

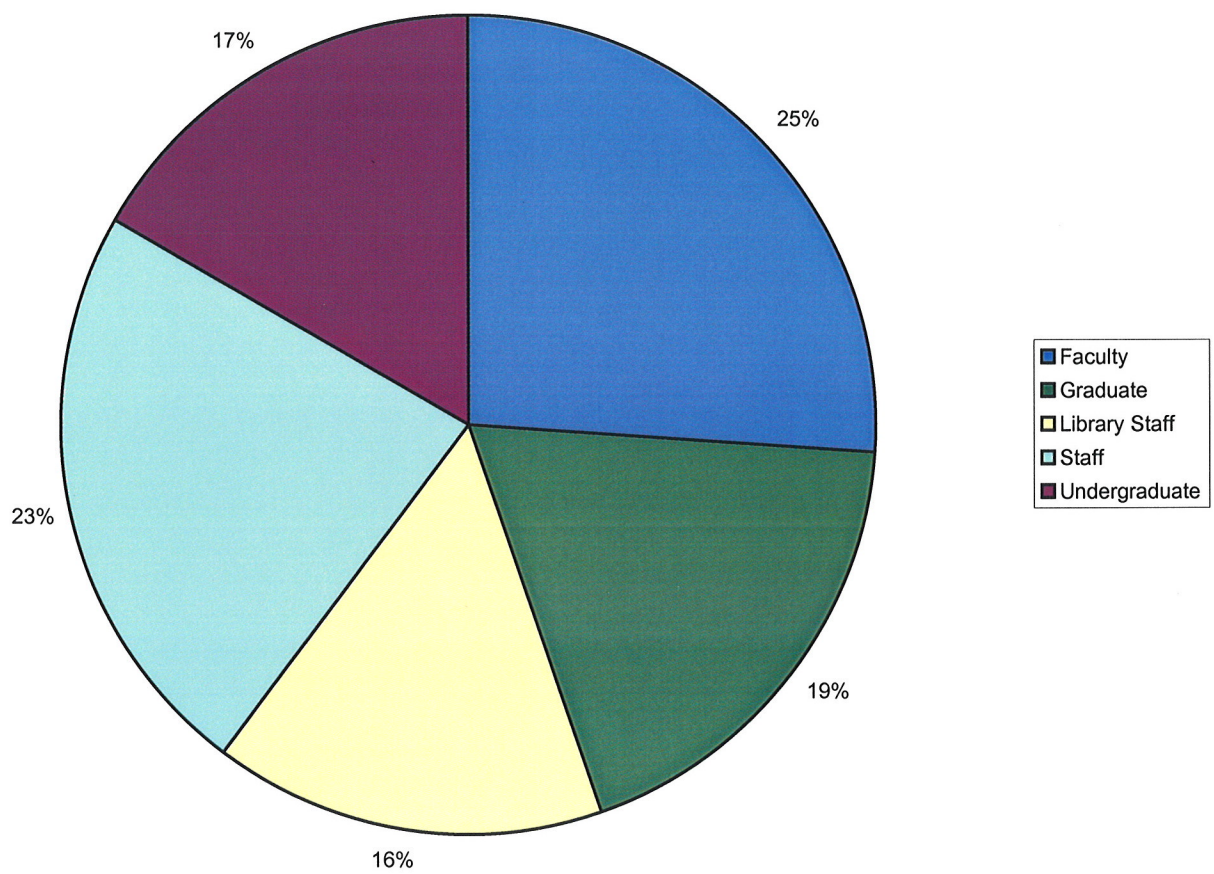
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Respondents by University

American University	548
Arizona State University	252
Baylor University	475
Brigham Young University	789
Clemson University	266
Cornell University	634
Emory University	341
Galter Health Sciences	476
Indiana University	228
Iowa State University	717
McGill University	663
Miami University	1000
Michigan State University	320
Ohio University	590
Oklahoma State University	208
Oregon State University	329
Southern Illinois University	287
Texas A&M University	833
Texas Tech University	442
The University of Arizona	302
The University of Arkansas	471
The University of Colorado	230
The University of Guelph	794
The University of Houston	304
The University of Illinois at Champaign-Urbana	669
The University of Iowa	426
The University of Kentucky	801
The University of Maryland	236
The University of Minnesota	443
The University of Mississippi	193
The University of Missouri-Columbia	426
The University of Nebraska-Lincoln	295
The University of New Mexico	198
The University of Oregon	751
The University of Pittsburgh	399
The University of Texas	697
The University of Utah	397
The University of Washington	274
The University of Waterloo	967
Virginia Tech University	877
Washburn University	216
Washington State University	382
Wayne State University	270

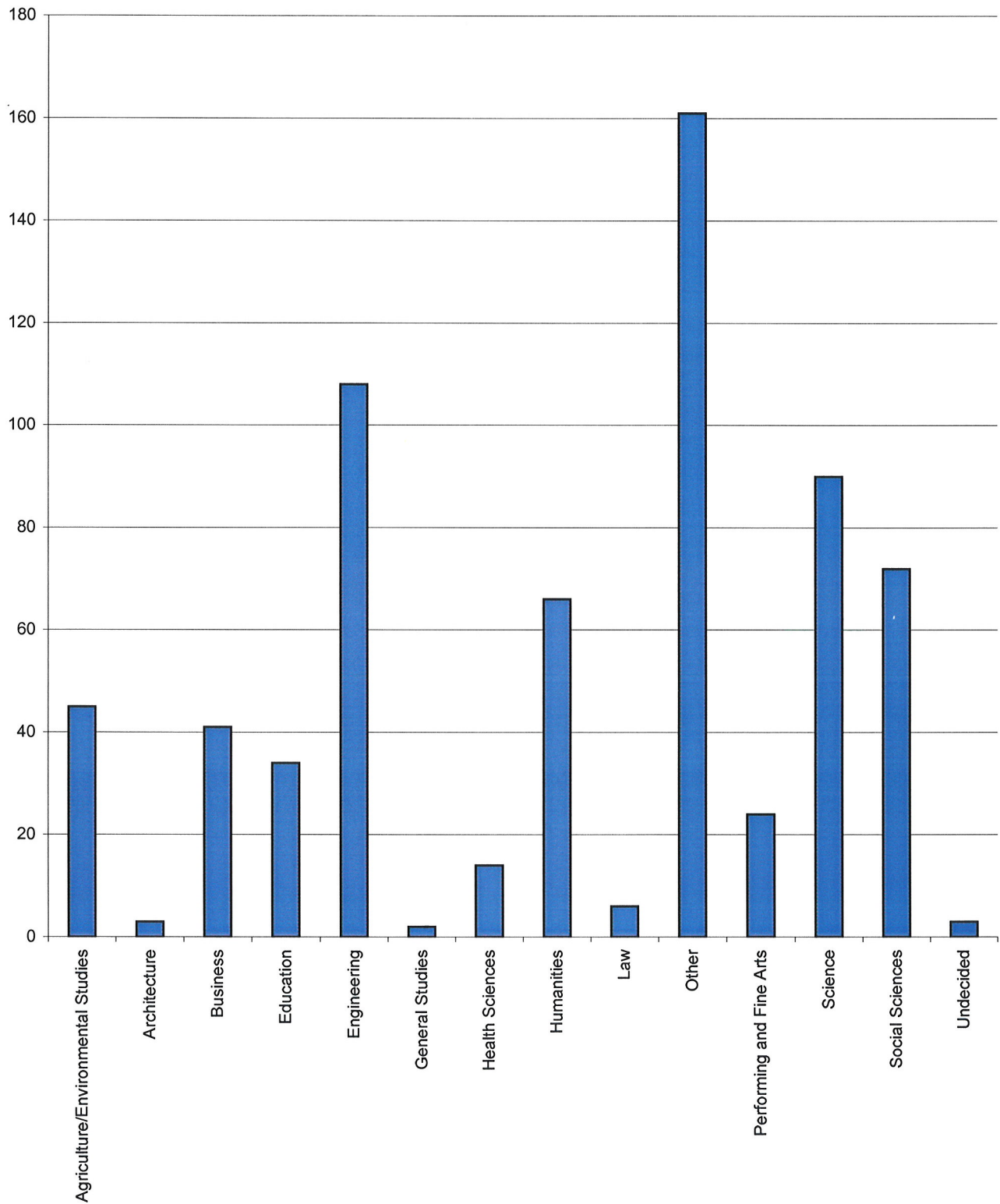
Respondents by User Group (Rank)
The University of Illinois at Champaign-Urbana



Respondents by User Group (Rank)
The University of Illinois at Champaign-Urbana

Faculty	174
Graduate	126
Library Staff	104
Staff	153
Undergraduate	112

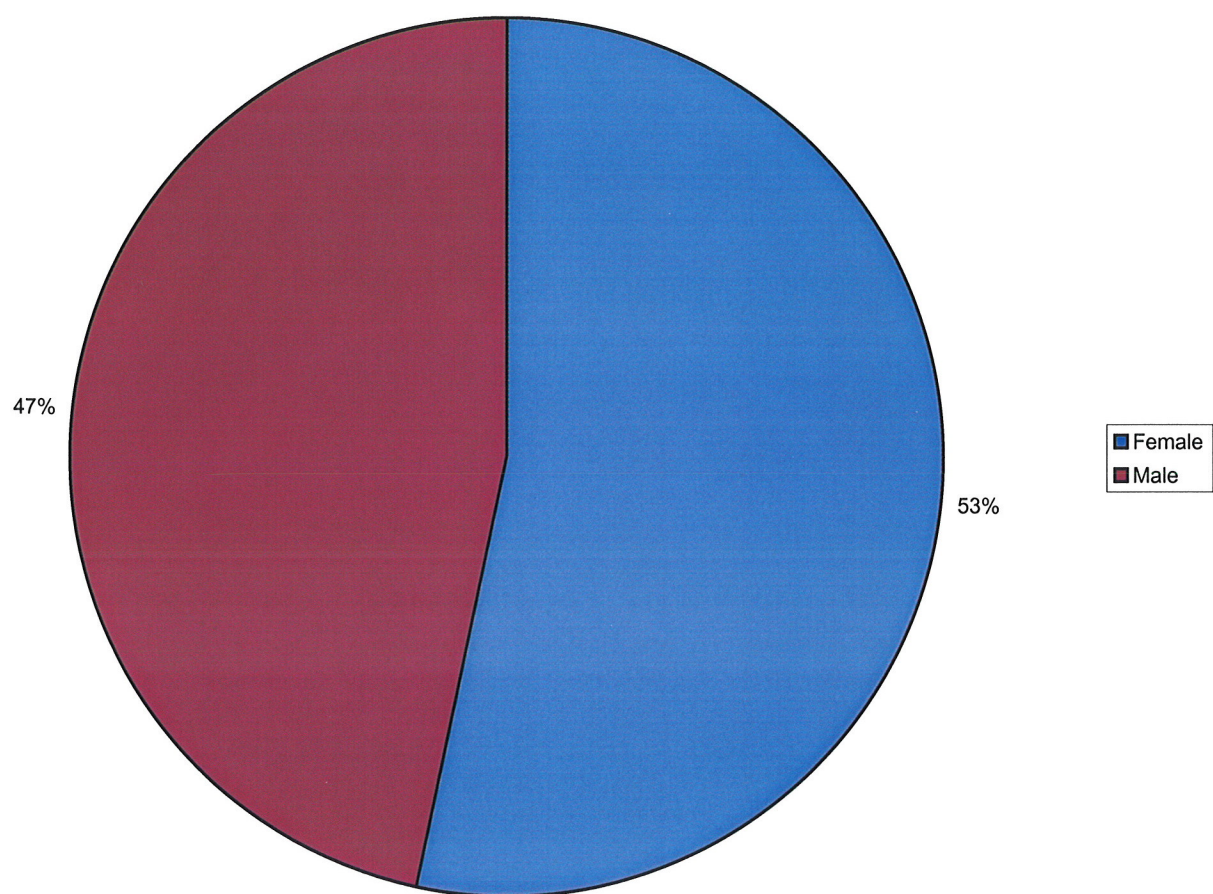
Respondents by Discipline
The University of Illinois at Champaign-Urbana



Respondents by Discipline
The University of Illinois at Champaign-Urbana

Agriculture/Environmental Studies	45	7
Architecture	3	0
Business	41	6
Education	34	5
Engineering	108	16
General Studies	2	0
Health Sciences	14	2
Humanities	66	10
Law	6	1
Other	161	24
Performing and Fine Arts	24	4
Science	90	13
Social Sciences	72	11
Undecided	3	0

