**Goals**

- Foster a culture of excellence in providing library service
- Help libraries better understand user perceptions of library service quality
- Collect and interpret library user feedback systematically over time
- Provide libraries with comparable assessment information from peer institutions
- Identify best practices in library service
- Enhance library staff members’ analytical skills for interpreting and acting on data

**Dimensions**

**Library Service Quality**

- **Affect of Service**
  - Empathy
  - Responsiveness
  - Assurance
  - Reliability

- **Information Control**
  - Scope
  - Timeliness
  - Convenience
  - Ease of Navigation
  - Modern Equipment

- **Library as Place**
  - Utilitarian Space
  - Symbol
  - Refuge

**Radar and Bar Chart**

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"Il est plus nécessaire d’étudier les hommes que les livres.”

—François de La Rochefoucauld (1613–1680)

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