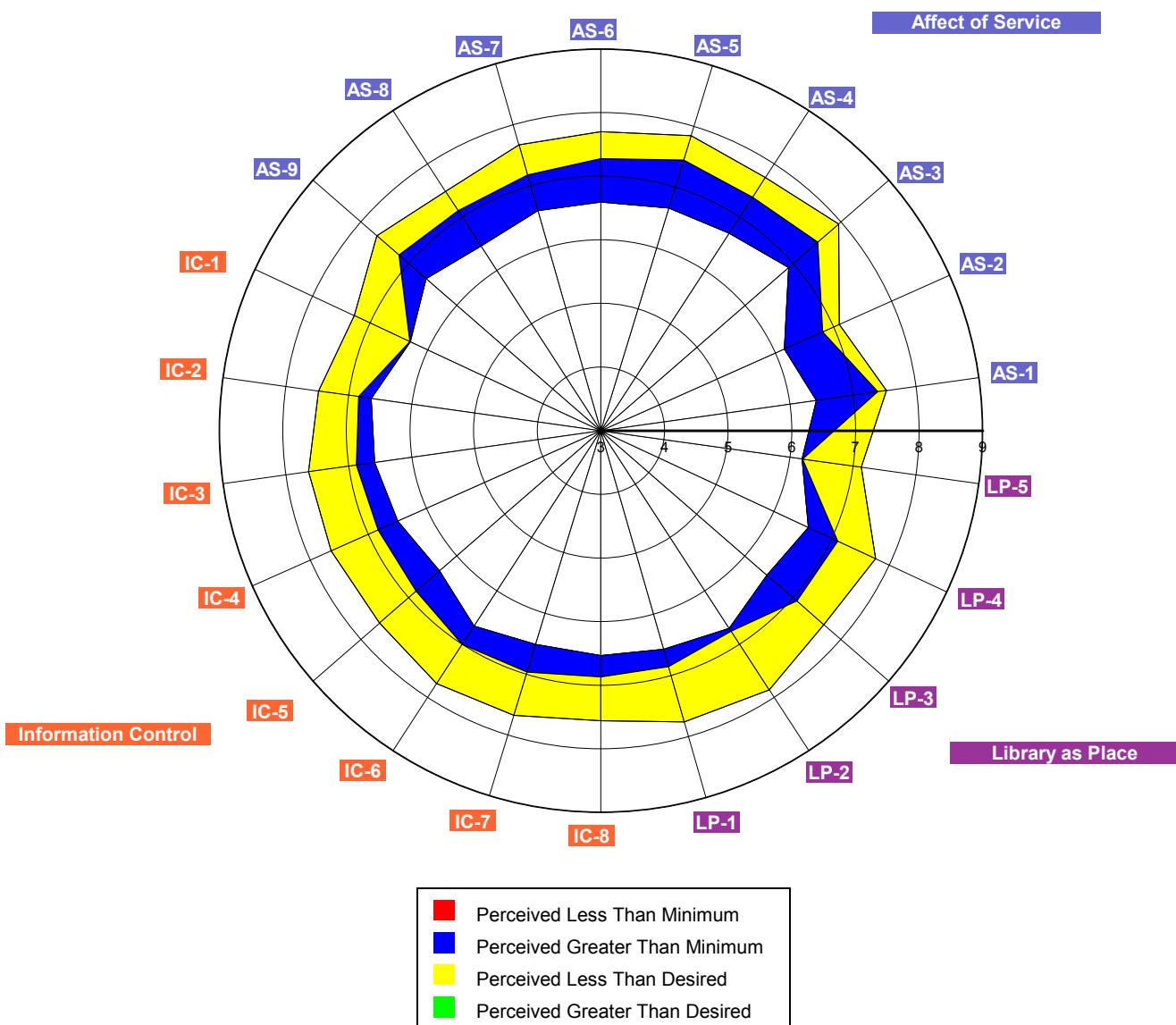
Sexe:	Respondents n	Respondents %
Féminin	135	53.15
Masculin	119	46.85
Total:	254	100.00

8.2 Core Questions Summary for Personnel et autres professionnels

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.)