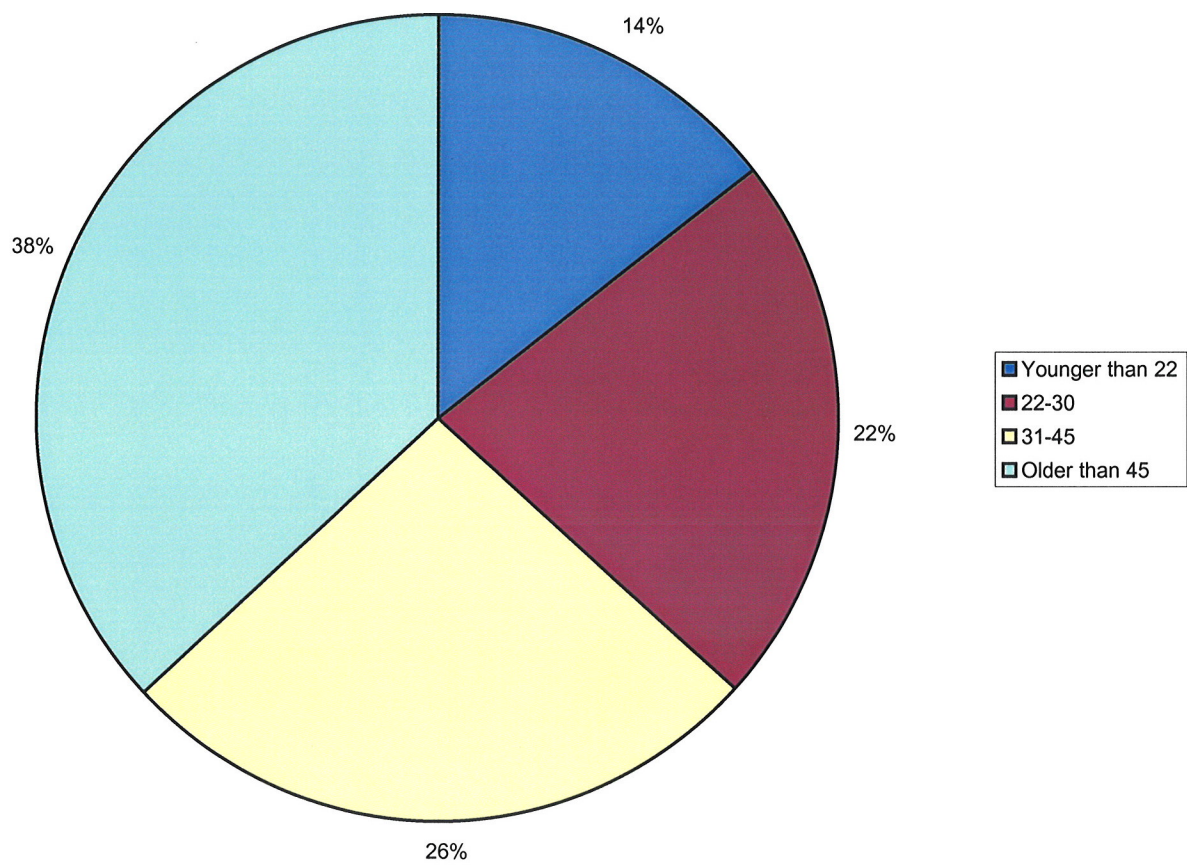
Respondents by Sex
The University of Illinois at Champaign-Urbana



Respondents by Sex
The University of Illinois at Champaign-Urbana

Female	357
Male	312

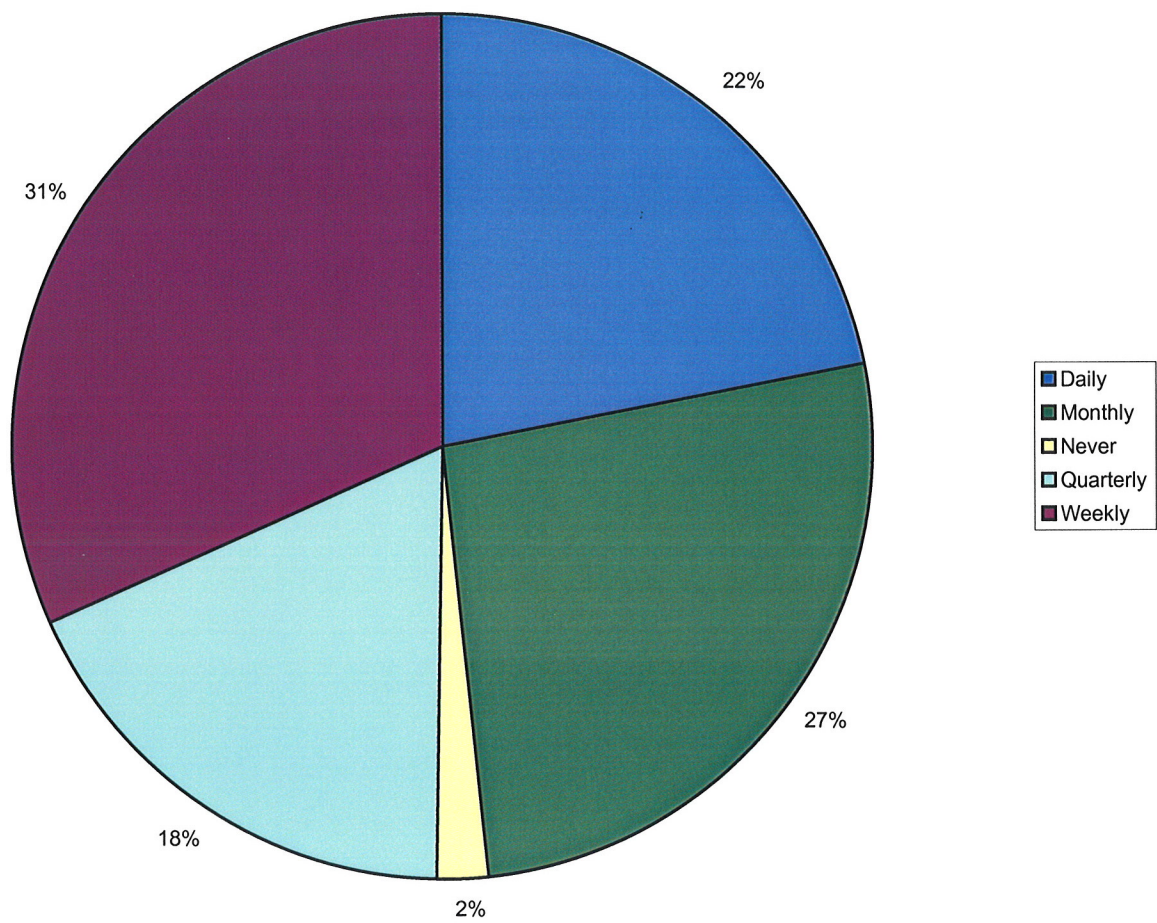
Respondents by Age
The University of Illinois at Champaign-Urbana



Respondents by Age
The University of Illinois at Champaign-Urbana

Younger than 22	96
22-30	150
31-45	176
Older than 45	247

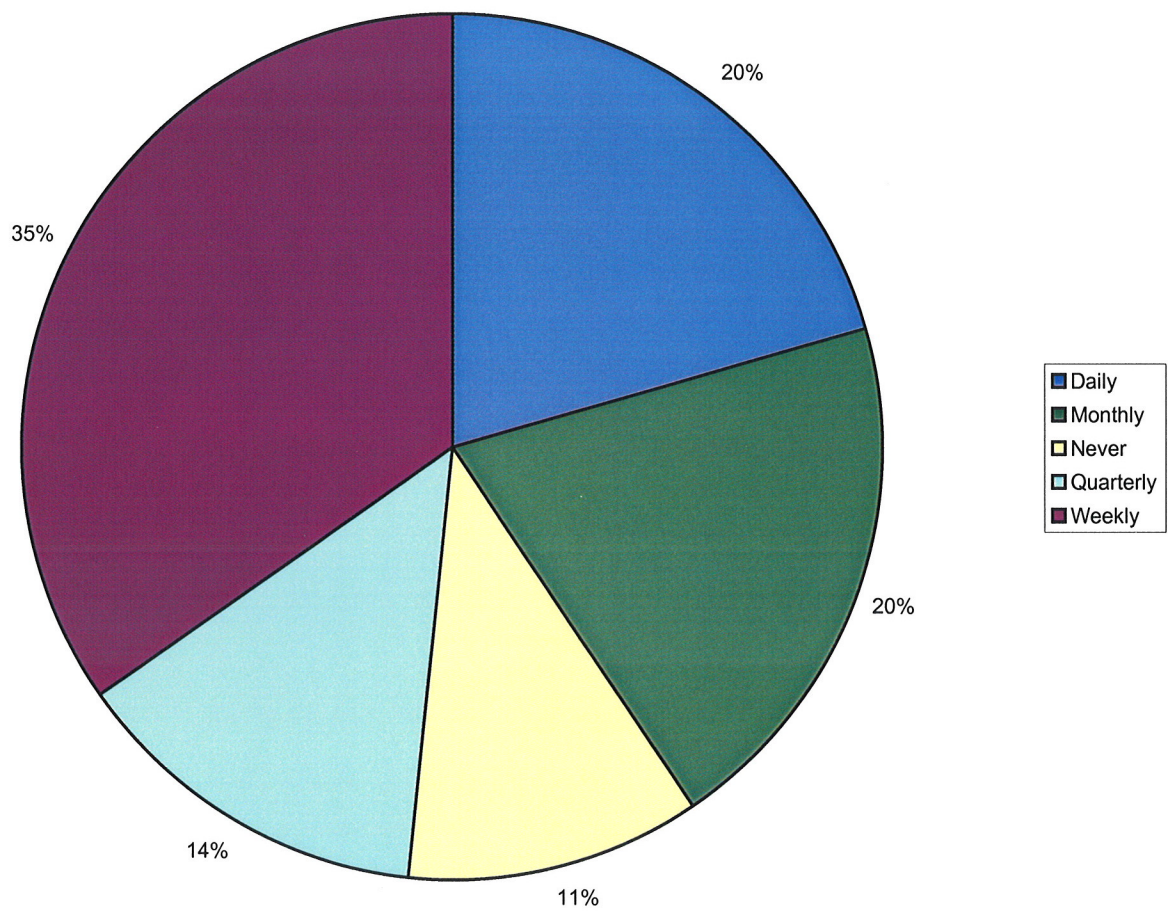
Library Use on Premises
The University of Illinois at Champaign-Urbana



Library Use on Premises
The University of Illinois at Champaign-Urbana

Daily	146
Monthly	178
Never	12
Quarterly	121
Weekly	212

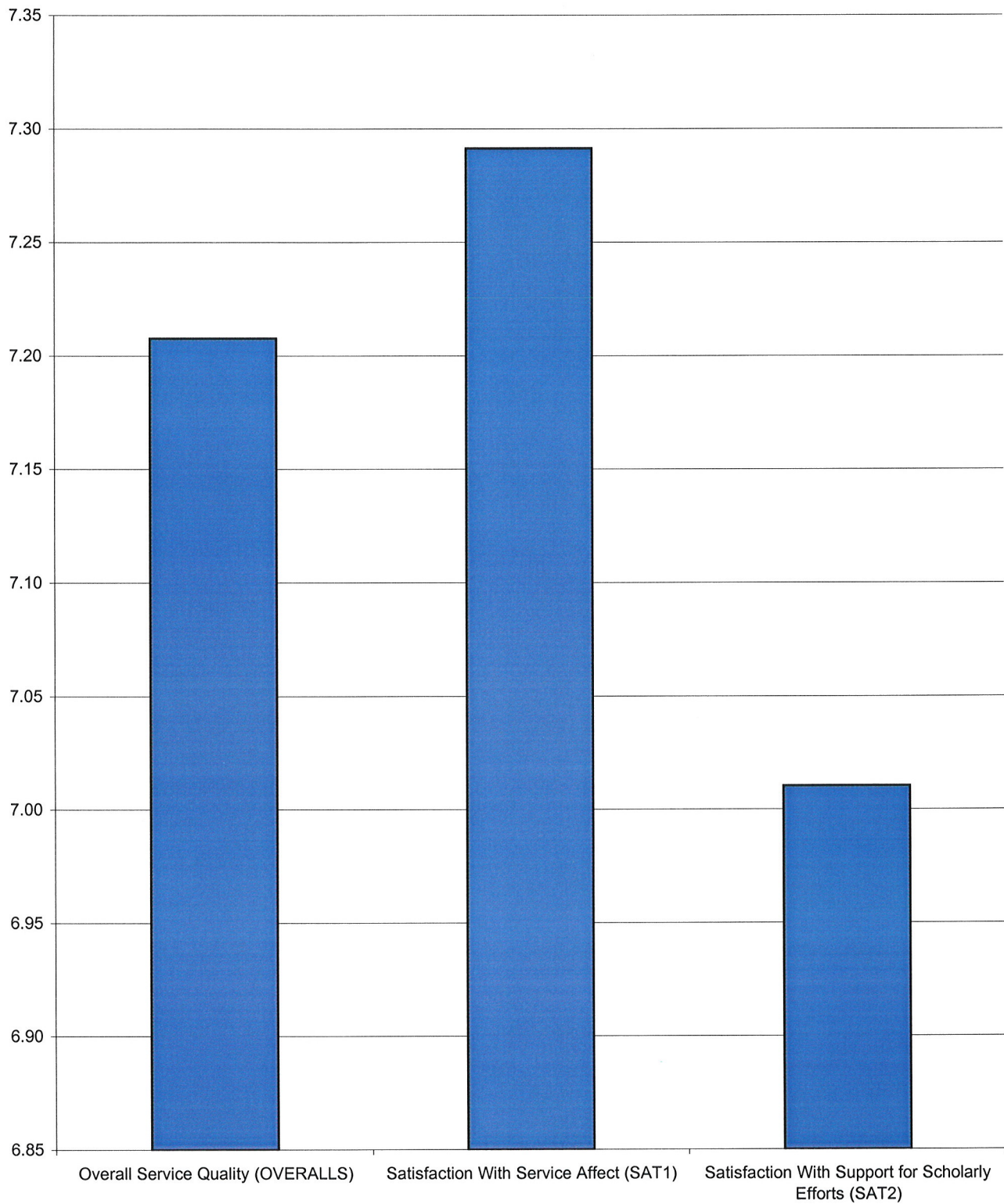
Library Use: Electronic
The University of Illinois at Champaign-Urbana



Library Use: Electronic
The University of Illinois at Champaign-Urbana

Daily	137
Monthly	135
Never	74
Quarterly	91
Weekly	232

Overall Service Quality and Service Satisfaction
The University of Illinois at Champaign-Urbana



**Overall Service Quality and Service Satisfaction
The University of Illinois at Champaign-Urbana**

Overall Service Quality (OVERALLS)	7.21
Satisfaction With Service Affect (SAT1)	7.29
Satisfaction With Support for Scholarly Efforts (SAT2)	7.01

