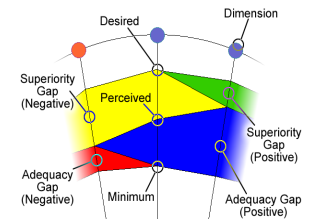


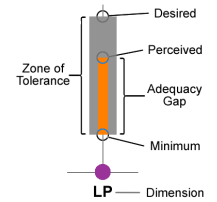
LibQUAL+® is a survey that measures user perceptions and expectations of library service quality in three dimensions: Affect of Service, Information Control, and Library as Place. Participating institutions included college and university libraries, health sciences libraries, community college libraries, 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, although lower than their desired expectations. Positive service adequacy gaps are shown in blue on the radar charts below (see "Key to Radar Charts"). 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>	100	106,452	98,686
<b>Institution Type:</b>			
Academic Health Sciences	1	174	165
Academic Law	2	286	282
College or University	85	100,742	93,404
Community College	11	4,046	3,720
European Business	1	1,204	1,115
<b>Country:</b>			
Canada	4	4,248	3,923
Denmark	1	1,204	1,115
France	4	7,647	7,231
South Africa	1	871	840
Switzerland	1	2,221	2,030
United Kingdom	10	13,176	12,440
USA	79	77,085	71,107
<b>ARL</b>			
ARL	14	15,886	14,672
<b>Non-ARL</b>			
Non-ARL	86	90,566	84,014

### Key to Radar Charts



### Key to Bar Charts

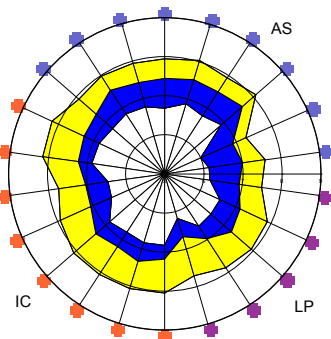


### Key to Dimensions

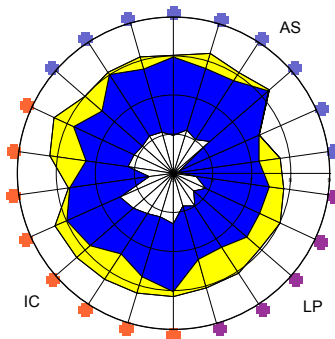
- Affect of Service (AS)
- Information Control (IC)
- Library as Place (LP)

22 Core Questions Summary

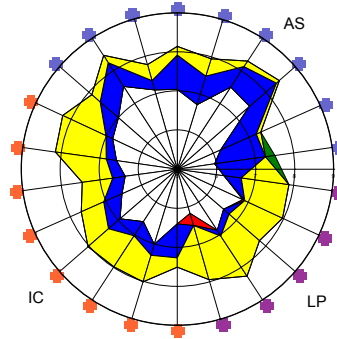
### Colleges and Universities American English



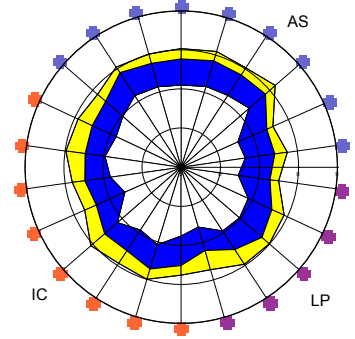
### Academic Law Institutions American English