ID	Question Text	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean	n
Affect of Service							
AS-1	Le personnel m'inspire confiance	6.42	7.53	7.39	0.97	-0.14	145
AS-2	La bibliothèque rend un service personnalisé à chaque usager	6.16	7.10	6.82	0.66	-0.28	141
AS-3	Le personnel est toujours courtois	6.91	7.95	7.51	0.61	-0.44	142
AS-4	Le personnel est disponible pour répondre aux questions des usagers	6.70	7.74	7.38	0.67	-0.37	144
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	6.66	7.85	7.45	0.79	-0.40	137
AS-6	Le personnel est attentif aux besoins des usagers	6.59	7.70	7.27	0.68	-0.42	248
AS-7	Un personnel qui comprend les besoins des usagers	6.60	7.67	7.18	0.58	-0.49	134
AS-8	Le personnel fait preuve d'une volonté manifeste d'aider les usagers	6.46	7.48	7.12	0.66	-0.36	133
AS-9	La bibliothèque apporte une réponse fiable aux problèmes rencontrés par les usagers dans l'utilisation de ses services	6.64	7.67	7.21	0.57	-0.46	111
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	6.31	7.28	6.31	-0.01	-0.97	108
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	6.64	7.48	6.84	0.20	-0.64	129
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	6.59	7.64	6.88	0.29	-0.76	127
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	6.50	7.64	6.83	0.34	-0.81	218
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	6.36	7.61	6.85	0.49	-0.76	138
IC-6	Les outils de repérage me permettent de trouver facilement par moi-même ce que je cherche	6.66	7.74	7.01	0.35	-0.73	142
IC-7	La documentation est facilement accessible pour une utilisation autonome	6.51	7.68	6.97	0.46	-0.71	131
IC-8	Les revues électroniques ou papier correspondent à mes besoins	6.54	7.56	6.87	0.34	-0.69	125
Library as Place							
LP-1	Les locaux de la bibliothèque incitent à l'étude	6.57	7.76	6.86	0.28	-0.90	247
LP-2	La bibliothèque m'offre un espace individuel tranquille	6.70	7.86	6.76	0.06	-1.10	142
LP-3	Les locaux sont accueillants et confortables	6.46	7.64	7.08	0.62	-0.56	135
LP-4	La bibliothèque offre un espace pour étudier, faire des recherches et travailler	6.60	7.76	7.11	0.51	-0.66	131
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	6.19	7.13	6.20	0.01	-0.93	115
Overall:		6.56	7.64	6.90	0.34	-0.74	254

Language: English (France), French (France)

