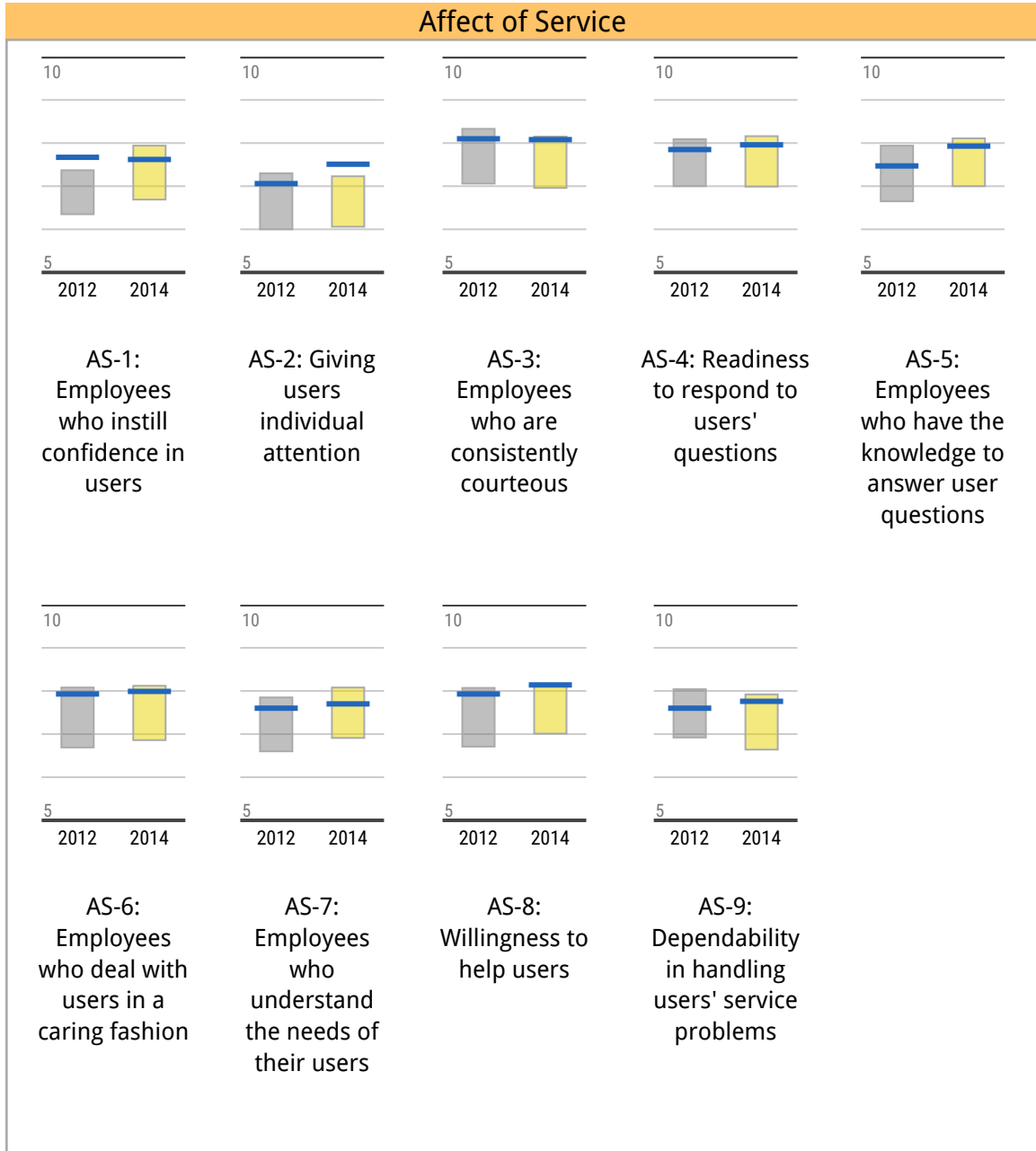


# ZSR LibQual+ Results

## Overall Scores

2012/2014 Comparison



## Legend

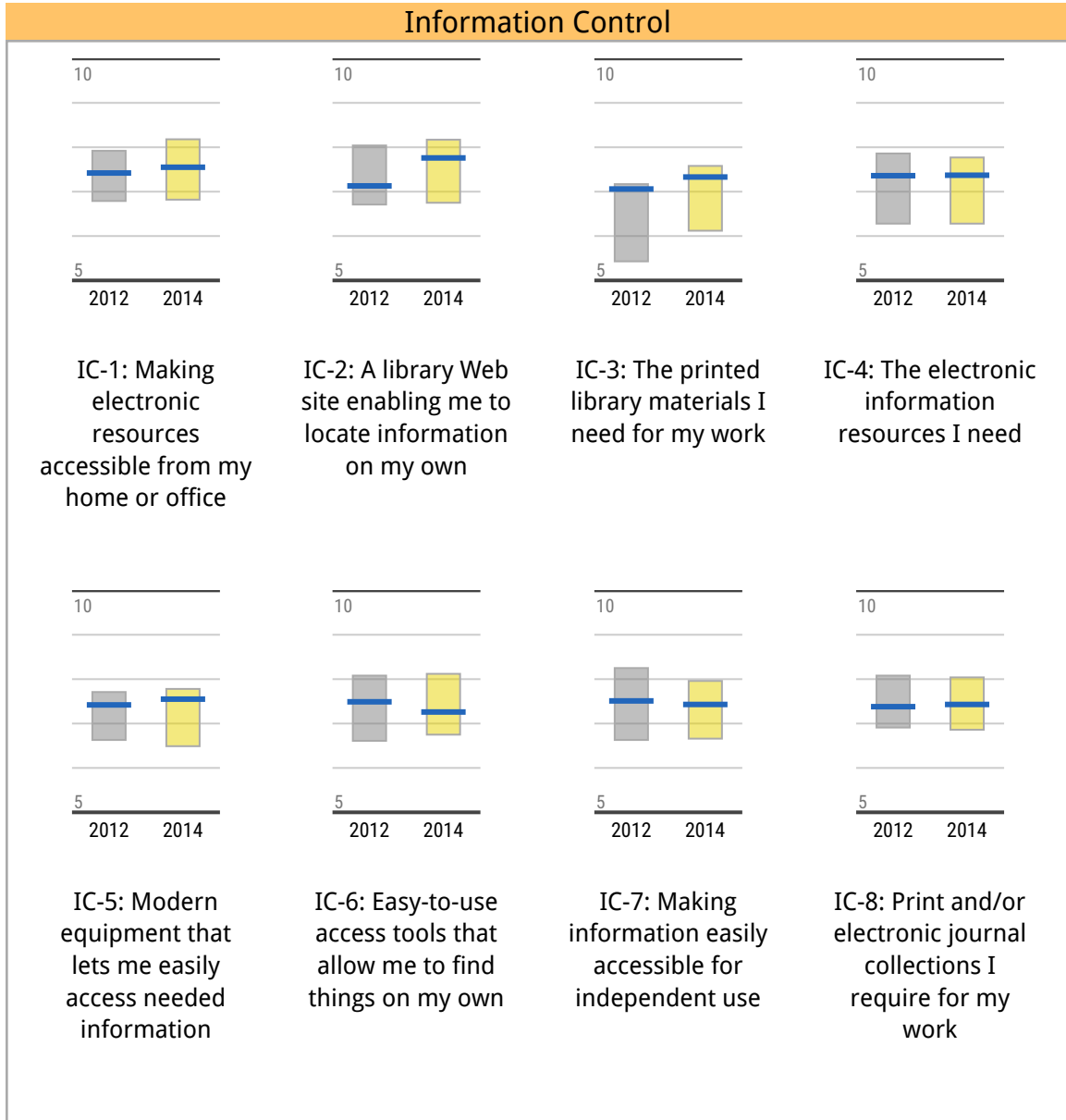
- ■ – 2012 range of user expectations, from minimally acceptable to desired
- ■ – 2014 range of user expectations, from minimally acceptable to desired
- — – Our users' perception of how well we meet their expectations

