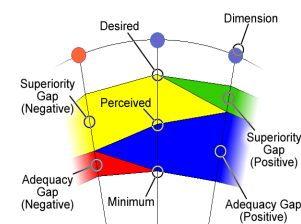


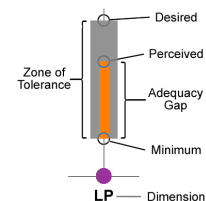
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, and law libraries. Users were asked for their judgments on three scales for each survey question: the desired level of service they would like to receive, the minimum they are willing to accept, and the actual level of service they perceive to have been provided. The desired and minimum scores establish the upper and lower boundaries of a zone of tolerance within which the perceived scores should float if respondents view service as adequate (see "Key to Bar Charts"). This framework allows the use of gap analysis to interpret results. If scores are within the zone of tolerance, the service adequacy gap is positive because users' perceptions are higher than their minimum expectations; this is represented on the radar charts in blue. Conversely, a negative service adequacy gap occurs when perceptions fall below minimum expectations; this is represented on the radar charts in red. A positive superiority gap occurs when perceptions exceed desires; this is represented on the radar charts in green.

	Institutions	Completed Surveys	Valid Surveys
<b>Total</b>	141	163,715	153,127
<b>Institution Type:</b>			
Academic Health Sciences	3	2,036	1,811
Academic Law	1	153	146
College or University	131	156,477	146,493
Community College	6	5,049	4,677
<b>Country:</b>			
Canada	46	54,043	50,733
Cyprus	1	689	656
Egypt	1	808	750
Finland	2	10,211	9,829
France	7	12,384	11,654
Ireland	3	4,428	4,172
Sweden	2	7,921	7,291
Switzerland	3	3,607	3,277
United Kingdom	6	9,616	9,117
USA	70	60,008	55,648
<b>ARL</b>	23	29,631	27,775
<b>Non-ARL</b>	118	134,084	125,352

### Key to Radar Charts



### Key to Bar Charts

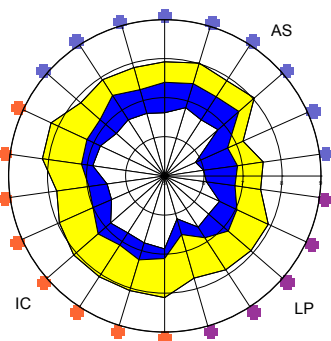


### Key to Dimensions

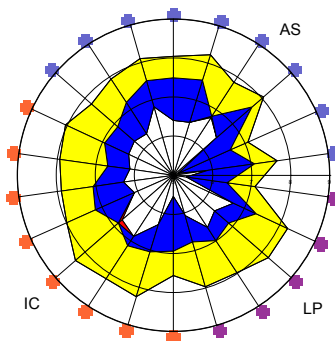
- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)

22 Core Questions Summary

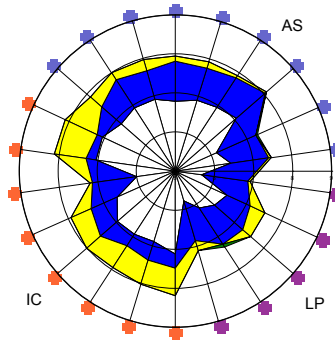
#### Colleges and Universities American English



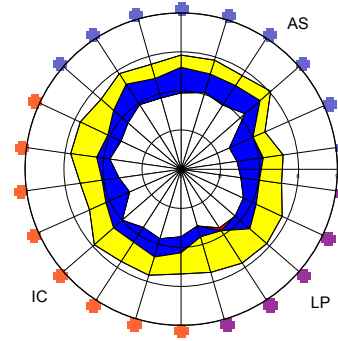
#### Academic Law Institutions American English



