

LibQual+ Morris Library 2010

Survey Questions by Dimension:

When it comes to:

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

My minimum level of service is: 1 (low) – 9 (high).

My desired service level is: 1 (low) – 9 (high).

My perceived level of service performance is: 1 (low) – 9 (high).

These documents are available on the G: drive in the Strategic Planning Folder. Click on the LibQual Survey folder and then the document name:

- Complete report: LibQual Results Report
- Comments: LibQual Comments
- PowerPoint for this presentation: LibQual+ Presentation Jan 5
- This handout: LibQual+ Handout Jan 5

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