PLEASE READ THE FOLLOWING CAREFULLY:

ABOUT THE SURVEY:

- You are invited to complete the LibQUAL+ Survey.
- Participation is voluntary.
- You may withdraw your participation at any time without penalty.
- Choose “NA” (not applicable) if you wish not to answer a survey item.
- The survey takes approximately five minutes to complete.

THIS SURVEY WILL:

- Help Clarion University Libraries better understand how the Clarion University community rates library services.
- Allow us to compare Clarion University results to other libraries participating in the survey to determine best practice.
- Let us know where we can concentrate service improvement for Clarion University users.

RESTRICTIONS:

- You must be 18 years old, or older, to participate in the survey.
- ONLY Clarion University student, staff, and faculty may participate in the survey, enter the drawing, and be eligible for a prize.

CONFIDENTIALITY:

- If you choose to participate, your responses will be held in confidence.
- No identifying links between responses and the individual responding will be retained.
- Only combined data will be reported.

   If you have comments or questions about the survey, or if you have any difficulty in accessing or taking the survey, please contact Mary Buchanan at libqual@clarion.edu.

INSTRUCTIONS:

Once you begin the survey:

- You are presented with nine statements. Each has three parts.
- On a scale of “1” (Low) to “9” (High), rate each statement based on...
  1. Your minimum service level;
  2. Your desired service level;
  3. How you believe the CU Libraries perform.
- Do not skip anything! Rate each statement in all three categories.

Incomplete surveys are discarded. If you feel a question does not apply to you, choose NA (not applicable). If the survey is discarded, you are not eligible for the prize drawing.
By clicking the link (*I AGREE*) below, you agree that you meet the following conditions:

- You are 18 years old, or older.
- You are a *Clarion University* student, staff member, or *faculty* member.
- You have read the above consent form, have *understood* it, and *agree* to it.
- You *want* to participate in the survey.

**I AGREE**