Ratings are on a scale of 0 to 10; all ratings were above 5. For legibility, the charts show the range of 5 to 10.

# ZSR LibQual+ Results

## Overall Scores

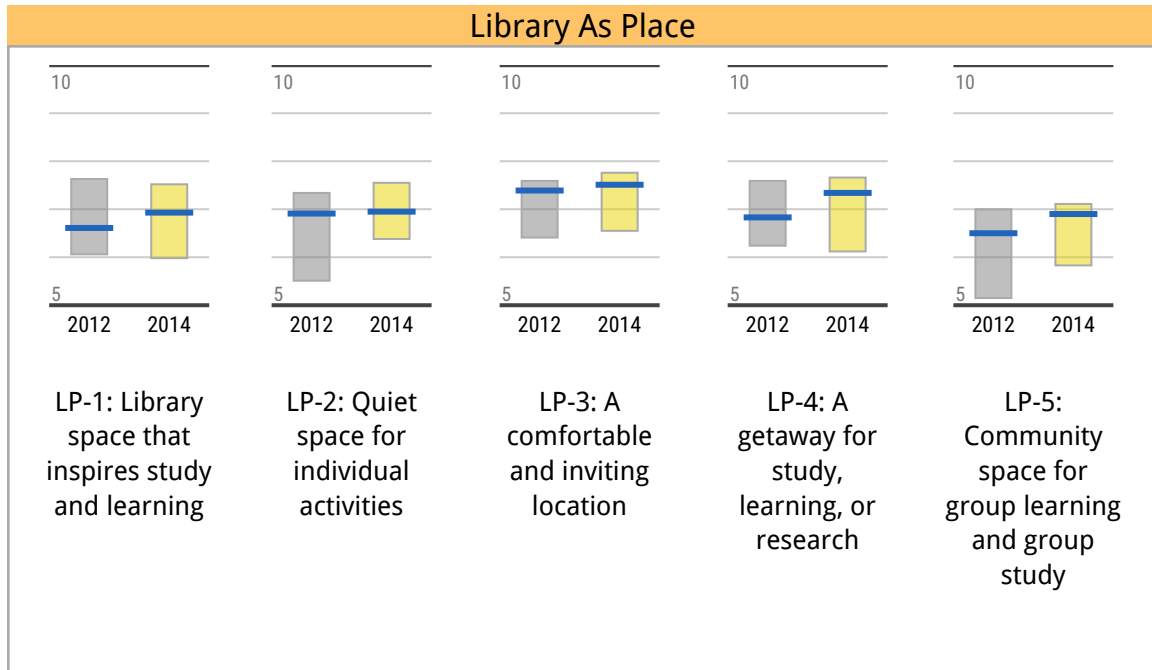
2012/2014 Comparison



# ZSR LibQual+ Results

## Overall Scores

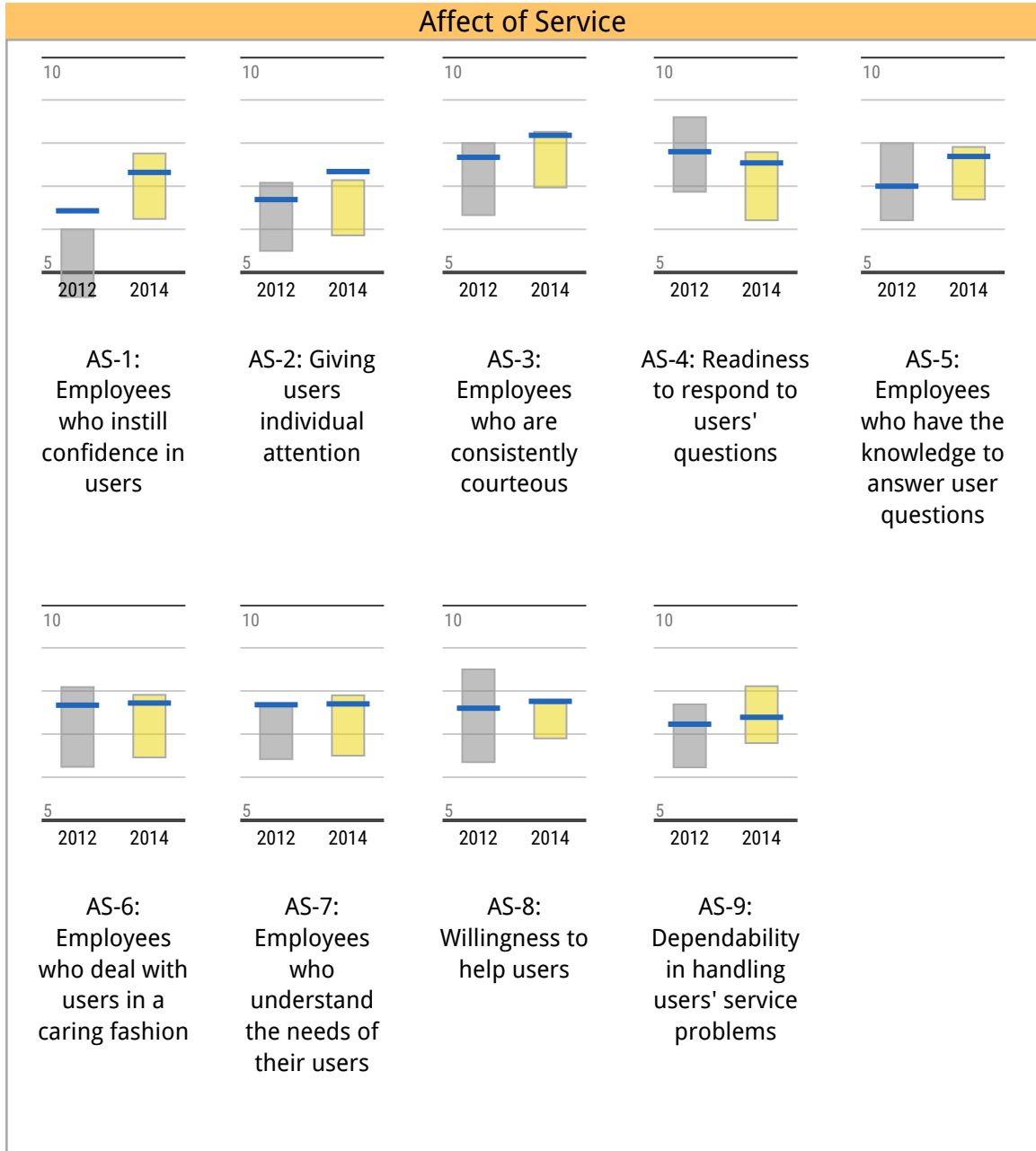
2012/2014 Comparison



# ZSR LibQual+ Results

## Undergraduate Scores

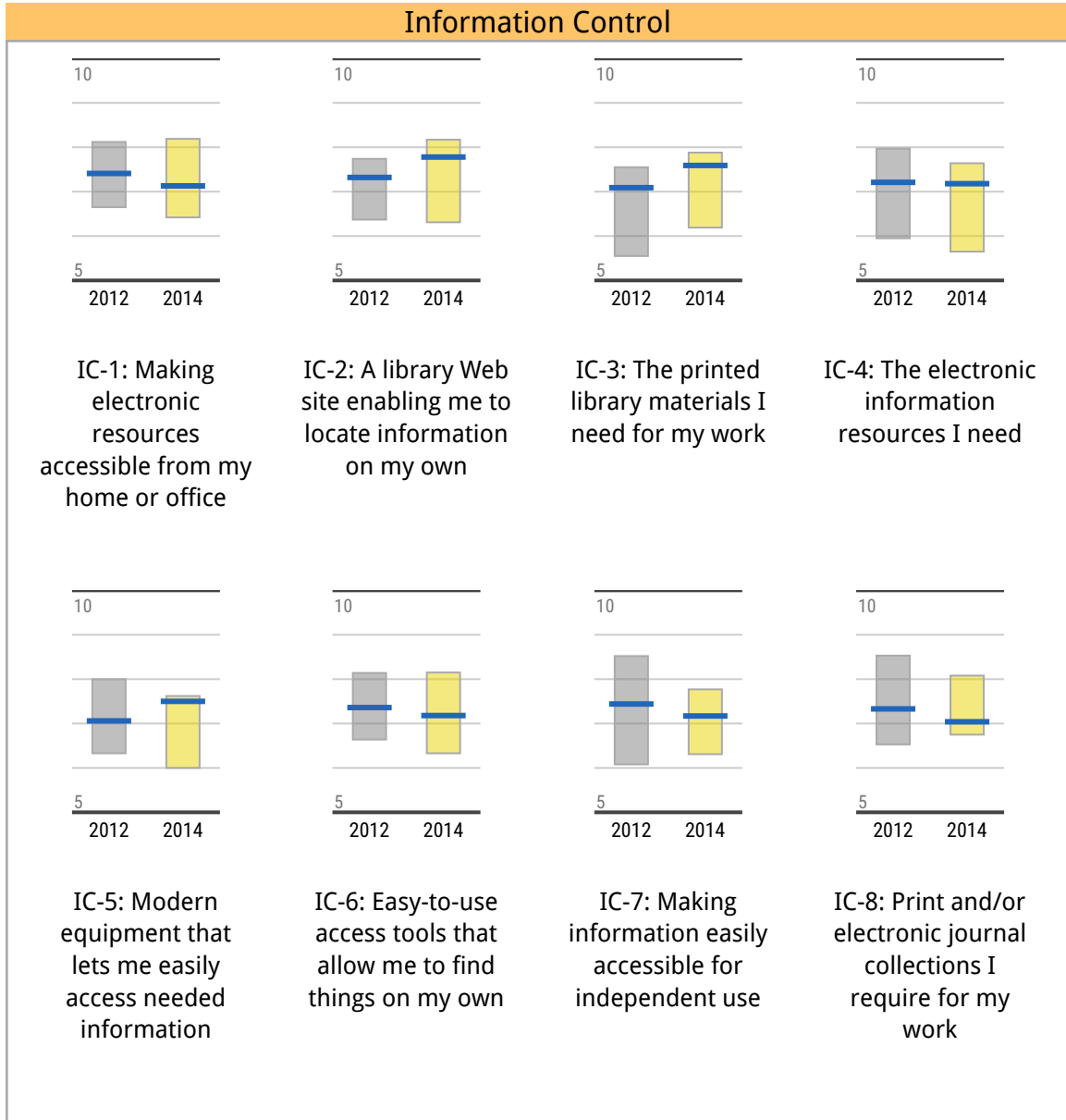
2012/2014 Comparison



