



# LibQUAL+™

*“Il est plus nécessaire d'étudier les hommes que les livres.”*

—FRANÇOIS DE LA ROCHEFOUCAULD (1613–1680)

## 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

22 items and a box

### Library Service Quality

#### Affect of Service

- Empathy
- Responsiveness
- Assurance
- Reliability

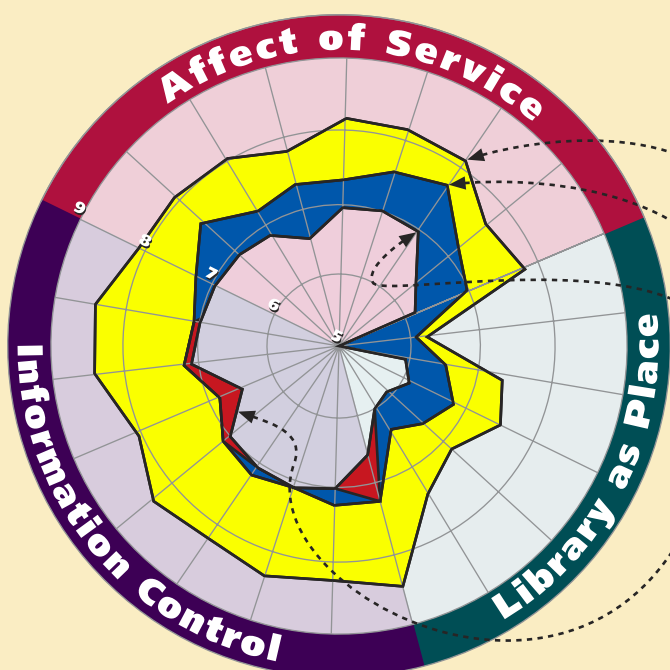
#### Information Control

- Scope
- Timeliness
- Convenience
- Ease of Navigation
- Modern Equipment

#### Library as Place

- Utilitarian Space
- Symbol
- Refuge

## Radar and Bar Chart



**Desired**

**Perceived**

**Minimum**

**Perceived Less than Minimum**