Institution Type: College or University

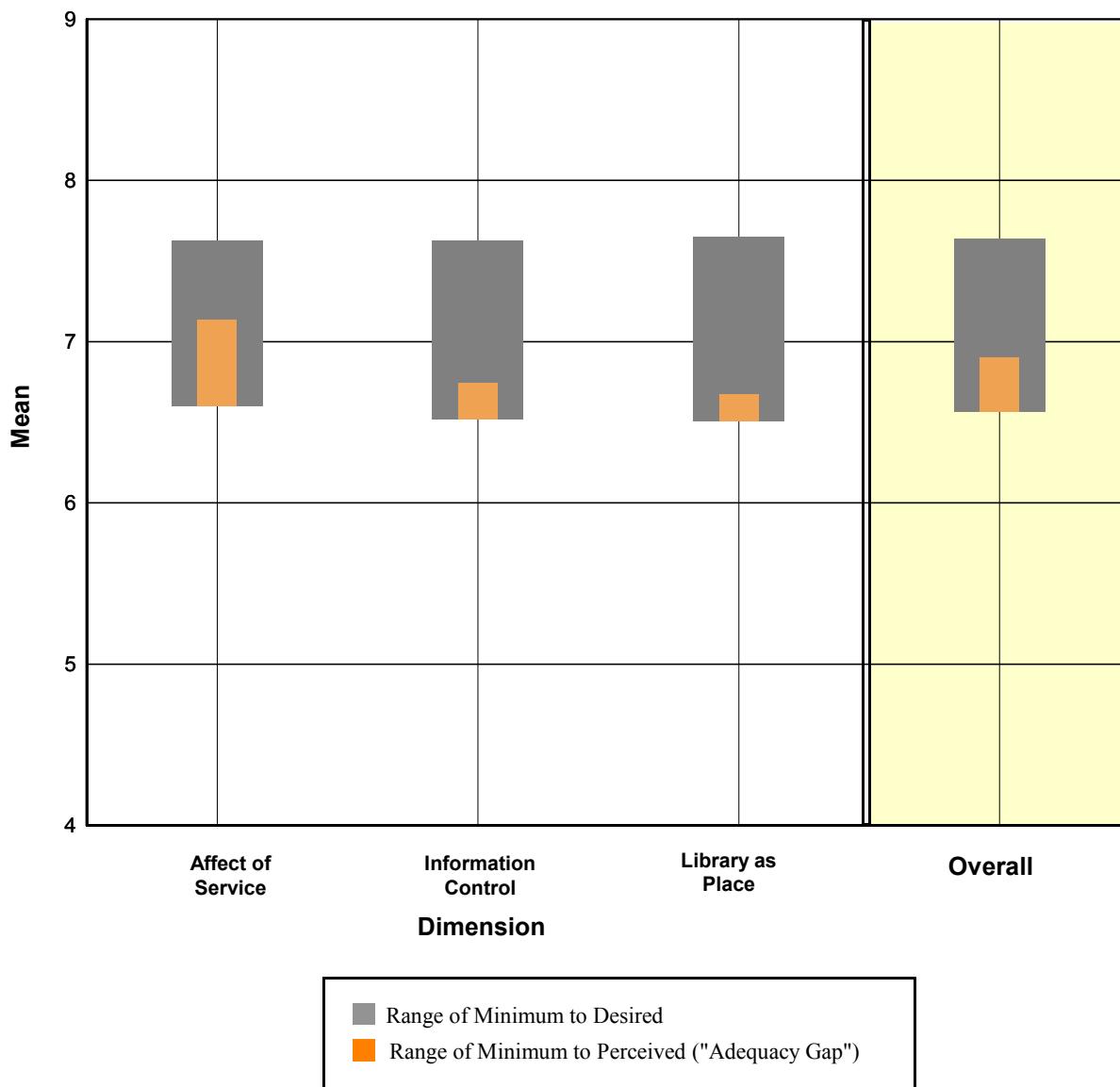
Consortium: LibQUAL France

User Group: Personnel et autres professionnels

ID	Question Text	Minimum SD	Desired SD	Perceived SD	Adequacy SD	Superiority SD	n
Affect of Service							
AS-1	Le personnel m'inspire confiance	1.59	1.31	1.30	1.68	1.39	145
AS-2	La bibliothèque rend un service personnalisé à chaque usager	1.59	1.29	1.67	2.00	1.70	141
AS-3	Le personnel est toujours courtois	1.49	1.04	1.49	2.08	1.78	142
AS-4	Le personnel est disponible pour répondre aux questions des usagers	1.47	1.15	1.52	1.68	1.45	144
AS-5	Le personnel est compétent et capable de répondre aux questions des usagers	1.51	1.06	1.34	1.82	1.58	137
AS-6	Le personnel est attentif aux besoins des usagers	1.55	1.23	1.50	1.77	1.63	248
AS-7	Un personnel qui comprend les besoins des usagers	1.49	1.14	1.54	2.02	1.69	134
AS-8	Le personnel fait preuve d'une volonté manifeste d'aider les usagers	1.51	1.24	1.56	1.91	1.68	133
AS-9	La bibliothèque apporte une réponse fiable aux problèmes rencontrés par les usagers dans l'utilisation de ses services	1.37	1.15	1.46	1.60	1.51	111
Information Control							
IC-1	J'accède à des revues électroniques depuis mon domicile ou mon bureau	1.92	1.58	2.16	2.19	2.41	108
IC-2	Le site web me permet de repérer ce que je cherche de façon autonome	1.51	1.29	1.59	1.86	1.88	129
IC-3	Je trouve à la bibliothèque les documents imprimés dont j'ai besoin pour mes travaux	1.41	1.22	1.62	1.74	1.65	127
IC-4	J'ai accès aux ressources électroniques dont j'ai besoin	1.48	1.21	1.54	1.91	1.76	218
IC-5	Je trouve à la bibliothèque un équipement moderne qui me permet un accès facile aux informations dont j'ai besoin	1.36	1.15	1.73	1.76	1.91	138
IC-6	Les outils de repérage me permettent de trouver facilement par moi-même ce que je cherche	1.33	1.11	1.42	1.62	1.52	142
IC-7	La documentation est facilement accessible pour une utilisation autonome	1.25	1.05	1.50	1.76	1.71	131
IC-8	Les revues électroniques ou papier correspondent à mes besoins	1.46	1.34	1.58	2.06	1.75	125
Library as Place							
LP-1	Les locaux de la bibliothèque incitent à l'étude	1.58	1.18	1.88	1.99	2.13	247
LP-2	La bibliothèque m'offre un espace individuel tranquille	1.51	1.21	2.01	2.27	2.16	142
LP-3	Les locaux sont accueillants et confortables	1.44	1.19	1.69	1.95	1.90	135
LP-4	La bibliothèque offre un espace pour étudier, faire des recherches et travailler	1.36	1.20	1.70	1.86	1.81	131
LP-5	La bibliothèque propose des espaces communs pour l'étude et le travail en groupe	1.65	1.70	2.11	2.32	1.94	115
Overall:		1.29	0.99	1.21	1.55	1.39	254

