

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. In 2005 the survey was completed by more than 150,000 users from 255 institutions, including participants in the U.S., Canada, the U.K., Ireland, Australia, and Sweden. 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.

LibQUAL+™ 2005 by the Numbers

	Institutions	Completed Surveys	Valid Surveys
Total	255	151,460	145,003
American English	208	104,725	99,786
<i>Colleges and Universities</i>	161	88,636	84,766
<i>Community Colleges</i>	15	6,113	5,702
<i>Academic Health Sciences</i>	13	5,477	5,041
<i>Academic Law Institutions</i>	10	1,686	1,638
<i>Research Centers (FFRDC)</i>	5	1,496	1,381
<i>Natural Resources</i>	2	704	673
<i>Military</i>	1	487	462
<i>Public</i>	1	126	123
British English	31	41,251	39,890
<i>Colleges and Universities</i>	29	35,198	34,109
<i>TAFE</i>	2	6,053	5,781
French Canadian	4	608	589
<i>Colleges and Universities</i>	2	489	476
<i>Natural Resources</i>	2	119	113
Afrikaans <i>Colleges and Universities</i>	4	3,171	3,106
Swedish <i>Colleges and Universities</i>	2	1,705	1,632
ARL	41	21,407	20,308

Key to Radar Charts

Key to Bar Charts

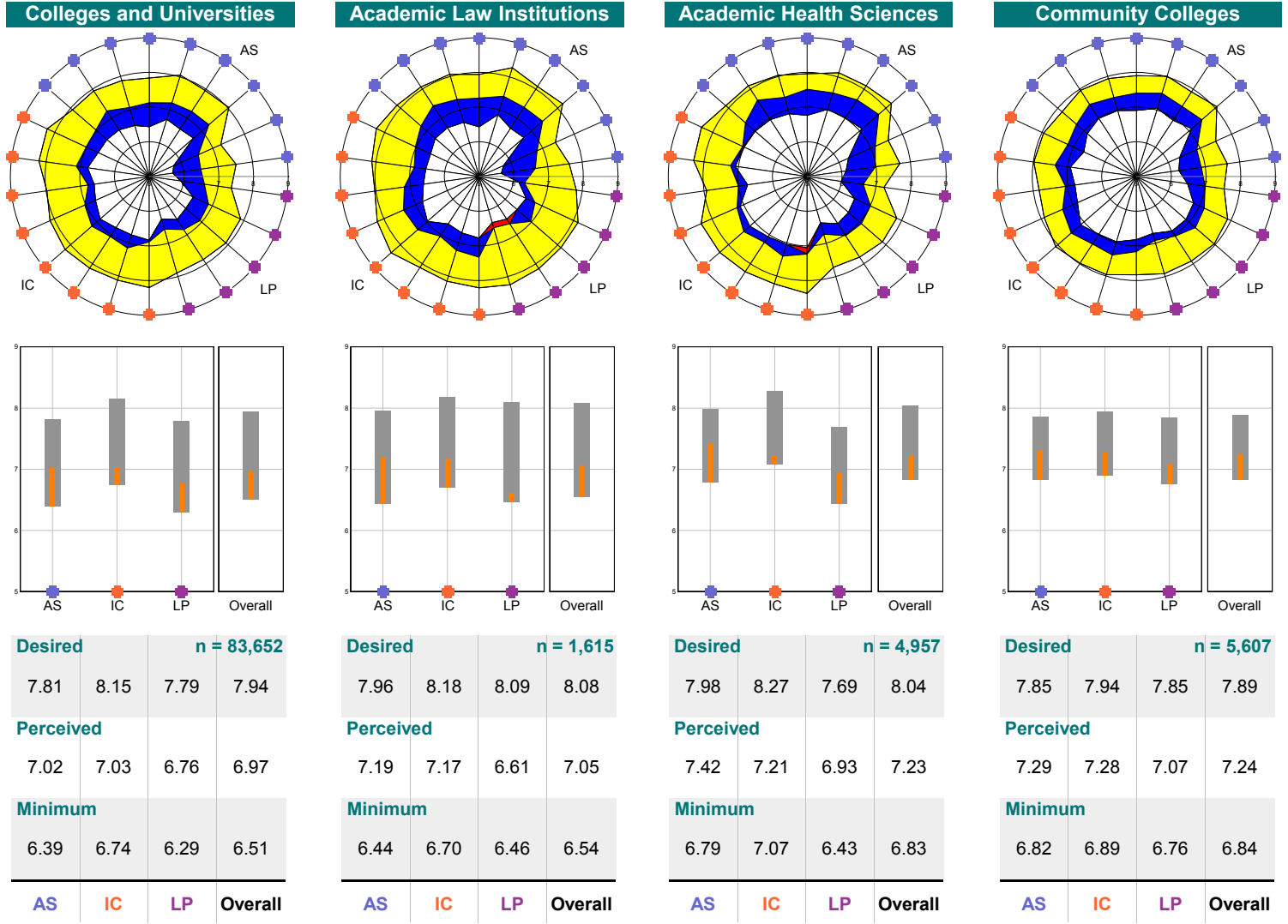
Key to Dimensions

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

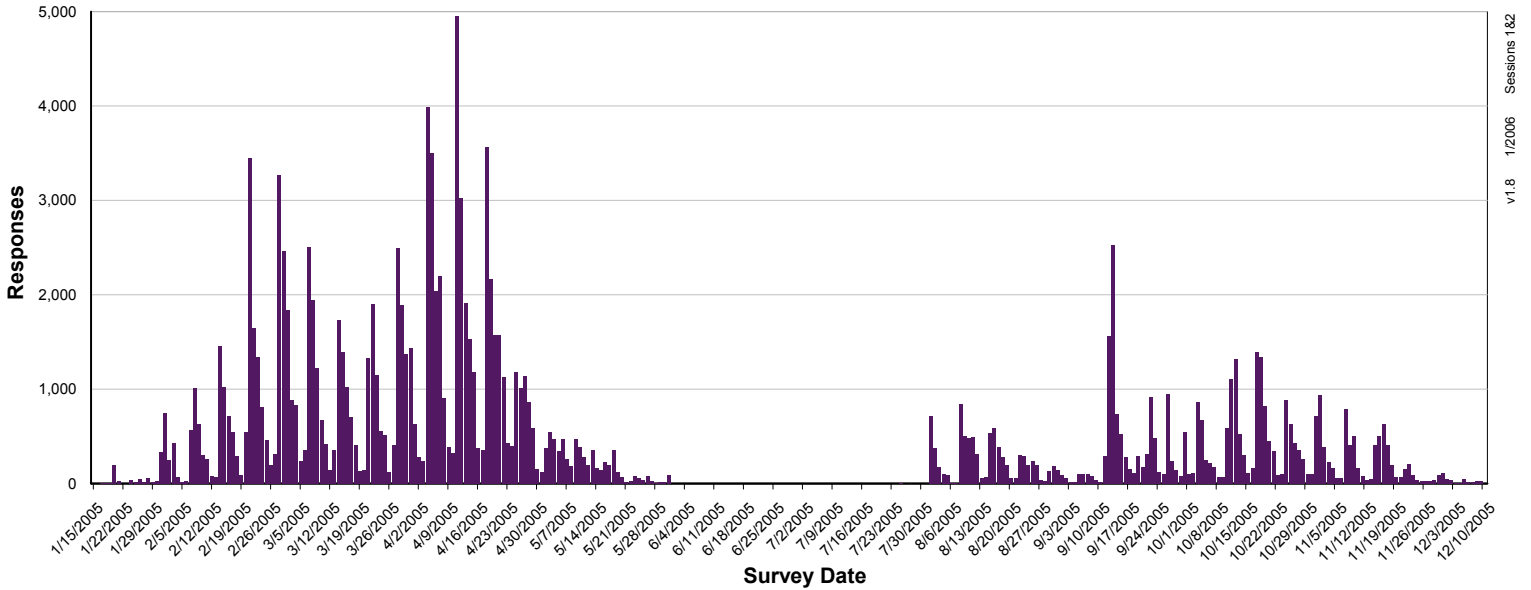
22 Core Questions Summary

Dimensions Summary

Dimension Mean Values



Survey Activity by Day



v1.8 1/2/2006 Sessions 1&2

College and University User Groups (American English)