# ZSR LibQual+ Results

## Undergraduate Scores

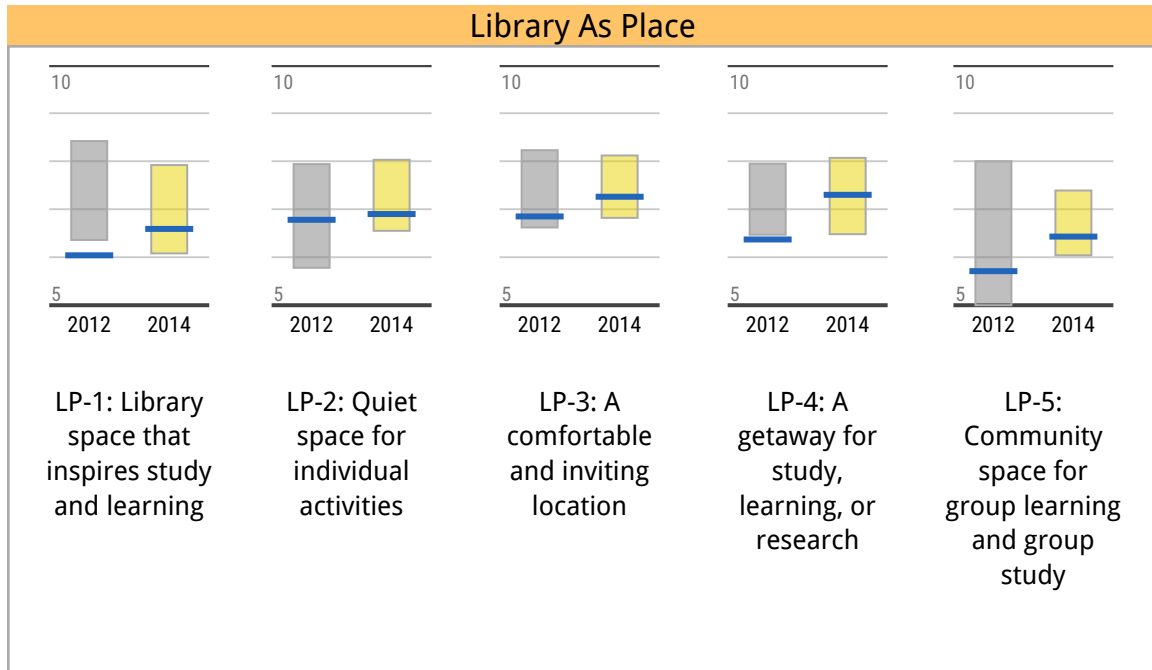
2012/2014 Comparison



# ZSR LibQual+ Results

## Undergraduate Scores

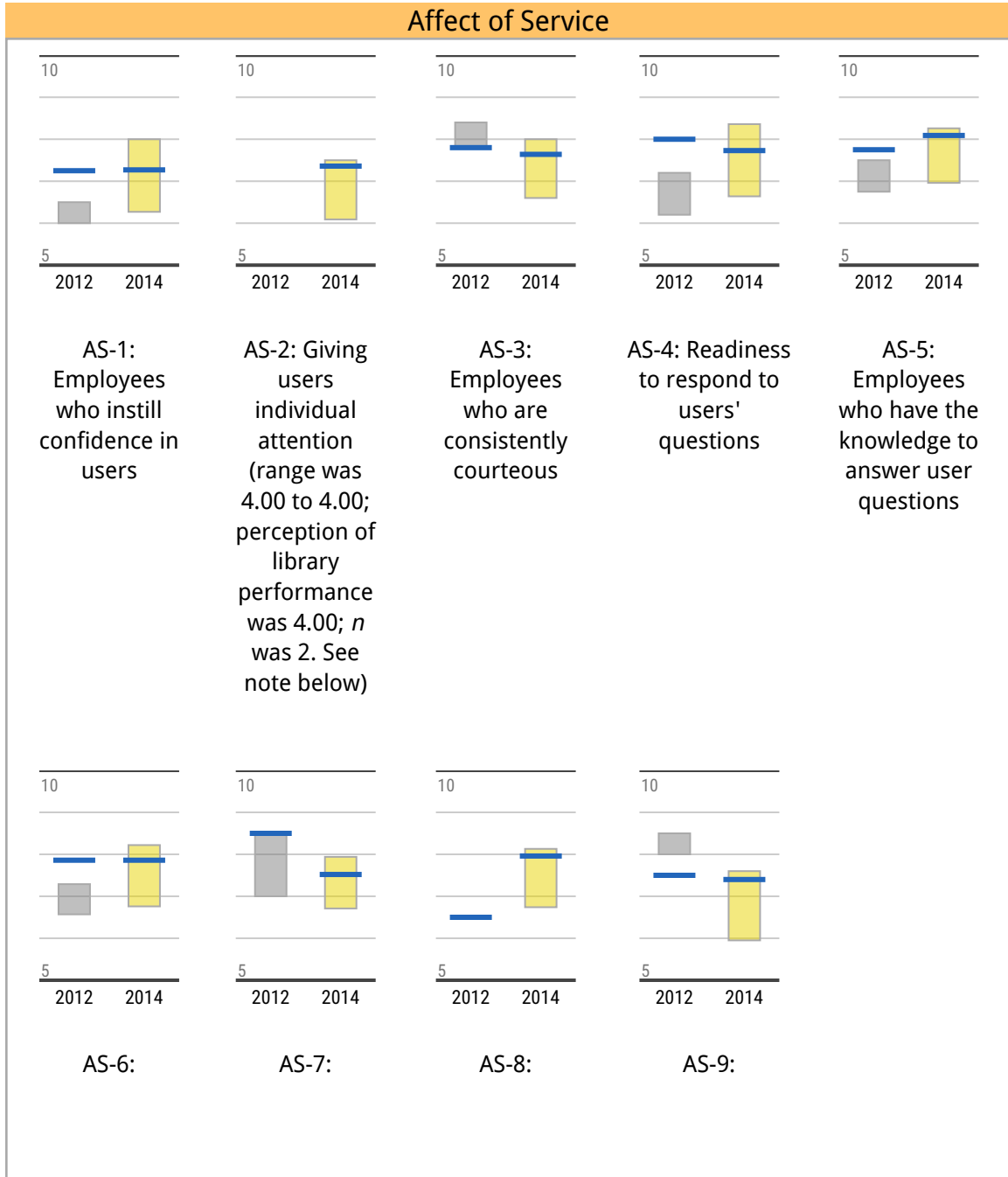
2012/2014 Comparison



# ZSR LibQual+ Results

## Graduate Student Scores

2012/2014 Comparison





Employees who deal with users in a caring fashion	Employees who understand the needs of their users	Willingness to help users (range was 4:00 to 