

LibQUAL+® Lite	LibQUAL+®
<p>Core Questions</p> <ul style="list-style-type: none"> • AS-6 • IC-4 • LP-1 • AS-random • AS-random • IC-random • IC-random • LP-random 	<p>Core Questions</p> <p>AS-1 Employees who instill confidence in users</p> <p>AS-2 Giving users individual attention</p> <p>AS-3 Employees who are consistently courteous</p> <p>AS-4 Readiness to respond to users' questions</p> <p>AS-5 Employees who have the knowledge to answer user questions</p> <p>AS-6 Employees who deal with users in a caring fashion</p> <p>AS-7 Employees who understand the needs of their users</p> <p>AS-8 Willingness to help users</p> <p>AS-9 Dependability in handling users' service problems</p> <p>IC-1 Making electronic resources accessible from my home or office</p> <p>IC-2 A library Web site enabling me to locate information on my own</p> <p>IC-3 The printed library materials I need for my work</p> <p>IC-4 The electronic information resources I need</p> <p>IC-5 Modern equipment that lets me easily access needed information</p> <p>IC-6 Easy-to-use access tools that allow me to find things on my own</p> <p>IC-7 Making information easily accessible for independent use</p> <p>IC-8 Print and/or electronic journal collections I require for my work</p> <p>LP-1 Library space that inspires study and learning</p> <p>LP-2 Quiet space for individual activities</p> <p>LP-3 A comfortable and inviting location</p> <p>LP-4 A getaway for study, learning or research</p> <p>LP-5 Community space for group learning and group study</p>
<p>Local Questions</p> <p>Randomly select one from the five</p>	<p>Local Questions</p> <p>Option to choose five local questions</p>
<p>Outcomes</p> <p>Randomly select two questions from the five</p>	<p>Outcomes</p> <p>O-1 The library helps me stay abreast of developments in my field(s) of interest.</p> <p>O-2 The library aids my advancement in my academic discipline or work.</p> <p>O-3 The library enables me to be more efficient in my academic pursuits or work.</p> <p>O-4 The library helps me distinguish between trustworthy and untrustworthy information.</p> <p>O-5 The library provides me with the information skills I need in my work or study.</p>
<p>Satisfaction</p> <ul style="list-style-type: none"> • S-3 • Randomly select one question from the remaining two 	<p>Satisfaction</p> <p>S-1 In general, I am satisfied with the way in which I am treated at the library.</p> <p>S-2 In general, I am satisfied with library support for my learning, research, and/or teaching needs.</p> <p>S-3 How would you rate the overall quality of the service provided by the library?</p>
<p>Library Usage</p> <p>Use all three Library Usage items</p>	<p>Library Usage</p> <p>LU-1 How often do you use resources on library premises?</p> <p>LU-2 How often do you access library resources through a library Web page?</p> <p>LU-3 How often do you use Yahoo™, Google™, or non-library gateways for information?</p>
<p>Demographics</p> <p>Items will be identical between LibQUAL+® Lite and LibQUAL+®, but will vary according to institution type</p>	

AS = Affect of Service. IC = Information Control. LP = Library as Place.

NOTE: The **highlighted** questions are the ones all *LibQUAL+® Lite* respondents will have to answer.