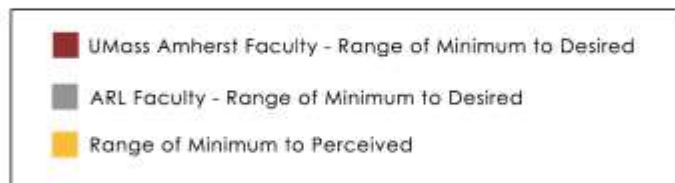
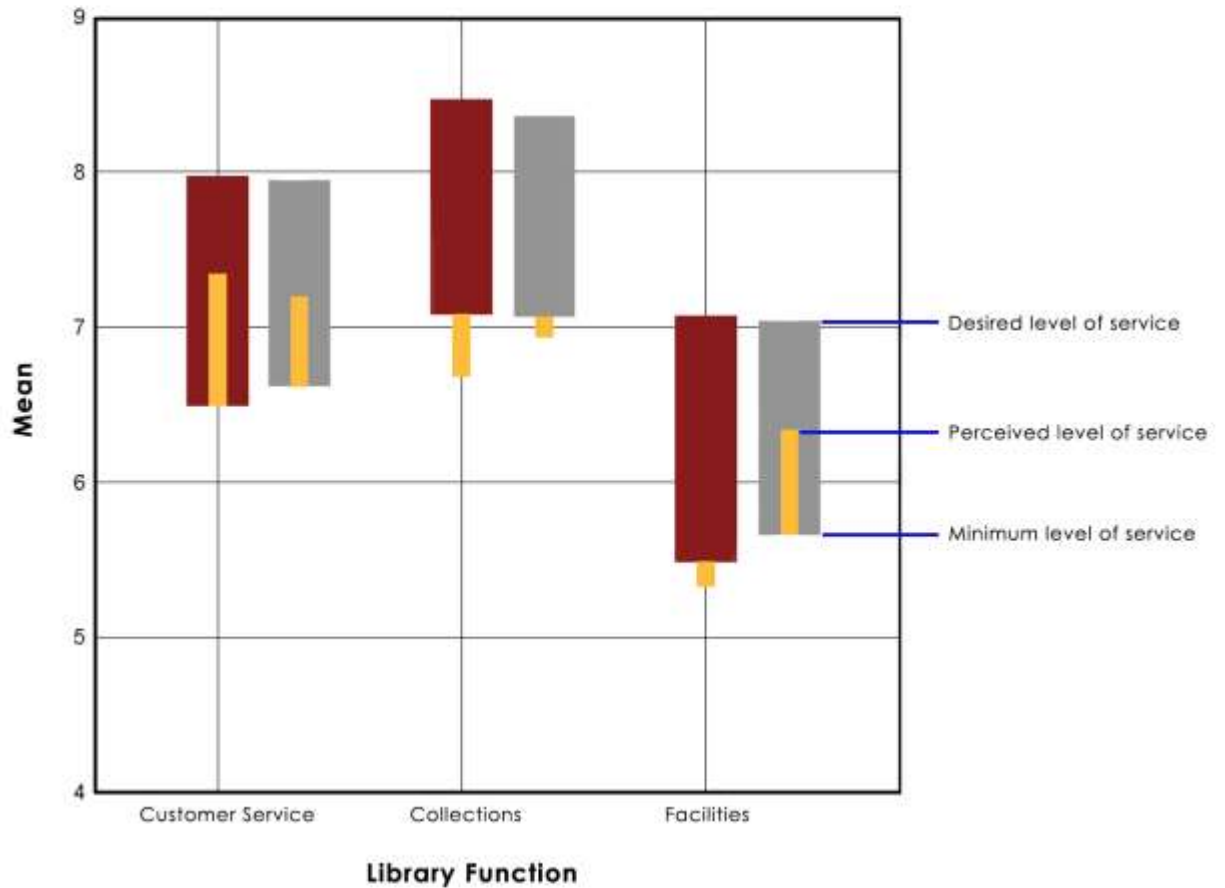


UMass Amherst Faculty Summary LibQUAL+™ Spring 2004*

The burgundy and gray bars represent the range between the level of minimally acceptable service to the desired level of service for each of the three library functions included in the survey. The burgundy bars represent UMass Amherst faculty. The gray bars represent total ARL faculty. The gold bars represent what faculty perceive the level of services to actually be.



* LibQUAL+™ is a web based survey developed by ARL that measures the quality of library services.