5:00; perceived was 6.5; <i>n</i> was 2. See note)	Dependability in handling users' service problems
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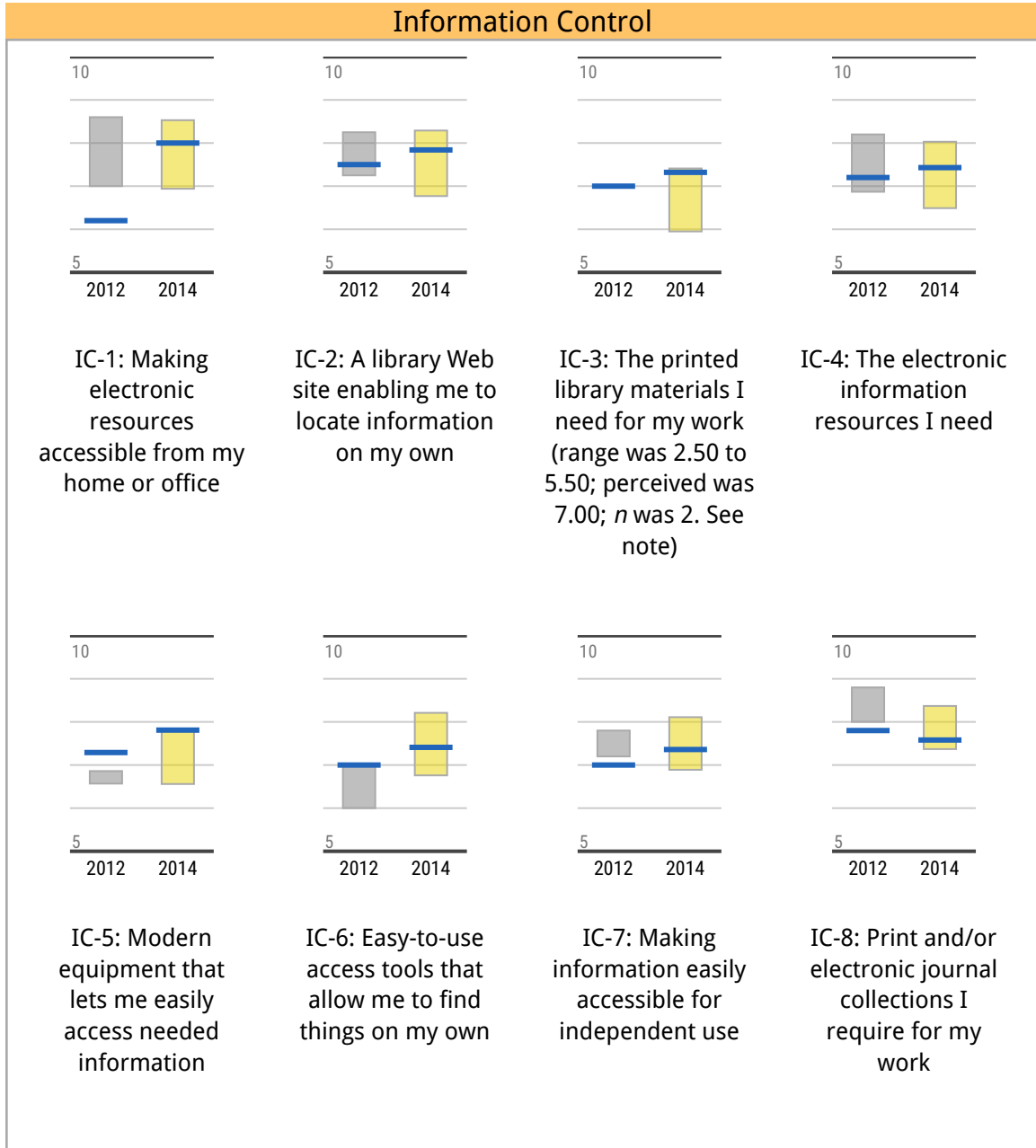
## Note

Due to the way the LibQual survey was distributed in 2012, the number of graduate students responding was quite low (15). As a result, the 2012 responses may not be a sufficiently random sample to be representative of the graduate student body in 2012.