8.3 Core Question Dimensions Summary for Personnel et autres professionnels

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.



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	6.60	7.63	7.13	0.53	-0.50	254
Information Control	6.52	7.63	6.74	0.23	-0.88	251
Library as Place	6.51	7.65	6.67	0.17	-0.98	252
Overall	6.56	7.64	6.90	0.34	-0.74	254

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	1.40	1.10	1.38	1.70	1.47	254
Information Control	1.34	1.10	1.43	1.68	1.59	251
Library as Place	1.41	1.16	1.71	1.88	1.85	252
Overall	1.29	0.99	1.21	1.55	1.39	254

8.4 Local Question Summary for Personnel et autres professionnels

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
Utilisation facile des ressources électroniques	6.61	7.52	6.70	0.09	-0.83	23
J'ai reçu de l'aide où et quand j'en ai eu besoin	6.63	7.95	7.74	1.11	-0.21	19
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	6.33	7.71	7.08	0.75	-0.63	24
L'organisation de visites/présentation de la bibliothèque	5.88	6.76	7.65	1.76	0.88	17
Le personnel de la bibliothèque m'a montré comment trouver l'information	6.40	7.60	8.40	2.00	0.80	5
La bibliothèque m'informe des services à ma disposition	6.39	7.44	7.07	0.68	-0.37	41
L'accès aux services de photocopies et de reproduction	6.65	7.65	6.45	-0.20	-1.20	20
Les bibliothécaires m'expliquent comment utiliser efficacement les ressources en ligne (bases de données, revues, livres électroniques)	6.05	7.52	7.10	1.05	-0.43	21
La bibliothèque m'informe sur ses ressources et services	6.17	7.48	7.30	1.13	-0.17	23
L'efficacité du prêt entre bibliothèques/de la fourniture des documents	6.28	7.35	7.07	0.79	-0.28	57
Des heures de service commodes	6.27	7.73	7.18	0.91	-0.55	11
Une navigation simple dans les pages web du site de la bibliothèque	6.47	7.62	6.79	0.32	-0.83	66
Un catalogue qui signale de façon fiable la disponibilité des documents et mes emprunts en cours	6.60	7.60	7.17	0.57	-0.43	30
Un accès pratique aux collections	7.25	8.00	6.94	-0.31	-1.06	16
Des horaires d'ouverture qui me conviennent	6.69	7.60	7.42	0.73	-0.18	85
Je peux trouver l'information moi-même 24 heures sur 24	6.00	6.75	6.25	0.25	-0.50	16
Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin immédiatement et m'ont montré des techniques de recherche	6.41	7.57	7.32	0.92	-0.24	37
Mes propositions d'achat de documents sont prises en compte	7.43	8.00	6.29	-1.14	-1.71	7
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	6.84	7.98	6.96	0.13	-1.02	56

