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## LibQual+ 2006

### VCU Undergrad, Grad Student, & Faculty Gap Scores Compared 2006 & 2004

LIBQUAL SURVEY QUESTIONS							
Service experience		Undergrad gap scores		Grad gap scores		Faculty gap scores	
		2006	2004	2006	2004	2006	2004
AS-1	Employees who instill confidence in users	0.77	1.10	0.79	0.25	0.44	0.42
AS-2	Giving users individual attention	0.52	0.57	0.76	0.24	0.50	0.54
AS-3	Employees who are consistently courteous	0.30	-0.07	0.43	0.02	0.46	0.35
AS-4	Readiness to respond to users' questions	0.52	0.31	0.57	-0.10	0.34	0.21
AS-5	Employees who have the knowledge to answer user questions	0.48	0.47	0.44	0.10	0.18	0.19
AS-6	Employees who deal with users in a caring fashion	0.53	0.04	0.61	0.08	0.53	0.47
AS-7	Employees who understand the needs of their users	0.66	0.65	0.48	0.15	0.40	0.11
AS-8	Willingness to help users	0.59	0.47	0.59	0.06	0.48	0.37
AS-9	Dependability in handling users' service problems	0.38	0.12	0.33	-0.50	0.05	-0.19
Collections and access to library materials		Undergrad gap scores		Grad gap scores		Faculty gap scores	
		2006	2004	2006	2004	2006	2004
IC-1	Making electronic resources accessible from my home or office	0.48	1.10	0.40	0.11	-0.19	-0.40

IC-2	A library Web site enabling me to locate information on my own	0.45	0.33	0.35	-0.22	-0.17	-0.40
IC-3	The printed library materials I need for my work	0.38	0.10	0.28	-0.30	-0.30	-0.76
IC-4	The electronic information resources I need	0.49	0.35	0.23	-0.33	-0.30	-0.42
IC-5	Modern equipment that lets me easily access needed information	0.45	0.16	0.23	-0.13	-0.05	0.03
IC-6	Easy-to-use access tools that allow me to find things on my own	0.32	0.38	0.24	-0.39	-0.13	-0.31
IC-7	Making information easily accessible for independent use	0.42	0.10	0.40	-0.27	0.08	0.10
IC-8	Print and/or electronic journal collections I require for my work	0.26	0.25	-0.04	-0.53	-0.64	-1.27
IC-9	Comprehensive collections of fulltext articles online	0.24	0.14	-0.39	-0.83	-0.77	-0.81
IC-10	Making me aware of library resources and services (in 2006 survey)	0.54	n/a	0.75	n/a	0.32	n/a
IC-10	Ease of use of electronic resources (in 2004 survey)	n/a	0.14	n/a	0.05	n/a	-0.26
IC-11	Efficient interlibrary loan / document delivery	0.64	0.69	0.46	-0.06	0.01	-0.76

Library as Place		Undergrad gap scores		Grad gap scores		Faculty gap scores	
		2006	2004	2006	2004	2006	2004
LP-1	Library space that inspires study and learning	0.01	-0.32	-0.26	-0.63	-0.01	-0.30
LP-2	Quiet space for individual activities	0.06	0.12	-0.11	-0.39	0.23	-0.64
LP-3	A comfortable and inviting location	0.47	0.37	0.20	-0.25	0.32	0.44
LP-4	A getaway for study, learning, or research	0.32	0.15	0.15	-0.30	0.47	0.00
LP-5	Community space for group learning and group study	0.67	1.24	0.78	0.55	0.91	1.13
LP-6	Convenient service hours	0.57	0.33	0.29	-0.25	0.66	0.30
LP-7	A safe and secure place	0.08	-0.03	-0.21	-0.26	-0.27	0.06

What is a gap score? Gap scores express the difference between a user's perceived level of service or collection quality and their minimum expectation for services and collections. A negative gap score on an item, shown as a negative number in red here, indicates that the user perceives services or collections to be less than the user's minimal expectation for those services or collections. See also, [How To Interpret VCU's Gap Scores](#)

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March 28, 2008

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