# ZSR LibQual+ Results

## Graduate Student Scores

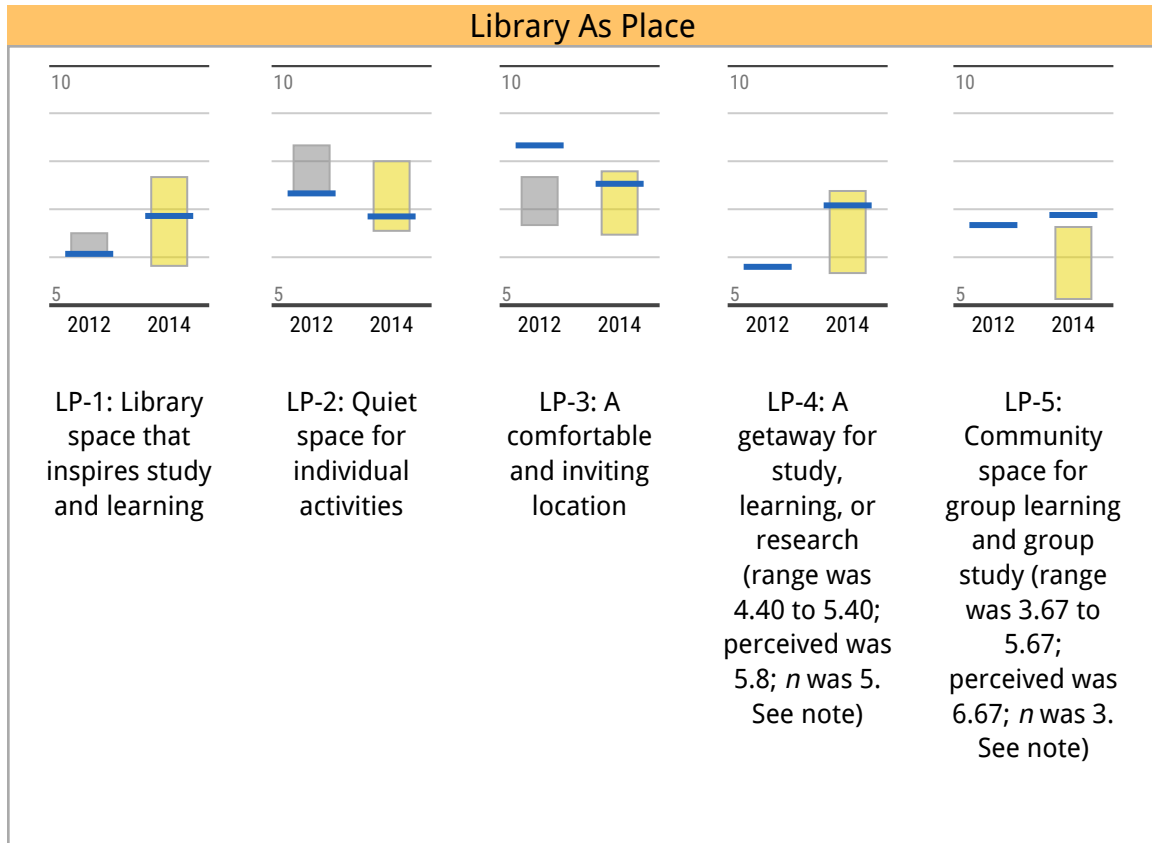
2012/2014 Comparison



# ZSR LibQual+ Results

## Graduate Student Scores

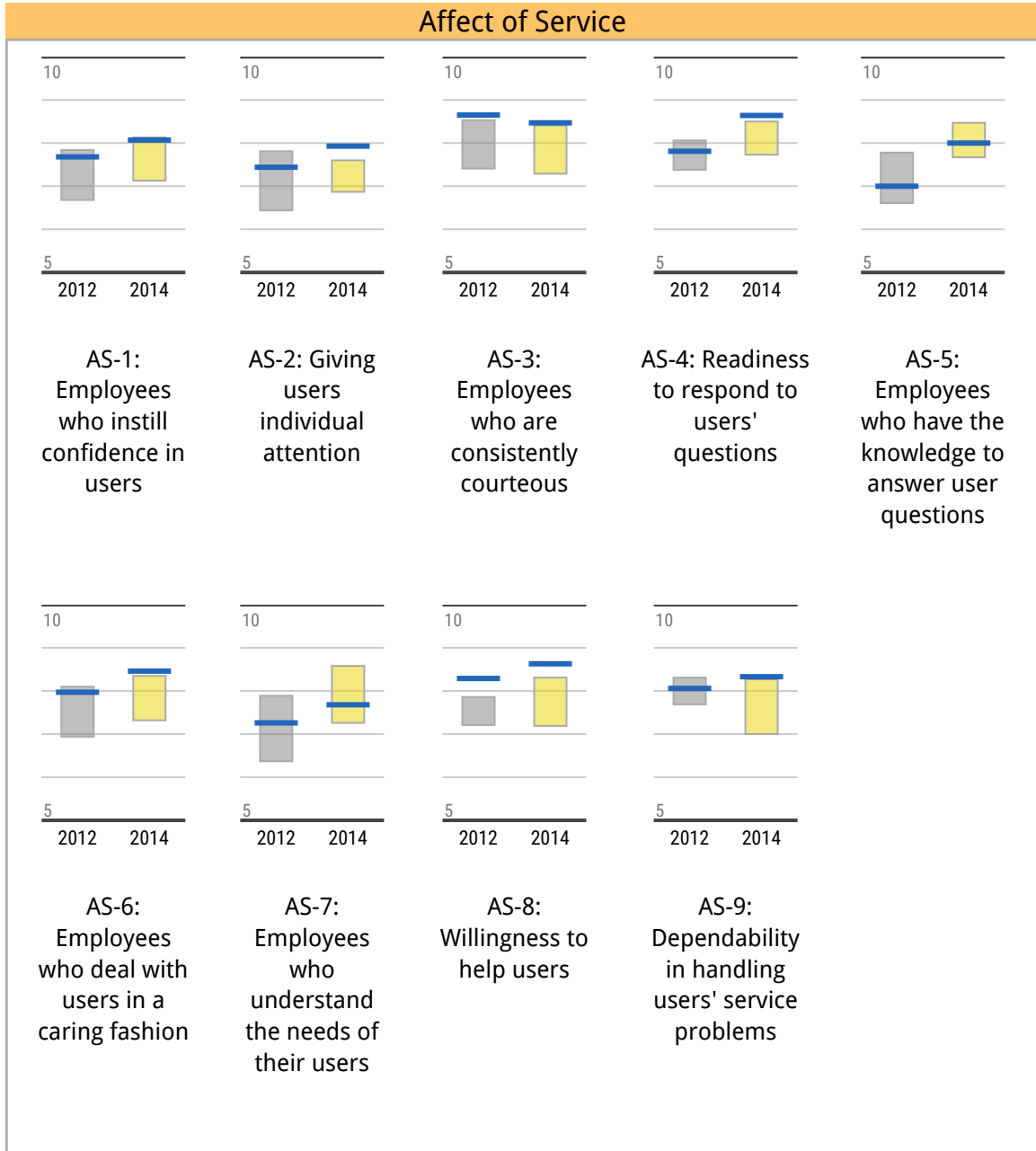