Notes

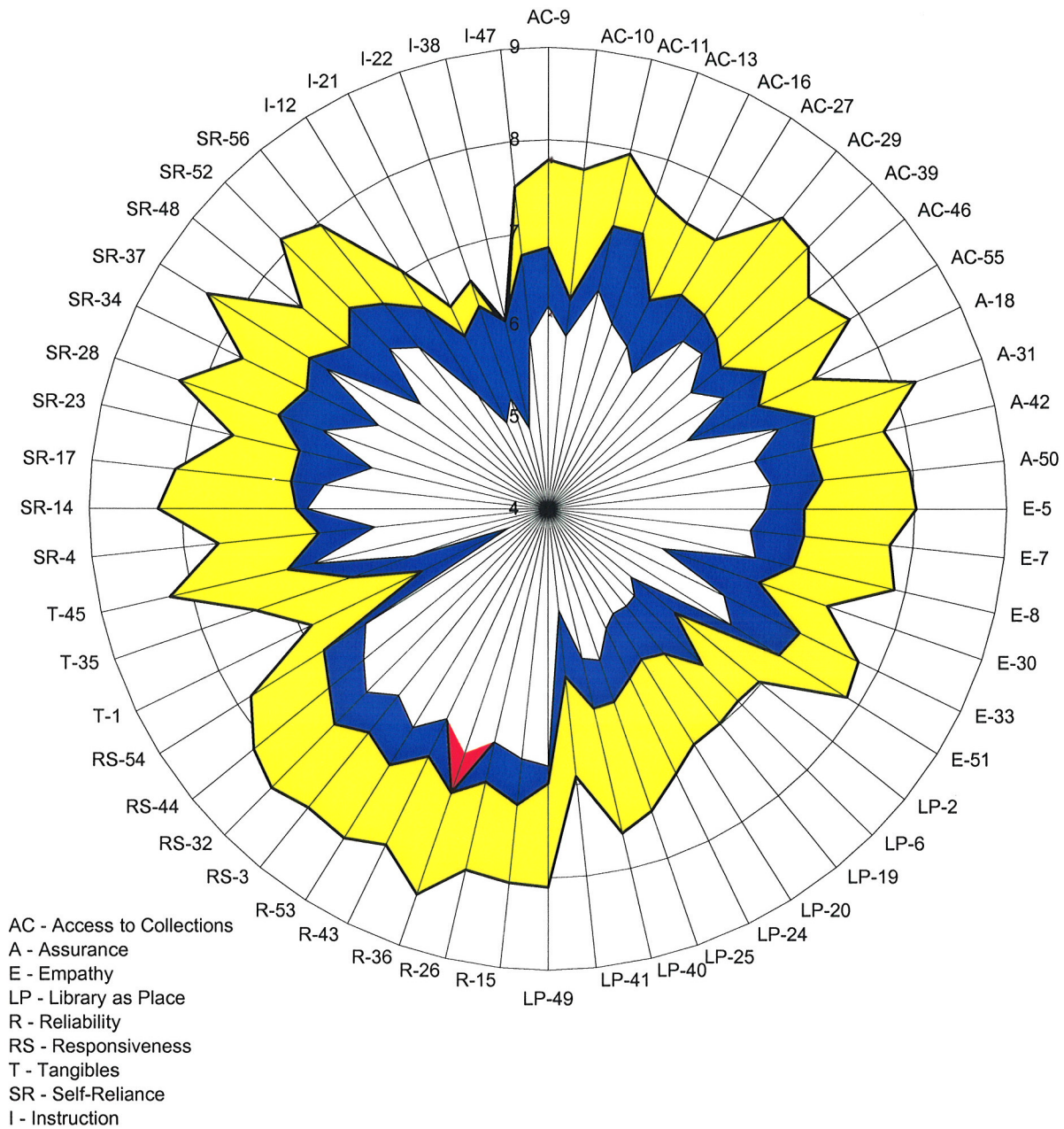
blue - perceived higher than maximum

red - users perceptu - performance less than maximum

yellow - perceived less than desired

green - greater than desired

Aggregate (All Ranks) The University of Illinois at Champaign-Urbana



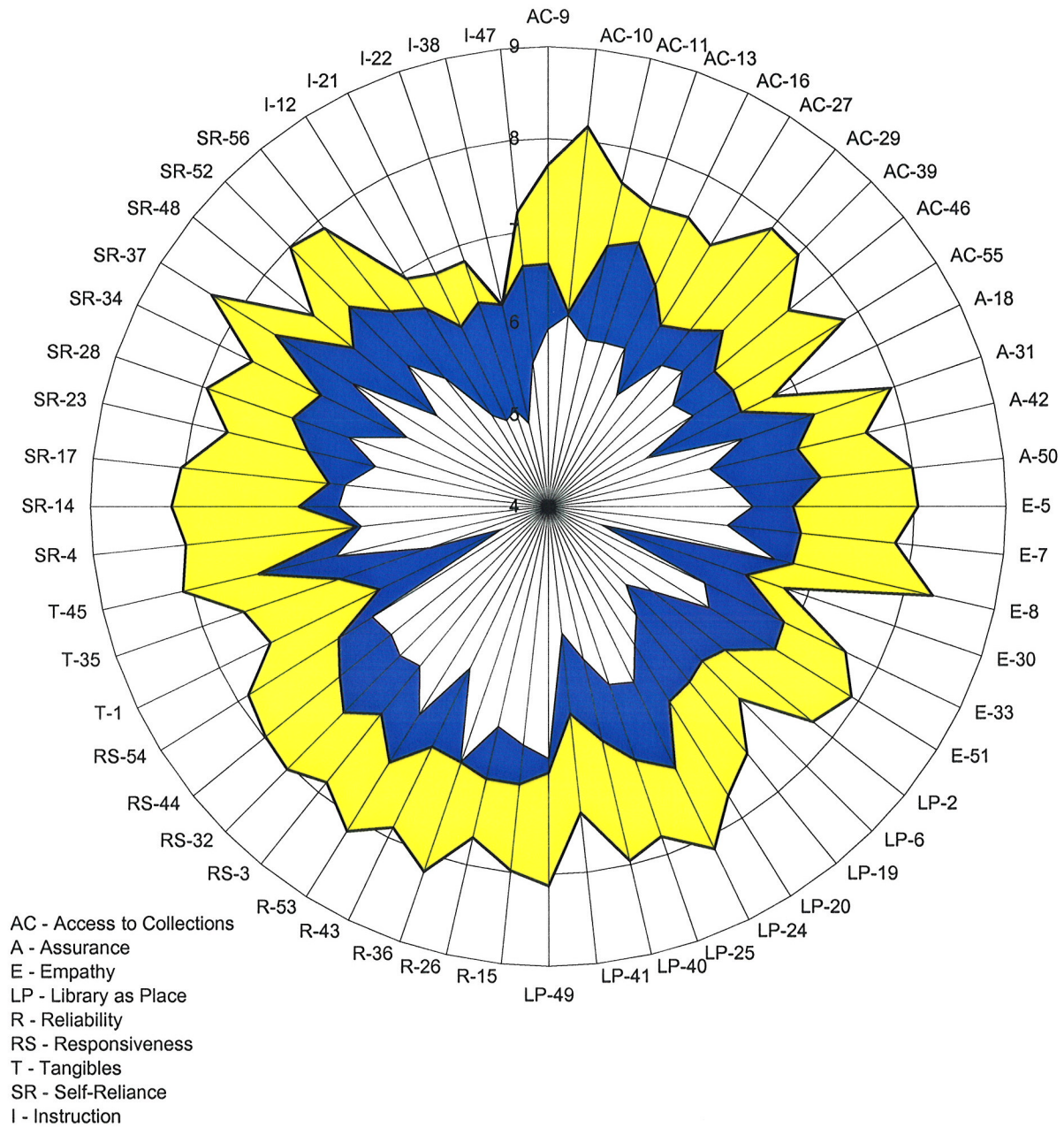
■ Perc > Des ■ Perc < Des ■ Perc > Min ■ Perc < Min

Aggregate (All Ranks)
The University of Illinois at Champaign-Urbana

Minimum		Desired		Perceived		Gap between Min and Perc	Dimension Names
AC-Q9	6.18	Q9	7.78	Q9	6.83	0.65	Access to Collections
AC-Q10	5.87	Q10	7.70	Q10	6.28	0.41	
AC-Q11	6.42	Q11	7.95	Q11	7.14	0.72	
AC-Q13	6.12	Q13	7.60	Q13	7.16	1.04	
AC-Q16	5.95	Q16	7.45	Q16	6.52	0.56	
AC-Q27	5.72	Q27	7.44	Q27	6.74	1.02	
AC-Q29	6.33	Q29	8.06	Q29	6.70	0.37	
AC-Q39	6.37	Q39	8.02	Q39	6.60	0.24	
AC-Q46	6.00	Q46	7.66	Q46	6.43	0.43	
AC-Q55	6.26	Q55	7.88	Q55	6.80	0.54	Assurance
A-Q18	5.68	Q18	7.22	Q18	6.56	0.88	
A-Q31	6.65	Q31	8.24	Q31	7.07	0.42	
A-Q42	6.31	Q42	7.75	Q42	6.95	0.64	
A-Q50	6.44	Q50	7.97	Q50	7.01	0.57	Empathy
E-Q5	6.37	Q5	8.01	Q5	6.80	0.43	
E-Q7	6.22	Q7	7.75	Q7	6.81	0.59	
E-Q8	6.32	Q8	7.87	Q8	6.75	0.44	
E-Q30	5.30	Q30	7.22	Q30	6.44	1.14	
E-Q33	6.13	Q33	7.77	Q33	7.05	0.92	
E-Q51	6.35	Q51	7.85	Q51	6.98	0.63	Library as Place
LP-Q2	5.15	Q2	6.97	Q2	5.78	0.63	
LP-Q6	5.32	Q6	6.94	Q6	6.38	1.06	
LP-Q19	5.35	Q19	6.99	Q19	6.01	0.66	
LP-Q20	5.33	Q20	7.01	Q20	5.92	0.58	
LP-Q24	5.43	Q24	7.19	Q24	6.03	0.60	
LP-Q25	5.73	Q25	7.46	Q25	6.20	0.48	
LP-Q40	5.65	Q40	7.61	Q40	6.21	0.56	
LP-Q41	5.08	Q41	6.91	Q41	5.82	0.74	
LP-Q49	6.78	Q49	8.10	Q49	6.97	0.19	Reliability
R-Q15	6.71	Q15	8.07	Q15	7.22	0.51	
R-Q26	6.59	Q26	8.01	Q26	7.03	0.44	
R-Q36	7.25	Q36	8.42	Q36	6.79	* -0.46	
R-Q43	6.52	Q43	8.05	Q43	6.98	0.45	
R-Q53	6.78	Q53	8.20	Q53	7.27	0.48	Responsiveness
RS-Q3	6.59	Q3	8.17	Q3	7.11	0.52	
RS-Q32	6.80	Q32	8.27	Q32	7.30	0.50	
RS-Q44	6.58	Q44	8.14	Q44	7.08	0.49	
RS-Q54	6.34	Q54	7.83	Q54	6.89	0.55	Tangibles
T-Q1	4.44	Q1	6.88	Q1	5.54	1.10	
T-Q35	5.55	Q35	7.38	Q35	6.27	0.72	
T-Q45	6.61	Q45	8.24	Q45	6.91	0.30	Self-Reliance
SR-Q4	5.89	Q4	7.62	Q4	6.52	0.63	
SR-Q14	6.62	Q14	8.26	Q14	6.75	0.13	
SR-Q17	6.45	Q17	8.09	Q17	6.82	0.37	
SR-Q23	5.96	Q23	7.53	Q23	6.79	0.83	
SR-Q28	6.59	Q28	8.26	Q28	7.11	0.53	
SR-Q34	6.05	Q34	7.72	Q34	6.93	0.88	
SR-Q37	6.84	Q37	8.40	Q37	7.08	0.24	
SR-Q48	5.78	Q48	7.47	Q48	6.79	1.01	
SR-Q52	6.45	Q52	8.13	Q52	7.07	0.63	Instruction
SR-Q56	6.24	Q56	7.96	Q56	6.86	0.62	
I-Q12	5.43	Q12	7.05	Q12	6.57	1.13	
I-Q21	5.02	Q21	6.44	Q21	6.08	1.07	
I-Q22	5.25	Q22	6.61	Q22	6.32	1.07	
I-Q38	4.87	Q38	6.00	Q38	6.09	1.21	
I-Q47	5.86	Q47	7.51	Q47	6.76	0.90	

