

APU Coding and Categories Used for LibQual Comment Analysis

| Service | Ratings | Resources | Ratings | Facilities | Ratings | Other | Rating | Staff | Rating |
|---|-------------------------|---|------------------------|---|------------------------|--|------------------------|----------------------------------|--------|
| S1 Circulation | + 4; - 3; neutral 0 | C1 Book collections | -0 | P1 General atmosphere (general comments) | + 1; -0; neutral 1 | O1 General | + 8; - 0; neutral 2 | B1 Positive staff behavior | 7 |
| S2 ILL | + 4; - 0 | C2 Journal collections and databases | +4; - 1 | P2 Parking | + ; -9; neutral 1 | O2 Other | + 0; - 0; neutral 0 | B2 Negative staff behavior | 6 |
| S3 Library hours | + 0; - 1 | C3 Other Collections | + 0; - 0 | P3 Safety/Security | + 0; - 0; neutral 0 | O3 Survey - comments about the survey | + 0; - 0; neutral 1 | | |
| S4 Policies | + 1; - 2 | C4 General comments about the collection | + 5; - 2; neutral 1 | P4 Noise levels | +0; -2 | | | | |
| S5 Reference services | + 13; - 4; neutral 0 | C5 Access to physical collections | + 0; - 0; neutral 0 | P5 Study space | +0; - 0; neutral 0 | | | | |
| S6 Classroom teaching | + 0; - 0; neutral 0 | C6 Access to online collections | + 2; - 0; neutral 0 | P6 Wayfinding – layout and signage | + 0; - 0; neutral 0 | | | | |
| S7 Online catalog | + 0; - 1 | | | P7 Temperature levels | - 1 | | | | |
| S8 Computer equipment | + 0; - 0; neutral 0 | | | P8 Other place/env related | + 0; - 0; neutral 0 | | | | |
| S9 Non-computer equipment | + 0; - 0; neutral 0 | | | | | | | | |
| S10 Other teaching tools (audio tour, tutorials, Libguides,...) | + 0; - 1; neutral 0 | | | | | | | | |
| S11 Website | + ; - 2; neutral | | | | | | | | |
| S12 Group study rooms and graduate carrels | + 1; - 2 ; neutral | | | | | | | | |
| S13 Other service | +0 - 0; neutral 0 | | | | | | | | |