2012/2014 Comparison



# ZSR LibQual+ Results

## Faculty Scores

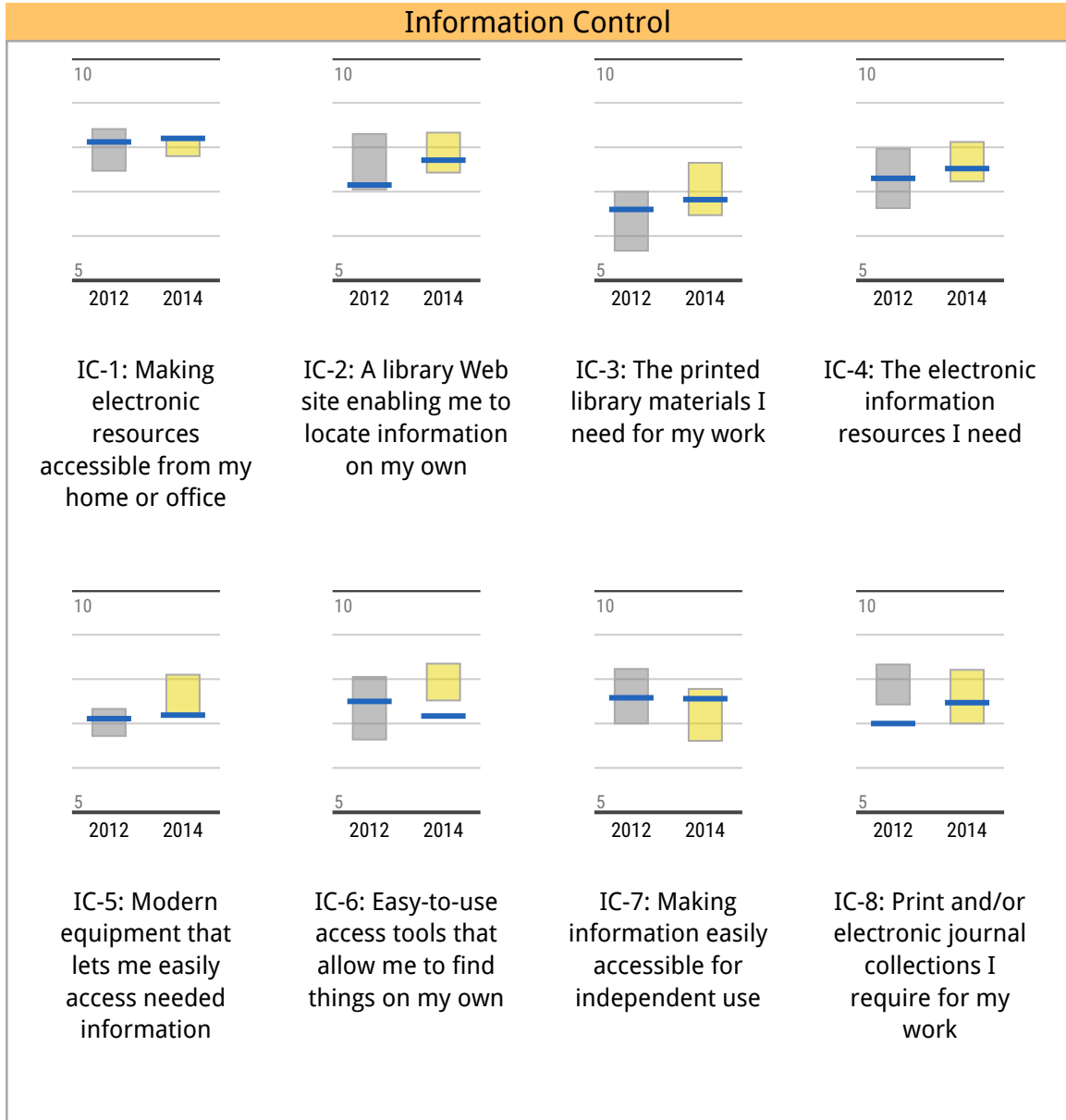
2012/2014 Comparison



# ZSR LibQual+ Results

## Faculty Scores

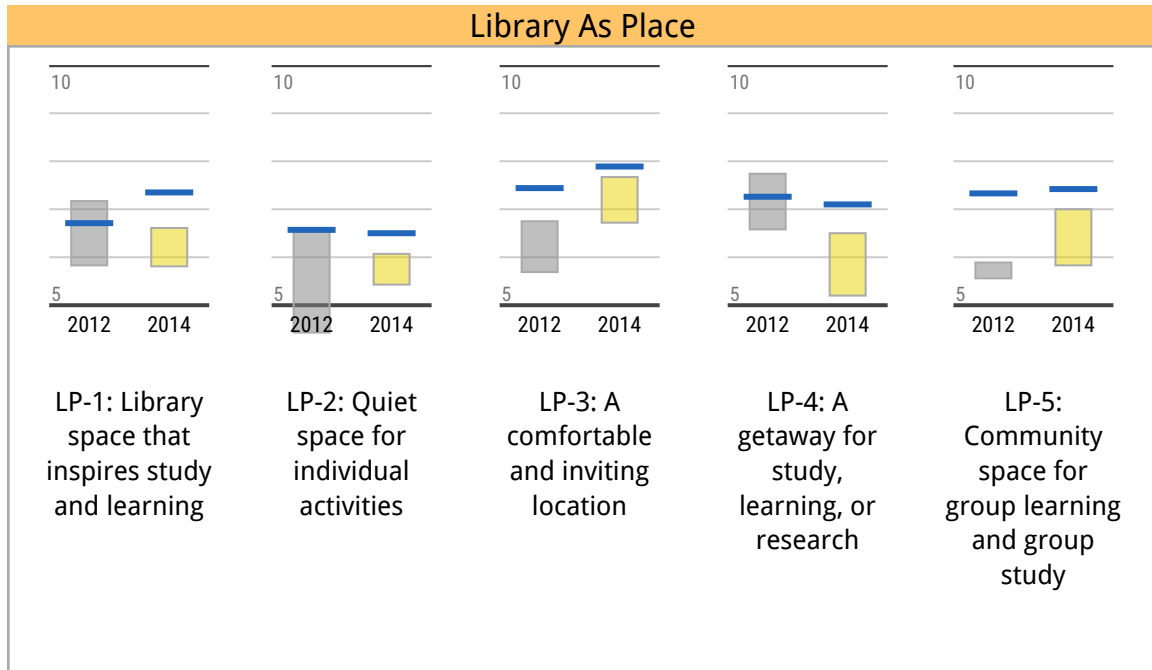