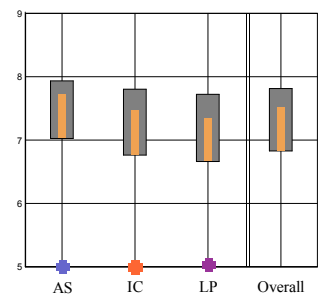
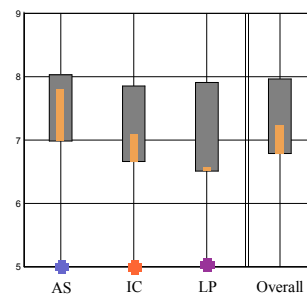
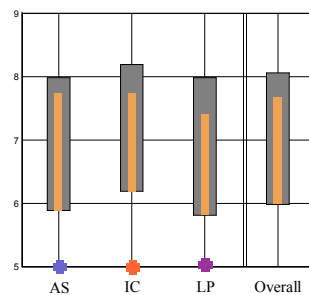
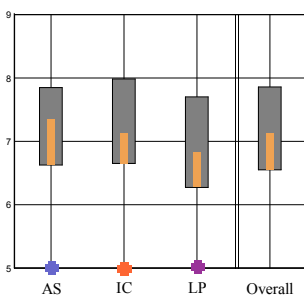
### Academic Health Sciences American English



### Community Colleges American English



Dimensions Summary



Dimension Mean Values

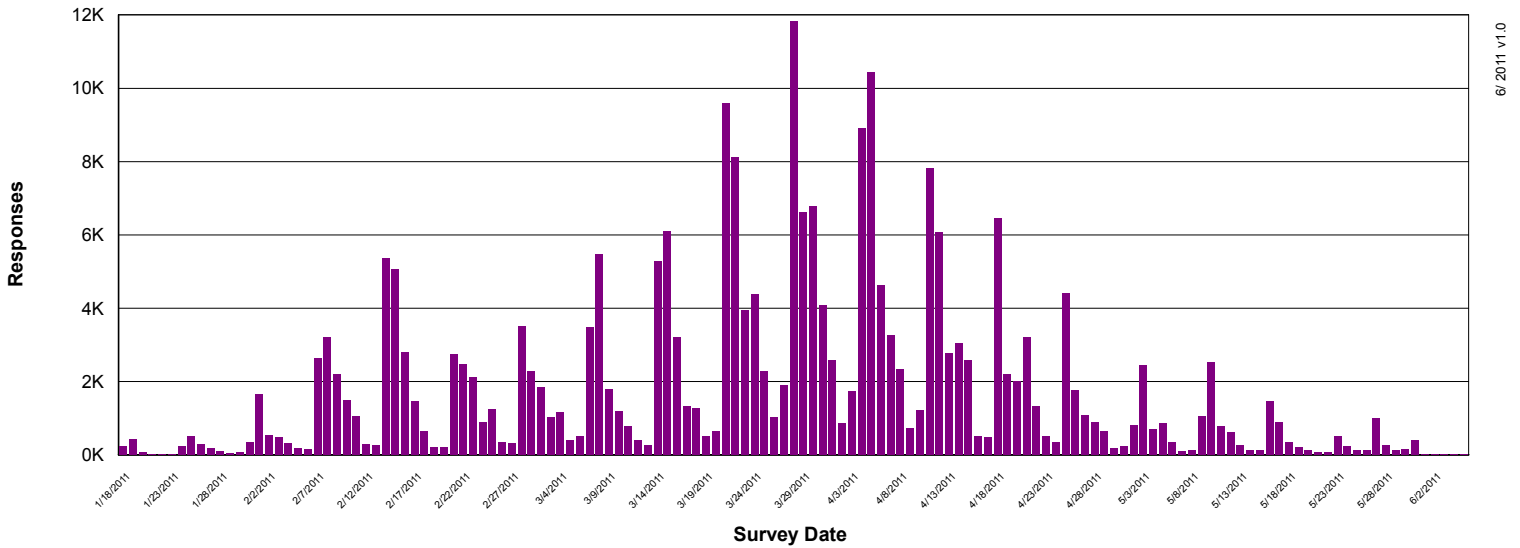
Desired	n = 69,564			
7.85	7.98	7.70	7.86	
Perceived	7.34	7.12	6.82	7.12
Minimum	6.63	6.65	6.27	6.55
	AS	IC	LP	Overall