Number of
Participants = 669

Undergraduate Students The University of Illinois at Champaign-Urbana

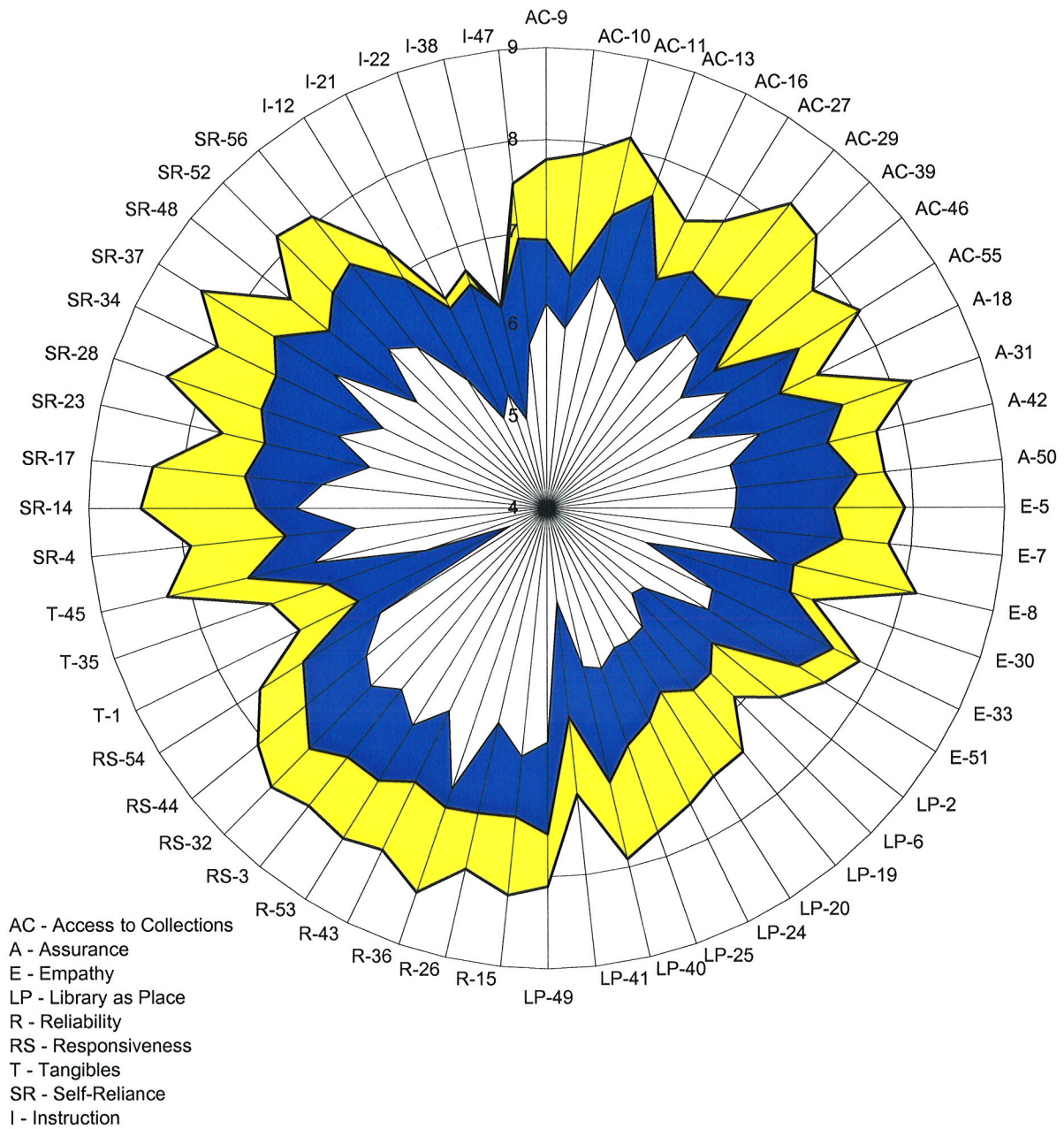


Undergraduate Students
The University of Illinois at Champaign-Urbana

Minimum		Desired		Perceived		Gap between Min and Perc	Dimension Names
AC-Q9	5.92	Q9	7.72	Q9	6.64	0.72	Access to Collections
AC-Q10	6.09	Q10	8.15	Q10	6.12	0.03	
AC-Q11	5.85	Q11	7.61	Q11	6.91	1.06	
AC-Q13	5.88	Q13	7.45	Q13	7.04	1.16	
AC-Q16	5.91	Q16	7.50	Q16	6.67	0.76	
AC-Q27	5.41	Q27	7.35	Q27	6.32	0.92	
AC-Q29	5.97	Q29	7.89	Q29	6.47	0.50	
AC-Q39	6.07	Q39	7.87	Q39	6.70	0.63	
AC-Q46	5.75	Q46	7.40	Q46	6.34	0.59	Assurance
AC-Q55	5.86	Q55	7.83	Q55	6.39	0.53	
A-Q18	5.18	Q18	6.74	Q18	6.35	1.17	
A-Q31	6.24	Q31	7.96	Q31	7.07	0.83	
A-Q42	5.81	Q42	7.57	Q42	6.80	0.99	Empathy
A-Q50	6.03	Q50	8.00	Q50	6.99	0.96	
E-Q5	6.23	Q5	8.04	Q5	6.68	0.45	
E-Q7	5.96	Q7	7.81	Q7	6.78	0.82	
E-Q8	6.53	Q8	8.31	Q8	6.75	0.22	
E-Q30	4.58	Q30	6.74	Q30	6.29	1.71	
E-Q33	5.90	Q33	7.62	Q33	6.87	0.97	
E-Q51	6.07	Q51	7.91	Q51	6.93	0.86	Library as Place
LP-Q2	5.45	Q2	7.72	Q2	6.48	1.03	
LP-Q6	5.20	Q6	6.96	Q6	6.38	1.18	
LP-Q19	5.52	Q19	7.46	Q19	6.45	0.93	
LP-Q20	5.77	Q20	7.71	Q20	6.50	0.73	
LP-Q24	6.12	Q24	8.14	Q24	7.16	1.04	
LP-Q25	6.04	Q25	7.80	Q25	6.91	0.87	
LP-Q40	5.69	Q40	7.95	Q40	6.61	0.92	
LP-Q41	5.37	Q41	7.35	Q41	6.27	0.90	Reliability
LP-Q49	6.73	Q49	8.12	Q49	6.89	0.16	
R-Q15	6.60	Q15	7.98	Q15	7.03	0.43	
R-Q26	6.45	Q26	7.69	Q26	7.04	0.59	
R-Q36	6.92	Q36	8.20	Q36	6.94	0.02	
R-Q43	5.94	Q43	7.88	Q43	6.91	0.97	Responsiveness
R-Q53	6.66	Q53	8.16	Q53	7.28	0.62	
RS-Q3	6.22	Q3	7.86	Q3	6.90	0.68	
RS-Q32	6.29	Q32	8.04	Q32	7.17	0.88	
RS-Q44	6.20	Q44	7.98	Q44	6.94	0.73	
RS-Q54	6.26	Q54	7.87	Q54	6.70	0.44	Tangibles
T-Q1	4.54	Q1	7.38	Q1	6.05	1.51	
T-Q35	5.36	Q35	7.52	Q35	6.41	1.04	
T-Q45	6.37	Q45	8.10	Q45	7.25	0.88	
SR-Q4	6.05	Q4	7.99	Q4	6.11	0.06	Self-Reliance
SR-Q14	6.29	Q14	8.12	Q14	6.72	0.44	
SR-Q17	6.22	Q17	8.04	Q17	6.41	0.18	
SR-Q23	5.93	Q23	7.60	Q23	6.70	0.77	
SR-Q28	6.30	Q28	7.95	Q28	6.95	0.66	
SR-Q34	5.70	Q34	7.60	Q34	6.77	1.07	
SR-Q37	6.51	Q37	8.34	Q37	7.51	1.00	
SR-Q48	5.55	Q48	7.31	Q48	6.74	1.19	
SR-Q52	6.16	Q52	7.99	Q52	7.07	0.91	Instruction
SR-Q56	5.78	Q56	7.89	Q56	6.73	0.94	
I-Q12	5.16	Q12	6.92	Q12	6.54	1.39	
I-Q21	5.03	Q21	6.82	Q21	6.18	1.14	
I-Q22	5.10	Q22	6.82	Q22	6.34	1.24	
I-Q38	4.92	Q38	6.23	Q38	6.25	1.34	
I-Q47	5.56	Q47	7.22	Q47	6.63	1.07	

Number of
Participants = 112

Graduate Students The University of Illinois at Champaign-Urbana



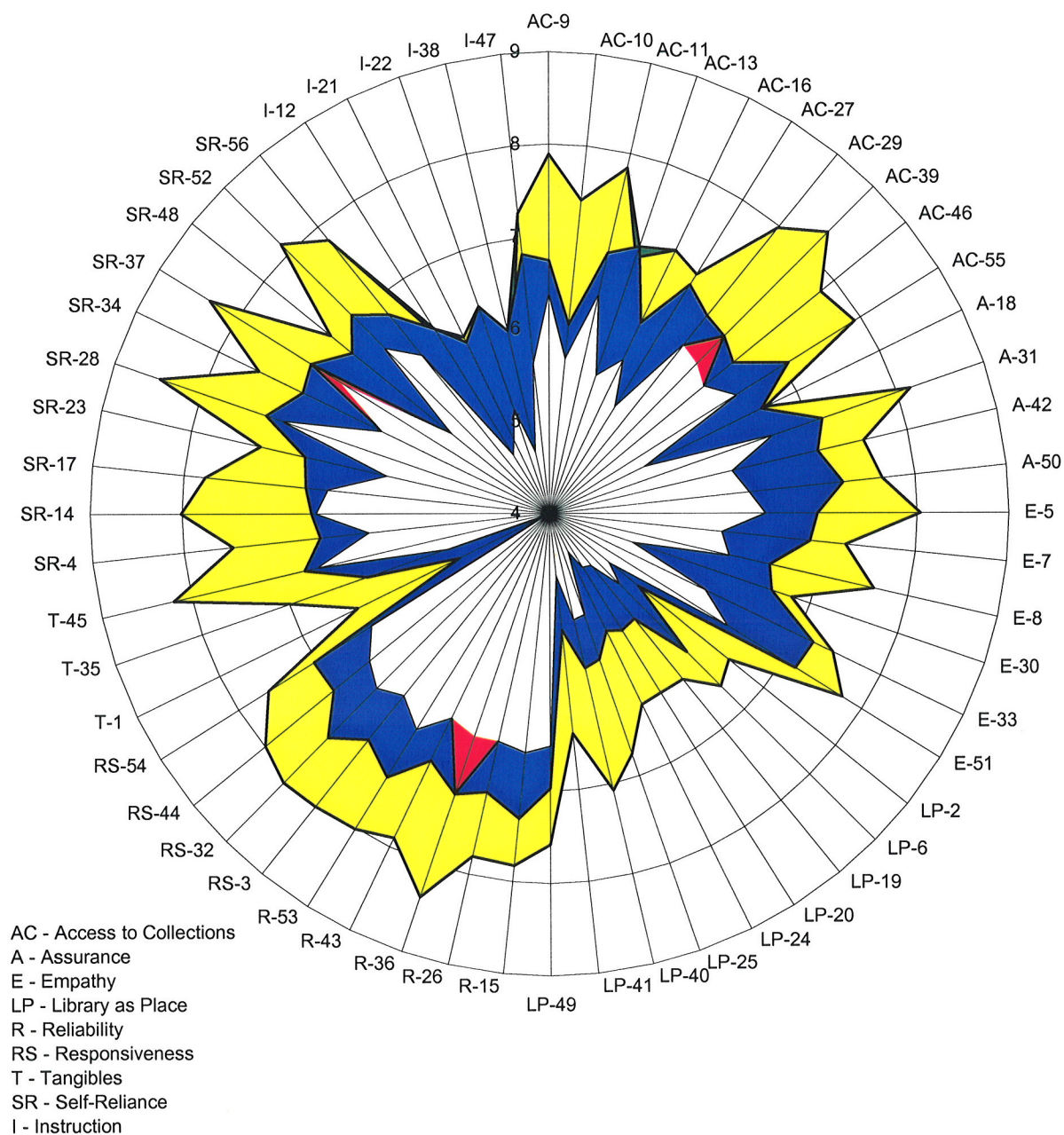
■ Perc > Des ■ Perc < Des ■ Perc > Min ■ Perc < Min