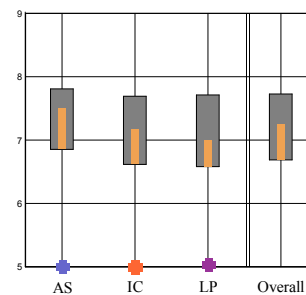
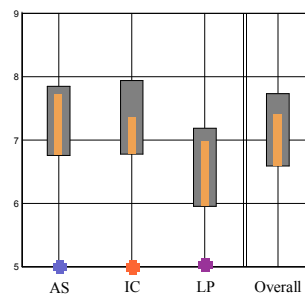
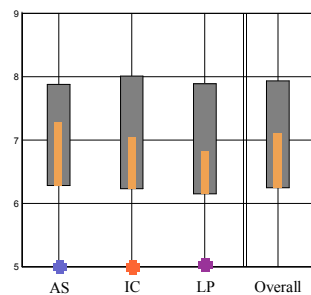
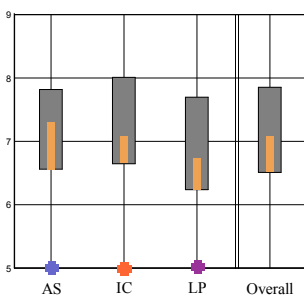
#### Academic Health Sciences American English



#### Community Colleges American English



Dimensions Summary



Dimension Mean Values

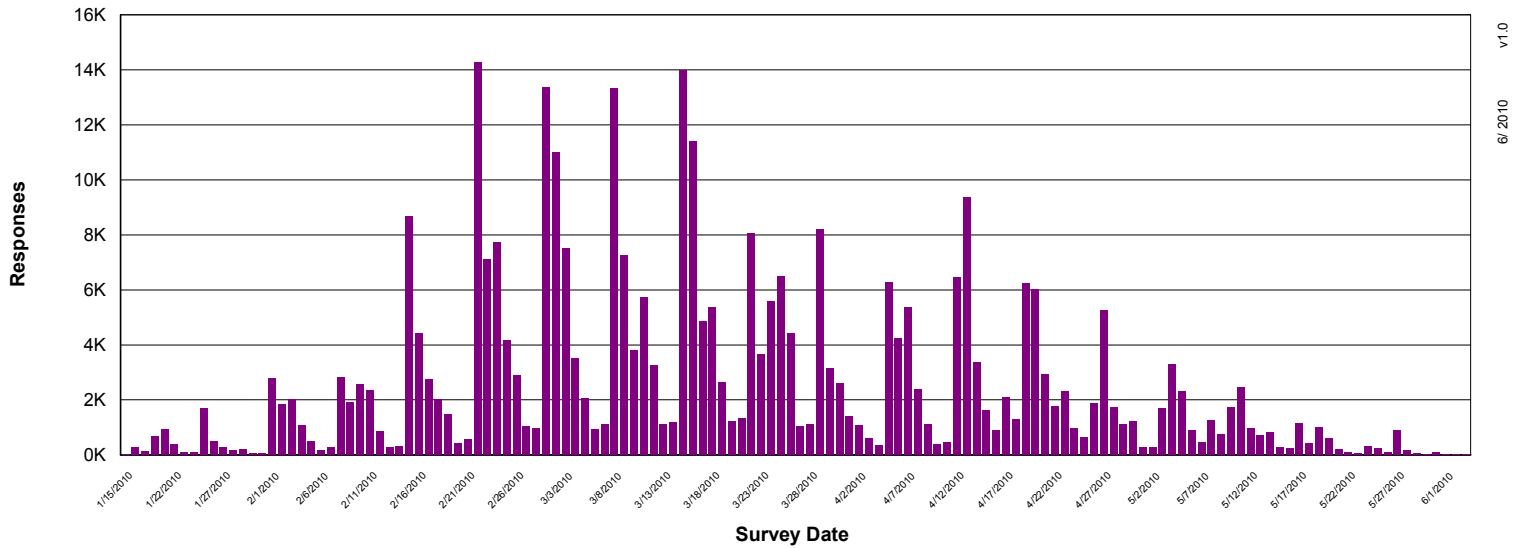
Desired		n = 83,808	
7.82	8.01	7.70	7.85
Perceived			
7.29	7.07	6.74	7.07
Minimum			
6.56	6.64	6.23	6.51
<b>AS</b>	<b>IC</b>	<b>LP</b>	<b>Overall</b>

Desired		n = 144	
7.88	8.01	7.89	7.93
Perceived			
7.27	7.04	6.82	7.09
Minimum			
6.28	6.23	6.15	6.25
<b>AS</b>	<b>IC</b>	<b>LP</b>	<b>Overall</b>

