Top 8 Negative Comments Made on LibQual Surveys by Percentage of Comments

Survey Year

2003 2004 2005 2006

Percentage of Negative Comments

0% 5% 10% 15% 20% 25% 30% 35% 40% 45% 50%

Library Policies/Services
Library Holdings
Building Appearance/Environment
Electronic Journal Access
Databases
Building Hours
Services for Remote Users
Web presence

Note: This graph represents the Top 8 comment areas by percentage of negative comments made during the respective year.