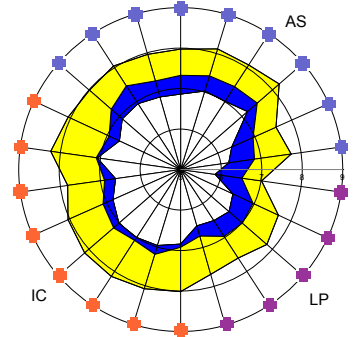
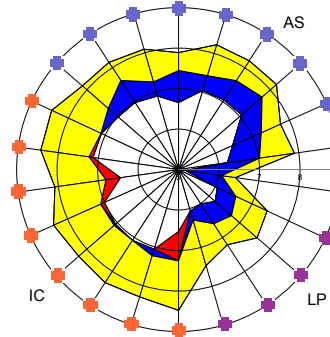
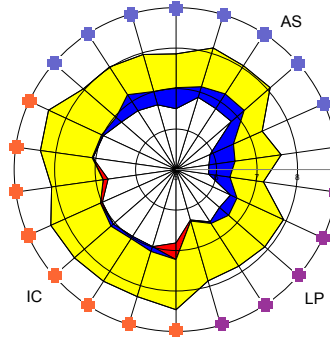
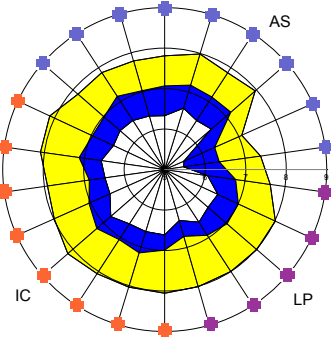
Undergraduates
(n = 51,854)

Graduates
(n = 15,947)

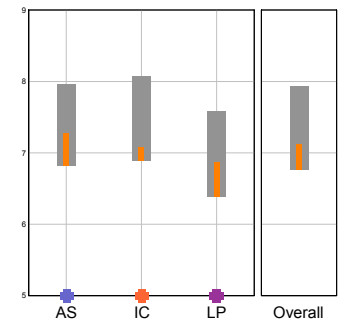
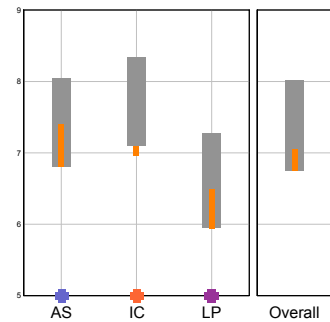
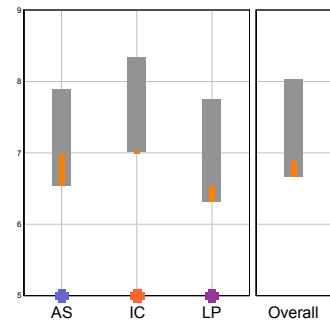
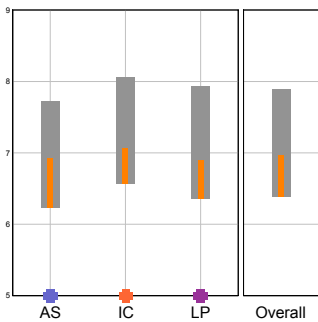
Faculty
(n = 12,534)

Staff
(n = 3,317)

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

Register for LibQUAL+™

To register for the 2006 LibQUAL+™ survey, go to:

www.libqual.org/Register



Association of Research Libraries
21 Dupont Circle NW, Suite 800
Washington, DC 20036
www.libqual.org
Phone 202-296-2296
Fax 202-872-0884
Copyright © 2006 Association of Research Libraries

