1. Service items preceded by a **bold arrow** (label 8) indicate services where there is strong statistical evidence that the gap between user expectations of "an excellent library" and the UC Berkeley Library's performance is one or greater than one. This indicates that the UC Berkeley Library is under-performing in the particular feature.

2. Look at the **height of the bar** (label 2) to the left of each numbered item. The taller the bar, the more important the service is to the respondents.

3. Look at the **number of people who responded to the item relative to the number who did not** (labels 4 and 5). The upper number is the number of individuals who answered the question. The lower number is the number of individuals who did not answer the question but who responded to the survey. If this second number is relatively large by comparison with the second number for other items, this may be an indication that the respondents were either unfamiliar with the particular service, or did not have an opinion about it.