Best

* AS-2 Giving users individual attention
  Library Staff
L720 Helpful online guides and tutorials
  Graduate
LP-2 Quiet space for individual activities
  Faculty
LP-5 Community space for group learning and group study
  All Groups
  Graduate
  Library Staff
  Staff
  Undergraduate

Worst

*AS-2 Giving users individual attention
  Staff
AS-3 Employees who are consistently courteous
  Staff
IC-3 The printed library materials I need for my work
  Library Staff
IC-5 Modern equipment that lets me easily access needed information
  Staff
IC-8 Print and/or electronic journal collections I require for my work
  All Groups
  Faculty
  Graduate
  Undergraduate
LP-1 Library space that inspires study and learning
  Undergraduate

* indicates that there is overlap between the "Best" and "Worst" list for service item; generally, this overlap is due to differing group opinion on the item.
^ Indicates that there is overlap between the "Best" and "Worst" list for service item within a single group. The service item is met the "worst" for this group when looking at service item in terms of superiority and is met "best" when looking at the service item in terms of adequacy.
Among the Best

*AS-1 Employees who instill confidence in users
   All Groups
   Graduate
   ^Undergraduate
*AS-2 Giving users individual attention
   All Groups
   Graduate
   Library Staff
   ^Staff
*AS-3 Employees who are consistently courteous
   Graduate
*AS-4 Readiness to respond to users' questions
   Library Staff
AS-7 Employees who understand the needs of their users
   Staff
*L096 The multimedia (CD/DVD/video/audio) collections I need
   Undergraduate
L172 Teaching me how to locate, evaluate, and use information
   All Groups
   Faculty
   Library Staff
   Staff
   Undergraduate
L720 Helpful online guides and tutorials
   All Groups
   Graduate
*LP-2 Quiet space for individual activities
   Faculty
LP-3 A comfortable and inviting location
   Staff
LP-4 A getaway for study, learning, or research
   Faculty
LP-5 Community space for group learning and group study
   All Groups
   Graduate
   Library Staff
   Staff
   Undergraduate
Among the Worst

*AS-1 Employees who instill confidence in users
  ^Undergraduate
*AS-2 Giving users individual attention
  ^Staff
*AS-3 Employees who are consistently courteous
  Staff
*AS-4 Readiness to respond to users' questions
  Staff
IC-1 Making electronic resources accessible from my home or office
  Faculty
IC-2 A library Web site enabling me to locate information on my own
  Faculty
  Library Staff
IC-3 The printed library materials I need for my work
  Graduate
  Library Staff
IC-4 The electronic information resources I need
  Graduate
  Staff
IC-5 Modern equipment that lets me easily access needed information
  All Groups
  Faculty
  Staff
  Undergraduate
IC-6 Easy-to-use access tools that allow me to find things on my own
  All Groups
IC-8 Print and/or electronic journal collections I require for my work
  All Groups
  Faculty
  Graduate
  Library Staff
  Staff
  Undergraduate
*L096 The multimedia (CD/DVD/video/audio) collections I need
  Library Staff
LP-1 Library space that inspires study and learning
  Undergraduate
*LP-2 Quiet space for individual activities
  Graduate
  Undergraduate
List of Service Items with Code

AS-1 Employees who instill confidence in users
AS-2 Giving users individual attention
AS-3 Employees who are consistently courteous
AS-4 Readiness to respond to users’ questions
AS-5 Employees who have the knowledge to answer user questions
AS-6 Employees who deal with users in a caring fashion
AS-7 Employees who understand the needs of their users
AS-8 Willingness to help users
AS-9 Dependability in handling users’ service problems
IC-1 Making electronic resources accessible from my home or office
IC-2 A library Web site enabling me to locate information on my own
IC-3 The printed library materials I need for my work
IC-4 The electronic information resources I need
IC-5 Modern equipment that lets me easily access needed information
IC-6 Easy-to-use access tools that allow me to find things on my own
IC-7 Making information easily accessible for independent use
IC-8 Print and/or electronic journal collections I require for my work
L059 Online course support (readings, links, references)
L096 The multimedia (CD/DVD/video/audio) collections I need
L171 Making me aware of library resources and services
L172 Teaching me how to locate, evaluate, and use information
L720 Helpful online guides and tutorials
LP-1 Library space that inspires study and learning
LP-2 Quiet space for individual activities
LP-3 A comfortable and inviting location
LP-4 A getaway for study, learning, or research
LP-5 Community space for group learning and group study