Graduate Students
The University of Illinois at Champaign-Urbana

Minimum		Desired		Perceived		Gap between Min and Perc	Dimension Names
AC-Q9	6.20	Q9	7.79	Q9	6.91	0.71	Access to Collections
AC-Q10	5.94	Q10	7.86	Q10	6.54	0.59	
AC-Q11	6.57	Q11	8.12	Q11	7.26	0.69	
AC-Q13	6.31	Q13	7.77	Q13	7.57	1.26	
AC-Q16	5.96	Q16	7.47	Q16	6.75	0.79	
AC-Q27	5.86	Q27	7.67	Q27	7.02	1.16	
AC-Q29	6.41	Q29	8.25	Q29	6.95	0.54	
AC-Q39	6.35	Q39	8.18	Q39	7.17	0.82	
AC-Q46	5.88	Q46	7.75	Q46	6.36	0.48	
AC-Q55	6.34	Q55	8.04	Q55	7.26	0.91	Assurance
A-Q18	5.71	Q18	7.30	Q18	6.83	1.12	
A-Q31	6.46	Q31	8.21	Q31	7.41	0.95	
A-Q42	6.05	Q42	7.70	Q42	7.15	1.09	
A-Q50	6.09	Q50	7.71	Q50	7.41	1.32	Empathy
E-Q5	6.06	Q5	7.91	Q5	7.13	1.07	
E-Q7	6.02	Q7	7.76	Q7	7.25	1.23	
E-Q8	6.58	Q8	8.13	Q8	6.77	0.19	
E-Q30	5.13	Q30	7.08	Q30	6.81	1.68	
E-Q33	6.01	Q33	7.80	Q33	7.48	1.47	
E-Q51	6.07	Q51	7.58	Q51	7.24	1.17	Library as Place
LP-Q2	5.37	Q2	7.27	Q2	6.32	0.96	
LP-Q6	5.31	Q6	6.90	Q6	6.53	1.22	
LP-Q19	5.66	Q19	7.41	Q19	6.54	0.88	
LP-Q20	5.70	Q20	7.44	Q20	6.35	0.65	
LP-Q24	5.68	Q24	7.57	Q24	6.56	0.88	
LP-Q25	5.83	Q25	7.72	Q25	6.72	0.89	
LP-Q40	5.76	Q40	7.91	Q40	7.05	1.29	
LP-Q41	4.99	Q41	7.12	Q41	6.27	1.28	
LP-Q49	6.54	Q49	8.11	Q49	7.54	1.00	Reliability
R-Q15	6.70	Q15	8.22	Q15	7.37	0.67	
R-Q26	6.38	Q26	8.02	Q26	7.39	1.01	
R-Q36	7.21	Q36	8.41	Q36	7.43	0.22	
R-Q43	6.43	Q43	8.12	Q43	7.30	0.86	
R-Q53	6.77	Q53	8.22	Q53	7.48	0.71	Responsiveness
RS-Q3	6.52	Q3	8.15	Q3	7.47	0.95	
RS-Q32	6.71	Q32	8.27	Q32	7.68	0.96	
RS-Q44	6.54	Q44	8.07	Q44	7.39	0.85	
RS-Q54	6.13	Q54	7.70	Q54	7.14	1.01	
T-Q1	4.42	Q1	7.01	Q1	6.30	1.88	Tangibles
T-Q35	5.39	Q35	7.19	Q35	6.53	1.14	
T-Q45	6.60	Q45	8.25	Q45	7.35	0.75	
SR-Q4	6.09	Q4	7.91	Q4	6.87	0.78	Self-Reliance
SR-Q14	6.73	Q14	8.43	Q14	7.17	0.44	
SR-Q17	6.46	Q17	8.33	Q17	7.32	0.86	
SR-Q23	5.97	Q23	7.64	Q23	7.16	1.18	
SR-Q28	6.40	Q28	8.39	Q28	7.30	0.89	
SR-Q34	5.97	Q34	8.00	Q34	7.29	1.32	
SR-Q37	6.73	Q37	8.45	Q37	7.51	0.78	
SR-Q48	5.81	Q48	7.60	Q48	7.06	1.25	
SR-Q52	6.43	Q52	8.17	Q52	7.30	0.87	
SR-Q56	6.24	Q56	8.07	Q56	7.41	1.17	Instruction
I-Q12	5.62	Q12	7.33	Q12	6.93	1.31	
I-Q21	5.06	Q21	6.53	Q21	6.41	1.34	
I-Q22	5.29	Q22	6.72	Q22	6.56	1.27	
I-Q38	4.97	Q38	6.13	Q38	6.23	1.27	
I-Q47	5.77	Q47	7.54	Q47	6.94	1.16	

Number of
Participants = 126

Faculty
The University of Illinois at Champaign-Urbana

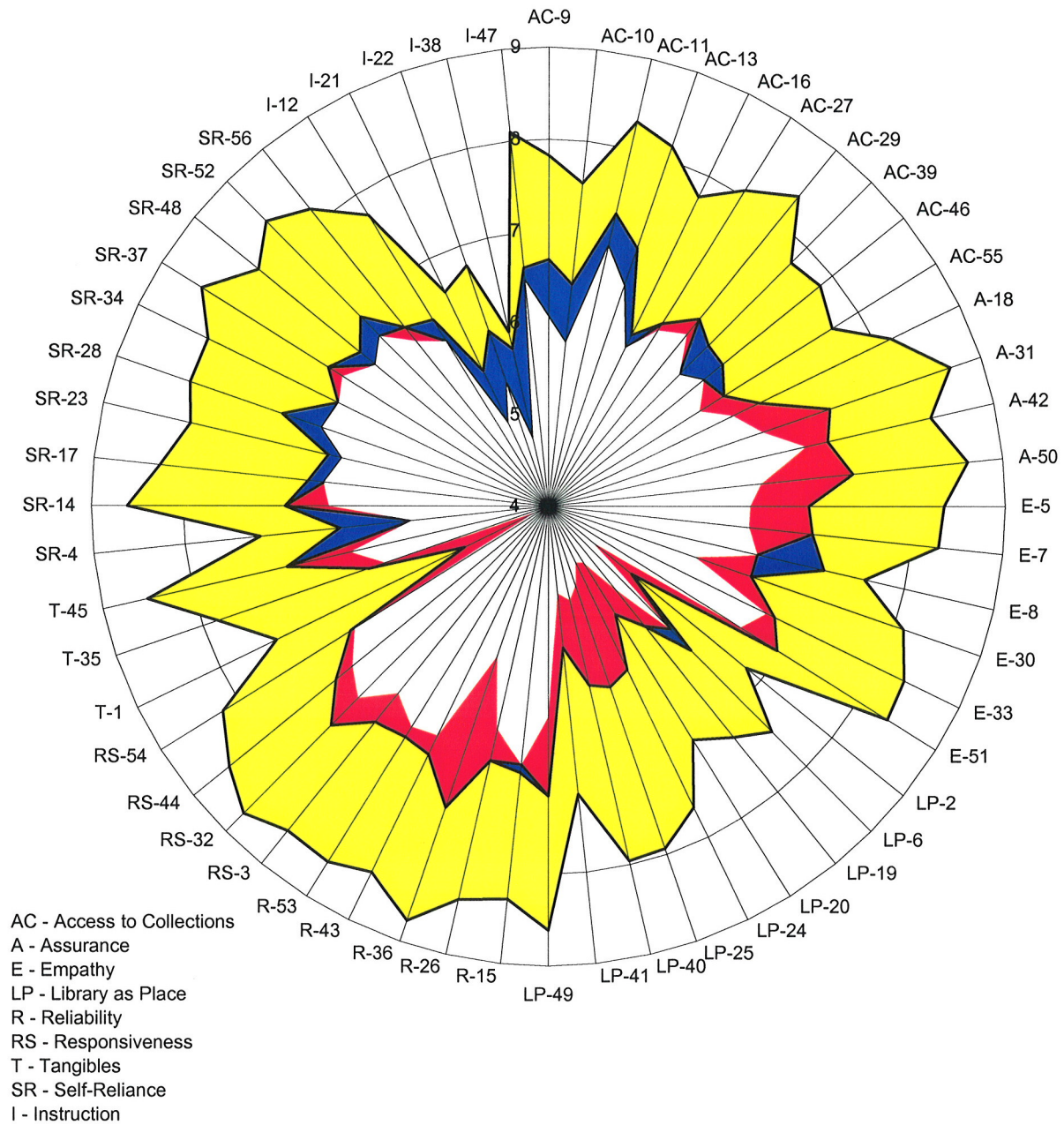


Faculty
The University of Illinois at Champaign-Urbana

Minimum		Desired		Perceived		Gap between Min and Perc	Dimension Names
AC-Q9	6.35	Q9	7.89	Q9	6.74	0.39	Access to Collections
AC-Q10	5.67	Q10	7.41	Q10	6.05	0.39	
AC-Q11	6.41	Q11	7.84	Q11	6.90	0.49	
AC-Q13	5.57	Q13	6.93	Q13	7.05	1.49	
AC-Q16	5.83	Q16	7.17	Q16	6.30	0.46	
AC-Q27	5.34	Q27	7.05	Q27	6.92	1.58	
AC-Q29	6.34	Q29	7.98	Q29	6.75	0.41	
AC-Q39	6.71	Q39	8.30	Q39	6.28	* -0.43	
AC-Q46	6.18	Q46	7.81	Q46	6.59	0.41	
AC-Q55	6.40	Q55	7.93	Q55	7.08	0.67	Assurance
A-Q18	5.13	Q18	6.63	Q18	6.58	1.44	
A-Q31	6.56	Q31	8.15	Q31	7.14	0.59	
A-Q42	6.04	Q42	7.51	Q42	7.00	0.96	
A-Q50	6.19	Q50	7.64	Q50	7.21	1.03	
E-Q5	6.35	Q5	8.03	Q5	6.92	0.57	Empathy
E-Q7	5.89	Q7	7.24	Q7	6.85	0.96	
E-Q8	6.01	Q8	7.62	Q8	6.46	0.45	
E-Q30	4.93	Q30	6.79	Q30	6.56	1.62	
E-Q33	5.88	Q33	7.43	Q33	7.19	1.31	
E-Q51	6.28	Q51	7.75	Q51	7.15	0.88	Library as Place
LP-Q2	4.83	Q2	6.52	Q2	5.25	0.42	
LP-Q6	5.06	Q6	6.64	Q6	6.12	1.05	
LP-Q19	4.72	Q19	6.31	Q19	5.47	0.75	
LP-Q20	4.68	Q20	6.29	Q20	5.49	0.81	
LP-Q24	4.43	Q24	6.30	Q24	5.41	0.98	
LP-Q25	5.15	Q25	6.75	Q25	5.67	0.51	
LP-Q40	5.17	Q40	7.07	Q40	5.71	0.54	
LP-Q41	4.65	Q41	6.39	Q41	5.27	0.62	
LP-Q49	6.51	Q49	7.58	Q49	6.97	0.46	Reliability
R-Q15	6.59	Q15	7.83	Q15	7.31	0.72	
R-Q26	6.52	Q26	7.80	Q26	7.09	0.57	
R-Q36	7.20	Q36	8.38	Q36	6.54	* -0.67	
R-Q43	6.45	Q43	7.90	Q43	6.97	0.51	
R-Q53	6.74	Q53	8.01	Q53	7.35	0.61	Responsiveness
RS-Q3	6.52	Q3	8.07	Q3	7.14	0.62	
RS-Q32	6.66	Q32	8.11	Q32	7.42	0.76	
RS-Q44	6.52	Q44	7.99	Q44	7.03	0.51	
RS-Q54	6.28	Q54	7.61	Q54	7.03	0.76	
T-Q1	4.05	Q1	6.33	Q1	5.09	1.05	Tangibles
T-Q35	5.17	Q35	6.99	Q35	6.10	0.93	
T-Q45	6.57	Q45	8.20	Q45	6.74	0.16	
SR-Q4	5.97	Q4	7.47	Q4	6.51	0.54	Self-Reliance
SR-Q14	6.53	Q14	8.01	Q14	6.59	0.06	
SR-Q17	6.42	Q17	7.77	Q17	6.67	0.24	
SR-Q23	5.80	Q23	7.23	Q23	6.73	0.93	
SR-Q28	7.06	Q28	8.48	Q28	7.26	0.20	
SR-Q34	6.01	Q34	7.52	Q34	6.98	0.97	
SR-Q37	7.06	Q37	8.35	Q37	6.66	* -0.39	
SR-Q48	5.35	Q48	7.06	Q48	6.76	1.41	
SR-Q52	6.52	Q52	8.13	Q52	7.04	0.52	
SR-Q56	6.20	Q56	7.81	Q56	6.77	0.58	Instruction
I-Q12	4.73	Q12	6.24	Q12	6.36	1.63	
I-Q21	4.88	Q21	6.13	Q21	6.06	1.18	
I-Q22	5.17	Q22	6.37	Q22	6.36	1.19	
I-Q38	4.65	Q38	5.77	Q38	6.03	1.38	
I-Q47	5.61	Q47	7.27	Q47	6.82	1.21	

