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LibQUAL+ Survey UNE Benchmarking Data

UNE Library Services
Association of Research Libraries

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II. THERMOMETER CHARTS
How to Read Thermometer Charts:
The LibQual Survey asks participants to assess the quality of library service delivery using three criteria:
1> Perceived service level – what the user sees;
2> Desired service level – what the user wants; and
3> Minimum acceptable service level – the lowest acceptable level of service.
Thermometer charts allow analysis of these three criteria in relation to each other:
1> Green boxes on the charts = perceived service level;
2> Top of the blue bar = desired service level; and
3> Bottom of the blue bar = minimum acceptable service level.

Looking at these three data points together facilitates a clearer understanding of how our users feel about our services than looking at each of them in isolation. For example, a perceived score of 6.3 on a 9 point scale might be interpreted as average. However, if the minimum acceptable service level is a 3.1 and the desired service level is a 7, then we are doing very well. Our performance is close to what the user desires. On the other hand, if the minimum acceptable service level is a 3.1 and the desired level is 8.2, the assessment that users view our performance as average would be accurate.
III. SUMMARY RADAR CHARTS
How to read Radar 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. Each axis represents a different survey question, and the questions are grouped within the three dimensions:
• Affect of Service (AS),
• Library as Place (LP), and
• Information Control (IC).
The minimum, desired, and perceived levels of service quality are plotted on each axis of the radar charts. The distance between minimum expectations and perceptions of service quality is shaded in blue; the distance between their desired and perceived levels of service quality is shown in yellow; and where minimum expectations fall below their perceptions of service delivery it is represented in red.
IV. LIBRARY USE CHARTS
The Library Use Chart is derived from the libraries’ LibQual Survey and reflects what respondents said about how frequently they use the library facilities, remote access, and web search engines. The percentage of users is laid out on the “x” axis, the frequency of use is laid out on the “y” axis.
V. CUMULATIVE FREQUENCY DISTRIBUTION CHART

Numerical variables can be represented in a variety of ways, including cumulative percentage tables. Cumulative frequency is used to determine the number of observations that lie above (or below) a particular value. The cumulative frequency is found from a stem and leaf table or a frequency distribution table by adding each frequency to the sum of its predecessor. The last value will always equal the total for all observations, as all frequencies will have been added.

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