2012/2014 Comparison



# ZSR LibQual+ Results

## Faculty Scores

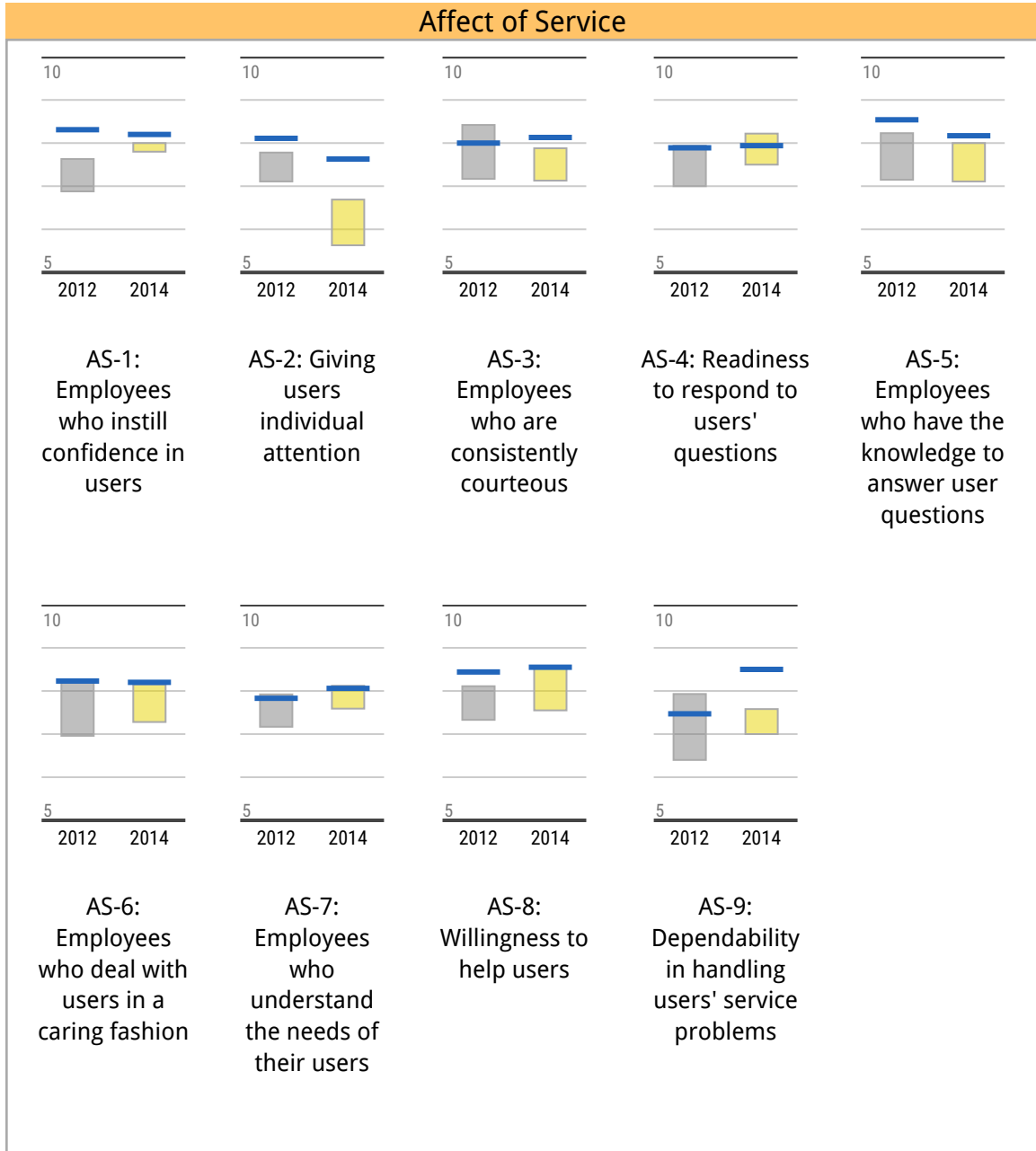
2012/2014 Comparison



# ZSR LibQual+ Results

## Staff Scores