Number of
Participants = 174

Library Staff The University of Illinois at Champaign-Urbana

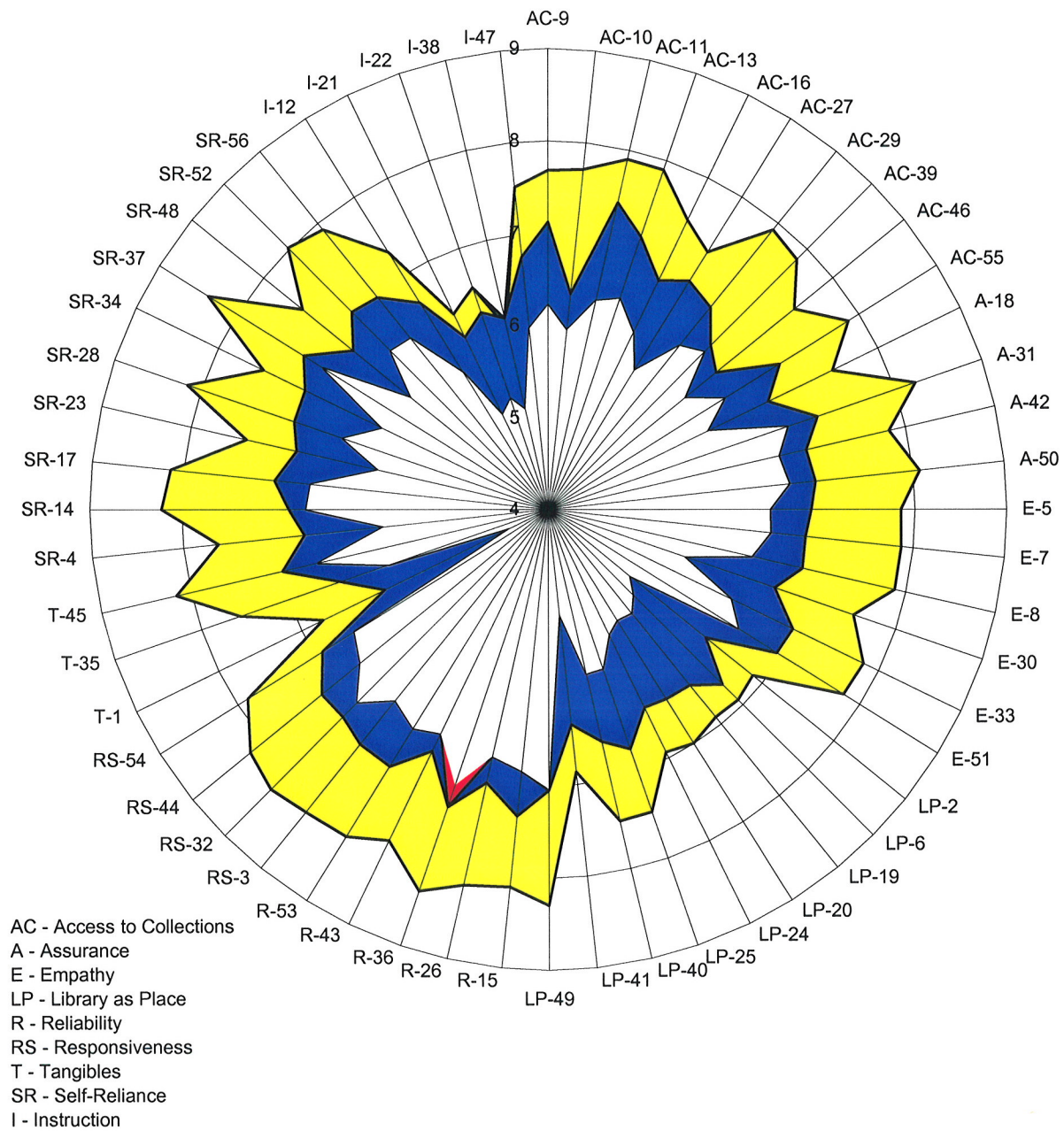


Library Staff
The University of Illinois at Champaign-Urbana

Minimum		Desired		Perceived		Gap between Min and Perc	Dimension Names
AC-Q9	6.06	Q9	7.82	Q9	6.69	0.63	Access to Collections
AC-Q10	5.78	Q10	7.54	Q10	6.43	0.65	
AC-Q11	6.91	Q11	8.30	Q11	7.27	0.36	
AC-Q13	6.54	Q13	8.15	Q13	6.98	0.43	
AC-Q16	5.92	Q16	7.75	Q16	6.08	0.16	
AC-Q27	6.35	Q27	8.06	Q27	6.26	* -0.09	
AC-Q29	6.63	Q29	8.35	Q29	6.41	* -0.22	
AC-Q39	6.03	Q39	7.76	Q39	6.48	0.45	
AC-Q46	6.19	Q46	7.83	Q46	6.46	0.27	Assurance
AC-Q55	6.27	Q55	7.66	Q55	5.95	* -0.32	
A-Q18	6.57	Q18	8.17	Q18	6.25	* -0.32	
A-Q31	7.26	Q31	8.65	Q31	6.48	* -0.78	
A-Q42	7.14	Q42	8.30	Q42	6.89	* -0.25	
A-Q50	7.35	Q50	8.61	Q50	6.34	* -1.02	Empathy
E-Q5	6.85	Q5	8.33	Q5	6.21	* -0.64	
E-Q7	6.91	Q7	8.30	Q7	6.21	* -0.70	
E-Q8	6.35	Q8	7.56	Q8	7.10	0.74	
E-Q30	6.35	Q30	8.11	Q30	5.70	* -0.65	
E-Q33	6.76	Q33	8.33	Q33	6.65	* -0.11	
E-Q51	6.96	Q51	8.38	Q51	6.49	* -0.47	Library as Place
LP-Q2	5.17	Q2	6.80	Q2	4.62	* -0.54	
LP-Q6	5.89	Q6	7.47	Q6	6.22	0.32	
LP-Q19	5.68	Q19	7.23	Q19	5.14	* -0.54	
LP-Q20	5.38	Q20	7.00	Q20	4.72	* -0.66	
LP-Q24	5.98	Q24	7.65	Q24	4.68	* -1.30	
LP-Q25	6.08	Q25	7.94	Q25	4.91	* -1.17	
LP-Q40	6.00	Q40	7.96	Q40	5.04	* -0.96	
LP-Q41	5.54	Q41	7.15	Q41	4.95	* -0.59	Reliability
LP-Q49	7.15	Q49	8.61	Q49	6.29	* -0.86	
R-Q15	6.82	Q15	8.30	Q15	6.91	0.09	
R-Q26	6.84	Q26	8.39	Q26	6.48	* -0.36	
R-Q36	7.46	Q36	8.76	Q36	5.72	* -1.74	
R-Q43	7.00	Q43	8.42	Q43	6.77	* -0.23	Responsiveness
R-Q53	6.96	Q53	8.56	Q53	6.82	* -0.13	
RS-Q3	7.02	Q3	8.54	Q3	6.62	* -0.40	
RS-Q32	7.37	Q32	8.72	Q32	6.94	* -0.43	
RS-Q44	7.00	Q44	8.50	Q44	6.76	* -0.24	
RS-Q54	6.56	Q54	8.21	Q54	6.50	* -0.06	Tangibles
T-Q1	5.02	Q1	7.31	Q1	4.16	* -0.86	
T-Q35	6.09	Q35	7.83	Q35	5.89	* -0.19	
T-Q45	6.94	Q45	8.50	Q45	6.22	* -0.72	
SR-Q4	5.50	Q4	7.18	Q4	6.30	0.80	Self-Reliance
SR-Q14	6.89	Q14	8.61	Q14	6.40	* -0.49	
SR-Q17	6.47	Q17	8.28	Q17	6.65	0.18	
SR-Q23	6.32	Q23	8.03	Q23	6.48	0.16	
SR-Q28	6.63	Q28	8.15	Q28	7.09	0.46	
SR-Q34	6.57	Q34	8.16	Q34	6.56	* -0.01	
SR-Q37	6.85	Q37	8.49	Q37	6.67	* -0.19	
SR-Q48	6.44	Q48	8.10	Q48	6.66	0.22	
SR-Q52	6.62	Q52	8.39	Q52	6.92	0.29	
SR-Q56	6.51	Q56	8.17	Q56	6.32	* -0.19	
I-Q12	6.12	Q12	7.74	Q12	6.39	0.27	Instruction
I-Q21	4.99	Q21	6.59	Q21	5.64	0.65	
I-Q22	5.41	Q22	6.77	Q22	6.02	0.61	
I-Q38	4.73	Q38	5.95	Q38	5.76	1.03	
I-Q47	6.47	Q47	8.10	Q47	6.61	0.15	

Number of
Participants = 104

Staff
The University of Illinois at Champaign-Urbana

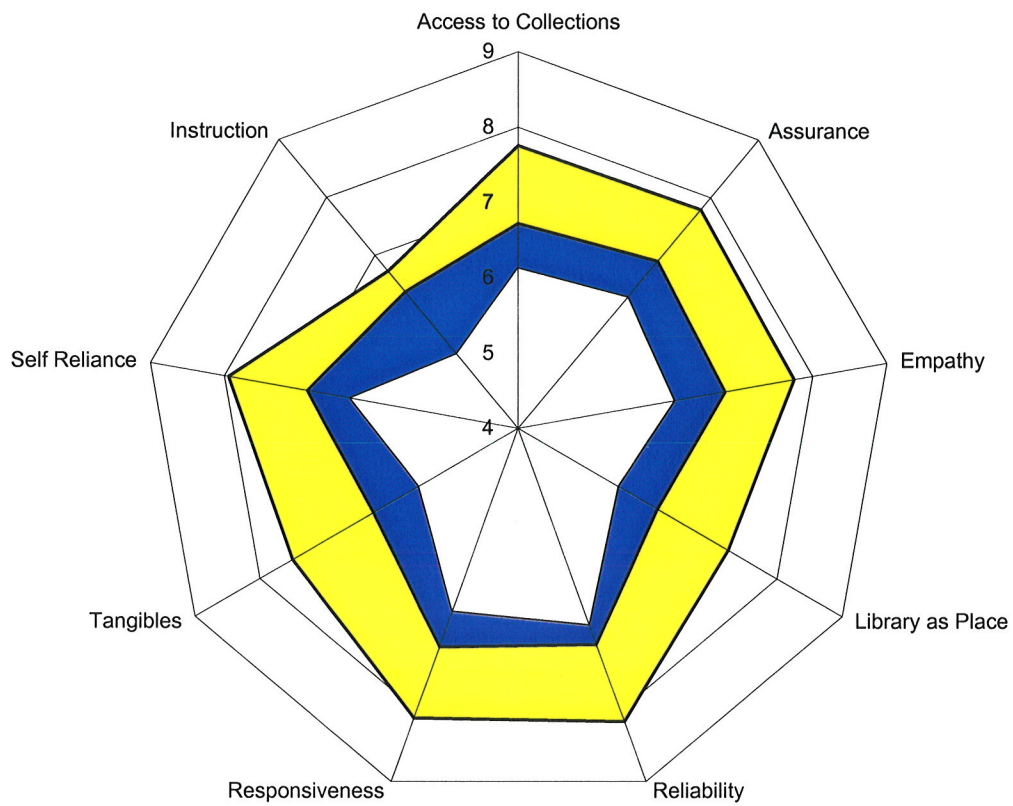


Staff
The University of Illinois at Champaign-Urbana

Minimum		Desired		Perceived		Gap between Min and Perc	Dimension Names
AC-Q9	6.22	Q9	7.68	Q9	7.12	0.90	Access to Collections
AC-Q10	5.95	Q10	7.71	Q10	6.35	0.40	
AC-Q11	6.32	Q11	7.90	Q11	7.42	1.09	
AC-Q13	6.42	Q13	7.90	Q13	7.13	0.71	
AC-Q16	6.13	Q16	7.50	Q16	6.77	0.63	
AC-Q27	5.78	Q27	7.30	Q27	6.93	1.15	
AC-Q29	6.29	Q29	7.91	Q29	6.82	0.54	
AC-Q39	6.42	Q39	7.84	Q39	6.52	0.10	
AC-Q46	5.92	Q46	7.46	Q46	6.36	0.44	Assurance
AC-Q55	6.27	Q55	7.86	Q55	6.98	0.71	
A-Q18	5.94	Q18	7.45	Q18	6.67	0.74	
A-Q31	6.76	Q31	8.24	Q31	7.10	0.34	
A-Q42	6.58	Q42	7.81	Q42	6.88	0.30	Empathy
A-Q50	6.65	Q50	8.07	Q50	6.93	0.28	
E-Q5	6.42	Q5	7.84	Q5	6.87	0.44	
E-Q7	6.44	Q7	7.87	Q7	6.82	0.38	
E-Q8	6.28	Q8	7.87	Q8	6.84	0.56	
E-Q30	5.57	Q30	7.52	Q30	6.61	1.04	
E-Q33	6.22	Q33	7.82	Q33	6.96	0.74	Library as Place
E-Q51	6.44	Q51	7.79	Q51	6.94	0.50	
LP-Q2	5.14	Q2	6.87	Q2	6.21	1.07	
LP-Q6	5.31	Q6	6.93	Q6	6.68	1.37	
LP-Q19	5.45	Q19	6.90	Q19	6.46	1.01	Reliability
LP-Q20	5.42	Q20	7.00	Q20	6.43	1.01	
LP-Q24	5.51	Q24	6.93	Q24	6.39	0.88	
LP-Q25	5.83	Q25	7.47	Q25	6.75	0.92	
LP-Q40	5.83	Q40	7.47	Q40	6.59	0.76	
LP-Q41	5.13	Q41	6.86	Q41	6.35	1.22	
LP-Q49	7.05	Q49	8.30	Q49	7.03	* -0.01	
R-Q15	6.85	Q15	8.12	Q15	7.34	0.49	
R-Q26	6.75	Q26	8.18	Q26	7.04	0.29	Responsiveness
R-Q36	7.41	Q36	8.37	Q36	7.16	* -0.25	
R-Q43	6.71	Q43	7.99	Q43	6.92	0.21	
R-Q53	6.80	Q53	8.18	Q53	7.28	0.48	
RS-Q3	6.67	Q3	8.22	Q3	7.28	0.61	Tangibles
RS-Q32	6.96	Q32	8.29	Q32	7.18	0.22	
RS-Q44	6.65	Q44	8.19	Q44	7.19	0.54	
RS-Q54	6.50	Q54	7.87	Q54	6.91	0.41	
T-Q1	4.44	Q1	6.74	Q1	5.99	1.55	Self-Reliance
T-Q35	5.85	Q35	7.56	Q35	6.40	0.55	
T-Q45	6.58	Q45	8.17	Q45	6.98	0.40	
SR-Q4	5.80	Q4	7.62	Q4	6.68	0.88	Instruction
SR-Q14	6.64	Q14	8.22	Q14	6.83	0.19	
SR-Q17	6.61	Q17	8.14	Q17	7.01	0.40	
SR-Q23	5.90	Q23	7.38	Q23	6.82	0.92	
SR-Q28	6.38	Q28	8.17	Q28	6.94	0.56	
SR-Q34	6.01	Q34	7.46	Q34	6.96	0.95	
SR-Q37	6.90	Q37	8.37	Q37	7.15	0.26	
SR-Q48	5.92	Q48	7.46	Q48	6.74	0.82	
SR-Q52	6.43	Q52	8.02	Q52	7.04	0.60	
SR-Q56	6.39	Q56	7.91	Q56	6.96	0.57	
I-Q12	5.75	Q12	7.30	Q12	6.65	0.90	
I-Q21	5.14	Q21	6.36	Q21	6.08	0.94	
I-Q22	5.27	Q22	6.55	Q22	6.26	0.99	
I-Q38	5.11	Q38	6.04	Q38	6.13	1.02	
I-Q47	5.98	Q47	7.52	Q47	6.76	0.78	

