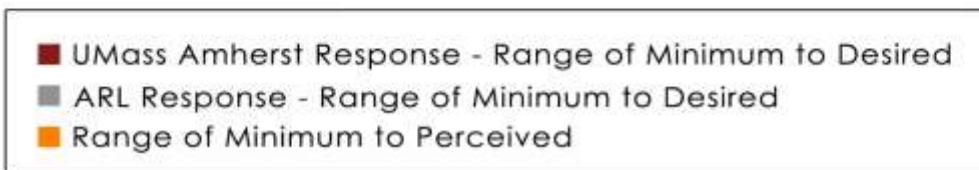
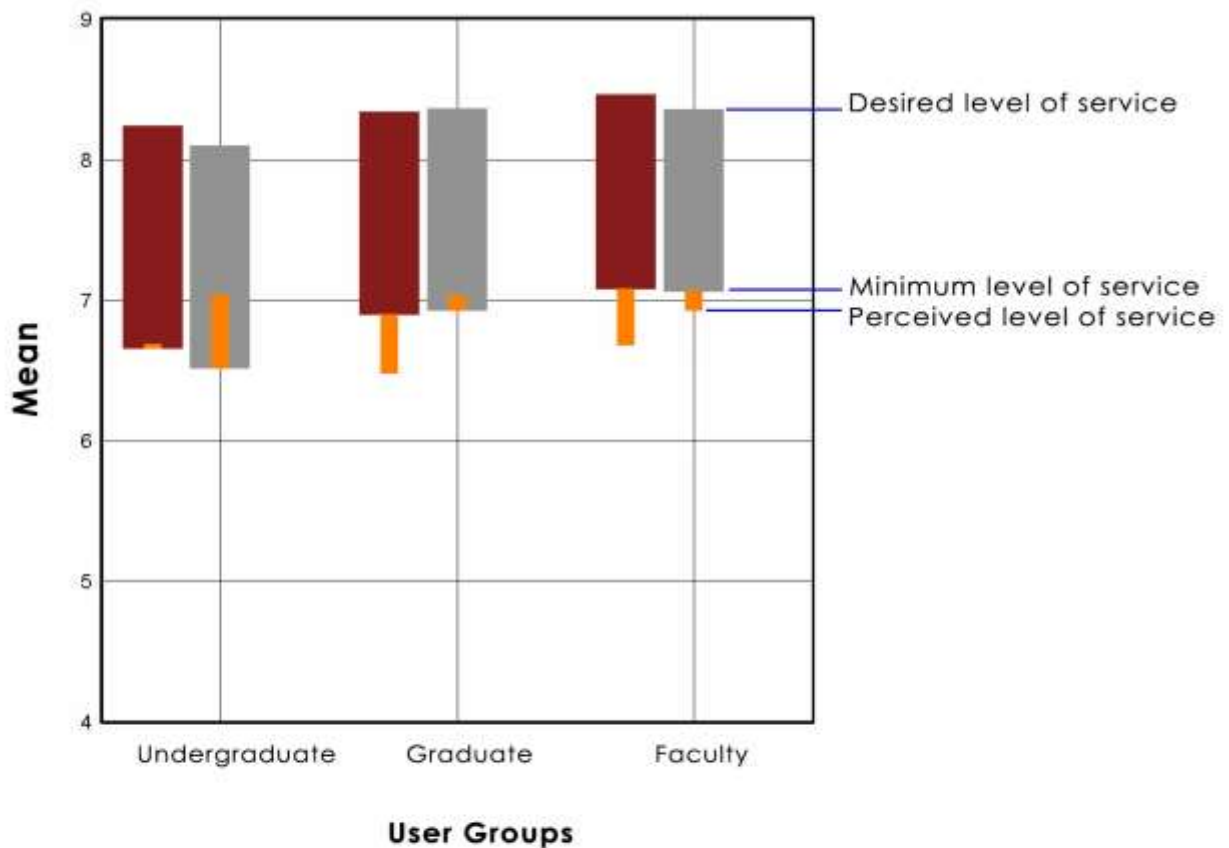


UMass Amherst Collections Summary

LibQual+™ Spring 2004*

The burgundy and gray bars represent the range between the level of minimally acceptable service to the desired level of service related to library collections for Undergraduates, Graduates, and Faculty. The burgundy bars represent UMass Amherst responses. The gray bars represent ARL responses. The gold bars represent what respondents perceive the level of service to actually be.



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