Desired	n = 280			
7.98	8.19	7.99	8.06	
Perceived	7.74	7.73	7.39	7.66
Minimum	5.89	6.19	5.81	5.98
	AS	IC	LP	Overall

Desired	n = 158			
8.03	7.85	7.96	7.97	
Perceived	7.79	7.09	6.51	7.23
Minimum	6.98	6.66	6.56	6.79
	AS	IC	LP	Overall

Desired	n = 3,657			
7.93	7.80	7.72	7.81	
Perceived	7.71	7.46	7.33	7.51
Minimum	7.03	6.76	6.66	6.83
	AS	IC	LP	Overall

## Survey Activity by Day



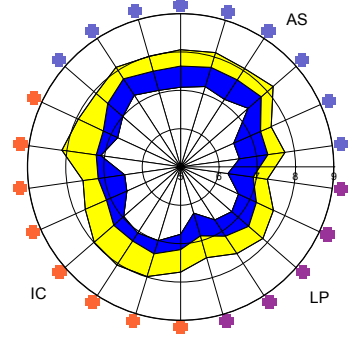
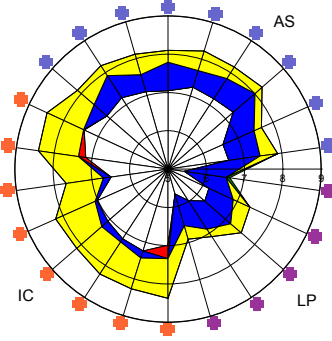
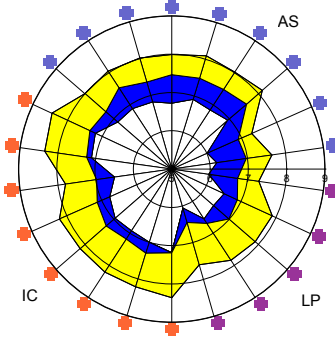
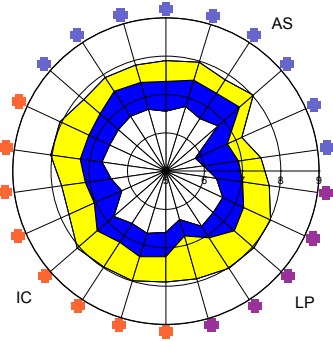
## College and University User Groups (American English)

**Undergraduates**  
(n = 41,892)

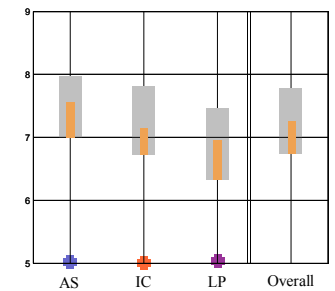
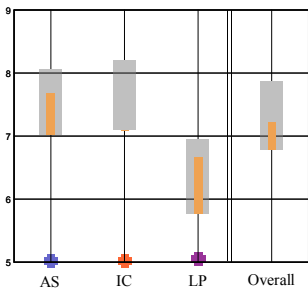
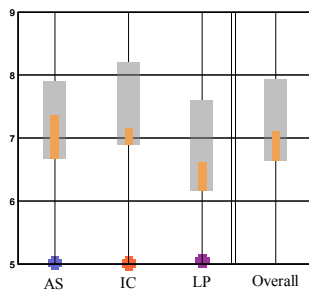
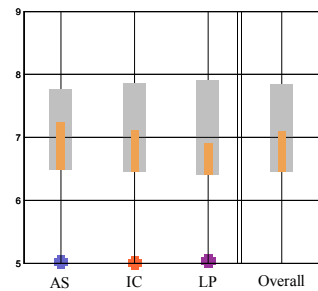
**Graduates**  
(n = 14,879)

**Faculty**  
(n = 9,597)

**Staff**  
(n = 3,196)



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 2011 LibQUAL+® survey, go to:

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



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