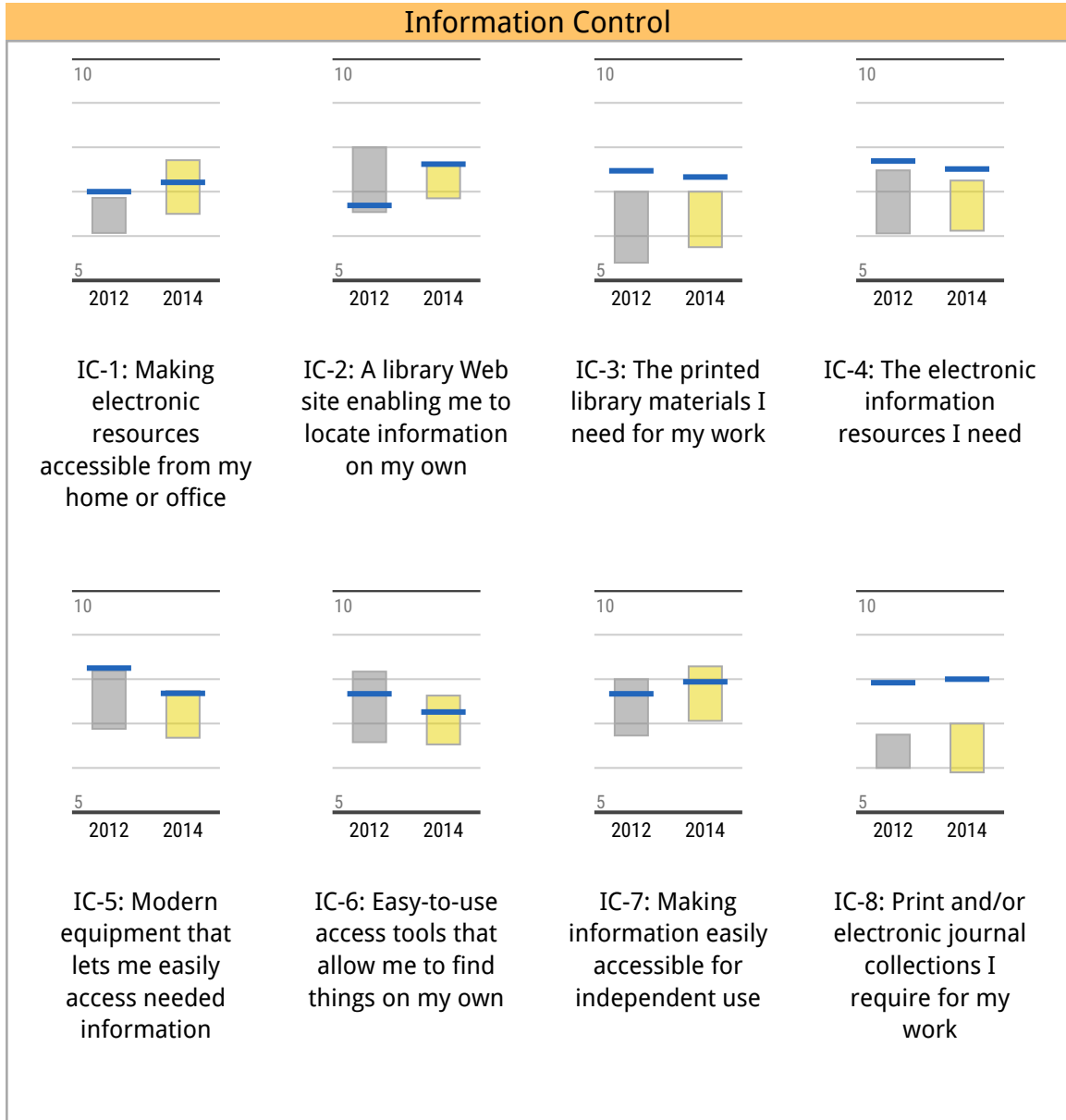
2012/2014 Comparison



# ZSR LibQual+ Results

## Staff Scores

2012/2014 Comparison





# ZSR LibQual+ Results

## Staff Scores

2012/2014 Comparison