Number of
Participants = 153

Dimensions: Aggregate (All Ranks)
The University of Illinois at Champaign-Urbana

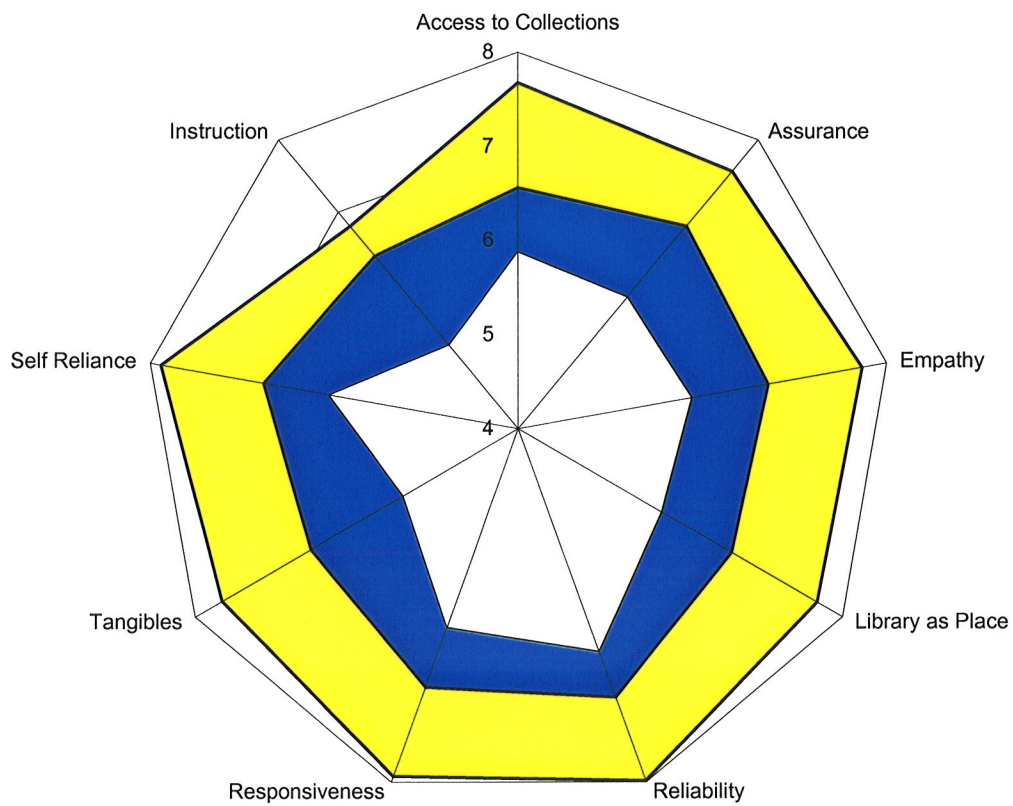


■ Perc > Des ■ Perc < Des ■ Perc > Min ■ Perc < Min

Dimensions: Aggregate (All Ranks)
The University of Illinois at Champaign-Urbana

Minimum		Desired		Perceived		Gap between Min and Perc
Access to Collections	6.12	Access to Collections	7.75	Access to Collections	6.72	0.60
Assurance	6.27	Assurance	7.79	Assurance	6.90	0.63
Empathy	6.12	Empathy	7.75	Empathy	6.80	0.69
Library as Place	5.54	Library as Place	7.24	Library as Place	6.15	0.61
Reliability	6.77	Reliability	8.15	Reliability	7.06	0.28
Responsiveness	6.58	Responsiveness	8.10	Responsiveness	7.09	0.51
Tangibles	5.53	Tangibles	7.50	Tangibles	6.24	0.71
Self Reliance	6.29	Self Reliance	7.94	Self Reliance	6.87	0.59
Instruction	5.29	Instruction	6.72	Instruction	6.36	1.08
Number of Participants =	669					

Dimensions: Undergraduate Students The University of Illinois at Champaign-Urbana

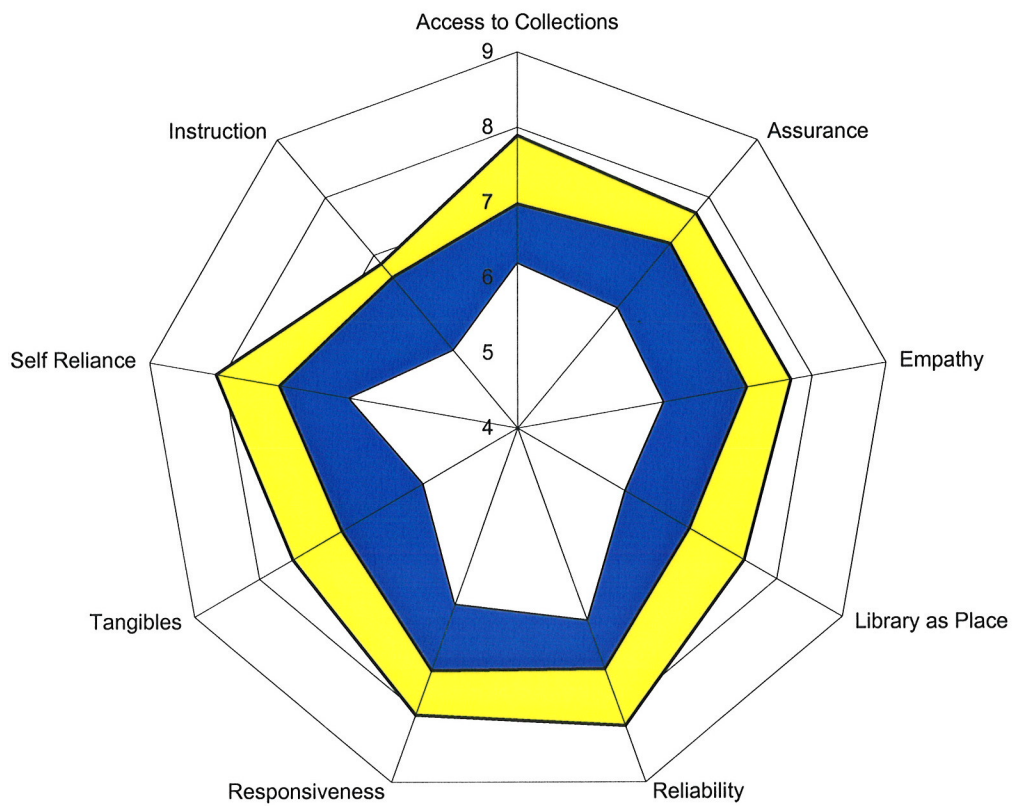


■ Perc > Des ■ Perc < Des ■ Perc > Min ■ Perc < Min

Dimensions: Undergraduate Students
The University of Illinois at Champaign-Urbana

Minimum		Desired		Perceived		Gap between Min and Perc
Access to Collections	5.87	Access to Collections	7.68	Access to Collections	6.56	0.69
Assurance	5.81	Assurance	7.57	Assurance	6.80	0.99
Empathy	5.88	Empathy	7.74	Empathy	6.72	0.84
Library as Place	5.77	Library as Place	7.69	Library as Place	6.63	0.86
Reliability	6.51	Reliability	7.98	Reliability	7.04	0.52
Responsiveness	6.24	Responsiveness	7.94	Responsiveness	6.93	0.68
Tangibles	5.42	Tangibles	7.67	Tangibles	6.57	1.15
Self Reliance	6.05	Self Reliance	7.88	Self Reliance	6.77	0.72
Instruction	5.15	Instruction	6.80	Instruction	6.39	1.24
Number of Participants =	112					

Dimensions: Graduate Students The University of Illinois at Champaign-Urbana

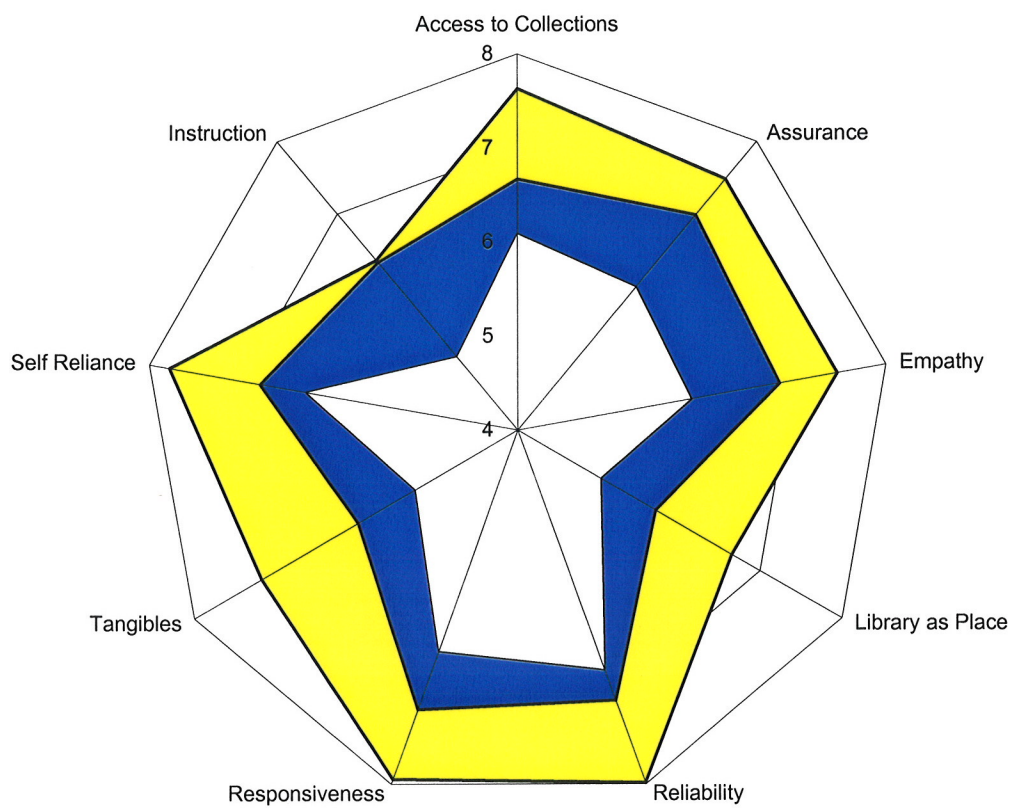


■ Perc > Des
 ■ Perc < Des
 ■ Perc > Min
 ■ Perc < Min

Dimensions: Graduate Students
The University of Illinois at Champaign-Urbana

Minimum		Desired		Perceived		Gap between Min and Perc
Access to Collections	6.18	Access to Collections	7.89	Access to Collections	6.98	0.79
Assurance	6.08	Assurance	7.73	Assurance	7.20	1.12
Empathy	5.98	Empathy	7.71	Empathy	7.11	1.13
Library as Place	5.65	Library as Place	7.49	Library as Place	6.65	1.00
Reliability	6.70	Reliability	8.20	Reliability	7.39	0.70
Responsiveness	6.48	Responsiveness	8.05	Responsiveness	7.42	0.94
Tangibles	5.47	Tangibles	7.49	Tangibles	6.72	1.26
Self Reliance	6.28	Self Reliance	8.10	Self Reliance	7.24	0.95
Instruction	5.34	Instruction	6.85	Instruction	6.61	1.27
Number of Participants =	126					

Dimensions: Faculty The University of Illinois at Champaign-Urbana

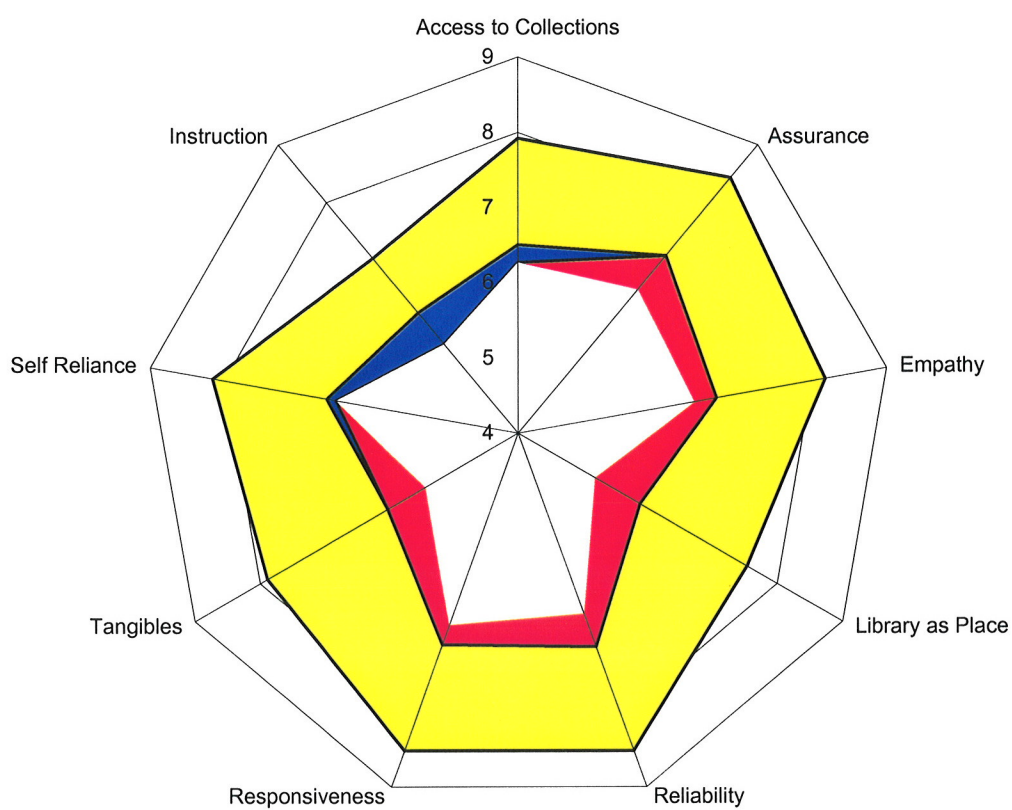


■ Perc > Des
 ■ Perc < Des
 ■ Perc > Min
 ■ Perc < Min

Dimensions: Faculty
The University of Illinois at Champaign-Urbana

Minimum		Desired		Perceived		Gap between Min and Perc
Access to Collections	6.08	Access to Collections	7.63	Access to Collections	6.67	0.59
Assurance	5.98	Assurance	7.48	Assurance	6.98	1.00
Empathy	5.89	Empathy	7.48	Empathy	6.85	0.97
Library as Place	5.02	Library as Place	6.65	Library as Place	5.71	0.68
Reliability	6.70	Reliability	7.98	Reliability	7.05	0.35
Responsiveness	6.49	Responsiveness	7.95	Responsiveness	7.16	0.66
Tangibles	5.26	Tangibles	7.17	Tangibles	5.98	0.71
Self Reliance	6.29	Self Reliance	7.78	Self Reliance	6.80	0.51
Instruction	5.01	Instruction	6.36	Instruction	6.33	1.32
Number of Participants =	174					

