

UAA Coding and Categories Used for LibQual Comment Analysis

Service	Ratings	Resources	Ratings	Facilities	Ratings	Other	Rating	Staff	Rating
S1 Circulation	+ 92; - 53; neutral 1	C1 Book collections	-11	P1 General atmosphere (general comments)	+ 33; -12; neutral 3	O1 General	+ 137; - 6; neutral 13	B1 Positive staff behavior	202
S2 ILL	+ 23; - 8	C2 Journal collections and databases	+ 6; - 16	P2 Parking	+ 1 ; - 11; neutral 0	O2 Other	+ 4; - 1; neutral 1	B2 Negative staff behavior	67
S3 Library hours	+ 12; - 18	C3 Other Collections	+ 2; - 2	P3 Safety/Security	+ 2; - 12;	O3 Survey - comments about the survey	+ 2; - 19; neutral 2		
S4 Policies	+ 4; - 14	C4 General comments about the collection	+ 26; - 18; neutral 3	P4 Noise levels	+ 9; - 33				
S5 Reference services	+ 127; - 37; neutral 5	C5 Access to physical collections	+ 1; - 1; neutral 1	P5 Study space	+ 72; - 30; neutral 2				
S6 Classroom teaching	+ 5; - 4; neutral 2	C6 Access to online collections	+ 18; - 17; neutral 2	P6 Wayfinding – layout and signage	+ 5; - 7;				
S7 Online catalog	+ 5; - 9			P7 Temperature levels	- 15				
S8 Computer equipment	+ 6; - 24; neutral 1			P8 Other place/env related	+ 2; - 15;				
S9 Non-computer equipment	+ 2; - 5; neutral 1								
S10 Other teaching tools (audio tour, tutorials, Libguides,...)	+ 4; - 7; neutral 2								
S11 Website	+ 8; - 15; neutral 1								
S12 Group study rooms and graduate carrels	+ 19; - 55; neutral 4								
S13 Other service	+0 - 0; neutral 6								