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
Utilisation facile des ressources électroniques	1.34	0.99	1.69	1.83	2.01	23
J'ai reçu de l'aide où et quand j'en ai eu besoin	1.16	0.78	0.87	1.37	1.13	19
La bibliothèque me forme à la recherche, l'évaluation, et l'utilisation de l'information	1.63	1.16	1.35	2.07	1.69	24
L'organisation de visites/présentation de la bibliothèque	2.15	1.48	1.06	1.89	1.11	17
Le personnel de la bibliothèque m'a montré comment trouver l'information	2.61	1.95	1.34	1.87	1.79	5
La bibliothèque m'informe des services à ma disposition	1.34	1.12	1.49	1.78	1.62	41
L'accès aux services de photocopies et de reproduction	1.04	1.09	1.47	1.70	1.58	20
Les bibliothécaires m'expliquent comment utiliser efficacement les ressources en ligne (bases de données, revues, livres électroniques)	1.12	1.03	1.34	1.36	1.33	21
La bibliothèque m'informe sur ses ressources et services	1.40	1.12	1.33	1.52	1.34	23
L'efficacité du prêt entre bibliothèques/de la fourniture des documents	1.46	1.23	1.28	1.81	1.59	57
Des heures de service commodes	1.27	1.01	0.98	1.97	1.51	11
Une navigation simple dans les pages web du site de la bibliothèque	1.39	1.19	1.47	1.88	1.79	66
Un catalogue qui signale de façon fiable la disponibilité des documents et mes emprunts en cours	1.89	1.65	1.62	1.57	0.97	30
Un accès pratique aux collections	1.13	0.73	1.48	1.92	1.69	16
Des horaires d'ouverture qui me conviennent	1.29	1.07	1.40	1.78	1.75	85
Je peux trouver l'information moi-même 24 heures sur 24	1.93	1.61	1.61	2.29	2.16	16
Les bibliothécaires m'ont aidé à trouver l'information dont j'avais besoin immédiatement et m'ont montré des techniques de recherche	1.38	1.17	1.67	2.17	1.82	37
Mes propositions d'achat de documents sont prises en compte	1.40	0.82	2.21	1.07	2.50	7
Les services de la bibliothèque sont ouverts à des horaires qui me conviennent	1.56	1.12	1.82	2.37	1.98	56

8.5 General Satisfaction Questions Summary for Personnel et autres professionnels

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
En général, je suis satisfait(e) de la façon dont je suis traité(e) à la bibliothèque.	7.45	1.32	180
En général, je suis satisfait(e) de l'aide que m'offre la bibliothèque pour mes études, mes recherches et mon enseignement.	7.22	1.27	178
Comment évaluez-vous globalement la qualité des services offerts par la bibliothèque?	7.22	1.15	254

