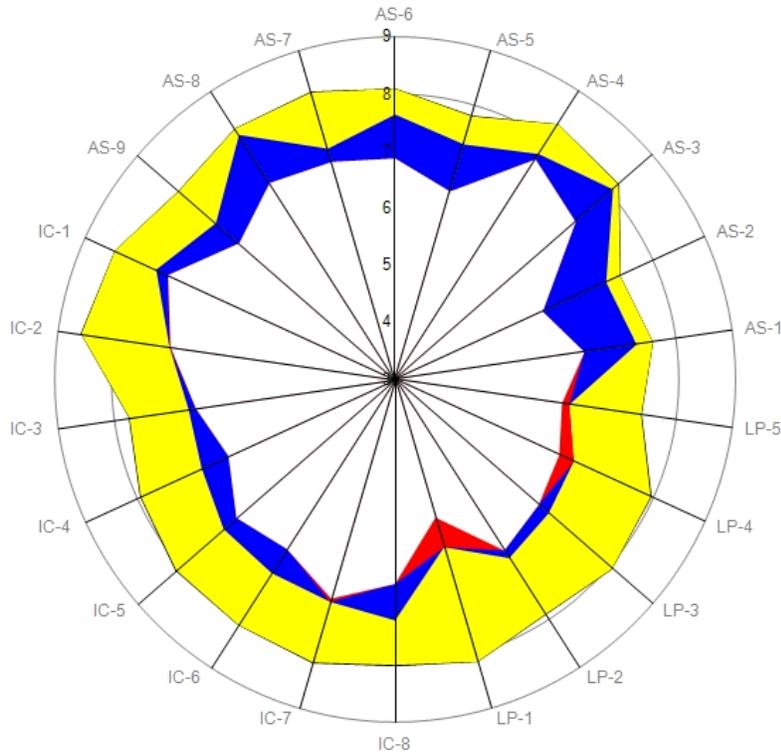




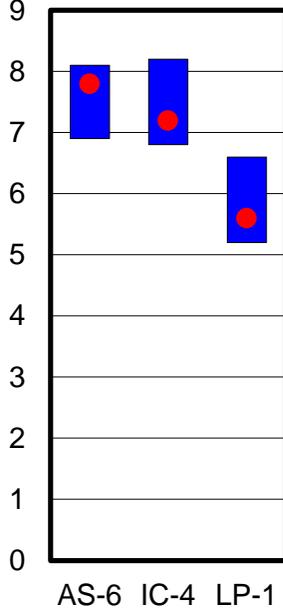
Humanities Undergraduates (n=124)



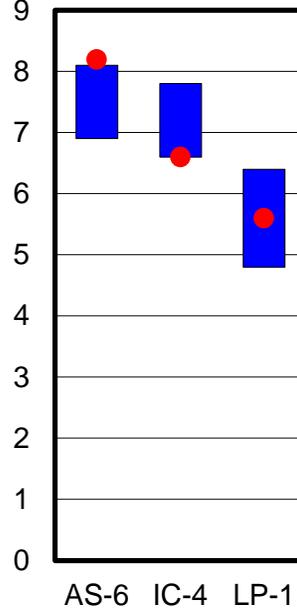
**Affect of Service (AS)**

- AS1 Employees who instill confidence in users
- AS2 Giving users individual attention
- AS3 Employees who are consistently courteous
- AS4 Readiness to respond to users' questions
- AS5 Employees who have the knowledge to answer user questions
- AS6\*** Employees who deal with users in a caring fashion
- AS7 Employees who understand the needs of their users
- AS8 Willingness to help users
- AS9 Dependability in handling users' service problems

Grad Students (n=173)



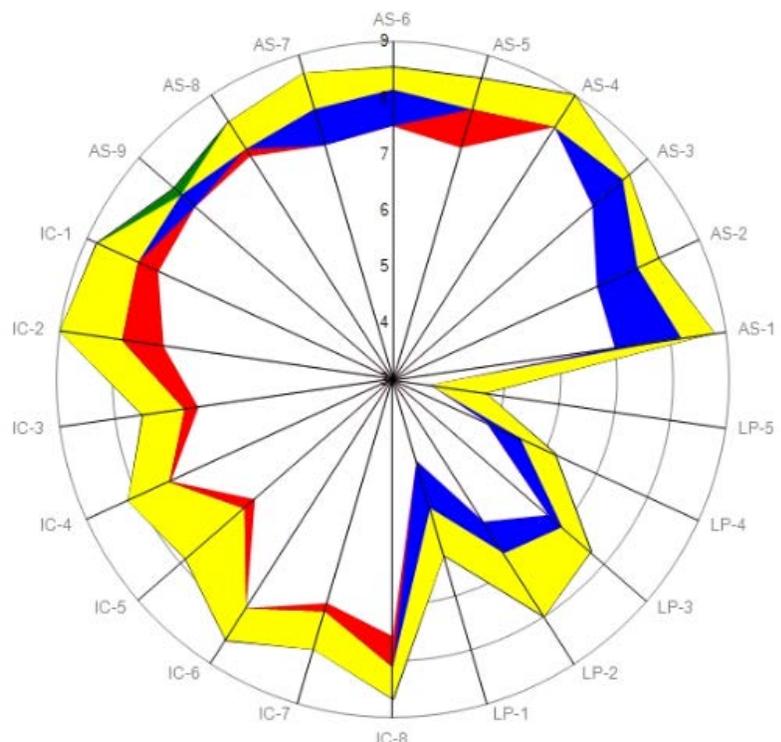
Humanities GS (n=16)



**Information Control (IC)**

- IC1 Making electronic resources accessible from my home or office
- IC2 A library Web site enabling me to locate information on my own
- IC3 The printed library materials I need for my work
- IC4\*** The electronic information resources I need
- IC5 Modern equipment that lets me easily access needed information
- IC6 Easy-to-use access tools that allow me to find things on my own
- IC7 Making information easily accessible for independent use
- IC8 Print and/or electronic journal collections I require for my work

Humanities Faculty (n=26)



**Library as Place (LP)**

- LP1\*** Library space that inspires study and learning
- LP2 Quiet space for individual activities
- LP3 A comfortable and inviting location
- LP4 A getaway for study, learning or research
- LP5 Community space for group learning and group study

\*From these 22 questions, survey participants receive eight. Everyone receives these three questions (AS6, IC4 & LP1) and another five that are chosen randomly.