

### Adequacy Gap by User Group 2001-2005, with Desired Mean Ranking

	2001					2002					2003					2004					2005				
	Undergraduate					Graduate					Faculty					Staff									
	Rank					Rank					Rank					Rank									
<b>Information Control</b>																									
Easy-to-use access tools that allow me to find things on my own	0.22	0.54	0.54	0.72	0.69	3	0.45	0.37	0.32	0.22	0.57	4	0.27	0.26	0.49	0.23	0.12	5	0.00	0.23	0.45	0.77	21		
Making information easily accessible for independent use	0.43	0.61	0.80	0.81	0.86	5	0.70	0.51	0.58	0.49	0.45	5	0.45	0.42	0.39	0.43	0.30	6	0.45	0.77	0.45	0.77	21		
Making electronic resources accessible from my home or office	-0.15	0.69	0.70	1.02	0.78	1	0.40	0.46	0.27	0.34	0.44	2	0.20	0.21	0.11	0.29	0.31	2	0.45	0.77	0.45	0.77	21		
A library website enabling me to locate information on my own	0.34	1.02	0.77	0.62	0.82	6	0.53	0.39	0.48	0.16	0.38	3	0.31	0.32	0.24	0.00	0.16	4	-0.66	-0.33	0.45	0.77	6		
Modern equipment that lets me easily access the information I need	0.36	0.79	1.06	0.76	0.74	2	0.53	0.45	0.66	0.45	0.47	6	0.34	0.36	0.43	0.28	0.37	9	0.02	-0.18	0.45	0.77	13		
** Print and/or electronic journal collections I require for my work		0.94	1.14	0.69	1.01	10	0.75	0.90	0.13	0.14	0.09	1	-0.60	-0.31	-0.01	-0.29	-0.57	1	0.18	0.42	0.45	0.77	13		
** The printed library materials I need for my work	0.61	1.00	0.98	0.75	0.73	15	0.88	0.95	0.33	0.46	0.42	9	0.00	0.13	0.16	0.10	0.03	8	0.45	-0.18	0.45	0.77	13		
* The electronic information resources I need			1.18	0.88	0.93	10			0.41	0.34	0.27	1			0.32	0.06	0.05	3	0.68	0.55	0.68	0.55	11		
<b>Affect of Service</b>																									
Readiness to respond to users' questions	0.49	0.65	1.12	1.00	0.74	12	0.77	0.69	1.00	0.71	0.79	11	0.29	0.55	0.95	0.95	0.77	11	0.52	0.00	0.52	0.00	5		
Employees who understand the needs of their users	0.43	0.94	1.08	1.02	0.98	16	0.78	0.67	1.02	0.69	0.88	13	0.32	0.49	0.77	0.72	0.67	10	0.32	0.06	0.32	0.06	7		
Employees who deal with users in a caring fashion	0.58	0.81	1.28	1.03	0.95	13	1.05	0.84	1.22	0.78	1.09	16	0.67	0.88	1.24	1.26	1.07	13	0.24	-0.02	0.24	-0.02	10		
Employees who instill confidence in users	1.21	0.88	1.21	1.19	1.21	18	1.21	0.98	1.41	1.12	1.28	19	0.92	1.02	1.29	1.20	1.24	14	0.13	-0.16	0.13	-0.16	9		
Employees who have the knowledge to answer user questions	0.32	0.62	1.09	0.98	0.88	8	0.74	0.35	0.90	0.69	0.64	8	0.40	0.35	0.74	0.78	0.52	8	0.03	0.02	0.03	0.02	3		
Willingness to help users	0.08	1.24	1.06	0.99	0.91	14	0.90	0.99	1.05	0.83	0.81	10	0.47	0.84	1.06	1.01	0.80	12	0.44	0.26	0.44	0.26	2		
Giving users individual attention	0.80	1.04	1.21	1.21	1.02	19	1.05	0.93	1.13	1.22	1.00	21	0.71	0.86	1.17	1.08	0.86	15	0.34	0.02	0.34	0.02	16		
Dependability in handling users' service problems	0.37	0.74	0.98	0.68	0.75	4	0.82	0.56	0.76	0.64	0.51	7	0.29	0.51	0.59	0.63	0.42	10	0.25	-0.41	0.25	-0.41	4		
Employees who are consistently courteous	0.72	0.97	1.20	0.93	0.65	11	1.11	0.85	1.20	0.90	1.03	12	0.96	0.85	1.26	1.21	0.87	7	0.05	-0.33	0.05	-0.33	1		
<b>Library as Place</b>																									
** A getaway for study, learning, or research	0.08	0.79	0.99	0.81	0.79	4	0.05	0.39	0.93	0.50	0.68	14	0.52	0.63	1.15	1.05	0.96	17	-0.05	-0.06	-0.05	-0.06	17		
** Library space that inspires study and learning	0.41	0.73	0.82	0.54	0.76	9	0.89	0.81	0.66	0.11	0.39	18	0.78	1.08	1.24	1.14	0.54	18	-0.42	-1.38	-0.42	-1.38	18		
** Quiet space for individual activities	0.06	0.86	1.01	0.70	0.58	6	0.10	0.56	0.83	0.45	0.66	17	0.48	0.79	1.57	1.37	1.00	19	-0.41	-0.48	-0.41	-0.48	15		
A comfortable and inviting location	0.25	0.64	1.05	0.67	0.80	7	0.72	0.51	1.07	0.37	0.61	15	0.88	0.82	1.25	1.08	0.92	16	-1.07	-1.27	-1.07	-1.27	19		
* Community space for group learning and group study			0.81	0.47	0.83	17			1.08	0.81	0.85	20			1.86	1.62	1.82	20	-0.18	0.07	-0.18	0.07	20		
<b>OVERALL</b>			1.02	0.84	0.83				0.76	0.55	0.64				0.75	0.72	0.57		0.05	-0.13	0.05	-0.13			

Positive Gaps 1.00 or higher  
 Negative Gaps (regardless of value)  
 Danger Zone: 2+ years of decreasing value or a gap of less than 0.30  
 red font - still positive, but lower than previous year

**Adequacy Gap** - Calculated by subtracting minimum score from perceived score  
**Desired Mean** - Sum of user groups' scores divided by total number of responses by group  
 \* Question asked for the first time in 2003  
 \*\* Question worded slightly differently in 2001 and 2002