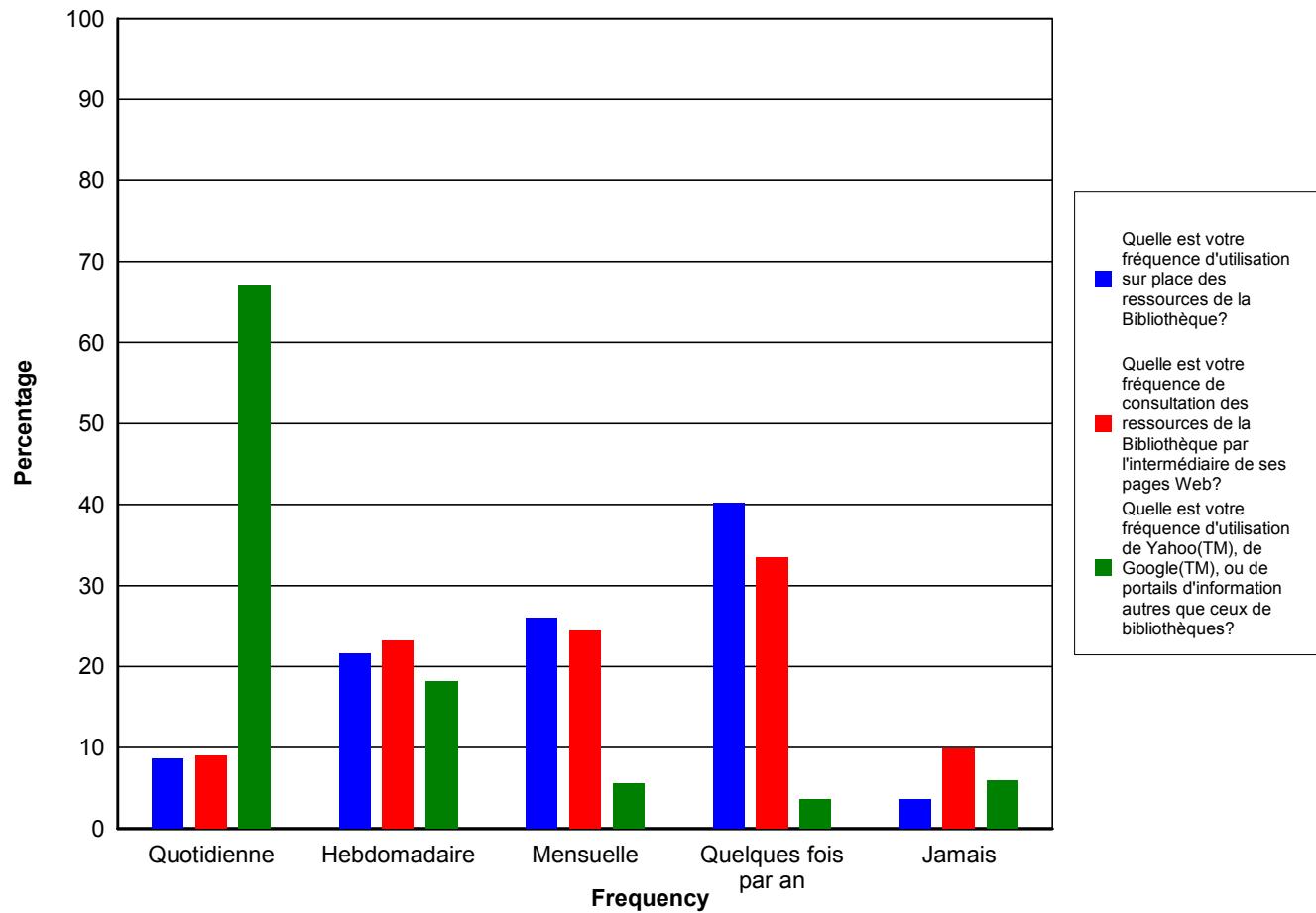
8.6 Information Literacy Outcomes Questions Summary for Personnel et autres professionnels

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
La bibliothèque m'aide à maintenir mes connaissances à leur meilleur niveau.	7.03	1.29	160
La bibliothèque contribue à me faire progresser dans ma discipline ou travail.	7.22	1.32	156
La bibliothèque me rend plus efficace dans mon travail universitaire.	6.94	1.42	152
La Bibliothèque m'aide à faire la distinction entre une information fiable et une autre qui ne l'est pas.	6.34	1.70	175
La bibliothèque m'aide à développer mes capacités à rechercher l'information dont j'ai besoin pour mes études ou mes travaux.	6.82	1.52	175

8.7 Library Use Summary for Personnel et autres professionnels

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.



	Quotidienne	Hebdomadaire	Mensuelle	Quelques fois par an	Jamais	n%
Quelle est votre fréquence d'utilisation sur place des ressources de la Bibliothèque?	22 8.66%	55 21.65%	66 25.98%	102 40.16%	9 3.54%	254 100.00%
Quelle est votre fréquence de consultation des ressources de la Bibliothèque par l'intermédiaire de ses pages Web?	23 9.06%	59 23.23%	62 24.41%	85 33.46%	25 9.84%	254 100.00%
Quelle est votre fréquence d'utilisation de Yahoo(TM), de Google(TM), ou de portails d'information autres que ceux de bibliothèques?	170 66.93%	46 18.11%	14 5.51%	9 3.54%	15 5.91%	254 100.00%

Language: English (France), French (France)

Institution Type: College or University

Consortium: LibQUAL France

User Group: Personnel et autres professionnels

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/>>). 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 - 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 2010 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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