Dimensions: Library Staff The University of Illinois at Champaign-Urbana

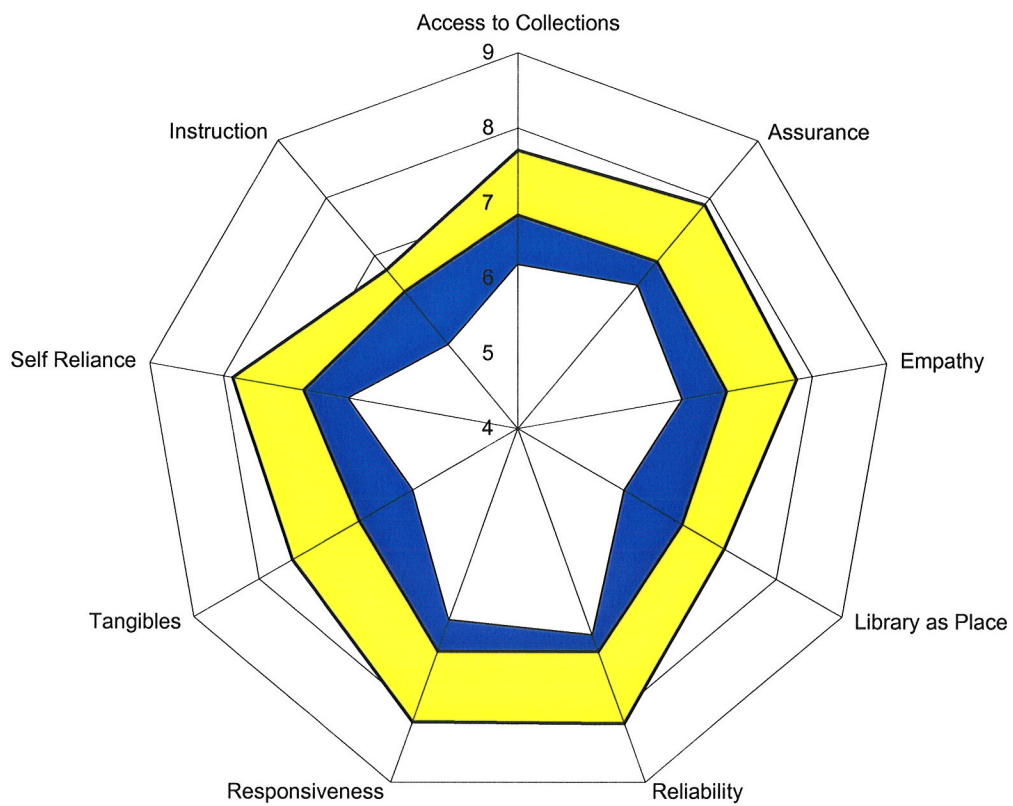


■ Perc > Des
 ■ Perc < Des
 ■ Perc > Min
 ■ Perc < Min

Dimensions: Library Staff
The University of Illinois at Champaign-Urbana

Minimum		Desired		Perceived		Gap between Min and Perc
Access to Collections	6.27	Access to Collections	7.92	Access to Collections	6.50	0.23
Assurance	7.08	Assurance	8.43	Assurance	6.49	* -0.59
Empathy	6.70	Empathy	8.17	Empathy	6.39	* -0.30
Library as Place	5.87	Library as Place	7.53	Library as Place	5.17	* -0.70
Reliability	7.02	Reliability	8.49	Reliability	6.54	* -0.47
Responsiveness	6.99	Responsiveness	8.49	Responsiveness	6.70	* -0.28
Tangibles	6.02	Tangibles	7.88	Tangibles	5.43	* -0.59
Self Reliance	6.48	Self Reliance	8.16	Self Reliance	6.60	0.12
Instruction	5.54	Instruction	7.03	Instruction	6.09	0.54
Number of Participants =	104					

Dimensions: Staff
The University of Illinois at Champaign-Urbana

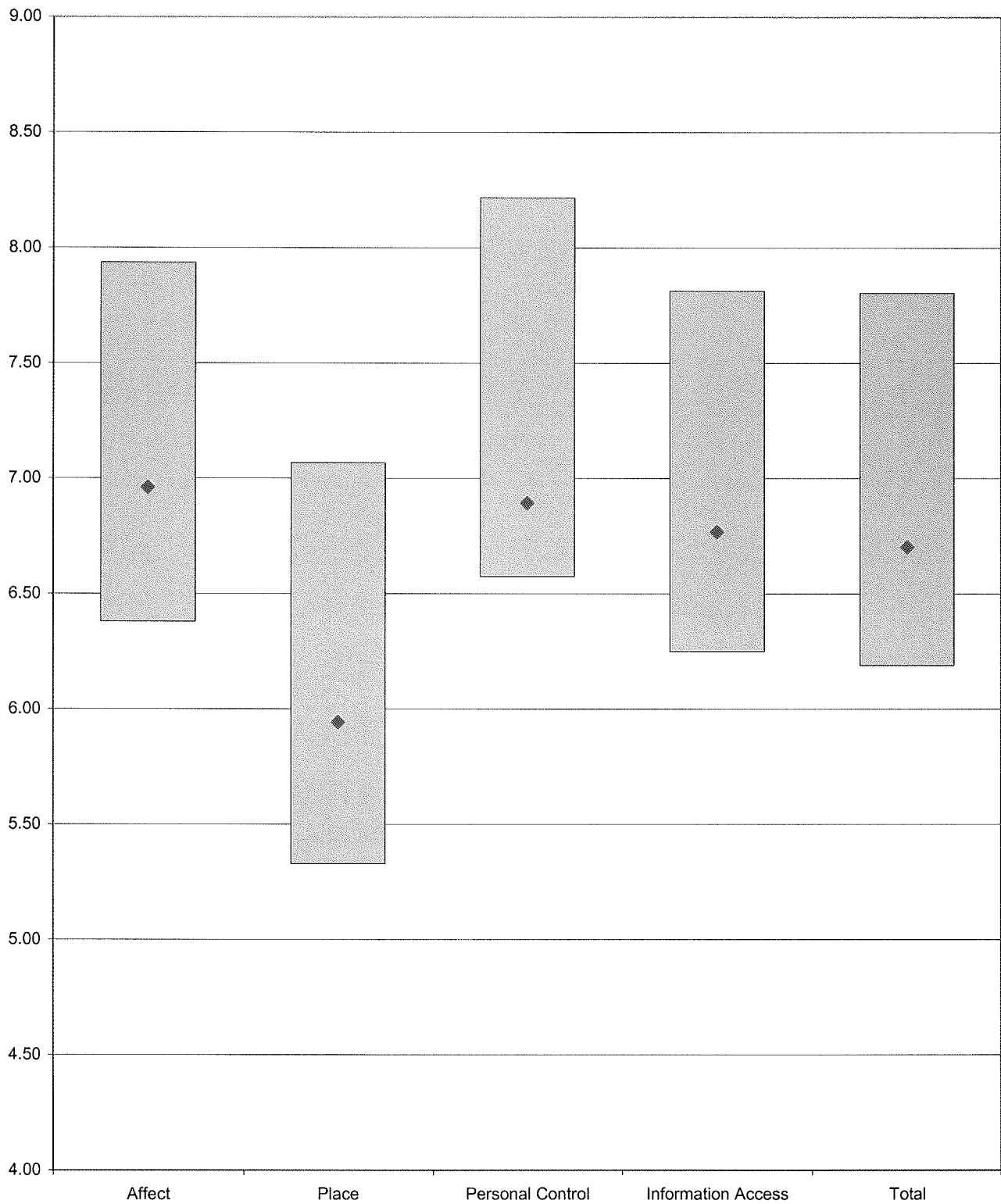


Perc > Des
 Perc < Des
 Perc > Min
 Perc < Min

Dimensions: Staff
The University of Illinois at Champaign-Urbana

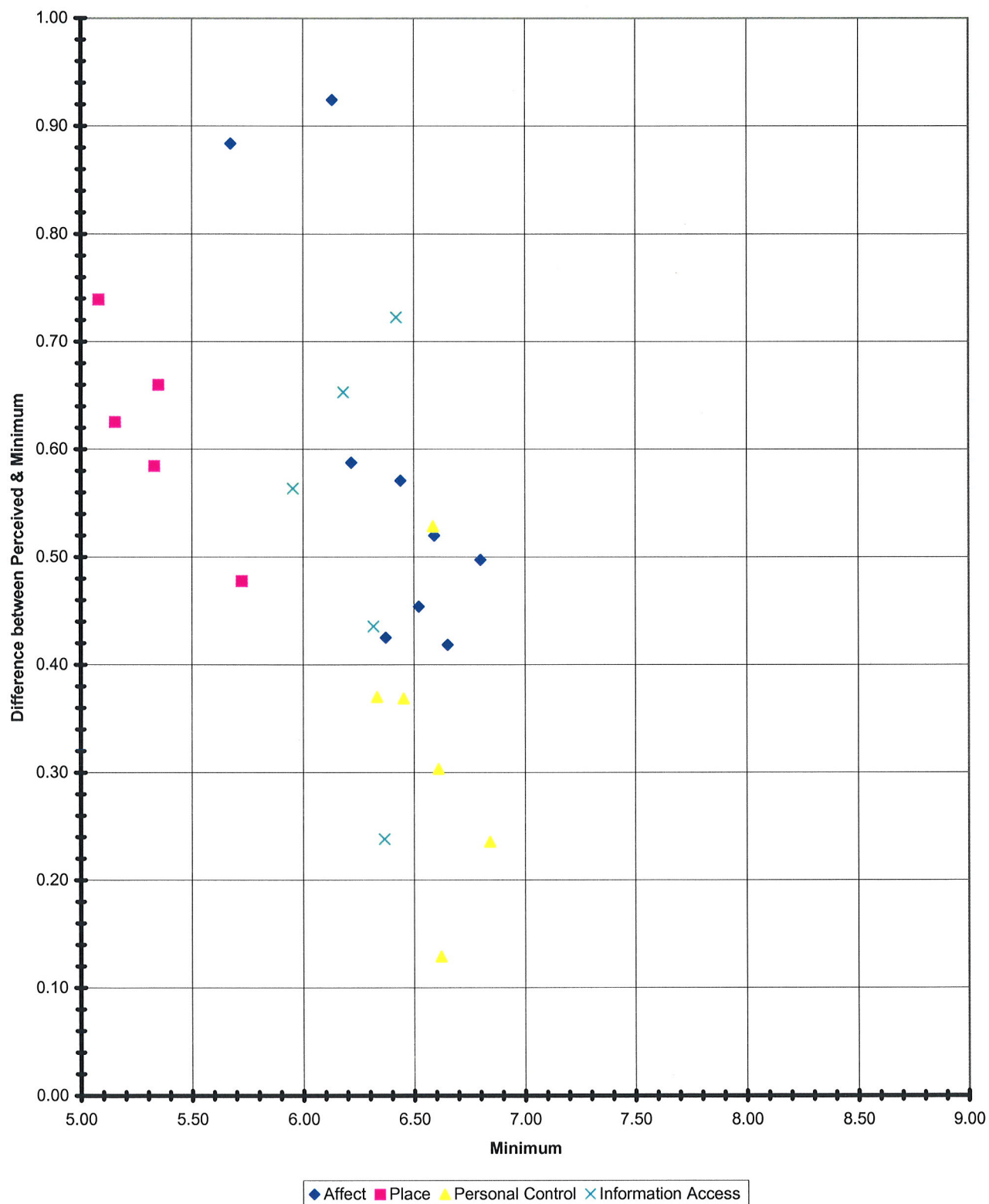
Minimum		Desired		Perceived		Gap between Min and Perc
Access to Collections	6.17	Access to Collections	7.71	Access to Collections	6.84	0.67
Assurance	6.48	Assurance	7.89	Assurance	6.90	0.42
Empathy	6.23	Empathy	7.79	Empathy	6.84	0.61
Library as Place	5.63	Library as Place	7.19	Library as Place	6.54	0.91
Reliability	6.90	Reliability	8.17	Reliability	7.15	0.24
Responsiveness	6.69	Responsiveness	8.15	Responsiveness	7.14	0.45
Tangibles	5.62	Tangibles	7.49	Tangibles	6.46	0.83
Self Reliance	6.30	Self Reliance	7.87	Self Reliance	6.91	0.61
Instruction	5.45	Instruction	6.75	Instruction	6.38	0.93
Number of Participants =	153					

Zone of Tolerance
The University of Illinois at Champaign-Urbana



Gap Score Scatterplot

The University of Illinois at Champaign-Urbana



Factors**The University of Illinois at Champaign-Urbana**

Minimum Ratings		Desired Ratings		Perceived Ratings		Gap between Min and Perc
Affect	6.38	Affect	7.94	Affect	6.97	0.59
Place	5.33	Place	7.07	Place	5.95	0.62
Personal Control	6.57	Personal Control	8.22	Personal Control	6.90	0.32
Information Access	6.25	Information Access	7.81	Information Access	6.77	0.52
Total	6.19	Total	7.81	Total	6.71	0.52
Number of Participants =	669					