Desired		n = 1,775	
7.85	7.94	7.18	7.73
Perceived			
7.71	7.34	6.97	7.40
Minimum			
6.76	6.78	5.95	6.59
<b>AS</b>	<b>IC</b>	<b>LP</b>	<b>Overall</b>

Desired		n = 4,577	
7.80	7.69	7.71	7.73
Perceived			
7.48	7.16	7.00	7.25
Minimum			
6.85	6.61	6.58	6.69
<b>AS</b>	<b>IC</b>	<b>LP</b>	<b>Overall</b>

## Survey Activity by Day



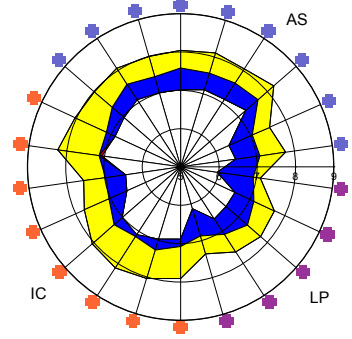
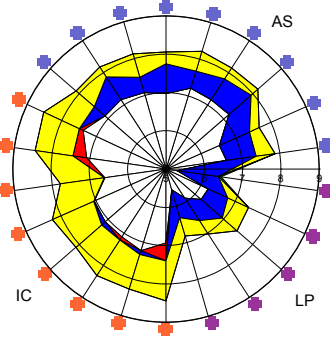
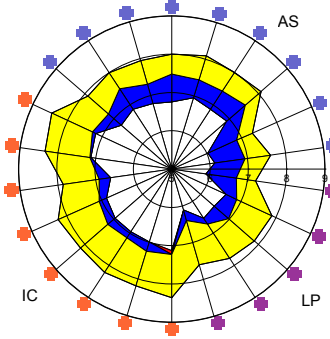
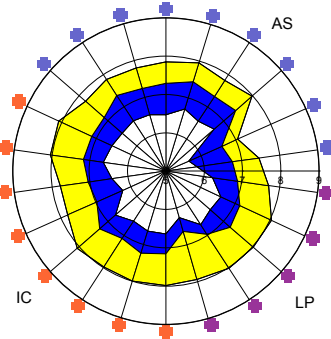
## College and University User Groups (American English)

**Undergraduates**  
(n = 51,640)

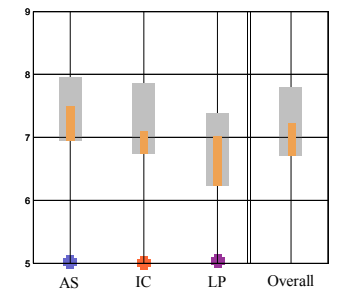
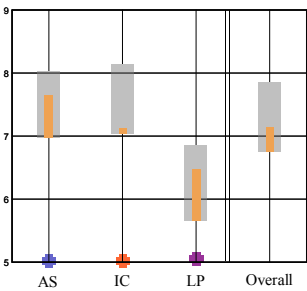
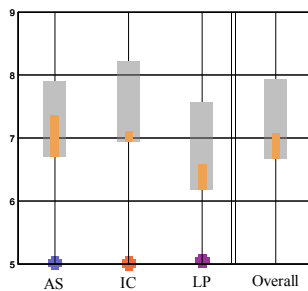
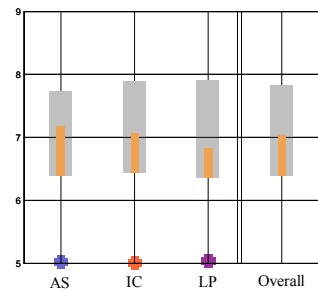
**Graduates**  
(n = 18,432)

**Faculty**  
(n = 10,589)

**Staff**  
(n = 3,147)



22 Core Questions Summary



Dimensions Summary

### LibQUAL+® Tutorial

To learn more about the three dimensions and view an animated guide to reading LibQUAL+® charts, view the LibQUAL+® Interactive Tutorial at:

[www.libqual.org/Information/Tools](http://www.libqual.org/Information/Tools)

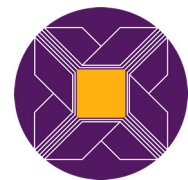
### Register for LibQUAL+®

To register for the 2010 LibQUAL+® survey, go to:

[www.libqual.org](http://www.libqual.org)



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