LibQUAL+™ 2003 Dimensions

In this notebook the results are presented along the same dimensions that were derived from the 2002 iteration. The wording of six questions was changed slightly compared to 2002; a validity and reliability analysis, which will identify whether the same four dimensions are replicated in 2003, is forthcoming. The list below displays the dimensions used to present the results in the 2003 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.)

Access to Information
3. [AI-1] Print and/or electronic journal collections I require for my work
8. [AI-2] Convenient service hours
14. [AI-3] The printed library materials I need for my work
18. [AI-4] The electronic information resources I need
22. [AI-5] Timely document delivery/interlibrary loan

Affect of Service
1. [AS-1] Employees who instill confidence in users
4. [AS-2] Readiness to respond to users’ questions
7. [AS-3] Willingness to help users
10. [AS-4] Dependability in handling users’ service problems
12. [AS-5] Giving users individual attention
15. [AS-6] Employees who have the knowledge to answer user questions
17. [AS-7] Employees who are consistently courteous
20. [AS-8] Employees who deal with users in a caring fashion
23. [AS-9] Employees who understand the needs of their users

Library as Place
5. [LP-1] Quiet space for individual activities
9. [LP-2] A comfortable and inviting location
13. [LP-3] Library space that inspires study and learning
19. [LP-4] Community space for group learning and group study
24. [LP-5] A getaway for study, learning or research

Personal Control
2. [PC-1] Easy-to-use access tools that allow me to find things on my own
6. [PC-2] Convenient access to library collections
11. [PC-3] A library Web site enabling me to locate information on my own
16. [PC-4] Modern equipment that lets me easily access needed information
25. [PC-6] Making electronic resources accessible from my home or office